

Social Services Information System (SSIS)

Executive Summary

The Social Services Information System (SSIS) project has been a state-county partnership since its inception: funded, designed, promoted, and trained in a fully collaborative relationship between DHS agency and policy/legislative specialists, technology staff, and end-users.

SSIS works with county social service providers to design and implement case management features that

- promote efficiency, reduce rework, and paper/duplicate entry,
- implement mission-critical (and quite often complex) policy and legislative changes,
- support accurate, timely, and appropriate fiscal claims/reimbursements;
- provide accurate reporting data for state and federal agencies, and
- connect with other systems for client tracking and continuous advancements in agency interoperability.

Learn more

- [SSIS Fact Sheet](#)
- [Northstar Fact Sheet](#)
- [MnCHOICES Fact Sheet](#)
- [Comprehensive List of DHS Fact Sheets](#)

SSIS' strategic partnerships identify and meet a broad range of social service needs. Our historical and on-going relationships include the following stakeholders:

- **SSIS Partnership Group**
Representing approximately 30 county human services directors, SSIS managers and Department of Human Services (DHS) representatives acting as a board of directors
- **MN Association of County Social Services Administrators (MACSSA)**
- **State-county committees** specializing in operations, training, and technical issues.
- **County exchange employees** who contribute hands-on training, testing, policy interpretation and analysis experience.

Description of project

History

The Minnesota Department of Human Services (DHS) developed the Social Services Information System (SSIS) to accurately meet federal reporting requirements and to ensure that children in Minnesota's child welfare system were accurately tracked. In addition, it better ensures that children do not linger in foster care and have permanent

homes as soon as possible. SSIS is a child welfare case management system that county social workers use in all aspects of their work, from intake and screening to time reporting, maltreatment investigation, out-of-home placement, and foster care licensing. All data and documentation relating to the children and families served in Minnesota is stored in and produced by SSIS. SSIS is also used for general case management of mental health, developmental and other disabilities, and aging services.

Collaboration

Federal funds were available to develop the required SACWIS but there were not enough state funds to fulfill the matching provision. Because both the state and counties needed the system, a high-level state-county partnership was formed in 1994 to negotiate the needs of the state and 87 separate counties. County Partnership Group members championed the system with their peers. State members committed to meeting county needs for the system and sharing decision-making with the counties. The original development budget was funded with approximately 69% federal funds, 19% county funds and 12 % state funds. Current effective federal financial participation in supporting SSIS maintenance and on-going operations is 42%.

The SSIS Partnership Group acts as a board of directors, made up of approximately 30 county human services directors, SSIS managers, and DHS representatives. It makes and approves major decisions related to project planning, financing, and implementation. It refers some issues to the statewide Minnesota Association of County Social Services Administrators (MACSSA) for final decisions. Other county-SSIS groups providing leadership include the County Operations, Training, and Technical Committees, and three SSIS Fiscal design workgroups.

Numerous county exchange employees have worked on the project, lending critical business expertise in training, testing, policy interpretation, and functional analysis areas. Counties play a large part in training their SSIS users, incorporating SSIS's "train-the-trainer" approach to train county trainers and mentors. In addition, SSIS works with state colleges and universities to provide SSIS training to social work students so they graduate knowing how practice is implemented on SSIS.

Compliance with Federal Requirements

SACWIS

The Statewide Automated Child Welfare Information System (SACWIS) is a federally funded, yet voluntary, case management system. SACWIS is the record hub for all children and families receiving child welfare support and contains a complete case management history. A tribe also may develop a similar system, which is referred to as a Tribal Automated Child Welfare Information System (TACWIS).

<http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems>

AFCARS

The Adoption and Foster Care Analysis and Reporting System (AFCARS) collects case-level information from state and tribal title IV-E agencies on all children in foster care and those who have been adopted with title IV-E agency involvement. Title IV-E agencies are required to submit AFCARS data twice a year based on two 6-month reporting periods. <http://www.acf.hhs.gov/programs/cb/monitoring/afcars-assessment-reviews>

NCANDS

The National Child Abuse and Neglect Data System (NCANDS) is a voluntary data collection system that gathers information from all 50 states, the District of Columbia, and Puerto Rico about reports of child abuse and neglect. NCANDS was established in response to the Child Abuse Prevention and Treatment Act of 1988. The data are used to examine trends in child abuse and neglect across the country, and key findings are published in our Child Welfare Outcomes Reports to Congress and annual Child Maltreatment reports. <http://www.acf.hhs.gov/programs/cb/research-data-technology/reporting-systems/ncands>

NYTD

The National Youth in Transition Database (NYTD) collects information on youth in foster care, including sex, race, ethnicity, date of birth, and foster care status. It also collects information about the outcomes of those youth who have aged out of foster care. States began collecting data in 2010, and the first data set was submitted in May 2011. <http://www.acf.hhs.gov/programs/cb/resource/about-nytd>

Technology

SSIS Hardware / Software

Type: Client-server application managed remotely from DHS offices in St. Paul.

Application: [Delphi](#) with an Oracle database.

Platform: Microsoft Windows

Number of Servers: approximately 100 county-based and central servers

Number of Client Workstations: approximately 6000 users throughout the state

Centralized Databases:

- the Repository, which is a data warehouse for all SSIS data; and

- the Statewide Client Index (SWNDX), which unduplicates clients across counties and tracks child maltreatment offenders. (NOTE: The SWNDX also contains cross-reference identification for clients in other human services programs.)

About Delphi

Delphi is an integrated development environment (IDE) used to construct desktop graphical, web-based, and mobile applications. Delphi facilitates the development of highly connected applications for Windows, Apple OS X, Android, iOS, Gadgets, and Wearables. The product is used to create modern Windows applications and highly connected applications using a variety of interface technologies. Delphi delivers high performance, compiled native applications that easily connect with enterprise data, cloud services, devices, sensors, and gadgets. <http://www.embarcadero.com/products/delphi>

Did you know...?

Minnesota's Social Service Information System (SSIS) is a case management system for county social workers supporting:

- Child protection, foster care, adoption, children's mental health, and other child welfare programs.
- Supports adult maltreatment reporting, waiver claiming, and other adult services.
- Over 6,000 county social workers, case aides and DHS staff use SSIS to track cases involving 260,000 individuals annually.
- Functionality includes child and adult maltreatment reporting; social services case management; time tracking; service plans; case notes; vendor payments; Medicaid claiming.

<http://webapps2.dhsintra.net/AIS/Applications/Details.aspx?pkApplication=41>

SSIS is one of thirteen state-sponsored systems nationwide which are compliant with all federal Statewide Automated Child Welfare Information System (SACWIS) requirements.

- Of the 50 states and Puerto Rico, only fourteen are not in some phase of developing a SACWIS-compliant system.

<http://www.acf.hhs.gov/programs/cb/resource/sacwis-status>

SSIS is strongly supported by the Minnesota counties and tribes

- Counties contribute over \$900,000 per year to its continued development of fiscal-related functionality.
- The SSIS Partnership Group provides leadership and guidance for SSIS development. Members represent counties and tribes of all sizes, as well as SSIS technical staff.
- Partnership meeting minutes are available here:
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000445#
- SSIS system-related documentation for use by agencies is available here:
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=id_000404

SSIS supports interfaces to a number of local county- and tribal-based systems, including:

- All agency-specific general ledger and payment systems
- Contracted third-party case-management providers
- Mobile (tablet-based) applications

SSIS technical staff members are also responsible for developing MnCHOICES, which is integrated with SSIS.

- MnCHOICES is a Web-based application that is comprehensive and integrates assessment and support planning for people who need long-term services and supports in Minnesota. MnCHOICES embraces a person-centered approach to

ensure services meet each individual's strengths, goals, preferences and assessed needs. <http://mn.gov/dhs/partners-and-providers/continuing-care/reform-initiatives/mnchoices/index.jsp>

SSIS technical staff develop and support Vulnerable Adult Centralized Entry Point for reporting suspected maltreatment of vulnerable adults:

- Effective April 1, 2008, a centralized database, Social Service Information System (SSIS), for the CEP became available to all 87 counties. An enhancement to this data base, which has historically been used for children and family services, has allowed it to support the Vulnerable Adult (VA) reporting system. http://www.dhs.state.mn.us/main/groups/aging/documents/pub/dhs16_140437.pdf
- SSIS is managing the development of the new legislatively-mandated single-point-of-contact for vulnerable adult maltreatment reporting scheduled to be implemented 7/1/2015. http://www.dhs.state.mn.us/main/groups/aging/documents/pub/dhs16_189964.pdf
- As a part of the above development effort, the Behavioral Incident Report Form and ancillary processes will be significantly enhanced. The Behavior Intervention Reporting Form process allows statewide collection of information and data on various forms of restraint, time-out methods, seclusion and punitive consequences used by providers. http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_177536