

The SSIS Mentor Role

The following are suggested mentor tasks*:

- Trains or assists in training county/tribal users.
- Receives regular memos from the SSIS Mentor Program Coordinator (Maureen Zinda) through email.
- Attends bi-monthly Worker Mentor Meetings and brings information back to county/tribal users and the SSIS Coordinator
- Offers suggestions, forwards enhancements requests, reports errors and trouble with the network, etc., to the SSIS Help Line
- Assists users with problem-solving and application navigation.
- Calls the SSIS Help Line with application questions, follows up with the users, and reports significant issues to the SSIS Coordinator.
- Provides information and support for new workers to access DHS SSIS New Worker Training or county/tribal-provided initial training.
- Evaluates trainees returning from New Worker Training to determine agency-specific training or support needs.
- Identifies users who are struggling with the application and provides needed training.
- Provides refresher training as needed for long time users.
- Works with users to correct AFCARS and other report errors before the monthly upload.
- Problem-solves error messages on users' workstations.
- Attends Regional SSIS Meetings.
- Contacts Mentor Program Coordinator Maureen Zinda for job support and education.
- Is a highly knowledgeable SSIS user and a champion for SSIS within the local agency.

* Mentor Roles may vary in counties somewhat according to how work is organized to meet unique county needs.

Closely related to the SSIS Mentor role is the SSIS County Coordinator role. These positions must work together as a team to ensure that SSIS is fully operational in the county. For clarification and comparison, the tasks of the County Coordinator are listed on the next page.

The County Coordinator Role

Suggested tasks:

- Receives email from SSIS regarding workflow, new releases and installation schedules and forwards to appropriate agency staff.
- Notifies SSIS of organizational structure changes in the county or tribal office for email changes.
- Attends SSIS Regional Meetings.
- Sets up plan for orientation of new workers before New Worker Training.
- Coordinates the repository upload to SSIS for state and federal reporting.
- Meets with county/tribal management team to determine procedures for new SSIS versions.
- Gives feedback to SSIS in response to new development of the application.
- Main contact for pilot testing
- Works with the mentor in areas of concern regarding user performance on the application.
- Plans with management for upcoming changes when new versions of SSIS will be released.

As previously stated, these responsibilities may vary with agency organizational needs.