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SSIS in CountyLink
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dhs.ssishelp@state.mn.us

SSIS update
Social Services Information System
Issue 365
January 18, 2013

SWNDXing

Select button is not working during clearing

There is a bug in the clearing process. The Select button on the State Search screen is grayed out and users cannot select State records for merging. We anticipate this bug will be fixed in the V.13.1 release, scheduled for implementation at the end of February. Until a fix corrects this error, this is the recommended workaround:

For clients in open Intakes and workgroups:
Add the existing State (SWNDX/MAXIS) client to the Participant folder, then merge the county client to this State client at the County level. The client will automatically clear to SWNDX.

To do this:

1. Open the appropriate workgroup.
2. Select Add existing client from the Participant folder.
3. Search for the applicable SWNDX/MAXIS client using the State Search option.
4. Select the appropriate client (client #1). Both clients now appear in the Participant folder for the workgroup.
5. Unclear the county client record (client #2).
6. Select client #2 from the Clearing Log, then Clear. The SWNDX/MAXIS client (client #1) will display in the search results at the County level search. (**Tip:** If searching for a MAXIS client, add the PMI# column to the search results grid to verify you are selecting the correct client.)
7. Select client #1 and merge it with client #2 at the county level. Since client #1 is already cleared to SWNDX, only county clearing will occur.

You may have to close and refresh the Workgroup folder to update the client record.

This workaround is not intended for users working on merging records from Report #55 or records in closed workgroups. Those client merges can wait until the V.13.1 release.

Note: Best practice is to always conduct a State search before entering a new client record. In addition to Minnesota county social services clients, the State search database contains the majority of active client records found in other DHS systems such as MAXIS, PRISM and MMIS.

If you have any questions regarding this process, please contact the SSIS Help Line at 651-431-4801 or dhs.ssishelp@state.mn.us. Thank you for your continued cooperation.

Copy Clients functionality is available

A recent SWNDX correction allows all agencies to use the Copy Clients functionality from the Workgroups tab on the State Detail screen.

Upload Update

The next upload is due on Thursday, January 31. This Repository Upload provides a general update for statewide research and reporting. Additional January deadlines:

20th - Title IV-E Abstract Report

30th - SEAGR

30th - TCM CSR

CountyLink Additions

- Child Protection Summary Reports
- Imp. Memo #129: FNWT in 2Q 2013
- Claiming Helpful Hints and Proofing Messages

Report Spotlight

Client Eligibility Report

Report Description: The report prints all MMIS Eligibility, IV-E Eligibility, and Supplemental Eligibility information in SSIS for the clients selected along with the client's basic demographic information and diagnosis code.

This report is available under the Workgroup and Client nodes (not under General Reports). Accessing from the Workgroup node displays information for selected clients in the workgroup and accessing from the Client nodes displays information for that client.

From the Workgroup or Client node select Action>Print>Client Eligibility Report**.** This menu option is only enabled for clients with the status of Client or Uncleared Client.

This report can be used to display all eligibility in one report for the selected client(s). This is helpful when needing combined program eligibility information for one or more clients within a workgroup. The Do Not Claim Determination section displays in order by Claim Category and start date. The Revenue Account Code section displays in order by Revenue Account Code and start date.

This report has been updated and includes the following changes:

Formatting changes:

- Changed all section names and field name labels to title case
- Changed order of MMIS eligibility data to match view from Client node Tree View folders (alphabetical order)
- Changed field names to match MMIS field names
- All categories in the Supplemental Eligibility sections display in alphabetical order

DD Screenings:

- Added MMIS DD Screenings information including Document Number, Status, Action Date, Action Type, and Case Manager

DT & H:

- Living Arrangements: Removed Out-of-Home Provider Number

LTC Screenings:

- Added MMIS LTC Screenings information including Document Number, Status, Activity Date, Activity Type, Program Type and Case Manager

Medicare:

- Added Medicare information including Coverage Type, Begin Date, and End Date

PPHP:

- Added NPI/UMPI, Last Cap Pay Period, Change Reason, Disenrollment Reason, Tracking, and Other Insurance
- PPHP Exclusions: Added PPHP Exclusion information including Reason, Begin Date, and End Date

Recipient Cases:

- Added Recipient Case information including MMIS Case Number, Status, Type, Begin Date, and End Date

continued on p. 3

Client Eligibility Report continued

Service Agreements:

- Added Service Agreement information including Prior Authorization Number, Status, Type, Start Date, and End Date

TPL Policies:

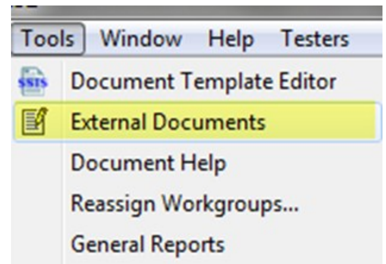
- Added TPL Policy information including: Carrier Name, Policy Number, Begin Date, and End Date, Recipient Begin Date, and Recipient End Date
- Added sub-section Cost Effective with fields: Status, Begin Date, and End Date

IV-E Eligibility

- Lists each continuous placement record
  - If the client selected has no continuous placement records, this section is excluded from the report.
  - Lists the most recent IV-E eligibility record

What happened to the Crisis Prevention Plan?

The CMH Individual Family Community Support Plan's (IFCSP) *Crisis Prevention Plan* section was separated into a new State Service Plan titled *CMH Crisis Plan*. The revised CMH Crisis Plan will be available in Version 13.1's Service Plans folder.



A blank version of the CMH Crisis Plan is available in External Documents and on the SSIS website's SSIS Blank Forms. The State Service Plans available on the website, including the CMH Crisis Plan, are intended to be print-only copies for hand-writing information. The blank CMH Crisis Plan on CountyLink was a quick, temporary solution until the new State Service Plan version was finished.

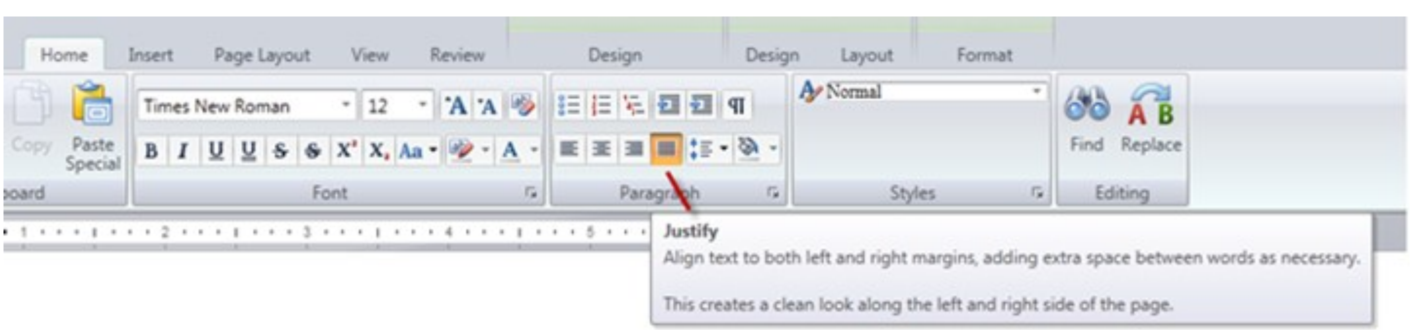
Bug Busters

Avoid spacing problems that display in emailed reports

Email Reports functionality: Recipient of an emailed report sees large spacing gaps that do not exist for the user sending the report.

This problem occurs in emailed reports that contain text from an Editor field that is ***justified*** (lined up at both the left and right margins). The text displays correctly in the Editor and in the report for the user who generated the report. However, if the report is emailed (via the Email Report functionality), when the email recipient opens the PDF report from the email large spacing gaps occur.

Workaround: If emailing a report that contains text from an Editor, expand the Editor for the field(s) in the report and click on the Home tab. In the Paragraph groupbox, select a button for an option other than Justify (e.g., Align Left, Center, Align Right). Enter text as desired, exit the Editor, and save the record. The report may then be printed and emailed without the spacing problems.



Job Posting: SSIS Help Line Team Leader

(Classification: State Program Administrator Principal, $46,312 - $68,257 per year**)**

SSIS is seeking a Help Line Team Leader. The posting will soon be available at www.careers.state.mn.us. This Team Leader oversees the activity of the SSIS Help Line which provides a point of entry for information and problem resolution for SSIS users, including county/tribal social services and fiscal staff, DHS Adoptions Unit, and other DHS staff. This position provides leadership and direction for all Help Line Team members. This position also coordinates the daily use and occasional modification of the Help Line report tracking system, provides management statistics and reports regarding problem counts, system issues, and Help Line performance.

Job description:

- Oversee the daily work of the SSIS Help Line staff who respond to inquiries, diagnosing and resolving or escalating network, hardware, SSIS application, database or policy problems or concerns.
- Act as a knowledge and information resource for Help Line Team members.
- Work in concert with the Quality Assurance Supervisor and other SSIS staff to address administration, divisional and unit interdependencies so that quality and timely user support is provided.
- Establish work plans and assignments to coordinate and carry out the activities needed to provide customer service support during and after implementation of new project initiatives.
- Maintain a strategic software knowledge base which will support documentation of complex problem resolutions so that users can seek solutions to unique or recurring problems.
- Plan and facilitate regular meetings for the SSIS Help Line staff as well as training sessions of pertinent topics.

Qualifications:

- Previous experience as a team leader or other formal leadership role
- Possess the ability to learn and utilize various technologies and information resources
- Possess general knowledge regarding workstations, both hardware and software
- Experience using SSIS (Social Services Information System)
- Experience with social services agencies
- Proven ability to work cooperatively with a variety of disciplines
- Ability to assertively mediate opinions and provide recommendations for resolutions and decisions.
- Possess analytical and problem resolution skills
- Oral communication and writing skills

Benefits:

In addition to a competitive salary, the State of Minnesota offers excellent employee benefits, such as low-cost health and dental insurance, and affordable dependent coverage. Other benefits include:

Paid Vacation Time
Eleven paid holidays
Life insurance (optional family)
Long-term care insurance (spouse/parent)
Short- and long-term disability
Health care savings plan
Pension and retirement savings plan
Pre-tax benefits
Credit union membership available
Optional retirement savings plan

How to Apply:

Interested and qualified candidates must apply through the State of Minnesota Careers website at www.careers.state.mn.us. The position will be posted as a State Program Administrator Principal under the Department, **Office of Enterprise Technology.** If you have questions about the position, contact Dan Judd, SSIS QA/Help Line Supervisor, at 651-431-4744 or **Daniel.Judd@state.mn.us.**