

QUICK LINKS

[SSIS in CountyLink](#)

[SSIS in DHS-SIR](#)

[TrainLink registration](#)

dhs.ssishelp@state.mn.us

SSIS update

Social Services Information System

Issue 368

March 1, 2013

Lost text issues resolved!

Since V11.3, workers have reported losing text in various locations in the SSIS application. This is not only frustrating but also adds work as they recreate items.

All of the lost text issues that workers experienced have been resolved in Version13.1. Please encourage caseworkers to resume using Service Plans, Documents, Contact/Activities, and entry into all locations where the blue **E** button displays. In addition, workers should experience vast improvement in SSIS's Editor functions.

The Spell Check option is also working appropriately in many locations. When workers still experience Spell Check difficulty, please know that resolving this issue is a development focus and progress is being made.



Bug Busters

1. If the **Save** button or menu option is selected while typing directly into the **Editor** field (without expanding the Editor), the cursor remains blinking in the field but the form is not in edit mode. And if the user continues typing and then clicks in the field and presses the **spacebar**, the Editor is activated and opens. This occurs with the Editor in case notes, time notes, intake Description of need and the adult maltreatment report Description of incident.

Workaround: After saving, click back into the **Editor** field before typing any characters or pressing the **spacebar**, even if a blinking cursor displays.

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2. If the **Save** button or menu option is selected while typing directly in to the Intake **Description of need** field, the cursor remains blinking in the field but the form is not in edit mode. If the user continues typing, an unexpected refresh may occur and a different intake may take focus. Text is saved, but if the user is not aware that a different intake has focus, data may be entered into the wrong intake.

**Workaround:** After saving, click back into the Intake **Description of need** field before typing, even if a blinking cursor displays.

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3. When attempting to close a workgroup, the message "*Start date must fall within a Primary worker assignment*" may display despite both the workgroup Start Date and worker assignment showing the start time as 12:00 a.m.

Workaround: If this message displays when closing a workgroup, change the time of the primary worker assignment and workgroup Start Date to something other than 12:00 a.m. (e.g., 12:01 a.m.). When opening new workgroups, change the default time of 12:00 a.m. on the Case/Workgroup Setup screen.

CountyLink Additions

- [V13.1 Data Models](#)
- [V13.1 Known Defects Report](#)
- [V13.1 Release Training](#) (.ppt)
- [Child Protection Summary Reports](#) job aid
- [Claiming Helpful Hints and Proofing Messages](#)
- [Worker Advisory Group \(WAG\) Wish List](#)
- [WAG meeting notes](#), 1/30/13



Report Spotlight

Healthcare Eligibility MH-TCM Eligibility Report

Report description:

This report lists clients with MH-TCM supplemental eligibility that is open at least one day during the report date range.

The report can be run by Department, Unit, Worker or All. The Current Primary Worker printed on the report is the one listed as the Current Primary Worker of the workgroup selected on the MH-TCM Supplemental Eligibility record. The Unit and Department are determined by the Unit that the workgroup is assigned to.

If a workgroup is not selected on the MH-TCM Supplemental Eligibility record, it will not be included in the results of the report if it is run by Worker, Department or Unit. Selecting **All** from the **Report on** field lists all eligibility records selected regardless of whether there is a workgroup selected on the MH-TCM eligibility record.

The Report Setup screen now offers the option to include additional information in the report. For each record that meets the selection criteria, you can choose to include:

- Diagnosis information
- Living Arrangement information
- MMIS Recipient Eligibility.

The report is available from:

- Tools>General Reports>Healthcare Eligibility, or
- Searches-Logs>Healthcare Claiming>Healthcare Eligibility Reporting, or
- (Tree View) Healthcare Claiming>Healthcare Eligibility Reporting.

This report can be used to review all MH-TCM supplemental eligibility records entered and determine whether additions or changes are needed.

WAG representatives seek input and feedback from workers

Worker Advisory Group (WAG) Members will soon email each county- and tribal-identified agency contact, providing the updated Wish List and the January 30, 2013 meeting notes. Please review these materials and reply to your WAG member if you have questions about the advisory group or want to submit more Wish List items for consideration.

Currently, WAG representatives forward all correspondence and materials to the following staff members in each agency:

- Social Services Directors
- Adult Maltreatment Supervisors
- Child Welfare Supervisors
- Worker Mentors
- Worker Coordinators
- Worker Trainers.

At the last meeting, WAG members suggested that each agency consider specifying one contact person from these individuals; all the representative's communication would then be directed to that person. Local agencies may also find it helpful to identify one internal contact person to provide responses to the WAG representative.

SSIS encourages all local agencies to forward enhancement requests, big and small, to their WAG representative. Enhancement requests are added to the SSIS Worker Wish List and will be prioritized for development based on each region's vote. It is very important that each WAG member is aware of the enhancement requests submitted by their area so they can best represent agencies' concerns.

Find the name and contact information for your representative on this [WAG representative list](#).

Workers have several avenues to provide feedback and ideas

Each region and AICWI tribe has a Worker Advisory Group representative. Contact your rep to share your agency’s ideas for enhancing SSIS. Enhancements are added to the WAG Wish List and will be included in the state-wide prioritization of improvements which all agencies will vote on.

SSIS’s quarterly release schedule has addressed a large number of backlogged problems and enhancements. These are already included in the application.

We encourage agencies to take advantage of the chance to participate in proposing enhancements through WAG representatives.

Note: Federal and State policy changes take precedence and are given the highest priority.

SSIS Worker Input Paths	
Group	Primary Purpose
Mentor Program Advisory Committee (MPAC)	Provides input to the SSIS Worker Mentor Coordinator on: <ul style="list-style-type: none"> • SSIS areas that seem confusing to many workers • Suggested topics that need to be covered at the next statewide Mentor meeting • Feedback regarding the results of Mentor Meetings, SSIS materials, etc.
Region Meetings	An open forum for SSIS users to raise issues, in order to benefit from one another’s experiences and the explanations of SSIS staff. These meetings are typically organized by the Worker Mentor Coordinator and each region, with specific topics and agenda set by the regional attendees
Worker Advisory Group (WAG)	A group with representatives of each region of the state plus the two American Indian Child Welfare Initiative tribes who use SSIS, with the intent of discovering, listing and then <i>prioritizing</i> proposed improvements to SSIS from the Worker End User perspective. While enhancement requests may come from a variety of sources, Worker Advisory Group is intended to be the primary source for new enhancement requests from the Worker End User community.
Help Line	The central resource for reporting trouble using SSIS. This is the resource to contact with any immediate problems. Available by phone during most work hours and also may be emailed. Help Line staff are able to contact the appropriate SSIS staff to help with particular issues. The Help Line received enhancement requests in the past. These were forwarded to the Worker Advisory Group for prioritization.

Upload Update

The next upload is due on Friday, March 29.

The March Repository Upload provides information for the quarterly Child Welfare Data Dashboard.

Fiscal Mentor Meeting

April 11, 2013 ~ 9:00 a.m. – 3:00 p.m.

Holiday Inn, St. Cloud

The agenda and handouts will be posted closer to the meeting date. A block of rooms will be available at a rate of \$84.95 until March 11. After that date, rooms will be available at the same rate, but based on availability.

Remember to run Claimed Payment Proofing for Title IV-E Abstract Report

In Version 12.4, SSIS added Claimed Payment Proofing to the Title IV-E Report. Claimed Payment Proofing checks payments that have been claimed and provides proofing messages that indicate a claim would not be generated for the payment based on the current information in SSIS. This proofing also helps identify claims that may not pass an audit.

It is very important that Claimed Payment Proofing is included in your normal proofing process. If changes have been made that invalidate a claim that has been submitted, and the change is correct, the claim must be reversed and the funds returned to the Financial Operations Division (FOD).

For example:

- A non-reimbursable record is received from MAXIS for a claim that has been submitted. The client is not IV-E reimbursable and should not be claimed.
- A change was made to the Continuous Placement Start Date and it no longer includes all the service dates of a claim. Research is required to determine the correct Continuous Placement dates and whether the claim is still valid.

Claimed Payment Proofing applies edits that may not have existed at the time the claim was submitted, but have to be considered for IV-E audit purposes. Research is required to determine if a negative claim should be created and the funds returned to FOD.

If the claims are valid, it is your decision whether or not you make corrections in SSIS. For example: A claim from 2011 has an error message that the Best Interest Date in SSIS does not match the Best Interest Date in MAXIS and you are no longer claiming for that client. At the time the claim was created, SSIS did not edit for Best Interest Date in SSIS matching MAXIS. If the Best Interest Date in SSIS is correct and the claim is valid, there is no need to correct the dates.

The Title IV-E Report is due on April 20. Now is the perfect time to review your Claimed Payment Proofing.

If you have any questions about how to make corrections or reverse a claim, contact the SSIS Help Line at dhs.ssishelp@state.mn.us.

SSIS Worker training includes WBTs

There are now seven web-based trainings (WBT) available on [TrainLink](#). Each online module is available on-demand at any time.

New users may benefit from taking one or more of these modules to learn basic functions and navigation of SSIS. These trainings are not required, but may be helpful prior to attending SSIS New Worker Training:

<i>Time Entry</i>	<i>Person Search</i>
<i>General Navigation</i>	<i>Workgroup Search</i>
<i>Bus. Org. Search</i>	<i>Placement Entry</i>
<i>Intake Search</i>	

If you are unfamiliar with finding SSIS courses on TrainLink, follow these [step-by-step instructions](#).