



Minnesota Department of **Human Services**

Welcome to the SSIS Worker Mentor Program!

We are fortunate to have you on our team. Your role is critical in helping your agency staff learn about and use the SSIS Worker application. The Worker Mentor Program depends on your skills and dedication to both SSIS and your agency.

This *Mentor Welcome Packet* introduces the mentor position and provides you with resources to smoothly transition into your new role.

As the Worker Mentor Coordinator, I am here to support your transition to being a mentor and help you in your day-to-day work. Please call or email me for assistance, or know that you may call the Help Line directly as well. I look forward to meeting you at a Worker Mentor meeting and talking with you soon on the phone.

Sincerely,

Lisa

Lisa Litchfield, M.A., L.I.C.S.W.
SSIS Worker Mentor Coordinator
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Welcome to the

SSIS Worker Mentor Program



Social Services Information System
August 2012

SSIS Worker Mentor Program Welcome Packet

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The SSIS Mentor Role

The SSIS Worker **Mentor** role varies across agencies depending on how work is organized to meet agency-specific needs. The Mentor focuses on supporting users of SSIS. The following are suggested mentor tasks.

Hands-On Mentoring



- Helps workers access SSIS New Worker Training, Child Welfare Foundation Training or agency-provided training
- Orients new workers before New Worker and Foundation Training
- Evaluates users' skills and provides supplemental or refresher training onsite
- Assists users with problem-solving, SSIS navigation, and troubleshooting error messages
- Help users correct AFCARS and other report errors

Communication Link with SSIS

- Communicates with SSIS Mentor Program Coordinator for job support and SSIS education
- Calls the SSIS Help Line to report error messages, provide suggestions, document enhancement requests, and report network trouble. Relays applicable responses to end users and the SSIS Coordinator
- Acts as main contact for pilot testing



SSIS Skills Improvement



- Attends quarterly Worker Mentor Meetings, Regional SSIS Meetings, and Release training, bringing information back to all appropriate agency staff
- Highly-knowledgeable SSIS user and champion for SSIS within the local agency

The SSIS Worker Coordinator Role

Closely related to the SSIS Mentor role is the SSIS Worker **Coordinator** role. The Coordinator acts as the official liaison between SSIS and agency staff such as IT and management. The Mentor and Coordinator positions work together as a team to ensure that SSIS is fully operational in the local agency. The Mentor and Coordinator may be the same person.

- Receives and forwards information from SSIS about workflow, new releases and installation schedules
- Coordinates the monthly repository upload
- Notifies SSIS of organizational structure changes at the agency
- Meets with agency management to determine procedures for new SSIS versions
- Attends SSIS Regional Meetings
- Gives application development feedback to SSIS
- Acts as SSIS contact for piloting new releases
- Works with the mentor(s) to improve SSIS user performance

SSIS Worker Mentor Program Coordinator

Lisa Litchfield is the SSIS Worker Mentor Program Coordinator. The mentor program is like a data center with ideas, regional feedback, and training tips flowing to and through the Worker Mentor Coordinator. Below is a description of Lisa’s responsibilities.

Mentor Program Coordinator Areas of Responsibility	
Administer Program	<p>Schedule and host the quarterly mentor meetings.</p> <p>Prepare for meetings by assessing mentors’ training needs and coordinating presentation content with various SSIS staff resources. Determine the appropriate topic depth and training format depending on the audience and SSIS release development timeline.</p> <p>Create meeting evaluations; summarize evaluation data and present results to the SSIS Management Team.</p> <p>Develop specialized workshops for experienced mentors. Provide tools that enhance mentors’ knowledge, expertise and confidence. Make materials available on CountyLink.</p> <p>Schedule, attend, and facilitate Regional meetings. Document feedback given and create meeting notes to provide to Regional meeting attendees.</p> <p>Coordinate program offerings with the Fiscal Mentor Program Coordinator.</p> <p>Schedule and host regular Mentor Program Advisor Committee (MPAC) teleconferences.</p>
Channel Communication	<p>Be agencies’ liaison/resource person, providing direct access to DHS management and teams.</p> <p>Respond accurately and promptly to mentor calls and emails. Relay feedback and questions to SSIS management and staff.</p> <p>Attend meetings and training sessions to stay current on information and development.</p> <p>Coordinate appropriate mentor meeting agenda items with SSIS staff, DHS staff and the Child Welfare Training System (CWTS) team. Communicate mentor issues, plans, and agendas to all training resources</p>

	<p>Submit <i>SSIS Update</i> articles that help mentors.</p> <p>Create regular Mentor HINT's to assist with SSIS navigation and best practice.</p>
<p>Train Mentors</p>	<p>Design and develop quality agency mentor training including curricula, training presentations, and course scheduling and session evaluations.</p> <p>Conduct needs assessment/evaluation activities to identify mentors' training needs. Ensure that materials address mentors' needs so they successfully accomplish the mentor role in each agency.</p> <p>Develop mentor-specific job aids.</p>

SSIS Resources for Mentors

Direct Contact

SSIS Main Line: The main line to SSIS is 651-431-4800. It is answered from 8:00 a.m. to 4:30 p.m. Monday through Friday. Calls to the main line are for emergency support only. If the Help Line is closed for calls and a server goes down, report it or other emergencies to this number.

SSIS Fax Line: The fax number is 651-431-7521. Please use a cover sheet or fax label when sending faxes to SSIS employees.

SSIS Communication Distribution Lists: SSIS maintains numerous distribution lists of agency contacts. Send changes to lisa.litchfield@state.mn.us or mary.klinghagen@state.mn.us.

SSIS Help Line & SSIS Help email: The SSIS Help Line is answered from 8:00-11:00 a.m. and 1:00-3:00 p.m. Monday through Friday. The Help Line accepts calls and emails from authorized agency staff (mentors, coordinators, trainers, and technical contacts).

Phone: 651-431-4801 **Email:** dhs.ssishelp@state.mn.us

SSIS Fiscal email: dhs.ssis.fiscal@state.mn.us

SSIS Web Pages

CountyLink: All SSIS documentation on CountyLink begins at the home page: <http://tinyurl.com/dyuw88>. Please bookmark this page.
See the "SSIS Resources Web Page Navigation" on page 16.

SIR: Notices and updates are also posted on SIR at <https://www.dhssir.cty.dhs.state.mn.us>. This is a password-protected site. County/tribal staff wanting a password or a password reset can email directly to DHS.CSED.security@state.mn.us.

Training

Worker Training Events: The MCWTS team provides classroom, Virtual Presence Conference (VPC), iLinc webinars and web-based trainings (WBT) for SSIS Worker. Trainings are given for new workers, for pilot agencies, and for new version releases. The training events are announced through Implementation Memos sent to coordinators and mentors and posted on the Training web page. TrainLink is used for all registration under the category of Social Services Information System with the exception of MCWTS Foundation training which is posted under the category of Child Safety & Permanency.

Documentation: Module documentation, tutorials and job aids are posted on CountyLink>DHS Systems & IT Updates>SSIS>Training> SSIS Worker. These documents are maintained by the CWTS training team and are available for all SSIS users.

TrainLink: The Children's Services Learning Center (commonly called TrainLink) is an online class registration center. In addition to enrolling in classes, you can view your transcript, find your unique key, view your training calendar, update some of your key information, and view rosters of classes you are enrolled in.

Request TrainLink support by emailing ssisregister@state.mn.us or by selecting *Contact Us* on the Children's Services Learning Center home page:

<http://pathlore.dhs.state.mn.us/stc/ssis/psciis.dll?mainmenu=ssis>.

Help is available for unique key issues (other than requesting new Unique Keys), enrolling in or canceling from a class, or answers to basic questions about the Learning Center. You can also reserve a slot in a class for a new worker who hasn't yet started or is waiting to obtain a Unique Key. Be mindful that enrolling a new staff member in CW Foundation training requires the completion of prerequisite WBT's prior to authorization for registration in each of the series of three classroom modules.

Centralized Training Database: This database is available to mentors and trainers to use for training within the agency. It is a duplicate of the trainer's database. The mentors/trainers can view the calendar for date availability by going to the SSIS Home web page and selecting Centralized Training database. Please contact Deb LaChapelle at 651-431-4774 or debbie.j.lachapelle@state.mn.us to register a date. The mentor/trainer can sign up for two four-hour sessions at a time based on availability.

DHS Mentor Programs

Worker: The Worker Mentor Program began in 2001. Its main focus is providing SSIS application and program information to Worker mentors and Worker coordinators to support their daily work with social services staff. Topic experts and written resources are made available at each meeting as well as the opportunity to network with agency colleagues. The SSIS Worker Mentor Coordinator is available to resolve Worker mentor-related issues.

Fiscal: The Fiscal Mentor Program began in 2005. It provides Fiscal mentors and Fiscal coordinators with details about application changes and enhancements, including documentation and suggestions for implementing changes through Fiscal Mentor meetings. The SSIS Fiscal Mentor Program Coordinator is available to help resolve Fiscal mentor-related issues.

Mentor Web Pages: Both Worker and Fiscal Mentor Programs have web pages within the SSIS web site on CountyLink (<http://tinyurl.com/dyuw88>). The full path is: DHS County Link>DHS Systems & IT updates>SSIS Resources>Worker Mentor Program (or Fiscal Mentor Program). These web sites provide resources to support mentor responsibilities. Pages include: Meeting Information, Handouts, Meeting Minutes, and Resources for ongoing assistance.

SWNDX Support

Provides support to agency clearing workers, or designees by:

- Creating routine reports detailing client core-data discrepancies and instructions for how to correct them
- Generating agency reports upon request
- If available, adding MAXIS records missing from SWNDX
- Adding missing data elements such as PMI or SSN to SWNDX client records
- Providing best practice advice to questions or concerns related to SWNDX.

In addition to the above, timely articles related to SWNDX are published in the *SSIS Update* newsletter.

SWNDX: ssis.swndx@state.mn.us

Policy Coordinator

The policy coordinator provides consultation on SSIS-related policy questions. Policy areas are Child Protection statute and rule, Child Welfare, Adult Protection, Adult Services, IV-E, Data Practices, and AFCARS, NCANDS and SACWIS requirements. Questions often come up in the areas of child placement, federal reporting requirements, managing data and understanding federal outcome measures. Contact the Help Line for a referral.

Data Fix Support

The SSIS Data Fix Team receives and completes agency requests for data changes. Typical changes are: moving time records from one workgroup to another, setting referred intakes back to pending, and re-opening closed intakes. Tasks that would be tedious or difficult for you, like changing the security restriction on all of the workgroups in a unit, can often be done quickly by the Data Fix Team.

Most agencies have one or two people who coordinate data fix requests by screening the requests and making sure they are well-written and complete before they are submitted. Check with your agency to determine who submits these requests. It is important to email Data Fix requests to dhs.ssisdata@state.mn.us. If you have a question about whether or not a change is possible, contact either the Help Line (dhs.ssishelp@state.mn.us) or the Data Fix Team.

AFCARS Buddies

AFCARS stands for the Adoption and Foster Care Analysis and Reporting System. States are required to report information twice each year to the U.S. Department of Health and Human Services about all children in foster care for whom the child welfare agency has responsibility for placement, care or supervision, and on children who are adopted through the State's public child welfare agency. Minnesota uses SSIS to collect and report the information required by AFCARS.

Each agency has one or two workers (who may or may not be an SSIS Mentor) assigned to monitor the agency's required reporting compliance. The SSIS Repository program has a series of AFCARS-specific errors. Agency workers monitor AFCARS errors and periodically ask responsible workers to "clean-up" errors. There are several resources available to the agency worker assigned to monitor AFCARS:

- a. The [Repository Tips & Fixing AFCARS Errors](#) document (aka AFCARS Tips)
- b. The [AFCARS-SSIS Repository Cross Reference](#) document (Both documents are posted on CountyLink's [SSIS resources>Training>Documentation>AFCARS.](#))
- c. Each agency is assigned an SSIS AFCARS Buddy to contact with questions. This person contacts the assigned worker(s) about AFCARS-related information. Contact the Help Line for your first referral to a buddy.

MYNTD Buddies

MNYTD stands for Minnesota Youth in Transition Database. New federal reporting requirements were instituted in SSIS in 2010 to document independent living (IL) services provided to all youth either at home or in out-of-home placement and to ensure completion of an outcomes survey with all youth in foster care on or within 45 days after their 17th birthday. The outcomes survey is completed on a random sample of these youth again at age 19 and age 21. SSIS reports the IL services and outcomes survey once every six months.

As the number and type of IL services provided and youth surveyed are critical, SSIS asked each agency to designate at least one staff person (who may or may not be an SSIS Mentor) responsible for ensuring that MNYTD information has been entered in a timely fashion in SSIS.

Each agency is assigned an SSIS "MNYTD Buddy" to contact with questions. This person contacts the assigned agency worker(s) about MNYTD-related information. Contact the Help Line for your first referral to a buddy.

Enterprise Operations Team

The Enterprise Operations Team (EOT) constantly monitors the SSIS Enterprise to determine server, database, application and network availability across agencies using several different management tools. They troubleshoot all hardware, software, operational and connectivity issues and work with the development staff when the agency experiences an application-related issue.

Mentors contact the SSIS Help Line (651-431-4801 or dhs.ssishelp@state.mn.us) if they are experiencing connectivity issues or application issues. The request is routed to the appropriate EOT member.

Agency technical staff contacts the Help Line for any of the following:

- Changing the IP configuration on the SSIS server or management card
- Making firewall changes to the environment
- Experiencing trouble with their server data backups
- Account issues on the SSIS server
- Staff change requiring new logins on the SSIS server
- SSIS server operational issues
- ODBC install issues
- SSIS client application install issues.

Help Line Process Guidelines

The SSIS Help Line’s goal is to provide the best service possible to counties, tribes, and the State Adoptions Unit (SAU). Current Help Line staff includes **Lily Lasker**, **Wanda Thomas** and **Jerry O’Keefe**.

1 STEP

Calling SSIS

- ▶ Help Line staff accepts calls and emails from authorized county/tribe/SAU contacts (coordinator, trainer/mentors, and technical contacts). Call or email the Help Line to update your agency’s contact listing.
- ▶ If Help Line staff cannot resolve a problem immediately, the caller should note who the phone contact is with. When calling back with additional information or questions about that same problem, request assistance from the original Help Line staff person. Linking you to the original Help Line person duplicating our efforts.

2 STEP

Expectations

- ▶ Incoming calls go through a “triage” procedure that assigns calls or emails to the following three categories/priorities and resolves problems in that order:
 - Urgent* – Examples: Server is down; worker needs document for court.
 - Medium* – Examples: Problems with the application; needs assistance in understanding how to perform work on the system.
 - Low* – Examples: “What if” questions about future SSIS functions or enhancement requests.

3 STEP

Preparation

► Timelines –

Urgent problems are guaranteed a call back **within one work day.**

Medium – **We will attempt to call back or email within 48 hours.**

Low – It could be a week or more for a response.

Some problems are complex and may require additional analysis. We may not be able to resolve the problem within these time frames. For example, functions that involve interfaces between SAU and SSIS may take more time to resolve because both systems are involved in the analysis.

► Problem Detail – Help Line staff often ask clarifying questions. Please have this information available when calling:

- Is the problem only at one workstation? If yes, how often does it happen? If no, how many workstations are having the problem? What do these workstations have in common?
- What actions did the user take prior to the problem occurring?
- What have you already tried to resolve the problem?
- Have you checked training modules, mentor handouts, job aides, release notes on the website, or SSIS help files?
- Is the workstation frozen or can work continue?
- Is there an error message? Can you email us a screen print of the error messages?
- When is a good time to reach you if we need to call you back?

4 STEP

Follow Up

- ▶ County/Tribe/SAU Follow-up – If during the initial call, Help Line staff ask the local agency to let us know whether a suggested solution worked or not and the agency does not respond within one week, Help Line staff will assume that the problem has been resolved and will close the Help Line report.
- ▶ We encourage local agencies to use email whenever possible, or to leave a voice mail message if all the Help Lines are busy. We will get back to you as soon as we possibly can.

Thanks for your cooperation in making the Help Line work better for all of us!

If you have questions or concerns about this process, please contact Dan Judd at 651-431-4744 Daniel.Judd@state.mn.us or Jerry O'Keefe at 651-431-4789 Jerry.A.Keefe@state.mn.us.

Mentor Program Advisory Committee (MPAC)

Committee Purpose:

MPAC meets regularly to plan future mentor meetings, share county/tribal concerns with SSIS, discuss trainings at the meetings, and gather suggestions for future mentor meetings from regional meetings and agency staff. The advisory committee consists of 15 -20 agency mentors representing different sized agencies (a minimum of one mentor from each region and each Tribe).

Advisory Committee Members' Role:

Volunteer agency mentors interested in the ongoing development of the Worker Mentor Program and are willing to participate in regularly scheduled one-hour meetings. MPAC representatives:

- Obtain information and feedback from agency coordinators and mentors in their region.
- Obtain information from internal agency staff for agenda items.
- Attend MPAC teleconferences and participate in feedback and brainstorming sessions.
- Participate in post-mentor meeting evaluation and feedback time.
- Discuss training needs and challenges following version releases.

SSIS Mentor Coordinator's Role: Lisa Litchfield

- Set up a regular meeting schedule for one-hour teleconferences.
- Email MPAC representatives one week before every monthly meeting with an agenda of topics.
- Meet with the SSIS Director to identify issues that may need discussion at the MPAC meeting.
- Attend pilot calls of new versions to determine if there are issues that need to be discussed at the next mentor meeting.
- Send finalized meeting minutes to MPAC members for their information and for them to forward to their regional mentors.

Meeting Goals:

- Identify mentors' concerns and areas where they need support.
- Develop the next mentor meeting agenda.
- Discuss topics and handouts for the next mentor meeting.
- Support each member in his/her job as well as the mentors in their regions.
- Support new mentors as they are identified.

New Mentor 101: Learning the Ropes

Learn the SSIS application:

Attend New Worker Training if you are not an experienced SSIS user or if it has been longer than five years since your training. Thoroughly learning the Worker application and how it relates to Fiscal modules will help you help your users. Ask lots of questions about how your agency coordinates the applications.

Start collecting mentor job aids from training or mentor meetings. Most of these are posted on the SSIS pages within CountyLink. Get familiar with all the SSIS resources available online.

Get Help Line support

Contact the SSIS Help Line and introduce yourself as a new mentor.

Welcome!

Develop a list of SSIS Help Line staff names, phone numbers and hours of operation.

Be familiar with the process for sending emails, including ones with screen shots.

Determine agency responsibilities

- To be a successful mentor, be assertive in asking lots of questions about your agency's expectations and staff assignments. For example, ask:
 - Which staff do I support and how much time may I spend mentoring these workers? Who is my backup?
 - Who on the staff has responsibility for specific tasks like Security Administration, State reports, error follow-up, IT issues, etc.?
 - Who is my Fiscal mentor counterpart?

Watch for communication from SSIS

- SSIS Update newsletter (bi-weekly)
- SSIS Mentor HINTs
- SSIS Release Notes
- Emails from Lisa
- Implementation Memos
- Mentor Meeting materials & minutes
- MPAC agendas and meeting minutes
- Regional Meeting Notes

Meet agency management and mentor staff, and attend pertinent meetings

- Create a resource list of supervisors, co-workers and SSIS staff that will support your mentor efforts. Be sure to identify:
 - Agency director and supervisors
 - Agency Worker coordinator(s)
 - Agency Fiscal coordinator(s)
 - Worker/Fiscal mentors
 - The person supervising your mentor work

Build a calendar of regularly scheduled mentor meetings at your agency, social services unit meetings, and meetings with your coordinator. Determine a process for disseminating appropriate information after each of these meetings.

Learn agency social services processes, procedures and related staff for:

- Security Administration in your agency
- Clearing process
- Intake procedures
- Assessment and investigation procedures
- Case management procedures
- Adoption procedures
- Placement practices and process
- Service Plans procedures
- Service Arrangement process with approvals
- Claiming error messages cleanup
- Workgroup closing procedures
- Data retention process and procedures.

CountyLink>SSIS Resources

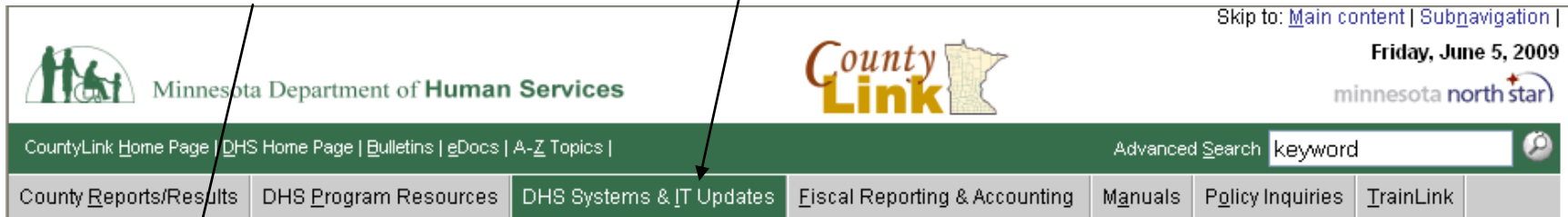
Web Page Navigation

❶ CountyLink URL:

http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=CountyLink_Home

❷ Click on **DHS Systems & IT Updates** in the gray theme band.

❸ Click on **SSIS resources**



MN-ITS
MAXIS resources
MEC² resources
MMIS resources
PRISM resources
SIR
SMI
SSIS resources

SSIS resources are the **SSIS home page**. Please bookmark it for frequent reference! The SSIS page lists these options in its left navigation column:

- SSIS resources
- [Fiscal](#)
- [Fiscal Mentor Program](#)
- [Worker Mentor Program](#)
- [Outcome Charting](#)
- [Publications](#)
- [Support](#)
- [SWNDX / SMI](#)
- [Training: Worker & Fiscal](#)

The following pages show site options under each of these eight topics and describe the helpful content.

<ul style="list-style-type: none"> ▶ Fiscal ▶ Software Specs ▶ Fiscal Advisory Group ▶ Design Docs ▶ SSIS Fiscal Flyer 	<p>FISCAL</p> <p>Fiscal's home page lists release information and Fiscal Software Specifications. These document Fiscal modules' business rules and navigational design.</p> <ul style="list-style-type: none"> • Software Specs: Current Software Specs and Fiscal Webinars. • Fiscal Advisory Group: SSIS staff and county representatives review and prioritize Fiscal projects. Includes meeting agendas, minutes, pertinent documents and the member roster • Design Documents: Design meetings and workgroups' documentation for Fiscal modules • SSIS Fiscal Flyer: A Fiscal-specific newsletter from 2002-09. Merged with SSIS Update.
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<ul style="list-style-type: none"> ▶ Fiscal Mentor Program ▶ Fiscal Mentor Manual ▶ Meeting Information ▶ Meeting Minutes ▶ Resources 	<p>FISCAL MENTOR PROGRAM</p> <p>Fiscal Mentor Program's home page provides contact information for the SSIS Fiscal Mentor Coordinator and Primary and Alternate Fiscal mentors.</p> <ul style="list-style-type: none"> • Fiscal Mentor Manual: Includes tools for problem solving in agencies • Meeting Information: Includes the upcoming meeting agenda, current and past handouts, and directions to hotels • Meeting Minutes: Minutes for all Fiscal mentor meetings • Resources: Includes articles and resources for mentors, a link to IV-E training information, and link to the Centralized Training Database Calendar.
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<ul style="list-style-type: none"> ▶ Worker Mentor Program ▶ Handouts ▶ Meeting Information ▶ Meeting Minutes ▶ Resources ▶ Worker Mentor Manual 	<p>WORKER MENTOR PROGRAM</p> <p>Worker Mentor Program’s home page includes SSIS Worker Mentor Coordinator contact information, MPAC Information, MPAC regional contacts and list of Primary and Alternate Worker mentors.</p> <ul style="list-style-type: none"> • Handouts: Contains all handouts for previous mentor meetings • Meeting Information: Includes the upcoming agenda and meeting handouts, directions to hotels, and a link for the MPAC meeting minutes • Meeting Minutes: Minutes for all Worker Mentor meetings and MPAC meetings • Resources: Includes articles for mentors’ information and list of Mentor HINTs • Worker Mentor Manual: Includes tools for problem solving. Mentors are alerted to new materials.
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<ul style="list-style-type: none"> ▶ Outcome Charting ▶ Fed. Indicators-Round 1 ▶ Fed. Indicators-Round 2 ▶ State Indicators 	<p>OUTCOME CHARTING</p> <p>SSIS data in chart format reflects changes between AFCARS reporting periods. This allows the agencies to compare statewide data with specific county outcomes, analyze their data, and assess service outcomes.</p> <ul style="list-style-type: none"> • Federal Indicators – Round 1—Charts produced from data in the State Repository during the most recent reporting periods based on the Round 1 guidelines for Federal Outcome indicators with descriptions • Federal Indicators – Round 1 - Charts produced from data in the State Repository during the most recent reporting periods based on the Round 2 guidelines for Federal Outcome indicators with descriptions • State Indicators-- Charts produced from data in the State Repository during the most recent reporting periods based on the State Outcome indicators with descriptions.
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<ul style="list-style-type: none"> ▶ Publications ▶ Implementation Memos ▶ Project Updates ▶ Related Documents ▶ SSIS Fiscal Flyer ▶ Meeting Minutes 	<h2 style="margin: 0;">PUBLICATIONS</h2> <ul style="list-style-type: none"> • Implementation Memos: Instructional memos frequently announce SSIS training dates. • Partnership Group Meeting Minutes: For the Partnership Group of county directors and SSIS management who provide vision, leadership and planning for SSIS • Related Documents: SSIS documents like analyses, Fiscal allocations, final reports, etc. • SSIS Fiscal Flyer: Fiscal Flyers' 73 issues ending in April 2009 • SSIS Updates: This bi-weekly electronic newsletter addresses Worker and Fiscal articles. There is a Topic Index search feature.
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<ul style="list-style-type: none"> ▶ Support ▶ iFSpi Interface ▶ Data Definitions ▶ Plans and Forms ▶ Release Notes ▶ System Docs ▶ Worker Software Specs 	<h2 style="margin: 0;">SUPPORT</h2> <p style="margin: 0;">Technical support documents</p> <ul style="list-style-type: none"> • IFSpi Interface Documents: Checklists used when counties upgrade to IFSpi. • Data Definitions: SSIS data tables and definitions and other documentation updated per version • Plans and Forms: Blank and sample documents for printing • Release Notes: Release notes, bug reports and <i>What's New?</i> per SSIS version. Documents categorize and describe new functionality and highlight changes. • System Documents: Network documents to support ITS in your agency • Worker Software Specs: Worker module specifications that include business rules and navigational design
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▶ [SWNDX / SMI](#)

SWNDX

The SWNDX (Statewide Client Index) page links visitors to:

- **SWNDX Contacts list:** Roster of agency SWNDX contacts
- **Client Data Discrepancy Resolution Form-** A form used to identify inconsistent data elements on client records shared by another county or tribe
- **Client Data Discrepancies in SWNDX**—Options for addressing inconsistent data for clients cleared to SWNDX.

- ▶ [Training: Worker & Fiscal](#)
 - ▶ [W - Web Based Training](#)
 - ▶ [W - Documentation](#)
 - ▶ [W - Pilot & Release Training](#)
 - ▶ [Training Database](#)
 - ▶ [W - Online Training](#)
 - ▶ [W - NWT](#)
 - ▶ [W - VA-CAP](#)
 - ▶ [W - Resources](#)
 - ▶ [F - Release & Pilot Training](#)
 - ▶ [F - New Worker Training](#)
 - ▶ [F - Online Training](#)
 - ▶ [F - Documentation](#)
 - ▶ [F - Resources](#)

TRAINING

The two training sites are **SSIS Fiscal** and **SSIS Worker**.

[SSIS Fiscal](#)

Payment requests, healthcare claims, service arrangements, COA and COA maximums, state reporting (CMHRS, SEAGR, TCM-CSR) and submitting IV-E Abstract Report and reports to assist you in managing the Fiscal area.

[SSIS Worker](#)

Intake, assessment and case management work with the clients, placement, adoption, time recording, documentation, service plans, and reports to assist you in managing the Worker area.

Or click directly on one of these topic-specific pages

[Fiscal Release/Pilot Training](#)

[Worker Release/Pilot Training](#)

[Fiscal New Worker Training](#)

[Worker New Worker Training](#)

[Fiscal Online Training](#)

[Worker Web-Based Training](#)

[Fiscal Documentation](#)

[Vulnerable Adult Common Entry Point \(VA-CEP\)](#)

[Fiscal Resources](#)

[Worker Online Training](#)

[Worker Documentation](#)

[Worker Resources](#)

	<p>The WORKER Training home page links visitors to these Quick Links:</p> <ul style="list-style-type: none"> • <i>Worker Release/Pilot Training:</i> Release training materials are posted along with links to release specific web based training • <i>Worker New Worker Training:</i> Registration information and handouts used by trainees after attending NWT • <i>Worker Web-based Training:</i> Online training required for NWT trainees • <i>Vulnerable Adult Common Entry Point (VA-CEP) Training:</i> Registration information for VA-CEP training • <i>Worker Online Training:</i> Registration information and listing of upcoming iLinc and previously recorded iLinc trainings • <i>Worker Documentation:</i> Tutorials, job aids and modules sorted alphabetically by topic • <i>Worker Resources:</i> Links to various DHS and SSIS resources. Lab site maps and hotel information • <i>Training Database:</i> Agencies wishing to train staff using training data instead of real data can reserve time on the training database calendar. Contact the Help Line if you are interested.
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<p><u>FISCAL Training</u> <u>Release & Pilot Training</u> <u>NWT</u> <u>Online Training</u> <u>Documentation</u> <u>Resources</u></p>	<p>The FISCAL Training home page links visitors to these Quick Links:</p> <ul style="list-style-type: none"> • <i>Release & Pilot Training:</i> Information related to all types of Fiscal training. Pilot and Release training documentation is posted. Link to web based training in iLinc. • <i>NWT:</i> Training schedule of upcoming Fiscal New Worker Training. Handouts used by trainees after attending NWT • <i>Online Training:</i> Registration information and listing of upcoming iLinc and previously recorded iLinc trainings • <i>Documentation:</i> Modules, job aids, handouts, presentations sorted by Fiscal topic • <i>Resources:</i> Links to various DHS and SSIS resources.
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