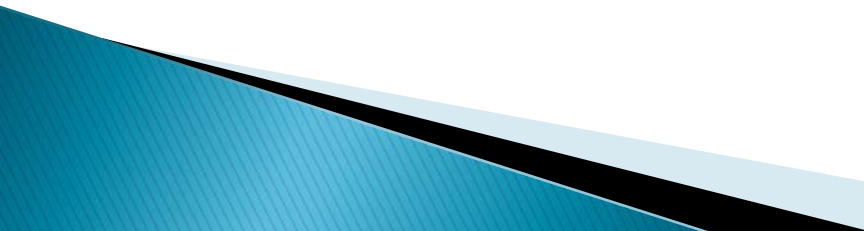
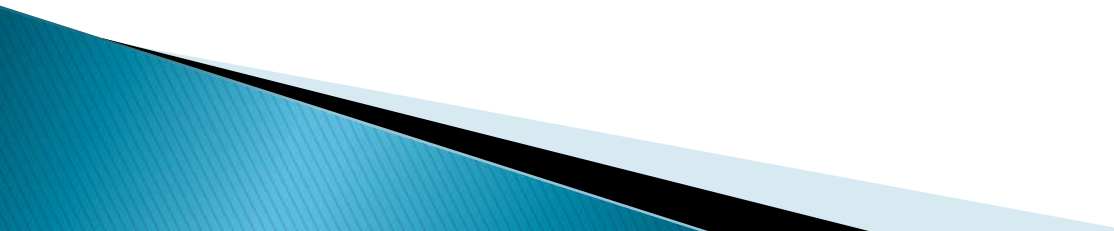


SSIS Worker End of Year Check-Up

Looking Forward to 2014

- ▶ **Update to keep things running smoothly**
 - ▶ **Navigate to refresh your memory**
 - ▶ **Keep abreast of changes**
 - ▶ **Identify areas where changes can be made**
 - ▶ **Identify needs that require new decisions**
- 

Primary Areas to Review for 2013

- ▶ **SSIS Admin settings**
 - ▶ **End of year SSIS release review**
 - ▶ **Mentor needs**
 - ▶ **Staff SSIS training needs**
 - ▶ **Local agency and SSIS communication needs**
- 

SSIS Administration, County Preferences

▶ **County Preferences Settings**

- **County/Tribal director**
 - **Main office location**
 - **Time reporting period**
 - **Scheduled monthly purge date**
 - **Program area retention periods**
- 

SSIS Administration, Destruction List

- ▶ **Destruction List Settings**
 - **Individual workgroup retention settings**
 - **Purge Log**
 - **Matches hard file destruction**
 - **Matches other electronic system destruction**

SSIS Administration, Special Studies

▶ **Special Studies**

- **Local Agency created**
 - **End date needed?**
 - **Change study level?**
 - **Staff, workgroups, and clients associated correctly?**

SSIS User Information, Local Agency Staff

- ▶ **“Big Picture” User Setup and Associations**
 - **All staff entered?**
 - **All staff no longer employed have temp role of NONE?**
 - **All site locations entered and correct?**
 - **All units listed with the correct site location?**
 - **All departments are correct?**
 - **All units correctly associated with departments?**

SSIS User Information, Local Agency Staff, cont.

- ▶ **“Big Picture” User Setup and Associations**
 - **All staff correctly associated with units?**
 - **All supervisors correctly associated with units?**
 - **All roles with appropriate assigned functions?**
 - **Appropriate staff assigned to roles?**
 - **External placement case managers updated?**

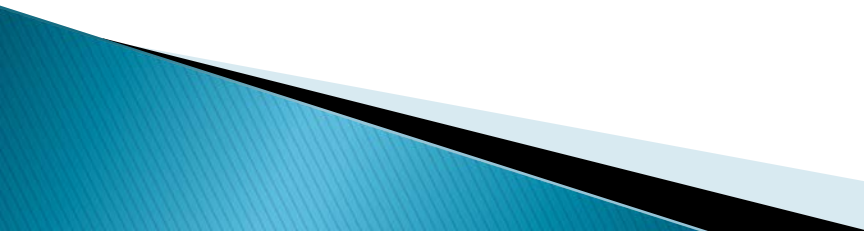
SSIS User Information, Staff Demographics

▶ **Individual User Demographics**

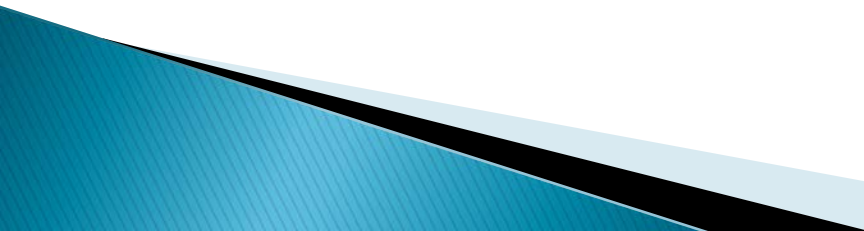
- **Staff legal name entered?**
- **Name changes all updated?**
- **Title entered?**
- **Email entered?**
- **Phone entered?**
- **Permanent role is correct?**

SSIS User Information, Staff Demographics, continued

▶ **Individual User Demographics**

- **Temporary role is assigned as needed?**
 - **Workgroup function up to date?**
 - **Intake worker scope up to date?**
 - **Staff activity required?**
 - **Has the designated local agency contact for reconsiderations changed?**
- 

SSIS User Information, Staff Demographics, continued

- ▶ **Individual User Demographics**
 - **Restricted program areas?**
 - **Department assignments?**
 - **Unit assignments?**
 - **Units supervised?**
 - **Staff qualifications entered for child safety/permanency professional or claiming?**
- 

SSIS User Information, User Roles

- ▶ **A role: capacity, duty, function, job, part, position, post, task**
 - **Who has what role now?**
 - **Should current roles be updated?**
 - **What roles make sense for different types of workers?**
 - **Can a worker do the job they need to do?**

SSIS User Information, User Functions

- ▶ **A function: activity, capacity, charge, duty, purpose**
 - **Out of the 110 SSIS functions, who has what now?**
 - **What functions do workers need to do their jobs?**
 - **Are some functions assigned to too few or too many staff?**
 - **Worker Default Activities are basic SSIS functions. Toolbar buttons and main menu options are different than Fiscal Default Activities.**

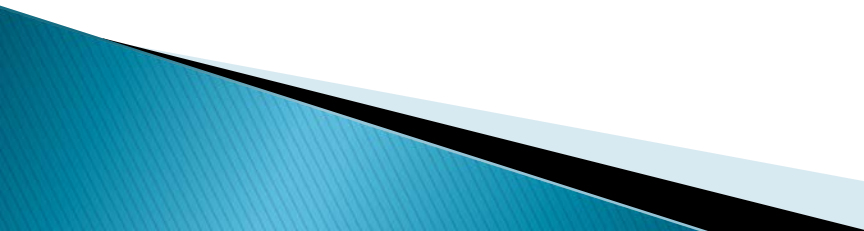
SSIS User Security Reports

- ▶ **SSIS Admin General Reports to the rescue!**
 - **Security Functions Report**
 - **Staff Detail Report**
 - **Staff Qualifications Report**
 - **Worker Role/Function Report**

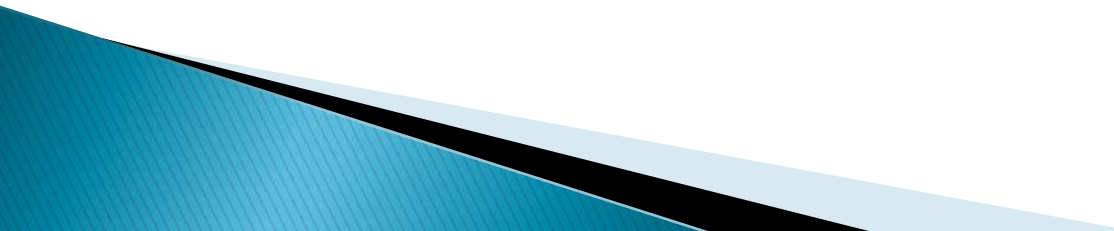
End of Year SSIS review

- ▶ **Helpful for Supervisors, Workers and Document Template Creators:**
 - **Template Editor changes**
 - **State template headers attached**
 - **Identify needs that require new decisions, e.g., attached files**
 - **Create 2014 service arrangements with new foster care rates**
 - **Update and/or duplicate service arrangements for 2014**

End of Year SSIS review, Continued

- ▶ **Review approval log**
 - **Structured decision making override requests**
 - **Service arrangement service approvals**
 - **Statewide case access requests**
 - ▶ **Review monthly contacts with children in placement**
 - ▶ **Review workgroups needing contact**
 - ▶ **Review caseload list of workers**
 - ▶ **Review intakes needing action**
- 

End of Year SSIS review, Continued

- ▶ **Review open intakes**
 - ▶ **Review unassigned intakes**
 - ▶ **Review workgroup assignment log**
 - ▶ **Review MNYTD surveys completed and due**
 - ▶ **Review State Adoption Exchange registration dates verified**
 - ▶ **Review Adult Maltreatment referrals to lead agencies**
- 


Mentor Needs

- ▶ **Are there enough Worker Mentors to support staff use of SSIS?**
- ▶ **Do Worker Mentors have the ability to designate sufficient time to support staff?**
- ▶ **Do other job functions limit the ability to support staff?**
- ▶ **Do Mentors attend quarterly SSIS Worker Mentor Meetings?**
- ▶ **Are there travel restrictions impacting attendance at Mentor Meetings?**
- ▶ **Can Mentors regularly schedule topics for all-staff or unit staff meetings to provide SSIS updates and train staff?**

Mentor Needs, continued

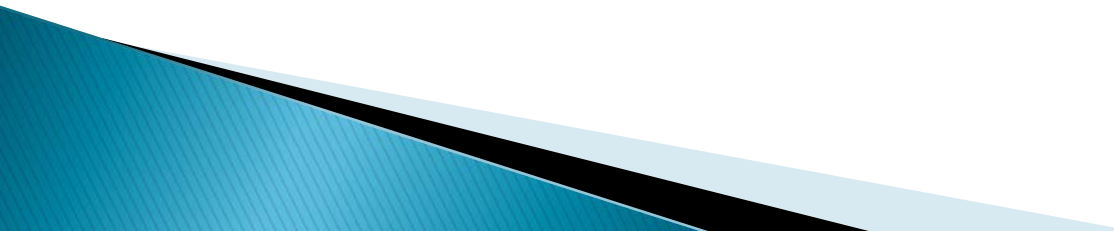
- ▶ **Do Mentors read SSIS information to keep updated?**
 - **SSIS Updates**
 - **SSIS Version Release Notes**
 - **SSIS Software Defect Report**
 - **SSIS What's New?**
 - **SSIS Implementation Memos**
 - **Worker Mentor Hints**
 - **Worker Mentor Meeting Handouts**
 - **SSIS training documents**

Mentor Needs, continued

- ▶ **Do Mentors attend SSIS training?**
 - ▶ **Do Mentors create agency specific training handouts based on information above?**
 - ▶ **Are Mentors aware of specific SSIS contact names and numbers for Help Desk, AFCARS, SWNDX, etc.?**
 - ▶ **Do Mentors know how to locate SSIS information on CountyLink?**
 - ▶ **Have Mentors received training in non-SSIS software and hardware programs and issues that impact end users?**
- 

Staff SSIS Training Needs

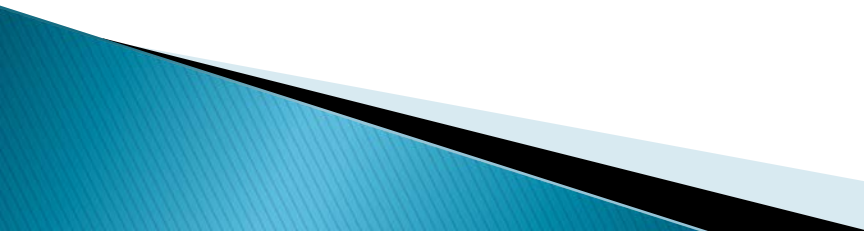
How do Mentors train staff?

- ▶ **Unit meetings**
 - ▶ **Lab trainings**
 - ▶ **Small groups**
 - ▶ **Individual**
 - ▶ **As needed troubleshooting**
 - ▶ **Provide handouts**
 - ▶ **Fix or do work themselves**
- 

Local Agency and SSIS Communication

- ▶ **Has agency changed staff email addresses?**
- ▶ **Staff changed names, phone numbers, jobs?**
- ▶ **Staff changes, losses and additions:**
 - **Worker Mentors**
 - **Coordinators**
 - **Social Services Supervisors**
 - **VA/CEP contacts**
 - **IT contacts**
 - **AFCARS contacts**
 - **MNYTD contacts**
 - **SWNDX contacts**

Throughout 2014

- ▶ **Revisit end of year items monthly**
 - ▶ **Develop or expand internal SSIS staff training**
 - ▶ **Mentors attend all quarterly Mentor Meetings**
 - ▶ **Call Help Desk for support/information before making big changes**
 - ▶ **Commit to reading SSIS Communications**
 - ▶ **Review materials as needed to assist in troubleshooting and training**
- 

Questions?



Thank you!

Lisa Litchfield
SSIS Worker Mentor Coordinator