

SSIS Update

Issue 658

July 9, 2025

Supporting SSIS: The Mentor Role

What Makes a Great SSIS Mentor?

SSIS Mentors play a vital role in helping agency staff use SSIS effectively. They support training, communication, and problem-solving to keep operations running smoothly and ensure data accuracy.

Mentors have a versatile role that includes many key skills and competencies, as outlined below. They are the first point of contact for answers to SSIS questions, so users should reach out to them first. If a mentor can't resolve an issue, they have direct access to the SSIS Help Desk for additional support.

Core Responsibilities:

- Train and support SSIS users
- Share SSIS updates, documentation, training and release information
- Act as liaison between agency and DCYF; report system issues
- Attend mentor events and collaborate with other mentors

What Makes an Effective Mentor:

- Strong SSIS knowledge and understanding of agency workflows
- Clear communicator and supportive trainer
- Problem-solver with good organization and follow-through
- Team player with a willingness to learn and share knowledge

Available Resources:

- Updated SSIS fiscal and worker documentation, along with release notes, are available on the [SSIS Resource page](#).
- [SSIS Help Desk support](#): For mentors, coordinators, supervisors, and IT only
- DHS mentor meetings and trainings

- SSIS Update: [Biweekly newsletter available](#) via subscription. Scroll to the bottom of the page to subscribe.

Mentors are essential to keeping SSIS running smoothly and helping staff stay informed, trained, and confident in their work.

New Help Desk Autoreply

When you email the SSIS Help Desk, you'll receive an automated response from our system. This message was recently updated to include helpful reference information and a reminder about who is authorized to contact the Help Desk.

Please remember only mentors, coordinators, supervisors, and IT staff are permitted to contact the Help Desk directly.

Also, keep in mind that the initial response is automated. Our Help Desk team will follow up in 24 – 48 hours.

The new automated message says:

Thank you for contacting the SSIS Help Desk.

We provide support SSIS state users, county/Tribal mentors, coordinators, supervisors, and IT staff only. If you are not in one of these roles, please contact your agency mentor or supervisor. If you are a contracted worker, please reach out to your contracting agency for guidance.

Before submitting a future request, please review the SSIS Mentor Manual on the Resource Page under SSIS Mentor Program, for answers to common questions. You may also find helpful information in the Worker Documentation, or Fiscal Documentation pages as well.

When your agency mentor, supervisor, or IT Staff submit a ticket it may be redirected but a response can be expected within 24 to 48 hours. Response times may vary depending on size and scope of the request. Your patience is greatly appreciated.

MN-ITS Annual Password Update

The SSIS claiming interface will be unavailable starting Wednesday, July 16 at 6 p.m. until Friday, July 18 to complete maintenance for MN-ITS annual password updates which allows healthcare claiming to continue between SSIS and MMIS.

The effect on agencies should be minimal. Normal operation of the claiming interface will resume once an "all clear" has been given. This notice will be sent out to agencies through a mentor blast when the work has been completed.

This process only changes SSIS user accounts for county MN-ITS mailboxes. Agency users have their own user IDs and passwords to access their MN-ITS mailboxes that are not affected by the SSIS password change.

Questions regarding this process should be directed to the [SSIS Help Desk](#)

Pre/Post Adoptive Identity

The **SSIS Tier 1 Help Desk** regularly receives requests for data corrections, and one of the most time-consuming issues involves **Pre/Post Adoptive Identity**. To help SSIS users better understand when and how to apply the correct identity—and to support consistent data entry—we recommend reviewing the following resources from the **SSIS Coffee Talk Archive**:

- **Adoption: Pre/Post Identity – What to Do and When**
- **SSIS – Pre/Post Identity Coffee Talk Slides**
- **Adoption Pre and Post Identity – What to Do and When (Sept. 10, 2024)**

We've also received questions about how to handle **post-permanency MAPCYs**, and some users have expressed uncertainty around correct procedures. These materials provide clear guidance on how to navigate MAPCYs after permanency:

- **SSIS Coffee Talk: MAPCY Post Permanency**
- **MAPCY Post Permanency Slides**

Please share these resources with anyone at your agency who works in **SSIS**, especially in areas related to **placement and permanency**.

Reminder: When completing a post-permanency MAPCY, always use the child or youth's **post-adoptive identity** and open a **Child Welfare (CW) Workgroup**, not an **Adoptions Workgroup**.

Employment Opportunities

The SSIS Business Section at DCYF is hiring. Visit [Search Jobs / Careers in the State of Minnesota](#) for more details and search the following for more information:

- SSIS Business Operations Manager-**86982** closes 7/14/2025. Contact Laura.Haffield@state.mn.us with questions.
- Child Welfare Modernization Financial Consultant-**87325** closes 7/28/2025. Contact Cynthia.Shypulski@state.mn.us with questions.

Updated SSIS Worker/Fiscal Documentation

The SSIS Business Operations team has been actively working on enhancing the SSIS Worker and Fiscal documentation. These updates aim to provide clearer, more comprehensive guidance to support agencies in effectively using SSIS across a variety of program areas and topics.

Our goal is to ensure that documentation is user-friendly, accurate, and aligned with current practices—ultimately making it easier for staff to navigate and utilize SSIS for their day-to-day work.

Stay tuned for more updates and thank you for your continued partnership in improving SSIS resources.

View the updated [SSIS Worker & Fiscal Documentation List](#).

View the [SSIS Worker Documentation](#).

Time stamped coffee talk recordings now available

Three SSIS Coffee Talk Agenda Discussion Topics with timestamped documents are now available on the MN Child Welfare Training Academy website:

1. [2025 Legally and Financially Responsible Agency Roles- April 22, 2025](#)
2. [SSIS Statewide Release v22.2- May 24, 2022](#)
3. [SSIS Statewide Release v22.1- February 22, 2022](#)

For questions, please contact [Anna Chaloupka](#)

July and August SSIS coffee talks

The SSIS Business section at DCYF will be taking a break during the month of July. Coffee talks will resume August 19, with SSIS Statewide Release v25.3.

Visit the [SSIS Engagement and Information site](#) to view what's ahead and to register for events.

SSIS Engagement and Information site

The SSIS Section has launched a new tool, the SSIS Engagement and Information Site, to better connect with and support SSIS Mentors and Coordinators. Registration is not required, however those wishing to register can follow the steps outlined on the [SSIS Engagement and Information Site](#).

The site can be accessed by:

- Navigating to the [SSIS Resource page](#) and selecting **Engage with us**; or

- Visiting the [SSIS Engagement and Information Site | Minnesota Engage DCYF](#) and bookmarking it as a favorite from the browser.

Questions regarding the SSIS Engagement and Information Site can be directed to the SSIS Training team at ssistraining.DCYF@state.mn.us.

SSIS CW-TCM Healthcare Claiming Training

This training is perfect for new fiscal staff or anyone wanting a refresher on CW-TCM Healthcare Claiming. The session will cover the process of creating claims, as well as how to generate and submit a CW-TCM claiming batch.

Upcoming Dates:

- **Tuesday, September 16, 2025** | 10 a.m.- noon: [Register to attend](#)
- **Tuesday, December 9, 2025** | 10 a.m.- noon: [Register to attend](#)

This course is offered quarterly, with new dates added regularly.

SSIS training opportunities

Training opportunities for new SSIS users or those seeking a refresher are now available to SSIS users. Courses are great for those new to SSIS or those seeking a refresher. Select the topic below for course descriptions, schedules, and registration information.

- [SSIS Adult Protection Worker Training](#)
- [SSIS Fiscal Online Training](#)
- [Adult Protection eLearning Suite](#)
- [SSIS Essentials eLearning](#)

SSIS webinar materials and previous recordings can be found on the [Minnesota Child Welfare Training Academy \(MNCWTA\) website](#).

Stay Connected and Informed

Access helpful tools and stay up to date on child welfare and SSIS news through the [SSIS Engagement and Information site](#). All quick links and subscription options are available there.

Quick Links:

Find resources like SSIS guides (via PartnerLink), TrainLink, the SSIS Update Archive, the MN Child Welfare Training Academy, the SSIS Help Desk, and the SSIS Time Entry Transformation project site.

Stay Informed:

Subscribe to updates on key topics, including SSIS changes, child safety and prevention, Family First, permanency support, MAAFPCWDA implementation, and training academy news.