

Adult Protection Services-After Hours Emergency Protective Services Email Notifications in SSIS

EPS Changes-Overview

Functionality planned for 21.4 provides an option for a county administered email or text notification when an adult maltreatment report received in the agency's SSIS unassigned intake log includes notification from the Minnesota Adult Abuse Reporting Center (MAARC) of need for assessment of emergency adult protective services (EPS).

This enhancement supports county and tribal administration of adult protective services (APS) programs in their after-hours responsible for immediate, within 24-hours of receipt of the report, duty to assess to safeguard the vulnerable adult.

SSIS Admin-New Function-Manage EPS Notifications

- County Accounting System Batch Owners
- Department List
- Location List
- Role List**
- Unit List
- User Search

Role

Role

Name:

Users:

Profile

List functions for role:

Available Functions:

- Edit Svc Arr reporting fields
- Enter Another Persons Time
- Enter Supplemental Eligibility
- Fiscal Default Activities
- Manage Claims
- Manage CP Overrides
- Manage EPS Notifications**
- Manage payments

Assigned Functions:

- Navigate to SSIS Administration
- Select Lists in the Windows Toolbar
- Select Role List
- Under Role, enter a user's name or find a group of users to add the new **Manage EPS Notifications** function.
- Under Profile, select **Manage EPS Notifications** from a list of available functions.

SSIS Admin-County Preferences-EPS Notifications Group Box

EPS Email Notifications

Allow EPS Email Notifications: On Off

EPS Notifications Reply-to Email:

EPS Notifications Recipient(s) Email:

Do not enter a distribution list email address in the "EPS Notifications Reply-to Email" field.

Action ▾

To turn EPS Email Notifications On or Off and to add **Reply-to** and **Recipient Email** information:

- Select **Tools** from the Windows Menu in SSIS Administration and select **County Preferences** from the dropdown.
- Under the **General** tab, locate the **EPS Email Notifications** group box.
- **Allow EPS Email Notifications:** Select **On** to turn email notifications on during after hours. Remember to turn email notifications **Off** at the end of the after hours period. If users forget to shut this function off, recipients will continue to receive EPS email notifications.
- **EPS Notifications Reply-to Email:** Enter the agency contact that will be the primary reply to contact. Only enter one contact in this field. This individual's contact information will appear as the "Sender."
- **Test Reply-to:** This button will enable when text is entered in the **Reply-to** email field. Performing this test is required to save the Reply-to email contact information.

SSIS Admin-County Preferences-EPS Notifications Group Box (Continued)

EPS Email Notifications

Allow EPS Email Notifications: On Off !

EPS Notifications Reply-to Email: Test Reply-to

EPS Notifications Recipient(s) Email: Test Recipient

Do not enter a distribution list email address in the "EPS Notifications Reply-to Email" field.

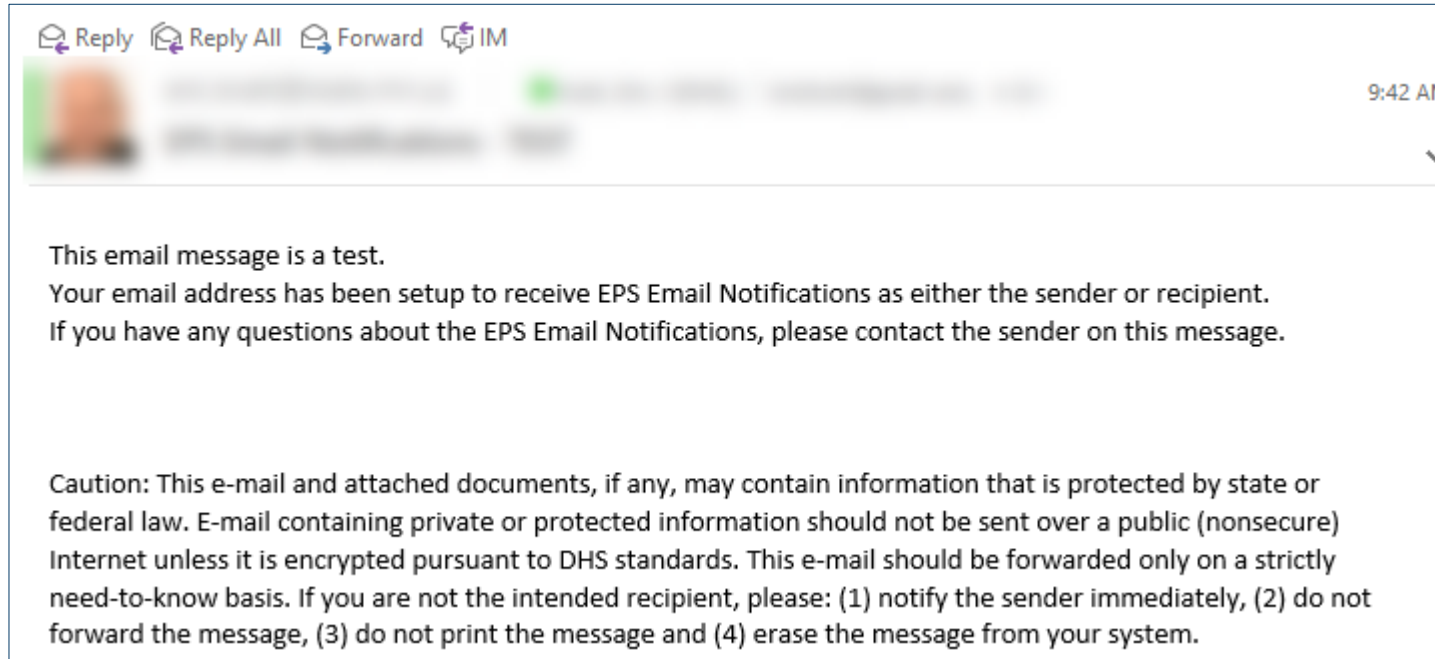
Action ▾

EPS Notifications Recipient's Email: Enter the email addresses of the individuals that the EPS Notification email will go to. This field allows for up to 250 characters.

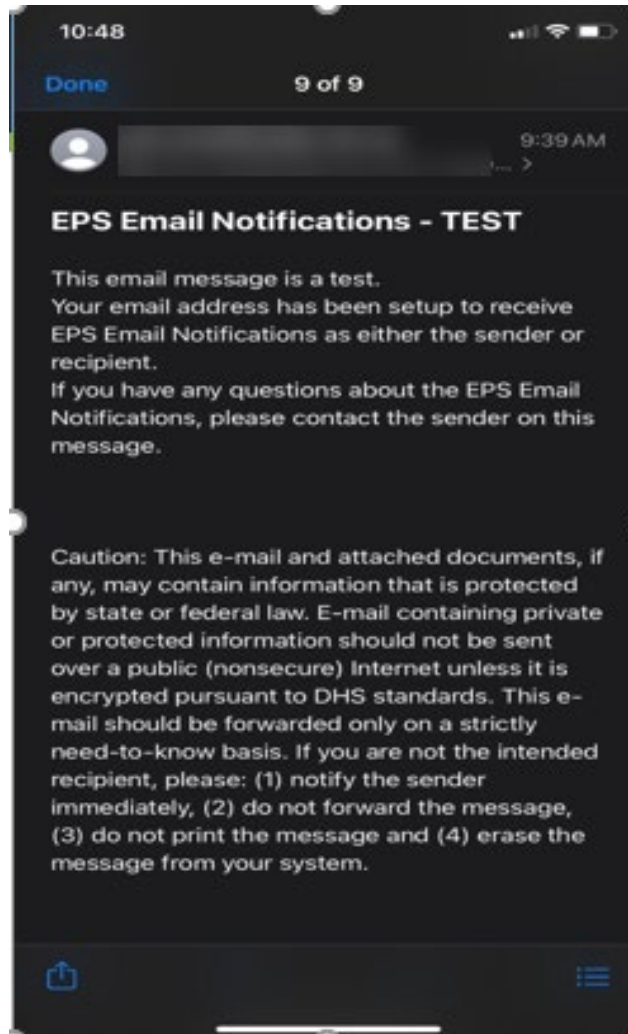
Test Recipient: This button will enable when text is entered in the **EPS Notifications Recipient(s) Email**. Performing this test is required to save the recipient information.

Do not enter a distribution list email address in the "EPS Notifications Reply-to-Email field.

Example of Test Email when set up as Sender or Recipient



Example of Text Alert



Recipients can also be set up in SSIS Administration to receive email to text notification.

For more information on email to text, please see [How To Send Email to Cell Phone - Send Text Message Free \(email-unlimited.com\)](#) This information can be entered in SSIS Administration.

Information related to email to text is not supported by the SSIS Help Desk.

Fields Valued to Generate EPS Email Notification

Unassigned Intake Search
 MAARCTest Eric APS Intake 11/08/2021
 Intake Maltreatment Report Searches

SSIS Workgroup #: SSIS Intake #:
 Program: Intake Type:
 Close Reason: Problem:
 Status: Agency WG #:
 Call Center Report #:
 License #: Health Facility #:

Start Date/Time	Workgroup Name	Close Date/Time	Intake Type	Problem	Close Reason	Program	Status
11/8/2021 2:51:40 PM	MAARCTest Eric APS Intake 11/08/2021		Adult maltreatment report	Alleged vulnerable adult at risk/maltreatment		Adult Protective Services	Open

Count: 1

Adult Maltreatment Report | Victim Information | Description of Incident | Allegations | Impact/Effect on VA | Roles | Safety | **Referral** | Shared Comments

Protective Services Needed	Date Notified	Law Enforcement Notified
Yes		Yes

Adult Protection Services
 County or designee for immediate protection of victim notified? Yes No
 County:
 Date notified:
 Contact: Phone:

An after hours EPS Email Notification will generate for designated recipients when:

County or designee for immediate protection of victim notified is "Yes"

And the **County** field is valued with the applicable county.

These fields are found on the Referral tab of the Adult Maltreatment Report

Example EPS Email Notification

