Support Staff Role – Making SSIS Work

SSIS Best County Agency Practices
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Automation and Social Services

Social Services staff enter an amazing amount of information in SSIS - an equally amazing amount of that information impacts other units/staff and the general fiscal health of your agency.

SSIS can be a tool for your entire agency:

► Identify the fiscal impact of entries in SSIS and utilize support staff to assist SS staff in ensuring entries are timely and accurate, resulting in a positive fiscal impact for your agency and county.

► Identify the information your SS staff currently exchange with other units and use SSIS to automate this information referral, easing the burden on SS staff.
Fiscal-SSIS “Win-Win” Information

 ► Referral of placement-related information to:
   - Accounting
   - Collections
   - Child Support
   - Income Maintenance

 ► Verification of accurate and timely entry of:
   - Placements
   - Client eligibility
   - Billable time
   - AFCARS
Automated Exchange of Information

$ The Fiscal Advantage $

► Daily SSIS-CSIS Interface
  - CSI S Substitute Care Import reports provide referral of initial, changed and ended placements to other units, and prompts SS staff for missing placement information
  - SSIS Staff Time and CSIS Claim System Edit reports provide SS staff with claim related warnings, prompting review of time entry and/or client eligibility

► Weekly SSIS reports
  - SSIS Children in Placement report prompts SS staff to affirm entries or prompt for changes and additions
  - Repository Non-Compliant Data report advises SS staff of potential SSIS entry errors and/or missed deadlines
Benefits of Automated Referral
- Making SSIS Work -

► Ease of communication between units and staff
  - Eliminates the need for paper referral of information
  - Allows SS staff to focus on SSIS entries
  - Provides for more immediate referral of information
  - Ensures more efficient use of staff time

► Verification of accurate and timely entries
  - Prompts SS staff to self-check their entries for significant information
  - Monitors SS staff compliance with SSIS requirements
  - Provides feedback while there is still opportunity to respond currently - proactive
  - Reduces time required to review entries for reporting deadlines - less burdensome
SS Staff Role

We require the following from our SS staff:
► All SS staff use SSIS
► Direct entry in SSIS
► 100% time reporting
► Accurate and timely entries

What SS staff need to accomplish this:
► Meaningful training and support
► Dependable and useful equipment and resources
► Affirmation of requirements by Supervisor/Director
► Process for continued verification of accuracy
► Positive feedback
Support Staff Role

We require the following from our Support staff:

► Perform daily interface from SSIS to CSIS
► Generate and route appropriate reports and attachments to appropriate staff
► Complete accurate and timely provider entry in SSIS
► Follow-up with SS staff regarding routed reports and assist with resolution or redirection
What makes SSIS work Fiscally

It’s all in the exchange of information. Effective communication is vital to fiscal success in Social Services - focus on SSIS as a tool to this end

► Reduce and/or Alleviate internal paper/forms as a trade-off for accurate & timely SSIS entry
► Require SS staff to complete direct entry in SSIS
► Provide meaningful training and a support network for SSIS users
► Provide useful equipment and resources
► Prompt staff with reminders of significant entries in SSIS
► Ensure Management is a vocal supporter of SSIS
► Provide positive feedback
► Remind staff what SSIS does for them
► Encourage communication between units to ensure the automated referral of information is accurate - respond with changes as your staff and agency’s needs change