

# 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

- CSIS 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