DHS SIR



DHS-SIR Web Site

DHS-SIR (Systems Information Resource) is a web portal that helps the state offices to share information with counties and county workers. The web address is: <u>https://www.dhssir.cty.dhs.state.mn.us/Pages/Default.aspx</u>

The Home Page main features:

DHS-SIR	ISM SMI SSIS Sofs Help Search Content pages	→
T	Welcome to DHS-SIR! The DHS Systems Information Resource (SIR) provides system availability information, announcements, and targeted links and content. Click here for a new user orientation to DHS-SIR.	
System Availability		
	Status DHS-SIR SMI Links to Other Sites	
Child Support Calculator		
EBT/EDGE	MEC ² SSIS Drill downs unavailable Friday, 9/18/09 Ability to Establish a Claim by PMI Number SSIS Drill downs unavailable Friday, 8/21/09 Important Links	
Learning Centers	InfoView Bills List - Viewing Bills Prior to 7/08/2009 SSIS Drill downs unavailable Friday 7/17/09 Webmail	
MAXIS	New Window in MEC ² - InfoView Bills List SMI Database Maintenance New User Orientation	
MEC ²	7/5/09 Billing Forms SSIS Password Change	
MEC ² PRO	Eligibility Approval Edit SWNDX Availability on Saturday, July 18 Logon Assistance Co-pay and Income Limit Mass Change Installed SWNDX Outage on Friday, July 16 Tochnical Support	
Minnesota Child Support Online	Co-pay and income limit mass change installed SWNDX Outage on Prilay, July 10 Technical Support Mille Lacs Band of Ojibwe and MEC ² Updated Title IV-E Per Diem Bulletin Frequently Asked Questions	
PRISM	Co-pay and Income Limit Mass Change Version 5.2 Package Update on Monday, July 6 • Questions or Comments	
SAM	SA Reopen, No Notice To Provider Q209 Title IV-E Facility Per Diem Bulletin Implemented Service Delivery System Securi	ty Form
SIR Mail	PRISM Web mail distribution lists 3781 Policy Helpdesk Availability Thursday, 7/16	
SIR Site	3730 Policy Helpuesk Availability July 20, 2009	
SMI	3779 New Federal Criminal Prosecution selection	
TSS Reports	criteria	
	System Availability Calendars	
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	In the News	
	Child Support:	
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The PRISM Content Area

- PRISM announcements
- CSED Links
- PRISM Search
- PRISM Content Areas

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PRISM announcements remain on this page for three days. After that time, they are moved to the archives for 30 days.

Click here to see a list of announcements from the past 30 days. Messages will display on this page for at least 30 days. Once removed from this page, they will be incorporated into user documentation

PRISM Content Areas

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Business Management	Direct Deposit	PRISM Security Liaisons	Big 8 Group	eMILO
Contacts	Document Templates	Security CBT	Performance Improvemen	it Meetings SIR MILO
County Directories	Excess Support			
County Workgroups	Federal Annual Fee			
Forms	Guidelines			
Forms From the Front Lines	OCSE Federal Audit			
	Performance Resources			
Job Postings	Promising Practices			
Policy Business Process Redesign	Reports and Resources			
PRISM Lists	ROP Automation			
Project Evaluations	Self-Assessment Review Process			
Resource Library	Strategic Plan			
Support and Training System Availability	Strategies to Help Low Income Families (SHLIF)			
,,	Suppression Audio Conference			
	Training Materials			
	Undistributed Collections			

On the PRISM Content Area page, there are several subpages and content. Use your cursor and hover over the links to see a description of each page.

Click on the blue link to go to that page.

To go to a content area page, use the tab at the top of the page

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Searching

Choosing the right search terms is the key to finding the information you need.

- Use the obvious if you're looking for general information on Accounts, try Accounts
- Use the *Glossary* to find standard terms
- Try multiple search terms; if you're looking for Refund information having to do with Adjustments, you'll do better with adjustment refund than with either adjustment or refund by themselves. And, adjustment refund request may produce even better (or, depending on your perspective, worse) results.
- DHS-SIR searches are NOT case sensitive. All letters, regardless of how you type them, will be understood as lower case. For example, searches for adjustment, Adjustment, and aDjUsTmEnT will all return the same results.
- Use words, phrases, and sentences For best results, it is important to choose the search words wisely. Try the obvious first - use words that are likely to appear on a site. Whenever possible, use phrases or a continuous string of words enclosed with quotation marks (e.g., "child support enforcement").
- Variations If you enter "SGH" or "Student Grant Hold" in the search box, the best bets for Student Grant Hold will display
- Use more words The general rule is that the more words used in a search, the more accurate the results. Composing a question is one method of increasing the number of words. Since "noise" words, such as "and" or "the" are disregarded, they can be omitted from your search. Full sentences are not necessary. Up to 255 characters can be used in each search.

Use the search box in the upper right corner of the home page to search the <u>entire</u>-<u>DHS SIR site...</u>



-...or use the search box on the content area page to search within that page.

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On the PRISM page, we typed "excess support" into the search box

We clicked on the link that takes us to the IPP Policy.



Use the FIND function in the browser to search within the section

Click on the Edit menu on your browser

Select Find (on This Page)



This brings up the Find pop-up window

• Type a search word in the <u>Find</u> window and click the <u>Next</u> button to go to the first instance of the search word that appears in the document.

Find: URA Match whole word only Match case Previous Next	
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IPP Topic: Excess Support Subtopic: MFIP End: URA End: URA Match whole word only Match whole word only Match case Policy Previous	
History and Background Federal Certification rules require that PRISM maintain accurate computer-based records of the amount of public assistance paid to a family and the amount of child support collected and paid to public assistance obligation(s) on related child support cases. The amount of public assistance paid to the family and the child support collected and paid to public assistance obligations are used to calculate the unreimbursed assistance (URA) balance. The State should not retain more child support collections than the cumulative amount of public assistance paid to the family. If child support collections exceed the cumulative URA balance, the difference is called Excess Support and must be paid to the family. Before October 1, 1997, the CSES child support computer system tracked a URA balance for a participant and adjusted it based on IV-A grant amounts paid to a participant and child support public assistance collections. The URA balance was displayed on screen 3.30 F6. The CSES figure was not always accurate. At conversion, the URA balance on CSES became the beginning URA balance on the Public Assistance Snapshot (PUAS) screen on PRISM. The PUAS screen was updated monthly with new IV-A grant and public assistance collection information to calculate the new URA/excess support amount.	

Continue to click on the <u>Next</u> button to view each of the matches within the document.

Close the Find window to finish searching

Use the BACK arrow button in the browser to return to the search list.

User Documentation Page

Suser Documentation Page - Microsoft Internet Explorer provided by DHS, State of MN	
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User Documentation Page	
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About User Documentation There are two subpages under this page, eMILO and SIR MILO, that contain CSED policy documentation the links on the left side of this page. The two subpages contain the following information: eMILO This page contains CSED Policy Topics material that has not yet been edited and reorganized for found on the SIR MILO page. SIR MILO The eMILO documentation will be rewritten gradually over the next 2 years, and as it is rewritten	SIR MILO. Search here for any topics not

We clicked on <u>eMILO</u> to see the list of topics

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Topics and Subtopics appearing in blac	k have been converted to <u>SIR MILO</u> .			
Account Evaluation	Employer Maintenance	Occupation	al Licenses	
Adjustments	Enforcement Remedies	Passport De		
ADA	Establishment	Paternity		
Administrative Review Enforcement	Excess Support	Pay Plan		
Arrearage Collection Project	Expedited Process (Ex Pro)	Private Colle	ction Agency (PCA)	
Arrears Management	Federal Case Registry (FCR)	Pro Se Actio	ons	
Assignment of Support	Federal Criminal Prosecution	Project Inte	rcept	
Bankruptcy	Financial Institution Data Match (FIDM)	Receipting		
Billings	Foster Care	Recreational	Licenses	
Business Management	General Information	Revenue Re	capture	
Case Closure	Good Cause	Review and	Adjustment Request	
Case Initiation	Guidelines	Scheduling		
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We clicked on the <u>Guidelines</u> topic. Within the Guidelines topic is a list of subtopics

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Click on the <u>Worksheets</u> Subtopic

Within the Worksheet topic, you see a list of daily messages, FAQ's, IPP (policy, procedures, assists, etc.)

GA	User Documentation DHS-SIR PRISM MILO SIR MILO FAQS Glossary	Search 🕒
cuments	Lists Communications Documentation Regional Security User Documentation	
HS-SIR	> PRISM > User Documentation > eMILO > Guidelines > Worksheets	
Works	sheets Documents	
Туре	Name	Publish date
۲	3773 Guidelines Worksheet and Web Calculator updates	7/6/2009
8	3768 Minnesota Care Premium Table July 1 update (MICP)	6/25/2009
8	3765 Child Care Assistance Co-payment Table July 2009 update (CHCA)	6/25/2009
8	3698 DECC - Dependent Child Care table updated	3/3/2009
۲	3662 2009 Federal Poverty Guidelines Figures	1/23/2009
٢	3651 Federal (FTTM) tax tables updated for 2009	1/6/2009
۲	3648 State (STTM) tax tables updated for 2009	12/29/2008
٢	3613 GUWD Changes	10/1/2008
۲	3596 Federal Minimum Wage Increased July 24, 2008	8/29/2008
۲	3569 Guidelines II - GUWD changes	7/9/2008
ē	3561 Child Care Assistance Co-payment Table July 2008 Update (CHCA)	6/30/2008
۲	3556 Minnesota Care Premium Table July 2008 Update (MICP)	6/26/2008
ē	3501 Guidelines Pre-2007 worksheets browse only	3/28/2008
۲	3467 Federal income tax table updated (FTTM)	1/30/2008
۲	3465 2008 Federal Poverty Guidelines Figures	1/29/2008
۲	3455 DECC Table Update	1/17/2008
٢	3454 State Income Tax Tables Updated (STTM)	1/17/2008
ē	3304 Guidelines Worksheets Table Updates	7/3/2007
۵	3297 F9 Print Added for Tables used with Guidelines Worksheet Detail	6/20/2007
ē	FAQ - GUWD Worksheet versus Web Calculator-Rounding Difference	4/4/2007
۲	3224 - DECC Table Update	2/21/2007
۲	IPP; Procedures (Guidelines - Worksheets)	11/27/2006
ē	IPP; PRISM Assists (Guidelines - Worksheets)	11/27/2006
ē	IPP; Policy (Guidelines - Worksheets)	11/27/2006
۲	IPP; Forms (Guidelines - Worksheets)	11/27/2006
۲	IPP; Date of Interim Policy (Guidelines - Worksheets)	11/27/2006

SIR MILO

Click on <u>SIR MILO</u> to see a list of Child Support Topic Areas that are new or have been converted.

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Arrears Prevention and Management	Interstate (Intergovernmental)	_
Billing	Medical Support Offset	_
Birth Records	Minnesota Child Support Online (MCSO) Employer	_
Bonds	Occupational License Suspension (OLS)	_
Child Care Assistance	Passport Denial	_
Client Safety	Recognition of Parentage (ROP)	_
Cost-of-Living Adjustment (COLA)	Special Distribution Set-Up (SDSU)	_
Dept. of Employment & Economic Development (DEED)	Student Grant Hold (SGH)	_
Emancipation	Tribal IV-A	_
Establishing Medical Support	Tribal IV-D	_
Establishing Paternity	Tribal IV-E	_
Federal Annual Fee	Glossary	_
Federal Criminal Prosecution (FCP)		_
Federal Tax Refund Offset (Project Intercept)		_
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We clicked on <u>Income Withholding</u> to open this topic.

Within the Income Withholding topic, you see a list of Sections

Income Withholding (IW) - Microsoft Internet Expl	orer provided by DHS, State of MN
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Income Withholding (IW)	
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Click on Failure to Withhold to go to that section.



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DHS-SIR > PRISM > User Documentation
User Documentation Page
About User Documentation There are two subpages under this page, eMILO and SIR MILO, that contain CSED policy documentation. Both subpages can be accessed by clicking on the links on the left side of this page. The two subpages contain the following information:
eMILO This page contains CSED Policy Topics material that has not yet been edited and reorganized for SIR MILO. Search here for any topics not found on the SIR MILO page.
SIR MILO The eMILO documentation will be rewritten gradually over the next 2 years, and as it is rewritten it will be transferred from the eMILO page to the SIR MILO page.
Search eMILO and SIR MILO User Documentation
🗃 Done

You will see the "Search eMILO and SIR MILO User Documentation" search box on this page, the eMILO page, and the SIR MILO page.

Entering search topics in this box will always search all user documentation, regardless of whether the topic is found in eMILO or SIR MILO



We searched for SGH and found 23 matches within user documentation



*** "Best Bets"** – if the word or phrase you enter in the search box is published as a topic in SIR MILO, the search result will display the term with a yellow star and the words "PRISM User Documentation." The item is also hyperlinked to the user documentation.

Clicking on Selection Criteria takes you here -



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Use the file/print command from the internet browser OR click on the printer icon to print a portion of user documentation.



PRINTING User Documentation – SIR MILO

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- From the section of user documentation, click on the **PRINTABLE VERSION OF THIS PAGE** button at the top of the page.

This will open a separate browser window. Use the file/print command OR the printer icon to send the section to your printer.

Web Mail Features



This closed (secure) e-mail system allows you to communicate – including case information – with other county child support workers and with some state staff.



This version of Outlook includes several special features as detailed below:

Reading Pane

When you first open your inbox, the screen defaults to display a reading pane on the right side. That setting can be changed by clicking on the Show/Hide Reading Pane icon in the center of the toolbar.



Spell Check

To run Spell Check manually, click on the W Icon on the tool bar. To enable automatic Spell Checking:

- Select Options from the Outlook Sidebar
- Under the **Spelling Options** section click in the box next to "Always check spelling before sending"
- Select language if not selected
- Click Save and Close

Auto Signature

To create a signature that is automatically included in email messages:

- Select Options from the Outlook Sidebar
- In the **Messaging Options** section click the *Edit Signature* button
- In the text area, type and format the signature as you would like it to appear
- Click Save and Close
- If you want to include a signature with every email message, click in the box "Automatically include my signature on outgoing messages"

Color Schemes

To choose a different color scheme other than the default blue:

- Select Options from the Outlook Sidebar
- In the **Appearance** section click on the drop down arrow
- Select the color scheme desired
- Click Save and Close

Send an Email to a Distribution List

To send an email to a distribution list in SIR Web Mail:

- 1. Click on the address book icon \square on the toolbar
- 2. Type an ampersand @ in the Display Name field
- 3. Click the **Find** button a list of all current distribution lists will be displayed
- 4. Click once to select the distribution list you want to use
- 5. Click on the **New Message** button at the bottom of the Webpage Dialog box. A new email box will open and the distribution list address will be in the To: line of your email
- 6. After you **SEND** your email, click the **Close** button to close the Find Names window.