

DSS ADMINISTRATIVE LETTER PERFORMANCE MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT PM-REM-AL- 01-08

TO: County Directors of Social Services

ATTENTION: DSS Child Welfare Services Program Administrators

DSS Child Welfare Services Supervisors

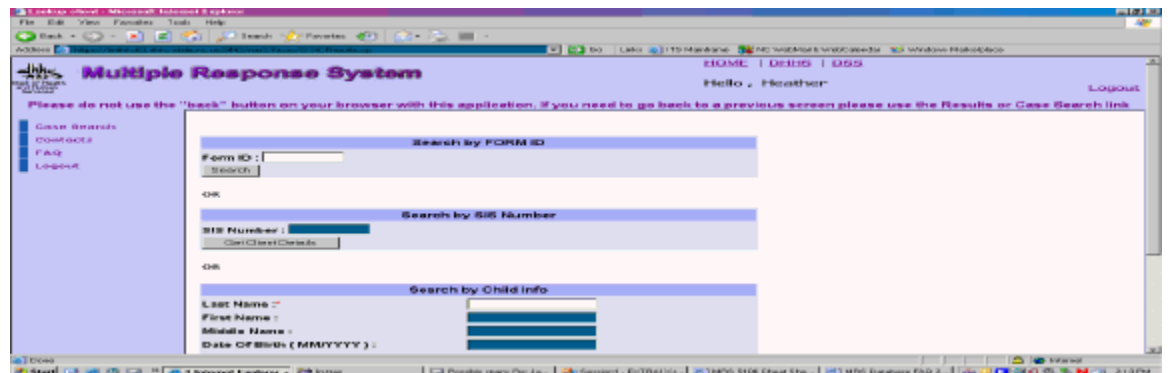
DSS Data Entry Supervisors and Operators

SUBJECT: Updates to the MRS Database

DATE: February 21, 2008

I. GENERAL INFORMATION

There have been two changes to the Multiple Response database that should streamline the data entry process for the county user. The first of these changes is a “Frequently Asked Questions (FAQ)” link that has been added to the main page of the database. The FAQ link is located on the left-hand side of the Case Search Screen (see screen shot below). Clicking on this link will display a PDF document which lists the most common questions and responses regarding the MRS database. This document will be updated periodically, and the date will be listed on the top of the document.



Additionally, a new user role has been added. Previously once counties had closed out a particular service for a child (210, 215 or 109) by checking the box in Field #33, the record was locked and only Division staff could make changes to the record. Numerous users have reported accidentally checking this box and have had to contact Division staff to re-open the record. In response to this issue, we have created a Supervisor

role for users of the MRS database. The Supervisor role will be available to county users and will allow individuals with this role to edit information once a record has been locked. This edit capability includes the ability to re-open a closed record by removing the check box in Field #33. County Directors may delegate this role to the appropriate person.

II. ACTION REQUIRED BY COUNTY

In order for an individual to be added to the MRS database as a Supervisor the county security officer will need to call the help desk (919) 855-3200 option #2 and follow the standard procedures for adding users or changing user roles. This role may be added beginning Wednesday February 13th.

Please note that Division staff does not have the authority to add/change county users to this Supervisor role. This can only be done by the county Security Officer.

If you have any questions, please contact Heather Bohanan of the Performance Management/ Reporting and Evaluation Management Section at (919) 733-7831 or Heather.Bohanan@ncmail.net.

Sincerely,



Hank Bowers, Chief

Performance Management/Reporting & Evaluation Management Section

HB/mb