



Post Launch Office Hours Conference Calls

Updated 1/16/15

About:

- DHS is hosting a monthly “office hours” conference call with lead agencies that have at least **six (6) weeks of experience** using MnCHOICES.
- The purpose is to provide an opportunity to stay connected with and support lead agencies as they continue to implement and manage MnCHOICES.
- Lead agencies will have an opportunity to ask questions of DHS staff, as well as provide feedback on MnCHOICES implementation.
- Office hours calls are **not** designed to provide individual technical assistance or troubleshooting. Lead agencies should continue to send questions and issues to the SSIS Help Desk for a timely response. See contact information below.

Participation:

- Any lead agency with at least **six (6) weeks of experience** using MnCHOICES may participate.
- Suggested participants are MnCHOICES Mentors and Administrative Contacts. Other lead agency staff may attend but should work through their mentors to ask questions on the conference call.
- DHS recommends each lead agency call in as a group.
- Participation is optional, but strongly encouraged.

Conference call logistics:

- Conference Calls take place on the first Friday of the month, from **9:30 a.m. to 11:00 a.m.**
- Participant Dial-In Number: (866) 593-4315
- The Conference Call ID number is different for each call:

Date	Conference Call ID
February 6, 2015	87182248
March 6, 2015	87182249
April 10, 2015 (rescheduled from April 3. Note this is the second Friday of the month).	87182250
May 1, 2015	87182251
June 5, 2015	87182252

- **Important:** Please call in between 9:15am and 9:30am to provide your county information to the operator. This will help us during the Q&A time.

Conference Call Playback:

- You have the option to listen to a recording of the session for up to 30 days following the call. The recording becomes available 2 hours following the call.
 - Dial (855) 859-2056 and enter the appropriate Conference Call ID for that month’s call (noted above).

Expected outcomes:

- Maintain a strong working partnership.
- Support launched agencies with information and resources necessary to successfully use MnCHOICES.
- Provide opportunities for lead agencies to share successes and give feedback about patterns, trends, and emerging issues.



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Additional resources:

MnCHOICES CountyLink = <http://www.dhs.state.mn.us/mnchoices>

SSIS Help Desk (MnCHOICES Mentors only)

- Phone: (651) 431-4801
- Email: Dhs.ssishelp@state.mn.us (Put "MnCHOICES" in the subject line along with a short description of the issue)