



## Post Launch Office Hours Conference Calls Summary

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Updated 8/4/15

### About

- **DHS is hosting a monthly “office hours” conference call with lead agencies that have begun using MnCHOICES and 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 include MnCHOICES Mentors and Administrative Contacts. Other lead agency staff 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.

### When will these calls be held

- Post Launch “Office Hours” calls take place on the first Friday of the month, **9:30 a.m. to 11:00 a.m.**
- Agency mentors and administrative contacts receive emails about this conference call that includes the call-in instructions.
- Upcoming dates for calls include:
  - August 7, 2015
  - September 11, 2015 (*note this is the second Friday of the month*)
  - October 2, 2015
  - November 6, 2015
  - December 2015: **No MnCHOICES Office Hours**

### Expected outcomes

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

### Additional resources

- MnCHOICES CountyLink = <http://www.dhs.state.mn.us/mnchoices>
- SSIS Help Desk (MnCHOICES Mentors only)
  - Phone: (651) 431-4801
  - MnCHOICES Help Desk Contact Form, [DHS-6979](#)
- Policy-related questions may also be submitted to [PolicyQuest](#).