**Provider Update 06/07/22**

*** CSN Go-Live Date – 07/01/22 ***

**CSN User Registration**
- Right now you are registering for CSN Staging. We will use CSN staging for training. Need to register by **06/08/22**. Register at this link [https://ssostage.iacsn.org/](https://ssostage.iacsn.org/)
- After the training – you will be assigned a role in CSN and will get CSN live/production access on July 1st.
- After you create an account, you need to notify Brandy at ISAC so you can get access to CSN Stage. E-mail her at bkanselaar@iowacounties.org with subject line Access to CSN Stage. In the body include the username you created.
- Do NOT submit any tickets in CSN stage as those are NOT checked.
  - If you need to submit a ticket do so by e-mailing CSNStaff@iowacounties.org
- All staff are “on hold” for CSN Live/production system until we go live July 1st with CSN.

**Training June 15th and 16th**
Will use the CSN staging link for training - [https://ssostage.iacsn.org/](https://ssostage.iacsn.org/)

There has been a change in who should attend the Financial Training Provider billing staff NO longer need to attend Financial training but instead should attend the Client 101. If you have registered for this and need to un-register please e-mail Stephanie at Stephanie.schmidt@polkcountyiowa.gov and she will cancel that registration. Please utilize the Eventbrite link to register for Client 101.

Here are the training descriptions:
1. **Client 101**: This track will take users through an overview on client management in CSN and how the different system components work together for an overall client record. The course will include best practices for searching, entering, and managing client data.
   a. All Polk Provider MIS users need to attend
2. **Outcomes Training:** This track will take provider users through how to enter Outcomes for a client, administrative outcomes, contacts, referrals, and view reports related to the outcomes. We will also cover how regions can view outcome reports for their providers. Since this track is mostly meant for providers, other provider-only features such as provider billing, funding requests, and provider widgets will be covered as well.
   a. Polk Provider users that enter/review/support outcome entry

3. **Financials:** This track will take users through how to enter/manage an expenditure and revenue budget in CSN, process claims, enter reimbursements, enter revenue. We will also touch on reconciliation and consolidation with your auditor, as well as annual state reports (warehouse reports).
   a. Only for Region/County users that manage budgets, process claims, or enter revenue.

4. **JIS/CJIS:** This track will take users through how to track clients that are in Justice Involved Services including how to track arrests, booking jails, charges, and other justice involved data. Included in this track is how the Criminal Justice Information System (CJIS) data exchange works with CSN to capture data automatically across the state.
   a. Polk County Jail Diversion Staff

Register for the CSN trainings specific to your job by 06/10/22

Eventbrite registration links for the *in-person* CSN Trainings:

**June 15**
- Client 101: [https://www.eventbrite.com/e/348928333037](https://www.eventbrite.com/e/348928333037)
- Outcomes: [https://www.eventbrite.com/e/348935293857](https://www.eventbrite.com/e/348935293857)

**June 16**
- Financials: [https://www.eventbrite.com/e/348936116317](https://www.eventbrite.com/e/348936116317)
- Justice Involved: [https://www.eventbrite.com/e/348939516487](https://www.eventbrite.com/e/348939516487)

Eventbrite links to the virtual CSN Trainings held via Zoom:

**June 15:**
- Client 101: [https://www.eventbrite.com/e/353843504447](https://www.eventbrite.com/e/353843504447)
- Outcomes: [https://www.eventbrite.com/e/353851398057](https://www.eventbrite.com/e/353851398057)

**June 16:**
- Financials: [https://www.eventbrite.com/e/353855279667](https://www.eventbrite.com/e/353855279667)
- JIS/CJIS: [https://www.eventbrite.com/e/353859241517](https://www.eventbrite.com/e/353859241517)

We are here to support you both through the transition and after.

- Contact [BHDSSupport@polkcountyiowa.gov](mailto:BHDSSupport@polkcountyiowa.gov) with your CSN platform questions.
- All other questions about the transition please send to [Stephanie.Schmidt@polkcountyiowa.gov](mailto:Stephanie.Schmidt@polkcountyiowa.gov)
- CSN tab on our webpage [https://www.polkcountyiowa.gov/behavioral-health-disability-services/](https://www.polkcountyiowa.gov/behavioral-health-disability-services/)