Several years ago, the Iowa Legislature passed a bill requiring all MHDS Regions to utilize one data platform. Over the past 2 years, the Polk County MHDS Region has actively worked with the Iowa Association of Counties (ISAC) to move from the PolkMIS platform to the Community Services Network (CSN) platform to meet this requirement. The majority of that time was spent on gap analyses between the applications. With this work in mind development and implementation testing began on 3 major gap areas: 1) Level of Support (LoS); (2) Client and Administrative Outcomes; and (3) Financial Management. Having addressed these areas on 7/1/22, we will officially begin using only CSN.

Your highest priority remains focusing on those you serve. We have a team of individuals working to transfer information from Polk MIS to CSN. Let us re-assure you that you are not expected to hand enter information into CSN!!

As we move forward with the transition to CSN, it is imperative that provider staff take critical steps. First, register as a CSN User using the attached guide. This guide will walk you through step on how to become a registered CSN user. Secondly, attend the appropriate CSN training.

There will be 4 trainings areas

- Client 101 – all users need to attend
- Outcomes – all users who currently do outcomes in Polk MIS
- Financials – billing staff
- Justice Involved – Jail Diversion staff

Training can be attended in person or through zoom. Please register for the trainings using the Eventbrite links below. If you need assistance getting registered for the trainings held June 15th and 16th, please contact Adrienne.Bergman@polkcountyiowa.gov.
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. After the training, please contact **BHDSSupport@polkcountyiowa.gov** with your questions.

We have developed a CSN tab on our webpage that you can access anytime [https://www.polkcountyiowa.gov/behavioral-health-disability-services/](https://www.polkcountyiowa.gov/behavioral-health-disability-services/).

On the CSN tab you will find:
- **CSN Implementation Phases** – A high level overview of current & upcoming phases, timelines, provider tasks & due dates.
- **PolkMIS to CSN Interface Cross Walk** – A screenshot by screenshot of where you can find PolkMIS information in CSN.
- **CSN Manual** – Provides instructions on how to navigate in CSN.
- **Frequently Asked Questions and Answers (FAQ) document** that will be updated regularly.

**Action you need to take now**
- Register for your CSN User Account by 06/08/22
- Register for the CSN trainings specific to your job by 06/10/22
- Attend the trainings
- Send questions you have to BHDSSupport@polkcountyiowa.gov

**Polk MIS Information**
- Do NOT update client demographic as of 06/02/22
- Only enter client demographic for new clients as of 06/02/22
- Do NOT enter any information as of noon on 06/30/22

**Attachment:**
- **CSN User Set up Guide**