CSN Training sessions are almost here. If you have not registered, please do so by end of today.

Training Sessions Summary

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.
   - 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.
   - 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).
   - 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.
   - Polk County Jail Diversion Staff
How to register for trainings

Registration is done through Eventbrite

If you plan to do the zoom training as a group, you do not need to register all participants. Please have one person register than enter all the attendees in the chat box in zoom the day of training.

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)

After registering you should receive an e mail from Eventbrite with confirmation of your ticket. About three quarters of the way down in this e mail there is an option to add this to your calendar (screen shot below). Please click on the appropriate format and complete the process. Once this is done the link will be in the calendar details.

Additionally, you can expect reminder e mails from Eventbrite prior to the event that will include the link for easy access.
If you need assistance getting registered for the trainings held June 15th and 16th, please contact Adrienne.Bergman@polkcountyiowa.gov

To ensure a smooth transition we strongly encourage staff to attend the appropriate trainings in person or on-line. However, in the event staff is unavailable all four trainings will be recorded and ISAC will put them up on YouTube after the trainings. We will send out the links to those videos once they are posted.

**Preparation for Training**

You need to have registered for CSN staging. We will use CSN staging during the training session.

**How to register for CSN staging**

1.) Register at this link [https://ssostage.iacsn.org/](https://ssostage.iacsn.org/)
2.) 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.
3.) Watch the HIPAA Video within CSN. The HIPAA Training link is below (20-minute video on how security is structured in CSN). You must do this training as it is specific to the use of CSN. Please write down the date you completed training as you will need that date when you finish your live-production registration. [https://www.youtube.com/watch?v=iv8m7Q2EYEw](https://www.youtube.com/watch?v=iv8m7Q2EYEw)
Please note
• Do NOT submit any tickets in CSN stage as those are NOT checked.
• All staff are “on hold” for CSN Live/ production system until we go live July 1st with CSN.

Day of Training – If Attending in Person
• You will need to bring your laptop with you. Computers will NOT be provided.
• In person trainings will be held at Community Room, Polk County Sheriff’s Office, 5995 NE 14th Street, Des Moines, IA 50313
• Due to the use of multiple computers we will NOT be providing any drinks or snacks. We kindly ask if you bring a drink it is in a closed container.

We are here to support you both through the transition and after
• Contact BHDSSupport@polkcountyiowa.gov with your CSN platform questions.
• All other questions about the transition please send to Stephanie.schmidt@polkcountyiowa.gov
• CSN tab on our webpage – you will find all provider updates, CSN user set up guide, CSN User Manual, and POLKMIS to CSN Interface Cross Walk https://www.polkcountyiowa.gov/behavioral-health-disability-services/