

## MIST

### Frequently Asked Questions (FAQ)

#### 1. When does this transition take place?

The transition to Minerva 2.0 will begin after the first New User Training on September 8, 2026. September will also be the first month for which services must be reported in Minerva 2.0, due by October 15 per the standard timeline outlined in the Umbrella contract.

The timeline includes:

- **July 15 – June reporting:** Complete all June service reporting in LGAN by the standard Umbrella Contract reporting deadline and begin downloading reports.
- **August 15 – Final download of reports:** Final day to download or export any reports, including custom reports, or evaluation information needed for archival purposes and future reference before LGAN user account access is removed.
- **August 15 – Invoice due for July services:** If you are anticipating implementing July services, please work with your HCA Prevention Manager for a process by which to report data to support invoicing.
- **September 8, 10, and 11 – Required new user training:** Minerva 2.0 New User Training. Please note, this is the preferred and priority option for training new users.
- **September 15 – Invoice due for August services:** If you are anticipating implementing August services, please work with your HCA Prevention Manager for a process by which to report data to support invoicing.
- **October 13, 15, and 16 – Alternative new user training:** Backup Minerva 2.0 New User Training for those unable to attend the September training.
- **October 15 – First reporting due date for Minerva 2.0:** Report July - September services in Minerva 2.0 by October 15, 2026. For those attending the alternative training in October, please request an exception to the 15<sup>th</sup> due date up to the 20<sup>th</sup> of the month.
- **October 15 – Invoice due for September services:** Submit your invoice with corresponding data entry. If you were unable to attend the priority New User Training in September, you may need to request an exception to this due date up to October 20<sup>th</sup>.

#### 2. How will we be notified of updates or changes during the transition?

We'll share updates through a few different ways so you're able to stay informed:

- Your Educational Service District (ESD) contract contacts (Directors, Student Assistance Professional (SAP) Supervisors, and SAP Coordinators), will receive updates from HCA and determine the best method to distribute amongst their SAP teams
- Prevention Provider Meetings
- Athena Newsletter announcements
- [The Athena Forum](#)

Once you have access to Minerva 2.0, updates will also be posted in Minerva 2.0 on the homepage.

### **3. Will the system look like LGAN?**

Not exactly. While some features are inspired by the LGAN reporting system, Minerva 2.0 will look and function much like the current Minerva 2.0 reporting system. It will include updated features, reporting questions, data categories, and dropdown options specifically designed with input from ESD staff.

### **4. Will optional data that ESDs relied on in LGAN also be included in Minerva, even if HCA does not require this information to be collected?**

HCA and Educational Service District leadership performed a review of the LGAN reporting system. Together, we determined what should be kept, updated, or removed, based on what is required and what is used.

Minerva 2.0 reflects those decisions. It includes some new reporting requirements and removes data that is no longer needed.

### **5. Who represented SAPs in the planning process?**

A group of ESD Directors, SAP Supervisors, SAP Coordinators, and other key partners met monthly over the course of 10 months to help guide the development of Minerva 2.0.

These representatives volunteered their time and expertise and provided feedback on system design, functionality, and training.

Contributors included:

- Crystal Fickey, ESD 171
- Michelle Dower, ESD 114
- Christie McWherter, ESD 113
- Joy Lyons, ESD 112
- Danielle Watkins, ESD 105
- Chris Jury, ESD 189
- Stephen Keck, ESD 189
- Mitch Metcalf, ESD 189
- Melinda Brown, ESD 101

### **6. Will the data reported into LGAN be transferred to the new system?**

No. LGAN data will not be transferred to or stored in Minerva 2.0.

The two systems are not compatible, so previously reported data will not be carried over.

### **7. Will we still have access to LGAN after the transition?**

No. Access to LGAN will end on August 15, 2026. After that, you will no longer be able to log in or run reports.

If you need reports or data from LGAN, those must be exported before August 15, 2026. Be sure to follow all data security and confidentiality requirements when doing so.

HCA will retain archived data to meet records retention requirements; however, this data will not be accessible to contractors and cannot be easily retrieved.

### **8. Can we enter follow-up data (like student grades) into LGAN after the transition?**

No. Data entry in LGAN will be disabled on July 20, 2026 and users will not be able to enter additional data afterwards.

If you need to include follow-up information (such as grades or attendance), it must be entered before July 20, 2026 when LGAN enters a read-only stage and users lose the ability to enter data.

### **9. Where should we enter activities for Summer of 2026?**

Services occurring in June will be entered in LGAN by the standard deadline of July 15, 2026.

Services provided over the summer from July-August should be documented independently outside of a reporting system, and held for future reporting in Minerva 2.0 once you have attended a New User Training and have access.

Services occurring in September will be entered into Minerva according to the standard deadline of October 15, 2026. The standard timeline will resume, per Umbrella Contract, from this point forward.

### **10. Will my LGAN login work for Minerva?**

Partially. Minerva 2.0 uses Secure Access Washington (SAW), just like LGAN, so you can use your existing SAW username and password.

However, you will still need to request access to accounts in Minerva 2.0 to connect your SAW login to Minerva 2.0. [Visit the Minerva page to learn how to request access.](#)

### **11. Who needs to request access to Minerva 2.0?**

Anyone billing their time to HCA will be expected to report activities in Minerva. This may include the Student Assistance Professional, the SAP Supervisor, SAP Coordinator, ESD Director, or other staff who support data entry.

### **12. How will we be trained to use Minerva 2.0?**

Minerva 2.0 new user trainings are provided quarterly in November, February, May, and August. The training is broken up into two full day trainings and a half-day training.

HCA also offers:

- Twice-monthly technical support calls
- Support from HCA Prevention Managers

- Support from the Minerva team at HCA via [PrevMIS@hca.wa.gov](mailto:PrevMIS@hca.wa.gov)

To support the transition, additional training dates may be scheduled as needed. Training dates are available on the [Athena Forum calendar](#).

### **13. Who is required to be trained to use Minerva 2.0?**

All those who need access to Minerva (see question 10 above) must attend a New User Training. It is recommended that coordinating staff (SAP Supervisors, ESD Directors) attend the same New User Training sessions as their respective team members.

### **14. Will ESDs be able to pilot test or QA the system before it launches?**

No. System testing and quality assurance review is conducted by Collaborative Planning Group. HCA staff will ensure the system works as intended.

Users will begin using the system once it is fully built and ready.

### **15. Will users be able to practice in the system before reporting?**

Yes! Users will have access to a *demo* account and a *sandbox* account.

These training and test accounts are designed for learning. These accounts allow users to explore the system, navigate channels, and review sample data in a safe environment.

Users in *demo* accounts are observers—they cannot create or modify data. And users in *sandbox* accounts can practice creating and modifying data.

Training and test accounts exist to build confidence without affecting live reporting.

### **16. How can we share feedback or concerns?**

To share feedback and concerns, email [PrevMIS@hca.wa.gov](mailto:PrevMIS@hca.wa.gov). Minerva 2.0 is updated regularly to improve usability and meet new requirements.

There is a guidance document titled, “Minerva 2.0 Support Tickets” located in Minerva 2.0 in Resources under State Resources. A support ticket is a formal request for technical assistance submitted to the Collaborative Planning Group, or CPG Support Team. This feature is available within Minerva 2.0 to all users.

### **17. Will there be extra support after the system goes live?**

Yes. HCA will offer:

- Monthly New User Trainings from September – November (afterwards these are held Quarterly in November, February, May, and August)
- Twice-monthly technical support calls HCA staff are prepared to dedicate additional technical assistance and respond to questions and issues.

- You can contact your HCA Prevention Manager, or email [PrevMIS@hca.wa.gov](mailto:PrevMIS@hca.wa.gov). Response times may vary due to high demand.

**18. Will training be different for SAPs, SAP Supervisors, and SAP Coordinators?**

The Quarterly New User Training is the same for all people who will access Minerva 2.0.

**19. Where can we find training materials during and after the transition?**

Training materials guidance documents, and other resources are available in Minerva 2.0 under Resources on the State Resources page.

These resources are accessible once you have access to Minerva 2.0.

**20. What if my SAP is newly hired after a Quarterly New User Training?**

New User Trainings are held quarterly for all providers. When a Student Assistance Professional (SAP) is onboarded, they can register for the next available training.

Before the SAP has attended the New User Training, the designated backup reporting staff is responsible for ensuring all data is reported accurately and completely. The SAP will also have access to a demo account for reference, training materials, guidance documents, Minerva 2.0 Technical Support Calls, and their HCA Prevention Manager for interim support.

**21. Do SAP Supervisors or ESD Directors need to report data in Minerva?**

Yes. Anyone who bills time to HCA and appears on the A-19 invoice must report data in Minerva 2.0.

Reporting requirements will vary by role and by service. SAP Supervisors and SAP Coordinators will be provided with detailed reporting guidance.

**22. How much time will it take to report?**

It varies. Because this is a new system to this user group with new requirements, exact time estimates are not yet available.

Expect to spend more time at the beginning of a school year to set up an account for ongoing reporting. After that, monthly reporting will take less time.

As users become more familiar with the system, reporting will become faster.

**23. Are there new reporting requirements?**

Yes. Reporting requirements in Minerva 2.0 are more detailed than in the LGAN reporting system.

These requirements will be explained during training and in guidance documents. You can also review the transition webpage for an overview.

**24. How does Minerva protect student data and confidentiality?**

Minerva 2.0 meets strict state and federal data security requirements. It is classified as a Category 4 system, which includes highly sensitive data protected by law (such as HIPAA).

Data privacy requirements are outlined in the Umbrella Contract. HCA and the system developer conduct regular security reviews to ensure compliance.

**25. Are we reducing performance measure to accommodate the transition?**

We are temporarily reducing requirements for Performance Measure C outlined in the Umbrella Contract Task Order 2. Student

Assistance Professionals will be expected to serve 40 students, or 10% of school enrollment, whichever is fewer, with full intervention services.

This reduced performance measure is only applicable for the 2026-27 school year, for the sake of accommodating the data system transition. The following year, the performance measure will return to what's outlined in the Umbrella Contract (50 students, or 15% of enrollment).

**26. Will there be leniency or a grace period for reporting deadlines as we launch?**

See the response for question #9 above.

Activities for July and August will not be reporting in LGAN. This data should be held for reporting in Minerva.

Services for September forward will follow the standard timeline outlined within the Umbrella contract. Data for September (and prior months if applicable), are due October 15, 2026.

Reporting after the standard deadline will be considered late. If SAPs are not available to attend the September training and must go to the October event, contact your HCA Prevention Manager.

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**Notice:** We'll continue updating this section of the website with new questions as they come in from providers. Please contact your HCA Prevention Manager with any questions or feedback.