Office of Information Technology Services
Substance Abuse and Mental Health Application Support

FASAMS Stakeholders Report

1. Activities Completed During the Week Ending 4/17/2020

- FEI continued work on enhancements for Release 2020.07.0.

- On 4/17/2020, DCF met with three EHR providers (Netsmart, Credible, and Streamline) to discuss the upcoming release of FASAMS Version 14. The group discussed the impact to the provider community and options to transition from version 13 to version 14. All three of these EHR providers said they'd be prepared to generate FASAMS data in the XML format specified in Pamphlet 155-2, Version 14 by 10/1/2020.

2. Activities Planned for the Week Ending 4/24/2020

- DCF and FEI will work on the prioritization, review, and approval of enhancements for Release 2020.07.0.

- FEI's regularly scheduled maintenance to occur Sunday 4/19/2020, from 6:00AM EST – 10:00AM EST. FASAMS production and UAT sites will be down during that time.

- DCF will schedule a meeting with a subcommittee of the DAC to discuss options to transition from FASAMS version 13 to version 14.

3. Upcoming Changes and Noteworthy Details

- All requests for changes to FASAMS are to be submitted through the DCF helpdesk.
  Email: dcf.helpdesk@myflfamilies.com
  Phone: (850) 487-9400 or Toll Free (855) 283-5137

  Any requests not submitted through the helpdesk will be not be responded to. All requests for changes or additions must be submitted to the helpdesk and the individual submitting must respond within 10 business days to SAMH regarding any additional follow up required for processing of the request. Failure to respond within the 10-day deadline will result in the ticket being closed. This will necessitate the original submitter to re-submit and initiate the process over again. Following the correct procedure for change requests, enhancement requests and user issues will greatly speed our ability to track and respond in a timely and efficient manner. Thank you in advance for your cooperation with this formalized business process.

- Due to our providers' activities associated with COVID-19 response, DCF has delayed the release of Version 14 into the production environment until 10/1/2020. However, Version 14 will be released in the UAT environment on 6/1/2020, as scheduled.

- The enhancement documents from the last two releases are in the process of being added to the DCF website. These documents give our MEs more specific information on the completed enhancements from the 2019 Quarter 1 and Quarter 2 releases. Other dates and information will be included in this update, as well.

4. Quarterly Release Schedule

The following table lists the dates for the next four regularly scheduled, quarterly releases. These releases will contain approved enhancements and low priority defect corrections.

Quarterly Release	Deploy to UAT	UAT by DCF	Deploy to Production
2020.04.0	04/08/2020	04/08/2020 – 04/30/2020	05/01/2020
2020.07.0	06/01/2020	06/01/2020 – 09/30/2020	10/01/2020
2020.10.0	10/01/2020	10/01/2020 – 10/31/2020	11/01/2020
2021.01.0	01/01/2021	01/01/2021 – 01/31/2021	02/01/2021

5. DCF Help Desk Tickets Closed in the Last 30 Days

The following DCF Help Desk tickets have been closed within the past 30 days:

DCF Ticket #	Release	Description	Released to UAT	Closed Date
1652529	N/A	SAMH Service Request – WITS account access disabled	N/A	3/18/2020
1647758	N/A	FASAMS - Multiple complaints of DISABLED FASAMS accounts	N/A	3/19/2020
1654586	N/A	FASAMS Service Request – Access to FEI SharePoint site	N/A	3/19/2020
1656808	N/A	FASAMS Password/Service Request – Password issues	N/A	3/20/2020
1636058	N/A	FASAMS Service Request - Qlik access requested for connection to FASAMS database	N/A	3/20/2020
1657087	N/A	FASAMS Service Request – SharePoint password reset	N/A	3/25/2020
1657237	N/A	FASAMS Incident - User cannot receive notification after reset the FASAMS application password	N/A	3/25/2020
1657691	N/A	FASAMS Incident – FASAMS database server connection issues (IP subnet VPN access to FASAMS)	N/A	3/26/2020
1628686	N/A	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility Report failed	N/A	3/31/2020
1635176	N/A	FASAMS Interface Error - ProviderLicensingAHCA failed on the daily report	N/A	3/31/2020
1663847	N/A	SAMH Service Request – WITS SharePoint Access	N/A	4/1/2020

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DCF Ticket #	Release	Description	Released to UAT	Closed Date
1652322	N/A	FASAMS Incident - Outcome Measure Unknown code error in UAT	N/A	4/3/2020
1666530	N/A	FASAMS Service Request - FASAMS outage	N/A	4/6/2020
1666533	N/A	FASAMS Service Request - FASAMS Training outage	N/A	4/6/2020
1666077	N/A	FASAMS Service Request - FASAMS SharePoint access denied	N/A	4/6/2020
1621873	N/A	FASAMS Incident Submission – Data uploading issue (Acute Care dataset)	N/A	4/7/2020
1665555	N/A	FASAMS Service Request - FASAMS Training Site Database Access	N/A	4/8/2020
1666550	N/A	FASAMS Service Request - Unable to access in FASAMS Training	N/A	4/8/2020
1666156	N/A	FASAMS Service Request - FASAMS UAT Site Database Access	N/A	4/10/2020
1665877	N/A	FASAMS Service Request - Access to the FASAMS database	N/A	4/10/2020
1663502	N/A	FASAMS Incident - Access issue on FASAMS UAT Administration page	N/A	4/10/2020
1649950	N/A	FASAMS Incident Submission - FASAMS Acute Care error file exception message	N/A	4/13/2020
1662394	N/A	FASAMS Service Request - Disabled FASAMS accounts in PROD and UAT	N/A	4/14/2020
1671715	N/A	FASAMS Service Request - FASAMS PROD Database Read-Access Needed	N/A	4/15/2020
1671507	N/A	FASAMS Service Request - Need password reset for FEI SharePoint system	N/A	4/16/2020

6. Open, Unresolved DCF Help Desk Tickets

The following are open/unresolved tickets and their statuses:

DCF Ticket #	Description	Status	Submitted Date
1648444	FASAMS Incident Submission - TEDS Error Review	Work In Progress	3/6/2020 12:32 PM
1650967	FASAMS Incident Submission – No functionality in Firefox or MS Edge	Work In Progress	3/11/2020 3:26 PM
1655010	FASAMS Interface Error - MasterClientIndex_MCI HD# 13251	Work In Progress	3/18/2020 9:00 AM
1661432	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility	Work In Progress	3/26/2020 9:22 AM

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DCF Ticket #	Description	Status	Submitted Date
1663760	FASAMS Service Request - Error in FASAMS Daily Report	Work In Progress	3/31/2020 8:00 AM
1668836	FASAMS Interface Error - MedicaidManagement_EnrollmentAndEligibility FEI HD 13672	Work In Progress	4/8/2020
1674305	FASAMS Service Request - FASAMS PROD Password/Service Request	Customer Responded	4/16/2020 3:17 PM

Status legend:

- Open: Recently opened, no documented contact with the customer
- Customer Responded: Communication between the ticket submitter and DCF/FEI has occurred
- Work In Progress: Work started or in progress by DCF/FEI

This weekly report is also posted on the FASAMS website:
https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml