

FASAMS Stakeholders Report

1. Activities Completed During the Week Ending 6/25/2021

- FASAMS Dimensional Model is undergoing testing and validation efforts
- DCF and FEI continued work on FASAMS data collection efforts.
- DCF and FEI continued work on enhancements for FASAMS Version 14.
- DCF and FEI are continuing the DCF/DAC JAD Workgroup
 - Meeting held on: 6/22/21. Review of action items, Plans for Submission of Historical Data, Unexpected Error, Administrative discharge question, option to include PAC in POM, Pamphlet 155-2 revision and update process review.
 - Minutes can be accessed here: <https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml>

2. Status of Historical Resubmissions

| Submitting Entity | Plan Description | Estimated Completion Date |
|--|--|---------------------------|
| SFBHN | Will convert all historical data into v14 and request a wipe of v13 data from FEI | 7/2/2021 |
| LSF | Will convert all historical data into v14 and request a wipe of v13 data from FEI Experiencing: 1) "Unexpected Error" 2) SQL Unavailable 3) Some OCAs that are in the pamphlet but not in the vocabulary | 7/2/2021 |
| CFCHS (Five Points supported) | Will request a purge of V13 and will resubmit V13 | COMPLETE |
| CFBHN | Will request a purge of V13 and will resubmit V13 Issues: (Internal networking issues) | 7/2/2021 |
| NWF Health (formerly BBCBC) (Five Points supported) | Will request a purge of V13 and will resubmit V13 | COMPLETE |
| BBHC (Carisk supported) | Will convert all historical data into v14 and request a wipe of v13 data from FEI | COMPLETE |
| SEFBHN (Carisk supported) | Will convert all historical data into v14 and request a wipe of v13 data from FEI | COMPLETE |

3. Activities Planned for the Week Ending 7/2/2021

- DCF and FEI will continue to support stakeholders as they test Version 14.
- DCF and FEI will continue work on approved system enhancements.
- DCF and FEI will continue the current workgroup meetings

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4. Upcoming Changes and Noteworthy Details

<https://www.myflfamilies.com/service-programs/samh/fasams/enhancements.shtml>

- 2021.07.0 is now determined. The current list of enhancements has been finalized and will go into Production in FASAMS starting 8/1/21.
 - WI 440314 - Create Suite of Views from Reporting Db
 - WI 431685 - Add Eff-Exp Dates to SubcontractOCA
 - WI 440311 - Update Rule Collections (Tx.CGAS, Tx.DisorderCode, SE.ProgramAreaCode)
 - WI 401780 - Update FASAMS DDI Func Req Doc
 - WI 432671 - Grant MEs Access to Base tables via SSMS part 2
 - WI 316497 - Remove dashes from SSN and PSSN prior to saving in Db
 - WI 436839 - Remove Undo delete function
- 2021.10.0 - Tentative List of Enhancements
 - WI 459635 – Integrate OKTA and Enable Multifactor Authentication
 - WI 316529 – Create Ability to Enter Seclusion and Restraint Events (SANDR)
- Two Additional Enhancements Planned for FY21-22
 - Provide Better Tooling and Support for ME Contract Management

Some data required for the regions to effectively measure performance and manage the ME contracts is not include in FASAMS today (e.g. FIT, FACT, CAT, etc.) Most of this data is collected via spreadsheets. This enhancement will make it possible for MEs to submit this data into FASAMS and provide support to SAMH’s data team to create reports and dashboards that would be accessible to HQ, regional, and ME staff.
 - Provide Better Tooling for Financial Reconciliation of SAMH Services

Managing Entities submit details about services provided by their providers into FASAMS. They also submit invoicing details in a prescribed format to DCF. This enhancement will make it possible to submit or import the invoicing information into FASAMS and create reports that correlate what is invoiced with the supporting service details submitted into FASAMS.

Unexpected Error

FEI reported the FASAMS “Unexpected Error” issue appears to be associated with a problem with data throughput within the Amazon Web Services (AWS) environment. DCF has approved the plan FEI submitted that outlines the activities they proposed to diagnose and resolve this issue starting on 6/10/21 and extending to 6/13/21. FEI will be actively working with AWS to replicate and resolve the issue. During this period of troubleshooting the UAT environment will not be available.

This notice directly pertains to Helpdesk Ticket **1864859**

5. Pamphlet 155-2 Update

Scheduled updates for Biopsychosocial LOC codes and addition of DCF as payor class delayed due to minor coding issues in FASAMS. Update to occur week ending 7/2/21. All data representatives to the DCF DAC JAD will receive direct emails with revised pamphlet chapters and Appendix 1 during week ending 7/2/21 once the issue is resolved and FASAMS can be updated to reflect the new values.

If you have a question or concern relating to this – please contact Greg Nix directly with those questions or concerns.

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6. Quarterly Release Deployment Targets

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 Releases | Deploy to UAT | UAT by DCF | Deploy to Production |
|--------------------|---------------|-------------------------|----------------------|
| 2021.07.0 | 07/01/2021 | 07/01/2021 - 07/31/2021 | 8/1/2021 |
| 2021.10.0 | 10/01/2021 | 10/01/2021 - 10/31/2021 | 11/1/2021 |
| 2022.01.0 | 01/01/2022 | 01/01/2022 - 01/31/2021 | 02/01/2022 |
| 2022.04.0 | 04/01/2022 | 04/01/2022 – 04/30/2022 | 05/01/2022 |

7. SAMH Helpdesk Ticket Status

Status legend:

- **DCF Accepted statuses:** Initial submission of completed Change Request Form
 - **Unresolved** – pending review by requisite authority
 - **In Progress** – resolution being worked on
 - **Form Requested** – submitter sent Change Request Form with instructions
 - **No Response** – submitter has not responded to outreach attempts and 10 business day timeframe still active
 - **Resolved** – requisite authority has completed review and rendered judgement
- **Closed:** Ticket closed successfully (Change Request Form completed, responded in 10 business day timeframe, requisite authority has rendered judgement)
 - **Policy Closure** – Ticket closed due to non-compliance with Change Request Form submission and/or lack of response to outreach within 10 business days of ticket submission
 - **Request Granted** – Covered Service change, Project Code, Program Area change initiated.
 - **Request Denied** – Requisite authority has determined request not allowable

| Ticket # | Description | Date Submitted | Date Closed | Status |
|----------|--|----------------|-------------|--------------------------|
| 1810462 | Add assessment covered service | 2/4/21 | N/A | Unresolved – No Response |
| 1853466 | FASAMS Incident Submission SAMH Facilities – Client Search Update | 4/19/21 | 6/21/21 | Closed – Request Granted |
| 1858445 | FASAMS Incident Submission | 4/28/21 | N/A | Unresolved – In Progress |
| 1858365 | FASAMS Incident Submission | 4/28/21 | 6/1/21 | Closed – Request Granted |
| 1864859 | FASAMS Incident Submission Unexpected Error issue – FEI Helpdesk #1068093 | 5/12/21 | N/A | Unresolved – In Progress |
| 1867258 | FASAMS Incident Submission | 5/18/21 | 5/21/21 | Closed – Request Granted |
| 1868728 | FASAMS Incident Submission Rollup Report Not Working | 5/20/21 | 6/21/21 | Closed – Request Granted |
| 1871561 | FASAMS account Provisioning Request Access to base tables | 5/26/21 | 6/7/21 | Closed – Request Granted |
| 1873772 | FASAMS Incident Submission Data Submission Error – FASAMS v14 Historical Seeding | 6/2/21 | 6/4/21 | Closed – Request Granted |
| 1874001 | FASAMS Incident Submission | 6/2/21 | N/A | Unresolved – In Progress |
| 1876839 | Reference FASAMS Production remove UAT Data | 6/8/21 | 6/14/21 | Closed – Request Granted |



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|---------|---|---------|---------|--------------------------|
| 1877850 | FASAMS Incident Submission FASAMS Treatment Episode Data Set Error | 6/10/21 | 6/23/21 | Closed – Request Granted |
| 1878611 | Previous Ticket #1877850 – for FASAMS Incident Submission FASAMS Treatment Episode Data Set Error ISSUE=1877850 | 6/11/21 | N/A | Unresolved – In Progress |
| 1880012 | FASAMS SQL Database account disabled | 6/15/21 | 6/15/21 | Closed – Request Granted |
| 1881642 | Unable to Add New Bio Psychsocial Level of Care Code to FASAMS UAT | 6/17/21 | N/A | Unresolved – In Progress |
| 1881355 | FASAMS v13 Purge Request | 6/17/21 | N/A | Unresolved – In Progress |
| 1881185 | FASAMS Incident Submission FASAMS v14 Unexpected Error within Treatment Episode | 6/17/21 | 6/21/21 | Closed – Request Granted |
| 1882497 | FASAMS Incident Submission FASAMS UAT – Purge Baycare (59-1371752) Client, Treatment, Service Data in v14 | 6/21/21 | N/A | Unresolved – In Progress |
| 1883616 | Service Account Credentials – FASAMS Reporting Database | 6/22/21 | N/A | Unresolved – In Progress |
| 1884063 | Funtion to submit a ticket from FASAMS | 6/23/21 | N/A | Unresolved – In Progress |
| 1884932 | [WARNING: UNSCANNABLE EXTRACTION FAILED] ServiceEventRecord Issues | 6/24/21 | N/A | Unresolved – In Progress |

Do you have a FASAMS problem and you're not sure what to do about it? Is there some aspect of FASAMS you're not understanding? Is there an issue or problem you've identified that you think should be addressed more formally?

Contact our Business Analyst for immediate assistance:

Greg Nix

gregory.nix@myflfamilies.com

850-717-4138

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This weekly report is also posted on the FASAMS website:

<https://www.myflfamilies.com/service-programs/samh/fasams/index.shtml>

Pamphlet 155-2 (both v13 and v14) and additional documentation can be accessed here:

<https://myflfamilies.com/service-programs/samh/fasams/index.shtml>