Florida Department of Children & Families

FASAMS Get Well Plan

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Contents

1. Document History 2
2. Glossary 2
3. Document Purpose 3
4. Objectives 3
5. Constraints and Challenges 3
6. Planned Activities 3
6.1. Resolve Legal Issues 3
6.2. Analyze Help Desk Tickets 3
6.3. Contract Staff Augmentation 3
6.4. Conduct Site Visits 4
6.5. Implement Short-Term Improvements 4
6.6. Implement Long-Term Improvements 4
7. Milestones 4
8. Schedule 5

1. Document History

Version	Description	Author(s)	Last Updated
1.0	Created initial version	Nathan McPherson	10/22/2019
1.1	Updated the work for HD tickets	Nathan McPherson	10/28/2019
1.2	Updated site visit details Added milestones	Nathan McPherson	11/01/2019
1.3	Updated site visit details Added milestones	Nathan McPherson	11/14/2019

2. Glossary

Abbreviation \Term	Description
SAMH	Substance Abuse and Mental Health
ME	Managing Entity – One of seven business organizations contracted by SAMH to assist with the administration of service delivery.
SE	Submitting Entity – An organization that submits data into FASAMS.

FASAMS Get Well Plan

3. Document Purpose

This document provides an overview of the plan to address known issues within FASAMS that hinder the submission, collection, analysis, and reporting data. It describes objectives, constraints, proposed activities, and timeline for the project.

4. Objectives

- Identify and implement changes that improve user experience and make it easier for SEs to upload required data.
- Identify and implement changes that improve the quality and reliability of the system's reports.
- Identify and implement changes that enable SAMH to confidently answer the question: "Who received what services, from which providers, at what cost, with what outcome?"

5. Constraints and Challenges

- DCF will not introduce any changes in the FASAMS system that require submitting entities to make changes in their data systems without prior review by the SEs and 6 months of lead time.
- SAMH recently lost staff that possessed the majority of the FASAMS domain knowledge.

6. Planned Activities

The following sections describe distinct workstreams designed to address this project's objectives.

6.1. Resolve Legal Issues

The vendor recently claimed that some of the software they've included in the FASAMS solution are proprietary. However, during the development of the solution the vendor's project manager confirmed via email the vendor had not incorporated and proprietary components within the FASAMS solution. The contract requires the vendor to obtain permission from the DCF contract manager before implementing any proprietary components. OITS is working with DCF Legal Counsel to resolve this issue.

6.2. Analyze Help Desk Tickets

OITS will complete a review of the helpdesk tickets submitted for the FASAMS. This data will be analyzed to yield actionable information that will help inform our decisions regarding possible improvements to the system.

6.3. Contract Staff Augmentation

Earlier this year DCF contracted with a separate vendor to provide a FASAMS technical assessment and report of the FASAMS user experience. One recommendation in the final report was for DCF to "Perform a full Quality Assurance (QA) test of the system". DCF intends to contract for staff augmentation services to assist SAMH with the implementation of this and other recommendations included in the report.

6.4. Conduct Site Visits

OITS and SAMH staff will to conduct site visits to all seven managing entities and a representative set of their service providers to observe and document how they currently collect and submit data into FASAMS. This first-hand experience with submission processes should provide a clearer understanding of current concerns.

SAMH has also received requests from the ME community for assistance with developing additional procedural guidance for the provider community. These visits will provide insight essential to completing this task.

6.5. Implement Short-Term Improvements

The vendor's contract for FASAMS support specifies 1250 hours each quarter to implement enhancements and system improvements. For the next several months SAMH is postponing any changes that might require system updates by MEs. Instead, the focus will be on stabilizing the system and implementing only changes that improve system performance and usability. The MEs have rated the impact and urgency for each recommendation in the assessment report. SAMH will use this information to determine which recommendations are included as enhancements in the next FASAMS release.

6.6. Implement Long-Term Improvements

Earlier this year Sen-Yoni Musingo, Jimmers Micallef, and Barney Ray collaborated on designing a series of FASAMS enhancements that will significantly improve the system's ability to measure expenditures and costs for services. These enhancements will require changes to the FASAMS database, to the format of data SEs submit, and to some of the SE's data systems. SAMH is analyzing these enhancements and plans to publish updated specifications by 12/31/2019. None of these changes will be implemented until 8/1/2020. This schedule should:

- enable the providers to complete all data submissions for the current fiscal year using the current data format, and
- provide ample time for providers to update their data systems and business processes before the changes are implemented.

7. Milestones

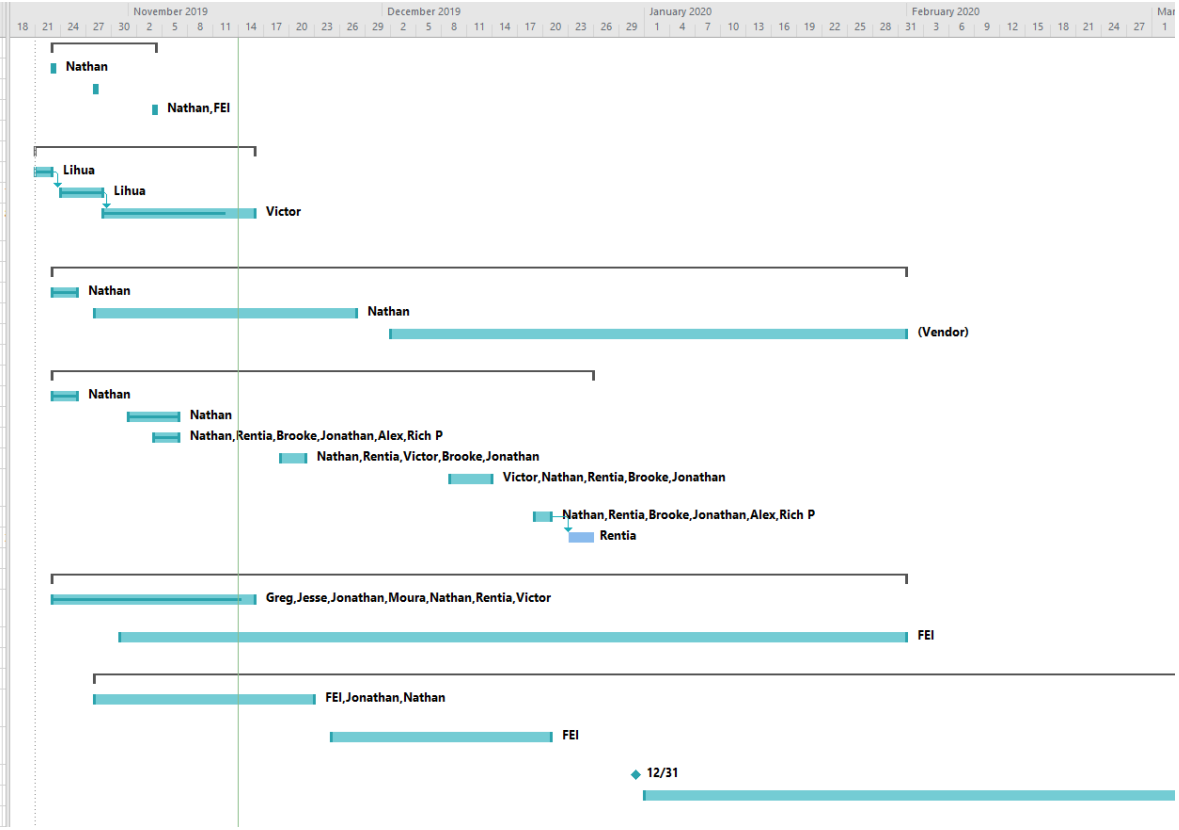
The following lists the plan's targeted milestones.

Description	Estimated Completion
Resolve legal concerns	Complete
Complete analysis of submitted tickets	11/14/2019
Complete site visits	12/20/2019
Publish new data structure specifications	12/31/2019
Complete comprehensive quality assurance testing	1/31/2020
Implement user experience and performance improvements	2/1/2020
Implement new data structures and reports	8/1/2020

FASAMS Get Well Plan

8. Schedule

Task Name	Duration	Start	Finish
Legal Issues	**8.13 days**	**Wed 10/23/19**	**Mon 11/4/19**
PreMeeting with LC - 1 of 2	1 hr	Wed 10/23/19	Wed 10/23/19
PreMeeting with LC - 2 of 2	1 hr	Mon 10/28/19	Mon 10/28/19
Meeting with FEI LC	1 hr	Mon 11/4/19	Mon 11/4/19
Analyze Help Desk Tickets	**20 days**	**Mon 10/21/19**	**Fri 11/15/19**
Extract meta-data from Footprints	2 days	Mon 10/21/19	Tue 10/22/19
Analyze and categorize data	3 days	Thu 10/24/19	Mon 10/28/19
Document observations and recommendations	14 days	Tue 10/29/19	Fri 11/15/19
Staff Augmentation Contracting	**73 days**	**Wed 10/23/19**	**Fri 1/31/20**
Draft SOW and Advertisements	3 days	Wed 10/23/19	Fri 10/25/19
Process procurement	23 days	Mon 10/28/19	Wed 11/27/19
Complete requirements verification	45 days	Mon 12/2/19	Fri 1/31/20
Visit ME and Provider Sites	**46 days**	**Wed 10/23/19**	**Wed 12/25/19**
Produce and share proposed schedule	3 days	Wed 10/23/19	Fri 10/25/19
Update\Revise site visit schedule	4 days	Fri 11/1/19	Wed 11/6/19
Visit ME and providers - Tallahassee	24 hrs	Mon 11/4/19	Wed 11/6/19
Visit ME and providers - CFBHN & CFCHS	24 hrs	Tue 11/19/19	Thu 11/21/19
Visit MEs and providers - SEFBH,BBHN,SFBHN	40 hrs	Mon 12/9/19	Fri 12/13/19
Visit ME and providers - LSF	2 days	Thu 12/19/19	Fri 12/20/19
Document observed process details	3 days	Mon 12/23/19	Wed 12/25/19
Short-term Improvements	**73 days**	**Wed 10/23/19**	**Fri 1/31/20**
Docment specifications for next quarterly release	144 hrs	Wed 10/23/19	Fri 11/15/19
Implement enhancements	67 days	Thu 10/31/19	Fri 1/31/20
Long-term Improvements	**200 days**	**Mon 10/28/19**	**Sat 8/1/20**
Identify all changes required in data structures	20 days	Mon 10/28/19	Fri 11/22/19
Complete required analysis and estimates	20 days	Mon 11/25/19	Fri 12/20/19
Publish enhancement details to MEs	0 days	Tue 12/31/19	Tue 12/31/19
Complete contruction and testing	153 days	Wed 1/1/20	Fri 7/31/20
Deploy to production	0 days	Sat 8/1/20	Sat 8/1/20



(**Note**: This schedule contains estimates based on preliminary analysis. Some tasks and dates are subject to change.)