Office of Quality Improvement
Substance Abuse and Mental Health

FASAMS Stakeholders Report

1. Activities Completed During the Week Ending 6/11/2021

- 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

  o Meeting held on: 6/8/21. Topics discussed: Review of Action Items, Plans for Submission of Historical Data, Open Issues: Provider readiness for v14, FASAMS "unexpected" error, Administrative Discharge Question, Unique constraint for the Contract/Subcontract/ProgramArea/Covered Service

  o 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	6/4/21
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	6/4/21
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)	6/4/21
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 6/18/2021

- 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.

   o WI 440314 - Create Suite of Views from Reporting Db

   o WI 431685 - Add Eff-Exp Dates to SubcontractOCA

   o WI 440311 - Update Rule Collections (Tx.CGAS, Tx.DisorderCode, SE.ProgramAreaCode)

   o WI 401780 - Update FASAMS DDI Func Req Doc

   o WI 432671 - Grant MEs Access to Base tables via SSMS part 2

   o WI 316497 - Remove dashes from SSN and PSSN prior to saving in Db

   o WI 436839 - Remove Undo delete function

- 2021.10.0 - Tentative List of Enhancements

   o WI 459635 – Integrate OKTA and Enable Multifactor Authentication

   o WI 316529 – Create Ability to Enter Seclusion and Restraint Events (SANDR)

  - Two Additional Enhancements Planned for FY21-22

     o 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.

     o 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

No updates this reporting period. Please refer to Appendix 9 for any changes made and also please be sure to download the latest version of Pamphlet 155-2. This can be determined by looking at the bottom of the first page which tells you when the specific chapter or appendices changes took place and the specific change made. If the date listed on the SAMH FASAMS webpage is the same as the one you are referencing – you are working on the most recent and up to date version. If the pamphlet you are using DOES NOT have the same publication date on the first page, you need to delete that version and download the latest version.

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We are working to develop a streamlined process for updating the community at large of changes that are happening and changes that are projected in the Pamphlet. Feedback on this particular matter is welcomed as we would like to develop our process so it best supports the agencies and organizations in the field.

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
1807937	SAMH: Request to for FEI to purge FASAMS v13 records for FSH-C, FSH-F, NEFSH, and NFETC	1/13/21	5/12/21	Closed – Request Granted
1810462	Add assessment covered service	2/4/21	N/A	Unresolved – No Response
1810500	FASAMS Incident Submission	1/19/21	5/12/21	Closed – Request Granted
1810605	Purge/Delete v13 data	1/19/21	5/12/21	Closed – Request Granted
1821974	Add CS 12 to MHTLH	1/22/21	N/A	Resolved
1840064	FASAMS Incident submission – FASAMS Production and UAT Purge	3/22/21	5/12/21	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

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1866497	FASAMS Incident Submission Unexpected Error	5/17/21	5/18/21	Closed – Request Granted
1867258	FASAMS Incident Submission	5/18/21	5/21/21	Closed – Request Granted
1868728	FASAMS Incident Submission Rollup Report Not Working	5/20/21	N/A	Unresolved – In Progress
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
1876829	Reference FASAMS Production remove UAT Data	6/8/21	N/A	Unresolved – In Progress
1877850	FASAMS Incident Submission FASAMS Treatment Episode Data Set Error	6/10/21	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

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