

BPRO Technology Committee Minutes
Meeting date: 6/17/21 – VIRTUAL via WebEx



TOPIC:

DISCUSSION:

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| <p>Minutes</p> | <ul style="list-style-type: none"> • Minutes: Minutes will be posted to the BPRO Website at http://www.mybpro.org/committee-reports.html within 30 days from date of meeting. |
| <p><u>Roll call, Video and Tele connect options</u></p> | <ul style="list-style-type: none"> • Attendance: 50 in attendance, 30 localities represented. <ul style="list-style-type: none"> - Facilitator: Rick Waugh, Committee Chair - Guest: Stephen Schleck, Business System Manager, VDSS |
| <p><u>Stephen Schleck, Business System Manager, VDSS</u></p> | <ul style="list-style-type: none"> • Discussed future enhancements with date of those enhancements (can be found on prior Board Report). • Stephen listened to several new concerns regarding browser issues, DMIS, Tasks and Reminders, and other various topics not included below. • Meeting went over all the below topics and charges. • Discussed with the members of the proper way to perform the workaround needed to allow case tyo be transferred to a locality when Self Direct populated and SNAP or TANF application to the worker of the incorrect non-residing locality. • Stephen Schleck will be reviewing who the Call Center contact for issues are. |
| <p><u>VaCMS Workgroup & Steering Committee</u></p> | <ul style="list-style-type: none"> • The VaCMS Workgroup and Reports Workgroup has continued progress. Deana Bennett continues to represent BPRO as a voting member on the Steering Committee of this workgroup along with various top State members, with Rick Waugh of this Tech Committee also on that project as a non-voting member to help provide additional information or clarification. <p>We continue to make progress on the first 7 issues. We have also added 9 more issues while adding random ones that have come to be priority items. Our last meeting was 8/3/21 at 3pm.</p> <ul style="list-style-type: none"> ○ Discussion of progress on the top 7 identified issues by BPRO... <ul style="list-style-type: none"> ▪ Issue #1: SNAP/TANF applications populating the worker of the incorrect locality due to SD. <ul style="list-style-type: none"> ○ To be fixed in August release. HUGE!! |

- Issue #2: Duplicate client IDs created by Self Direct
 - **Moving forward with making more restrictive rules for file clearance. Will be implementing the rule of populate T# into MWS when Self Direct 'thinks' it should create a client ID so that a human eye can look at it and perform the proper file clearance. Date TBA.**
- Issue #3: Allowing Demographic changes to members under Inquire/Client to active cases
 - **Deferred**
- Issue #4: MWS application dates
 - **Side meetings to be scheduled to discuss all that is needed in CR 309, expected to be released in Dec 2021. Multiple application dates to be allowed for different programs on the same T#. Plans to review the following... holidays, transferring of T#s between localities impacting dates, and MWS to possibly follow the locality profile. Multiple T#s pending at same time.**
- Issue #5: SPIDeR enhancements that were approved in 2019
 - **To be submitted as a SR (not a CR). This is SR 3650 which has been moved forward for implementation. Date of implementation TBA.**
- Issue #6: MWS report to be created for all 3 tabs, and adding field.
 - **Rick Waugh submitted CR with report needs for all 3 MWS tabs in excel format with real time data. Also adding in search field for worker, and make search less restrictive. Expected to be implemented by either the November Release or 1st Release of 2022.**
- Issue #7: Revised PPinT report with added Columns
 - **Voted and approved to move forward for CR 690. Expected to be implemented by 1st release of 2022.**

○ **Progress on next 9 BPRO submitted issues...**

- Ability to edit registered T#s that have not started Data Collection (like case association, locality and worker).
 - **Rick Waugh submitted CR**
- Simplify Alien Screens (with the GA 2021 request for MA Unborn Child) CR681 can this be incorporated.
 - **Rick Waugh, Quinn Hughley and Natalie Jay-Short provided guide on areas of the screen needing improvements.**
- Retro Evaluation option for workers in Data Collection (if not keyed at registration)
 - **TBA**
- Allow CommonHelp documents uploaded by the client to be retrievable under T#s.
 - **TBA**
- Associate T#s to cases that are in status modes:redetermination, change/closure, add a program, etc.
 - **Rick Waugh submitted CR**
- Rescind the June 28, 2019 release item#12 that prevents anything pending to an active/pending SNAP or TANF case be transferred
 - **Rick Waugh submitted CR**
- Denial in VaCMS indicates "verification not received within time

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| | <p>period" when we Run Elig, it would save a tremendous amount of time if VaCMS would say what screen/or what the item is that was not provided timely, rather than a worker searching every screen.</p> <ul style="list-style-type: none"> ○ Voted to move forward with CR. Rick Waugh submitted CR. ▪ Allow VaCMS to PV coding for increased income resulting in a negative SNAP change, to follow policy and to allow the system to send the correct language on the NOA. Workers should not have to work around the system to get it to work using "Other VR". ADAPT allowed for the functionality and the language on the NOA. <ul style="list-style-type: none"> ○ Voted to move forward with CR, awaiting further developments. ▪ Ability to change case names on regular eligibility cases for SNAP/TANF and MA, as we do with EAP. Example wife dies and was the case name, husband would take over the case and the history. <ul style="list-style-type: none"> ○ Will be having additional meetings to discuss further. |
| <p><u>Consolidating System Enhancements</u></p> | <ul style="list-style-type: none"> • Continued discussion about reviewing locality system enhancement and report requests to streamline for the following... <ul style="list-style-type: none"> ○ Consolidating duplicate requests ○ Reviewing for already available work-arounds ○ Developing relationship with State contact to send requests to, and for follow up ○ Log and posting status updates of requests - Stephen Schleck agreed this would be helpful and is looking forward to being the liaison between the State and localities to assist with whatever is needed to move this forward. • Stephen Schleck will be reviewing the below instruction for requesting enhancements. Previously, localities have been told to forward the ticket to the following three contacts <i>to request enhancements</i> (this may change with the future implementation of the above)... <ul style="list-style-type: none"> ^ Regional Consultant ^ Kevin Platea at kevin.platea@dss.virginia.gov ^ Also send to dss.ask.EM@dss.virginia.gov |
| <p><u>Upcoming Technology Committee meetings dates</u></p> | <ul style="list-style-type: none"> - 2021 Tech Committee BPRO meetings, 10:00am. All meetings will be virtual. <ul style="list-style-type: none"> ○ 9/16/21 ○ 12/16/21 |