

BPRO Technology Committee Minutes
Meeting date: 6/25/20 – VIRTUAL via WebEx



TOPIC:

DISCUSSION:

<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>Roll call, Video and Tele connect options</p>	<ul style="list-style-type: none"> • Attendance: 32 in attendance <ul style="list-style-type: none"> - Video & Tele Conference (31): Henrico-5, Fredericksburg-1, Harrisonburg/Rockingham-1, Lee-1, Fairfax-1, Westmoreland-2, Bedford-2, Eastern Region VDSS-1, Brunswick-1, Shenandoah-3, Campbell-1, Franklin-1, Prince William-2, Nelson-1, Hanover-2, New Kent-1, City of Richmond-1, Newport News-1, Fluvanna-1, Norfolk-1, VDSS Main-1 - Facilitator: Rick Waugh, Committee Chair - Guest: Ellis Erickson – Business Intel Architect, Data Warehouse – State
<p>Discussion by Ellis Erickson – Business Intel Architect, Data Warehouse</p>	<ul style="list-style-type: none"> • Updates regarding Reports: <ul style="list-style-type: none"> - Data Warehouse will be soon under transformation; undergoing Cognos Improvements. This will change the look of how reports are pulled and are currently categorized. - If interested in UAT (User Acceptance Testing) of the new look Data Warehouse, please contact Laura Polk at laura.polk@dss.virginia.gov. - Elaine Burgess wanted to say Thank You to Sunita Hines with Data Warehouse for working with her on two Data Warehouse reports. The ability to produce a locality case report, and processing productivity report. This committee is still requesting more reports with a guide that assist with ongoing caseload management. - Committee would like to develop procedures with BPRO and VLSSE to streamline locality enhancement requests as well as requests for certain reports. This will help with screening and consolidating report requests from all localities (new Initiative for committee)
<p>Items and initiatives discussed</p>	<ul style="list-style-type: none"> • Report Subcommittee Workgroup (Initiative): <ul style="list-style-type: none"> - Re-convened with meetings on 11/7/19, but no update on any upcoming quarterly meetings to be scheduled since then. Some of the items needing discussed in this workgroup are the following, not limited to: <ul style="list-style-type: none"> ^ There is a need for localities to create their own complex data as many localities need to provide information to county officials.

^ Cube improvements and modifications to make them more user friendly to the common worker.

^ Discuss needed columns and make the more common reports standardized to allow ease of merging data from one report to another.

- This committee is still requesting more reports that assist with ongoing caseload management.
- Ena Whitaker from VDSS mentioned that any requests for reports or technology questions be sent to ask_EM@dss.virginia.gov. Ena also emphasized to send those report requests to VDSS using the above e-mail rather than sending them to Data Warehouse.
- This Committee with the help of those in DIS, DES and DW assisted in providing answers to questions from a meeting that occurred on 1/22/19 that was sent to VDSS. Some of those items were the following...

Locals have submitted the best of each of the three application reports (DES, DIS, DW) to be put into this comprehensive revised PPinT report. However, this initiative has not moved forward since the request from the report workgroup last met in February 2019.

There have been no further updates about VDSS moving forward on this report except that earlier in the year, Ms. Vaughn reported no changes to the current PPinT is expected at this time.

App Number	Case Number	Applicant Last, First Name	App Received Date	Locality	Program	Delay	No. of Days Pending	Worker ID	Worker Name	Stage	Application Source	VCL Due Date	Days SD/FFM/Cover VA held App before transferred to locality	Entity who transferred to locality	PG, ABD, LTC or Expedited	Approvals awaiting PPV?
T18017200	118017200		11/15/2018	Henrico Co	Medical Assistance	Disability Det	61	spc087	COLEMAN,S	Stage 3.2	CommonHelp		47	ked900		
T18010552	117927348		11/15/2018	Henrico Co	SNAP	Client Delay	60	rme087	EDWARDS,R	Stage 3.2	RDE	12/03/2018				N
T18416554	114753961		12/18/2018	Henrico Co	Medical Assistance		28	spc087	COLEMAN,S	Stage 3.2	FFM	01/27/2019	13	Self Direct	PG, ABD	
T18371799	117338495		12/17/2018	Henrico Co	SNAP		78	klenn087	PAULI,FY,K	Stage 3.2	IPaner	01/16/2019				

- **Video & WebEx Conferencing solutions (Initiative):** SUCCESS so far, but some localities may have some restrictions using Zoom, such as hosting committee meetings due to security concerns. Will review with the BPRO executives for upcoming contract renewals.
- **MWS Load All button:** no change from last meeting- Committee asked again for a report of all items in MWS. Deborah Vaughn stated in the prior meeting that she would check on this and ask for this item to be put on the list of action items for 2021.
- **Issues and Tickets reminder from last meeting:** Continue to follow ticket process. However, when you receive the comment “working as designed” where the system needs enhanced to make the system do what you want, forward the ticket to the following requesting the enhancement...

^ Regional Consultant & Kevin Platea at kevin.platea@dss.virginia.gov

- **Big issues remain still occurring in VaCMS (Initiative):** --no change from last meeting-
- ***Holiday dates*** where State is closed, but many localities are still open. The application date populates the incorrect date for the following State business day in MWS causing issues with untimely screening, incorrect processing due dates, and incorrect allotment dates. Not all applications are able to have the date changed – thus requires the worker to delete the T# and re-pond for the correct date
- ***Dates of MA applications*** for those transferred in MWS are populating the date it was transferred from one locality to another prior to registration – should hold the original date (unlike SNAP/TANF). MA policy indicate the date any locality receives should be the date that is honored,... not date of transfer.
- ***SNAP & TANF applications are populating the current date when applications are received after 4:30pm*** that day. Not all applications are able to have the date changed – thus requires the worker to delete the T# and re-pond for the correct date – this is especially true for those that have MA also being requested where Cover VA or Self Direct touched the application before the locality have a chance to register with the correct date.
- ***Unable to enter 2 different application dates for MA, and one for SNAP during registration.*** Therefore to prevent AppTracks, we have to use the SNAP date – but this impacts MA if the end or beginning of the month as the worker is required to process prior months manually using the DMAS Correction form.

Deborah Vaughn in last meeting indicated that VaCMS uses one calendar for the first locality to touch and set the date. She will look at a possible 2021 release date to help resolve this issue.

Enhancement requests have been requested to help resolve the above issues in early 2019. The application date issues above are addressed in the enhancement request that are attached to the prior meeting's minutes that Rick Waugh has provided the State, adjusting items found in the IBP.

- **Issue with Case Transfers when anything is pending to a SNAP/TANF case:** --no change from last meeting-- **Not being able to assign cases to other locality workers** since the June 2019 release. This occurs anytime a case is in any status or has anything pending when SNAP or TANF is simply active or has a renewal or IR due. This prevents cases from being transferred to the prior locality who sent the case in error to be fixed. In the meantime, the system requires localities to put the case in a status, change the locality, then process that status by running eligibility on programs that should have been processed by the prior locality. Deborah Vaughn will take information back and research further.
- **VaCMS Issues Log (Initiative):** --no change from last meeting-- Re-convened with meetings on 11/7/19, but no update on any upcoming quarterly meetings to be scheduled since then. Ena was to transfer data from log of 172 issues into an Excel working format.

	<ul style="list-style-type: none"> • <u>Retrieving documents on unassociated T#s:</u> --no change from last meeting-- This issue is still unresolved and is still in the VaCMS Issues Log. No updates at this time. • <u>SPIDeR enhancement requests (Initiative):</u> --no change from last meeting-- Mark Travis and his SPIDeR Workgroup provided a list of updates that are being looked into by the State that were submitted by his workgroup. Since then, Bruce Blizzard finalized details with committee on 9/25/19. In the last meeting in December 2019, the following updates were provided, but no further advancements have occurred since. <ul style="list-style-type: none"> - Program Managers have provided the approval to move forward on the enhancements. - Deborah Vaughn confirmed this is on SR3064. - Enhancement list are found on the 6/27/19 minutes. • <u>Duplicate Client ID Workgroup (Initiative):</u> --no change from last meeting-- • <u>Rushmore changes:</u> Question presented from Committee on any updates regarding Rushmore. Sunita Hines indicated that the Project Manager is Kavansa Gardener, and asked Ena Whitaker to forward this question to Kavansa.
<p>Other Items</p>	<ul style="list-style-type: none"> • <u>ITOC Meetings</u> <ul style="list-style-type: none"> - Rick Waugh will continue to represent BPRO at the ITOC meetings and report back to the committee quarterly. • <u>BPRO renewal membership reminder</u> <ul style="list-style-type: none"> - If you want to be included on any distributions lists, please be sure to renew your BPRO membership by July.
<p>Next Meeting and suggested guests</p>	<ul style="list-style-type: none"> • <u>Upcoming Technology Committee meetings dates:</u> ...at the CRO in the Henrico Room at 10:00am. However if COVID safety concerns remain, will perform the meeting entirely virtually. <ul style="list-style-type: none"> - 09/17/2020 - 12/15/2020 • <u>Suggested guests:</u> Ellis Erickson, Ena Whitaker, Kevin Platea, Deborah Vaughn