



North Carolina Department of Health and Human Services
Division of Budget and Analysis
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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

James B. Slate, Jr., Director

October 16, 2009

MEMORANDUM #2009-16

TO: Division Directors
Office Directors

FROM: Jim Slate 

RE: **DHHS Open Window Implementation Preparation: Data and Information Review**

This memorandum is to provide information regarding preparation for DHHS Open Window implementation. Secretary Cansler clearly stated his expectations for the implementation and utilization of this system in late August which include the following:

- Show DHHS is a model for the State
- Allow our department and the performance of our programs and services to be viewed and understood by the residents of NC
- Offer a coordinated, consistent approach to enhance and strengthen management capabilities across the Department
- Efficiently and effectively monitor programs and activities
- Manage at the “speed of thought”
- Provide complete and accurate data delivery
- Be prepared to address our challenges, risks and weaknesses through coordinated effort and depth of knowledge
- Allow early disclosure of issues
- Increase accountability and performance management

Accordingly, the Secretary affirmed that it is the responsibility of every division and office director to make sure that all the information and data is complete, clear, concise, accurate, and timely and succinctly “tells your story.”

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As part of the roll out of this system, we are requesting each division and programmatic office review current year data and information across the primary component areas of programs and services; contracts; and subrecipient monitoring. This review should be thorough and deliberate with the goal to ensure that the information regarding your respective division or office is specific, accurate, complete, easy to understand and provides clarity regarding what you do, whom you are serving, with what resources, and how this is being measured.

As you and many of your staff observed and/or were shown in DHHS through Open Window Orientation and system training which is ongoing at present, there are several new data fields that will need to be completed for Open Window. Instructions and guidance for those new fields will be coming out to you at a later date. Right now the focus is on cleaning up existing data that will be imported into Open Window.

Currently, the development team, workgroups and staff have entered training data and/or mock data into the Open Window development site to facilitate system development and testing. This data will be refreshed with the data in the current databases that you are reviewing.

Therefore, we are asking that the review and “clean up” of data and information be done in the current Program Management Database (PMD) and the current contract database. Earlier this week, your Lead Monitors were sent a request by Leigh Ann Kerr, Branch Head-Audit Resolution and Monitoring, to submit Monitoring Plans for review prior to importing into Open Window. Any additional review relative to Monitoring will be communicated.

Attached is an outline of data areas that have been traditionally problematic and may require additional attention. Please complete this review by **Thursday, November 12, 2009**. We are asking each division or programmatic office director to ensure that your data and information is reviewed and approved by you. You may contact Marjorie Donaldson via email at Marjorie.Donaldson@dhhs.nc.gov or phone at 733-3848 if you have questions or would like to consult. We are further requesting that each division or office director email Marjorie confirming that this exercise has been completed for your division or office.

Attachment

cc:	Lanier M. Cansler	PMD Coordinators
	Allen Feezor	Contract Managers
	Maria Spaulding	Budget Officers
	Dan Stewart	Lead Monitors



Review of Data and Information in Existing Databases in Preparation of Import to Open Window

Overview

- All data elements in the PMD should be reviewed and corrected for completeness, accuracy, and clarity as indicated on the Memorandum of October 16, 2009 to Division/Office Directors.
- Data elements in the Contracts Database such as contract type, dates, ID (EIN/SSN) and other process areas should be reviewed for the same.
- Data across all databases should be clear and understandable to external readers/viewers.
- This review should also address qualitative issues such as:
 - Is the program goal clear regarding what needs to be achieved, how, and for what group of intended beneficiaries
 - Is there clear alignment between programs and services in regards to how the service(s) activities support the purpose, objectives and goal of the program
 - Do program outcome measures reflect progress towards achieving the goal; and are specific, Measurable, Relevant and Time-limited.
- A more directed review will be initiated to further address this once the new data fields are incorporated into our business processes.

Traditionally Problematic Data Areas

All Databases:

- **Use of acronyms and /or abbreviations:** Please remove and /or refrain from using acronyms in as much as feasible. If you must use one, please spell out and define the acronym first. Although space is currently an issue for some data fields, please try not use abbreviations and acronyms.
- **Use of division/program or government jargon:** Please review to eliminate bureaucratic or government jargon that will not be understood beyond the confines of your area. Please also refrain from highly technical references unless explained in lay person terminology.
- **Completeness:** Ensure that all data fields are appropriately completed and not skipped for any reason. This includes spelling!

- **Case Sensitive Data Entering:** Please do not do all caps in the databases.

Program Management Database

- **Program Receipts and Appropriations:** Any incomplete fields need to be complete.
- **Service Expenditures:** Any and all incomplete fields need to be complete. Incomplete data in this area is a chronic issue
- **FTE's:** Please make sure that you record the FTE's associated with each program
- **Fund codes:** Please make sure ALL fund codes that pertain to each program are recorded.
- **Service Measures and Program Outcome Measures:** Data should be current and results recorded. If you do not have data for 2009, please make sure you note that in the PMD with a timeframe of when the data will be available. Previous years should be complete as well.

Contracts Database:

- **NCAS #:** Please make sure that you have entered this number for each current year contract record
- **Execution Date:** When a contract is executed and the execution date is entered in the database, the status of the contract needs to be updated to "Executed"
- **Contract Title:** This should not be the Contractor. It should be relevant to the **service** being provided by the contractor instead
- **Measures:** There a number of contracts that do not have measures entered into the database and this should be corrected at this time. Contract measure fields in the database should **not** be left blank. If measures are not available for a contract, enter a statement to that effect.
- **Funding Screen:** When a division is entering funding information for a program related contract, the service type has to match up to a service type for that program in the PMD.