



North Carolina  
Department of Health and Human Services  
**Division of Medical Assistance**  
**Recipient Services MEU**

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

L. Allen Dobson, Jr., M.D., Assistant Secretary  
for Health Policy and Medical Assistance

June 19, 2006

Dear County Director of Social Services:

County departments of social services have often requested the Eligibility Information System (EIS), the Enterprise Program Integrity Control System (EPICS), and the Food Stamp Information System (FSIS) be available on weekends. In addition, there have also been requests for an advance schedule of system availability. In response to these requests, the Division of Information Resource Management (DIRM), the Division of Medical Assistance (DMA), and the Division of Social Services (DSS) have developed the attached schedule of system availability.

It is not possible to have these systems available every Saturday and Sunday because DIRM staff and Information Technology Services (ITS) perform system maintenance and implement system modifications on weekends. However, every effort has been made to provide for at least two Saturdays and Sundays each month.

This schedule is not applicable to the Low Income Energy Assistance Program System (LIEAP). We will notify you by a terminal message when LIEAP is available on weekends for keying.

**The following conditions will apply to the Saturday dates of system availability:**

=> The systems are generally available after 10:00 am; however, the Friday night updates could take longer. If the systems do not permit access, then the update from Friday evening has not been completed.

In IMS, you will see the following message on your screen if the nightly updates have not finished: SYSTEM UNAVAILABLE – NIGHTLY UPDATE STILL RUNNING.

In EPICS, you will see the following message at the bottom of the CICS screen when the EPICS Menu FR01 is disabled: DFHAC2008 XX-XX-XX XX:XX:XX CICSSCC4  
Transaction FR01 has been disabled and cannot be used.

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In FSIS, you will see the following message on your screen if the system is not available on Saturday or Sunday: ZDA00154 UNABLE TO ESTABLISH SESSION-REQSESS FAILED WITH SENSE 0801.

=> The systems will come down at 5:30 pm.

**The following conditions will apply to the Sunday dates of system availability:**

=> The systems are generally available after 12:00 pm.

=> The systems will come down at 5:30 pm.

It may be necessary for DIRM to withdraw a Saturday or Sunday availability date for release fixes, emergencies, etc. If a Saturday or Sunday must be withdrawn, we will notify you by terminal message as soon as possible. If an emergency occurs, it may not be possible to notify users in advance.

We hope that having the schedule in advance will be helpful.

Questions concerning the information in this letter may be directed to Jonnette Earnhardt at DMA (919) 855-4000 or Robin Register at DSS at (919) 733-8938.

Sincerely,

L. Allen Dobson, Jr., M.D.



Sherry S. Bradsher, Director  
Division of Social Services

LAD:SSB

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