



## Division of Medical Services

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September 20, 2013

Greg Silence  
Vice President  
Charles H. Mack & Associates, Inc.  
DBA: CH Mack Inc.  
10101 Alliance Road, Suite 10  
Cincinnati, OH 45242

RE: CH Mack contract with the Arkansas Department of Human Services

Dear Mr. Silence:

In 2011, the Arkansas Department of Human Services contracted with CH Mack since 2011 for a functional Universal Assessment tool. To date, CH Mack has failed to supply a working product.

The following dysfunctions are not an exhaustive list:

Issue	Resolution
The Disconnect Mode	Remote disconnect functionality is one of the most important requirements for the Universal Assessment Project. However, the disconnect mode functionality does not work and remains a serious issue for the Department. We need the C.H. Mack Med Compass application to work and maintain data integrity in the disconnect mode and during the data synchronization process to a connected mode of operation.
Operation of Canned Reports	C.H. Mack developed a series of reports based on the Department's reporting requirements (referred to as canned reports). However, these canned reports do not work and cause significant challenges for the Department to successfully manage and monitor the Universal Assessment Project. We expect all delivered C.H. Mack Reports to work and be operational in the Department's information technology

	Environment.
Configuration Management	C.H. Mack has delivered multiple versions of Med Compass software that are difficult to install indicating a lack of sufficient configuration management. For example, delivery updates are often partial and once installed frequently have missing or non-functional components requiring C.H. Mack resubmission. Batch files and scripts provided do not operate without errors and require intervention to correct the anomalies. We expect software deliveries to the Department to be fully backward compatible and to be full installation packages with clear run instructions that run without errors and do not require interventions to correct.

CH Mack's work product continues to be inadequate. Despite several meetings, telephone conferences, the exchange of computers, and the constant reworking of software these problems continue.

CH Mack has 45 days from the date of this letter to supply DHS with an acceptable Corrective Action Plan that credibly assures a fully functional product within 60 days from the date of this letter. If, after 60 days, the systems are not fully functional DHS will cancel the purchase order.

DHS will make no additional payments to CH Mack until these problems are resolved to the department's satisfaction.

Sincerely,



Tami Harlan  
 Medicaid Assistant Director  
 Contract Monitoring Unit

Cc:

Janie Huddleston, Assistant Director, DHS  
 Dr. Andy Allison, Division Director, DMS  
 Tim Lampe, Division Director, Quality Assurance  
 Dr. Charlie Green, Division Director, DDS  
 Krista Hughes, Division Director, DAAS  
 Breck Hopkins, Division Director, OPLS