

## Laura McKinley

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**From:** Shan Goff  
**Sent:** Friday, September 6, 2019 4:45 PM  
**To:** Coalition Executive Directors; Coalition Finance Directors; EFS Admin; EFS Modernization Project Update Call  
**Cc:** Early Learning  
**Subject:** RE: EFS Modernization - system performance

We notified you this morning of intermittent time outs in the EFS MOD system. These have continued throughout the day. Given this, we:

- Thank you for your continued hard work.
- Are extending the deadline for submission of the attendance and reimbursement records.
- Are continuing to troubleshoot. As a temporary solution, we have disabled the "Need Attendance" counts on the Payment Summary Grid to speed-up the loading of the Run Update, Run Payment Transmittal and Run 5045 report pages. These pages are accessible now.
- Will provide you with an update and a specific date by COB Monday, September 9<sup>th</sup>.

Thank you for your patience.

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**Please Note:** Florida has a very broad public records law. Email communications may be subject to public disclosure.

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**From:** Andrea Latham <[Andrea.Latham@oel.myflorida.com](mailto:Andrea.Latham@oel.myflorida.com)>  
**Date:** September 6, 2019 at 08:55:26 EDT  
**Subject:** EFS Modernization - system performance

Good morning,

Several coalitions are reporting intermittent time outs in the EFS MOD system. We have all hands on deck addressing the issue. Creating an OEL support ticket (or emailing staff) is not necessary. We will follow up when more information is available.

Thank you,

**Andrea Latham**

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