



# Monday Message

June 7, 2021

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## Special Education Module

*Note: This message is a repeat of the June 2, 2021, Director's Weekly Message.*

**The following is a message from our ECATS vendor, PCG:**

We apologize for the system performance issues that DPI staff and LEA have users experienced recently. We understand the importance of the ECATS system to educators in the field and have made resolution of this issue the top priority of our technical team. The problem was related to a significant increase in system usage that impacted our storage.

Last week, our technical team added additional hardware capacity to support the increased volume to address system performance issues. Over the weekend, we increased capacity at the database level, and reconfigured drives for improved performance. We are continuing to make further adjustments, including additional hardware capacity to handle the increased load.

We value a positive user experience and we will not rest until we have system performance back to acceptable levels. If you continue experiencing system issues, please have your ECATS Designee submit a Zendesk ticket for a prompt response from a member of PCG's team. Thank you for your patience as we work to resolve this issue.

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### **UPDATE: ECATS Change - "Per Reporting Period"**

As communicated in the May 24, 2021, Monday Message, the EC Division is organizing a technical assistance package to support the transition from the use of "Per Reporting Period" as an option to describe the frequency of services. The technical assistance package is being reviewed internally with an anticipated release to EC Directors next week in the June 9, 2021, EC Division Weekly Message. During the week of June 14, 2021, the same technical assistance package will be released through other EC Division listservs and posted to the EC Division website. Any deviation from this plan will be communicated through the EC Division Weekly Message. Please be reminded that the EC Division is not requiring LEAs to review and revise current IEPs in anticipation of this change. Based on the concerns expressed from the field, the sunset date for removing "Per Reporting Period" from ECATS will now be September 15, 2021 rather than July 1, 2021. With the extension of time and the aforementioned technical assistance package, it is hoped this will support PSUs to a smoother transition for this change.

**Federal Reporting Office Hours**

As a reminder, the Federal Reporting Office Hours has changed locations. Khalilah O'Farrow-Boulware is now holding these meetings in her WebEx account. The office hours are open from at 10:00 AM and 2:00 PM on the first Wednesday of each month. Please contact Khalilah O'Farrow-Boulware at [khalilah.ofarrow@dpi.nc.gov](mailto:khalilah.ofarrow@dpi.nc.gov) if you have any questions. To join in and ask any questions about upcoming federal reporting, please use the following link: <https://ncgov.webex.com/meet/khalilah.ofarrow>.

*For previous issues of the ECATS Monday Message, please visit [https://ec.ncpublicschools.gov/ecats/monday\\_messages](https://ec.ncpublicschools.gov/ecats/monday_messages).*