



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

July 10, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: Directors, Program Managers and Child Welfare Professionals

SUBJECT: Update and County Preparation Steps for NC FAST P4 Child Welfare

REQUIRED ACTION: Review and Implement Recommendations

As discussed during the June NCACDSS Executive Board meeting, the statewide implementation of NC FAST Project 4 is temporarily paused. This pause is to allow NCDSS leadership, the NC FAST project team, and IBM representatives to evaluate feedback and recommendations for improving the system and the implementation process provided by the Pilot and Extended Pilot counties.

Currently, NCDSS and NC FAST are prioritizing potential changes to the system in conjunction with evaluating the implementation approach and assessing overall project budget implications. It is anticipated that the previous implementation approach, including the implementation groups and associated implementation date for each group, will change. Updates and additional information regarding next steps will be communicated by the end of July.

While the implementation is currently paused, we recommend you begin taking the following readiness steps to be best prepared for P4 Implementation in the coming months.

Actions for Directors:

- Continue to participate in regular state-level meetings and calls where Project 4 is discussed, such as the 100 County Director Call and monthly NCACDSS meetings, and sharing the relevant information from these meetings with the appropriate staff. When County Champion Calls resume, please ensure your County Champion is in regular attendance.
- Encourage and lead discussions with your staff around how their work will change in NC FAST. An example of this is moving to real time documentation rather than remaining current within seven days.
- Identify County Champion(s), Security Administrator(s), Technical Champion(s) and Onsite Support (OSS) resources that will be responsible for completing

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preparatory action items, such as provisioning NC FAST access and tracking the completion of training. Hold regular discussions regarding the status of readiness activities for Project 4 with these individuals.

- Assess and address staff equipment needs such as, dual monitors, “clean” software to speed up the system, Chrome and IE access, and updating or replacing older laptops.
- Work with the necessary staff to plan for back-up coverage, especially during training but also during the initial learning curve.
- Consider reaching out to Pilot Counties for further information or details if needed.

Actions for Program Managers, Supervisors and Social Workers:

- Ensure that case documentation is up to date. Completing near time documentation rather than being current within seven days will be essential for many activities in NC FAST.
- Ensure that your county processes, data and practices are understood, current, aligned with policy, and being followed consistently. This should include:
 - Using a defined and documented process for reconciling foster care payments to the receipt of revenues. Preparing and keeping a set of up to date foster care financial information will assist with the conversion process.
 - Completing searches, such as person search and Central Registry search, within NC to become familiar and comfortable navigating within the system.
 - Completing data clean-up (SIS numbers, case end dates, county case numbers, AIMS/ICPC close matches).
 - Verifying that processes and requirements for determining funding eligibility are in place for all children.
 - Verifying foster home licensing statuses.
- Implement a readiness plan for all staff beginning prior to go-live. This should include:
 - Understanding and use of a support process for your county to implement at go-live. It may be beneficial to revisit what worked well for your county in the past with previous NC FAST implementations.
 - Where possible, designate specific staff to serve as the primary internal point of contact based on subject matter knowledge. For example, it may be beneficial to have one person responsible for all foster care payment related actions, knowledge, and support for other staff for the given topic.
 - Having staff [register for MailChimp](#) so they can receive future NC FAST Child Welfare communications.
 - Establishing a plan to monitor and track the completion of training:
 - Encourage social workers who will work in NC FAST to [create a Learning Gateway account](#) to obtain access to the training materials.
 - Track staff training and facilitate group training when feasible and applicable per the rollout schedule. Completion of training activities

in conjunction with practice in the Sandbox is strongly recommended.

- Consider the option of supervisors attending OSS training.
- Have staff use the NC FAST Sandbox as much as possible prior to implementation. Developing a process for staff to track their Sandbox credentials is recommended.

If you have questions regarding the recommendations above, please do not hesitate to reach out to Jacqui Martin, the NC FAST P4 Readiness Lead at jacqui.martin@dhhs.nc.gov. Thank you for your continued support.

Sincerely,



Lisa Cauley
Deputy Director for Child Welfare Services
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Angela Taylor
Director
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Cc: Michael Becketts, Assistant Secretary for Human Services
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