County DSS Director's Update

August 2, 2016

O&M Updates

Last Release Updates (July Release):
- July 1 – Last 77 counties rollout for ABAWD
- Targeting ~23 High Defect Fixes
- P9 Development
  - 8110 Forms Update – Phase 1
  - Target Account Transfer Schematron Update
  - ESB (Enterprise Service Bus) Upgrade version to IIB (did not release, due to DIT Firewall issues, rescheduled for August 6th weekend)

Next Release Updates (August Release):
- Targeting ~39 High Defect Fixes
- P8 Development
  - EBCI Forms update Part 2
- P3 Updates

Help Desks Updates:
- Overall ticket numbers are have increased(~4209 total)
  - We have identified and target to fix the Magi Defects that contribute to this spike, for August Release
  - Patch deployed the weekend of July 23rd that resolved some, but still working a few other Magi recert

Any Issues Awareness that may need to be communicated:
- We have identified some applications that were submitted electronically where the application task did not reach the correct county queue.
- These included applications which did not contain a residential address, as well as individuals who had an out of state address on record. Based on analysis, corrections have been completed.
- Application received task will now appear in the correct county queues.
- Starting Tuesday night, the State will manually push the application task to the correct county queues, approximately 247 statewide, for those individuals that the county could not be identified and additional outreach had to be completed.
 Original application dates must be honored and stop processing can be applied.
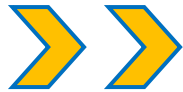
P3 Timeline*

NC FAST Overall Timeline

Project Team / Role Name	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17

CHILD CARE TIMELINE
** Moving toward more Agile Development in Jan 2016

TAPS Timeline (Attendance, Provider Portal) corresponds to Child Care Timeline for Releases 1 and 2.

- Fit Gap (Jul-15)
- Functional Design (Aug-15 – Dec-15)
- Detailed Design (Oct-15 – Sep-16)
- Development (Dec-15 – Sep-16)
- Test Planning (Nov-15 – Sep-16)
- Test Execution (Feb-16 – Aug-16)
- Train CC Providers (Jun-16 – Jul-16)
- Train CC Pilots (Sep-16)
- Train CC Statewide (Oct-16)
- Deploy Provider (Jul-16)
- Deploy CC Pilots (Oct-16 – Nov-16)
- Deploy CC Statewide (Dec-16 – Jan-17)
- Deploy Release 3 (Mar-17)

LIEAP / CIP TIMELINE
** Moving toward more Agile Development in June 2016

- Fit Gap (Aug-15)
- JADs (Oct-15)
- Functional Design (Dec-15 – May-16)
- Detailed Design (Oct-16 – Mar-17)
- Development (Oct-16 – Mar-17)
- Test Planning (Nov-16 – Mar-17)
- Test Execution (Dec-16 – Mar-17)
- Train LIEAP/ CIP (Feb-17)
- Deploy CIP, LIEAP (Mar-17)

*Subject to change

Provider Timeline

	Providers located in & serving children in Pilot Counties	Providers in Phase 1 Counties	Providers in Phase 2 Counties
June 2016	*DSS will link your NCID. No action needs to be taken by the Provider*	*No action needs to be taken by the Provider*	*No action needs to be taken by the Provider*
July 2016	Provider Portal Enrollment Period (beginning July 11)	*DSS will link your NCID. No action to be taken by the Provider*	*DSS will link your NCID. No action needs to be taken by the Provider*
August 2016	*After successful Enrollment, no action needs to be taken by the Provider*	Provider Portal Enrollment Period	*DSS will link your NCID. No action needs to be taken by the Provider*
September 2016	*No action needs to be taken by the Provider*	Provider Portal Enrollment Period	Provider Portal Enrollment Period
October 2016	Pilot Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	*After successful Enrollment, no action needs to be taken by the Provider*	Provider Portal Enrollment Period
November 2016	Providers continue to accept vouchers and **must complete November attendance in the Provider Portal**	Phase 1 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal	*After successful Enrollment, no action needs to be taken by the Provider*
December 2016		Providers continue to accept vouchers and **must complete December attendance in the Provider Portal**	Phase 2 Counties Go-Live with NC FAST. Providers begin to accept vouchers in the Provider Portal
January 2017			Providers continue to accept vouchers and **must complete January attendance in the Provider Portal**

Project 3 Updates

- As a reminder, only Providers who have been linked by their county will have access to the Provider Portal to view Training and complete Enrollment
  - Phase 1 counties should have completed linking by the end of July
  - Phase 2 counties should complete linking by the end of August

- A report has been posted to FAST Help showing each Provider's status for linking, enrollment, and direct deposit set up. This report can be filtered by county and will be updated each Tuesday.

Phase*	Total Providers	Linking		Enrollment		Direct Deposit	
Pilots	445	388	87%	15	3%	248	56%
Phase 1	2020	1266	63%	22	1%	1062	53%
Phase 2	2827	1333	47%	9	0%	1519	54%
Out-of-state	24	13	54%	0	0%	0	0%
Total	5316	3000	56%	46	1%	2829	53%

*As of 7/22

Project 3 Updates

- The July County Fact Sheet was released on July 29th and discusses common Fund Management questions, submitted by counties

- The July Provider Bulletin was released on July 15th and highlights how Providers can verify they created their NCID properly.
  - It is important to note that **only** Providers can verify if they created their NCID properly, counties and the Help Desk are unable to verify this information

- A dedicated Provider Help Desk has been established to serve **both** counties completing Provider Management functions and Providers for **all** Provider Portal functions
  - This is **separate** from the NC FAST Help Desk and has a unique phone number: 919-813-5460
  - At this time, the Provider Help Desk does not have a web-form for ticket submission, tickets must be called in

- Details around the Release 2 training schedule will be communicated soon.

Child Services (Project 4) Status

- Functional design activities in all 4 tracks in progress; Initiated the development activities on 7/25/16.

- Agile development methodology is documented and reviewed with DHHS and Federal partners. DIT EPMO is being scheduled.

- Agile training completed for all project team members.

- Recruiting and onboarding of developers is underway, and continuing for business analysts, business SMEs, and Testers.

- Data conversion strategy work is ongoing. P4 Conversion workgroup is reviewing options.

- Simplification Committee review of documented BSFs from Fit Gap sessions in progress. Forms and Notices reviews are complete.

- Mobile Device Management Committee activities in progress; Internal review of the initial mobile policy templates (e.g., acceptable use and IT guidelines) in progress; Reviewed the case management mobile app with the workgroup.

- Data Governance and Security workgroups kick-offs were held and work is underway.

- Continued county visits to document as-is county process flows; 11 counties visited to date, plus State Licensing Authority in Black Mountain.

Project 9 Updates

- **P9 team is going through Agile Transformation**
- **Account transfer BSD 2.4**
    - Coding and testing of Account Transfer BSD 2.4 is complete.
    - Account Transfer BSD 2.4 was deployed in prod as part of July release and it will be turned-on on July 30th 2016
- **1095b Transmission**
    - Coding and testing of 1095b transmission is complete.
    - 1095 transmission batch ran successful for 2.3 million records.
- **Automated 8110 Phase 1**
    - 8110 Automation Part1 got released to production
- ***Secure Inbox***
    - Functional Design and first level review complete from Architecture and Infrastructure team.
    - Initial Analysis on bounced email and parsing is in progress.
    - Secure Inbox planned to be released in February.
- ***8110 Phase 2 (New Comparison strategy/prevent unnecessary on hold Decisions)***
    - Functional design Signed off complete from Architecture and Infrastructure team
    - Coding is in progress.
    - 8110 Phase2 is scheduled for November Release

Project 9 Updates

- ***IMD evidences and Rules***
  - Functional and Detailed design complete
  - Coding is in progress
  - IMD evidence and Rules are planned for November release

- ***Hearts Interface Web services and Batch***
  - Initial Analysis started
  - Hearts interface web services and batch are planned for December release.

- ***Application Monitoring***
  - Functional design Signed off complete from Architecture and Infrastructure team
  - Coding is in progress
  - Application Monitoring is planned for October release

Project Updates

- 1095-B IRS Interface Submissions
  - 97.5% of 1095-B's were accepted without errors by the IRS - 2,098,228
  - Remaining 2.5% (Approx. 60K)
    - Over 58K have one of the following errors
      - Tax Identification Error (Majority)- (i.e. we are not matching IRS name and SSN)
      - Incorrect Mailing Address
      - DOB in Future
    - Other approx. 2K are being investigated
  - The 58K need to be corrected.
    - We can reach out to IRS to determine if they can share their data that they have
  - Reaching out for guidance from DMA and CMS on plan