



# County DSS Director's Update

December 1, 2015

# County Readiness Update

- County Readiness Liaisons facilitated the first monthly county Help Desk Points of Contact (POCs) Touch Point Call with all 100 counties in mid November. The purpose of this monthly meeting is to create a better partnership between Help Desk, Liaisons, Training, OST, and county DSS staff. The next Touch Point Call is scheduled for December 16.
- NC FAST will host the next County Champion Call on December 16 at 3pm.
- We have begun P5 (Aging and Adult Services) preliminary discussions with DAAS Subject Matter Experts. A meeting is scheduled Dec 1 to continue review of the requirements and functional design. A second meeting is scheduled Jan 12 for the IBM “roadmap” walk-through.

# Training

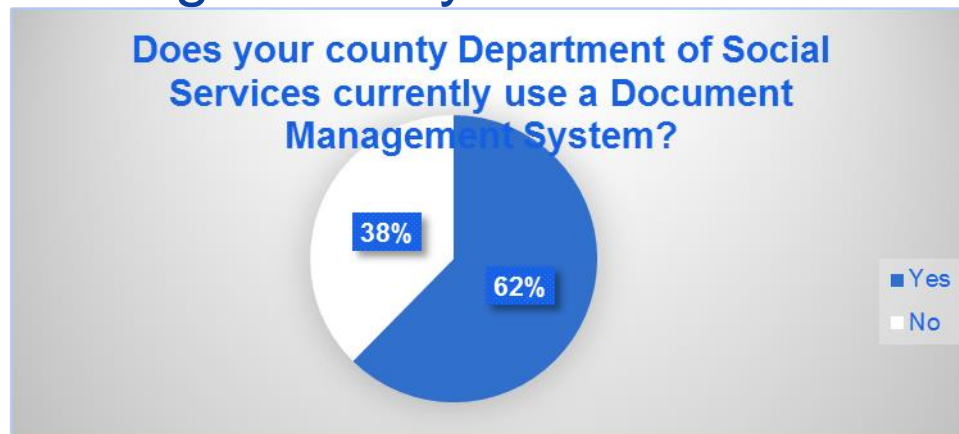
- November, 2015 Curam 6.1 Release training was delivered as scheduled. Trainings continue for this through instructor-led classes via the Learning Gateway. To date 96% of the 100 counties have completed the training.
- ABAWD policy training was held at the Social Services Institute in late October, and is now available to users on the Learning Gateway in the OST folder.
- ABAWD Technical Training will be available on the Learning Gateway next week. A crosswalk will link ABAWD Policies (FNS Manual 245) and NC FAST functionality. Training points include: *the definition of Able-Bodied Adults Without Dependents, ABAWD Requirements, Countable Months, ABAWD Exemptions, and Regaining ABAWD eligibility.* This training will also include NC FAST updates specifically related to ABAWD and will include screenshots to enhance learning.

# ABAWDs

- We continue to meet weekly in preparation for the January, 2016 ABAWD implementation.
- The Work Registration Job Aid has been revised and is available on FAST Help.
- The Participants with Earned Income Report will be made available on FAST Help on Friday, December 4. A communication is forthcoming which will provide more detail about working this report.
- ABAWD User Acceptance Testing (UAT) is scheduled for December 7 – 9, and December 15, 16. We are soliciting participation from both ABAWD and non-ABAWD counties. The following counties have volunteered to participate: Wake, Catawba, Durham, Guilford, Lee, and Beaufort.

# Document Repository

- County Technical Champions completed the NC FAST Document Management Storage Survey in Oct-Nov. This information was collected to help NC FAST better forecast for future document repository needs.
- 92 out of 100 counties responded to the survey. Of those who responded, 62% currently use a document management system, and 38% do not currently use a document management system.



# DSS-8110s

- The DSS-8110 functionality was turned on with the November 21 weekend release.
- A communication was sent out on November 25 which provided important reminders to users on this functionality.
- Counties are to reference the DSS-8110 Job Aid and the DSS-8110 Reasons and Outcomes Job Aid, which are posted on FAST Help, to ensure notices are sent correctly.
- All notices found to be generated incorrectly will be cancelled nightly. A report of cancelled notices will be posted to FAST Help daily. Counties must correct the notices and manually mail to the recipients.

# Reports Update

- The NC FAST Reports Workgroup continues to meet monthly to discuss ways to improve current O&M reports.
- The group is comprised of delegates from all State Divisions, to include NC FAST, OST, DMA, CSDW, DSS, and DAAS; and also includes participants from the following counties: Buncombe, Dare, Lee, Catawba, Wake, Mecklenburg, and Rowan.
- Priority Items Targeted for December Deployment:
  - Update MAGI MA Recert O&M Report to reflect individual-level recerts as opposed to case-level.
  - Create new MAGI O&M Report to track MA recerts completed at the individual level.
  - Create new MAGI Completed Recerts by Worker Detail report.

# Work Support Strategies (WSS) Reports Update

- 19 reports/reporting enhancements will be implemented.
- 10 reports will be housed in NCXPTR.
- 14 reports/reporting enhancements have been deployed as of 11/16/15.
- A new report tab for Cash Assistance and Special Assistance is now available on the O&M Reports Tab as of 11/23/15.





# WSS Report Development Progress Summary

Id	Report Title	Type	Frequency	Program Scope*	Report ID	Deployed	Date
1	Caseload by Program	Summary	Monthly	FNS/CA/MA/SA	EJQB	Yes	11/13
2	Caseload Program Overlap	Summary	Monthly	FNS/CA/MA/SA/RA	EJQD	Yes	11/13
3	Application Overlap	Summary	Monthly	FNS/CA/MA/SA/RA	EJQE	Yes	11/13
4	Application Churn 90 Day	Detail	Monthly	FNS/CA/MA/SA	EJQC	Yes	11/13
5		Summary	Monthly	FNS/CA/MA/SA		Yes	11/21
6	Case Closure Churn 90 Day	Detail	Monthly	FNS/CA/MA/SA	EJPX	Yes	11/20
7		Summary				Pending	12/04
8	Application Same-Day	Detail	Daily	FNS/CA/MA/SA	EJQA	Yes	10/23
9	Processing	Summary	Monthly	FNS/CA/MA/SA	EJPY	Yes	11/20
10	Pending Recertification Detail	Detail	Daily	CA/SA	NFOMD###X	Yes	11/21
		Summary	Daily				
11	Pending Recertifications by County	Detail	Daily	CA/SA	NFOMD###X	Yes	11/21
		Summary	Daily				
12-15	Pending Application Reports (4)	Detail	Daily	MA	NFOMD006 NFOMD006B NFOMD006C NFOMD007	Yes Yes Yes Yes	11/21
16	Voter Registration	Summary	Monthly	FNS/CA/MA/SA/RA	tbd	Pending	12/30
17	Processed Applications	Detail	Daily	FNS	NFOMD013C (Revision)	Pending	12/30
18	Processed Applications	Detail	Daily	MA	NFOMD010C (Revision)	Pending	12/30
19	Pending Applications	Detail	Daily	CA/SA	NFOMD###X	Pending	12/30

# P7 Update

- 57 Separate In Scope P7 Functional Items
  - 21 Completed
  - 2 Completed but Not released into Production (1 Outstanding Reporting Question)
  - 11 in Progress with various code delivery dates
  - 23 not started (10 of these have external dependency)
  - 1095-B Functionality was added as part of P7 in 2015
- Requested to extend P7 Project through 2016 in current APDu
- Change Request will follow APDu Approval.

## P7 1095-B

- 1095-B IRS Form must be post-marked by Feb1, 2016
  - NC FAST must designate which months clients had MEC during 2015
  - Functionality scheduled for production Dec 19<sup>th</sup>, 2015
  - Forms will be mailed out via Print Center during Jan 2016
- 1095- B IRS interface by March 31, 2015
  - All 1095- B data sent electronically per interface standards
  - Functionality scheduled for production in Jan 2016
- Must provide a call # on the 1095- B form
  - DMA call Center is preparing with NC FAST assist
    - 1095- B website with links from appropriate web sites established
    - Scripts established
- Counties could get returned 1095- B IRS form if undeliverable to address- Would need to make address change.

# Key In-Process P7 ePASS Functionality

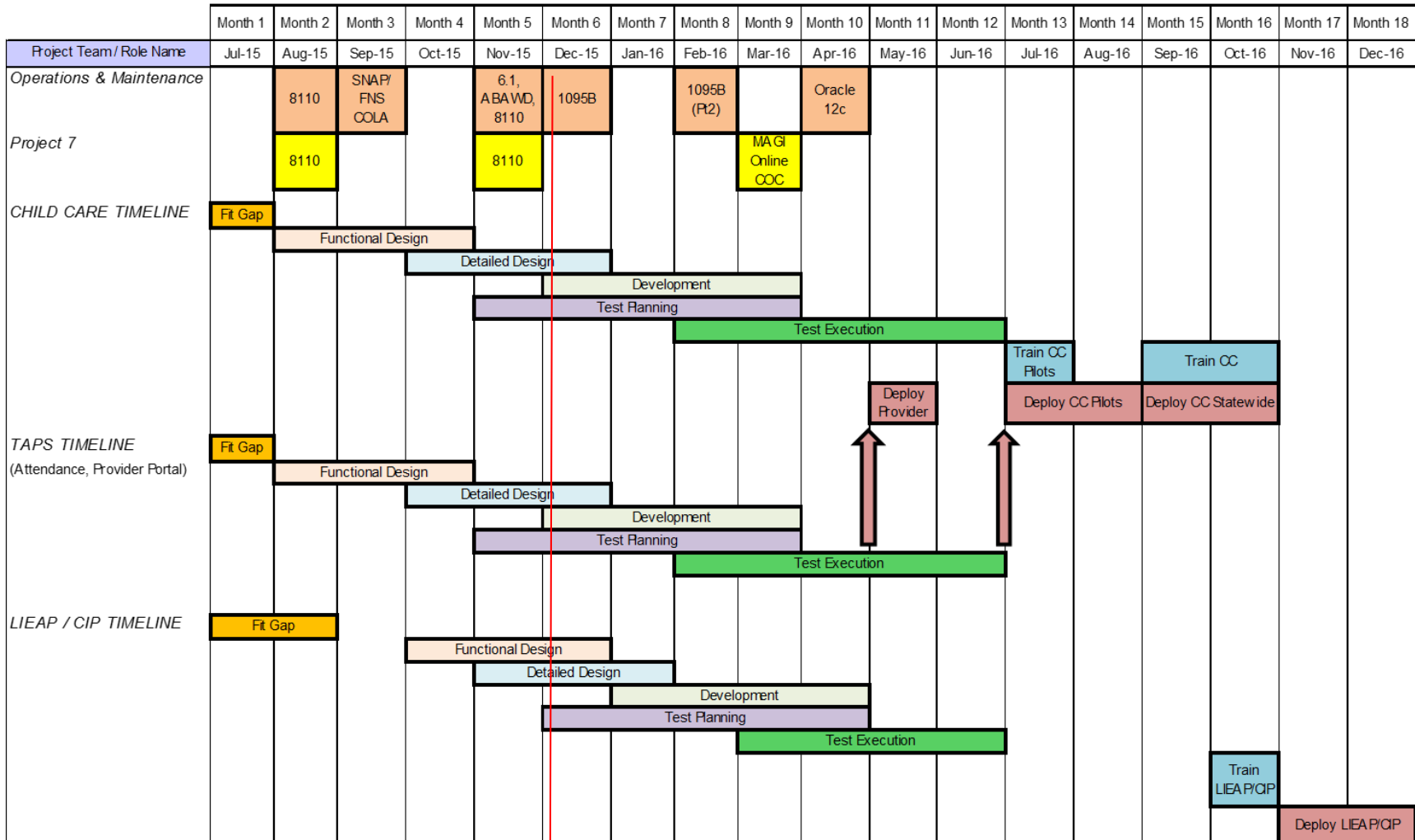
- Highlighted In-Process User Portal Functionality
  - ePASS Linked Accounts
  - ePASS RIDP
  - ePASS Online COC
  - These items will allow users to Submit COC online
- 2016 Secure Inbox (IBM delivery scheduled for 2016)
  - Expectation is that we can extend this IBM functionality (scheduled for 2016 delivery) to allow NC FAST to send back pre-populated information back to user for their review.

# Key In-Process P7 Functionality

- Highlighted In-Process P7 Functionality
  - FFM Inbound COC
  - FFM Outbound COC
  - 8110 Notice Modal
  - Automated 8110 Notice
  - QC Application Monitoring
  - Reasonable Opportunity
  - Transitional MA
  - Family Planning

# Project 3 Updates

**NC FAST Overall Timeline**



## Project 3 Updates

- Part 1 of the Change Discussion Guide has been provided to the Pilot counties for review. The document will be released statewide the week of December 7<sup>th</sup>, after Pilot feedback is incorporated.
- Fact Sheet #3 – Provider Portal was distributed on November 23<sup>rd</sup>. Please ensure your Child Care staff have a copy of the document.
- NC FAST and DCDEE will be conducting a joint implementation planning workshop on December 14<sup>th</sup> and 15<sup>th</sup>. Counties are encouraged to send an individual to attend. Potential topics include:
  - Roles of parents, providers and child care workers with the implementation of TAPS and Project 3
  - Changes related to vouchers, waiting lists and ePASS
  - Conversion
- The December County Champion call will be conducted on Wednesday, December 16<sup>th</sup>.



## Project 3 Implementation Approach Reminders

### CIP & LIEAP:

- The deployment of the CIP and LIEAP functionality will be “big-bang.”
- Due to the open/shut nature of the case types, no active cases will be converted from the Energy System.

### Subsidized Child Care:

- The deployment of the Child Care functionality will follow a Pilot and subsequent phased implementation approach.
  - The Pilot Counties are Buncombe, Durham, Lee, and Orange. The pilot currently is scheduled for July 2016.
  - The statewide implementation after pilot is scheduled for September and October 2016.
  - Subsidized Child Care Assistance payments will be made by the State directly to the providers.



# Child Care Case Conversion

- Based on lessons learned and feedback on the conversion process for previous projects, the Project 3 Executive Advisory Subcommittee (EAS) provided recommendations and considerations for the conversion of Child Care Cases to the Executive Advisory Committee (EAC).
- The EAC approved the following directions/recommendations for how to convert Subsidized Child Care cases from SCCRS into NC FAST:
  1. Provider information needs to be created prior to cases being entered into NC FAST.
  2. Entering cases into NC FAST “new” is preferred to automated electronic conversion; simplified training and reduced likelihood of errors when processing.
  3. When a case is entered into NC FAST it should retain its existing certification end date.
  4. Items normally created as part of the new case entry process, such as generation of a new child care voucher, should only occur if necessary when an active case is manually converted into NC FAST (if possible, currently in design discussions).
  5. If eligibility results/parent fees after keying into NC FAST are different from existing results/amounts, counties should process using the correct eligibility.

# Child Care Case Conversion

- Recommendations continued:
  6. The existing order of the waiting list should be maintained when a county goes live.
  7. To avoid adding new waitlist entries prior to the existing waitlist being entered, ePASS functionality should not be implemented until existing waitlists are entered statewide.
  8. Reports tracking case entry progress need to be provided and monitored.
  9. Deeming income from FNS and registering individuals are recommended ways that counties can start familiarizing staff with the system and save time when keying cases at go-live.
  10. All active cases, including those in the middle of their certification period, need to be entered in NC FAST within the go-live month/window to avoid paying providers and reconciling payments out of two systems for a given county the following month.
- Counties/LPAs need to plan for any workload or staffing impacts for go-live, particularly leading into and during the month of conversion.
- NC FAST and DCDEE are evaluating all options to provide as much time as possible for manual case entry, details regarding the specific case conversion process will be provided as they become available.