North Carolina Department of Health & Human Services

NC FAST
North Carolina Families Accessing Services through Technology

County DSS Directors Update

August 2017

Project 3 Updates – Child Care

- Attendance and roster submission for providers serving children from Pilot, Group A and Group B Counties took place in early August

- Approximately $11 million in payments were issued for July services

- Case activation for Group C Counties was completed on August 13th
  - Over 11,500 cases were activated
  - Group C achieved 98% activation overall
  - NC FAST will be following up with Group C counties in regards to any cases that still need to be activated

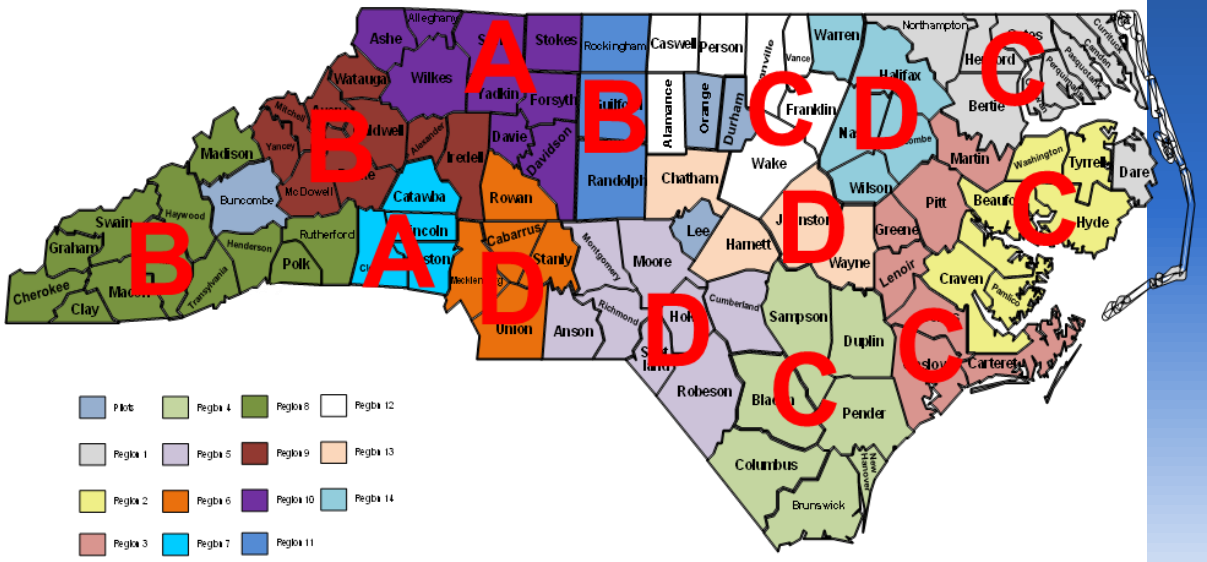
- August attendance and roster submission for providers serving children from the Pilot, Group A, B and C Counties will be due by Tuesday, September 5th
  - Please remind your providers that September 4th is a holiday and a number of days during the roster submission window will fall on the weekend

- Group D counties should prepare for case activation to take place on September 10th

Project 3 Updates – Child Care Conversion

NC FAST is continuing forward with the new implementation plan approved by EAC.

Group	Regions	Counties	Cases	Providers
A	7	4	2359	224
	10	9	3502	293
Totals	**2**	**13**	**5861**	**517**
B	8	12	2170	181
	9	9	2305	296
	11	3	3701	393
Totals	**3**	**24**	**8176**	**870**
C	1	10	887	121
	2	6	1034	105
	3	7	2730	221
	4	7	2651	244
	12	7	4699	568
Totals	**5**	**37**	**12001**	**1259**
D	5	8	4497	510
	6	5	5568	685
	13	4	2233	216
	14	5	1366	147
Totals	**4**	**22**	**13664**	**1558**

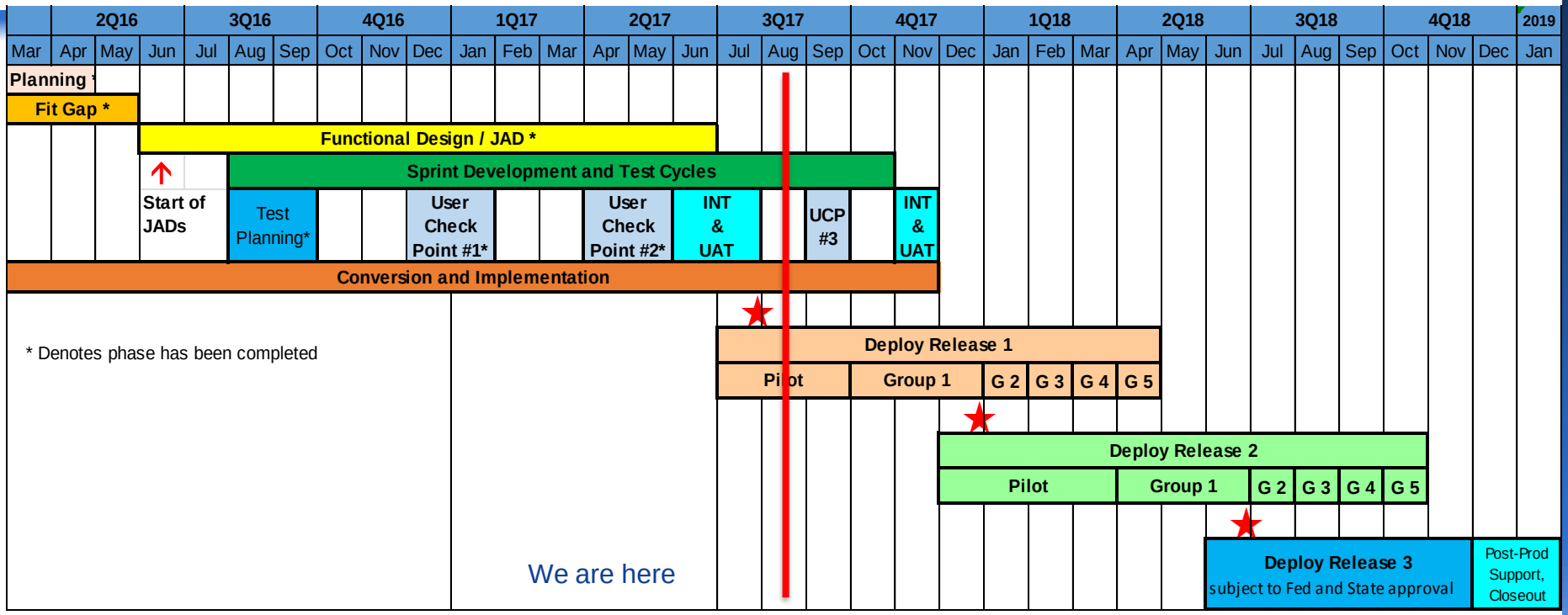


Project 3 Child Care – Rollout Key Dates

Group	Case Activation Target	Payment Issuance
A	1st week of June (complete)	mid-July
B	1st week of July (complete)	mid-August
C	1st week of August (complete)	mid-September
D	1st week of September	mid-October

- Each county should ensure they are ready for case activation approximately 2 weeks ahead of their target activation timeframe.
- NC FAST staff will be contacting each county to ensure all cases and actions items are accounted for at case activation.
- Each county will be asked to confirm readiness for case activation including the following:
  - Completion of conversion from SCCRS
  - Ranking of Funds
  - Setup of LPA Fund Manager

Project 4 Timeline



NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints for Pilot and Group 1 (JAD participants) were held in January and May, with participants rating the system as “satisfactory” or “very satisfactory”;.

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

Release 3 is planned, subject to federal and state budget approval. Primary features are additional interfaces to external systems and deployment of Social Enterprise Collaboration features.

Project 4 Timeline

Project 4 Go-Live on August 7 in Pilot Counties

- Results
- Defects
- War room
- Help Desk
- 24/7 availability – Inquiry Only during monthly outages
- Training
- Early lessons learned

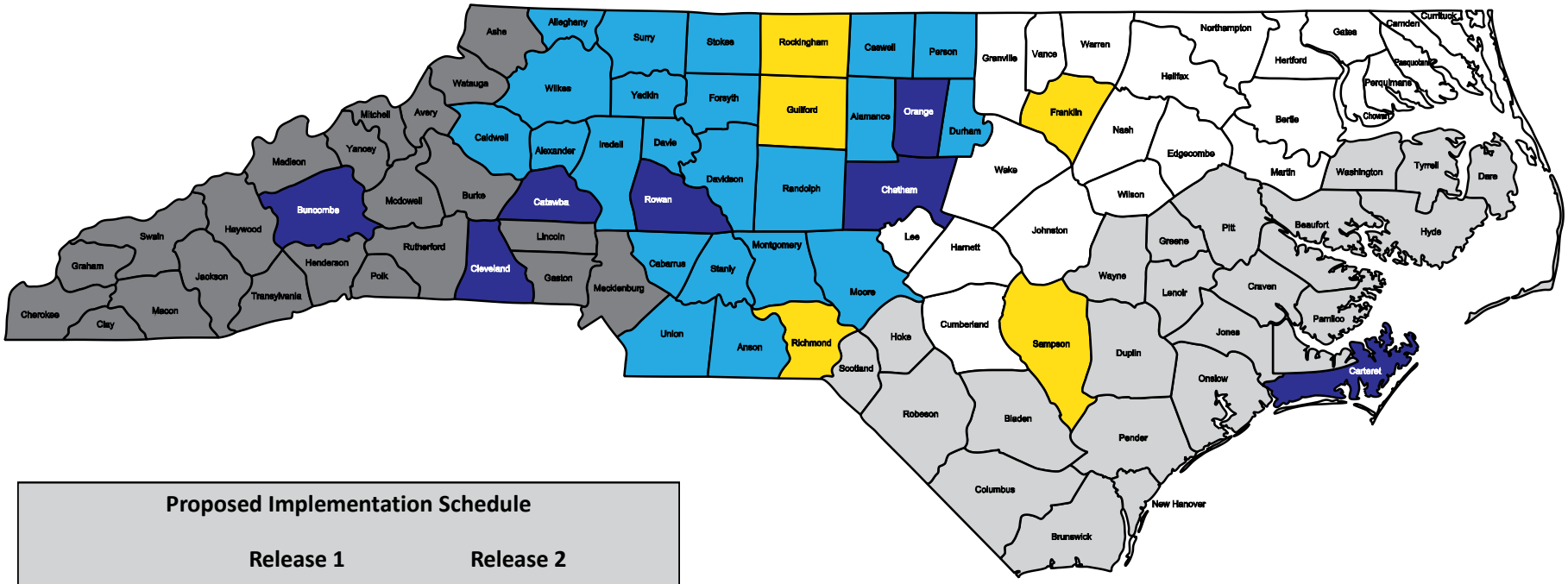
Project 4 Updates

- Design, development, and test activities for Release 2 are in progress.
- Collaborative design webinars and previews of development work with county and state users for Release 2 are ongoing.
- Conversion of Central Registry data is complete for Pilot counties. Foster Care data conversion for Pilot counties will occur on August 26.
- Recruiting for additional Business SMEs is continuing. Kevin Kelley has joined the team as Business Services Manager.
- Help Desk staff dedicated to Child Services in operation 24/7.
- NC FAST Mobile app is in development with a target release date of late September for pilot counties.
- Eastern Leadership Workshops almost completed; western Leadership Workshops are scheduled.

Project 4 Updates – cont.

- Coordinating with DSS and the Department of Information Technology Government Data Analytics Center (GDAC) to assure data sharing and integration processes are established between the NC Child Welfare ASSIST initiative and the NC FAST system.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.
- Communication: Posted training materials and project status information on the project collaboration site (ncfasttraining.nc.gov) and maintained communication via the project email address (NCFAST_4_Child_Services@dhhs.nc.gov).
  - 54 messages sent from Dec. 6, 2016, to August 12, 2017; practically weekly; targeted to county child welfare staff who, because they aren't on NC FAST, don't receive the usual NC FAST communications
  - Largest distribution list has about 1,000 subscribers

Rollout Schedule



Proposed Implementation Schedule

	Release 1	Release 2
Pilot	July 2017	December 2017
Group 1	October 2017	March 2018
Group 2	January 2018	June 2018
Group 3	February 2018	July 2018
Group 4	March 2018	August 2018
Group 5	April 2018	September 2018

Approved by Tri-Chairs and EAC, subject to endorsement by pilot county directors based on pilot county deployment results. The time has come for the P4 County Readiness team to start engaging with Group 2-5 counties. The first step in that process is the regional Leadership Workshops.

Pilot Transaction Summary

(as of 8/11/17)

County	Intake Cases	Assessment Cases	Ongoing Cases	Legal Actions
Franklin	13	8	1	0
Guilford	82	55	7	9
Richmond	17	12	2	4
Rockingham	11	6	1	0
Sampson	13	4	0	0
Total	136	85	11	13

Pilot Help Desk Summary

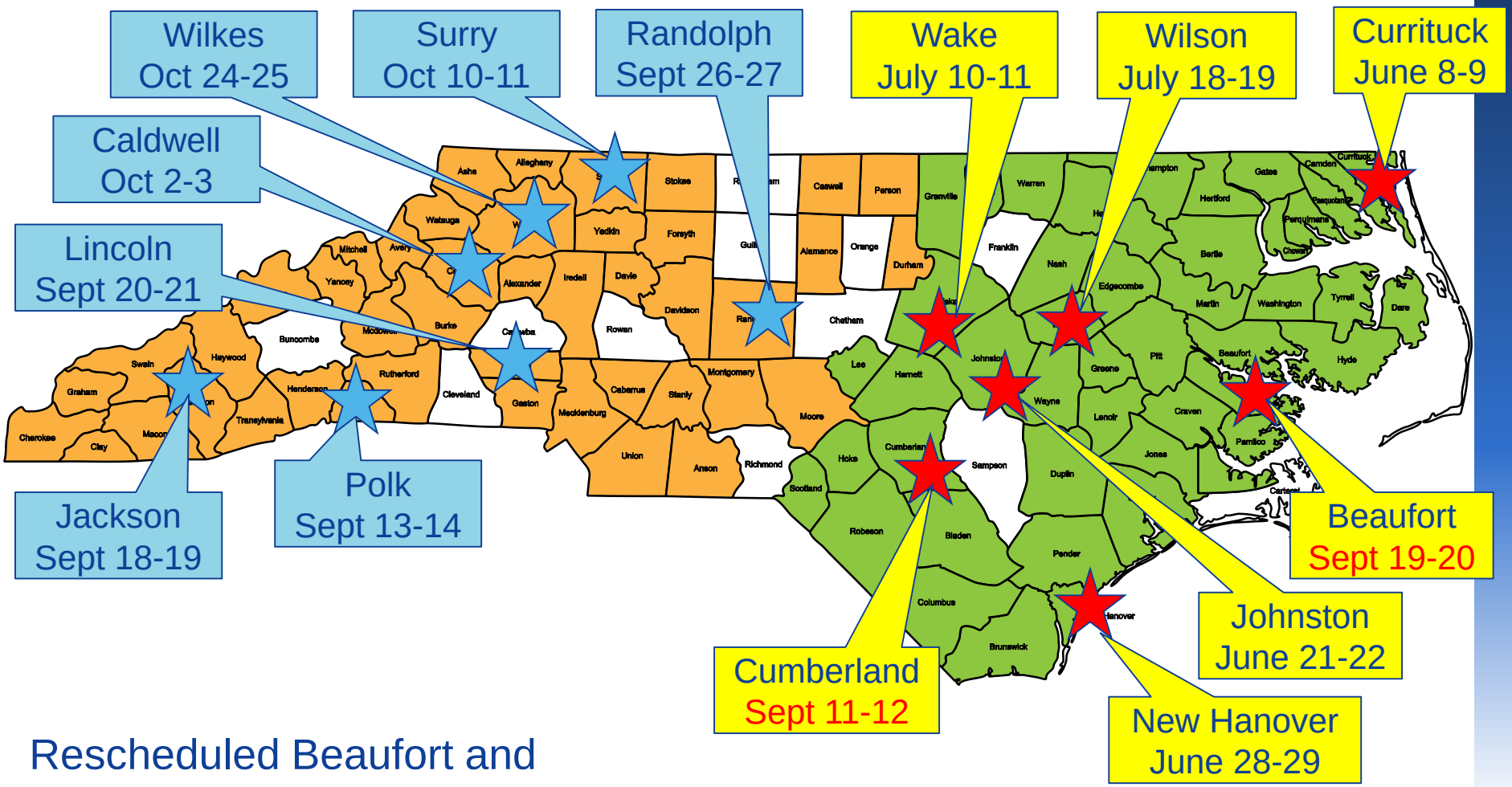
(as of 8/11/17)

County	Assigned	In Progress	Pending	Resolved	Total
Franklin	1	0	2	1	4
Guilford	8	2	0	3	13
Richmond	6	3	1	5	15
Rockingham	1	2	3	4	10
Sampson	0	2	0	0	2
Total	16	9	6	13	44

Lessons Learned

- Training needs to start early
  - OSS training should be held early
  - eLearning was good to build basic understanding
  - Sandbox was a critical component to allow practice and assessment of how NC FAST processes would work on the local level
  - Leadership engagement in training completion tracking was very helpful
  - Training completion tracking and reporting was a challenge
- User security should be completely set up 1 week prior to go-live
- Wireless headsets allow ease of typing for Intake staff
- Performance monitoring tools were effective in pinpointing source of performance issues
- 24/7 system availability for CW users is working
- Converted all possible RIL data; additional data will be brought over prior to Group 2 go-live

Leadership Workshop Schedule

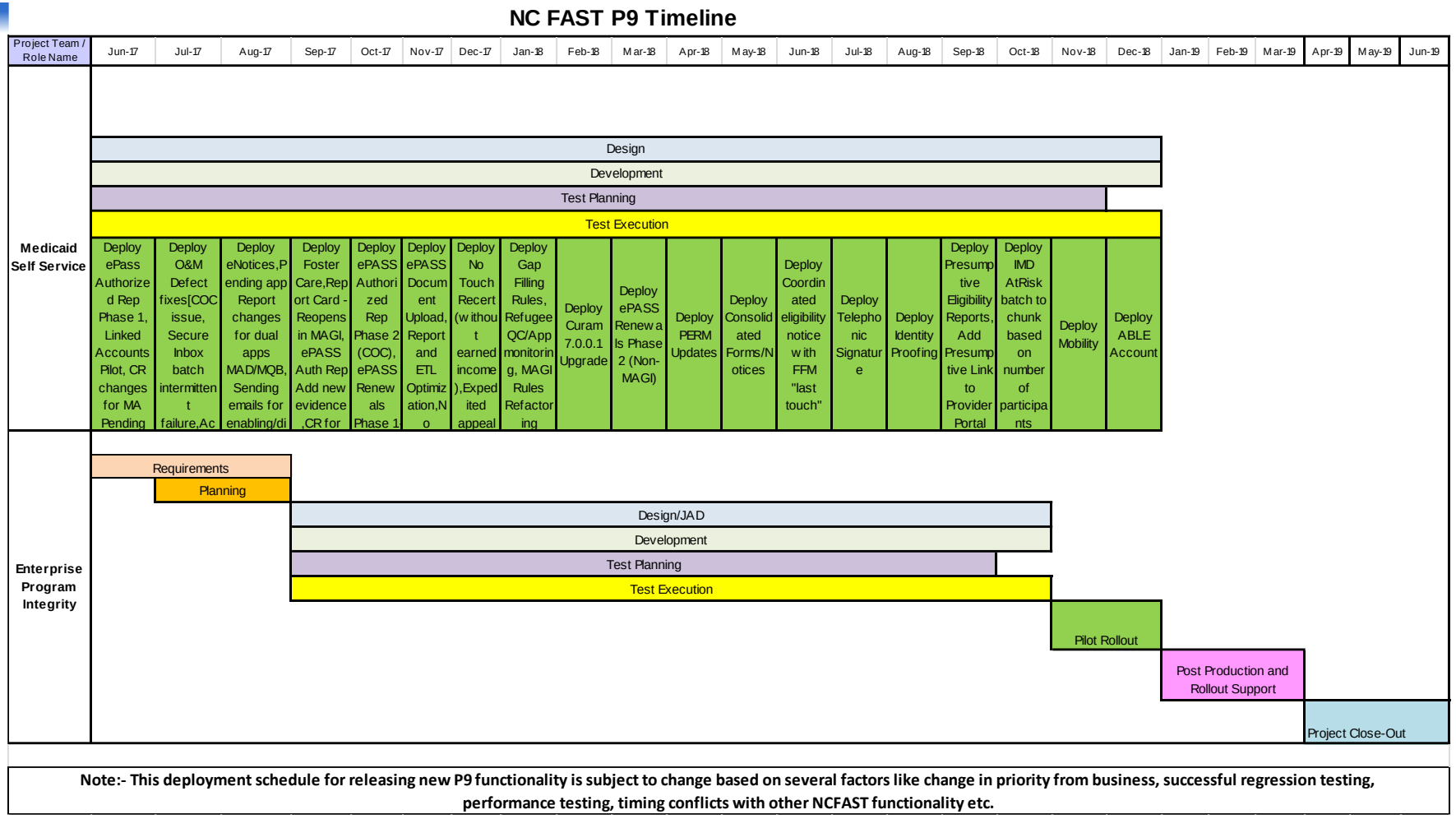


Rescheduled Beaufort and Cumberland sessions

Upcoming Project 4 Activities

- Cumberland Leadership Workshop rescheduled for September 11-12
- Beaufort Leadership Workshop rescheduled for September 19-20
- West Leadership Workshops – September-October (various dates)
- Social Services Institute – October 18-20
- Sandbox available to Group 1 counties (security set up in process)
- Web-Based Training modules (WBTs)
  - Available now: 55 modules incorporating updates from Pilot
- Additional onsite and virtual trainings will be scheduled, based on county staff availability

Project 9 Timeline



Note:- This deployment schedule for releasing new P9 functionality is subject to change based on several factors like change in priority from business, successful regression testing, performance testing, timing conflicts with other NCFAST functionality etc.

New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service

- **~2.13 million 1095-B transmissions were successfully transmitted to the IRS. We will run the load, forms and transmit batch every month to capture any updates/corrections to eligibility and/or demographic information and mail the corrected notice to the impacted participants provided a new Pro Forma has not already been generated and sent by the worker [Workers have the ability to resend the existing 1095-B or print a New Pro Forma for an individual].**

- **Deployed changes to MA Report Card and O&M Pending App detail report changes from May-August based on DMA direction.**
  - **List out as applicants instead of applications.**
  - **Due date label modified to 'Original Due Date.'**
  - **Show 45 and 90 day applications with MAD indicator Y/N.**
  - **Add applicant name column.**
  - **Include LIS apps and Administrative apps (include a new column to designate admin apps).**
  - **Include Admin apps as separate totals.**
  - **Handle MQB (Processing time -45 days) and MAD(Processing time -90 days) dispositions separately for proper reporting.**

- **Published the April MA Report Card to give the counties an opportunity to provide feedback. NC FAST is awaiting DMA approval to post the January-June Report Cards.**

Project 9 - Medicaid Self-Service

- **ePASS Updates batch to send emails to users in Pilot Counties for promoting linking was deployed on June 9, 2017. A total of 7084 emails were sent to users in Pilot Counties (Catawba, Wake, Buncombe, Henderson, Alexander). After a follow-up call with the county POCs we have decided to focus on integrating the RIDP solution for promoting linking as we are still waiting for users to reach out to their county office to get their accounts linked.**
- **The following notices will be available electronically in Secure Inbox in the August release: NCFAST 20020 ,DMA-5082, DMA-5098, DMA-5100,1095B, MMAT, DMA-5161 and DMA-5180.**
- **Implemented ePASS Authorized Representative Phase 1 in June. Email notifications for enabling/disabling authorized representative will be deployed in the August release.**
- **Development is in progress for the following items currently slated for the September release:-**
  - **Foster Care**
  - **QC Redesign**
  - **Add New Evidence for ePASS Authorized Representative.**
  - **COLA/UNCOLA Automation**
  - **MEC Check for FFM and ePASS Apps and auto-deny for ones receiving without case worker intervention.**
  - **Handle reopens for MAGI applications**

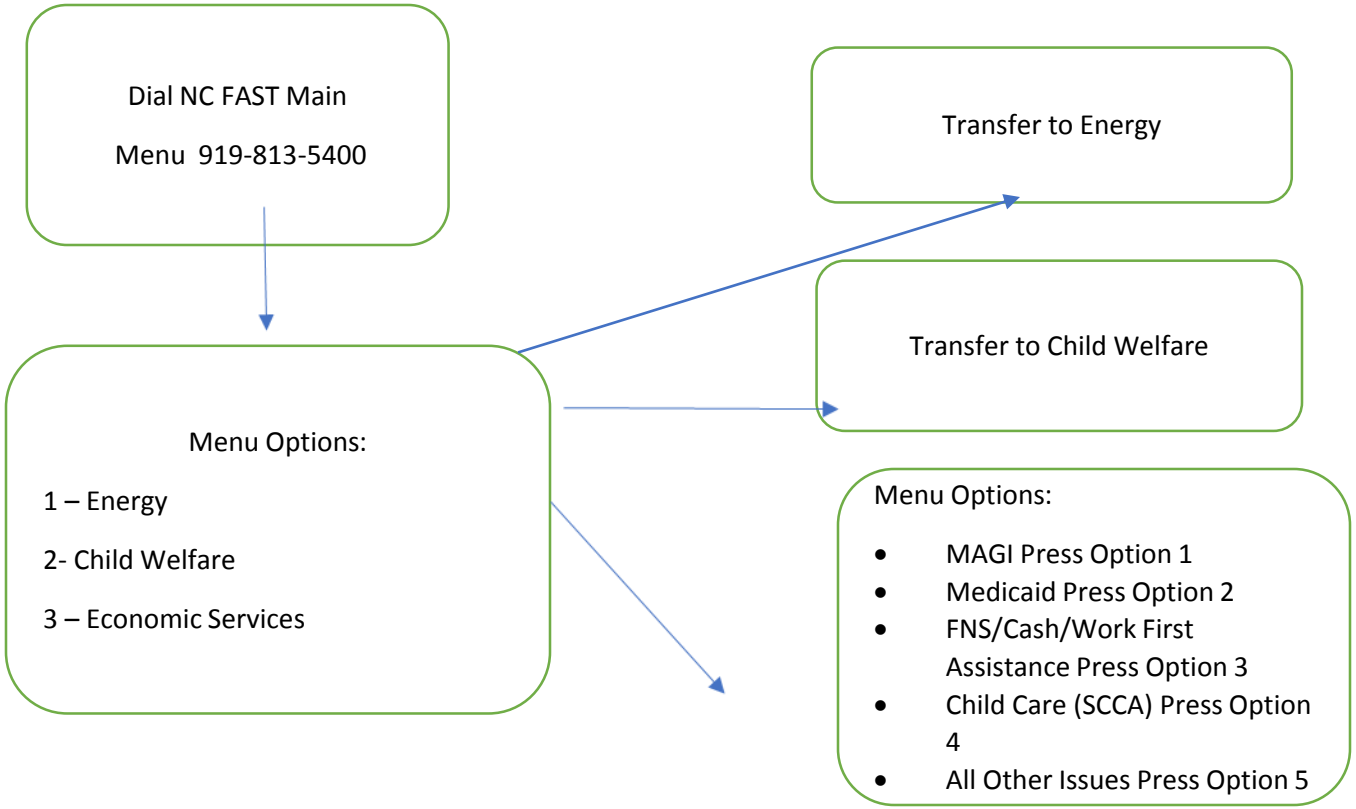
Project 9 - Enterprise Program Integrity

Scope

- **Replace existing legacy system Enterprise Program Integrity Control System (EPICS) with NC FAST functionality to support the entry of referrals, investigations, and the tracking of substantiated claims for over-issuances for FNS, Medicaid and Work First programs**

Requirements Phase

- **Completed EPICS current system capabilities review.**
- **Completed definition of all user requirements and conducting review with stakeholders to gain agreement.**
- **Engaged two program integrity workers and a program integrity supervisor in the process of gathering requirements from Alamance, Guilford and Pitt Counties respectively.**
- **Requirements Phase to be completed by August 31, 2017.**
- **Planning for development phase, scheduled to begin in September 2017.**

Client Services & Support

To better serve you NC FAST Help Desk menu option is changing and the help desk agents are becoming more program specific.