



County DSS Directors Update

June 2017



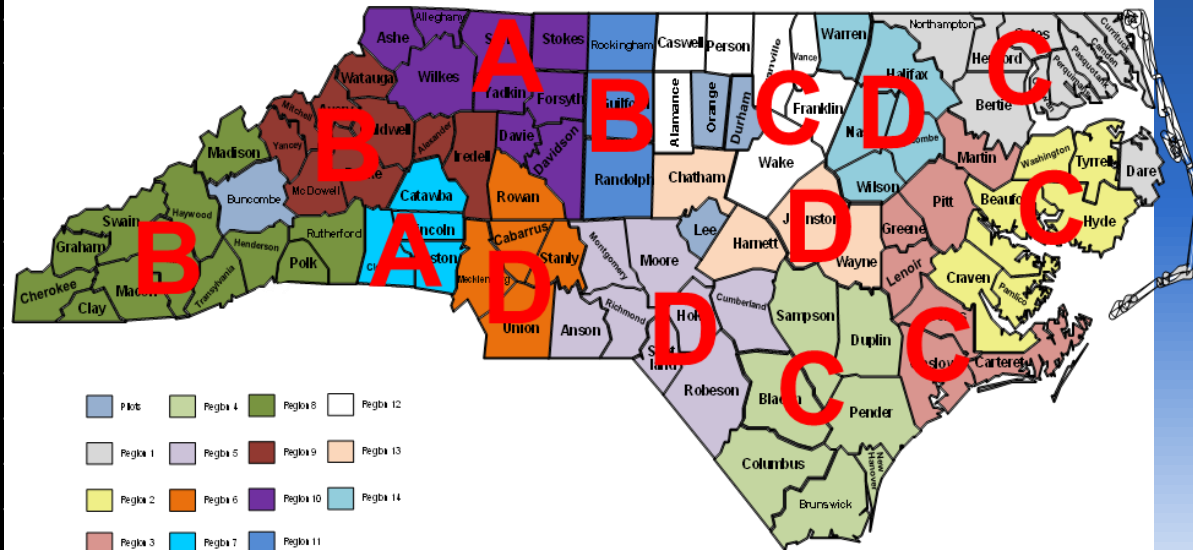
Project 3 Updates – Pilot Update

- The third round of attendance and roster submission for providers serving children from Pilot Counties took place in early June.
- Approximately \$2.8 million in payments are being issued for May services.
- Three rounds of automated phone calls were made to the providers to remind them to submit their attendance and rosters.

Project 3 Updates – Child Care Conversion

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

Option 1				
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
D	5	8	4497	510
	6	5	5568	685
	13	4	2233	216
	14	5	1366	147
	Totals	4	22	13664



P3 Child Care – Rollout Key Dates

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

- Case activation early in the month will allow the maximum amount of time for providers to accept vouchers and begin recording attendance.
- 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.

Project 3 Updates – Child Care Conversion

- Case activation for Group A was completed over the weekend of June 11th.
- Group A had a case activation rate of over 99% - THANK YOU to all Group A counties for the efforts converting cases and ensuring cases were entered accurately.
- The few cases that did not activate successfully have been reviewed and instructions for resolution have been distributed back to each county.
 - Please ensure that you act on any instructions provided to activate a case so that the voucher can be sent to the provider as soon as possible and so we can confirm there is not an additional issue impacting the case.
- Approximately 8,500 vouchers were sent to the providers serving Group A counties. Each Group A county is encouraged to reach out and make sure providers are aware, reviewing/accepting their vouchers and entering attendance for the children in the Provider Portal.

Project 3 Updates – Child Care Conversion

- Group B counties should have received an invitation for a conference call on June 21st to review final case activation preparations.
- Each Group B county should ensure that they have an individual attend.
- Following the call and prior to 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 3 Updates – Child Care Conversion

- There are a number of things that can be done now to ensure that each county has a smooth transition at case activation:
 - Complete all case cleanup actions based on the reports that are being provided through FAST Help (working these reports will reduce the number of cases that need to be updated after case activation).
 - Complete outreach ASAP to providers that have been selected on cases that are NOT currently enrolled or setup with Direct Deposit – a report is available on FAST Help with this information.
 - Ensure that you have an LPA Fund Manager set up and that your funds are ranked in the appropriate order in NC FAST.
 - Have your reimbursement coordinators call each provider to ensure that they are aware of the schedule and preparing to use the portal for vouchers, attendance and roster submission when your cases are activated.

Project 3 Updates – Child Care Conversion

- Items your reimbursement coordinators can stress with providers:
 - Understanding the schedule and applicable deadlines are important and critical to receiving payment on time.
 - Recording attendance regularly, at least weekly, will save time at the end of the month when the entire roster with full attendance needs to be submitted.
 - Providers should not wait to submit their completed roster – the roster can be submitted on the last day of the month as long as all attendance for each child has been recorded.
 - If the provider encounters an issue, they should not wait to contact the Provider Help Desk for assistance. If a ticket is created, monitoring for the resolution is strongly recommended so that action can be taken as soon as the ticket is resolved.
 - For Pilot and Group A Counties, it is strongly recommended that Providers be contacted about submission of June rosters, given the 4th of July Holiday and likelihood of provider closures or individuals being away from work.

Project 3 Updates – Energy Go Live

Energy Assistance teams will be receiving an email next week with conference call schedules and details

Conference calls will be held to allow users to ask questions and review process

Users will be invited to participate in **1 of 4** calls on Tuesday and Thursday the last week of June

Conference Calls will resume the week of CIP go-live in order to ensure users obtain updates

(As in previous years, go-live date is pending budget approval)

As of 6 PM June 16, 2017

5552 Disposed Applications

\$1,348,229.69 Total Obligated

Economic Benefits Process Improvement



NC FAST: Economic Benefit Business Process Improvement

Scope

5 Counties

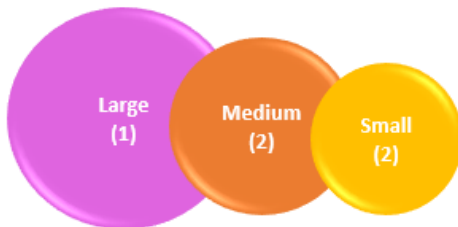
Discern, document and share proven methods

Establish Benchmarks in **Problem Resolution, Staffing, Training, Reporting/Data Analysis**

Propose knowledge sharing and communication framework

1 County

Utilize holistic approach to **review processes and procedures** determine specific improvements that can increase timeliness and quality



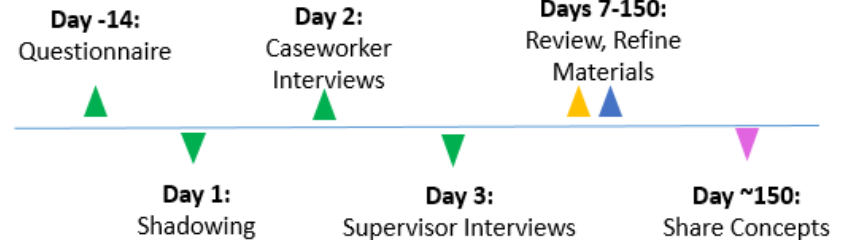
Approach



May '17

November '17

County Commitment



Economic Benefits Process Improvement

Effort Area #1 – Proven Methods

▶ Initial Visit – 3 Days

- Questionnaire, Shadowing, Interviews
- Director – 2 Hours
- Program Manager – 4 Hours
- 2 - Supervisors – 4 Hours
- 2 - Caseworkers – 4 Hours
- 2 - Intake Worker – 4 Hours
- 2 - Specialty Workers – 4 Hours

▶ Follow-Up – Weekly

- Review, Refine Content
- Coordinate Next Steps
- Participate in Other County Visits (as desired)
- 1 Representative – 1 HR/Week

▶ Share Concepts – Ongoing Upon Request

- Present County Process
- Participate in Mentoring
- Participate in County Workshops
- Resources as Necessary

Effort Area #2 – Assessment & Redesign

▶ Evaluation – Week 1*

- Questionnaire, Shadowing, Workflow Review, Interviews, Policy Discussions/Reviews, Pressure Points, Client Perspective Gathering
- Comprehensive Process Reviews
- Review workload, Staffing data

▶ Workshops/Focus Groups – Week 2*

- Process Improvement Training
- Mapping
- Analysis
- County Resource Focus Groups
- Recommendations
- Capacity Planning

▶ Report of Findings – Week 3*

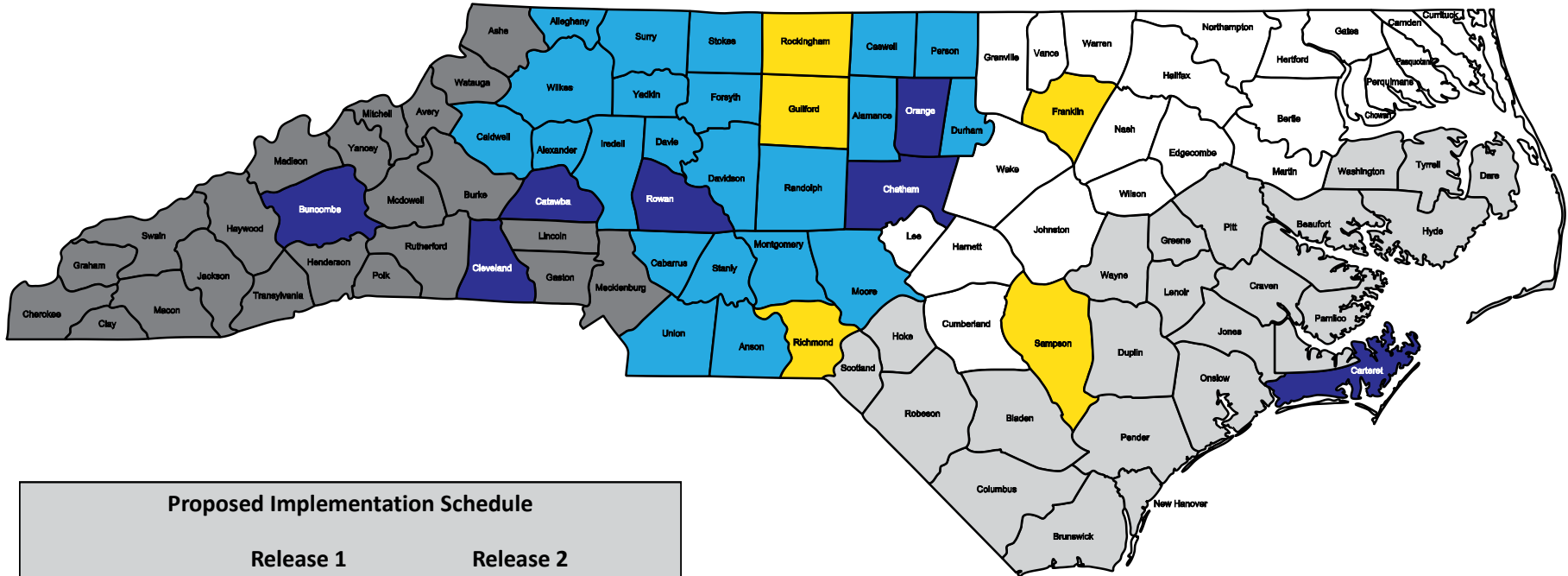
- Meetings with County Stakeholders to review findings
- Discuss Next Steps
- Implementation Planning

* Flexibility in approach available

Project 4 Updates

- Design and development for Release 1 are complete. 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.
- Recruiting for additional Business SMEs is continuing. Help Desk staff dedicated to Child Services on board and attended the three user checkpoints in May.
- Data conversion “hybrid” strategy approved by EAC in March.
- NC FAST Mobile app is in development with a target release date of September for pilot counties. Stand-alone demo app now available.
- EAC voted to approve the EAS Workgroup recommendation to expand the State’s deployment of the IBM document repository for a statewide document management solution.
- Continuing to engage Pilot Counties in design activities. Pilots and Group 1 counties recently participated in a Leadership Workshop to prepare detailed readiness plans for their upcoming NC FAST implementation. Three User Checkpoint #2 sessions were held the first 3 weeks of May.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.

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.



All Counties with Read-Only Access

All 100 counties must be ready by August to search on NC FAST and Central Registry to identify RILs, victims, and perpetrators as part of CPS case processing.

Starting on August 1, 2017 and running through April 23, 2018 when Group 5 goes live on Release 1, **all 100 counties** will need at least two child welfare inquiry users to have read-only access to search the new cases being added to NC FAST.

A short (<15 minute) online course will be made available to all counties by July 1 covering the steps required to complete this search.

Guidance will be provided in early July to all non-pilot counties about the specific security role to use to support this search.

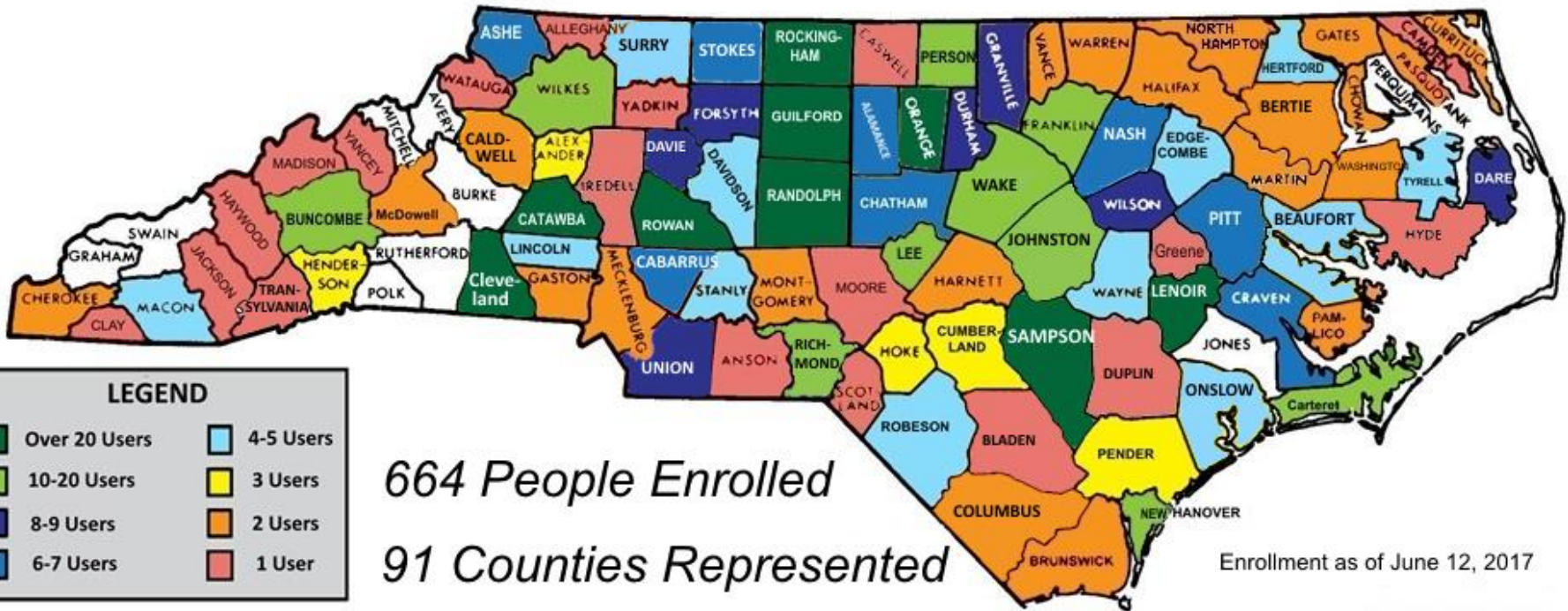
Upcoming Project 4 Activities

- User Acceptance Testing: July 5-14
- East Leadership Workshops – June-July (various dates)
- Release 1 Pilot Go-Live: July 31
- West Leadership Workshops – September-October (various dates - TBD)
- Social Services Institute – October 18-20

County action items:

1. Get all Child Services staff to sign up for email distributions:
NCFAST_4_Child_Services@dhhs.nc.gov
2. Get all Child Services staff to sign up for Learning Gateway: <https:nctfasttraining.nc.gov>
3. Learning Gateway lessons learned:
 - A. You can have a single person register your staff - however:
 - a) Users must accept the email registration confirmation from the Learning Gateway
 - b) Once the email is acknowledged, the user must complete their profile and select “Child Services” on their profile
 - B. NC FAST Learning Gateway reporting only counts persons who are registered for the Child Services course

Learning Gateway Registration

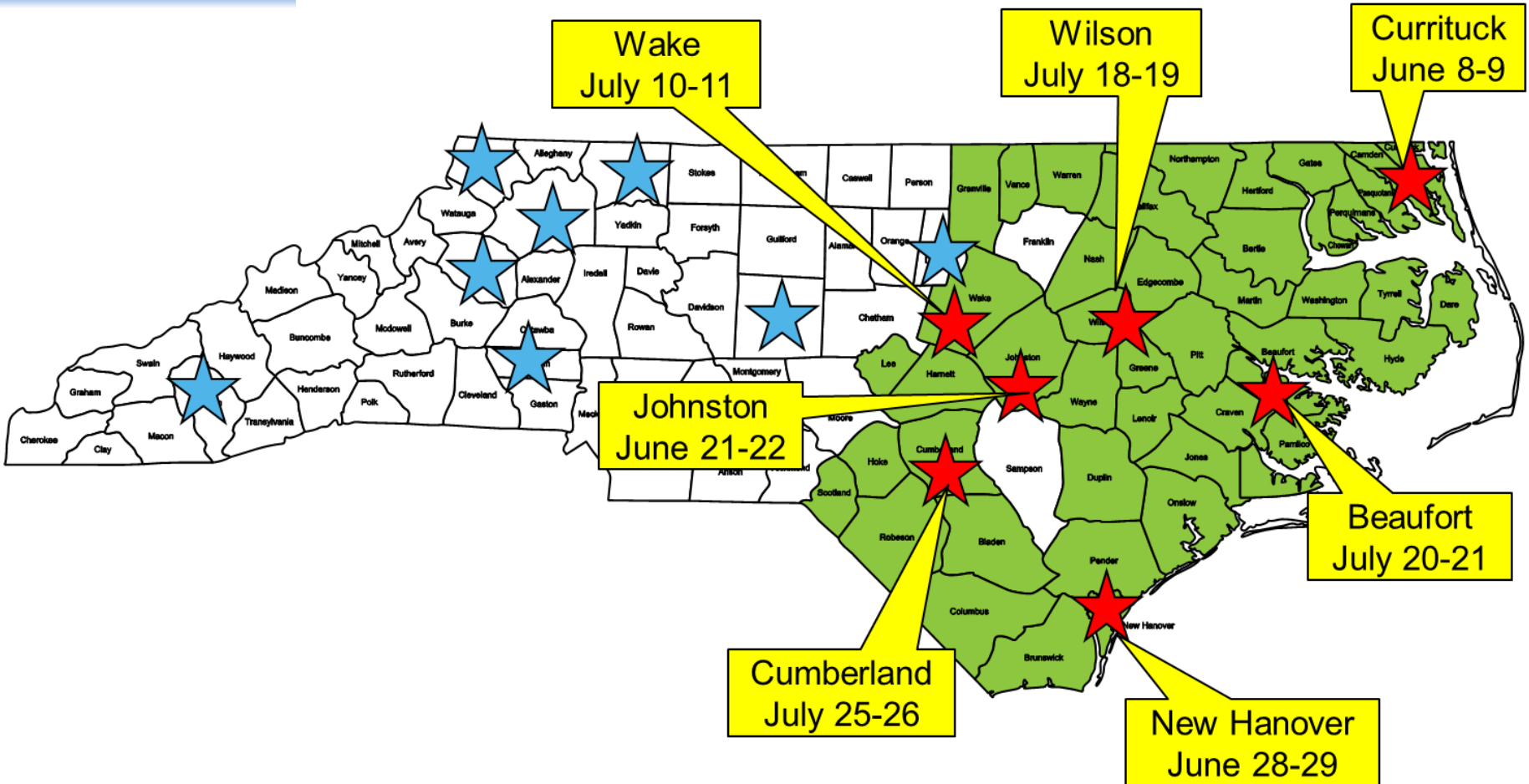


Leadership Workshop Overview

- Purpose
 - Provide counties with an opportunity to discuss operational changes coming with Project 4 and conduct specific planning for what needs to be done to prepare for these changes at the local county level
- Expected Outcomes
 - Greater understanding of the changes coming along with the new system
 - County-specific action plan to set up your county for success on day 1



Leadership Workshop Schedule



Project 4 Computer Requirements

- **Primary Computer**
 - Every social worker and supervisor will need a primary work computer
 - Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
 - Hardware requirements consistent with version of NC FAST currently in production
- **Working Outside the DSS Office**
 - **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
 - User interface optimized to support field work, plus includes multimedia features
 - Not intended to be used for all CPS worker’s job functions
 - Supports connected/disconnected use – great for rural counties
 - Supports **Apple iOS only** at this time
 - Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
 - App not able to be used on a iPhone due to design of user interface
 - **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
 - This scenario is using the standard NC FAST system remotely, not a mobile app
 - Requires an internet connection at all times when using NC FAST
 - User interface in NC FAST is not optimized for use in client interactions
 - May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
 - A mobile app that runs on the Microsoft Surface is not planned at this time
 - **Option 3 – No Computing Device:**
 - Use current process in the field; update data in NC FAST when back at the office
 - No mobile hardware cost



Project 9 - Medicaid Self-Service and Enterprise Program Integrity

- ❖ 2.15M 1095-B Health Coverage Electronic information transmitted to the IRS on March 17. IRS address validations were added for 2016 and do not allow hyphens (-) which caused records to reject. The replacement transmissions to IRS is anticipated to be complete by end of June.
- ❖ Corrections to any 1095-B notices will be sent after the replacements are transmitted to IRS and the status is verified.
- ❖ Deployed changes to O&M Pending App detail report on May 5, May 19, June 2 2017 based on direction from DMA.
 - 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)
- ❖ Account Transfer Schema validations were deployed on May 13 and is now permanently turned on . This will catch all validation errors within NCFAS.
- ❖ Foster Care-MAGI deployment has been delayed to incorporate Expanded Foster Care and IV-E based upon additional requirements from DMA
- ❖ ePass Authorized Representative Phase 1 was deployed on June 9.
- ❖ The Program Integrity Requirements definition
 - Kick Off Meeting – 5/4/17
 - Understand current system capabilities – May/June 2017
 - Requirements gathering – June/July/August 2017
 - A CR to include the Program Integrity Development and Implementation is in progress.

Project 9 - Secure Inbox (New functionality)

Current Capabilities which benefit counties:
After ***account linking***

- Customers can submit a Change of Circumstance online for:
 - ❖ Income change
 - ❖ New Income
 - ❖ Address change
 - ❖ Tax Filing Status change
 - ❖ View their case information (evidence) that is on file: Household members, address, income details
- Signing up for Secure Inbox will enable customers to view notices [DMA-5059 and DMA-5097] online.
- NC FAST and DMA continue to explore automation options to streamline the registration process.