



# County DSS Director's Update

December 6, 2016

## Project 3 Updates

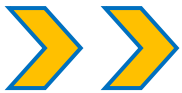
- Pilot Counties (Buncombe, Durham, Lee & Orange) went live with Child Care Release 2 and began the process of converting cases from SCCRS to NC FAST on November 14<sup>th</sup>.
- The statewide conversion schedule remains the following:
  - Pilots – Go-live November 14<sup>th</sup>; conversion through January
  - Phase 1 – Go-live January 1<sup>st</sup>; conversion through February
  - Phase 2 – Go-live February 1<sup>st</sup>; conversion through March
- Phase 1 Counties began training for Release 2 (conversion, application & recertification processing, change of circumstance, fund management) at the end of November.
- Phase 2 Counties should have attended their Release 2 Readiness Webinar on December 1<sup>st</sup>. Training for Phase 2 Counties will begin in late-December.
- Remember to have your child care staff sign up for their training courses in advance to ensure they can complete all of the necessary course modules prior to Go-Live.

## Pilot Conversion Feedback and Lessons Learned

- Having a clear plan and organization around division of duties/cases to enter for the conversion effort is recommended.
- Having one or two people review each application and handle placing the conversion indicator on the case in SCCRS is recommended as a quality control measure and will save time reconciling applications entered into NC FAST with cases in SCCRS.
- Ensuring all case information, including the Face Sheets, are readily available will speed up the conversion process.
- Ensuring your staff are familiar with blended rate policies will help them enter information correctly into the system.
- Making sure each user has the appropriate role/security configuration before starting the conversion process is recommended and can be done now.
- Partnering less experienced staff with those familiar with NC FAST provides a good layer of additional support.

# Provider Action Timeline

	Providers located in & serving children in Pilot Counties	Providers located in & serving children in Phase 1 Counties	Providers located in & serving children in Phase 2 Counties
Oct-16	All Providers should have completed Enrollment and Direct Deposit Setup and do so as soon as possible if not done already. After successful Enrollment & Set-up, no action needs to be taken by the Provider .		
Nov-16	After successful Enrollment & Set-up, no action needs to be taken by the Provider  Pilot Counties Go-Live with NC FAST	After successful Enrollment & Set-up, no action needs to be taken by the Provider	After successful Enrollment & Set-up, no action needs to be taken by the Provider
Dec-16	Providers <b>may</b> begin accepting vouchers later in the month in the Provider Portal	After successful Enrollment & Set-up, no action needs to be taken by the Provider	After successful Enrollment & Set-up, no action needs to be taken by the Provider
Jan-17	Providers begin accepting vouchers and <b>must complete January attendance in the Provider Portal</b>	Phase 1 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal	After successful Enrollment & Set-up, no action needs to be taken by the Provider
Feb-17	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and <b>must complete February attendance in the Provider Portal</b>	Phase 2 Counties Go-Live with NC FAST. Providers <b>may</b> begin to accept vouchers in the Provider Portal
Mar-17	Providers must complete March attendance and accept any new vouchers in the Provider Portal	Providers must complete March attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and <b>must complete March attendance in the Provider Portal</b>





## Project 3 Updates

As of 11/23/16:

Phase	Total	Linking		Enrollment		Direct Deposit		All Complete	
		Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
<b>Pilots</b>	411	411	100%	388	94%	389	95%	379	92%
<b>Phase 1</b>	1646	1638	99%	1490	91%	1488	90%	1395	85%
<b>Phase 2</b>	2631	2513	96%	2087	79%	2213	84%	1955	74%
<b>Out-of-state</b>	19	18	95%	5	26%	3	16%	3	16%
<b>Total</b>	4707	4580	97%	3970	84%	4093	87%	3732	79%

It is imperative that Providers caring for subsidized children enroll through the Provider Portal and set up Direct Deposit as soon as possible. If a Provider fails to complete either of these actions, they will no longer be able to participate in the Subsidy program and each subsidized child in their care will need to move to a different provider or the parent/RA will need to pay the private pay amount.

Each County DSS/LPA will be asked to confirm that conversations with each Provider explaining the above have taken place. NC FAST staff will be following up accordingly.

# Project 4 Updates

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	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18																													
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\* denotes phase has been COMPLETED

NC legislation mandates 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 are scheduled to provide counties the opportunity to have Pilot and Group 1 (JAD participant) counties have hands-on access to the system at multiple times during design and development. Demos of available system functionality will be provided to non-Pilot/JAD counties as part of each checkpoint.

User Acceptance Testing will allow 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.

## Project 4 Updates

- Joint application design (JAD) activities continue with input from 8 counties: Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Richmond, Rowan, and the state DSS.
- Development approach is to leverage Out of the Box (OOTB) functionality, incorporate NC-specific policy and process changes, ensure ease of use, and integrate functionality across a state-wide system.
- Onsite demos of the working system are continuing as each component is completed. Pilot counties have been invited to participate in design activities and software demos.
- Continuing to refine data conversion strategy; received sample files from Richmond County.
- Continued development of document management roadmap; exploring options for how to establish a statewide document management solution leveraging county investments to date.
- Completed initial visits with all five pilot counties: Franklin, Guilford, Richmond, Rockingham, and Sampson.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; increasing level of engagement with Pilot counties in upcoming project activities.
- Communication: established project collaboration site ([ncfasttraining.nc.gov](http://ncfasttraining.nc.gov)) and project email address ([NCFAST\\_4\\_Child\\_Services@dhhs.nc.gov](mailto:NCFAST_4_Child_Services@dhhs.nc.gov)), and several overview flyers and presentations. Special email service to be offered.



# Project 4 Mobility Update

Two primary approaches are planned to support work outside the DSS office:

- Laptop/Hybrid Tablet (e.g., Microsoft Surface Pro)
  - Requires an internet connection outside the office to function
  - Provide full access to complete NC FAST system
  - System accessible via a browser
- Tablet computer
  - Supports connected or disconnected use (a consideration for rural counties)
  - Four vendors being considered: IBM, Northwoods, Diona, and Red Mane
  - Putting each vendor through a technical, financial, and usability review; counties heavily involved in usability assessments
  - Specific app features and benefits vary depending on the vendor
  - Hardware requirements vary by vendor (below figures can be used for budgeting purposes)
  - Devices could be individually assigned to staff or have a pool of devices available for check-out
  - Anticipate making a vendor selection in January

<b>Tablet Hardware:</b>	<b>Unit Price</b>
• Option 1: iPad Air 2, 64GB, WiFi + Cellular	\$629.00
• Option 2: iPad Pro 9.7", 128GB, WiFi + Cellular	\$879.00
<b>Recommended Accessories:</b>	
• Apple Pencil for iPad Pro	\$99.00
• Belkin QODE Ultimate Pro Keyboard Case	\$149.99



# Minimum System Requirements

- Windows 7 Pro
- Intel i5 Processor or greater
- 8 Gb RAM
- 160 Gb HD or greater

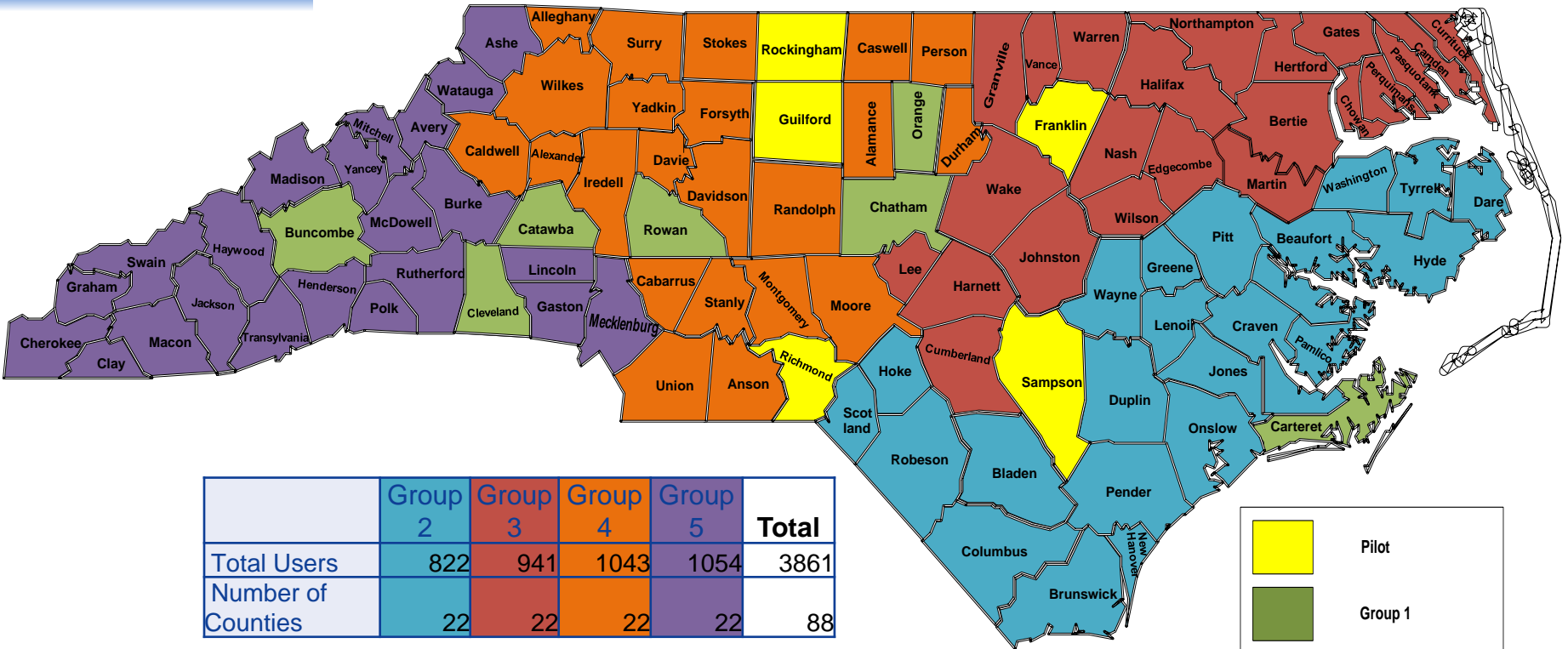
\*Note: This suggested configuration is greater than what is required by the vendor. It is our intent to be ahead of the requirements rather than meeting them.

Bandwidth:

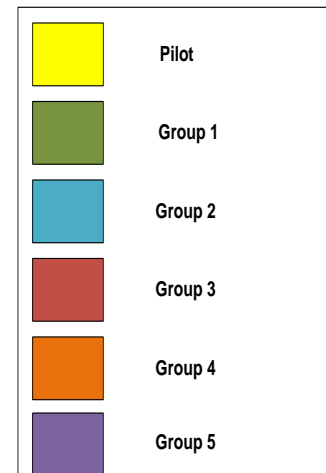
Please visit [Fast Help](#) for the bandwidth calculator.

\*Note: The bandwidth calculator calculates how much bandwidth NC FAST will need. It does NOT take into consideration e-mail, document management, or other bandwidth used by end users.

# Recommended Implementation Approach



- Approved by Tri-Chairs
- Next steps:
  - To be considered for approval by EAC at December meeting
  - Will address county-specific feedback/issues on a case-by-case basis

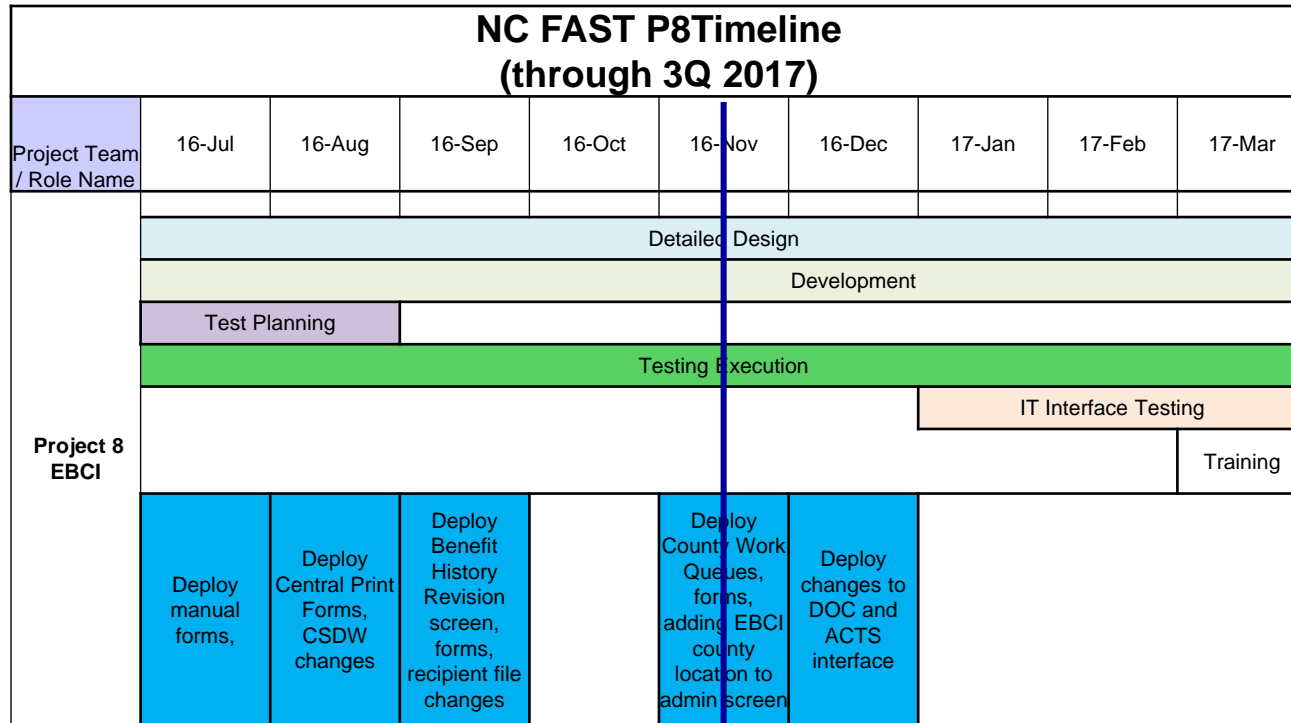




# County Involvement

- In 2015, preliminary week long visits were made to four counties to gather initial information about the Child Services program.
- In 2016, visits have been made to 14 counties to study as-is business processes and practices; 544 business processes have been documented.
- Three surveys have been conducted with all 100 counties to gather information about their current technology.
- Over 60 staff from eight counties (Buncombe, Carteret, Catawba, Chatham, Cleveland, Richmond, Rowan, and Orange) are involved in the review of business system functions (BSFs) and design activities. Design activities being expanded to include Pilot counties.
- Conducted 8 JADS (2 sets of 4), 3 User Demos, 28 User Webinars, and sent 3 customer satisfaction surveys to county participants (ongoing).
- Over 70 county staff from 30 counties are involved in seven EAS work groups.

# Project 8 Timeline



Development activity will be completed by December, 2016.  
 Interface partner testing will occur Jan – Mar 2017.  
 The EBCI implementation date is April 1, 2017.

## Project 8 (Eastern Band of Cherokee Indians)

- Project 8 is scheduled for implementation on April 1, 2017.
- Various system changes are required for EBCI including changes related to NC FAST forms, reports, interfaces and workflows.
- System changes will be deployed through the O&M release schedule as follows:

Release No.	NC FAST System Change Description	Deployment Date
1	Various local print forms were modified to allow for the display of the EBCI return address. In addition various changes to system interfaces, reports and system workflows were made. System interface changes were made to allow for the new EBCI County Code = 200.	07/09/16 (Complete)
2	All central print forms were modified to allow for the display of the EBCI return address.	08/13/16 (Complete)
3	Additional local print forms will be modified, along with changes made to NC FAST workflows.	10/01/16 (Complete)
4	System interface changes will be made along with changes to system work queues.	11/12/16 (Complete)
5	<b>Additional system interfaces changes and general system regression testing.</b>	<b>12/03/16</b>

- Draft of report specifications continue for the EBCI – Medicaid Child Support Referrals and also for Case Transfers from the affected State counties to EBCI.
- Planning continues for EBCI - NC FAST and program policy training to occur in February 2017. EBCI will be trained to administer benefits for SNAP / FNS and Medicaid / NC HC.

# Project 9 Timeline

**NC FAST P9 Timeline**  
(through 3Q 2017)

Project Team/ Role Name	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
<p align="center"><b>Project 9</b> <b>Medicaid Self Service and Enterprise Program Integrity</b></p>												
	Detailed Design											
	Development											
	Test Planning											
	Testing Execution											
		Deploy 8110 Part-1 Account Transfer	Deploy Defect fix 8110			Deploy Application Monitoring, 1095B Corrections	Deploy Hearts Interface, IMD Evidences and Rules, 8110 Part-2, Report Card, P7 Rule update for Married filing jointly, Traumatic Brain Injury, County incarceration living arrangement code "19" 1095 B 2016-2017 updates		Deploy 6.2 ,Secure Inbox, Electronic Notices[DMA-5097, DMA-5059]	Deploy Foster Care HCR, 8110 Part 3, Prepopulated Renewal Form(NCF20020)8108, 8109, RIDP, IMD At RiskSuspended Batch, ABLE accounts, Civil Rights, ePass Authorized Rep,MorphoTrust(POC)	Deploy ePASS Renew als: Electronic Submission ,ePass Document Upload,Backdate Emergency Evidence	Deploy Appeals Online,Gap Filing Rules,ePass Online Rules, No Touch Recert(without earned income), No Touch Person Registration,



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 Updates

- **8110 Phase 2 (New Comparison strategy/prevent unnecessary on hold Decisions)**

8110 Phase2 is scheduled for release in December. This will help reduce caseworker workload.

- **IMD Evidences and Rules**

Medical Institution Evidence and Rules is planned for release in December. This will evaluate the impact on MAGI Medicaid eligibility (e.g., Suspend, become ineligible or no impact) when a person is admitted to an institution for mental disease.

- **Hearts interface**

This is planned for December release. The interface will let NC FAST know when an individual with Medicaid is admitted into the DSOHF hospital as well as when they are discharged or dead. The living arrangement will be automatically updated and Medicaid eligibility re-determined. The case worker will also be notified via a task.

- **Secure Inbox**

Secure Inbox is planned for February 2017 release. Users will be able to receive notices electronically after successful subscription and account linking.