



County DSS Director's Update

October 4, 2016

O&M Updates

Release Updates (October 1st Release):

- Targeting 46 fixes of high severity defects for the October release around MAGI recertification, Benefit Diversion, CAP, and FNS ABAWD.
- Continuing to focus on Tier 3 Help Desk Tickets
- Continuing to work through LEAN project to improve Help Desk Quality.
- Reviewing current defect process for efficiency improvements.

NOTE: Project 3 Release 2 release targeted for 10/29/16.

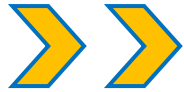
Help Desks Updates:

- Overall ticket numbers are have increased (~4300 total)
 - MAGI is the largest influx at 47% of tickets received.
 - Targeting a few MAGI defect fixes for the October 1st weekend.
 - This should help with lowering the overall ticket counts and also MAGI ticket counts
 - MAGI ticket numbers are on the increase again. Up to ~1900
- Help Desk preparing for Project 3 Release 2

Project 3 Updates

- To allow for additional testing, the implementation of Project 3 Release 2 has been postponed to October 31, 2016. Go-live and conversion for each phase will take place according to the following:
 - Pilots – Go-live October 31; conversion November – December
 - Phase 1 – Go-live January 3; conversion January – February
 - Phase 2 – Go-live February 1; conversion February – March.
- Together with DCDEE, we will be hosting a number of webinars in the coming weeks:
 - Resource & Referral Agency Involvement – October 12th
 - Phase 1 Readiness Update – October 13th
 - Blended Rates Demonstration – to be decided
 - Phase 2 Readiness Update – November 17th
- NC FAST and DCDEE will be providing updates on Project 3 at the Social Services Institute later this month.

Updated 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
October 2016	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>	Provider Portal Enrollment & Direct Deposit Set-up Period
November 2016	Pilot Counties Go-Live with NC FAST. No Provider action in the Provider Portal	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>
December 2016	Providers begin accepting vouchers and must complete December attendance in the Provider Portal	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>
January 2017	Providers must complete January attendance and accept any new vouchers in the Provider Portal	Phase 1 Counties Go-Live with NC FAST. Providers may begin to accept vouchers in the Provider Portal	<i>After successful Enrollment & Set-up, no action needs to be taken by the Provider</i>
February 2017	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and must complete February attendance in the Provider Portal	Phase 2 Counties Go-Live with NC FAST. Providers may begin to accept vouchers in the Provider Portal
March 2017	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 must complete March attendance in the Provider Portal

Project 3 Updates

The process of linking Provider NCIDs is almost complete and many Providers have completed their enrollment and direct deposit setup. Please have your staff review the weekly NCID Linking, Enrollment and Direct Deposit Setup report on FAST Help that shows which Providers have completed these three activities and follow up accordingly. To assist with completing these activities, the NC FAST Provider Help Desk is making calls to Providers to encourage them to enroll and complete direct deposit setup.

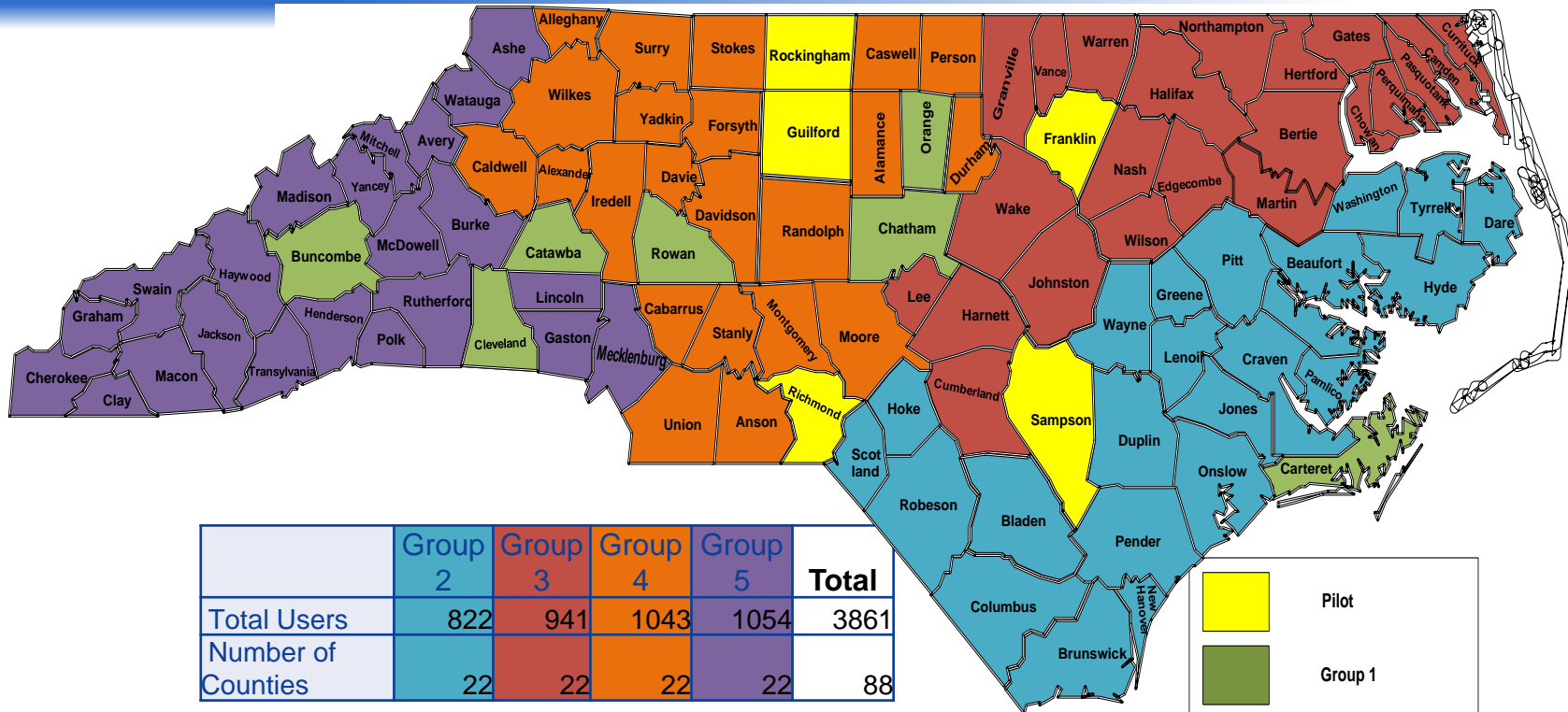
Phase	Total	Linking		Enrollment		Direct Deposit		All Complete	
Pilots	435	429	99%	256	59%	331	76%	229	53%
Phase 1	1827	1813	99%	1210	66%	1430	78%	1073	59%
Phase 2	2611	2451	94%	1056	40%	1862	71%	950	36%
Out-of-state	24	17	71%	0	0%	3	13%	0	0%
Total	4897	4710	96%	2522	52%	3626	74%	2252	46%

*Data as of 9/23

Project 4 Updates

- Functional design and development activities in all 4 tracks in progress; Testing activities that were deferred in Sprint 2 are now underway in Sprint 3.
- Collaborative design webinars and previews of development work with County and State users are ongoing.
- Agile development methodology updates have been documented.
- Recruiting and onboarding of business SMEs, developers and testers is ongoing.
- Data conversion strategy reviewed with Executive Advisory Subcommittee.
- Simplification Committee review of county-specific BSFs from Fit Gap sessions in progress; obsolete BSF reviews are complete.
- Mobile Device Management Committee activities in progress; PSO working on count Memorandum of Agreement; reviewed the Mobile device management options with the workgroup.
- Coordinating with DIT to incorporate NC FAST requirements in the state-wide MDM RFP.
- Continued the development of document management roadmap; a survey has been sent out to all counties as part of information gathering – due September 30.
- Data Governance and Security workgroups activities are ongoing.
- Identified Pilot and Group 1 deployment counties; Pilot county visits taking place.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee.
- Communication planning in progress; initiated work on project collaboration site, project email address, and materials for upcoming Social Services Institute conference.

Recommended Implementation Approach



- Approved by Tri-Chairs
- Next steps:
 - Approach to be reviewed with all county directors at Social Service Institute
 - Will address county-specific feedback/issues on a case-by-case basis

Project 8 Timeline

NC FAST P8Timeline (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	
Project 8 EBCI										
	Detailed Design									
	Development									
	Test Planning									
	Testing Execution									
								IT Interface Testing		
									Training	
	Deploy manual forms, NC Tracks County Header file	Deploy Central Print Forms, CSDW changes		Deploy Benefit History Revision screen, forms, recipient file changes		Deploy County Work Queues, forms, adding EBCI county location				



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.	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 (Completed)
2	All central print forms were modified to allow for the display of the EBCI return address.	08/13/16 (Completed)
3	Additional local print forms will be modified, along with changes made to NC FAST workflows.	10/01/16 (Completed)
4	Final system interface changes will be made along with changes to system work queues.	12/03/16
5	Additional changes will be made based on unit testing to various key program functions and other system changes, as appropriate.	To be determined

- An NC FAST demo and system configuration overview to EBCI is planned for in October.
- Planning has begun 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	Jul-17
Project 9 Medicaid Self Service and Enterprise Program Integrity													
	Detailed Design												
	Development												
	Test Planning												
	Testing Execution												
	Deploy 8110 Part-1 Account Transfer	Deploy Defect fix 8110		Deploy Application Monitoring, 8110 Spanish Translation		Deploy Hearts Interface, IMD Evidences & Rules, 8110 Part-2, 8108, 1095 B 2016 updates		Deploy 6.2 with Secure Inbox	Deploy Foster Care HCR, 8110 Part 3, 8109, RIDP, IMD At Risk	Deploy ePASS Document Upload	Deploy Fraud Card HCR, Appeals Online	Deploy No Touch App, Person Registration, NT_	Deploy PERM Updates



Project 9 Updates

- ***Application Monitoring***

Application Monitoring is planned for release at the end of October. This functionality will help DMA ensure policy and procedure compliance by counties.

- ***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 in an institution for mental disease.

- ***Hearts interface***

This is planned for December release. The interface will let NC FAST know when and individual with Medicaid is admitted into the DSOHF hospital as well as when they die or are discharged so that the living arrangement will be automatically updated and then Medicaid eligibility redetermined and also notifies the case worker 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.