Child Welfare Services Implementation Plan for NC FAST

August 2018

NC FAST
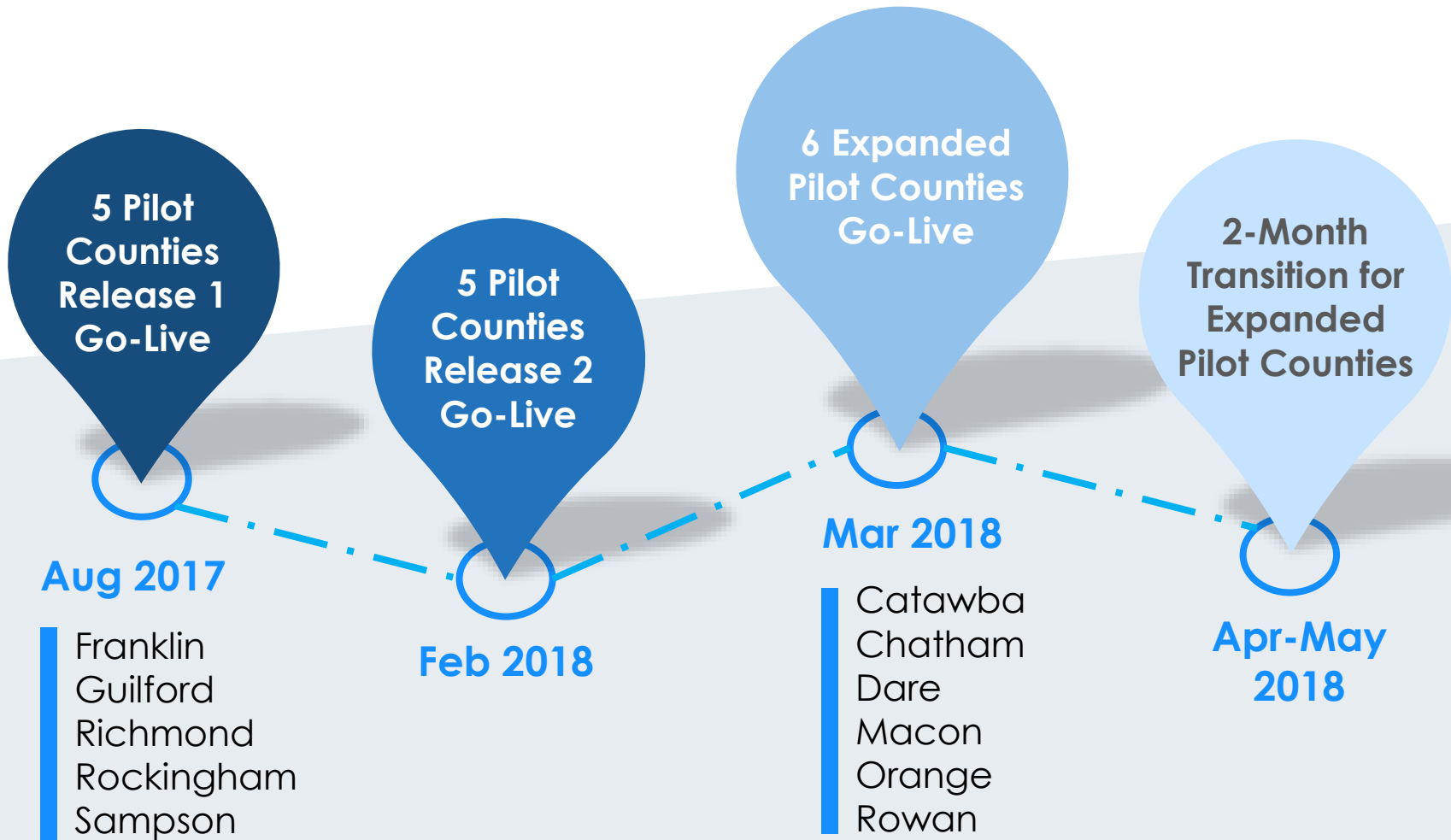North Carolina Families Accessing
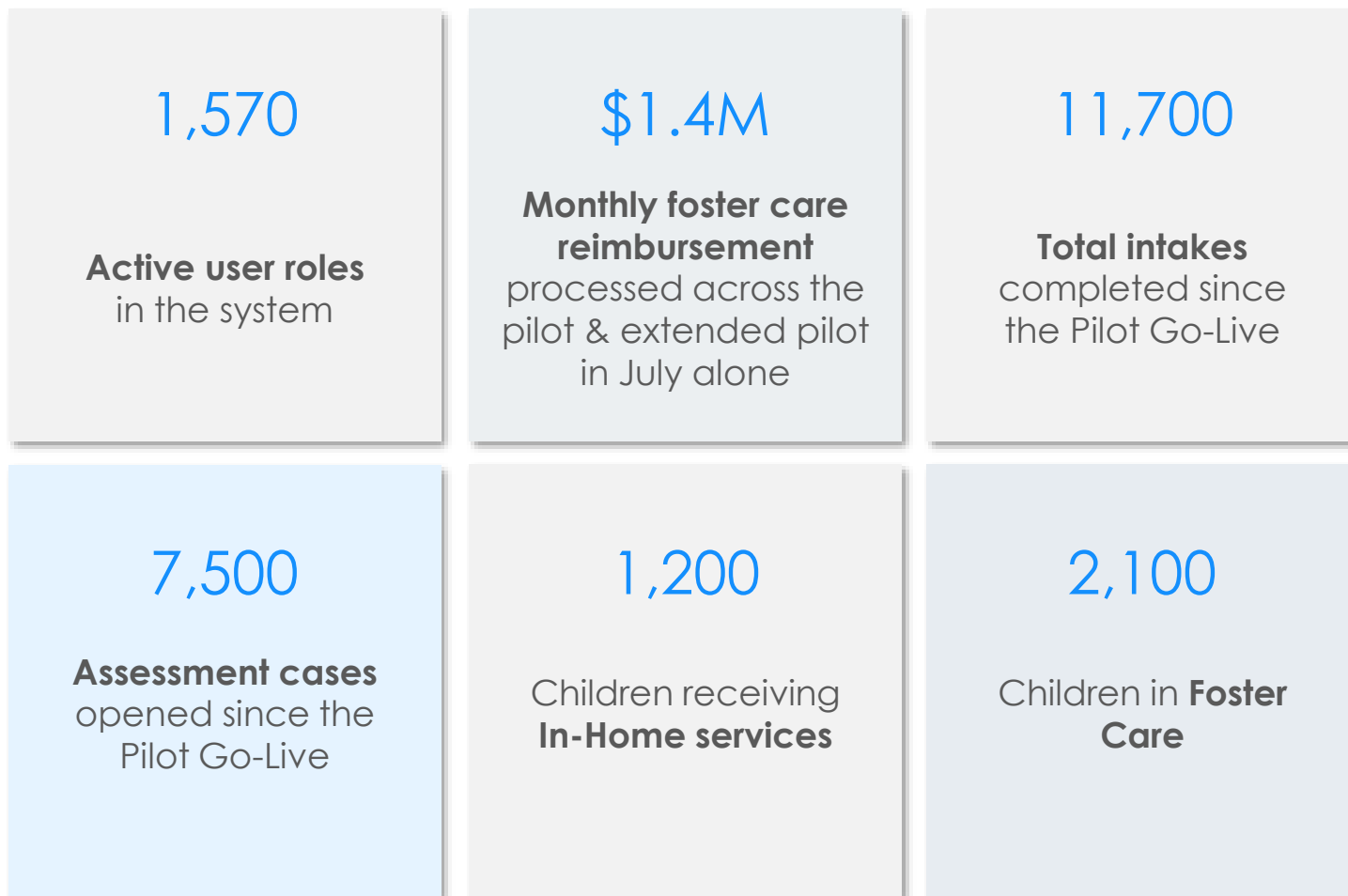Services through Technology

TOPICS TO BE DISCUSSED

- Child Welfare Services (P4) Pilot Recap

- P4 Revised Implementation Approach

- Implementation Support Model

- Next Steps & Additional Resources

- Q&A

Child Welfare Services (P4) Pilot Recap

PROGRESS TO DATE

5 Pilot Counties Release 1 Go-Live

5 Pilot Counties Release 2 Go-Live

6 Expanded Pilot Counties Go-Live

2-Month Transition for Expanded Pilot Counties

Aug 2017

Franklin
Guilford
Richmond
Rockingham
Sampson

Feb 2018

Mar 2018

Catawba
Chatham
Dare
Macon
Orange
Rowan

Apr-May 2018

PROGRESS TO DATE (PILOTS)

1,570 **Active user roles** in the system	**$1.4M** **Monthly foster care reimbursement** processed across the pilot & extended pilot in July alone	**11,700** **Total intakes** completed since the Pilot Go-Live
7,500 **Assessment cases** opened since the Pilot Go-Live	**1,200** Children receiving **In-Home services**	**2,100** Children in **Foster Care**

As of August 10, 2018

PIT-STOP FOR A BETTER JOURNEY AHEAD

Initial Reactions

Feedback

Pause & Reassess

Planned Improvements
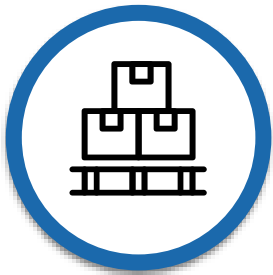
- The system initially designed with minimal customization

- Counties' workflow need significant change to adapt to the new system

- Concerns from the pilot and extended pilot counties heard

- Need for more customization identified

- Roll-out paused to reassess system requirements

- Further customization planned to reflect how counties work

- By end of 2019, all 100 counties will have a statewide system to better coordinate care and track children

KEY IMPROVEMENTS & LESSONS LEARNED

Family Focused Approach
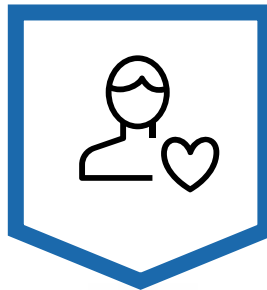
Reduced Duplicate Tasks

Improved Forms
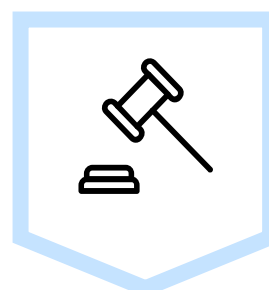
Refined Readiness Approach

Summary Views

Improved Usability

System & Policy Alignment

Improved Help Desk & Training Support

P4 REVISED IMPLEMENTATION APPROACH

ROLLOUT APPROACH OVERVIEW

Based on **lessons learned** from the Pilot, Counties best adapted to the new system when NC FAST functionalities are rolled out in two parts. *

Note: Paper-based counties will start with Intake and Assessment functionalities first.

Paper-Based Counties

All Counties

East   **Central**   **West**

| East | West | | Part One | Part Two | | Part One | Part Two | | Part One | Part Two |

11/26/18   **1/21/19**   **3/25**   **4/22**   **5/20**   **6/24**   **7/22**   **8/26**

I&A Only
- Intake
- Assessment

Full Functionality Go-Live

Part One
- Intake
- Assessment
- New In Home
- New Out of Home
- Licensure

Part Two
- Converted Foster Care Cases
- Adoption
- LINKS
- ICPC/NEICE

*Pilot Counties will receive I&A and ICPC/NEICE updates in November 2018 and remaining updates in March 2019

PAPER BASED COUNTIES - INTAKE & ASSESSMENT ONLY

What does *Paper Based County* mean and what functionality will they Go-Live with first?

- *Paper Based* Counties do not have their own case management or document management software
- These counties will initially go-live with Intake and Assessment **only** and will continue to manage all remaining work (In-Home, Permanency Planning, Adoption, LINKS, licensure) via their legacy processes until their full go-live.

- 33 Counties Going Live in November 2018
- 24 Counties Going Live in January 2019
- 43 Pilot, Expanded Pilot Counties and Non-Paper-Based Counties *

Pilots will get updates to their I&A systems in November 2018

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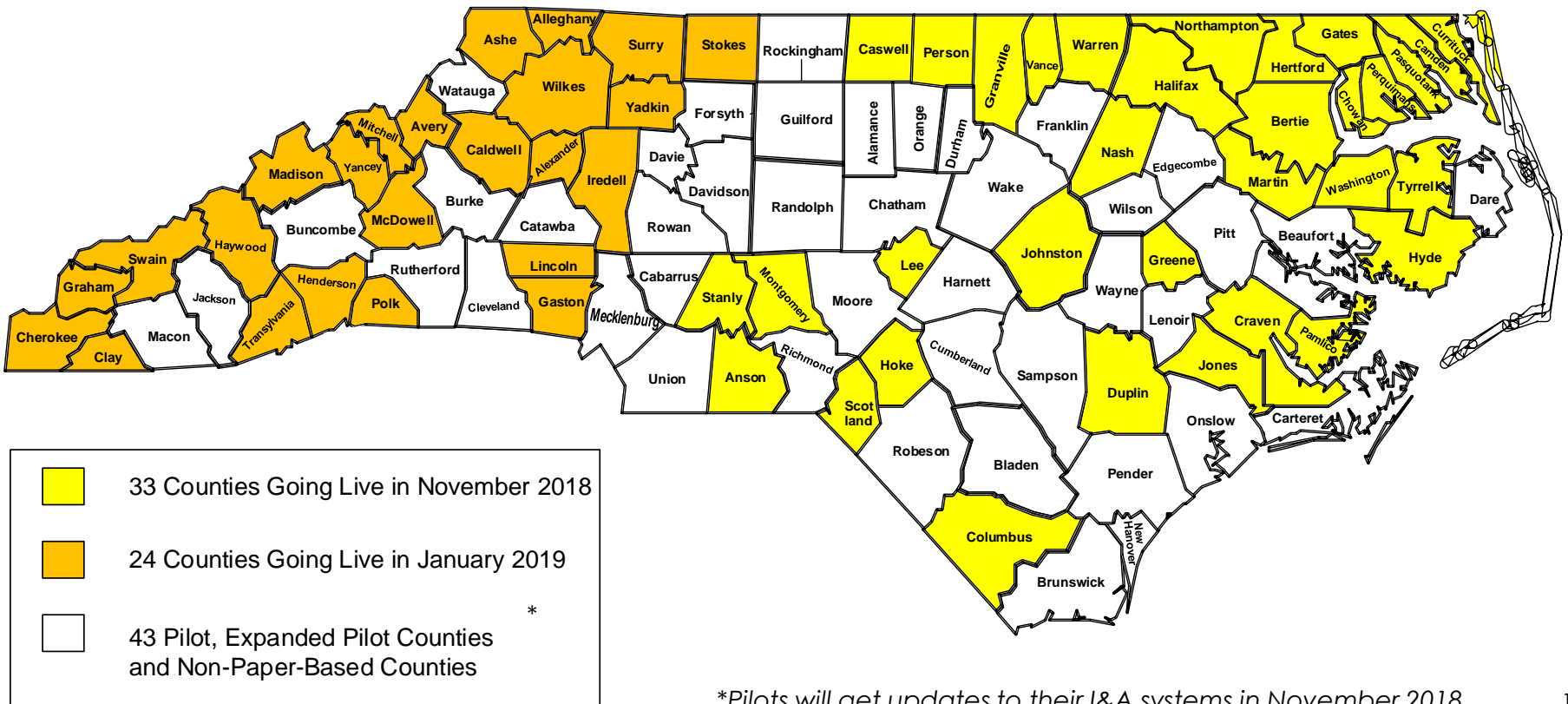
ALL COUNTIES – FULL FUNCTIONALITY

What functionality is included with this Go-Live?

- These Counties will begin with Intake & Assessment (if not already live), new In-Home and new Permanency Planning cases, and Licensure during the first month of go-live.
- The second month of go-live will include conversion of Permanency Planning cases, Adoption, LINKS, and ICPC/NEICE functionality.
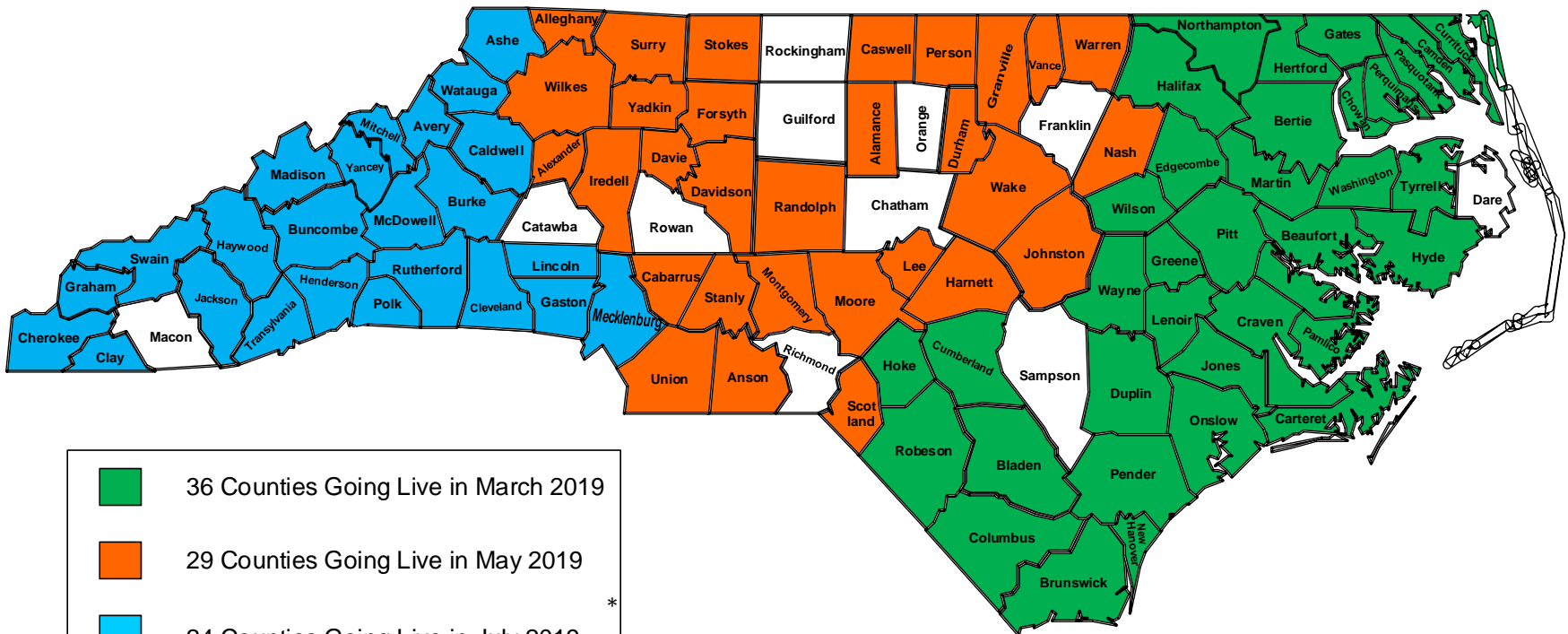
Legend:
- 36 Counties Going Live in March 2019
- 29 Counties Going Live in May 2019
- 24 Counties Going Live in July 2019
- Pilot and Expanded Pilot Counties

Pilots will get remaining updates in March 2019

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P4 Revised Implementation Approach

IMPLEMENTATION TIMELINE

	2018								2019						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept

DEVELOPMENT & TESTING
- I&A Development
- I&A Testing
- Full Development
- Full Testing
- **Updated Sandbox**
- **I&A Go-Live**
- **Updated Sandbox**
- **Full Go-Live**

PILOT COUNTIES
- JAD Reviews
- Training
- **I&A Update**
- Post Support
- Training
- **Remaining Updates**
- Post Support

EASTERN PAPER COUNTIES – I&A
- Readiness
- Training
- **I&A Rollout**
- Post Support

WESTERN PAPER COUNTIES – I&A
- Readiness
- Training
- **I&A Rollout**
- Post Support

EASTERN COUNTIES: FULL FUNCTIONALITY
- Readiness
- Training
- **Full Rollout**
- Post Support

CENTRAL COUNTIES: FULL FUNCTIONALITY
- Readiness
- Training
- **Full Rollout**
- Post Support

WESTERN COUNTIES: FULL FUNCTIONALITY
- Readiness
- Training
- **Full Rollout**
- Post Support

Full Functionality go-live will be done in two parts:
1) Intake, Assessment, New In Home, New Out of Home, Licensure
2) Converted Foster Care Cases, Adoption, LINKS, and ICPC/NEICE

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IMPLEMENTATION SUPPORT MODEL

HOW COUNTIES WILL BE SUPPORTED

County Champions

Online Resources

Help Desk Support

Ready for Go-Live

Current vs. Future State Assessment

Readiness Liaisons

Conversion Preparation

Communications

Training
(Web-based, Sandbox, Instructor-Led, Job Aids, Videos)
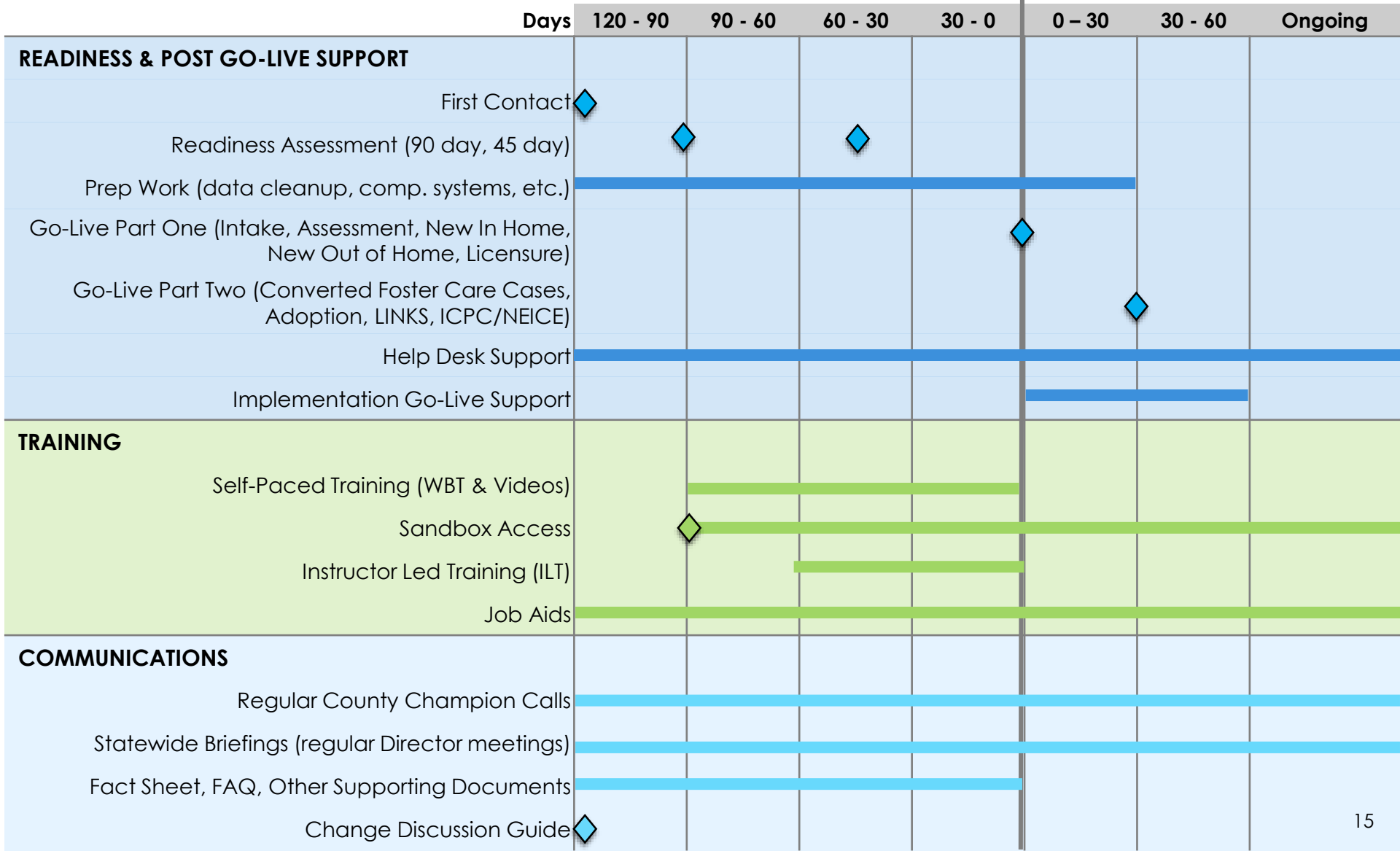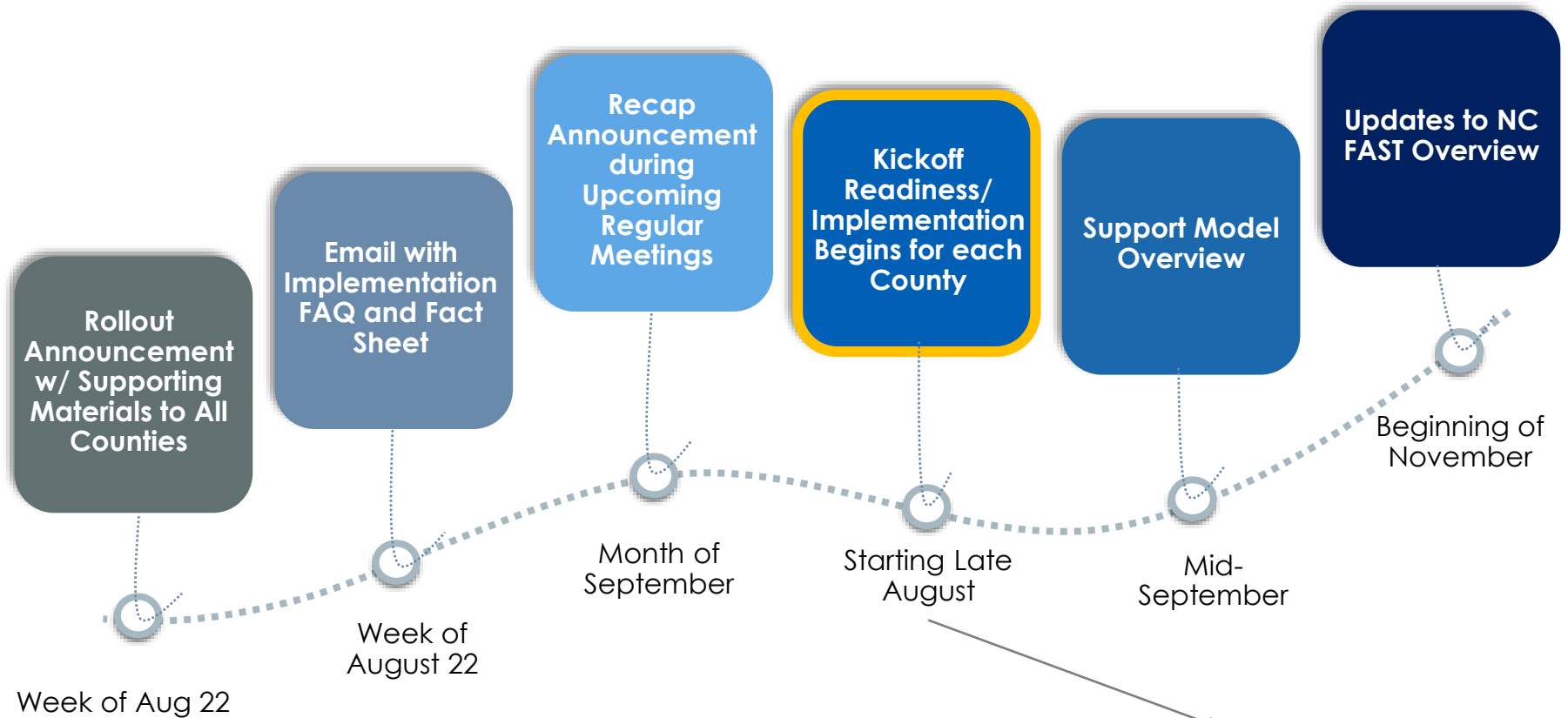
Implementation Support Model

STANDARD SUPPORT TIMELINE

*This is a **representative** timeline that all counties will go through for their respective implementations.*
More accurate, customized versions will be available for each county as they reach their 120 day pre-go-live date.

Days	120 - 90	90 - 60	60 - 30	30 - 0	0 – 30	30 - 60	Ongoing
READINESS & POST GO-LIVE SUPPORT							
First Contact	◆						
Readiness Assessment (90 day, 45 day)		◆	◆				
Prep Work (data cleanup, comp. systems, etc.)	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
Go-Live Part One (Intake, Assessment, New In Home, New Out of Home, Licensure)					◆		
Go-Live Part Two (Converted Foster Care Cases, Adoption, LINKS, ICPC/NEICE)						◆	
Help Desk Support	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
Implementation Go-Live Support					▬▬▬▬▬▬▬▬		
TRAINING							
Self-Paced Training (WBT & Videos)		▬▬▬▬▬▬▬▬▬▬▬▬▬					
Sandbox Access	◆▬▬						
Instructor Led Training (ILT)		▬▬▬▬▬▬▬					
Job Aids	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
COMMUNICATIONS							
Regular County Champion Calls	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
Statewide Briefings (regular Director meetings)	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
Fact Sheet, FAQ, Other Supporting Documents	▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬						
Change Discussion Guide	◆						

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NEXT STEPS &
ADDITIONAL RESOURCES

UPCOMING COUNTY COMMUNICATIONS

Rollout Announcement w/ Supporting Materials to All Counties

Email with Implementation FAQ and Fact Sheet

Recap Announcement during Upcoming Regular Meetings

Kickoff Readiness/ Implementation Begins for each County

Support Model Overview

Updates to NC FAST Overview

Week of Aug 22

Week of August 22

Month of September

Starting Late August

Mid-September

Beginning of November

Readiness/Implementation Kickoff Dates
- Paper Counties East – Late August '18
- Paper Counties West – Mid October '18
- Full East – Mid December '18
- Full Central – Mid February '19
- Full West – Mid April '19

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PRE-KICKOFF TIPS FOR A SUCCESSFUL IMPLEMENTATION

Identify County Champion

Begin identifying a County Champion who will receive regular communications and be the POC readiness activities and updates

Update County Policies & Processes

Update county policies and processes to accommodate new system functionality, especially for case handoffs.

Sign up for Learning Gateway Access

Got Questions? Email Us

NCFAST_4_Child_Services@dhhs.nc.gov

Lookout for Communications

Counties rolling out in November will receive next steps this month; All other counties will kick off their readiness activities per the plan

Promote Awareness

Support county staff to get early exposure to the system and underlying concepts via Sandbox and Change Discussion Guide.

Sign up for Mail Chimp Communications

Questions?

NC FAST

North Carolina Families Accessing
Services through Technology