



Office of NC FAST

# 100 County Director Call

July 18, 2018

# P4 Update

- **P4 rollout remains paused as NCDSS, NC FAST and IBM evaluate feedback and recommendations for improving the system**
- **Prioritizing potential changes to the system in conjunction with evaluating the implementation approach and assessing overall budget implications is underway**
- **NCDSS and NC FAST are currently conducting JADs 5 days per week as changes to the system are being evaluated**
  - **Plans to review potential changes and enhancements with Pilot and Expanded Pilot Counties are underway**
- **IBM is completing onsite county visits to observe the system in use during normal business operations**

# P4 Update

- **While implementation is paused, there are some actions each county can take to prepare as outlined in the DCDL from July 10<sup>th</sup>, 2018**
- **Actions for Directors:**
  - Continue to attend state level meetings where NC FAST is discussed
  - Encourage/lead discussions with staff regarding how work will change in NC FAST
  - Ensure staff are identified to serve as County Champion, Technical Champion, Security Administrator and Onsite Support
  - Address any workstation needs
  - Proactively plan for go-live, including backup coverage during training

# P4 Update

- **Actions for Program Managers, Supervisors and Social Workers:**
  - **Ensure case documentation is up to date**
  - **Ensure that your county processes, data and practices are understood, current, aligned with policy, and being followed consistently**
    - **Follow a defined and documented process for reconciling foster care financials to the receipt of revenue**
    - **Complete searches within NC FAST to promote familiarization with the system**
    - **Complete any data cleanup (SIS numbers, case end dates, county case numbers, AIMS/ICPC close matches)**
    - **Verify processes and requirements for determining funding eligibility are in place**
    - **Verify foster home licensing statuses**
  - **Implement a readiness plan for staff prior to go-live**
    - **Designate specific individuals to serve as the primary internal point of contact for issue resolution based on subject matter expertise**
    - **Register staff for MailChimp to receive NC FAST communications**
    - **Establish a plan to monitor and track training completion**
    - **Strongly encourage staff to use the Sandbox; a process to keep track of credentials is recommended**

# Helpful Links:

- [NC FAST PC Requirements](#)
- [NC FAST Mobility Requirements](#)
- [Learning Gateway Access](#)
- [Change Discussion Guide](#)

**To request sandbox access, contact your liaison or email the [P4 Readiness Lead](#).**

**SOURCE:**

# Document Management System (DMS) Enhancements (Project 12)

## NC FAST DMS Project Overview

### Goal

To **design and implement a state-wide, enterprise-class Document Management System (DMS)** to support NC FAST document and image management requirements, building on and expanding existing NC FAST document attachment capabilities.



### Vision

To provide robust and expanded capabilities to work with documents, which will help drive **standardized document and image related processes** across the state. Additionally, the system will **enable document and image sharing** between counties, while extending NC FAST capabilities and **avoiding duplicative processes**.



# Document Management System (DMS) Enhancements (Project 12)

- **Project 12 Datacap Pilot**
  - **Datacap Software as a Service (SaaS) was made available to the 4 paper-based Pilot Counties (Alexander, Caldwell, Hyde, and Polk) on April 30, 2018.**
  - **Pilot Counties provided feedback on system functions and training. Initially identified defects have been addressed and updated training has been made available.**

# P12 Update

- **Datacap Rollout**
  - **Web-based tool that can be used to scan a document and attach it in NC FAST, currently available for use for Economic Benefits only**
  - **Intended to be used by paper-based counties or counties that convert off of their existing DMS after conversion**
  - **Readiness Liaisons have begun reaching out to paper-based counties to begin the readiness to process to enable Datacap**
  - **Datacap rollout to paper-based counties targeted by end of August, 2018**
  - **Enabling Datacap is intended to be somewhat flexible and allow counties to work through the readiness process over the next month and a half**



# P12 Update

- **Datacap Rollout (continued)**
  - Preparatory phase is approximately 2-3 weeks
  - NC FAST Readiness Liaisons will work with each paper-based county to complete the required readiness activities:
    - Reviewing the Change Discussion Guide
    - Completing the Readiness Checklist
    - Setting up user permissions and access to Datacap
    - Installing the Datacap driver
    - Facilitating the completion of training
  - Datacap training is available on the Learning Gateway and should require approximately 2 hours to complete:
    - 1 PowerPoint Overview
    - 3 job aids
    - 3 demonstrations
  - Please reference the DCDL from July 10 for additional information or contact Carson York at [carson.york@dhhs.nc.gov](mailto:carson.york@dhhs.nc.gov)

# P12 Update

- **Conversion and Federation Update:**
  - Initial pilot of conversion process was initiated with Richmond County over the July 14<sup>th</sup> weekend
  - Targeting initial migration of a small set of documents from Richmond's system to NC FAST
  - Feedback and lessons learned will be provided as they become available
  - Continuing federation preparation efforts with Durham County, targeting the initiation of federation in early August