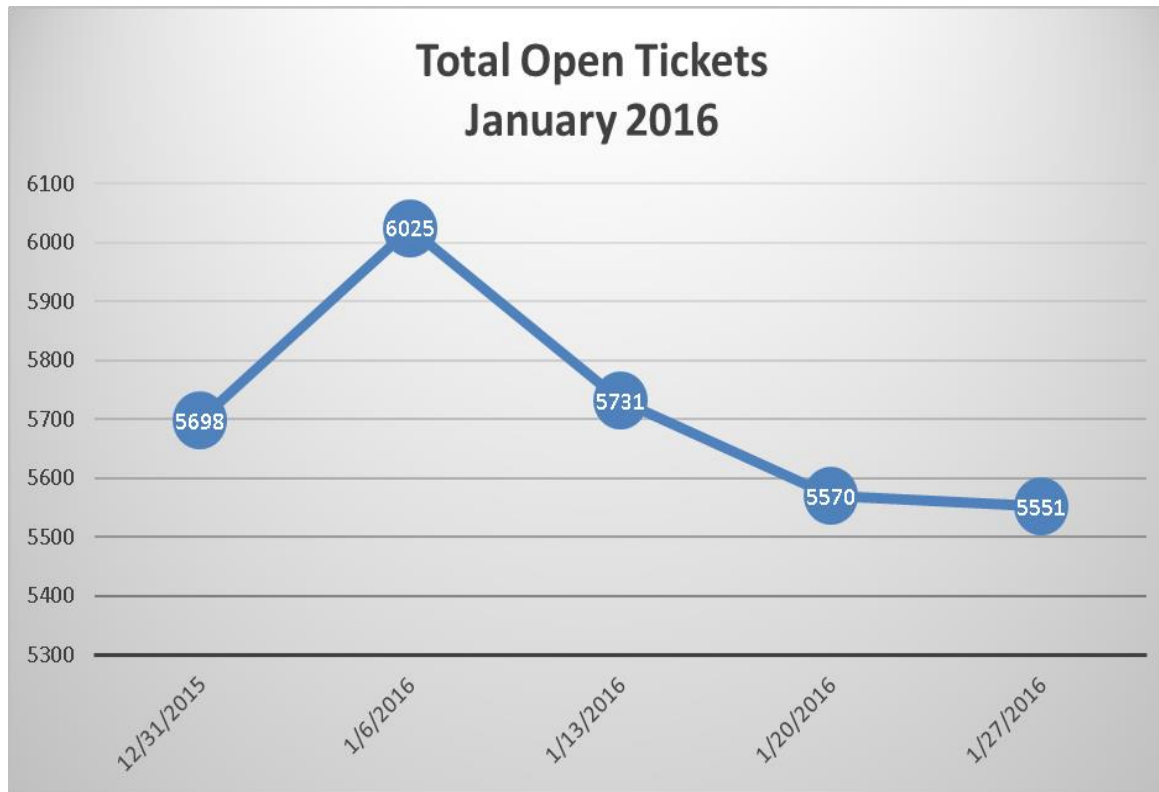# County DSS Director's Update

February 2, 2016

NC FAST System Updates

- NC FAST, Department of Information Technology (DIT) and IBM continue to investigate system outputs and system logs to determine the root cause of the issues encountered on January 14th and again on January 27th.

- NC FAST implemented a new application monitoring tool over the weekend to assist with the monitoring of the NC FAST system and capture additional information.

- Additional performance changes were implemented over the weekend to assist with mitigating a complete system shutdown.

- NC FAST has also created an new weekend email distribution list to enable county POC's to contact NC FAST staff if they encounter system issues that prevent them from working in NC FAST.

- NC FAST, DHHS Executive Management, DIT, and IBM will continue to meet and jointly review all metrics and outputs to monitor the system.

Help Desk Staffing and Total Open Tickets

Total Open Tickets January 2016

- HD is beginning interviews next week for 13 vacancies:
  - 2 state positions
  - 11 temporary positions
- HD staff continue to work weekends and overtime to work down all outstanding tickets

O&M Updates Continued

- Release 4.45.0 was deployed on January 24th
  - Conversion of Authentic forms to eliminate the Altova plugin
  - MAGI updates around Newborn
  - Updates around FFM Account Transfer, 1095B form generation,
  - Updates around ABAWD for FNS, Timeclock for CA, PACE calculations, Benefit History, and ePASS
  - Corrected overpayments generated from January 1 processing of ABAWD for the initial 23 counties
- The next planned release 4.46.0 is scheduled for February, 20th and will include the following updates:
  - MAGI Reasonable Opportunity
  - Resolved Defects
  - ABAWD Defect resolutions required before March 2016
  - Altova Forms (Phase 2)
  - 1095-B (Interface with IRS)
    - This may be pushed out due to awaiting security certificate
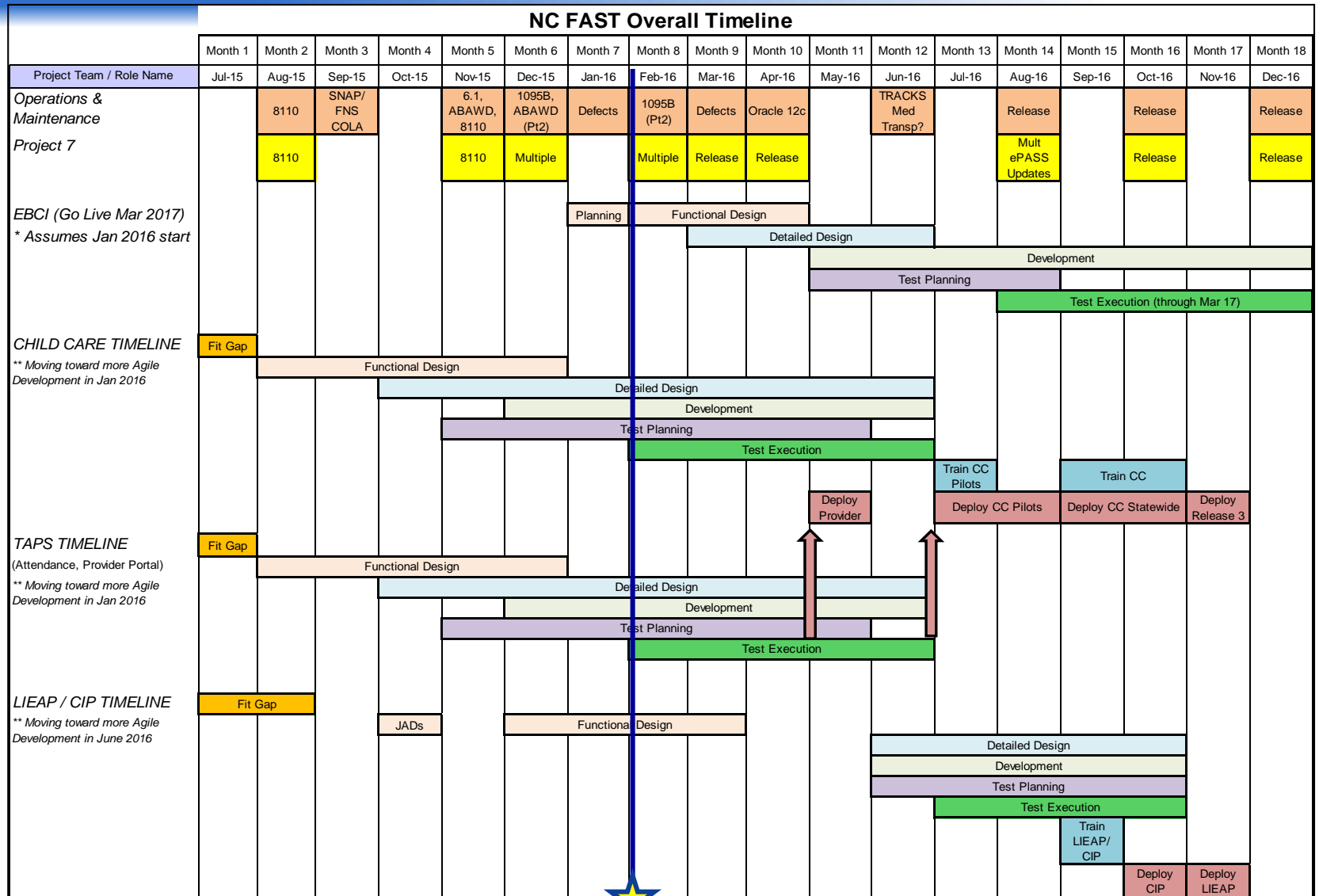   - Deadline to transmit data to IRS extended until June 30

O&M Updates Continued

- NC FAST will host the next County Champion Call on February 17 at 3pm.

- "Reports" Training will be presented by NC FAST trainers during the DSS Director's meetings in Pinehurst and Atlantic Beach on February 18-19 and 25-26. The purpose of this training is to provide an overview of reports, how to locate and interpret them, and allow time for a brief Q&A Session.

- The first NC FAST LTC/Medicaid meeting will be held on February 4 at RTP. County representatives from Catawba, Carteret, Franklin, Lincoln, and Cumberland, along with DMA and NC FAST will collaborate to discuss ways to improve the LTC/SA process in NC FAST.

Reports Update

- NC FAST received additional funding from the Work Support Strategies grant to produce/enhance 9 additional reports.

- The following reporting enhancements were deployed with the January 23rd release:

  - Postpone Verification data added to FNS Pending App Report
  - Replaced "Adjusted Due Date" to "Days Pended" on the MAGI and Traditional MA Reports

- The remaining 7 reports are planned for the February and March releases.

- The NC FAST Reports Workgroup, which consists of county representatives from, Buncombe, Wake, Lee, Rowan, Catawba, Dare, and Mecklenburg have been tasked with reviewing and approving all reports and reporting enhancements prior to deploying into production. During the last meeting held on January 21, members reviewed and approved the Reception Contact Log, which will be released in February.

Overall NC FAST Project Timeline

NC FAST Overall Timeline

Project Team / Role Name	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12	Month 13	Month 14	Month 15	Month 16	Month 17	Month 18
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16

Operations & Maintenance
Project 7

| | | 8110 | SNAP/FNS COLA | | 6.1, ABAWD, 8110 | 1095B, ABAWD (Pt2) | Defects | 1095B (Pt2) | Defects | Oracle 12c | TRACKS Med Transp? | | | Release | | Release | | Release |
| | | 8110 | | | 8110 | Multiple | | Multiple | Release | Release | | | | Mult ePASS Updates | | Release | | Release |

EBCI (Go Live Mar 2017)
* Assumes Jan 2016 start

- Planning (Jan-16)
- Functional Design
- Detailed Design
- Development
- Test Planning
- Test Execution (through Mar 17)

CHILD CARE TIMELINE
** Moving toward more Agile Development in Jan 2016

- Fit Gap
- Functional Design
- Detailed Design
- Development
- Test Planning
- Test Execution
- Train CC Pilots
- Train CC
- Deploy Provider
- Deploy CC Pilots
- Deploy CC Statewide
- Deploy Release 3

TAPS TIMELINE
(Attendance, Provider Portal)
** Moving toward more Agile Development in Jan 2016

- Fit Gap
- Functional Design
- Detailed Design
- Development
- Test Planning
- Test Execution

LIEAP / CIP TIMELINE
** Moving toward more Agile Development in June 2016

- Fit Gap
- JADs
- Functional Design
- Detailed Design
- Development
- Test Planning
- Test Execution
- Train LIEAP/CIP
- Deploy CIP
- Deploy LIEAP

nc department of health and human services

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Project 3 Updates

- As depicted in the timeline, the project continues to make progress towards a May go-live for the Provider Portal functionality, followed by Pilot implementation of the Subsidized Child Care Assistance functionality in July.

- Efforts on the designs for the Energy Programs have resumed with the implementation still targeted for October and November of 2016. Details around the system functionality and implementation process will be shared as they are solidified.

- NC FAST is refining the Child Care case conversion process to allow for two months to enter the cases into NC FAST. This will require maintaining case data in both SCCRS and NC FAST for a short period of time until all cases are converted. Details on this process and the timing will be shared soon.

- NC FAST will be conducting a series of virtual workshops throughout February and early-March to help counties prepare in more depth for the Subsidized Child Care implementation.

Project 3 Updates

- The January P3 Fact Sheet was distributed on January 29th. The topic of the Fact Sheet is Fund Management.

- The first Provider Bulletin was posted to the DCDEE website on January 15th. A second issue is under development and will be available around the 15th of February. Please ensure your staff have copies of these documents and are sharing them with providers in your county.

- Additional readiness materials regarding the go-live of the Provider Portal and the necessary county involvement to ensure providers are being established (enrollment and NCID linkage) in NC FAST correctly are under development.

Project 7 Updates

- ePASS
  - Online Change Of Circumstance Pilot
    - Coordinating with 5 counties
    - Requires ePASS Linked Accounts to be in Place
  - Online Verification Planned for upcoming release
    - Must schedule/pass testing with USCIS
- Other Upcoming Functionality:
  - Reasonable Opportunity planned for February Release
  - 1095-B Forms Mailings throughout February complete early March
  - 1095-B IRS Interface 2nd quarter

P7 Medicaid 1095-B

- Forms will be mailed out via DHHS Central Print Center. Original plan was to mail these out in January per IRS guidance. Given the IRS extension to March 31st, 2016. North Carolina extended the original plan to lessen impacts to call centers and counties.
- Printing was to begin this week. However, user validation identified 1 in 120 forms that had the wrong mailing address. NC FAST is correcting this and plans to start printing next week.
- Counties could get returned 1095- B IRS form if undeliverable to address. Counties would need to make address change. DMA is providing specific communication to counties regarding this.
- 1095-B Mailings are now targeted for completion Early March.
- 1095-B IRS Electronic Interface due June 30th.
  - Working with IRS to confirm Proper Security Certificate.
  - Received stated final Interface Requirements from IRS.
  - IRS Testing Environment is now available.