



County DSS Directors Update

November 2017

Project 3 Updates – Child Care

- NC FAST released the revamped Child Care Service Plan functionality to production on October 28.
- Attendance and roster submission for providers serving children from Pilot and Groups A, B and C took place in early November; approximately 96% on time submission by providers.
- Approximately \$20.5 million in payments were issued for October services.
- Case activation for Group D was executed the night of November 7th, achieving a 97% activation rate. Instructions to correct cases that did not activate have been sent back to Group D counties. Please prioritize correcting these cases so that providers can begin recording attendance for these children as soon as possible.
- NC FAST and DCDEE are conducting additional outreach to Child Care providers regarding the requirement to complete annual reenrollment.

Project 3 Updates – Child Care

- For providers that enrolled during 2016, they will need to complete re-enrollment by the end of 2017, if they have not done so already. A report on FAST Help contains the current contract end date for each provider, please review the report and begin encouraging your providers to begin completing re-enrollment.
- If re-enrollment is not complete by the end of the year, the provider will no longer be able to participate in the subsidy program and all subsidy children in care at that facility will need to be moved or the parent will need to begin paying the private pay rate.
- Providers should be encouraged to complete re-enrollment no later than November 30th. In order to allow a 10 day notification period, termination notices will be sent by the state to any provider that does not re-enroll as well as the impacted families in early December. Counties will also be asked to send notices when actions are taken on individual cases.

Project 3 Updates – Energy Assistance

- NC FAST and State DSS Energy Division will host a series of LIEAP Go-LIVE calls on Thursday, November 30, 2017. NC FAST has issued a red communication to inform users of their assigned session. Reminders will be shared, participants will be able to ask questions and clarify any processes in question.
- As a reminder, all Energy Assistance Tickets should be called in to the NC FAST Help Desk. When calling for Energy Assistance, select option 1.

To support the rise in applicants at the start of LIEAP, NC FAST will operate with extended availability. The full updated schedule is available on FAST Help.

Week of Nov 26	Sun 26	Mon 27	Tues 28	Weds 29	Thurs 30	Fri 1	Sat 2
	12:00 Noon- 7:00pm	5:00am 7:00pm	5:00am 7:00pm	5:00am 7:00pm	5:00am 7:00pm	5:00am 7:00pm	5:00am 8:00pm

Week of Dec 3	Sun 3	Mon 4	Tues 5	Weds 6	Thurs 7	Fri 8	Sat 9
	12:00 Noon- 8:00pm	5:00am 8:00pm	5:00am 7:00pm	5:00am 8:00pm	5:00am 8:00pm	5:00am 7:00pm	5:00am 8:00pm

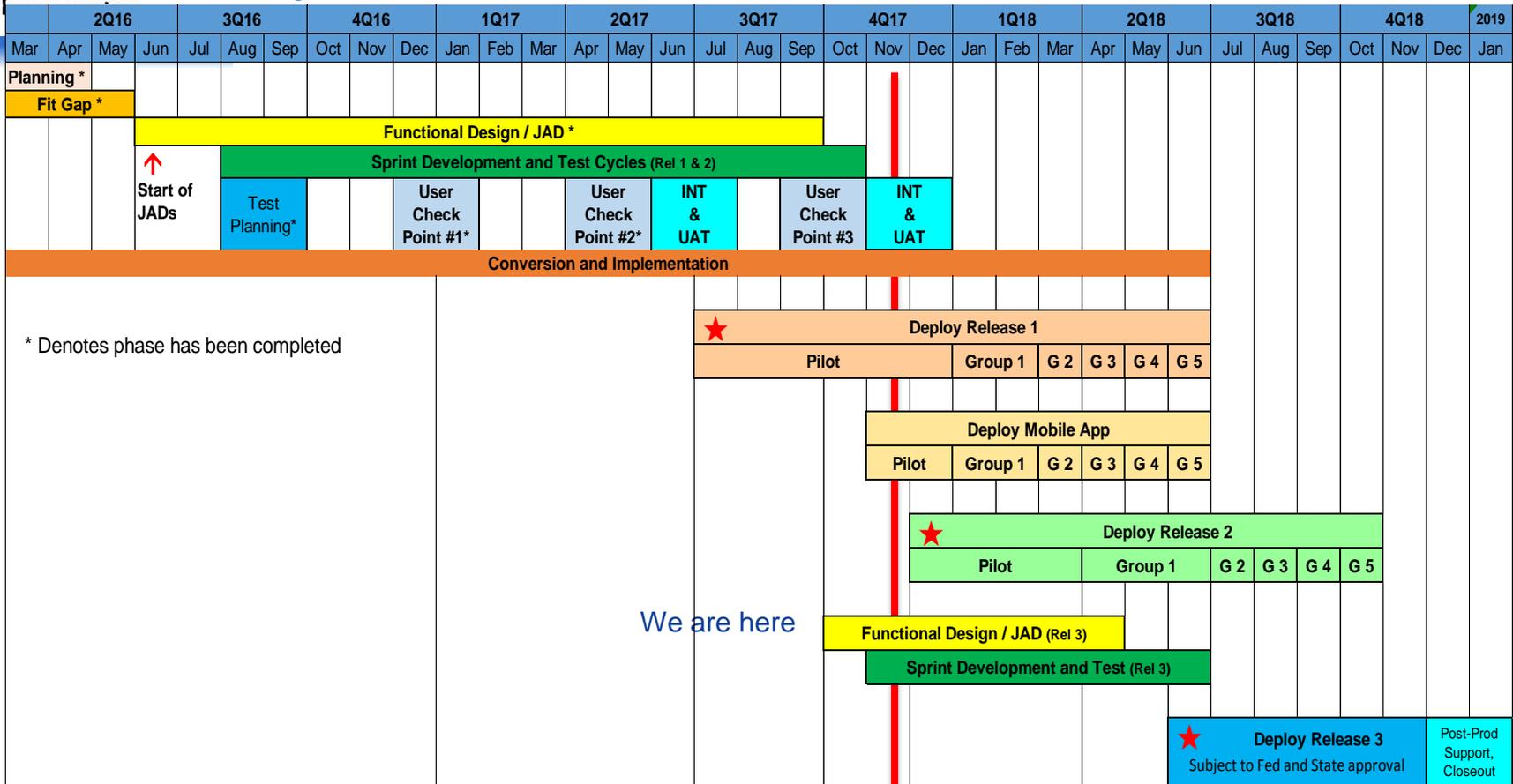


NC FAST System Availability

Day	Date	NCF Normal End time	NCF New End Time	Provider Portal Normal End Time	New Provider Portal End Time
Friday	12/1/2017	7PM	7PM	9PM	9PM
Saturday	12/2/2017	7PM	8PM	7PM	8PM
Sunday	12/3/2017	7PM	8PM	7PM	8PM
Monday	12/4/2017	7PM	8PM	9PM	9PM
Tuesday	12/5/2017	7PM	7PM	9PM	9PM
Wednesday	12/6/2017	7PM	8PM	9PM	9PM
Thursday	12/7/2017	7PM	8PM	9PM	9PM
Friday	12/8/2017	7PM	7PM	9PM	9PM
Saturday	12/9/2017	7PM	8PM	7PM	8PM
Sunday	12/10/2017	7PM	8PM	7PM	8PM
Monday	12/11/2017	7PM	8PM	9PM	9PM
Tuesday	12/12/2017	7PM	8PM	9PM	9PM
Wednesday	12/13/2017	7PM	8PM	9PM	9PM
Thursday	12/14/2017	7PM	8PM	9PM	9PM
Friday	12/15/2017	7PM	8PM	9PM	9PM
Saturday	12/16/2017	N/A	N/A	N/A	N/A
Sunday	12/17/2017	N/A	N/A	N/A	N/A
Monday	12/18/2017	7PM	8PM	9PM	9PM
Tuesday	12/19/2017	7PM	8PM	9PM	9PM
Wednesday	12/20/2017	7PM	8PM	9PM	9PM
Thursday	12/21/2017	7PM	8PM	9PM	9PM
Friday	12/22/2017	7PM	8PM	9PM	9PM
Saturday	12/23/2017	7PM	8PM	7PM	8PM
Sunday	12/24/2017	7PM	8PM	7PM	8PM
Monday	12/25/2017	7PM	8PM	9PM	9PM
Tuesday	12/26/2017	7PM	8PM	9PM	9PM
Wednesday	12/27/2017	7PM	8PM	9PM	9PM
Thursday	12/28/2017	7PM	7PM	9PM	9PM
Friday	12/29/2017	7PM	7PM	9PM	9PM
Saturday	12/30/2017	7PM	8PM	7PM	8PM
Sunday	12/31/2017	7PM	8PM	7PM	8PM



Project 4 Timeline



We are here

Implementation statewide delayed two months. Will still comply with NC legislation intent for 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.

Extended Pilot county deployment to allow adequate time for application stability, user training, and process reviews.

Release 3 is planned, subject to federal and state budget approval. Primary features are additional interfaces to external systems and deployment of Social Enterprise Collaboration features.



Project 4 Updates

Emergency Vote: Project 4 Release 1 Schedule Change

Pilot Counties identified a number of system enhancements they would like to see made to the system. NC FAST reviewed enhancement list and confirmed NC FAST could deliver all but one of requested enhancements by January.

During a recent meeting between Project 4 Pilot and Group 1 counties, DHHS and NC FAST leadership, a recommendation was made to delay Release 1 go-live for Group 1 counties until January 22, 2018, so requested Pilot enhancements could be incorporated in the system. Group 2 rollout would move to March to allow Group 1 counties 2 months to further evaluate the new system. Statewide deployment of Project 4 Release 1 functionality would proceed as follows:

- Group 1 - January 22
- Group 2 - March 26
- Group 3 - April 23
- Group 4 - May 21
- Group 5 - June 25

These changes do not affect Release 2 rollout schedule.

During this meeting there was also discussion about increasing the number of Group 1 counties to provide a greater geographic dispersion of counties in this deployment group. The Director's Association is exploring this concept. Based on their recommendation, NC FAST may pursue another EAC vote that may adjust specific counties included in each deployment group. NC FAST will let EAC know when a further recommendation is ready for vote.

For EAC Vote: Do you agree with the recommendation to delay the Group 1 go-live until January and rollout Project 4 Release 1 to the remaining counties between March and June 2018?

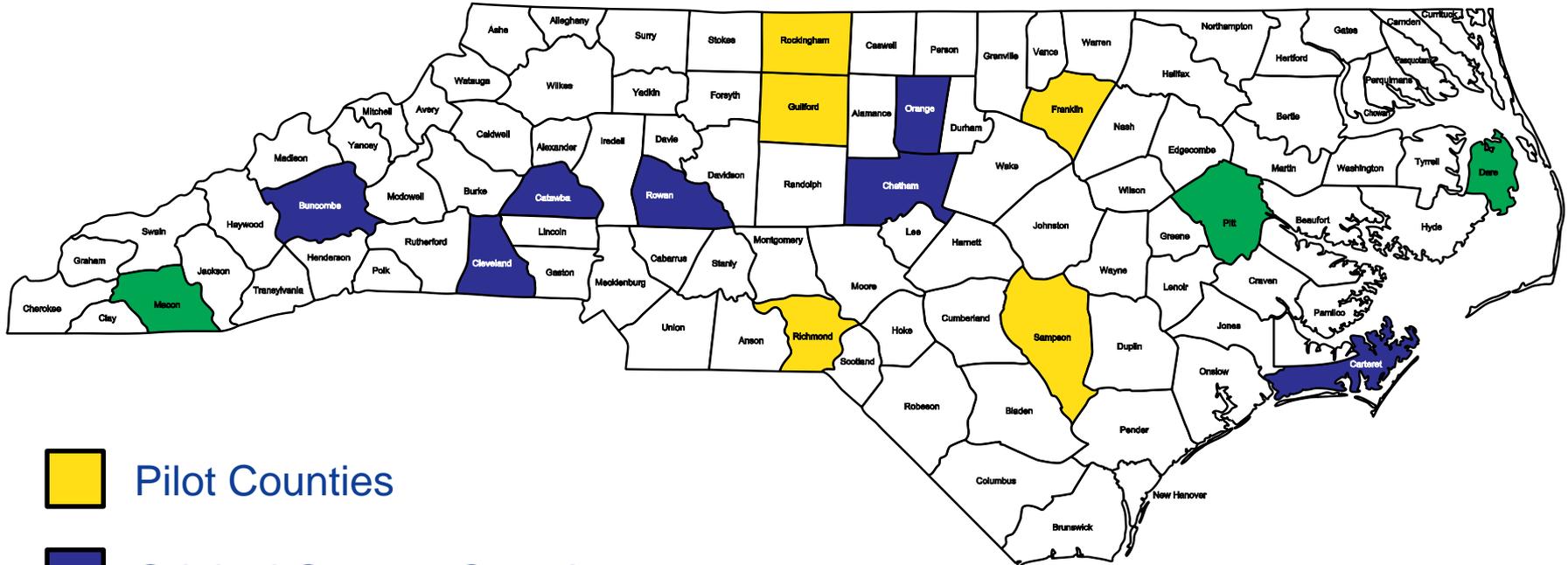
Request approved 10/13/17 with 14 Approved votes.

Project 4 Updates

- Pilot counties in production since August 7 with Release 1.
- Three software releases (enhancements, financial adjustments) deployed in September, October, and November
- System operational 24/7; read-only access provided during monthly software deployments and when data conversions take place
- Help Desk supporting pilot counties 24/7
- Design and development activities for Release 2.0 are wrapping up
- Working with DHHS Contracts to finalize licensing agreement for mobile app
- User Checkpoint #3 held October 24-26
- User Acceptance Testing planned for November 28 – December 8
- Regional Leadership Workshops concluded

Group 1 Update

Group 1 Approach

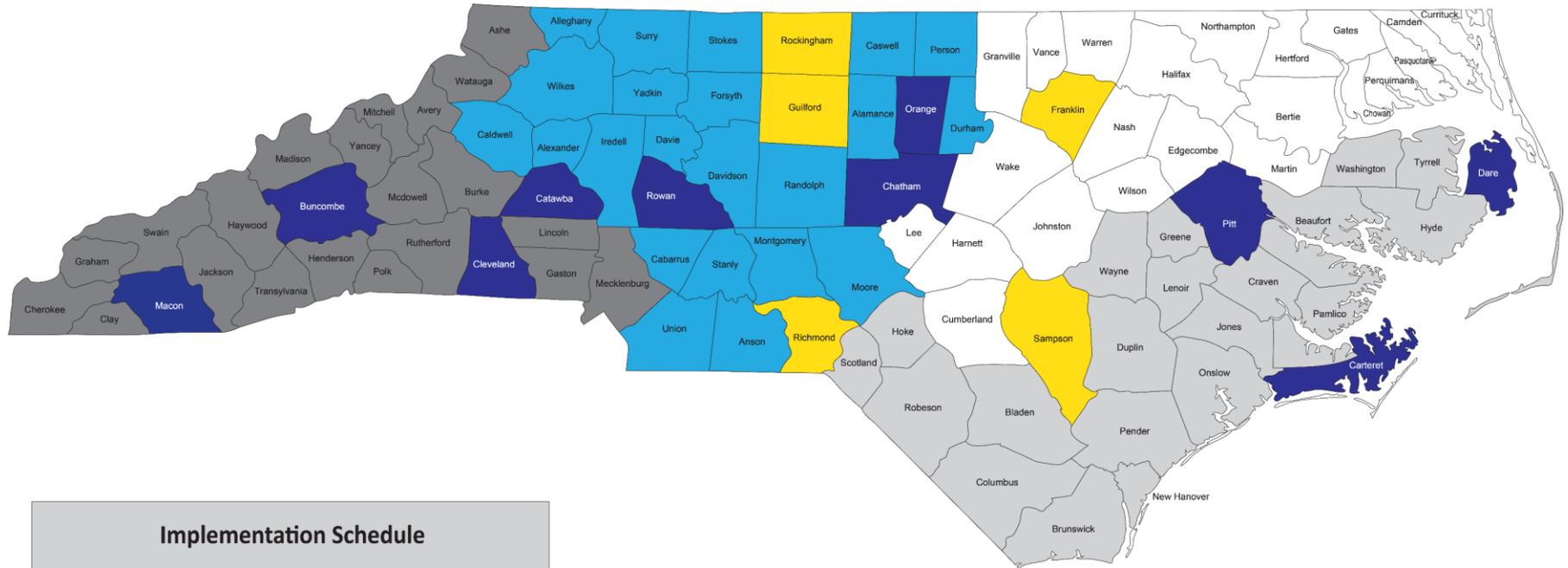


 Pilot Counties

 Original Group 1 Counties

 Additional Group 1 Counties

Project 4 Go-Live Schedule



Implementation Schedule

	Release 1	Release 2
 Pilot	August 2017	December 2017
 Group 1	January 2018	April 2018
 Group 2	March 2018	July 2018
 Group 3	April 2018	August 2018
 Group 4	May 2018	September 2018
 Group 5	June 2018	October 2018

Pilot Update

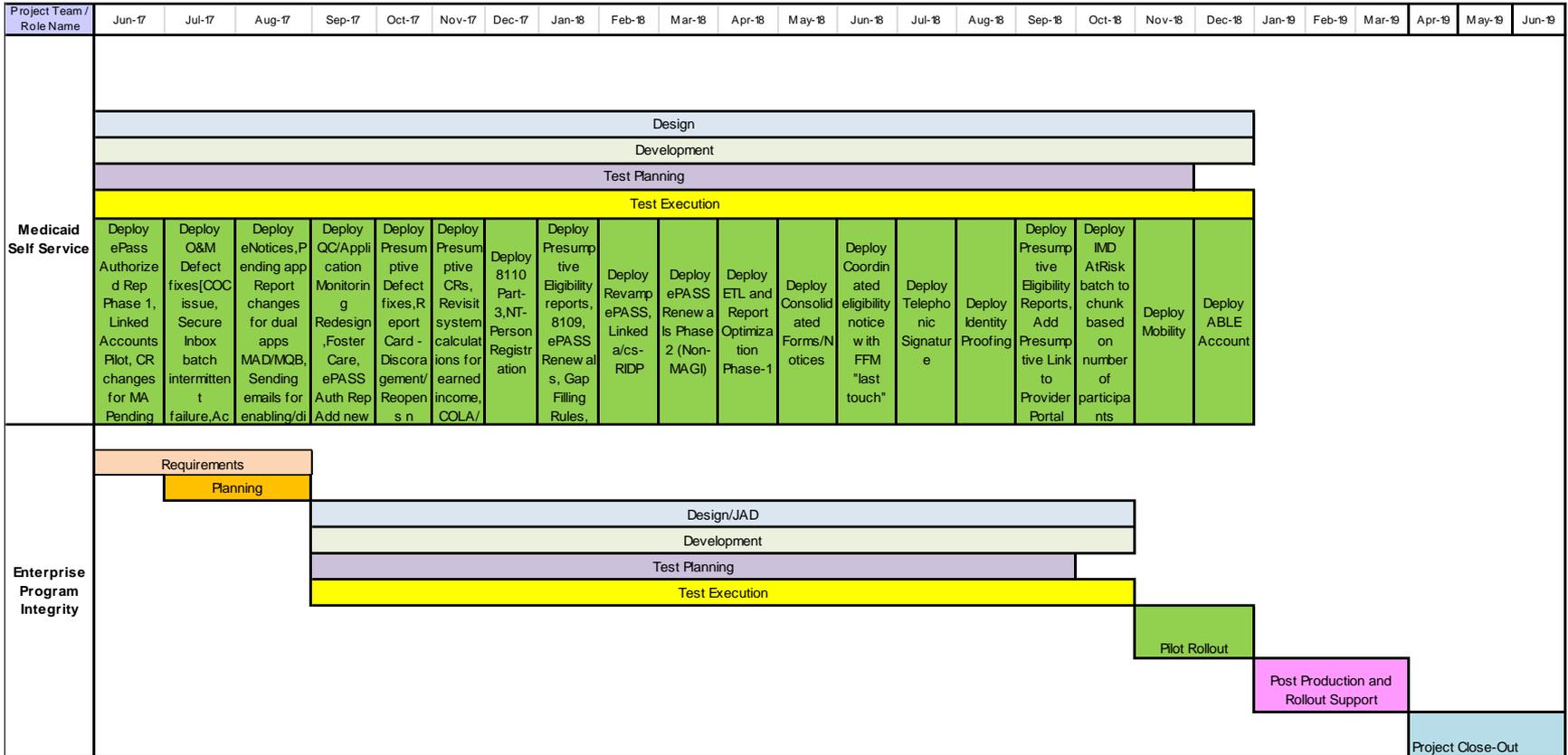
- Have collaborated with pilot counties to identify and resolve issues
- Weekly on-site visits being made to all five pilot counties
- Weekly calls being held between state, pilot counties, and NC FAST project
- Adjusting process to “close” pilot issues to incorporate verification by pilot counties before an issue is marked “closed”
 - Open – Issue identified by pilot county; worked by project according to schedule
 - Resolved – Project team believes the issue is addressed
 - Closed – Pilot counties concur that the issue has been resolved
 - Reopened – Pilot counties do not concur that the issue has been resolved
- Continue with Group 1 mobilization efforts (e.g., user training, security set up, legacy data cleansing) and planning for January 2018 go-live.
- Review with Group 1 counties the list of defects and enhancements to be released after their initial implementation.
- Work to improve communication clarity

Mobile Update

- Development and integration is completed for the Mobile Assessments application
- Deployed the sandbox/training application to Richmond County
- Planning to deploy the production app to Richmond by the end of the month
- Next steps for Mobile Assessments application:
 - Begin working to deploy app in Sampson County
 - Assess training feedback for pilot counties
 - Deploy application to NC FAST MDM to allow counties without MDM to leverage the app
- Mobile Device Management
 - The state contract has been awarded to SHI to procure MobileIron as the MDM vendor
 - Begin procurement process for MobileIron MDM
 - Create Mobile profiles for the Mobile Assessments App
- Initiated RFP development for future apps

Project 9 Timeline

NC FAST P9 Timeline



Note:- This deployment schedule for releasing new P9 functionality is subject to change based on several factors like change in priority from business, successful regression testing, performance testing, timing conflicts with other NCFast functionality etc.

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 - Medicaid Self-Service

- Outreach for open enrollment

- The batch was run on Nov 2 ,Nov 8 and over 8000 emails were sent successfully.

- Testing is in progress for the following Nov release items:

- Presumptive functionality

We have a hospital that is ready to utilize the Presumptive functionality. Defects and outstanding issues in the area are being addressed as part of the Oct/Nov releases.

- Income Calculation/Conversion

As part of the corrective action from State Audit finding, Income calculations will be captured in the system.

- COLA Automation

The Cost of living adjustment process has been automated with a new batch.

- Add Primary Applicant column to the lists on ePASS Home page

- Development /Testing is in progress for the following items slated for the Dec release:

- No Touch Recert Phase 1 (MAGI-No income)

For MAGI applications where there is no income evidence, recertification will be carried out by the system without case worker intervention.

- 8110 Part-3

The reasons and outcome for the 8110 form are being automated/systematically calculated for both Traditional and MAGI products, when possible.

Project 9 - Medicaid Self-Service

Development /Testing is in progress for the following items slated for the Dec release:

- 1095-B changes for Tax Year 2017

Interface and ESB changes required to support the electronic transmission of 1095-Bs to the IRS.

- Ability to add and search Facility as Authorized Representative

• Design/Development is in progress for the following future release items:

- NT- Person Registration
- RIDP Phase-1
- Curam 7.0 Upgrade

Project 9 - Enterprise Program Integrity

Scope

- Replace existing legacy system Enterprise Program Integrity Control System (EPICS) with NC FAST functionality to support the entry of referrals, investigations, and the tracking of substantiated claims for over-issuances for FNS, Medicaid and Work First programs

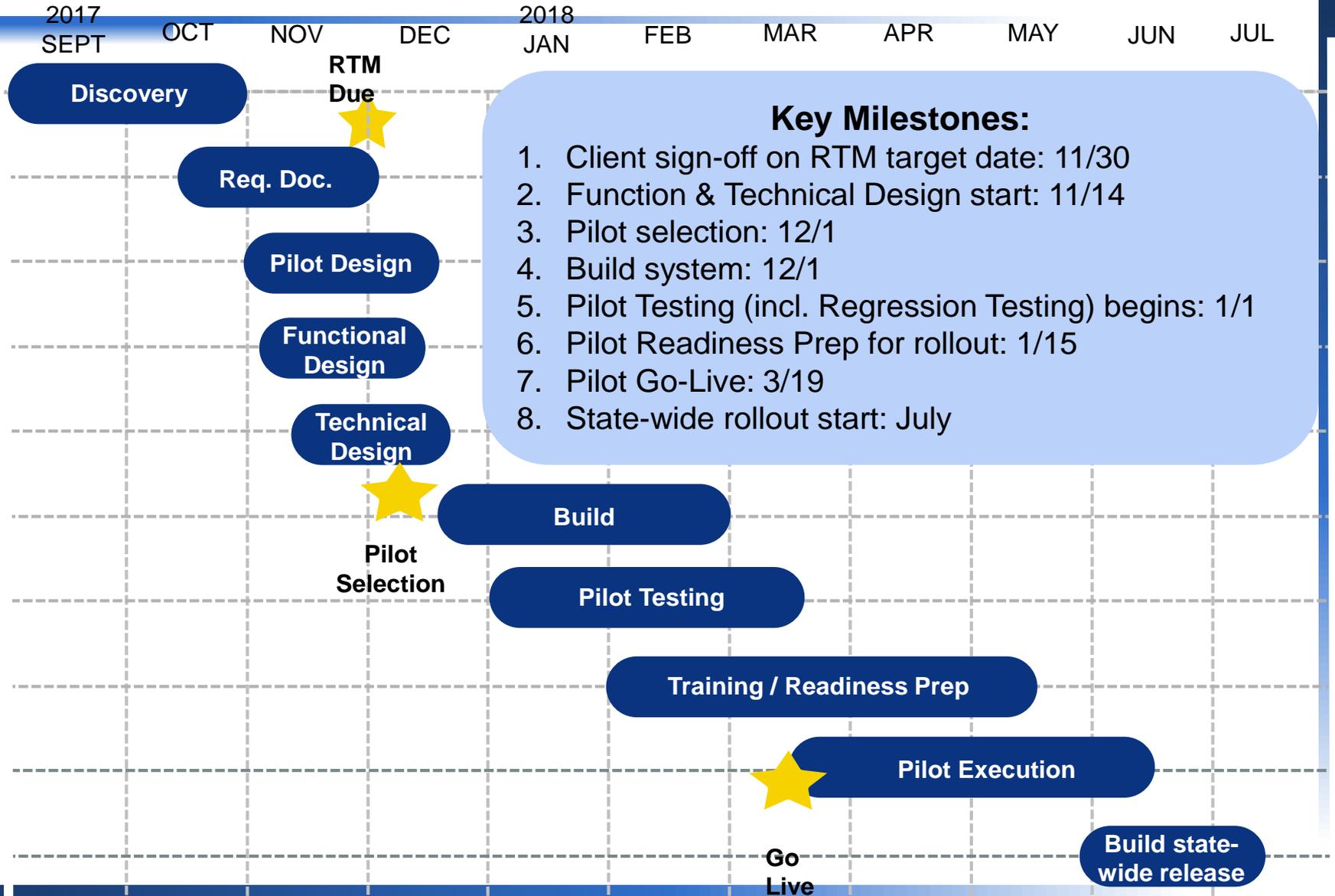
Requirements Phase

- Completed Requirements phase on 8/31/17.

Design-Develop-Test Phase

- Began Design-Develop-Test phase on 9/1/17 and is using Agile methodology.
- Development and testing of referrals functionality is in-progress.
- Began Sprint 2 (11/8/17-11/28/17) is in-progress and includes additional Referrals functionality
- Completed 8 of 8 county visits for job task analysis and distributing survey to remaining counties.
- Continued analysis of EPICS legacy data.
- A CR to include the Program Integrity Development and Implementation is in progress.
- Conversion continues with data mapping for People and Referral data

Project 12 - Document Management System (DMS) Enhancement



Project 12 - Document Management System (DMS) Enhancement

Status

- Official project kick-off held 8/16/17.
- Completed initiation documentation and state-level sign-off.
- IBM software-as-a-service via the State Enterprise License Agreement was secured.
- Implementing Physical connection: NC FAST to IBM Private Cloud.
- Engaging EAS Document Repository workgroup as part of the project.
 - Pilot Counties Selected
 - Finalizing Requirements
- Engaging Northwood Team to Develop “Bridge” Strategy
- Continuing requirement sessions:
 - Sessions September – November in East, Central, West locations
 - Round 1 sessions are complete.
 - Added Webinar option for round 2 requirement sessions.
 - Round 2 sessions are complete.