

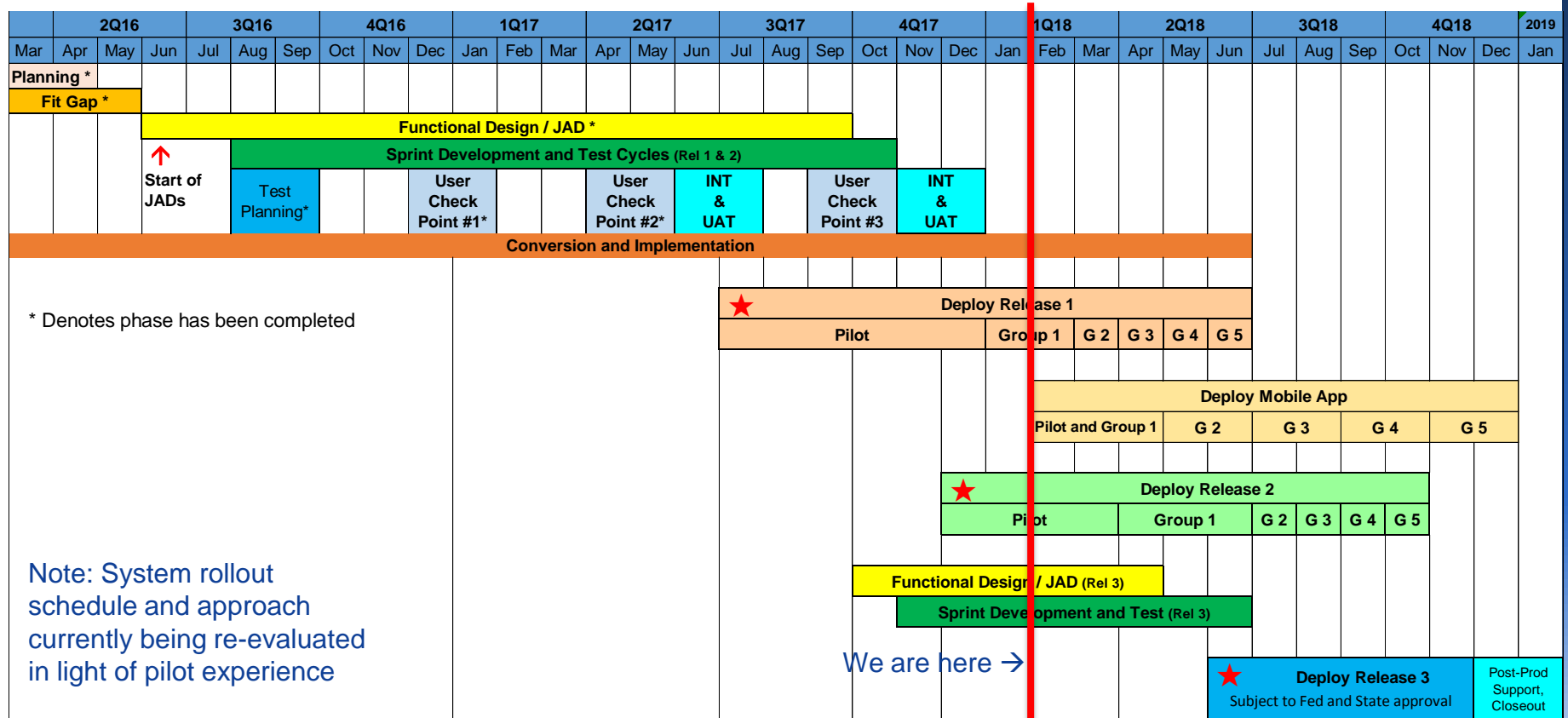


# County DSS Directors Update

January 2018



# Project 4 Timeline



\* Denotes phase has been completed

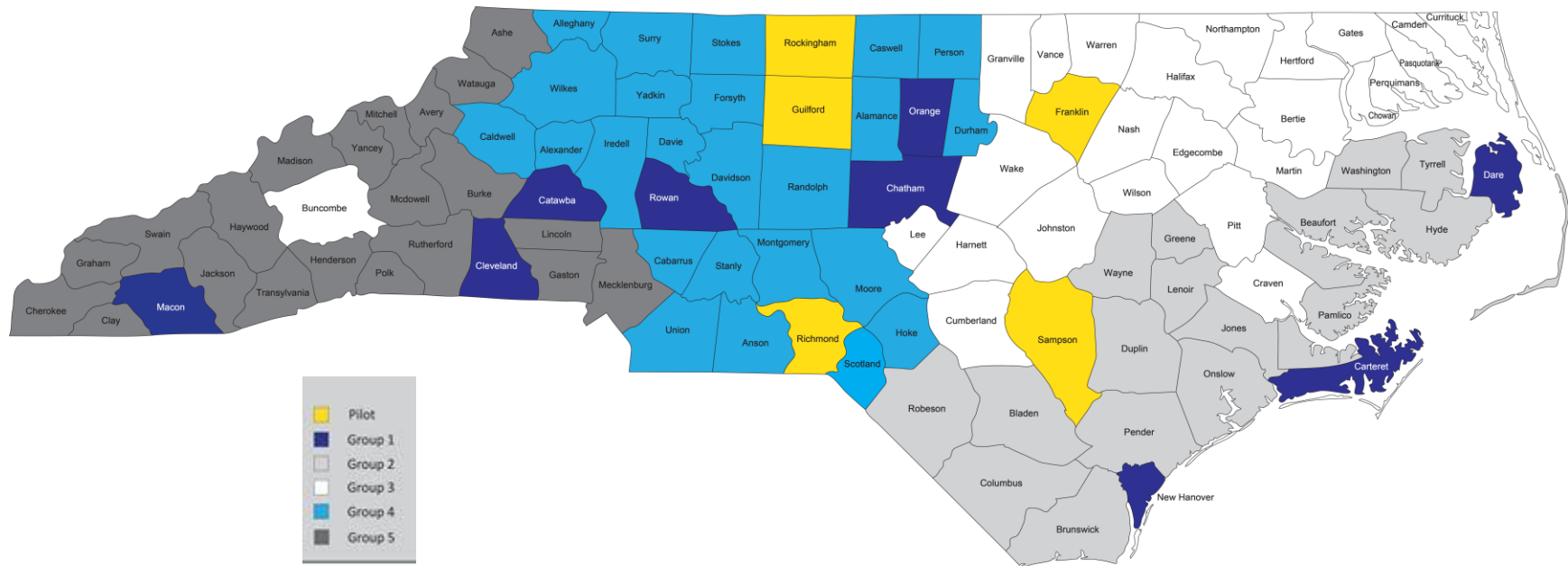
Note: System rollout schedule and approach currently being re-evaluated in light of pilot experience

Implementation statewide delayed. Complied with NC legislative intent for P4 Child Services be operational by the end of 2017. Full deployment to all counties is planned 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 feature is additional interfaces to external systems.

# Current Project 4 Go-Live Map



- New Hanover moved up to Group 1
- Buncombe, Pitt, and Craven counties moved to Group 3
- Hoke and Scotland counties moved to Group 4



# Project 4 Updates

## **EAC Vote: Project 4 Delayed and Groups Adjusted**

The EAC voted unanimously on January 19 to delay the implementation of NC FAST for Child Welfare Services and adjust the groups so that counties participating as pilots in the Child and Family Services Review Program Improvement Plan (PIP) will join NC FAST after those process and functional changes are included in the system.

## Project 4 Updates

- Software releases (enhancements, financial adjustments) deployed monthly since September
- Working with DIT to address recent NCID issues; implementing short-term and working on longer solutions to mitigate this issue
- Help Desk supporting pilot counties 24/7; exploring options for providing enhanced policy support to aid in timely resolution of tickets
- Release 2.0 development completed; User Acceptance Testing held November 28 – December 15
- Exploring adjusting project implementation approach to deploy all available system functions to counties when they go-live (i.e., no longer separate rollouts for Release 1 and Release 2)
- Continuing to test data feed from NC FAST to CSDW for Project 4 data

## Pilot Update

- Have collaborated with pilot counties to identify and resolve critical issues
- Weekly on-site visits being made to all five pilot counties
- Delivered 15 critical and high priority enhancements and defect fixes in January. One item delayed till February.
- Reviewed the current list of defects and enhancements to confirm priority and expected delivery timeframe
- Weekly calls being held between DSS leadership, pilot counties, and NC FAST project
- Continuing with Group 1 mobilization efforts (e.g., user training, security set up, legacy data cleansing) and planning for upcoming go-live
- Testing in early February with pilot and group 1 counties to confirm critical enhancements and defect fixes meet county expectations
- Working 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
- Mobile Device Management
  - The state contract has been awarded to SHI to procure MobileIron as the MDM vendor
  - Continuing procurement process for MobileIron MDM
  - Seeking to establish State MDM capability in February
  - Deploy application to NC FAST MDM to allow counties without MDM to leverage the app
- Initiated RFP development for future apps; on hold pending funding
- The county cost estimation spreadsheet can be found in Learning Gateway

<https://ncfasttraining.nc.gov/pluginfile.php/52573/course/section/3265/20180130 - County Cost Estimation Worksheet.xlsx>

## Project 9 - Medicaid Self-Service

- The following functionality was deployed in the January 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 caseworker intervention. This functionality will be piloted with a few counties prior to rollout to all counties. Please look for additional communication from DMA
  - 8110 Part-3

Reasons and outcome for the 8110 form are being automated .

    - Traditional - Deceased, Out of State
    - MAGI - All reasons/outcomes except Incarceration.
  - 1095-B changes for Tax Year 2017

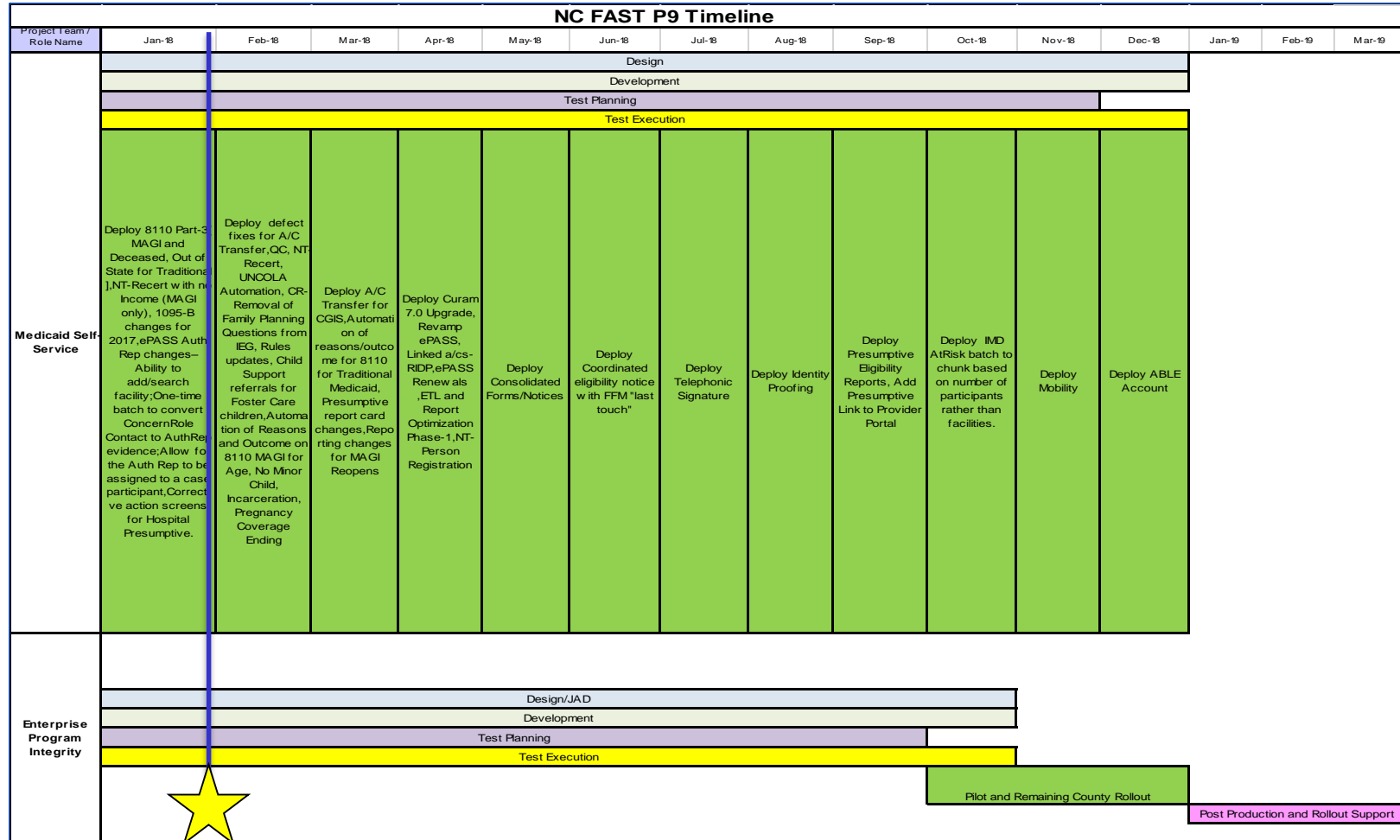
1.4 million notices were generated for 2.2 million individuals and are anticipated to be mailed out by the end of January.
  - Authorized Representative
    - Ability to search and add a facility as an Authorized Representative.
    - One-time batch to convert ConcernRoleContact to AuthRepEvidence
  - Corrective action screens for Hospital Presumptive.



## Project 9 – Medicaid Self Service

- Design/Development is in progress for the following future release items:
  - Presumptive Report Card changes.
  - MAGI Report card changes for handling reopens and discouragement.
  - Automation of Outcome/Reasons for Traditional Medicaid products in 8110
  - NCHC Program Freeze
  - A/C Transfer for CGIS
  - UNCOLA Automation
  - ePASS Document Upload
  - Single-Streamlined application
  - SAVE Upgrade
  - NT- Person Registration
  - RIDP Phase-1
  - Curam 7.0 Upgrade

# Project 9 – 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. 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 – Enterprise Program Integrity (EPI)

### 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

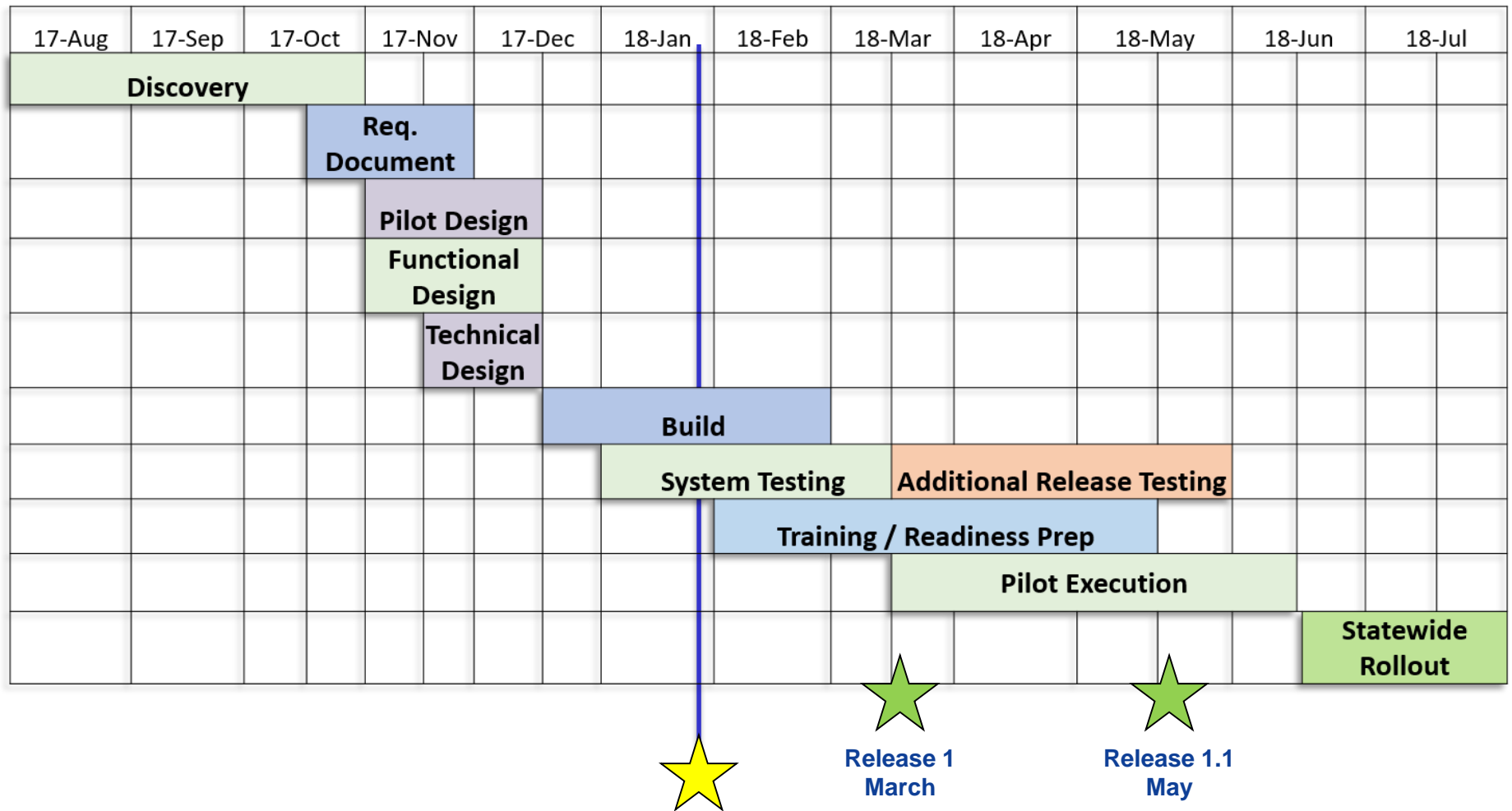
### Timeline:

- Pilot October 2018, statewide rollout December 2018

### Current Status:

- Development and testing of referrals, claims and collection functionality is in-progress
- Pilot counties identified: Catawba, Forsyth, Iredell and Stokes
- Formal kick-off in the form of on-site visits with pilot counties are scheduled in early February
- P9 EPI County Champions have been identified for each county
- County Champion call specific to P9 EPI will be scheduled for remaining (non-pilot) counties in February

# Project 12 – Document Management



## Project 12 – Document Management

### Current Status:

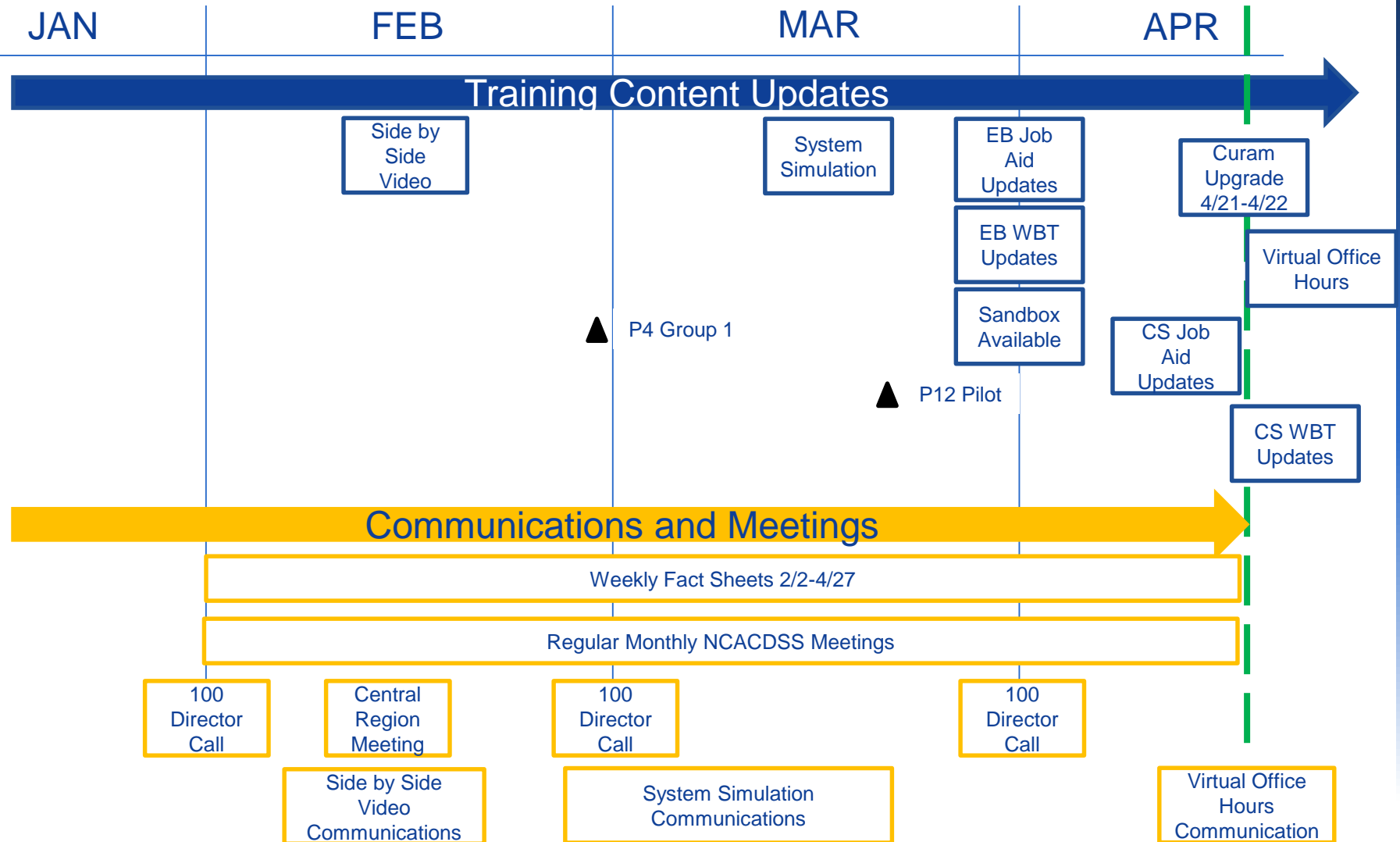
- Development and testing is in-progress
- Implementation Team has begun working with the Pilot Advisory Group (PAG), which includes all 6 Pilot Counties as well as a few additional large counties
  - PAG has identified 50 initial documents for the project team to develop the ability to auto-index
  - PAG members will be engaged for UAT and other pilot activities over the coming months
- Pilot
  - March – Release 1 – initial DataCap functionality, FNS, MA and MAGI
  - May – Release 1.1 – additional program areas and functionality
- Technical specifications for conversion and federation are currently under review, will be shared with counties as soon as finalized

## Project 12 – Document Management

### Conversion and Federation County Cost Expectations:

- Remain able to receive reimbursement at current level
- Meet local workstation requirements including scanners and internet bandwidth
- Prepare data, including data cleansing, mapping, tagging and validating of all documents housed in existing County DMS systems that will be federated/converted into FileNet
  - May require adding ability to add data elements into existing County DMS
- Create County Control Files in order to ready documents for import through State Content Collector
- Software to connect to State FTP site for County Control File upload
- Costs related to vendor-provided County DMS
- Costs related to storing documents that are NOT associated with NC FAST programs, which is a county option

# Curam 7.0 – Upgrade Training and Communication Timeline



## Curam 7.0 – Training Considerations

The NC FAST Training Team is currently planning to develop or update certain material to reflect the system changes associated with the upgrade.

- A video demonstrating side by side screen comparisons will be available by 2/16/2018
- A system simulation using Curam 7.0 will available in the Learning Gateway by 3/16/2018
- Economic Benefit program job aids deemed high and medium priority (based on level of use) will be updated by 3/30/2018
- Additional priority (based on business input) WBT content will be updated in the Learning Gateway
- The Curam upgrade will be released the weekend of 4/21/2018-4/22/2018
- Coinciding with the release, virtual office hours will be held for 3 weeks so that users may contact the training team directly with any questions
- NC FAST Help Desk and OST will also be provided with access to the training and the NC FAST Training Team will ensure they are up to date on the changes associated with the upgrade



## Curam 7.0 – Training Considerations

Training content for Child Services will also be updated to account for the upgrade.

### Phase 1: Job Aids and Procedures

- Pilot counties indicated that job aids and procedures were deemed most important, are accessed most frequently, and are used most often on the job
- Approximately 330 job aids and procedures will be updated
- Workers will be able to use updated documents to practice in the Sandbox prior to 7.0 Curam Upgrade

### Phase 2: Web-based Trainings, Video Demos, and PPTs

- Materials considered by county workers as good resources for basic information on processes, but accessed less frequently than job aids and procedures
- Approximately 25 WBTs, video demos, and PPTs will be updated
- Many county workers have already gone through existing web-based trainings and would not be expected to retake that training
- Updated materials will be available in time for Group 3-5 county workers who have not yet completed training as they prepare for P4 roll-out

## Curam 7.0 – Communication Plans

- Fact Sheets on the Curam 7.0 upgrade will be sent out weekly to all users and Directors via the NC FAST Weekly Communications Summary starting Friday, 2/2/2018 and continuing until 4/27/2018
- On 2/2/2018, an initial communication will be sent to Directors, County Champions, and end users in reference to the pending availability of the side by side comparison video, a reminder will be sent on 2/9/2018, and then when the video is available on 2/16/2018
- On 2/23/2018, an initial communication will be sent to Directors, County Champions, and end users in reference to the pending availability of the Curam 7.0 system simulation. Reminders will be sent on 3/2/2018 and 3/9/2018, and then when the simulation is available on the Learning Gateway on 3/16/2018