



County DSS Directors Update

July 2017

LIEAP, Child Care, CIP (Project 3)

NC FAST P3 Timeline

Project Team / Role Name	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17		
CHILD CARE TIMELINE <i>TAPS Timeline (Attendance, Provider Portal) corresponds to Child Care Timeline</i>	Detailed Design																
	Development																
	Test Planning																
	Test Execution																
				Train CC Pilots	Train CC Statewide												
					Deploy R2												
					11/14 Pilot	Deploy CC Pilots											
						Deploy R2 S9		Deploy R2 S10	Deploy R2 S11	Post Production Support CC							
										Rollout CC Statewide							
LIEAP / CIP TIMELINE	Detailed Design																
	Development																
	Test Planning																
	Test Execution																
								Train EN Pilots	Train EN Phase 1	Train EN Statewide				Training & Implementation EN Support			
								Deploy EN				Deploy EN R2	Post Production Support EN and Project Closeout				
								Rollout EN Pilot	Rollout EN Phase 1			Rollout EN Statewide					



Project 3 Updates – Pilot Update

- Attendance and roster submission for providers serving children from Pilot and Group A Counties took place in early July.
- Approximately \$6.38 million in payments were issued for June services.
- Case activation for Group B Counties took place on July 8th. Group B achieved a 97% activation rate.
 - Approximately 11,750 vouchers were sent to providers serving children from Group B counties. Each Group B county is encouraged to reach out and make sure providers are aware, reviewing/accepting their vouchers and entering attendance for the children in the Provider Portal.
 - Instructions for activating the remaining cases have been distributed to all Group B counties.
 - Please have your staff take action to activate any remaining cases as soon as possible.
- July attendance and roster submission for providers serving children from the Pilot, Group A and Group B counties is due by Saturday, August 5th.

Project 3 Child Care – Rollout Key Dates

Group	Case Activation Target	Payment Issuance
A	1 st week of June (complete)	mid-July
B	1 st week of July (complete)	mid-August
C	1 st week of August	mid-September
D	1 st week of September	mid-October

- Each county should ensure they are ready for case activation approximately 2 weeks ahead of their target activation timeframe.
- NC FAST staff will be contacting each county to ensure all cases and actions items are accounted for at case activation.
- Each county will be asked to confirm readiness for case activation including the following:
 - Completion of conversion from SCCRS
 - Ranking of Funds
 - Setup of LPA Fund Manager

Project 3 Tasks

Child Care

- Provider linking in NC FAST and enrollment through Provider Portal is ongoing.
- Issued \$6,380,062M payments as of 7/11/17 for Pilot and Group A Providers for June services.
- Processed 1078 providers out of 1137, 94.8%, as of 7/11/17.
- Serviced 13,610 children for June services.
- Continued liaison and trainer outreach on case cleanup and Provider setup action items for Groups B - D.
- Completed case activation rollout of Group B counties on 7/8/17 at 97%.
- Continued Help Desk knowledge transfer regarding Child Care.

Energy

- As of 7/1/17, rolled out Phase 2 counties.
- By close of business 7/12/17, NC FAST has disposed 10,001 applications.
- By close of business 7/12/17, NC FAST has obligated \$2,213,639.71 in funds.
- Managing questions, issues or enhancement requests from rollouts.
- Preparation for Lumbee rollout August 1, 2017, in progress.

LIEAP, Child Care, CIP (Project 3)

As a reminder, the implementation schedule for non-Pilot Counties is being adjusted to use Option 1, which is for implementation in 4 groups, 1 per month from June through September.

- During the week of 5/8/17, a communication was sent to Providers regarding the final schedule, as well as to Project 3 County Champions and Resource and Referral Agencies.
- Going forward, each month every group's application start date will be bumped to the first day of the current month.

Option 1				
Group	Regions	Counties	Cases	Providers
A	7	4	2359	224
	10	9	3502	293
Totals	2	13	5861	517
B	8	12	2170	181
	9	9	2305	296
	11	3	3701	393
Totals	3	24	8176	870
C	1	10	887	121
	2	6	1034	105
	3	7	2730	221
	4	7	2651	244
	12	7	4699	568
	Totals	5	37	12001
D	5	8	4497	510
	6	5	5568	685
	13	4	2233	216
	14	5	1366	147
	Totals	4	22	13664



LIEAP, Child Care, CIP (Project 3)

Energy Assistance

- Pilot: **March 1, 2017** go-live:
 - Buncombe, Davie, Forsyth, Wake Counties
 - LIEAP and CIP applications
- Phase 1: **April 1, 2017** go-live:
 - Carteret, Cherokee, Davidson, Lenoir, New Hanover, Person, Sampson, and Wilson Counties
 - Applications for this group are only CIP.

Phase 1 was extremely successful to date, no applications had to be entered in the legacy system. County feedback is positive.

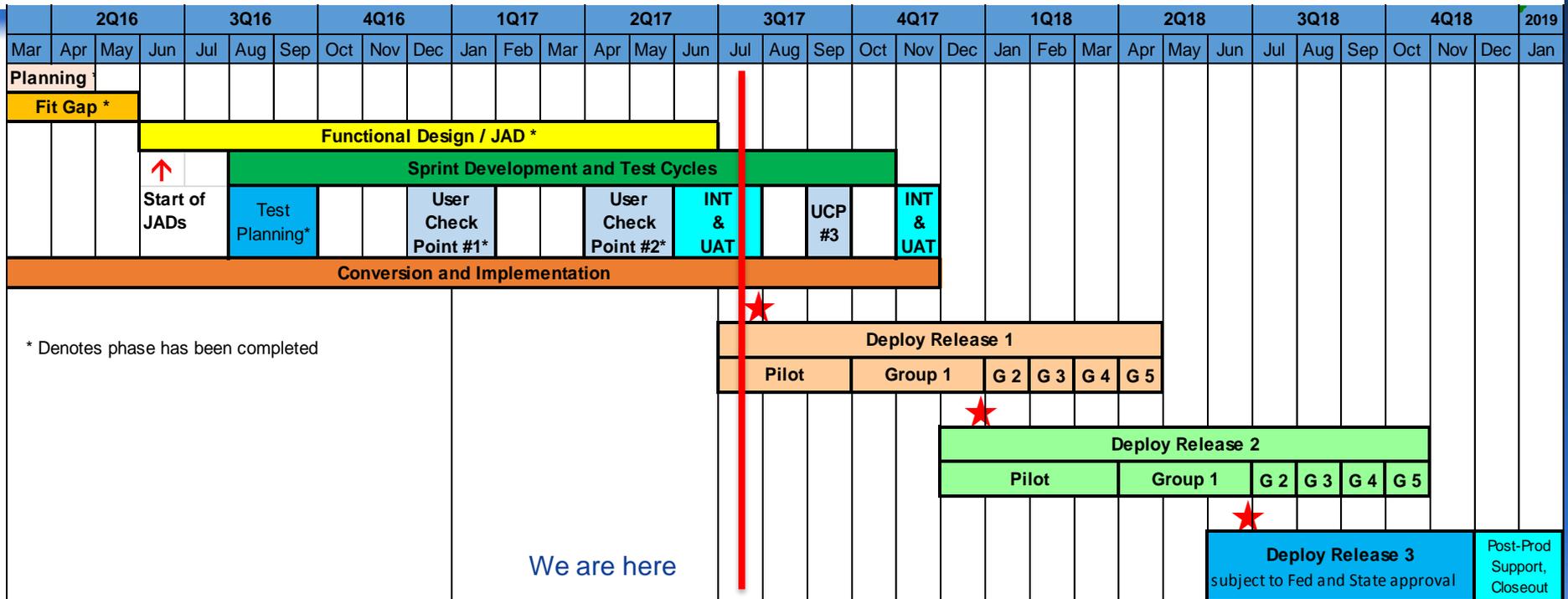
- Phase 2: **July 1, 2017** go-live was completed
 - Remaining 88 counties.
 - Applications for this group are for CIP only until the start of LIEAP season.
 - Phase 2 has been extremely successful to date. County feedback is positive.

Over 3 million dollars of Energy Assistance funds have been allocated in support of North Carolina families.

- Lumbee CIP: A fall 2017 go-live is planned.



Project 4 Timeline



NC legislation intent is that 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.

User Checkpoints for Pilot and Group 1 (JAD participants) were held in January and May, with participants rating the system as “satisfactory” or “very satisfactory”;

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) 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

- Design and development for Release 1 are complete.
- Release 1 UAT occurred July 5-14. Development team is resolving defects identified and UAT is extended through July 24-25.
- Design, development, and test activities for Release 1.1 and Release 2 are in progress
- Collaborative design webinars and previews of development work with county and state users for Release 2 are ongoing.
- Recruiting for additional Business SMEs is continuing. Kevin Kelley has joined the team as Business Services Manager.
- Help Desk staff dedicated to Child Services on board and attended the three user checkpoints in May.
- NC FAST Mobile app is in development with a target release date of September for pilot counties. Stand-alone demo app now available.

Project 4 Updates – cont.

- Pilots and Group 1 counties completed Leadership Workshops to prepare detailed readiness plans for their upcoming NC FAST implementation. Eastern Leadership Workshops in progress; western Leadership Workshops scheduled in the fall.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.
- Communication: Posted training materials and project status information on the project collaboration site (ncfasttraining.nc.gov) and maintained communication via the project email address (NCFAST_4_Child_Services@dhhs.nc.gov).



All Counties with Read-Only Access

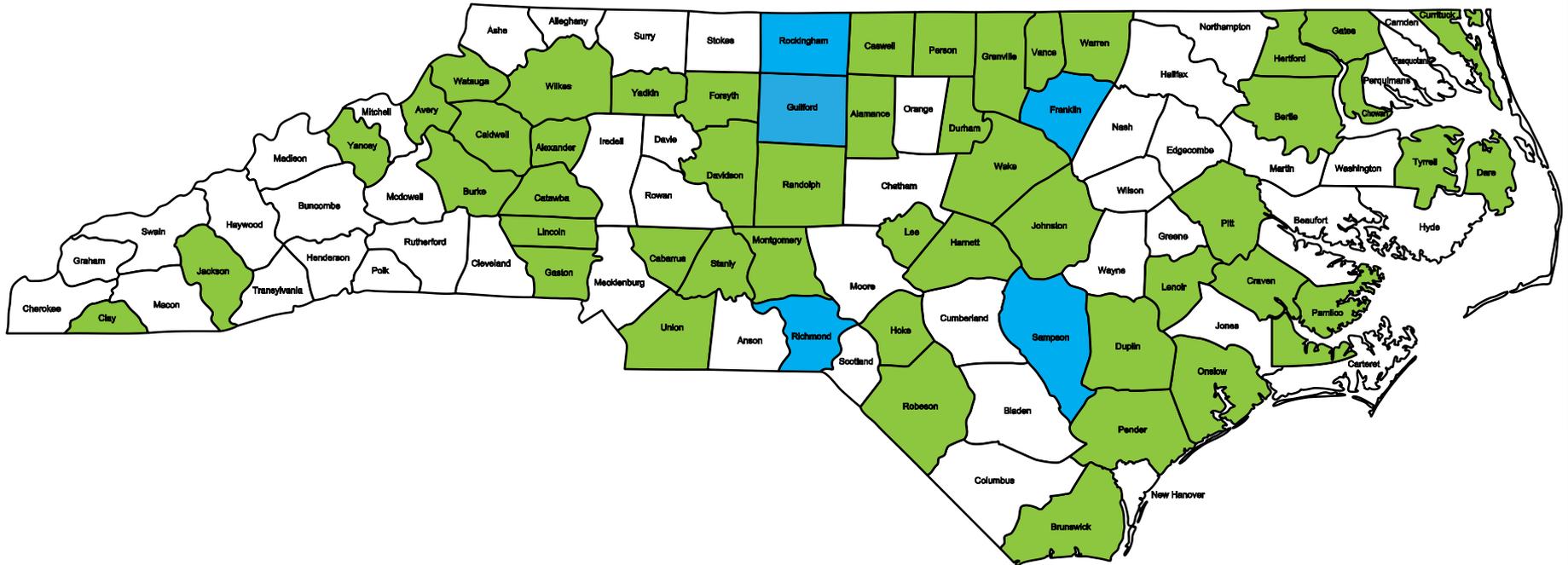
All 100 counties must be ready by August to search on NC FAST and Central Registry to identify RILs, victims, and perpetrators as part of CPS case processing.

Starting on August 1, 2017 and until all Child Services cases are managed in NC FAST, **all 100 counties** will need at least two child welfare inquiry users to have read-only access to search the new cases being added to NC FAST.

A short (<15 minute) online course is available in the Learning Gateway to all counties covering the steps required to complete this search.

A DCDL was issued in July 17 providing specific guidance to the counties on required actions to be prepared to perform this search in August.

Party of Interest Search County User Identification



This map is based on responses received as of COB July 25. To date, responses have been received from 53 counties. Responses have not been received from un-shaded counties in the above map.



Party of Interest Search Training Status

Totals: 47 green; 15 yellow; 38 red

County Name	Completed	Not Completed
Alamance	1	0
Alexander	1	0
Alleghany	Not Started	
Anson	Not Started	
Ashe	2	0
Avery	Not Started	
Beaufort	Not Started	
Bertie	0	1
Bladen	Not Started	
Brunswick	Not Started	
Buncombe	0	4
Burke	Not Started	
Cabarrus	2	4
Caldwell	4	1
Camden	Not Started	
Carteret	1	1
Caswell	Not Started	
Catawba	1	4
Chatham	1	3
Cherokee	1	0
Chowan	Not Started	
Clay	1	0
Cleveland	8	2
Columbus	Not Started	
Craven	0	1

County Name	Completed	Not Completed
Cumberland	2	6
Currituck	Not Started	
Dare	0	1
Davidson	2	0
Davie	2	1
Duplin	1	1
Durham	5	0
Edgecombe	0	1
Forsyth	1	1
Franklin	8	4
Gaston	0	4
Gates	Not Started	
Graham	Not Started	
Granville	0	1
Greene	Not Started	
Guilford	23	12
Halifax	Not Started	
Harnett	Not Started	
Haywood	1	1
Henderson	3	2
Hertford	Not Started	
Hoke	1	0
Hyde	Not Started	
Iredell	4	7
Jackson	2	0

County Name	Completed	Not Completed
Johnston	2	1
Jones	0	1
Lee	2	2
Lenoir	6	3
Lincoln	11	1
Macon	Not Started	
Madison	Not Started	
Martin	Not Started	
McDowell	3	2
Mecklenburg	Not Started	
Mitchell	1	0
Montgomery	Not Started	
Moore	Not Started	
Nash	0	4
New Hanover	1	0
Northampton	0	1
Onslow	2	1
Orange	1	7
Pamlico	3	0
Pasquotank	0	2
Pender	5	0
Perquimans	Not Started	
Person	1	1
Pitt	1	0
Polk	Not Started	

County Name	Completed	Not Completed
Randolph	0	1
Richmond	16	1
Robeson	4	1
Rockingham	21	1
Rowan	0	1
Rutherford	Not Started	
Sampson	29	3
Scotland	Not Started	
Stanly	Not Started	
Stokes	0	14
Surry	2	5
Swain	Not Started	
Transylvania	Not Started	
Tyrrell	Not Started	
Union	0	1
Vance	Not Started	
Wake	9	2
Warren	1	2
Washington	Not Started	
Watauga	1	1
Wayne	Not Started	
Wilkes	2	2
Wilson	Not Started	
Yadkin	Not Started	
Yancey	2	0

Data as of 3pm July 25. Green indicates at least 1 person completed required training. Yellow indicates staff have started – but nobody has completed training. Red indicates nobody from the county has signed up in the NC FAST Learning Gateway to take the training. <https://ncfasttraining.nc.gov/>



Child Services CPS History Search WBT

These are currently available on the NCFast Learning Gateway which can be accessed by going into www.ncfasttraining.nc.gov and registering.

COURSES → **NC FAST** → **Child Services** → **Child Services CPS History Search**

In this course, you will learn how CPS History Searches should be performed during the roll out of NC FAST, including how to:

- Understand CPS History Search requirements

- Search NC FAST for a Victim

- Search NC FAST for a Perpetrator

- Search NC FAST for a Responsible Individual

- View Party of Interest details on the NC FAST Person page

To successfully complete this course:

- Complete the CPS History Search web-based training (WBT) activity (10 minutes)

- View your certificate after completing the WBT



Child Services CPS History Search Webinar

We will also be providing a daily live webinar beginning on 31 July 2017.

There will be a morning session from 10am to 11am and an afternoon session from 2pm to 3pm.

Name: Child Services CPS History Search Webinar

Start: 07/31/2017

Duration: 01:00

URL: <https://ncfast.adobeconnect.com/rp2907qy89lw/>

Number of users in room: 50

Access: Only registered users and accepted guests may enter the room

County action items:

1. Get all Child Services staff to sign up for email distributions:
NCFAST_4_Child_Services@dhhs.nc.gov
2. Get all Child Services staff to sign up for Learning Gateway: <https://ncfasttraining.nc.gov>
3. Learning Gateway lessons learned:
 - A. You can have a single person register your staff - however:
 - a) Users must accept the email registration confirmation from the Learning Gateway
 - b) Once the email is acknowledged, the user must complete their profile and select “Child Services” on their profile
 - B. NC FAST Learning Gateway reporting only counts persons who are registered for the Child Services course

Learning Gateway Registration

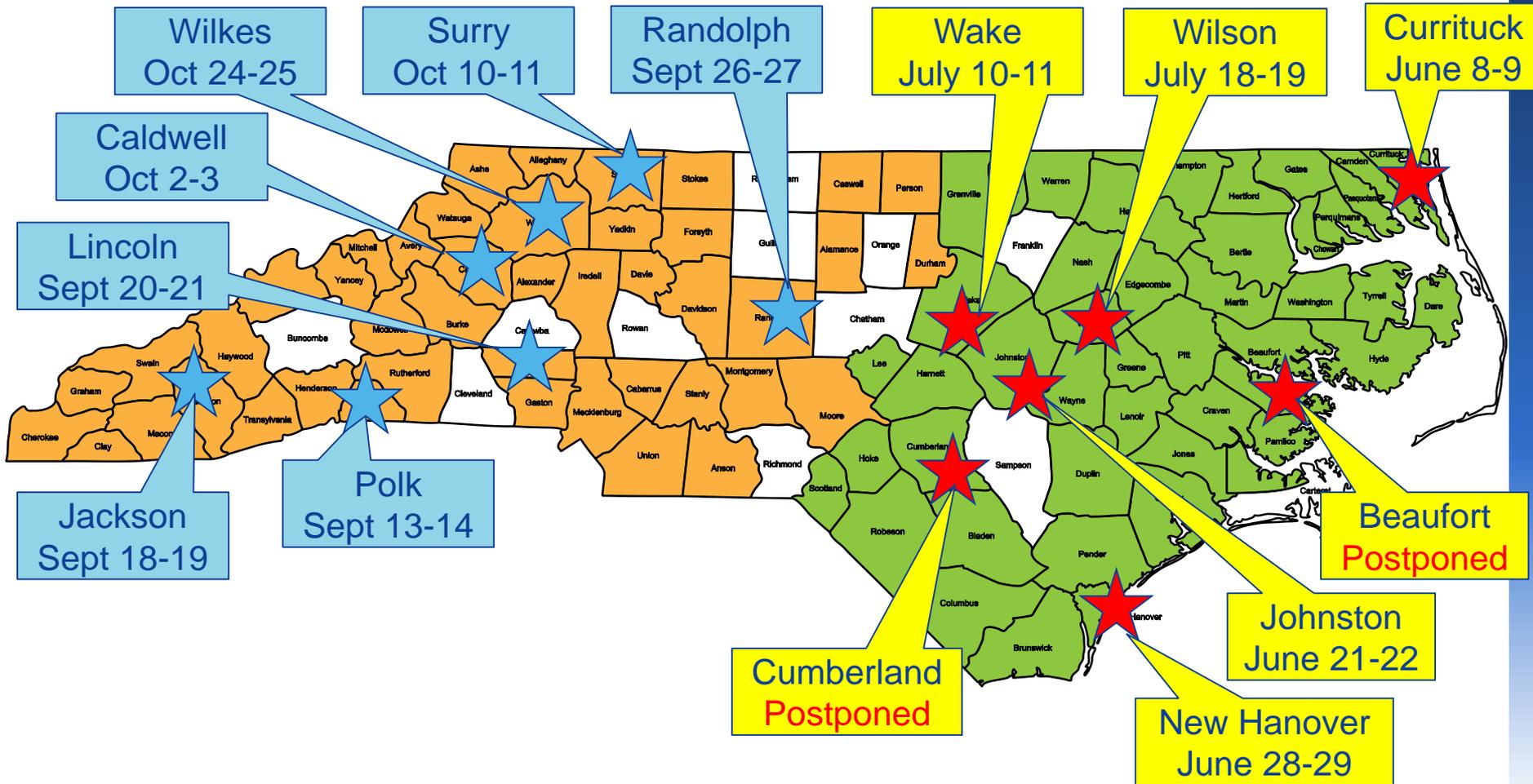


Leadership Workshop Overview

- Purpose
 - Provide counties with an opportunity to discuss operational changes coming with Project 4 and conduct specific planning for what needs to be done to prepare for these changes at the local county level
- Expected Outcomes
 - Greater understanding of the changes coming along with the new system
 - County-specific action plan to set up your county for success on day 1



Leadership Workshop Schedule



Project 4 Computer Requirements

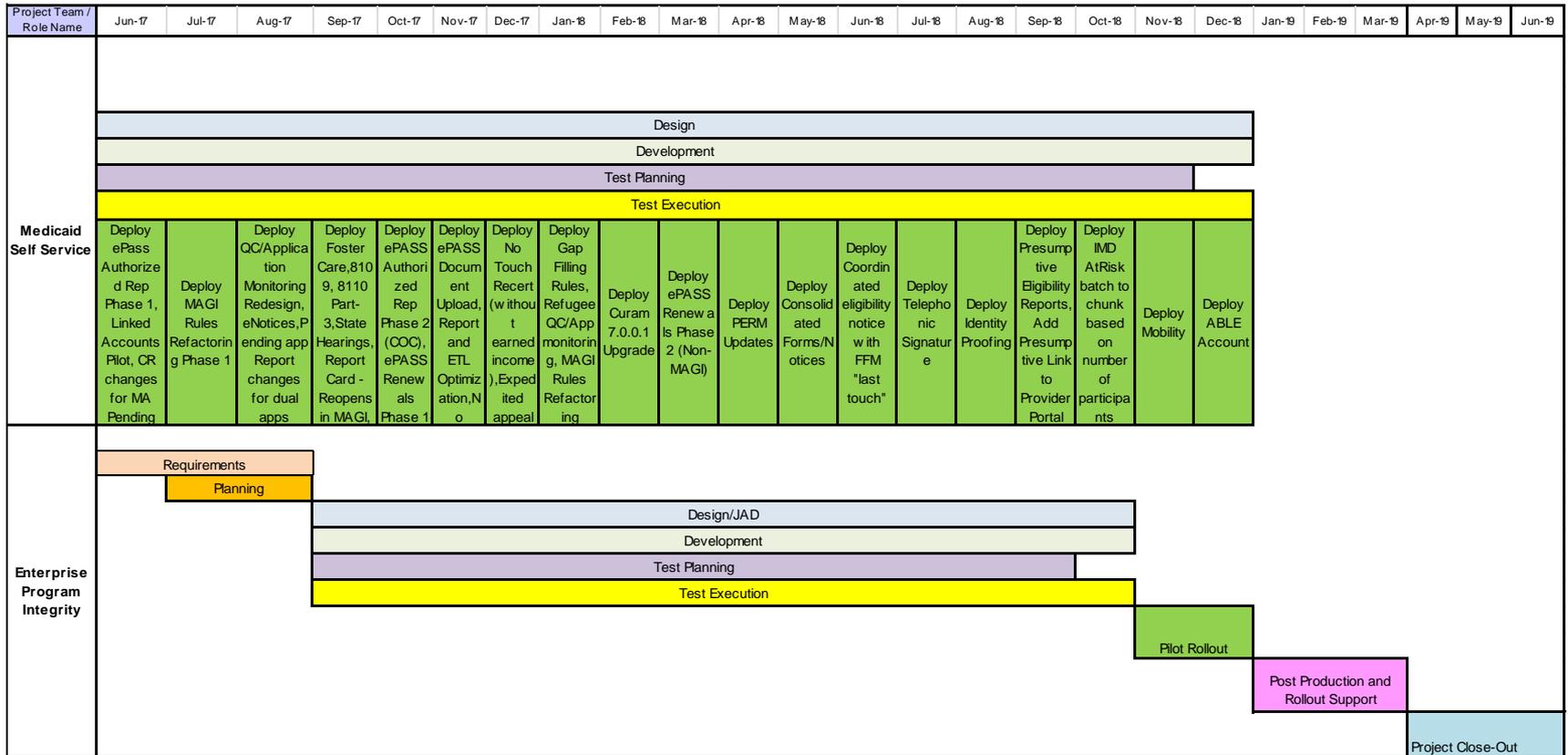
- **Primary Computer**
 - Every social worker and supervisor will need a primary work computer
 - Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
 - Hardware requirements consistent with version of NC FAST currently in production
- **Working Outside the DSS Office**
 - **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
 - User interface optimized to support field work, plus includes multimedia features
 - Not intended to be used for all CPS worker’s job functions
 - Supports connected/disconnected use – great for rural counties
 - Supports **Apple iOS only** at this time
 - Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
 - App not able to be used on a iPhone due to design of user interface
 - **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
 - This scenario is using the standard NC FAST system remotely, not a mobile app
 - Requires an internet connection at all times when using NC FAST
 - User interface in NC FAST is not optimized for use in client interactions
 - May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
 - A mobile app that runs on the Microsoft Surface is not planned at this time
 - **Option 3 – No Computing Device:**
 - Use current process in the field; update data in NC FAST when back at the office
 - No mobile hardware cost

Upcoming Project 4 Activities

- Release 1 Pilot Go-Live: July 31
- Reschedule of Beaufort and Cumberland Leadership Workshops (TBD)
- West Leadership Workshops – September-October (various dates)
- Social Services Institute – October 18-20

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 and Enterprise Program Integrity

- ❖ 2.15M 1095-B Health Coverage Electronic information transmitted to the IRS on March 17. IRS address validations were added for 2016 and do not allow hyphens (-) which caused records to reject. The replacement transmissions to IRS were anticipated to be completed by end of June. Based on our recent verbal communication with IRS, we will be transmitting the corrections for the replacements that were rejected with “Manifest-023” error.
- ❖ Deployed changes to O&M Pending App detail report on May 5, May 19, June 2, June 16, 2017 based on direction from DMA.
 - List out as applicants instead of applications
 - Due date label modified to 'Original Due Date'
 - Show 45 and 90 day applications with MAD indicator Y/N
 - Add applicant name column
 - Include LIS apps and Administrative apps (include a new column to designate admin apps)
 - Include Admin apps as separate totals.
- ❖ Account Transfer Schema validations were deployed on May 13 and the schematron validations have been turned on permanently.
- ❖ Foster Care-MAGI deployment has been delayed to incorporate Expanded Foster Care and IV-E based upon additional requirements from DMA
- ❖ ePass Authorized Representative Phase 1 and ePASS Updates batch to send emails to Pilot counties for auto linking was deployed on June 9, 2017.
- ❖ QC Redesign testing is in progress.
- ❖ The Program Integrity Requirements definition
 - ❖ Completed Current System Capabilities on June 6, 2017
 - ❖ Requirements gathering – June/July/August 2017
- ❖ A CR to include the Program Integrity Development and Implementation is in progress.

Project 9 - Secure Inbox (New functionality)

Current Capabilities which benefit counties:

After ***account linking***

- Customers can submit a Change of Circumstance online for:
 - ❖ Income change
 - ❖ New Income
 - ❖ Address change
 - ❖ Tax Filing Status change
 - ❖ View their case information (evidence) that is on file: Household members, address, income details
- Signing up for Secure Inbox will enable customers to view notices [DMA-5059 and DMA-5097] online.
- NC FAST and DMA continue to explore automation options to streamline the registration process.

Client Services & Support

To better serve you NC FAST Help Desk menu option is changing and the help desk agents are becoming more program specific.

