County DSS Director's Update

September 13, 2016

O&M Updates

- Last Release Updates (August Release/September Patches):
    - Resolved 41 high severity defects for the August release and resolved 11 defect in the September patches around MAGI recertification, OVS calls, Special Assistance, PML issues, FNS ABAWD, and Project 9 updates for 8110
    - Completed 6 Change Requests for the August release and 3 Change Requests for the September patches including FNS COLA.

- Next Release Updates (October Release):
    - Targeting 32 high severity defects for the October release around MAGI recertification, Benefit Diversion, CAP, and FNS ABAWD.
    - Continuing to focus on Tier 3 Help Desk Tickets
    - Continuing to work through LEAN project to improve Help Desk Quality.
    - Reviewing current test scripts to ensure all functionality is properly covered in our effort to continue to improve our QA process.

NOTE: Project 3 Release 2 release targeted for 10/29/16.
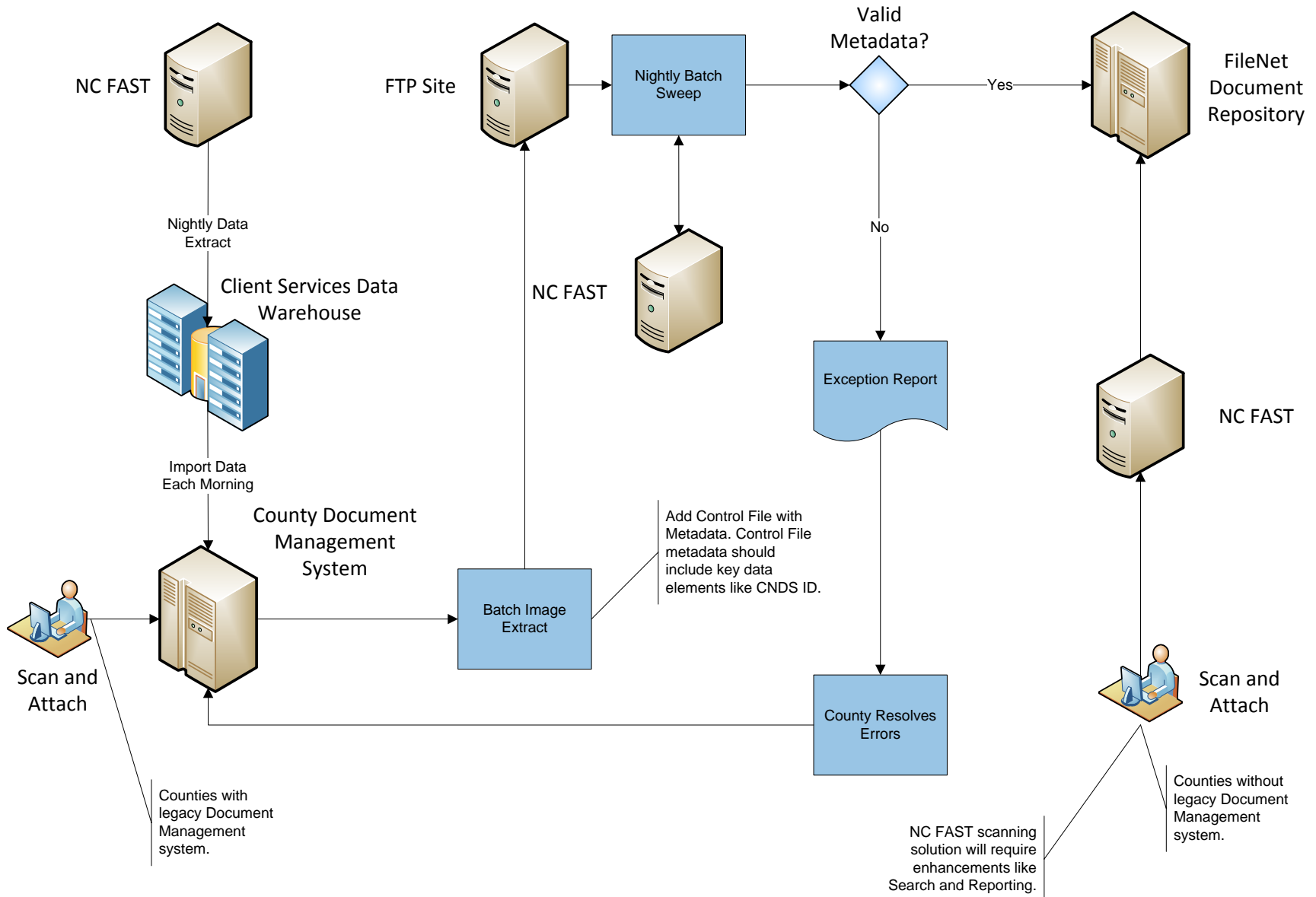
Help Desks Updates:

- Overall ticket numbers are have decreased (~4000 total)
    - Targeting a few magi defect fixes for the September 10th weekend COLA patch.
        - This will help with lowering the overall ticket counts and also Magi ticket counts
    - Magi ticket numbers are within are near pre June Release volume (~1600)
- Provider Help Desk preparing for P3 Release 2

Any Issues Awareness that may need to be communicated:

- Reminder - It is critical and beneficial that Help Desk tickets are submitted on issues
    - This helps NC FAST see trends and wide system outages and provide fixes sooner
    - Please use the Help Desk pre-checklist, prior to submitting a ticket
    - Please do not hold the ticket in the county too long (optimally no older than one week would be best), completing the pre-checklist is sufficient
    - Critical or urgent issues should be called in and not submitted via web
- Help Desk Emergency Escalation Process: Critical or urgent tickets, that require special attention should :
    - **Call** into the NC Fast tier 1 Help Desk phone agent
    - Have ticket created and then request for the ticket to be part of the "***Emergency Escalation***" process
    - A reason why it is being Emergency Escalated will need to be provided. This is to help prioritize with the other Emergency Escalated tickets at the tier 3 level
    - **NOTE**: Normal pre-checklist work is required, since this will help the tier 3 team work the ticket quicker and minimizing the amount of back-and-forth requests for more information (which slows time to resolution)

NC FAST

FTP Site

Valid Metadata?

Nightly Batch Sweep

Yes

FileNet Document Repository

Nightly Data Extract

Client Services Data Warehouse

NC FAST

No

Import Data Each Morning

County Document Management System

Exception Report

Add Control File with Metadata. Control File metadata should include key data elements like CNDS ID.

Scan and Attach

Batch Image Extract

County Resolves Errors

NC FAST

Scan and Attach

Counties with legacy Document Management system.

NC FAST scanning solution will require enhancements like Search and Reporting.

Counties without legacy Document Management system.

Preliminary Cost Estimates

Economic Benefits Preliminary costs projections – capture all EB documents going forward. No back-file conversion. All estimates based on $15,000/yr. per TB of storage used.

County Size	Number of Counties	TB/Yr.	1st yr. cost	5th yr. cost	5 yr. Total Accrued
Small	40	3	$45,000	$225,000	$675,000
Medium	40	5	$75,000	$375,000	$1,125,000
Large	20	5	$75,000	$375,000	$1,125,000
Total	100	13	$195,000	$975,000	$2,925,000

Child Welfare Preliminary growth projections – capture all CW documents in repository from P4 go-live forward. Underlying assumptions for both EB and CW models developed in conjunction with Document Repository Workgroup members. Preliminary analysis to be refined based on county survey results.

	FY18		FY19		FY20		FY21		FY22		FY23
	Child Welfare Net New plus New Docs from Existing Cases		Child Welfare Net New plus New Docs from Existing Cases		Child Welfare Net New plus New Docs from Existing Cases		Child Welfare Net New plus New Docs from Existing Cases		Child Welfare Net New plus New Docs from Existing Cases		Child Welfare Net New plus New Docs from Existing Cases
Date	GBs	Date	GBs	Date	GBs	Date	GBs	Date	GBs	Date	GBs
FY Beginning Storage	0.0		3838.5		34399.7		65198.5		96239.6		127527.8
Jul-17	0.0	Jul-18	23501.5	Jul-19	54082.4	Jul-20	84901.1	Jul-20	115962.6	Jul-20	147271.7
Aug-17	37.2	Aug-18	24481.6	Aug-19	55082.0	Aug-20	85920.8	Aug-20	117002.6	Aug-20	148332.5
Sep-17	75.2	Sep-18	25461.6	Sep-19	56081.7	Sep-20	86940.4	Sep-20	118042.7	Sep-20	149393.3
Oct-17	113.2	Oct-18	26441.7	Oct-19	57081.3	Oct-20	87960.1	Oct-20	119082.7	Oct-20	150454.2
Nov-17	151.2	Nov-18	27421.7	Nov-19	58081.0	Nov-20	88979.7	Nov-20	120122.8	Nov-20	151515.0
Dec-17	237.2	Dec-18	28401.8	Dec-19	59080.6	Dec-20	89999.3	Dec-20	121162.8	Dec-20	152575.8
Jan-18	325.0	Jan-19	29401.4	Jan-20	60100.3	Jan-21	91039.4	Jan-21	122223.6	Jan-21	153657.9
Feb-18	647.5	Feb-19	30401.1	Feb-20	61119.9	Feb-21	92079.4	Feb-21	123284.5	Feb-21	154740.0
Mar-18	1108.0	Mar-19	31400.7	Mar-20	62139.5	Mar-21	93119.5	Mar-21	124345.3	Mar-21	155822.0
Apr-18	1878.4	Apr-19	32400.4	Apr-20	63159.2	Apr-21	94159.5	Apr-21	125406.1	Apr-21	156904.1
May-18	2858.4	May-19	33400.0	May-20	64178.8	May-21	95199.5	May-21	126467.0	May-21	157986.1
Jun-18	3838.5	Jun-19	34399.7	Jun-20	65198.5	Jun-21	96239.6	Jun-21	127527.8	Jun-21	159068.2
Total GB	**3838.5**		**34399.7**		**65198.5**		96239.6		127527.8		159068.2
Annual Storage Cost*	$ 71,471.00		$ 529,889.17		$ 991,870.79		$ 1,457,487.15		$ 1,926,810.93		$ 2,399,916.29

* Estimate assumes that $15,000 per Tb of storage is applied at the end of the year - versus a running monthly invoice. Also includes cost of documents associated with screened out referrals.

P3 Timeline*

NC FAST Overall Timeline

Project Team / Role Name	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
CHILD CARE TIMELINE															
TAPS Timeline (Attendance, Provider Portal) corresponds to Child Care Timeline for Releases 1 and 2.		Detailed Design →													
		Development →													
		Test Planning →													
			Test Execution →												
						Train CC Providers				Train CC Pilots	Train CC Statewide				
						Deploy Provider					Deploy CC Pilots		Deploy CC Statewide		Deploy Release 3
LIEAP / CIP TIMELINE															
*** Moving toward more Agile Development in June 2016*		Functional Design →													
										Detailed Design →					
										Development →					
										Test Planning →					
										Test Execution →					
														Train LIEAP/ CIP	
															Deploy CIP, LIEAP

*Subject to change

# Project 3 Updates – Updated Implementation Timeline

- To allow for additional project testing and UAT, the implementation of P3 Release 2 has been postponed to October 31, 2016.

- Go-live and conversion for each phase will take place according to one of the two following schedules that will be decided upon by the Executive Advisory Committee on September 16, 2016:

  Option 1:
  - Pilot – Go-live October 31; conversion November – December
  - Phase 1 – Go-live December 1; conversion December – January
  - Phase 2 – Go-live January 1; conversion January – February

  Option 2:
  - Pilot – Go-live October 31; conversion November – December
  - Phase 1 – Go-live January 1; conversion January – February
  - Phase 2 – Go-live February 1; conversion February – March

Project 3 Updates – Updated Implementation Timeline

- Updated training details will be available soon; however, the schedule of training courses for Release 2 will still fall within the month leading up to Go-live.

- There has not been a change to the implementation timeframe for the Energy programs.

- NC FAST is in the process of updating the various Fact Sheets and Provider Bulletins with the updated schedule and expected activity completion timeframes.

Updated Provider Action Timeline
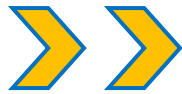
	Providers located in & serving children in Pilot Counties	Providers located in & serving children in Phase 1 Counties	Providers located in & serving children in Phase 2 Counties
September 2016	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*	Provider Portal Enrollment & Direct Deposit Set-up Period	Provider Portal Enrollment & Direct Deposit Set-up Period
October 2016	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*	Provider Portal Enrollment & Direct Deposit Set-up Period
November 2016	Pilot Counties Go-Live with NC FAST. Providers **may** begin to accept vouchers in the Provider Portal	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*
December 2016	Providers begin or continue accepting vouchers and **must complete December attendance in the Provider Portal**	Phase 1 Counties Go-Live with NC FAST. Providers **may** begin to accept vouchers in the Provider Portal	*After successful Enrollment & Set-up, no action needs to be taken by the Provider*
January 2017	Providers must complete January attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and **must complete January attendance in the Provider Portal**	Phase 2 Counties Go-Live with NC FAST. Providers **may** begin to accept vouchers in the Provider Portal
February 2017	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers must complete February attendance and accept any new vouchers in the Provider Portal	Providers continue to accept vouchers and **must complete February attendance in the Provider Portal**

Project 3 Updates

- The process of linking Provider NCIDs is almost complete and many Providers have completed their enrollment and direct deposit setup. Please have your staff review the weekly NCID Linking, Enrollment and Direct Deposit Setup report on FAST Help that shows which Providers have completed these three activities and follow up accordingly.

Phase	Total	Linking		Enrollment		Direct Deposit	
Pilots	433	414	96%	166	38%	279	64%
Phase 1	1813	1797	99%	632	35%	1282	71%
Phase 2	2712	2404	89%	388	14%	1659	61%
Out-of-state	24	17	71%	0	0%	2	8%
Total	4982	4632	93%	1186	24%	3222	65%

*Data as of 9/2

Project 3 Updates

- NC FAST has also provided a report of the Private Rates certain Providers have entered when enrolling via the Provider Portal that may be incorrect. Please have your staff review the report, which is also available in FAST Help, and follow up with any Provider to ensure the rates are correct as appropriate.

- NC FAST and DCDEE will also be hosting a second webinar for Resource and Referral agencies in mid-October to inform them of upcoming expectations for Providers to use the Provider Portal to manage vouchers and attendance.

- NC FAST and DCDEE will be providing updates on P3 at the Social Services Institute as well as NC Licensed Child Care Association meeting in October.

Management Items – Overall Schedule

NC FAST Overall Timeline

Project Team / Role Name	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17
Operations & Maintenance	Defects	1095B (Pt2)	Defects	Oracle 12c	Defects	Release	Release	Release	COLA	Release	Release	Release		Cúram 6.2	Release
Architecture & Infrastructure								ESB IIB Upgrade							
Project 7 --> Project 9		Reasonable Oppt	Multiple	Release	Release	Release	8110	Mult ePASS Updates		Release	Release	Release		6.2 with Secure Inbox	Release

CHILD CARE TIMELINE
TAPS Timeline (Attendance, Provider Portal) corresponds to Child Care Timeline for Releases 1 and 2.

- Detailed Design
- Development
- Test Planning
- Test Execution
- Train CC Providers
- Deploy Provider
- Train CC Pilots
- Train CC Statewide
- Deploy CC Pilots
- Deploy CC Statewide
- Deploy Release 3

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

- Functional Design
- Detailed Design
- Development
- Test Planning
- Test Execution
- Train LIEAP/ CIP
- Deploy CIP, LIEAP

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

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

CHILD SERVICES TIMELINE
** Agile Development

- Planning
- Fit Gap
- Functional Design (through July 17)
- Sprint Detailed Design, Development and Test cycles (through Nov 17)
- Test Planning

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Project 8 Updates

- ***County Transfer Process***
  - ***Continue working with business primes to define the process flow for transfers between counties and EBCI.***

- ***August Release Update***
  - EBCI Forms Update Part 2 release. In Release 2 system changes were made to all central print forms. The modifications were made to allow for the proper display of the return address for the new Eastern Band of Cherokee Indians (EBCI) administrative entity.

NOTE:

Deployed system changes will not be available for case processing until the planned EBCI project implementation date of April 1, 2017

Project 9 Updates

- ***As a reminder, we need the Linked Accounts Pilot Counties to use the system to link users to their accounts.***
  - **Current Capabilities**
    - Customers can view their case information (evidence) that is on file, such as
      - Household members
      - Address
      - Tax Filing Status
      - Income Details
    - Customers can submit a Change of Circumstance for:
      - New Income
      - Income change
      - Address change
      - Tax Filing Status change
      - Other evidence updates
    - Customers can view the contact information (address, phone number) for the DSS office that they are assigned

Project 9 Updates

- ***Application Monitoring***
  - Application Monitoring is planned for October release
- ***1095-B*** IRS Interface Submissions
  - 97.5% of 1095-B's were accepted without errors by the IRS - 2,098,228
  - After analysis of the remaining records, only 41 need to be worked by the counties to verify their SSN.
  - Working with the business to provide the communication to the effected counties.
- ***8110 Phase 2 (New Comparison strategy/prevent unnecessary on hold Decisions)***
  - 8110 Phase2 is scheduled for November Release
- ***IMD evidences and Rules***
  - IMD evidence and Rules are planned for November release