NC Department of Health and Human Services
Division of Social Services

100 County
DSS Directors Call

March 24, 2021

AGENDA

- Child Welfare System Governance Model – Lisa Cauley & Rob Morrell

- CARS System Replacement – Timothy Egan

- National Research Center on Hispanic Children & Families UNC-G Child Care Access for Hispanic Families Study – Danielle A Crosby, Ph.D.

- NC Fast – Lisa Ashley

- NC Fast – Vijay Ramanujam

Program updates

- Child Support – Carla West

- Economic Services (At home testing and P-EBT) – Carla West

- DHB Update – Carla West

- Human Services Business Information & Analytics Update – Rob Morrell & Ashley Arrington

- Fiscal Updates – Richard Stegenga

Child Welfare Technology and Governance Update

3/24/2021

Agenda

- Timeline - Where are we now?

- Governance Overview

- Guiding Principles

- Blueprint Overview – (Re-Introduction to Frank Petrus, HHS Advisory)

- Thinking Ahead

Timeline – Where Are We Now?

2015 -2016

-Workgroup develops NC FAST P4 business requirements

-Development begins

-The Administration for Children & Families (ACF) publishes new CCWIS* guidelines

2017

-Conditional approval from ACF to move forward with NC FAST P4 for CCWIS

-Changes made to P4 requirements for CCWIS compliance

-First version of P4 rolled out to 5 pilot counties

2018

-NCACDSS details concerns with P4 functionality and the impacts

-DHHS pauses P4 rollout to focus on extensive redesign of Intake and Assessment functionality with 11 pilot counties (Original 5 + expanded pilots)

2019

-NCGA postpones P4 rollout and calls for PED study of P4 and RFI regarding improvements or alternatives

2020

-PED Completes study and makes several recommendations

-Gartner and CWS Core Team (County/State) complete assessment, RFI, and roadmap

-DHHS establishes County/State Child Welfare System Governance Committee

2021

-CWS Governance Committee kicked off

-DHHS developing blueprint to decide on specific augmentations, enhancements, and deployment timelines

-DHHS establishing integrated workplan to coordinate statewide practice model, FFPSA, and technology initiatives

*CCWIS stands for "Comprehensive Child Welfare Information System" and involves a set of Federal standards for child welfare systems to gain significant federal financial participation in child welfare technology related procurement and development efforts

Child Welfare System Governance Committee (CWSGC)

- Deployed a governance committee for our statewide child welfare information system

- Letter was sent out to Directors from CWSGC on 3/12/2021

- The purpose of the CWSGC is to bring state and county leaders together in partnership to recommend how to move forward with the statewide CW System.

- Includes 14 core voting members (7 county and 7 state)

- Includes multiple slots for non-voting members, including county child welfare SMEs

- The adopted charter, committee membership, meeting slides, minutes, and other info can be found on the DSS Director's SharePoint Site

Guiding Principles

Safety and well-being of children, families, and NC Child Welfare staff are of the greatest importance

Create a system that is **easy and intuitive to use** and efficiently manages **data** and **documents.**

Create a system that child welfare workers can access and **use 24/7 from a broad set of supported devices**.

Whenever possible, **data should only be entered once** and used many times.
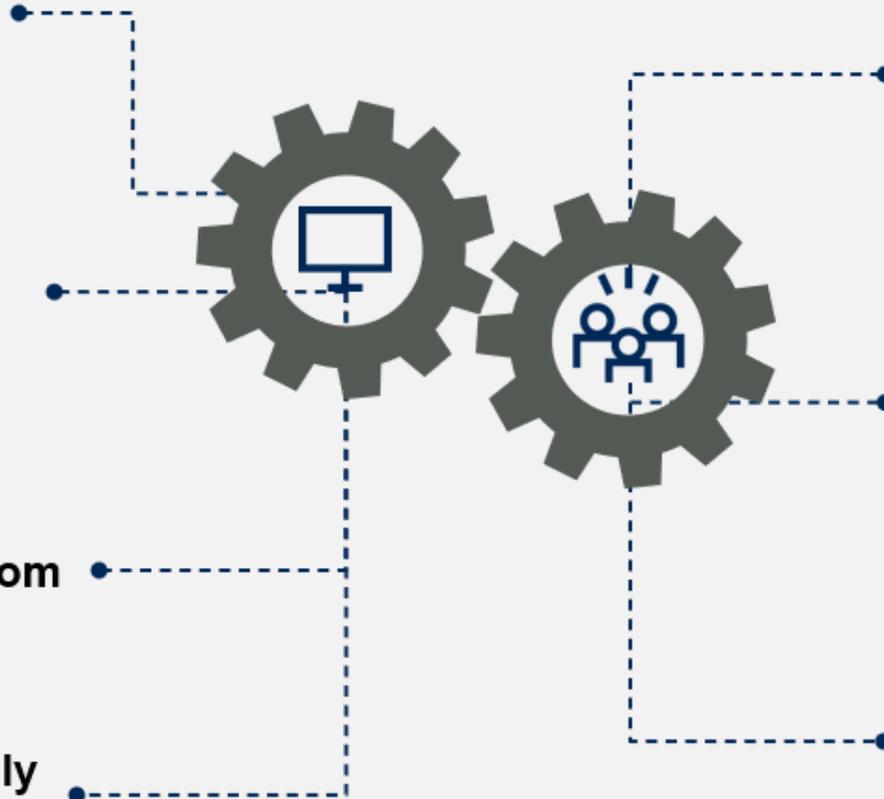
Ongoing **training** and **support** for the model of practice, the system, and changes will be **aligned** to **maximize the quality** of service provided.

County and state representatives must be partners and active participants committed to reach consensus at every step of the process

Counties vary in size, complexity, and available resources. While any system will require some standardization, we must build a system that works for <u>all</u> counties.

Re-Introduction – Frank Petrus, HHS Advisory

- NC DHHS is partnering with HHS Advisory (led by Frank Petrus) to put wheels on our CWS Roadmap with an actionable blueprint.

- HHS Advisory Services helps executive leaders in HHS develop integrated strategies for supporting the health, well-being, and empowerment of children youth, adults, and families

- Introduction and Background

Blueprint – Foundational Findings

- There are several initiatives underway:
  - **Child Welfare Transformation** – Enhancement of NCDHHS CW model of practice focusing on:
    - NCDHHS 2020-2024 Child and Family Services Plan (CFSP) and Continuous Quality Improvement (CQI)
    - Enhancement of Intake and Enhancement Safety and Risk Assessment Tools
    - Family First Prevention Services Act

  - **Strengthening State and County Partnerships** –
    - Establishment of Child Welfare System Governance Committee (CWSGC) to provide collaborative guidance and decision support for the future-state Child Welfare System (CWS)
    - Unified Leadership Team (ULT) to support the NCDHHS 2020 – 2024 Child and Family Services Plan (CFSP) for the child welfare transformation effort to create a unified child welfare model of practice building on evidence-based practices

  - **Enhancements to existing Child Welfare System (CWS)** – through 1) the approved Gartner roadmap; 2) NCFAST survey of enhancements priorities; and 3) the initiation of the CWSGC to develop a go forward "Blueprint" for the future-state CWS for North Carolina

Blueprint – Foundational Findings Continued…

- There are multiple groups in place to provide guidance and to support decision-making around the transformation of the State's child welfare model of practice and the planning for the future-state CW System decision support system for child welfare services

  - **These efforts need to be effectively coordinated** to support recommendations and priorities for enhancements and augmentation with additional technology for the future-state CW System

- The Blueprint effort **must be child welfare practice-driven** based on the evolving future model of practice
  - The decision support technology must be user friendly and ensure that CW workers, supervisors and managers have the data and information they need to *anticipate, support and validate their decisions and actions* (at all levels) throughout the life of CW services

  - The future-state CSW System must provide the data and information necessary for County and State management of CW operations

Blueprint – Phase 1 Recommendations

1. **Child Welfare Practice and Technology Program Coordination and Accountability** – Establish a formally defined "Program" focused on developing a coordinated approach to the integration of CFSP's Child Welfare Transformation practice enhancements and the development of the State's future-state CWS technology

2. **Dedicated CW System** – Prioritize technology investments and timing to move forward expeditiously with a segmentation approach for a dedicated CW System from NCFAST for CW. This will provide a foundation for enhancements and augmentation with new technology for the future-state CW System and to support CCWIS compliance and funding

3. **Blueprint Child Welfare Life of the Case (LoC)** – Move forward with the LoC focusing on I&A first. This should include addressing CW System usability challenges and ensuring counties have the information needed to support decisions at the I&A phase. The process will focus working with County and State SMEs to walk through current NCFAST CWS capabilities to assess the strengths and gaps to assist in the prioritization and sequencing of enhancements and/or augmentation. This approach will be used for all phases of the life of North Carolina's child welfare services

Thinking Ahead...

- The **timeline** for a statewide rollout of a statewide CCWIS system is **not set in stone.** Getting it right is paramount and the Blueprint will begin to give timeline specificity.

- If we assume that funding is approved to support our blueprint, we **may be able to move forward with a rollout by CY 2022.**

- There will be **opportunities to add significant business value** to those using the system through enhancements and/or augmentations **earlier than CY 2022.**

- NC DHHS and County DSS' are **in this together** and **must make it successful.**

- At any point, **if the path forward** is determined to **not meet the needs** of our children, families, or child welfare staff – **we will stop and reevaluate.**
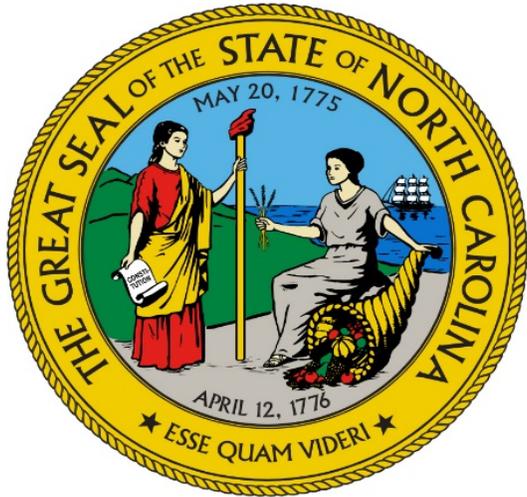
NC Department of Health and Human Services

March 100-County Call

- County Administration Replacement System Project

March 24, 2021

Deloitte Team Introductions

Project Executive
Tom Steiner

**Lead Project Manager /
Contract Manager**
Tim Egan

Account Leadership
Wade Horn and Don Parr

**Cost Allocation /
Administrative Reporting**
Kandice Kailer   Ryan Wolfe

**Project
Management**
Cameron Niakan

Technology Strategy
Rob Bouda   Vipul Kapoor   Arvind Dubey
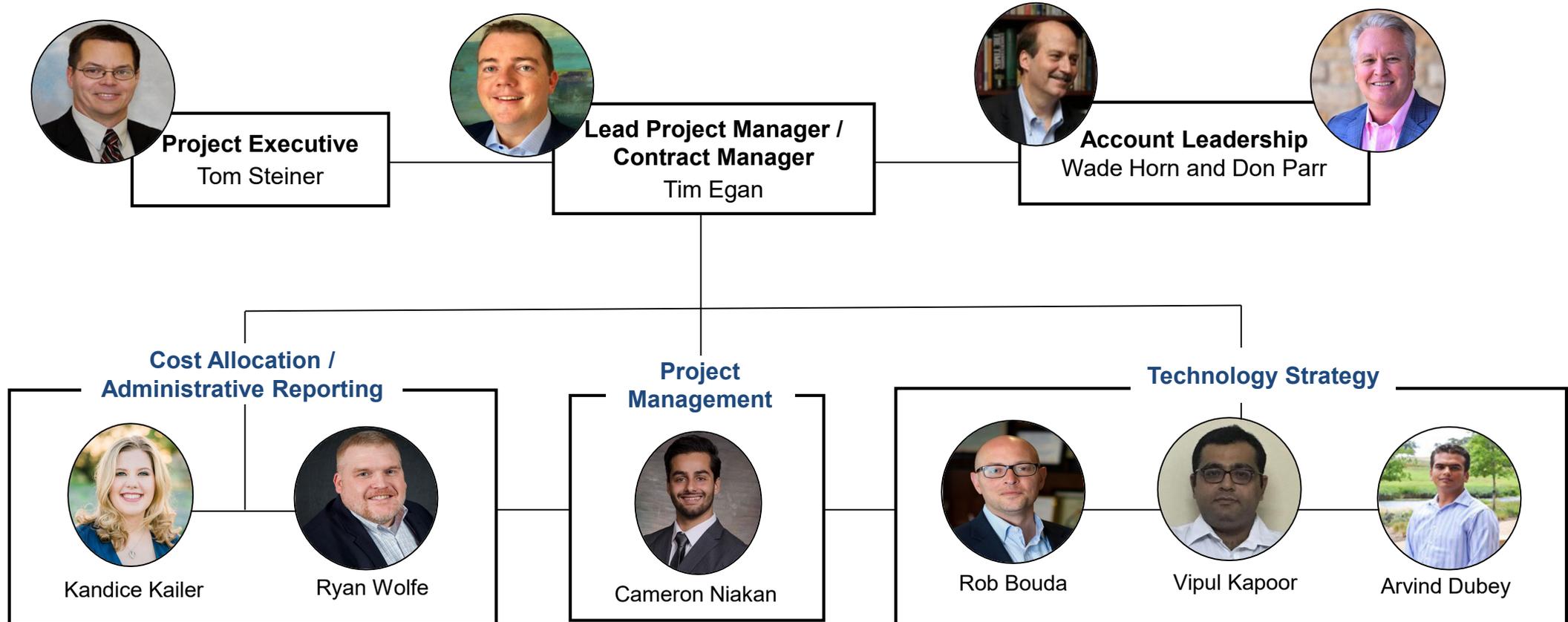
Statement of Work Goals and Additional Considerations

Statement of Work Goals

1. Minimize the county resource time and reporting effort
2. Ensure the accuracy of existing county cost submissions
3. Improve the accuracy and timeliness of administrative cost data reports
4. Ensure system is flexible and adaptable to support individual county budgets
5. Ensure that any proposed solution is compatible with the new accounting system

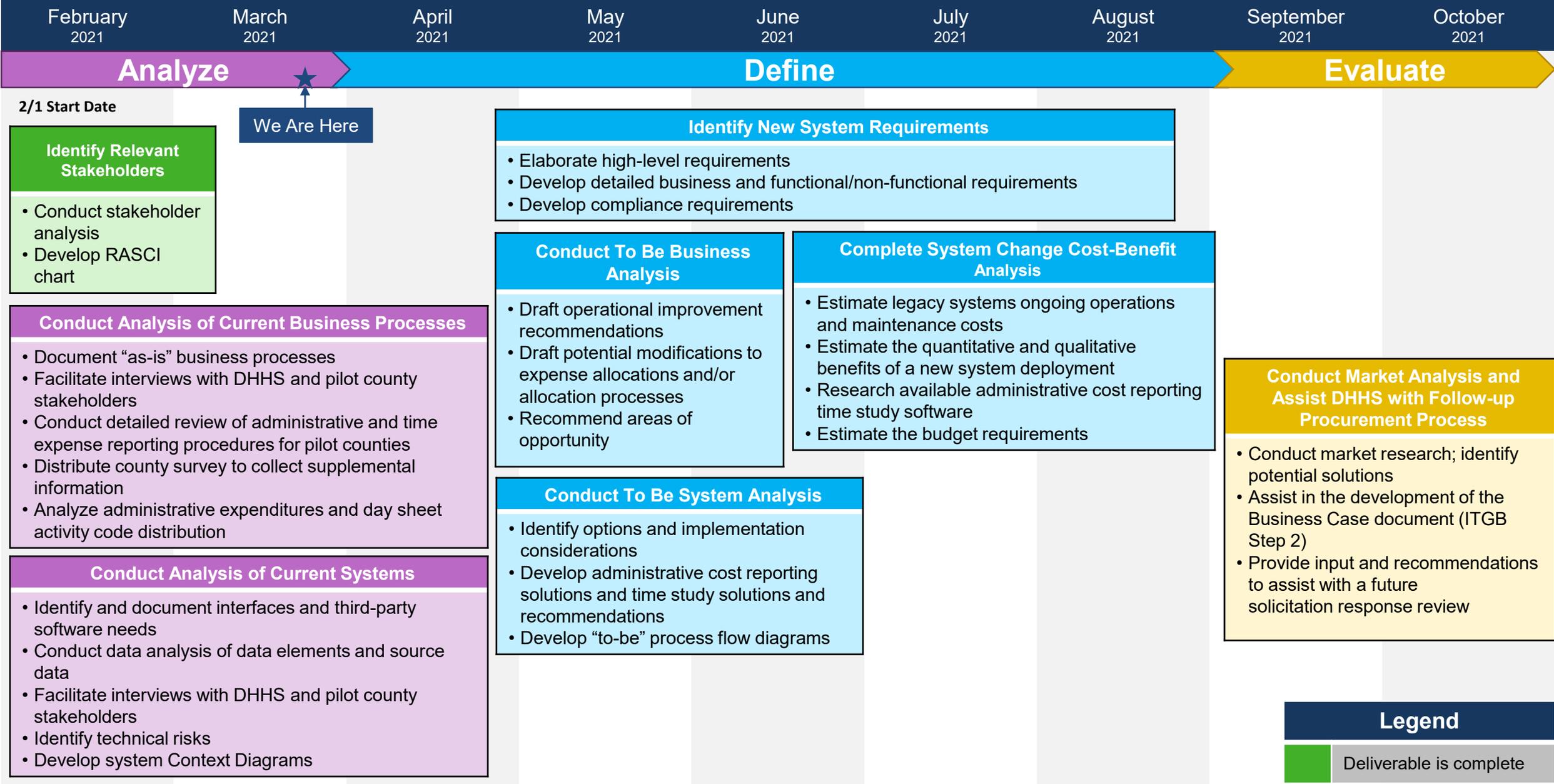| Program Funding	County Communication & Inclusion	IT Implementation	Past Efforts
• County funding and redistribution impact of reporting and allocation methods • Ensure federal funding for disaster assistance is accounted for through cost allocation methodologies • Methodology should consider maximization of revenue • Consider unique funding sources for individual counties	• Maintain consistent communication with counties to provide project updates • Solicit and incorporate county feedback • Ease of user adoption and training and communication requirements	• Ensure integration with the NCAS replacement system is at the forefront • Procurement timeline and coordination with other state efforts • Software security	• Federal influence of past or pending performance reviews and audits • Lessons learned from previous redesign and enhancement efforts

Project Approach: High Level Timeline

February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021

Analyze — **Define** — **Evaluate**

★ We Are Here

2/1 Start Date

Identify Relevant Stakeholders

- Conduct stakeholder analysis
- Develop RASCI chart

Conduct Analysis of Current Business Processes

- Document "as-is" business processes
- Facilitate interviews with DHHS and pilot county stakeholders
- Conduct detailed review of administrative and time expense reporting procedures for pilot counties
- Distribute county survey to collect supplemental information
- Analyze administrative expenditures and day sheet activity code distribution

Conduct Analysis of Current Systems

- Identify and document interfaces and third-party software needs
- Conduct data analysis of data elements and source data
- Facilitate interviews with DHHS and pilot county stakeholders
- Identify technical risks
- Develop system Context Diagrams

Identify New System Requirements

- Elaborate high-level requirements
- Develop detailed business and functional/non-functional requirements
- Develop compliance requirements

Conduct To Be Business Analysis

- Draft operational improvement recommendations
- Draft potential modifications to expense allocations and/or allocation processes
- Recommend areas of opportunity

Conduct To Be System Analysis

- Identify options and implementation considerations
- Develop administrative cost reporting solutions and time study solutions and recommendations
- Develop "to-be" process flow diagrams

Complete System Change Cost-Benefit Analysis

- Estimate legacy systems ongoing operations and maintenance costs
- Estimate the quantitative and qualitative benefits of a new system deployment
- Research available administrative cost reporting time study software
- Estimate the budget requirements

Conduct Market Analysis and Assist DHHS with Follow-up Procurement Process

- Conduct market research; identify potential solutions
- Assist in the development of the Business Case document (ITGB Step 2)
- Provide input and recommendations to assist with a future solicitation response review

Legend

	Deliverable is complete

# Looking Ahead: The Next 30 Days

Conduct County Survey

- 3/29 – Deloitte opens online survey to counties; link will be provided via email
- 4/12– Online survey closes

Conduct County Interviews

- 3/30 - 4/16 – Deloitte interviews Identified Pilot Counties

Identified Pilot Counties	
Buncombe	New Hanover
Duplin	Orange
Durham	Randolph
Gaston	Rowan
Lenoir	Wilson
Macon	Yadkin
Mecklenburg	Yancey
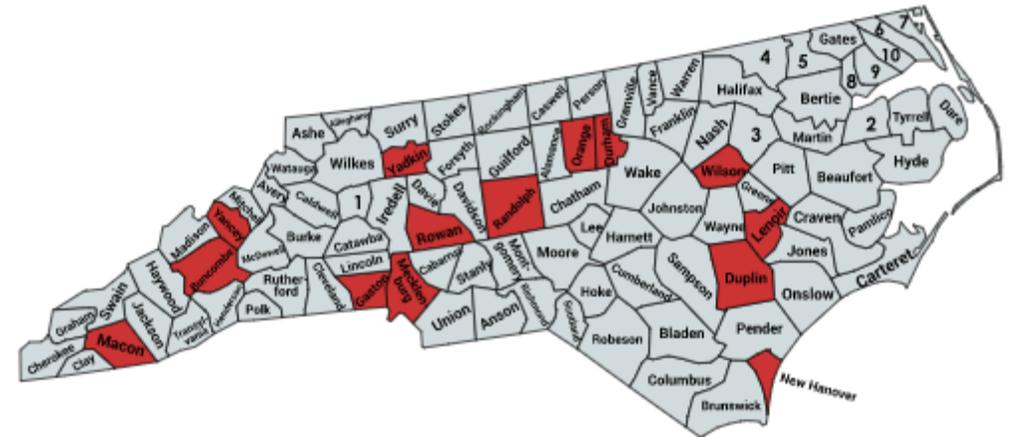
A Multi-State Study of Subsidy Implementation in Community Context: Understanding Access and Services for Hispanic/Latinx Children and Families

Dr. Danielle Crosby, Human Development & Family Studies
Dr. Julia Mendez, Psychology

National Research Center on Hispanic Children & Families

- As a Center that is partially funded by the Office of Child Care within OPRE in ACF/DHHS, a priority topic of the Center is understanding ECE access for Hispanic families across multiple dimensions. To date, we have used **national data** to examine:
  - ECE use by Hispanic families with different characteristics, resources and needs
  - ECE workforce training, experience, and characteristics
  - ECE costs and affordability, including implementation of CCDF subsidies across states and communities serving low-income Hispanic children and families

    - A recent policy scan of the top 13 states with the largest number of CCDF-eligible Hispanic children highlights some cross-state variation in policies 'on the books'
    - Given this work and national data showing that in almost all states, Hispanic children are underserved by CCDF, the next step is to take a deeper dive to understand how subsidy policies are being implemented 'on the ground'

Goals: Why Are Conducting this Study?

- To **listen** and **learn** from a variety of stakeholders, both at the state and local level, about Hispanic/Latinx families' engagement with the childcare subsidy program as they try to access to early care and education.

- To **understand** how successes, challenges and opportunities in serving Hispanic/Latinx families occur in context, and how program and family needs are evolving as communities continue to be impacted by the pandemic.

- To **gather** and **share** data that are relevant and practically meaningful to federal, state, and local stakeholders who shape or implement subsidy policy and practice.

Design: How are we asking folks to get involved?

Spring 2021

- Statewide online anonymous survey (approx. 20 minutes) for subsidy staff in DSS and Smart Start/NC Partnership for Children
  - Frontline Staff/Caseworker Version: https://redcap.uncg.edu/redcap/surveys/?s=7YHDHHYTXE
  - Supervisor/Administrator Version: https://redcap.uncg.edu/redcap/surveys/?s=XXALDEMAHC

- Small subsample of virtual/phone interviews with variety of stakeholders
  - State-level administrators
  - Local supervisors/program managers
  - Local frontline staff
  - Community-based organizations working with Hispanic/Latinx families

Survey Topics

- Primary job activities
- Outreach practices, referrals to and from community partners
- Documentation requirements, challenges for Hispanic and non-Hispanic families
- Caseload and waiting list size, % Hispanic
- Capacity to serve families who speak Spanish or an indigenous language
- Impact of Covid-19 on:
  - Operations, services delivery & communication
  - Caseload, waitlist
  - Impact on families' access to and need for subsidies
  - Impact on ECE supply
- Ideas for supports, training, policy directions to promote access

What will we do with the data?

- Data will be kept confidential and reported only in aggregate form

- We'll be looking at overall patterns, as well as amount of variation across counties and between states (which vary on Hispanic population characteristics, community contexts, ECE landscape, and child care subsidy infrastructure)

- Emphasis on highlighting promising practices, lessons learned 'on the ground'

- Results to be shared with multiple federal, state, and local stakeholders thru:
  - Descriptive reports
  - Research briefs
  - Webinars and Q&A sessions

Study on Child Care Subsidy Access for NC Families

PLEASE CHIME IN!

We'd love to hear from you!

Why are we asking you to participate?
We are asking folks across the state who help administer and distribute child care subsidies to complete an anonymous survey sharing their perspectives and experiences. If your job involves helping families learn about, apply for, and/or potentially received childcare subsidies, or you supervise staff who fulfill these roles, please consider participating.

What are we hoping to learn?
This project is designed to help us learn about how childcare subsidies are administered in communities across North Carolina, with a focus on Hispanic children and families.

What do we need you to do?
If you choose to be in the study, you will complete an anonymous online survey about your work activities related to helping families obtain childcare subsides. This survey will take about 20 minutes to complete.

How will the results be used?
The overall goal of this study is to gather information that can help inform effective policies and practices. Summary survey findings will be shared with stakeholders at the national, state, and local level.

Who is conducting this study?
This project is being led by Drs. Danielle Crosby (dacrosby@uncg.edu) and Julia Mendez (jlmendez@uncg.edu). Drs. Crosby and Mendez are researchers at UNC Greensboro who are also investigators with the National Research Center on Hispanic Children & Families, which is supported by the federal Office of Planning Research and Evaluation. We are thankful to have the support of the NC Division of Child Development and Early Education and the NC Smart Start/NC Partnership for Children.

Ok, you're willing to help (thank you!), what do you do next? See below…

IF you work directly with families to help them learn about, apply for, and receive subsidies, please complete our **Frontline/Caseworker Survey** using this link or QR code:

https://redcap.uncg.edu/redcap/surveys/?s=7YHDHHYTXE

IF you work primarily in a supervisory or administrative role related to child care subsides, please complete our **Supervisor/Administrator's Survey** using the link or QR code:

https://redcap.uncg.edu/redcap/surveys/?s=XXALDEMAHC

We hope to hear from all counties!

NC Fast Updates

Lisa Ashley
Vijay Ramanujam

March 24 2021

NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

NCFAST Slowness Root Cause Analysis

Problem Statement: Starting Monday January 11th, 2021, beginning about 9AM, NC FAST experienced Curam application extreme slowness that severely limited county workers from working applications. The slowness continued until Feb 25 while the root cause and symptoms were being analyzed

Examples of Caseworker Experience since Jan 11

- NC FAST spins when going from tab to tab or doing a person search, attempting to search for an application worker
- Experienced slowness the most with releasing holds, adding evidence, updating addresses and activating cases running slow when attempting to edit address on person page
- Somedays we are able to process only one or two applications compared to 6 or 8 per day

Root Cause Analysis:

Between December 27,2020 and January 6, 2021, IBM-IIB (Enterprise Service Bus) MQ stopped nightly clearing of cache when processing FFM applications therefore retaining around 36,643 duplicate applications for Curam application to process. This has snowballed into a domino effect of over two dozen symptoms that we have fixed till date.

Why did the IBM-IIB MQ service stop clearing cache? It is unknown why the cache clearing stopped and cannot be determined because the server logs were lost. A similar stop occurred on December 2nd, 2020 and the recommended course of action by IBM and DIT was to restart the IBM-IIB ESB service.

NCFAST Slowness Root Cause Analysis

Top Five Resolution Steps – More than 20+ resolutions were implemented in January and February 24. Below are the top 5 actions that made a big difference in slowness

Action #1: The December 27 stop was not observed until Sunday, January 6, 2021 and the service restarted on January 7, 2021. This stopped the bleeding of duplicates on January 7.

Action #2: A programming change was made to the IBM-IIB to change the FFM application processing from "Browse" (does NOT clear the queue) to "Read" (DOES clear the queue).

Action #3: Modify code in Curam to eliminate unnecessary CNDS and OVS calls in 8110 wizard and other wizards. This reduced the number of calls on application and eventually having a positive impact on the slowness and errors significantly

Action #4: Modify code in Curam to eliminate unnecessary Update and Delete queries which were locking the database that led to slowness. This also had a positive impact on slowness.

Action #5: Out of the 36,643 duplicate application 35,209 applications have been closed by caseworkers between Dec 27 and March 4. Of the remaining 1,439 applications – 768 applications are being worked by case workers and 666 applications will be closed systematically by NCFAST team by March 20.

Child Support Updates

March 24 2021

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Topics for today's discussion

IRS AUDIT

Guide for contracting with private vendor

DATA RELIABILITY AUDIT

Cases will be pulled over the next several weeks

SYSTEM MODERNIZATION

Focus groups start on Friday the 26th

P-EBT Discussion and Updates

March 24 2021

Topics for today's discussion

TOPICS

- ✓ Overview of P-EBT

- ✓ P-EBT for children under 6 eligibility

- ✓ Timeline

- ✓ Ongoing public awareness campaign and resources for partners

- ✓ Other key updates for student P-EBT

- ✓ Questions

Purpose, overview, and impact of P-EBT

The Pandemic Electronic Benefit Transfer (P-EBT) program helps families with children whose access to meals or buying food has been impacted by COVID-19.

Overview	Impact to date	Estimated impact

Overview

- **P-EBT for students (Kindergarten through 12th grade)** - purchase food for children whose access to free or reduced-priced meals at school has been impacted by COVID-19 because students are learning virtually, outside of brick-and-mortar schools.

- **P-EBT for children under 6 (NEW) -** North Carolina is expanding its P-EBT program to provide P-EBT to children under the age of 6 that are in households receiving Food and Nutrition Services (FNS).

- P-EBT is intended to cover the cost of the student's meals/snacks (approximately $6.82 per day)

- School-level data from PowerSchools and FNS data will be used to issue benefits.

Impact to date

P-EBT for Students

Mar 2020 to Feb 2021

P-EBT Amount **$930 Million**

Number of students to receive P-EBT **1.1 Million**

NCDHHS estimates that by June 2021 over 1 billion dollars in P-EBT benefits will have been issued to students.

Estimated impact

P-EBT for Children Under 6

Oct 2020 to July 2021

P-EBT Amount **$190 Million**

Number of children to receive P-EBT **200K+**

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P-EBT eligibility for children under 6 – STATE PLAN PENDING

There is no application. Eligibility will be determined through circumstances of the child and the circumstances of the public school system in the county where the child resides

Child Circumstances

Both of the following conditions must be met for a child to be eligible **:**

1) The child must be a member of a household that received [Food and Nutrition Services](#) (FNS) benefits at any time since October 1, 2020, **AND**
2) The child is under 6 and <u>does not</u> already receive P-EBT as a student enrolled in an eligible school

Other Considerations

✓ Children born after October 1, 2020 and part of a household receiving FNS will be able to receive benefits starting with the month of birth or October 1, 2020, whichever comes later.

✓ Households with children in subsidized childcare that are not currently enrolled in FNS are not eligible to receive P-EBT.

Circumstances of nearby school district

Both criteria of the public school system in which the child resides in must be met in order to be eligible.

1) One ore ore schools in a school district operated in remote (Plan C) or hybrid (Plan B) learning mode for **5 consecutive days** in the 2020 to 2021 school year, **AND**

2) One or more schools in the child's school district is either learning in a **fully remote (100% virtual instruction)** or in a **hybrid (combination of virtual and in-person instruction)** learning mode for the eligible month

2021 P-EBT benefits timeline

It is the state's goal to issue benefits retroactively each month to avoid large amounts of benefits being issued at one time and overwhelming retailers.

Students

1 Benefits for Aug - Dec 2020 ☑

Eligible students received their P-EBT benefits for August to December 2020 in February 2021. Those who do not have a P-EBT card will receive their card by the end of March.

2 Benefits for Jan and Feb 2021 ☑

P-EBT will begin to be retroactively issued in 2021 for those students who are eligible; however, January and February benefits will be issued in March.

3 Benefits for Mar to June 2021 ⏳

Benefits (representative of one month) will be retroactively issued each month starting in April.

When will P-EBT benefits be issued?

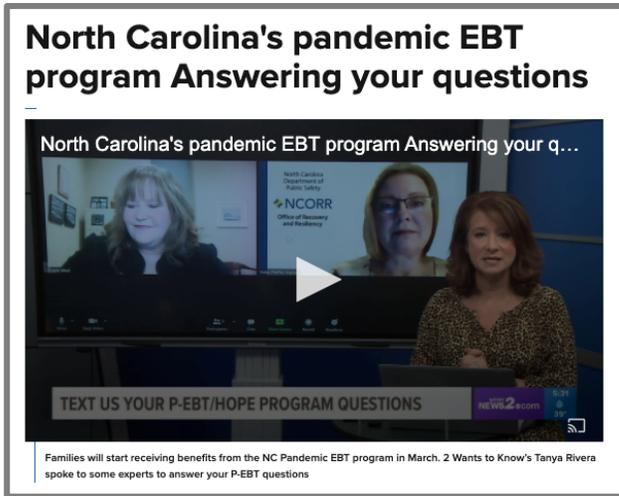| 2021					
Aug to Dec	Jan	Feb 1	March 2	April 3	May 4
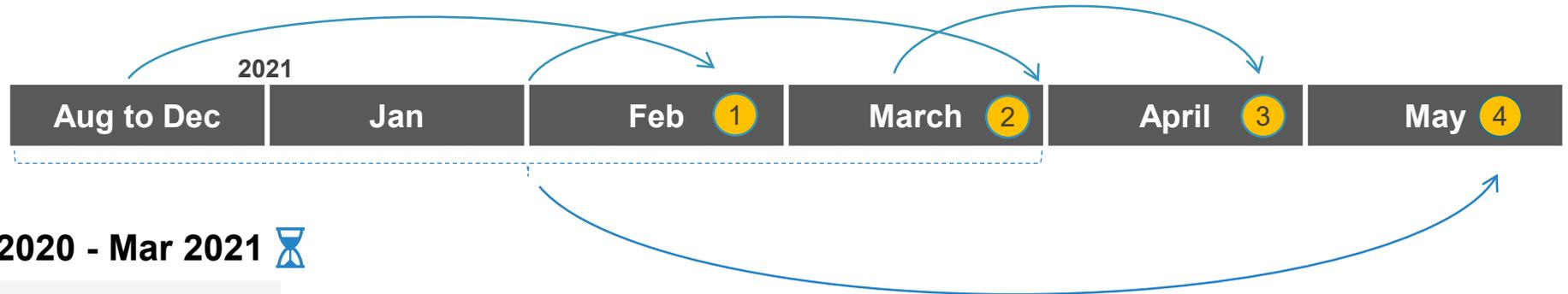
Children under 6

4 Benefits for Oct 2020 - Mar 2021 ⏳

Eligible children will receive their P-EBT benefits for October 2020 to March 2021 in May 2021.

☑ Completed   ⏳ In progress

Ongoing public awareness campaigns and resources for partners

North Carolina's pandemic EBT program Answering your questions

North Carolina's pandemic EBT program Answering your q…

TEXT US YOUR P-EBT/HOPE PROGRAM QUESTIONS

Families will start receiving benefits from the NC Pandemic EBT program in March. 2 Wants to Know's Tanya Rivera spoke to some experts to answer your P-EBT questions

NCDHHS's Ongoing Public Awareness Campaign

✓ Added the eligibility infographic / visual guide to the website

✓ Participating in video / radio interviews to reach customers who are not digital natives or who may have literacy challenges

✓ Continuing to refined the webpage and FAQs weekly based on feedback from customers, partners, and stakeholders

✓ Continuing to publish social media messages to support the ongoing public awareness campaign in both English and Spanish

Ongoing resources for partners (to be shared the week of 3/22)

✓ Provide updated toolkit resources

    ✓ Social media messages for next round of P-EBT (January and February)

    ✓ Updates to any existing material (e.g., info sheet)

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Other Key Updates for Student P-EBT

- The next round of issuance for the months of January and February will begin being issued on 3/24 and will be distributed over several days.

  - Schools provided updated data since the last issuance (Aug to Dec 2020) which will result in some corrections to eligibility and amounts. This corrections will be provided in the March issuance of student P-EBT.

- All foster students will be mailed new cards and the card will 'follow' the child in each county. A delay has been identified in some of the cards being received through the mail service.

- USDA will soon be providing guidance on P-EBT for the summer months.

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QUESTIONS?

Key messages to know for top questions and topics

Eligibility for P-EBT for Students

- Must be be enrolled in a school that participates in NSLP and be eligible for free or reduced-price meals

- **Remote Learning Mode –** 100% of their instructional days for the month were virtual

- **Hybrid Learning Mode –** less than 100% of their instructional with at least 1 day in virtual instruction in the month

- Students attending in person instruction 100% of the time for a month are not eligible for P-EBT for that month

- Students who are 100% absent from school in a month are not eligible for benefits for that month

When will I receive P-EBT?

- January and February benefits will be provided by the end of March

- Those who do not have the card and are eligible for Aug to Dec will receive a card by the end of March
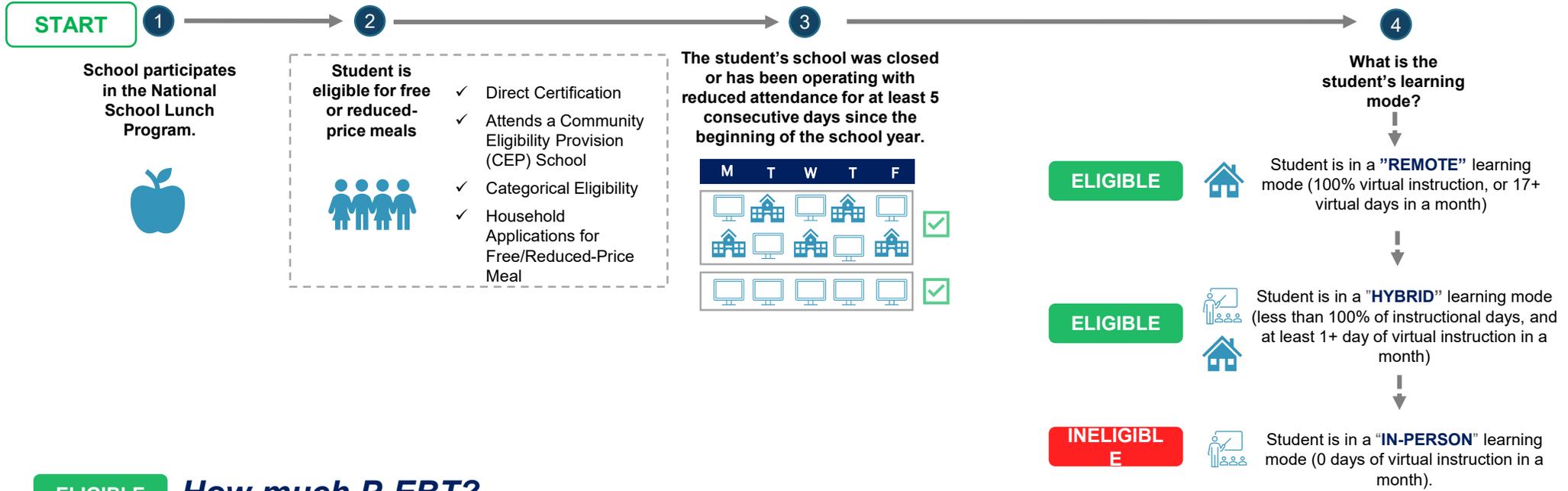
Received the wrong benefit amount

- The learning mode determines the amount each eligible student will receive – either hybrid or remote

- **Hybrid** - The months of Aug to Dec 2020 had an average of 9 instructional days so the amount is $61.38; this could change each month

- **Remote** - will always receive $115.94 regardless if there are more or less than 17 instructional days per month

- Students who previously received benefits in Aug to Sept 2020 will not receive the exact hybrid or remote amount since benefits have already been provided for those months – it will be a supplement

- Eligibility for P-EBT is determined for each student – not per household

- Corrections in the system that makes the child eligible for a higher benefit amount will be corrected and paid in the following months.

- Incorrect school calendar or student attendance records must be corrected by the school and **CAN NOT be fixed by the EBT call center**
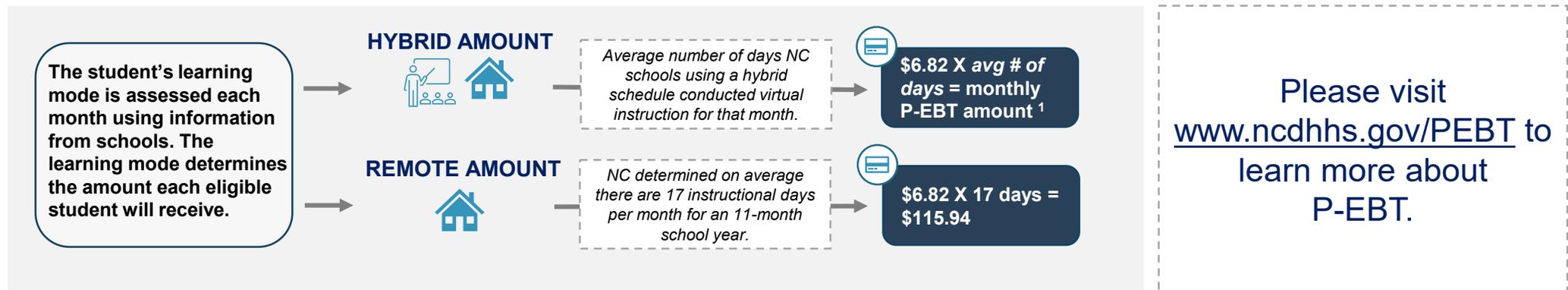
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Is a child (student) eligible for P-EBT?

START → 1 → 2 → 3 → 4

1 School participates in the National School Lunch Program.

2 **Student is eligible for free or reduced-price meals**
- ✓ Direct Certification
- ✓ Attends a Community Eligibility Provision (CEP) School
- ✓ Categorical Eligibility
- ✓ Household Applications for Free/Reduced-Price Meal

3 The student's school was closed or has been operating with reduced attendance for at least 5 consecutive days since the beginning of the school year.

M T W T F ☑
☑

4 What is the student's learning mode?

ELIGIBLE — Student is in a **"REMOTE"** learning mode (100% virtual instruction, or 17+ virtual days in a month)

ELIGIBLE — Student is in a "HYBRID" learning mode (less than 100% of instructional days, and at least 1+ day of virtual instruction in a month)

INELIGIBLE — Student is in a "IN-PERSON" learning mode (0 days of virtual instruction in a month).

ELIGIBLE — *How much P-EBT?*

The student's learning mode is assessed each month using information from schools. The learning mode determines the amount each eligible student will receive.

HYBRID AMOUNT
Average number of days NC schools using a hybrid schedule conducted virtual instruction for that month.
→ $6.82 X *avg # of days* = monthly P-EBT amount [1]

REMOTE AMOUNT
NC determined on average there are 17 instructional days per month for an 11-month school year.
→ $6.82 X 17 days = $115.94

Please visit www.ncdhhs.gov/PEBT to learn more about P-EBT.

1 *The P-EBT benefit daily rate of $5.86 has been increased to $6.82 to include the value of an afterschool snack in addition to the breakfast and lunch a student would receive if they were receiving free or reduced meals each day they were learning in person.*

Updated : 2/24/21
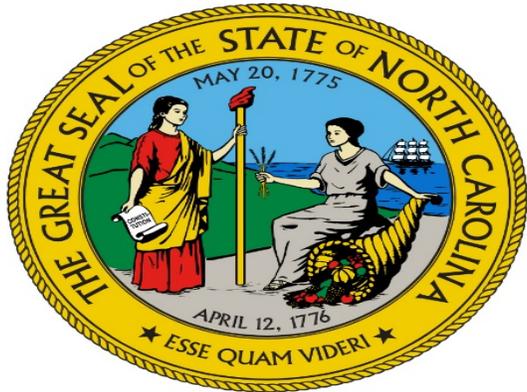
P-EBT toolkits to be provided

Component	Description of Component
Fact / Info Sheet	One-pagers highlighting key messages that can help partners / stakeholders answer basic questions about P-EBT.
Flyers / Graphics	One-page documents or graphics that are visual to help communicate the key elements of P-EBT in-person (physical) or digital channels.
Frequently Asked Questions (FAQ)	A culmination of questions that are anticipated to be asked by customers and stakeholders based on changes to P-EBT and FAQs in 2020.
Website content	Content partners and stakeholders can publish on their websites that will 'push' customers / users to the main P-EBT website.
Social media messages	Messages that can be distributed over Facebook, Twitter, and Instagram. The messages will be aligned with DHHS campaign.
Robocalls for schools	A short script schools can use in their robocalls to families if they so choose.
Roles & responsibility matrix	A guide to help internal stakeholders (state employees) to help resolve common scenarios that may require the help of other NC departments and divisions. This will help to avoid customers from being passed around with no resolution.

Toolkits will be distributed 2 business days prior to the P-EBT press release.

Most of the materials will be in both English and Spanish.

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

PUBLIC SCHOOLS OF NORTH CAROLINA
State Board of Education | Department of Public Instruction

NC Department of Health and Human Services

DHB Update

Carolyn McClanahan

Associate Director, Eligibility Services

March 24, 2021

DHB / DSS Touchpoints

- **Two sessions scheduled**
  - **Friday, March 26**
    - **9:00 and 10:30**
    - **50 counties per session**
    - **Invites sent 3/22**
    - **Transformation Updates / County Feedback**

Contact Information - Touchpoints

Carolyn McClanahan

Carolyn.mcclanahan@dhhs.nc.gov

Leslie Smith

Leslie.smith_ACN@dhhs.nc.gov

Human Services Business Information & Analytics (HSBIA)
Updates

3/24/2021

HSBIA Updates Agenda

- NC FAST Training & Certification Program (Ashley Arrington)
- Other Updates (Rob Morrell)
  - o Data and Dashboards
  - o Commercial Off-The-Shelf Products for HHS Programs

NC FAST Training & Certification Program

Ashley Arrington

Human Services Training Support Manager, HSBIA

ashley.arrington@dhhs.nc.gov

NC FAST Training & Certification Program - Components Overview

- **NC FAST Core Functions Certification (Pass/Fail)**
  - Any worker whose job involves changing any data in NC FAST will be required to complete this Certification.
  - 3 attempts allowed to score 70% or higher on 50 question exam.

- **Level 1 Programmatic Training Courses (Course Completion)**
  - Any worker who makes eligibility determinations for one of the programs listed above will need to complete the corresponding programmatic course.
  - Requires review of materials and attempt on quiz.
  - To be utilized as training tool for counties.

- **Programs within scope:**
  - FNS, Medicaid, Cash/WF, Special Assistance, Energy Programs, Refugee Assistance and Child Care Subsidy.

NC FAST Training & Certification Program - Where We Are

Pilot Counties
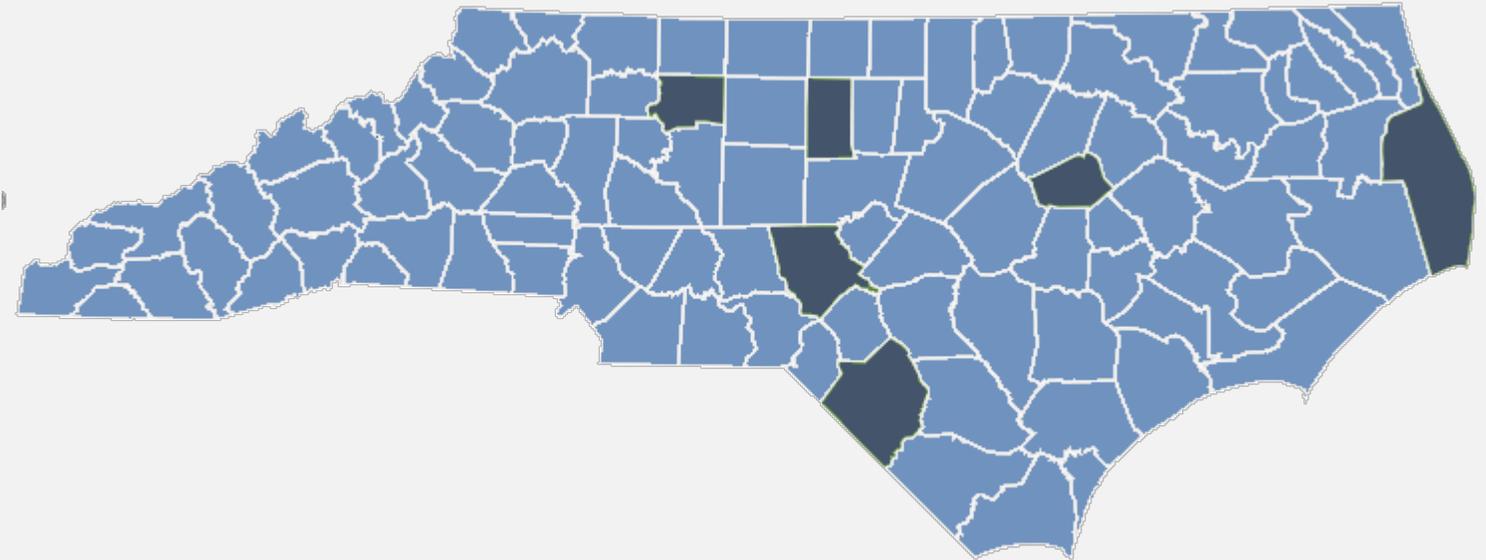
Alamance, Dare, Forsyth, Moore, Robeson & Wilson

NC FAST Training & Certification Program - What does it look like?

247 Users in Progress Currently

10 New Workers across multiple programs

237 Existing Workers across designated Phase-in programs

Completion Rate

122 Workers certified in NC FAST Core Functions (+43 in last month)

51 Workers completed Level 1 Training Requirements (+9 in last month)

70% of workers pass on first attempt.

Average score for all attempts is 80%

99% of workers have passed

NC FAST Training & Certification Program - Updates & Current Issues

- **NC FAST Core Function Booster Course released**
  - Routes workers after 2nd failed attempt.
  - 5 day lock out period to exam to do deeper dive before final attempt.

- **HTML 5 issues resolved**

- **Divisions completed 6-month review of materials**

- **Reporting being shifted to vendor due to current vendor sale.**
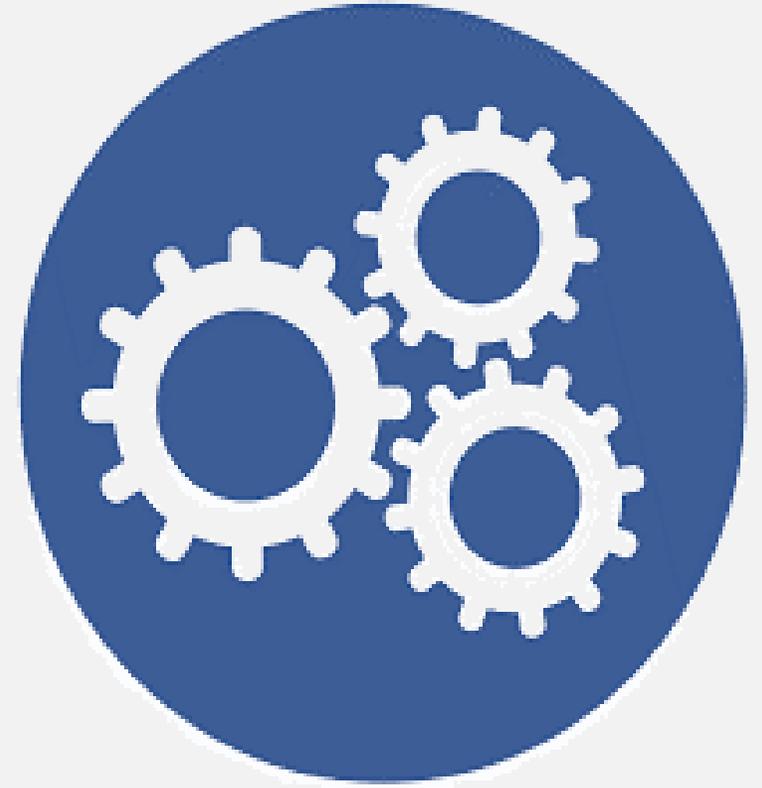
NC FAST Training & Certification Program – What's Next?

- **Pilot Next Steps**
  - FNS existing workers April 1.
  - Medicaid existing workers May 1.
  - Review user reports and follow instructions to clean up memberships for your county,

- **Group 2**
  - Readiness calls to start first week of April.
  - Review user reports and follow instructions to clean up memberships for your county.

- **Dedicated Site Support in development**

Other HSBIA Updates

Rob Morrell
Director, HSBIA
Rob.Morrell@dhhs.nc.gov

Data and Dashboards

- The Rylan's Law Dashboard continues to be updated monthly on the DSS Director's SharePoint site

  - Enhancements and Additions Coming Soon
    - New drill-downs
    - New context measures

  - Energy Dashboard

  - Public DHHS Website Go-Live (tentatively planned for July 2021)

  - Other outstanding performance measures (Child Welfare & Work First Participation Rates)

- Update on NC FAST data loaded into the Client Services Data Warehouse (CSDW)

- Business Intelligence Modernization

Commercial Off-The-Shelf (COTS) Products for HHS Programs

- NC DHHS is supportive of local DSS ingenuity and the use of beneficial software products not available statewide

- Recent conversation with our Federal partners has brought to light multiple considerations around the use of Commercial Off-The-Shelf (COTS) products by local DSS/HHS agencies to support federal HHS/USDA program administration
  - Federal Financial Participation (FFP) eligibility – 45 CFR 95.617 - Waivers
  - Federal **pre-approval** may be required in certain circumstances
  - CCWIS Implications for Child Welfare related software

- While the ADP process addresses some of these issues, often this occurs too late in the process for NC DHHS to provide the support that is needed to ensure federal compliance

- If your agency is planning to contract with (or has recently contracted with) a vendor for a Commercial Off-The-Shelf (COTS) software product that is designed to support one or more HHS programs, please contact ncdsscomputerplans@dhhs.nc.gov with the following information:
  - Business case/justification and list of programs being supported
  - Overview of Procurement Strategy
  - Anticipated Budget

- More info will be forthcoming in a Dear County Director Letter and should be shared with your DSS Fiscal Officers
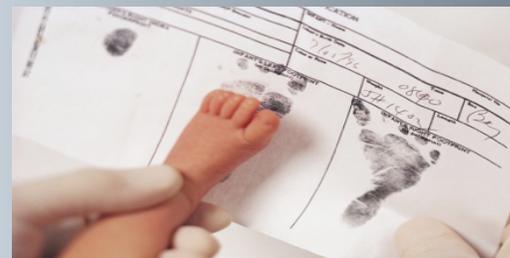
100 County DSS Director Call
Richard Stegenga
Business Operations

March 24, 2021

Budget Estimates – Update, FFPSA
CARS
IV-E Penetration Rate – Prior Period Adjustment
Self Assessment of Internal Controls
COVID – CRF
      APS/CPS
      Foster Care
      LINKS
Annual Inventory of State Equipment
American Rescue Plan – Non-Reimbursable

THANK YOU FOR JOINING US TODAY

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF SOCIAL SERVICES