NC Department of Health and Human Services
Division of Social Services

100 County DSS Directors Call

May 26, 2021
WELCOME
County MOU Update

- NC DHHS has paused Performance Measure Corrective Actions/Development Plans several times since the beginning of these agreements
  - natural disasters (hurricanes)
  - unavailable data
  - pandemic

- We are in the process of establishing formal criteria for this practice:
  
  Criteria #1: We will evaluate a pause when all or parts of our state are under an emergency declaration

- Leadership in NC DHHS has made the decision that we will not be issuing formal corrective actions/development plans related to MOU performance during SFY 2021-22 for all months included in the emergency declaration for COVID 19

- We will continue to monitor performance, share data and provide technical assistance to you during this time

- We welcome your input about additional criteria to consider

Susan Osborne
Foster Care Monthly Visits
Data Refresh Cadence

May 2021
Rylan’s Law Dashboard – Foster Care Monthly Visits – Current Process

- Child Welfare data for the Rylan’s Law Dashboard is currently being refreshed monthly with a 1-month lag (i.e. in May 2021, data is refreshed through end of March 2021)

- Currently, data is being pulled manually from the CSDW and loaded into the dashboards.
  - We have been targeting by the end of the 3rd full week of the month for refreshing the dashboards
  - Sometimes pull the data earlier (between the beginning of the 2nd full week of the month and the end of the 3rd full week)

- Before going public with the dashboard, we need to establish a regular cadence for monthly visits being keyed into the Legacy System and NC FAST Child Welfare to make sure that the dashboard is accurate.
Rylan’s Law Dashboard – Foster Care Monthly Visits – Proposed Cadence

- Foster Care Monthly Visits should be completely keyed into NC FAST Child Welfare or the Legacy system by the 19th of each month (or the previous working day if the 19th falls on a weekend or holiday) for the month before the previous month (i.e. by the 19th of May for all visits that were completed through the end of March 2021).

- For the purpose of the dashboard, calculation of foster care visits will be derived from the information that is keyed by the 19th of the previous month.

- NC DHHS - HSBIA will pull the data on the 20th of the month (or the next working day if the 20th falls on a weekend).

- The Child Welfare Rylan’s Law Dashboard will be refreshed by the 25th of the month (or the previous working day if the 25th falls on a weekend or holiday).

- HSBIA is working with the Information Technology Division (ITD) to fully automate the refresh of these dashboards, which will allow us to have more scheduling precision and regularity in data refreshes (even daily, if desired).
ARPA Funding for Child Care – Implementation Plans

Ariel Ford
Economic Services

- LIEAP Supplemental Payments
- ARPA funds and LIHWAP
- P-EBT
Households served: 129,573
Date of report: May 18, 2021
Total Amount: $6,998,874.72
Preliminary American Rescue Plan Act (ARPA) Funds
Supplemental Nutrition Assistance Program (SNAP)

• Total allocated:
  • FFY 2021 - $8,502,462.17
  • FFY 2022 – $15,443,247.61
  • FFY 2023 - $15,443,247.61

• Administrative priorities:
  • Investments in technology
  • Investments to improve customer service
Low-Income Household Water Assistance Program (LIHWAP)

FFP is 100% - no program cost share/matching required

Funds must be obligated by September 30, 2023

Modeled after LIHEAP

• Procedures likely will closely follow North Carolina’s CIP procedures

Program Requirements

• Ensure that low-income households have access to safe and clean drinking water and wastewater services.

• Provide assistance to low-income households that pay a high proportion of household income for drinking water and wastewater services.
  • Funds will go to owners or operators of public water systems or treatment works to reduce arrearages of and rates charged.

https://www.acf.hhs.gov/ocs/programs/lihwap
Topics for today’s discussion

TOPICS

✔ About P-EBT
✔ Eligibility for Summer 2021
✔ Timeline
✔ Ongoing public awareness campaign and resources for partners
✔ 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**

- **P-EBT for students (Kindergarten through 12th grade)** – Helps families purchase food for children whose access to 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 age 6 (Launched May 2021)** – Expansion of P-EBT to provide benefits to children under 6 years old that are in households receiving Food and Nutrition Services (FNS).

- **P-EBT for Summer 2021 (NEW)** - NCDHHS has submitted a plan for federal approval to issue a single standard benefit amount of $375 for students and children for the June-August 2021 summer period (as an extension of the 2020-2021 school year).

**Impact to date**

<table>
<thead>
<tr>
<th>P-EBT for Students</th>
<th>P-EBT for Children Under 6</th>
<th>Summer 2021 P-EBT</th>
</tr>
</thead>
<tbody>
<tr>
<td>P-EBT Amount</td>
<td>$1 Billion</td>
<td></td>
</tr>
<tr>
<td>Number of students to receive P-EBT</td>
<td>1 Million</td>
<td></td>
</tr>
<tr>
<td>P-EBT Amount</td>
<td>$121+ Million</td>
<td></td>
</tr>
<tr>
<td>Number of children to receive P-EBT</td>
<td>232K</td>
<td></td>
</tr>
<tr>
<td>P-EBT Amount</td>
<td>$450 Million</td>
<td></td>
</tr>
<tr>
<td>Number of students and children to receive P-EBT</td>
<td>1.2 Million</td>
<td></td>
</tr>
</tbody>
</table>

**Estimated Impact**

- **P-EBT for Students**: Mar 2020 to March 2021
- **P-EBT for Children Under 6**: Oct 2020 to June 2021
- **Summer 2021 P-EBT**: June to August 2021

As of April 2021, NCDHHS has issued over **1 billion dollars** in P-EBT benefits to families and children.
P-EBT for Summer 2021

Summer P-EBT is an extension of school year 2020-21 benefits. Eligibility will be determined based on student or child circumstances as of the last month of the school year.

### Student or Child Circumstances

#### P-EBT for Students

To be eligible for summer P-EBT, a student must meet one of the following criteria:

1. The student was eligible to receive **free or reduced price meals through the NSLP** as of May 2021, OR
2. The student becomes eligible for **free or reduced price meals through the NSLP** at any time during the covered summer period

Other considerations:

- Eligible students who have graduated at the end of the school year may receive summer P-EBT benefits

#### P-EBT for Children Under 6

To be eligible for summer P-EBT, a child under 6 must meet one of the following criteria:

1. The child was eligible to receive **FNS benefits** as of May 2021, OR
2. The child becomes **eligible for FNS** at any time during the covered summer period

### Standard Benefit Amount

North Carolina will issue a one time standard benefit amount payment of **$375*** for the entire summer period (June to August 2021). All eligible children will receive the same benefit amount regardless of learning mode status.

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*The one time standard benefit amount of $375 is equal to the median number of weekdays in the sampled school districts multiplied by the daily P-EBT rate of $6.82.*
In addition to the ongoing P-EBT issuance for the remainder of the 2020-2021 school year, North Carolina intends to issue summer benefits in July for those who are eligible as of May 2021, and in September for those determined newly eligible over the summer period.

1. **Benefits for April 2021**
   - Benefits for students eligible in the month of April will be issued in May.
   - The first issuance of benefits for children under 6 occurred in May (Oct 2020 – Mar 2021 benefits).

2. **Benefits for May 2021**
   - Benefits for students eligible in the month of May will be issued in June.
   - April and May benefits for children under 6 will be issued in June.

3. **Benefits for June 2021**
   - Benefits for students and children under 6 eligible in the month of June will be issued in July. Students whose school year ended in the month of May will not be eligible for June 2021 school year benefits.

4. **Benefits for June - August 2021**
   - All children eligible as of the last month of the school year will receive their P-EBT benefits for June through August in July 2021.

5. **Benefits for Newly Eligible Children**
   - All children identified as newly eligible in the summer (June 1 - August 31) will receive their P-EBT benefits for June through August in September 2021.
Public awareness campaign

NCDHHS Ongoing Public Awareness Campaign
- Launch of P-EBT for Children Under 6 in May
- Partner toolkits sent to counties
- Updates to Webpage and FAQs
- Social media messages to support the ongoing public awareness campaign

NCDHHS Tentative Summer P-EBT Public Awareness Campaign
- Announcement of Summer P-EBT approval at the beginning of June
- Toolkits provided to partners for summer issuance in July
**Other Key Updates and What We Need From You**

**Other Key Updates**

- P-EBT benefits for the month of May will be issued in June

- The final round of ongoing benefits for School Year 2020-2021 will be for the month of June and will be issued in July; this will overlap with the first month of summer P-EBT eligibility
  
  - Note: Students in schools that end in May will not receive June benefits July

- NC is awaiting guidance from USDA on P-EBT for the 2021-2022 School Year

**What we need from you**

- Encourage families to keep their current P-EBT card so they can continue to receive benefits through the summer months

- Continue to share updated P-EBT information provided by DHHS with your team as well as students and families

- Update websites and other online resources with updated information (once materials are shared)
QUESTIONS?
Medicaid Managed Care Update

May 26, 2021
Managed Care Enrollment

- 2.5 million total Medicaid members
- 1.6 million are mandatory members and must be enrolled in a health plan
- 1.4 million members either made selection or were auto-enrolled
- Other 166k are up for redetermination between now and July 1
- After completing recertification, these members will be auto-enrolled into a health plan and will have a 90 day choice period
Managed Care Enrollment

• 95% of members have a prior PCP
• Of those 95%, 97% are enrolled in a plan with their PCP in network as of 5/22/2021
• 15% of mandatory members made an active selection of their health plan
• 85% of mandatory members were auto-enrolled into a health plan
• The auto-enrollment algorithm considered a member’s prior PCP as a priority and then family member assignments
Managed Care Enrollment

• Auto-enrollment confirmation notices
  – Mailing starts today, continues next week
  – ~120k/day, tapering to 50k/day
  – Notice samples in County Playbook
    (https://medicaid.ncdhhs.gov/counties/county-playbook-medicaid-managed-care/beneficiary-notices#confirmation-notices)
Upcoming Milestones

• **June 1, 2021** – Health plan brokers begin scheduling Non-Emergency Medical Transportation (NEMT) appointments for July 1, 2021, or later

• **June 12, 2021** – Date by which all beneficiaries entering NC Medicaid Managed Care effective July 1, 2021, will have received their member information and card

• **July 1, 2021** – NC Medicaid Managed Care launch

• **August 30, 2021** – Last date by which the health plan will pay claims and authorize services for Medicaid-enrolled out-of-network providers equal to that of in-network providers (or until end of episode of care, whichever is less)

• **September 29, 2021** – Last date by which the health plan must honor existing and active prior authorizations on file with the North Carolina Medicaid or NC Health Choice program (or until the end of the authorization period, whichever occurs first)

• **September 30, 2021** – End of beneficiary choice period.
## Non-emergency Medical Transportation

<table>
<thead>
<tr>
<th>Region</th>
<th>Public Providers</th>
<th>Private Providers</th>
<th>Total Providers</th>
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<tr>
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<td>64</td>
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<tr>
<td>Region 3</td>
<td>3</td>
<td>41</td>
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<tr>
<td>Region 4</td>
<td>10</td>
<td>76</td>
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</tr>
<tr>
<td>Region 5</td>
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</tr>
<tr>
<td>Region 6</td>
<td>19</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>70</strong></td>
<td><strong>342</strong></td>
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NEMT Providers Contracted - ModivCare

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<th>Private Providers</th>
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</tr>
<tr>
<td>Region 6</td>
<td>10</td>
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<td><strong>Total</strong></td>
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<tr>
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<td>Public Providers</td>
<td>Private Providers</td>
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<tr>
<td>Total</td>
<td>34</td>
<td>151</td>
<td>185</td>
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</table>
Questions
Where We Are

Active Counties

Alamance, Anson, Bladen, Brunswick, Chatham, Columbus, Cumberland, Dare, Duplin, Forsyth, Harnett, Hoke, Lee, Montgomery, Moore, New Hanover, Onslow, Pender, Richmond, Robeson, Sampson, Scotland, Stanly, & Wilson
Where We Are

Group 1  All staff enrolled

Group 2  New staff (May)
         SCCA, WFFA, Refugee, Admin (June)
         SA, Energy (July)
         FNS (Aug)
         Medicaid (Sept)
What does it look like?

257 Users in Progress Currently
18 New Workers across multiple programs
239 Existing Workers across designated Phase-in programs

Completion Rate
268 Workers certified in NC FAST Core Functions (+146 in last month)
107 Workers completed Level 1 Training Requirements (+56 in last month)

81% of workers pass on first attempt
Average score for all attempts is 83%
84% of workers have passed on their first attempt at Certification
Updates & Current Issues

- Group 2 Implementation Calls held in April.
- Additional Reporting made available to Champions.
- Inadvertent enrollment of existing workers for Group 2 in May. (Fixed)
- Ongoing Implementation & Check-in Calls scheduled.
What is Next?

• **Group 1 Next Steps**
  • All existing workers timeclocks have started.
  • New hires and staff moved to new programs will continue to enroll for 90-day requirements.
  • Make sure to continue to review user reports to keep staff numbers updated.

• **Group 2 Next Steps**
  • New Staff should be automatically enrolled, and timeclock started when creating Learning Gateway profile.
  • First round of existing staff to be automatically enrolled June 1.
  • Make sure you have a Certification Champion on file for ongoing communication.
What is Next?

• **Group 3 Next Steps**
  • Determine who your Certification Champion will be and send it to ashley.arrington@dhhs.nc.gov.
  • Implementation calls are scheduled for:
    • June 4 10-11:30
    • June 10 2-3:30
  • A final Check-in call is scheduled for June 28th 9:30-10:30.
  • Make sure staff have updated profiles within the Learning Gateway.
  • LGPOC or Certification Champion should run User Report in Learning Gateway and mark any outdated users that should be archived and send back to LGFASThelp@dhhs.nc.gov.
What is Next?

**Phases will follow the same order and counties will have 5 phases as established in Pilot**
## Group Assignments

<table>
<thead>
<tr>
<th>Group 2</th>
<th>Group 3</th>
<th>Group 4</th>
<th>Group 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anson</td>
<td>Beaufort</td>
<td>Caswell</td>
<td>Alexander</td>
</tr>
<tr>
<td>Bladen</td>
<td>Bertie</td>
<td>Davidson</td>
<td>Lincoln</td>
</tr>
<tr>
<td>Brunswick</td>
<td>Camden</td>
<td>Durham</td>
<td>Lincoln</td>
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<tr>
<td>Chatham</td>
<td>Carteret</td>
<td>Edgecombe</td>
<td>Macon</td>
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<td>Franklin</td>
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<td>Guilford</td>
<td>McDowell</td>
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<td>Halifax</td>
<td>Mecklenburg</td>
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</tbody>
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Questions

Ashley Arrington
Ashley.Arrington@dhhs.nc.gov
NC FAST Certification Update
NC Department of Health and Human Services

May 100-County Call
County Administration Replacement System Project

May 26, 2021
### Project Approach: The Next 3 Months

<table>
<thead>
<tr>
<th>April 2021</th>
<th>May 2021</th>
<th>June 2021</th>
<th>July 2021</th>
<th>August 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Conduct Analysis of Current Business Processes</strong></td>
<td><strong>Identify New System Requirements (2.2.d)</strong></td>
<td><strong>Conduct To Be Business Analysis (2.2.e)</strong></td>
<td><strong>Complete System Change Cost-Benefit Analysis (2.2.g)</strong></td>
<td><strong>Conduct To Be System Analysis (2.2.f)</strong></td>
</tr>
</tbody>
</table>

#### Conduct Analysis of Current Business Processes

- Identify New System Requirements (2.2.d)
  - Develop business and functional/non-functional requirements, data migration requirements, integration requirements, compliance and security/privacy requirements
  - Consolidate and develop Requirements Document

#### Conduct To Be Business Analysis (2.2.e)

- Consolidate and prioritize ‘as-is’ business process observations
- Conduct further data modeling to inform time reporting and cost allocation considerations
- Facilitate workshop sessions to define business process problem statements and implementation considerations
- Develop ‘to-be’ business process recommendations

#### Complete System Change Cost-Benefit Analysis (2.2.g)

- Estimate legacy systems ongoing operations and maintenance costs
- Research available administrative cost reporting and time reporting software
- Estimate the budget requirements
- Develop Cost Benefit Analysis Document

#### Conduct To Be System Analysis (2.2.f)

- Consolidate and prioritize ‘as-is’ systems observations
- Facilitate workshop sessions to define systems problem statements and implementation considerations
- Develop ‘to-be’ systems recommendations
- Develop next steps and ‘to-be’ process flow diagram(s)

**Legend**

- Deliverable is complete
### Pilot County Interviews: High Level Feedback

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Day Sheets Require Higher Level of Administrative Effort</td>
<td>Day Sheets require higher level of administrative effort for supervisors and fiscal staff to ensure time is entered correctly</td>
</tr>
<tr>
<td>2. Low Error Rates</td>
<td>‘As-Is’ processes and systems have overall low error rates surrounding upload of information to SIS and CoReLS.</td>
</tr>
<tr>
<td>3. Financial Flexibility</td>
<td>As-Is’ processes present administrative challenges but financial flexibility</td>
</tr>
<tr>
<td>4. Static Reports</td>
<td>Reports used to aid monthly reporting are static and lack complete information to help counties understand the financial impact of minutes and administrative data</td>
</tr>
<tr>
<td>5. Training</td>
<td>Increased training is suggested to improve time entry, approval, and funding-driven revisions</td>
</tr>
<tr>
<td>6. County Attributes</td>
<td>County attributes add complexity and/or benefits to processes (e.g., “Administratively Consolidated/Blended,” “Elective,” “NC Fast,” and Native American)</td>
</tr>
<tr>
<td>7. Third-Party Day Sheet Systems</td>
<td>Counties use various third-party Day Sheet systems to streamline local time reporting efforts</td>
</tr>
<tr>
<td>8. Responsibility for Service and Program Coding</td>
<td>Lack of direct service workers’ access to real time funding status often leads to post-SIS-upload corrections</td>
</tr>
<tr>
<td>9. NC CoReLS Areas for Improvement</td>
<td>Most counties have provided positive feedback and reported no areas for improvement regarding NC CoReLS</td>
</tr>
<tr>
<td>10. Succession Planning</td>
<td>Counties cite staff longevity as a strong contributor to success with the CARS process. Streamlining the process as well as clear, well-documented procedures and cross-training are important for strong succession planning.</td>
</tr>
</tbody>
</table>
County Survey Results Dashboard

**Responsiveness**
- **Responses**: 78 out of 108
- **Mon., April 12, 2021**: Issue Date
- **Tuesday, April 27, 2021**: Results Through Date

**NC CoReLS Processes**

<table>
<thead>
<tr>
<th>Task</th>
<th>Count of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Time Uploading Data to NC CoReLS</td>
<td>65</td>
</tr>
<tr>
<td>Staff Time Uploading Data to SIS</td>
<td>5</td>
</tr>
</tbody>
</table>

**Day Sheet Accuracy**

- 5 - Incredibly Accurate
- 4 - Somewhat Accurate
- 3 - Neither Accurate Nor Inaccurate
- 2 - Somewhat Inaccurate
- 1 - Incredibly Inaccurate

**Ability to Predict/Forecast Budget**

- 5 - Incredibly Well
- 4 - Somewhat Well
- 3 - Neither Well Nor Poorly
- 2 - Somewhat Poorly
- 1 - Incredibly Poorly

**County Sentiment**

- Satisfaction with 100% Time Reporting
  - 5 - Extremely Satisfied
  - 4 - Somewhat Satisfied
  - 3 - Neither Satisfied nor Dissatisfied
  - 2 - Somewhat Dissatisfied
  - 1 - Extremely Dissatisfied

**Submitting 1571 Attestations**

- Electronic Sig...
- Email 74%
- Fax 13%
- Other 5%

**Difficulty when Submitting Data**

- Counties Report Having Difficulty When Submitting Data into NC CoReLS

**County Staff Time Devoted to Day Sheets and NC CoReLS Processes**

- Employees Completing Day Sheets
  - 18% Completable
  - 36% Incomplete
  - 53% Neither

- Supervisors Approving Day Sheets
  - 19% Completable
  - 33% Incomplete
  - 33% Neither
Looking Ahead: The Next 30 Days

Consolidate, Prioritize, and Define Problem Statements
- Consolidate observations across people, process, technology dimensions
- Facilitate stakeholder discussion to review findings, problem statements, and potential solutions
- Facilitate stakeholder discussion to prioritize solutions

Inform Decision Making on Time Reporting Options
- Data modeling / simulations on funding impact by county or program
  - Variations of time reporting methodologies
  - Redistribution of General Administration time
  - Consolidation/removal of app/program codes
- Model mitigation strategies and funding impacts

Develop and Deliver Future State Recommendations
- Facilitate breakout sessions with DHHS stakeholders to review priority observations, recommendations, associated data analysis
- Identification and documentation of dependencies
- Development of to-be process
Child Support Services System Modernization

Carla West
Planning Vendor selected – New South Technologies

Current status:

- Identifying the “As-Is”
- Engaging the Focus Groups
- Getting your feedback – tell us what you think

ACTS Modernization Statewide Survey

Next Steps:

- Identifying the “To-Be”
- Conducting a market analysis
Thank you for joining us today.