Child Welfare Services
Implementation Plan for NC FAST
August 2018
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TOPICS TO BE DISCUSSED

• Child Welfare Services (P4) Pilot Recap
• P4 Revised Implementation Approach
• Implementation Support Model
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Child Welfare Services (P4) Pilot Recap
P4 Pilot Recap

PROGRESS TO DATE

Aug 2017
Franklin
Guilford
Richmond
Rockingham
Sampson

5 Pilot Counties Release 1 Go-Live

Feb 2018

5 Pilot Counties Release 2 Go-Live

Mar 2018
Catawba
Chatham
Dare
Macon
Orange
Rowan

6 Expanded Pilot Counties Go-Live

Apr-May 2018
2-Month Transition for Expanded Pilot Counties
P4 Pilot Recap

PROGRESS TO DATE (PILOTS)

As of August 10, 2018

1,570
Active user roles in the system

$1.4M
Monthly foster care reimbursement processed across the pilot & extended pilot in July alone

11,700
Total intakes completed since the Pilot Go-Live

7,500
Assessment cases opened since the Pilot Go-Live

1,200
Children receiving In-Home services

2,100
Children in Foster Care
P4 Pilot Recap

PIT-STOP FOR A BETTER JOURNEY AHEAD

Initial Reactions
- The system initially designed with minimal customization
- Counties’ workflow need significant change to adapt to the new system

Feedback
- Concerns from the pilot and extended pilot counties heard
- Need for more customization identified

Pause & Reassess
- Roll-out paused to reassess system requirements
- Further customization planned to reflect how counties work

Planned Improvements
- By end of 2019, all 100 counties will have a statewide system to better coordinate care and track children
P4 Pilot Recap

KEY IMPROVEMENTS & LESSONS LEARNED

Family Focused Approach
Reduced Duplicate Tasks
Improved Forms
Refined Readiness Approach

Summary Views
Improved Usability
System & Policy Alignment
Improved Help Desk & Training Support
Based on lessons learned from the Pilot, Counties best adapted to the new system when NC FAST functionalities are rolled out in two parts. *

Note: Paper-based counties will start with Intake and Assessment functionalities first.

*Pilot Counties will receive I&A and ICPC/NEICE updates in November 2018 and remaining updates in March 2019
Paper Based Counties do not have their own case management or document management software.

These counties will initially go-live with Intake and Assessment only and will continue to manage all remaining work (In-Home, Permanency Planning, Adoption, LINKS, licensure) via their legacy processes until their full go-live.

**What does Paper Based County mean and what functionality will they Go-Live with first?**

33 Counties Going Live in November 2018

24 Counties Going Live in January 2019

43 Pilot, Expanded Pilot Counties and Non-Paper-Based Counties

*Pilots will get updates to their I&A systems in November 2018*
What functionality is included with this Go-Live?

- These Counties will begin with Intake & Assessment (if not already live), new In-Home and new Permanency Planning cases, and Licensure during the first month of go-live.
- The second month of go-live will include conversion of Permanency Planning cases, Adoption, LINKS, and ICPC/NEICE functionality.

36 Counties Going Live in March 2019
29 Counties Going Live in May 2019
24 Counties Going Live in July 2019

*Pilots will get remaining updates in March 2019
P4 Revised Implementation Approach

IMPLEMENTATION TIMELINE

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>Aug</td>
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DEVELOPMENT & TESTING

- I&A Development
- I&A Testing
- Full Development
- Full Testing

PILOT COUNTRIES

- JAD Reviews
- Training
- Post Support

EASTERN PAPER COUNTIES – I&A

- Readiness
- Training
- Post Support
- I&A Rollout

WESTERN PAPER COUNTIES – I&A

- Readiness
- Training
- Post Support
- I&A Rollout

EASTERN COUNTIES: FULL FUNCTIONALITY

- Readiness
- Training
- Full Rollout

CENTRAL COUNTIES: FULL FUNCTIONALITY

- Readiness
- Training
- Full Rollout

WESTERN COUNTIES: FULL FUNCTIONALITY

- Readiness
- Training
- Full Rollout

*Full Functionality go-live will be done in two parts:
1) Intake, Assessment, New In Home, New Out of Home, Licensure
2) Converted Foster Care Cases, Adoption, LINKS, and ICPC/NEICE
IMPLEMENTATION SUPPORT MODEL
Implementation Support Model

**HOW COUNTIES WILL BE SUPPORTED**

- **County Champions**
- **Help Desk Support**
- **Current vs. Future State Assessment**
- **Conversion Preparation**
- **Training** (Web-based, Sandbox, Instructor-Led, Job Aids, Videos)
- **Online Resources**
- **Readiness Liaisons**
- **Communications**

*Ready for Go-Live*
Implementation Support Model

**STANDARD SUPPORT TIMELINE**

This is a *representative* timeline that all counties will go through for their respective implementations. More accurate, customized versions will be available for each county as they reach their 120 day pre-go-live date.

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<th>Days</th>
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<th>90 - 60</th>
<th>60 - 30</th>
<th>30 - 0</th>
<th>0 - 30</th>
<th>30 - 60</th>
<th>Ongoing</th>
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### READINESS & POST GO-LIVE SUPPORT

- **First Contact**
- **Readiness Assessment (90 day, 45 day)**
- **Prep Work (data cleanup, comp. systems, etc.)**
- **Go-Live Part One (Intake, Assessment, New In Home, New Out of Home, Licensure)**
- **Go-Live Part Two (Converted Foster Care Cases, Adoption, LINKS, ICPC/NEICE)**
- **Help Desk Support**
- **Implementation Go-Live Support**

### TRAINING

- **Self-Paced Training (WBT & Videos)**
- **Sandbox Access**
- **Instructor Led Training (ILT)**
- **Job Aids**

### COMMUNICATIONS

- **Regular County Champion Calls**
- **Statewide Briefings (regular Director meetings)**
- **Fact Sheet, FAQ, Other Supporting Documents**
- **Change Discussion Guide**
NEXT STEPS & ADDITIONAL RESOURCES
Next Steps & Additional Resources

UPCOMING COUNTY COMMUNICATIONS

Rollout Announcement w/ Supporting Materials to All Counties

Week of August 22

Email with Implementation FAQ and Fact Sheet

Week of August 22

Recap Announcement during Upcoming Regular Meetings

Month of September

Kickoff Readiness/Implementation Begins for each County

Starting Late August

Support Model Overview

Mid-September

Updates to NC FAST Overview

Beginning of November

Readiness/Implementation Kickoff Dates

- Paper Counties East – Late August ‘18
- Paper Counties West – Mid October ‘18
- Full East – Mid December ‘18
- Full Central – Mid February ‘19
- Full West – Mid April ‘19
Next Steps & Additional Resources

PRE-KICKOFF TIPS FOR A SUCCESSFUL IMPLEMENTATION

Identify County Champion
Begin identifying a County Champion who will receive regular communications and be the POC readiness activities and updates.

Update County Policies & Processes
Update county policies and processes to accommodate new system functionality, especially for case handoffs.

Sign up for Learning Gateway Access

Lookout for Communications
Counties rolling out in November will receive next steps this month; All other counties will kick off their readiness activities per the plan.

Promote Awareness
Support county staff to get early exposure to the system and underlying concepts via Sandbox and Change Discussion Guide.

Got Questions? Email Us
NCFAST_4_Child_Services@dhhs.nc.gov

Sign up for Mail Chimp Communications
Questions?