



# County DSS Director's Update May 5, 2015

# General NC FAST Update

- NC FAST will be contacting each county within the next few weeks regarding installing or turning on the BSM performance monitoring tool. This is the same tool that was used previously to monitor the NC FAST system response time in the county. Once the tool is installed, we will be able to monitor the system response time and work with any county that appears to have significantly impacted performance to identify and resolve the problem.
- With the next few releases, NC FAST will implement new functionality to improve the user experience. Updates include enhancements to verifications, adding bills to a spenddown case and aligning the way certain functions work between the Income Support and Insurance Affordability applications.
- Additionally, a number of changes will be made to the evidence dashboard to make entering and maintaining existing evidence easier for the end user.

## Changes to the evidence dashboard will include:

- Adding evidence will now be initiated with a single click
- The user will now see both recorded and not recorded evidence in one view
- Evidence will now be listed vertically in alphabetical order
- Parent child evidence will be grouped so that the user will more easily recognize evidence relationships

# General NC FAST Update

ILLUSTRATIVE

Enter Reference Number



**Insurance Affordability 534 - Jac...**

ACTIONS

Jack Daniels



Primary  
34 years

Open

- (0) Items to Verify
- (0) Evidence In Edit

HCR CASE WORKER

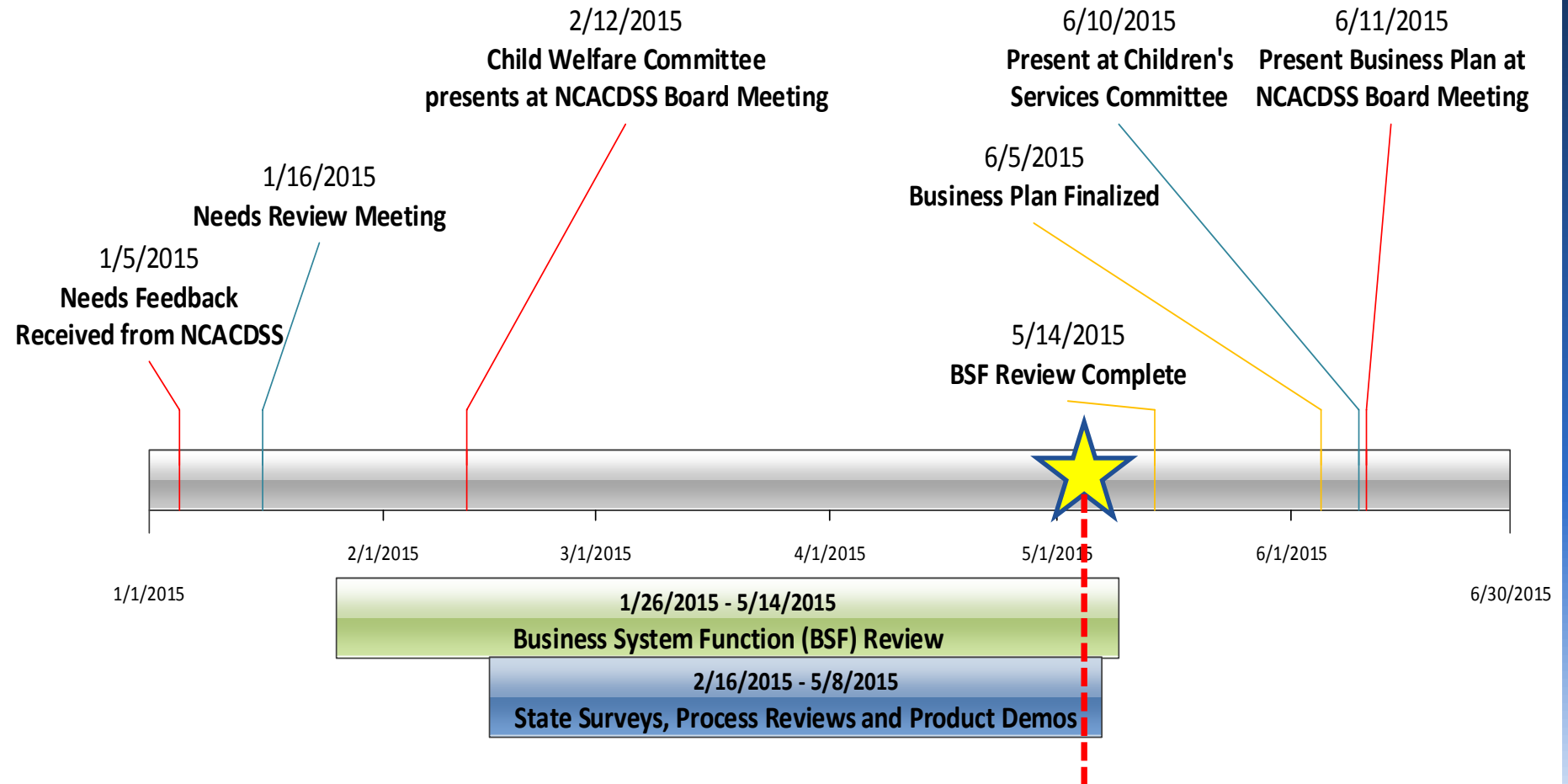
**Evidence Dashboard**

Dashboard	Application Details	Exemption Reason	Phone Numbers
EvidenceFlow	Application Filer	Former Foster Care	Pregnancy
Active Evidence	- Application Filer Consent	Health care Sharing Ministry Membership	Religious Sect Membership
In Edit Evidence	- Authorization Details	Incarceration	Student
Verifications	Demographics	Insurance	Substance Use
Issues	Deprivation	Insurance Policy Details	Tax Filing Status
Incoming Evidence	Disability	Medical Bills	- Tax Relationship

# General NC FAST Update

- A few clarifications and reminders from the Leadership Summit:
  - The NC FAST Release Postcard is emailed the Monday following the release. The Postcard is sent to all NC FAST users subscribed to the NC FAST Users distribution list, County Champions and Directors. The Postcard is also always available via FAST Help. Instructions for receiving messages via the NC FAST Users distribution list are available on the FAST Help home page.
  - The Help Desk requires that tickets be submitted via designated points of contact within each county. The current list of these points of contact is available on FAST Help. If you need to make a change to this list, please contact your liaison to provide them with the new contact information and allow for 2 business days for the update to the list to be made.
  - Project 3 is scheduled to begin in July, 2015. NC FAST will create user roles to accommodate counties that use temporary or contract staff to administer these programs.
  - NC FAST is developing a webinar/conference call on managing SDX cases and tasks. Please look for an invitation for an upcoming County Champion call where this will be covered.

# Child Welfare Assessment Timeline



 = Current Position