NC FAST

North Carolina Families Accessing
Services through Technology

High-Level Program Status

Joint Legislative Oversight Committee on HHS
October 16, 2012

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Today's discussion includes the following:

- Program Areas Impacted by NC FAST

- High-Level Project Timeline

- Expenditures

- Case Management Project 1: Global Case Management and FNS

- Case Management Project 2&6: Eligibility Information System

- Case Management Project 3: LIEAP, Child Care, and CIP

- Case Management Project 4: Child Services

- Case Management Project 5: Aging and Adult Services

- ePASS Project

- Document Management Project

- Health Benefit Exchange Project

- Questions

## 9 NC DHHS Program Areas Impacted by NC FAST

Economic Benefits

- Child Care

- Food and Nutrition Services

- Medicaid

- Work First

- Energy Assistance

    - Low Income Energy Assistance Program (LIEAP)

    - Crisis Intervention Program (CIP)

- Special Assistance

- Refugee Assistance

Services

- Child Welfare

- Adult and Family Services

The following timeline shows the scheduled design, development, test, pilot and implementation dates for NC FAST projects.
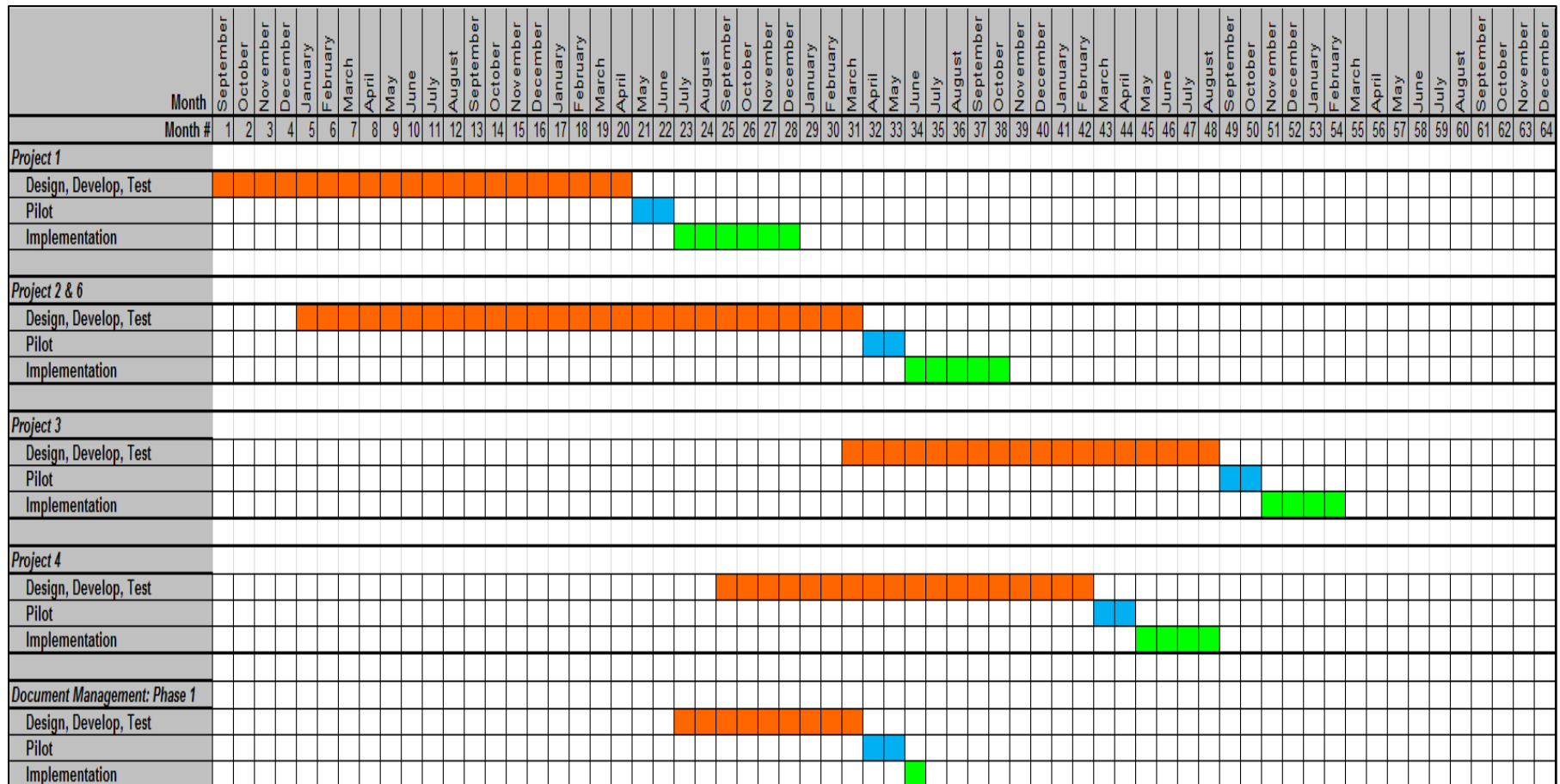
The rate of expenditures is 91.13% (percent of year-to-date expenditures to SFY 2013 APDu budgeted expenditures).

Project	Oct. 1, 2003 June 30, 2009	SFY 09-10	SFY 10-11	SFY 11-12	SFY 12-13	Total
Completed Projects	$ 25,253,435.51	$ 7,317,745.21	$ 46,972.14	$ -	$ -	$ 32,618,152.86
NC FAST Program Overhead Cost	$ -	$ 3,972,735.56	$ 3,736,736.99	$ 8,158,557.63	$ 1,570,857.65	$ 17,438,887.83
Global Case Management & FNS	$ -	$ 2,286,072.35	$ 12,777,095.67	$ 21,256,009.40	$ 5,252,266.30	$ 41,571,443.72
EIS Part 1 & 2	$ -		$ 2,895,580.46	$ 22,349,476.52	$ 5,344,001.15	$ 30,589,058.13
ePASS Phase 2 Medicaid	$ -		$ 61,248.87	$ 462,613.34	$ 101,361.50	$ 625,223.71
ePASS Phase 3 FNS	$ -			$ 43,227.14	$ 8,363.99	$ 51,591.13
Client Services Data Warehouse	$ -		$ 1,329.63	$ 289,476.69	$ 552,747.26	$ 843,553.58
Document Management	$ -	$ -	$ -	$ 38,990.49	$ 68,443.48	$ 107,433.97
Child Welfare	$ -	$ -	$ -		$ -	$ -
Total Expenditures	**$ 25,253,435.51**	**$ 13,576,553.12**	**$ 19,518,963.76**	**$ 52,598,351.21**	**$ 12,898,041.33**	**$ 123,845,344.93**
Federal Funds						
53886C Medicaid Administration and Training	$ 2,080,327.01	$ 1,131,608.64	$ 4,075,553.54	$ 42,913,416.98	$ 11,144,707.91	$ 61,345,614.08
53886D CHIP				$ 976,651.08	$ -	$ 976,651.08
53887E Child Support Enforcement - Title IV-D	$ 447,118.25	$ -	$ -	$ -	$ -	$ 447,118.25
53887K Foster Care Administration - Title IV-E	$ 625,226.16	$ 149,579.76	$ (16,873.81)	$ 8,338.84	$ -	$ 766,270.95
53887L Adoption Assistance - Title IV-E	$ 135,038.64	$ 149,579.77	$ (33,894.43)	$ 521.59	$ -	$ 251,245.57
53887P LIEAP				$ 963,459.35	$ -	$ 963,459.35
53888C Food Stamps - USDA	$ 2,307,659.01	$ 1,131,608.52	$ 3,469,632.62	$ 1,715,082.59	$ 221,240.24	$ 8,845,222.98
53888K Temporary Assistance for Needy Families	$ 3,783,011.51	$ 1,199,912.49	$ -	$ 305,431.24	$ -	$ 5,288,355.24
Total Federal Funds	**$ 9,378,380.58**	**$ 3,762,289.18**	**$ 7,494,417.92**	**$ 46,882,901.67**	**$ 11,365,948.15**	**$ 78,883,937.50**
Intragovernmental Transactions*						
4381D1995 NC FAST Automation (State funds)	$ 3,979,075.95				$ -	$ 3,979,075.95
4381C1 Transfer from Public Health	$ -			$ 7,234,878.00	$ -	$ 7,234,878.00
4381J1 Transfer from Division of Social Services/Budget Code 14440 (State Funds)	$ 1,300,272.00	$ -	$ -	$ -	$ -	$ 1,300,272.00
4381XX Central Admin. Internal Transfers	$ 9,730.00	$ 28,210.00	$ 28,210.00	$ 1,543,482.00	$ -	$ 1,609,632.00
4381J2 Transfer from Division of Social Services/Budget Code 24441 (Food Stamp Incentive Funds)	$ -	$ 18,327,478.00				$ 18,327,478.00
437117 Rebates	$ 44.50	$ -	$ -	$ -	$ -	$ 44.50
Total Intragovernmental Transactions	**$ 5,289,122.45**	**$ 18,355,688.00**	**$ 28,210.00**	**$ 8,778,360.00**	**$ -**	**$ 32,451,380.45**
Total Revenues (Federal Funds + Intragovernmental Transactions)	**$ 14,667,503.03**	**$ 22,117,977.18**	**$ 7,522,627.92**	**$ 55,661,261.67**	**$ 11,365,948.15**	**$ 111,335,317.95**
Total NC FAST State Appropriations	**$ 10,585,932.48**	**$ (8,541,424.06)**	**$ 11,996,335.84**	**$ (3,062,910.46)**	**$ 1,532,093.18**	**$ 12,510,026.98**

Status

• Hard Launch approach was divided into 2 stages: (1) turn off capability to enter new applications in FSIS; and (2) turn off processing in FSIS entirely.

• Training approach was revised to two 2.5 day sessions, rather than 1 full week of training. Session 1 occurs before Soft Launch; Session 2 occurs before Hard Launch Stage 2; this provides additional focus on hands-on opportunities and quicker access to NC FAST upon completion of training.

• 4 Pilot Counties have completed Hard Launch and are fully using the production system. 1 Pilot County still uses FSIS for some recertifications and will Hard Launch in December.

• The Pilot Counties have begun to see productivity gains in using NC FAST. While initially learning the system, the counties experienced a loss in productivity. Once past the learning curve, savings were achieved and sustained going forward.

• All 100 counties will be Soft Launched by October 19. As of Monday, October 15, 94 counties are Soft Launched (not including the 4 Pilot Counties), with 300-350 users being trained to Soft Launch each week.
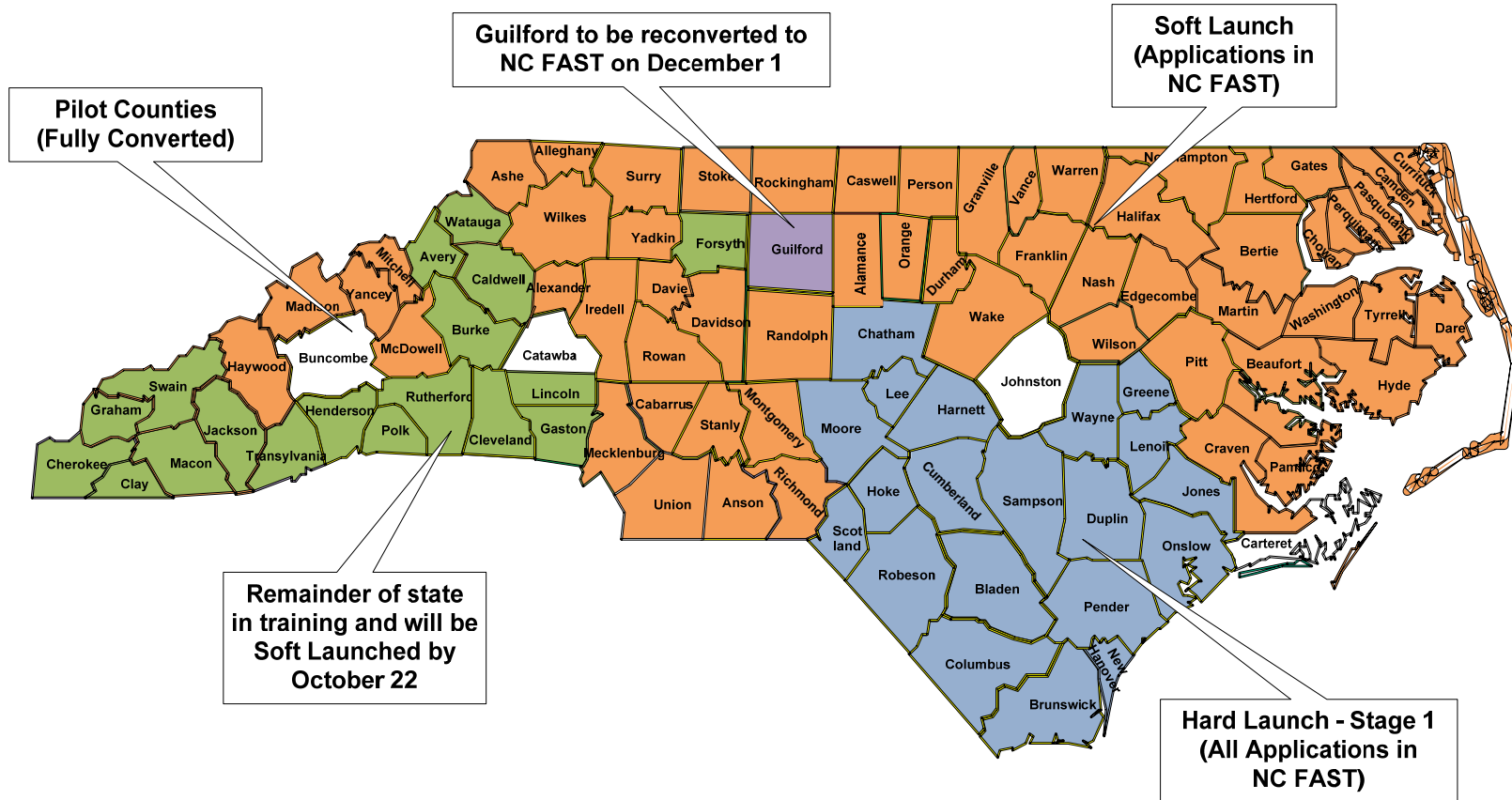
Status (continued)

• The schedule for upcoming Hard Launches has recently been published. Full statewide NC FAST implementation will be completed February 2013.

• The schedule for Project 2&6 implementation has been drafted and will be published in the coming weeks.

• Supported 86,720 issuances for active FNS and SNAP cases in September, representing approximately $84M in FNS benefits issued since go-live.

• Responded to nearly 5000 Help Desk tickets since go-live. Due to lessons learned, NC FAST has increased its onsite support staff to support the counties directly for the first few weeks after their Hard Launch Stage 2 implementation.

• Reviewing, developing and testing high priority defects and enhancements for release on weekly basis.
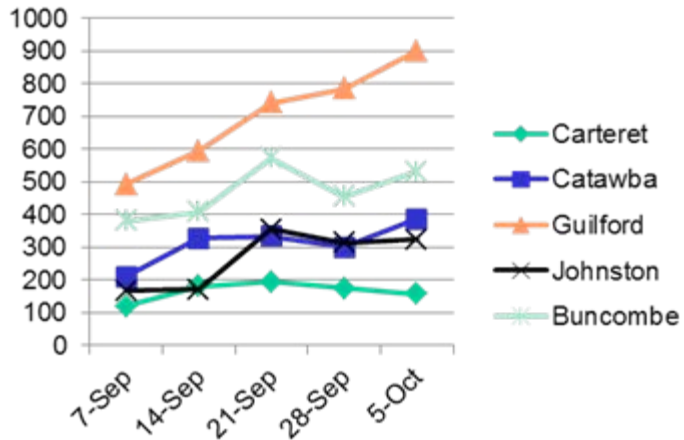
Implementation Status

New Cases by Week
Pilot Counties
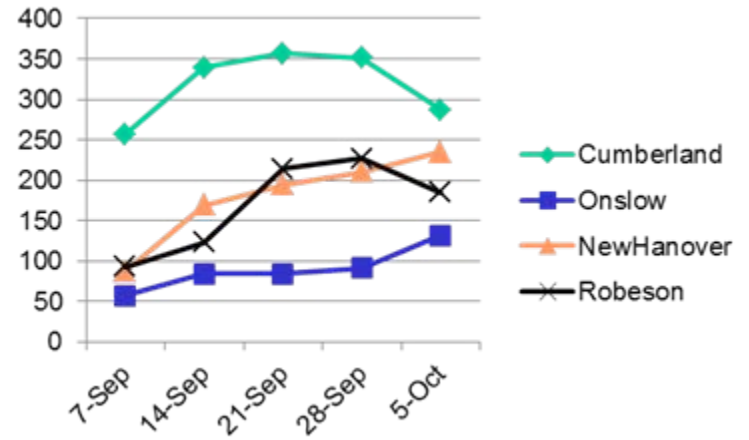
New Cases by Week
Other Counties

Recertifications by Week

Recertification Statistics

County	New Applications Processed					Last Certified Month	Month Closed if not Recertified	Total Potential Recertifications	Recertifications Completed				Recertifications Closed Automatically	% Recertifications Closed Automatically
	Completed Month	In NC FAST	In FSIS	TOTAL	% in FSIS				In NC FAST	In FSIS	TOTAL	% in FSIS		
Buncombe (11)														
Converted 7/21	February		1,433	1,433	100%	February	March	3,124		2,273	2,273	100%	663	21%
	March		1,341	1,341	100%	March	April	2,938		2,199	2,199	100%	612	21%
	April		1,261	1,261	100%	April	May	3,013		1,990	1,990	100%	556	18%
	May		1,403	1,403	100%	May	June	2,614		1,427	1,427	100%	683	26%
	June	491	842	1,333	63%	June	July	3,025	32	2,056	2,088	98%	746	25%
	July	969	54	1,023	5%	July	August	3,120	931	1,275	2,206	58%	787	25%
	August	1,553		1,553	0%	August	September	4,800	3,368		3,368		752	16%
	September	1,123		1,123	0%	September	October	3,827	2,383		0			
	October	94		94	0%	October	November	3,206	122		122			
Carteret (16)														
Converted 5/26	February		350	350	100%	February	March	667		503	503	100%	131	20%
Converted 9/1	March		361	361	100%	March	April	695		493	493	100%	137	20%
	April		328	328	100%	April	May	736	14	475	489	97%	136	18%
	May	65	291	356	82%	May	June	507	34	278	312	89%	122	24%
	June	257	0	257	0%	June	July	738	51	415	466	89%	190	26%
	July	233	14	247	6%	July	August	798	336	63	399	16%	119	15%
	August	328	1	329	0%	August	September	816	207	0	207	0%	134	16%
	September	217		217	0%	September	October	768	78		78			
	October	22		22	0%	October	November	779	16		16			
Catawba (18)														
Converted 5/26	February		819	819	100%	February	March	2,010		1,653	1,653	100%	325	16%
Converted 9/1	March		926	926	100%	March	April	1,942		1,531	1,531	100%	311	16%
	April		802	802	100%	April	May	2,065	1	1,496	1,497	100%	351	17%
	May	222	700	922	76%	May	June	1,902	416	521	937	56%	427	22%
	June	861	0	861	0%	June	July	2,722	1,825	780	2,605	30%	518	19%
	July	909	0	909	0%	July	August	3,184	2,236	305	2,541	12%	381	12%
	August	1,067	0	1,067	0%	August	September	3,664	2,964	17	2,981	1%	389	11%
	September	777		777	0%	September	October	2,682	1,638		1,638			
	October	90		90	0%	October	November	2,285	14		14			
Guilford (41)														
Converted 5/26	February		3,037	3,037	100%	February	March	7,038		5,295	5,295	100%	1,356	19%
	March		2,754	2,754	100%	March	April	6,684		4,933	4,933	100%	1,486	22%
	April		2,284	2,284	100%	April	May	6,383	44	4,251	4,295	99%	1,463	23%
	May	302	2,362	2,664	89%	May	June	6,488	925	4,296	5,221	82%	1,734	27%
	June	2,575	23	2,598	1%	June	July	7,799	294	5,675	5,969	95%	2,275	29%
	July	2,504	7	2,511	0%	July	August	11,168	9,320	35	9,355	0%	2,022	18%
	August	2,643	6	2,649	0%	August	September	11,010	8,366	15	8,381	0%	2,774	25%
	September	1,883	1	1,884	0%	September	October	7,305	1,960	3	1,963	0%		
	October	266		266	0%	October	November	6,407	173	0	173	0%		
Johnston (51)														
Converted 5/26	February		875	875	100%	February	March	1,822		1,518	1,518	100%	3	0%
Converted 9/1	March		960	960	100%	March	April	1,926		1,509	1,509	100%	2	0%
	April		825	825	100%	April	May	1,881	10	1,450	1,460	99%	248	13%
	May	157	554	711	78%	May	June	1,754	320	439	759	58%	322	18%
	June	773	16	789	2%	June	July	1,901	721	1,218	1,939	63%	416	22%
	July	808	62	870	7%	July	August	2,728	1,605	575	2,180	26%	334	12%
	August	914	5	919	1%	August	September	3,540	2,967	37	3,004	1%	344	10%
	September	590		590	0%	September	October	3,099	2,447		2,447			
	October	67		67	0%	October	November	2,324	176		176			

Status

•Project 2&6 has approximately 2500 Business System Functions (BSFs) covering program functionality for Medicaid, Work First, Special Assistance, and Refugee Assistance.

•Detail Design (DD) is in progress: 31 of 152 designs remain to be completed (73% of Application DD complete, 97% of Rules DD complete, 74% of Interface DD complete), as of 10/10.

•Build of conversion data maps is 98% complete (134 of 137 data maps). Additional tables were added in the last few weeks.

•Reports development is in progress. There are a total of 89 CSDW reports; 13 data only reports, and 42 management reports.

•Test conditions and scripts are in progress. Additional conditions and scripts were added in the last few weeks. 62% of test conditions and 3% of test scripts have been signed-off.

•The Application Development Team has started 81 of 272 units of work. Of the 81 units that have been started, 26 are complete as of 10/5.

Status

Project 3 has not yet started; tentatively planned for March 2013 - February 2015.

Scope

•Screening, intake and assessment for LIEAP, Child Care, and CIP.

•Eligibility determination and benefit delivery for LIEAP, Child Care, and CIP.

•Legacy System replacement: LIEAP, Subsidized Child Care Reimbursement (SCCR), and CIP.

Definitions

•LIEAP (Low Income Energy Assistance Program): Provides an annual payment to help eligible families pay their heating bills.

•Child Care Program: Provides financial assistance to eligible families through county departments of social services to help pay for child care.

•CIP (Crisis Intervention Program): Provides assistance to low-income families who are experiencing or in danger of experiencing a heating or cooling related crisis.

Status

•Project 4 began in September 2012. At this time, the project has a duration of 2 years. However, the detailed gap analysis is under way, and the timeline will be adjusted based on the findings of the analysis.

•To address the counties' urgent need for a comprehensive statewide child services system, Project 4 is being expedited in the schedule. NC FAST, DHHS, and the federal partners are currently finalizing the proposed scope, cost and schedule for funding approval.

•Phase 1 activities such as initial Project Plan preparation, Staffing Plan preparation and PPM access readiness are waiting final approval.

•The Business Team was on-boarded the second week of September. Kickoff and initial tasks began the same week, followed by 1 week of Cúram Business training.

•Reassessment of the original Business System Functions (BSFs) is in final review. The BSF reassessment will drive a more detailed gap analysis followed by functional BSF walkthroughs.

Status

Project 5 has not yet started; tentatively planned for July 2015 through June 2017.

Scope

• Screening, intake and assessment for Adult Protective Services (APS) and general services.

• Facilities and service providers' licensure support.

• Service planning and provision of services.

• Resident Assessment Instrument (RAI) and general assessments.

• Guardianship services.

• Placement and payment for residential care.

• Adult care home case management.

• Court activities.

• Legacy System replacement: APS, Services Information System (SIS), Daysheets, Disinterested Public Agent Guardians (DPAG), SA In-Home.

Status

•Completed Phase 2 Medicaid production deployment.

•Documented business requirements for Phase 3 FNS.

•Continued working with the software vendor on outstanding items to continue design development.

•Completed development, associated testing and implementation for the 2012-2013 COLA changes.

Status

•The high-level Business Requirements and Functional Requirements Specification have been approved.

•In process of analyzing options for the solution to provide a recommendation for the high-level solution.

•Will submit recommendation, continue work on Project Staffing Plan and Project Work Plan, and continue work on project management approach document.

Status

- NC FAST staff has been in conversations with US DHHS about possibly operating eligibility and enrollment functionality for the exchange.

- Due to the fact that NC FAST is ahead of most other states, North Carolina is better positioned compared to other states to handle the eligibility and enrollment.

Questions?