**Joint Legislative Oversight Committee
on Health and Human Services**
November 29, 2016

**Department of Health and Human Services
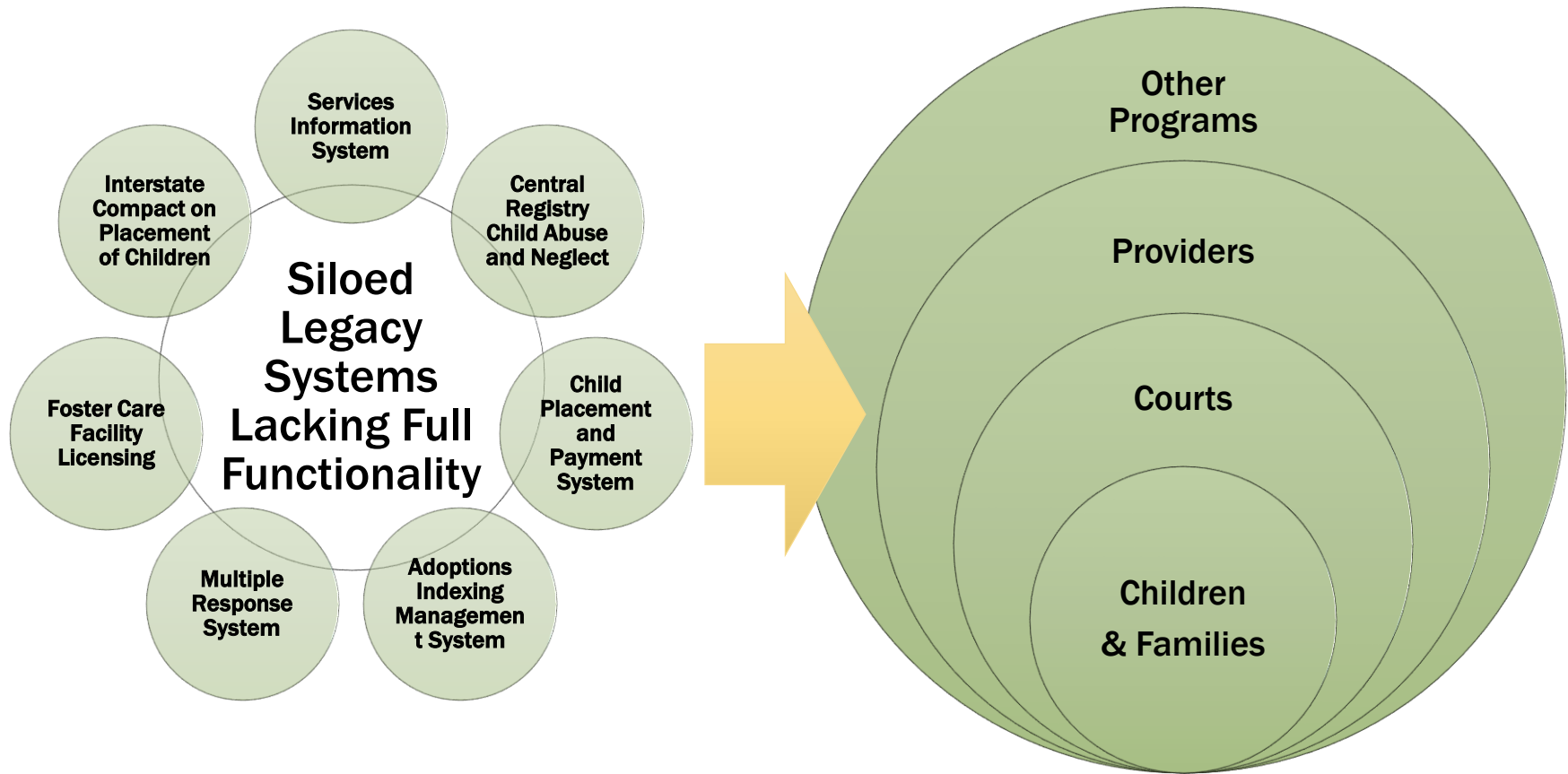NC FAST**

NC FAST Child Services

Services Project

Project 4: Child Services

- Includes screening, intake, licensure, assessments, service planning and provisioning for Child Protection, Foster Care, and Adoption Services.

- Project initiation began February 2016 with first go-live for five pilot counties in summer of 2017.

- Mobile application will allow caseworkers to access case information while in the field.
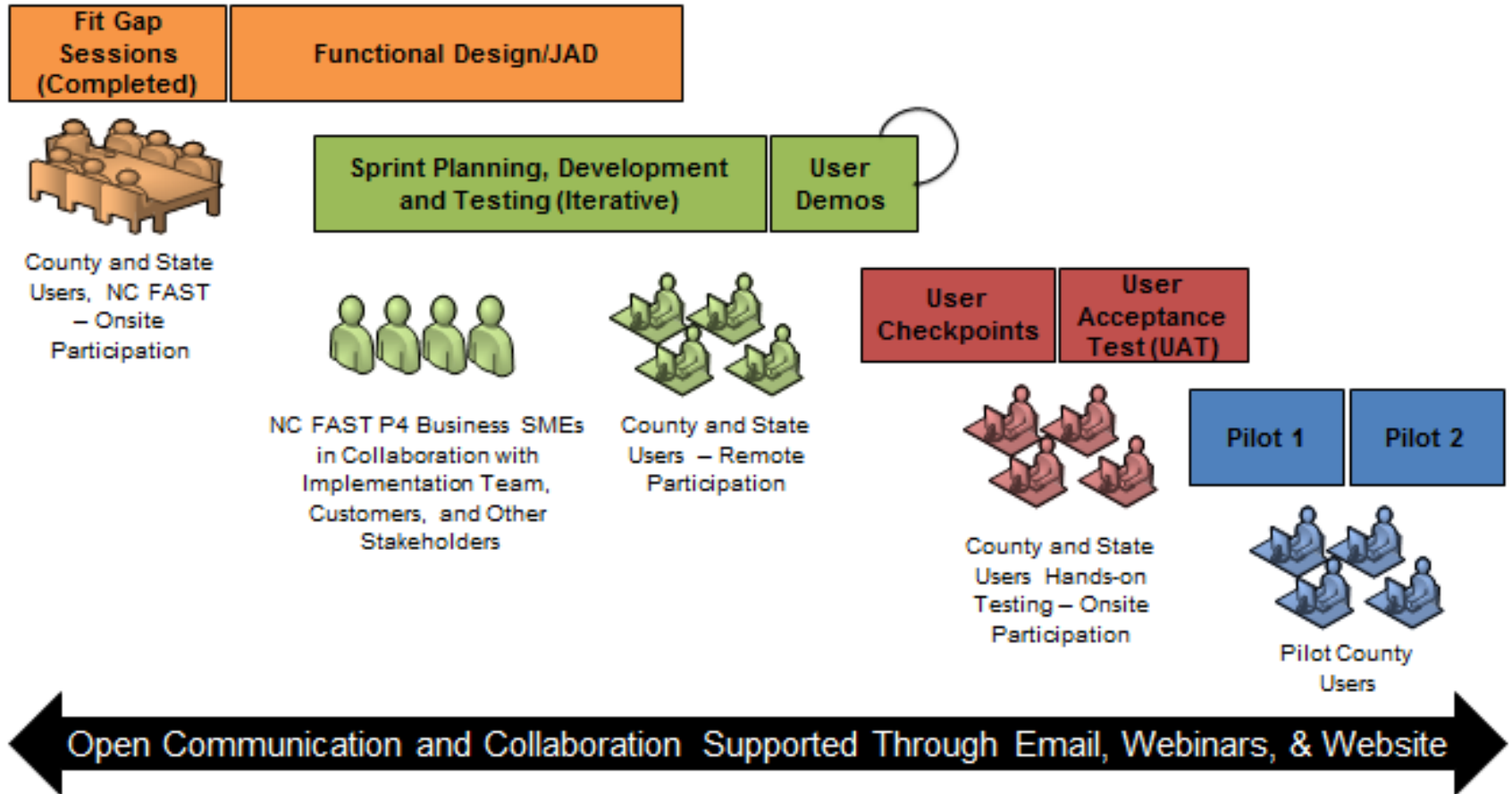
- Replaces seven legacy systems.

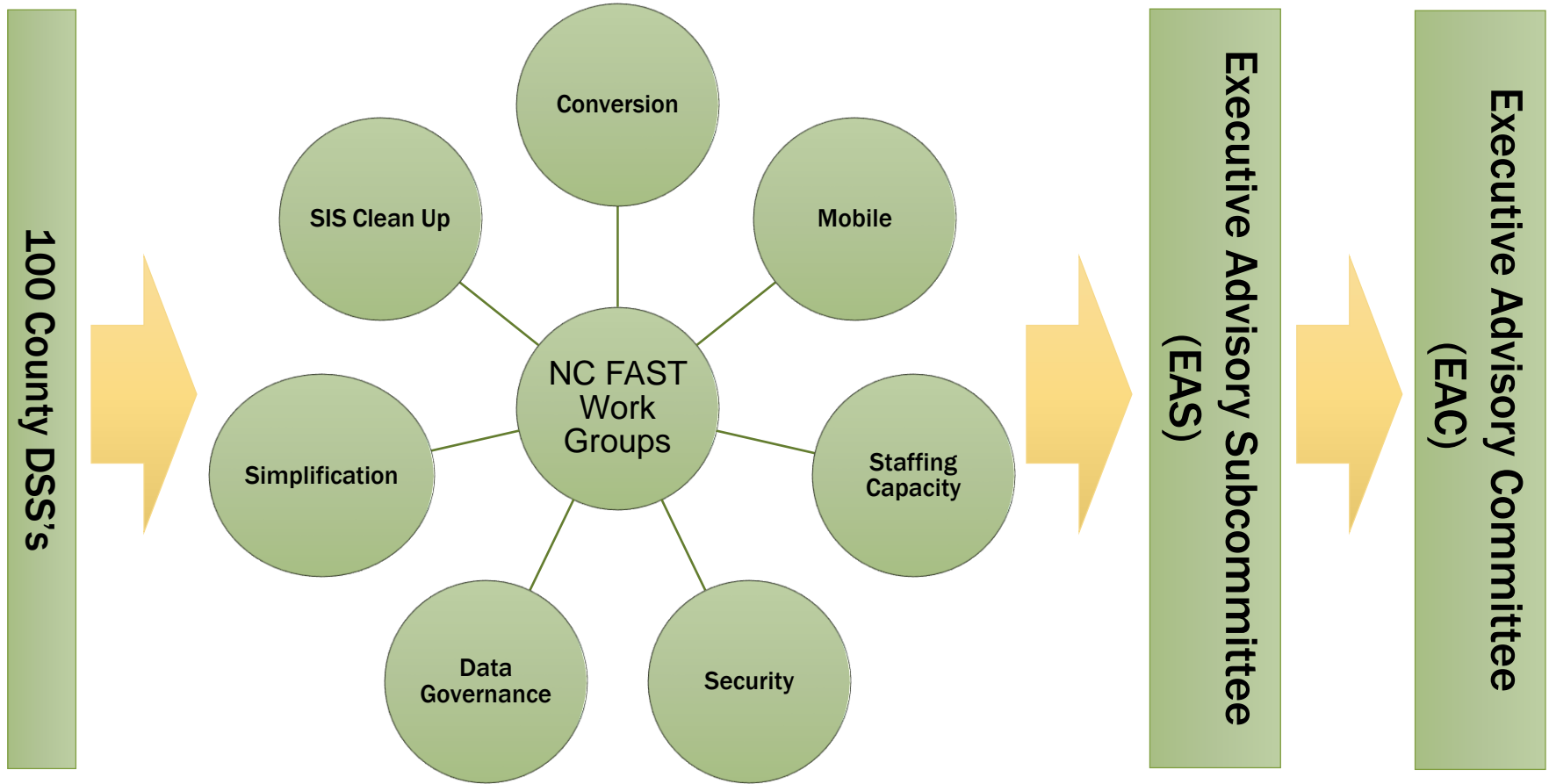# Improving access to critical data

NC FAST replaces seven fragmented legacy systems with one integrated case management system that provides significantly enhanced functionality that enables DSS social workers to provide family-centered services to families.

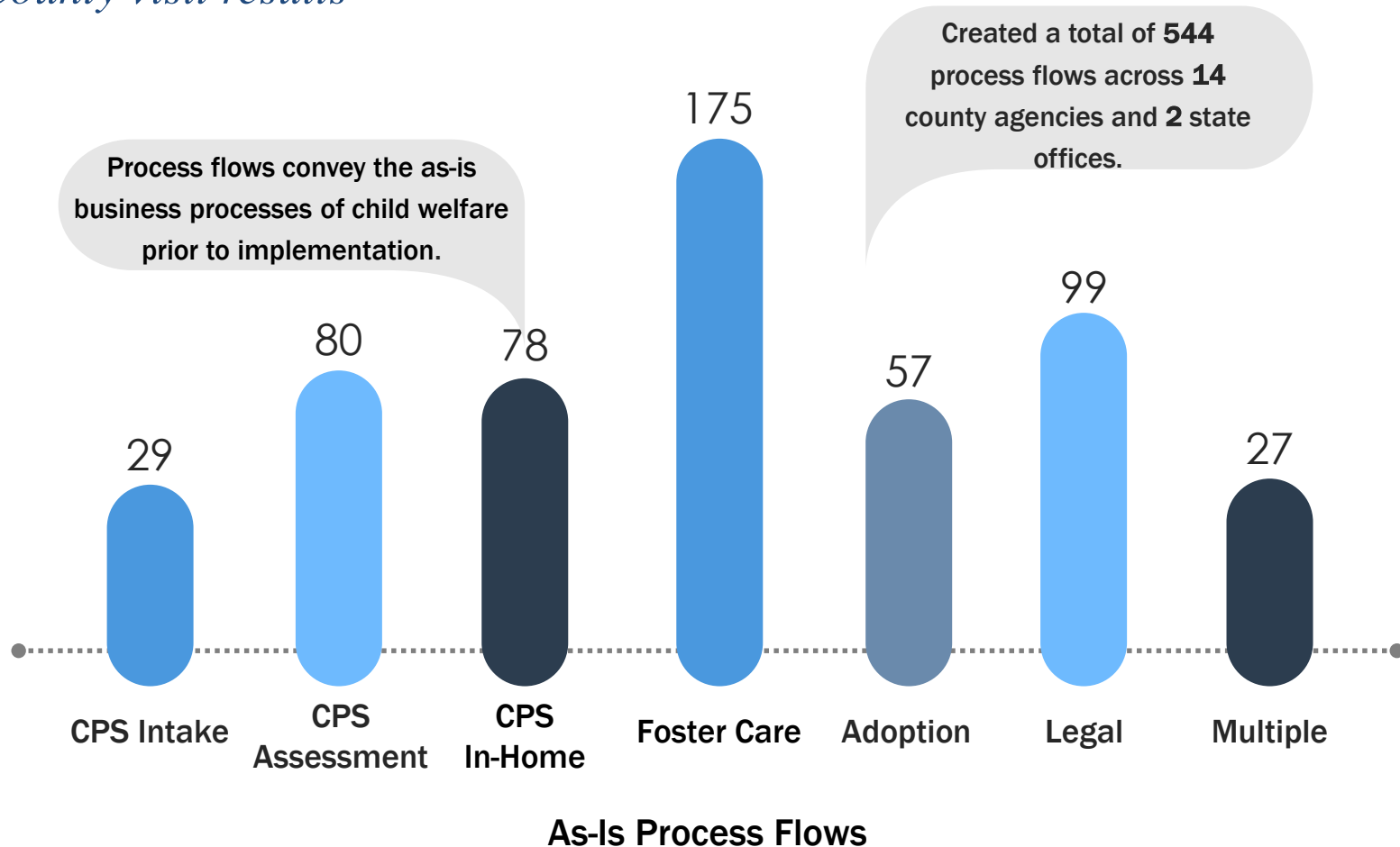# Child Services communication and collaboration

County collaboration

NC FAST collaborates with county DSS stakeholders through an active committee structure. Work groups meet on at least a monthly basis. Work group status updates are provided to the Executive Advisory Subcommittee (EAS) and the Executive Advisory Committee (EAC) on a monthly basis.

Process review experience

County visit results

Process flows convey the as-is business processes of child welfare prior to implementation.

Created a total of **544** process flows across **14** county agencies and **2** state offices.

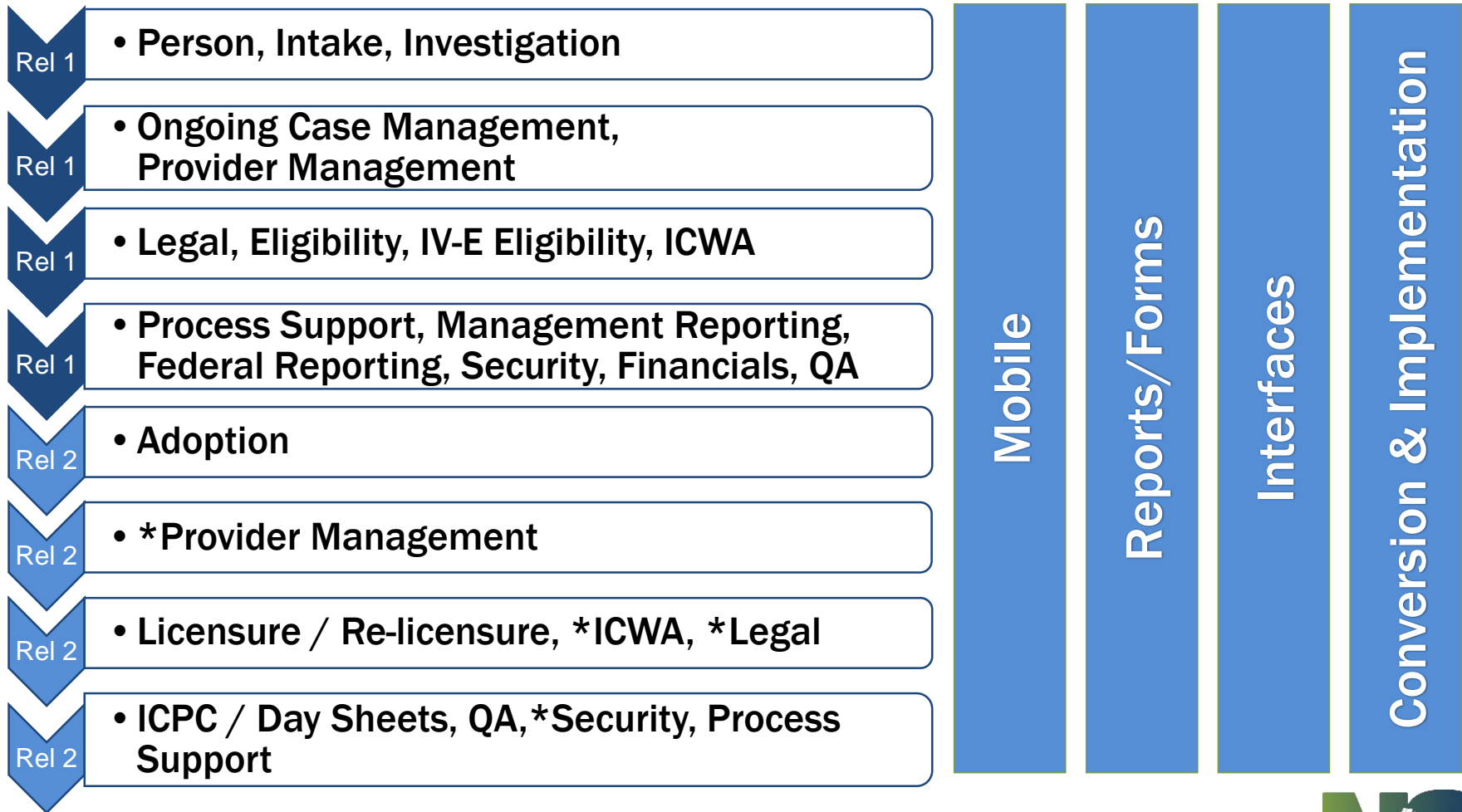| CPS Intake	CPS Assessment	CPS In-Home	Foster Care	Adoption	Legal	Multiple
29	80	78	175	57	99	27

As-Is Process Flows

Locations visited: Johnston, Guilford, Lenoir, Rutherford, New Hanover, Martin, Alexander, Cumberland, Mecklenburg, Richmond, Wilson, Black Mountain, Dorothea Dix, Sampson, Franklin, and Rockingham.

Project 4 Child Services components

Rel 1 • Person, Intake, Investigation

Rel 1 • Ongoing Case Management, Provider Management

Rel 1 • Legal, Eligibility, IV-E Eligibility, ICWA

Rel 1 • Process Support, Management Reporting, Federal Reporting, Security, Financials, QA

Rel 2 • Adoption

Rel 2 • *Provider Management

Rel 2 • Licensure / Re-licensure, *ICWA, *Legal

Rel 2 • ICPC / Day Sheets, QA, *Security, Process Support

Mobile

Reports/Forms

Interfaces

Conversion & Implementation

- *Enhancements corresponding to the Release 2 features
- Rel 1 = Release 1 and Rel 2 = Release 2

Project 4 and ACF CCWIS compliance

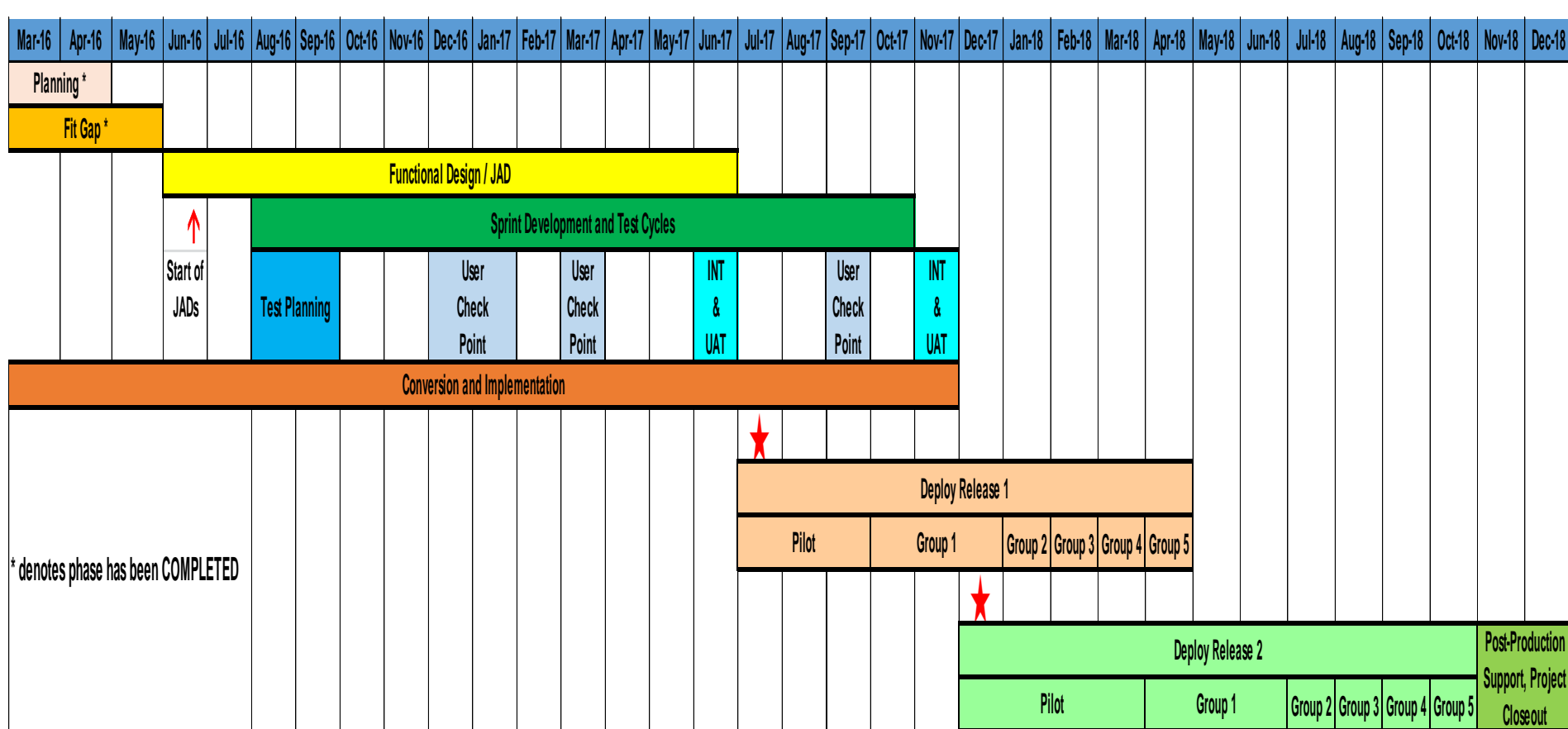- **What is US DHHS Administration for Family and Children (ACF) CCWIS?**

  A Comprehensive Child Welfare Information System (CCWIS) is a case management information system that states and tribes may develop to support their child welfare program needs. If a state or tribe elects to build a CCWIS, the federal government will provide additional funds to help pay for it as long as the system is designed to support social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services.

- **NC FAST will already meet >50% of the CCWIS requirements with the existing requirements.**

- **CCWIS compliance will provide federal funding at a 50/50 match rate.**
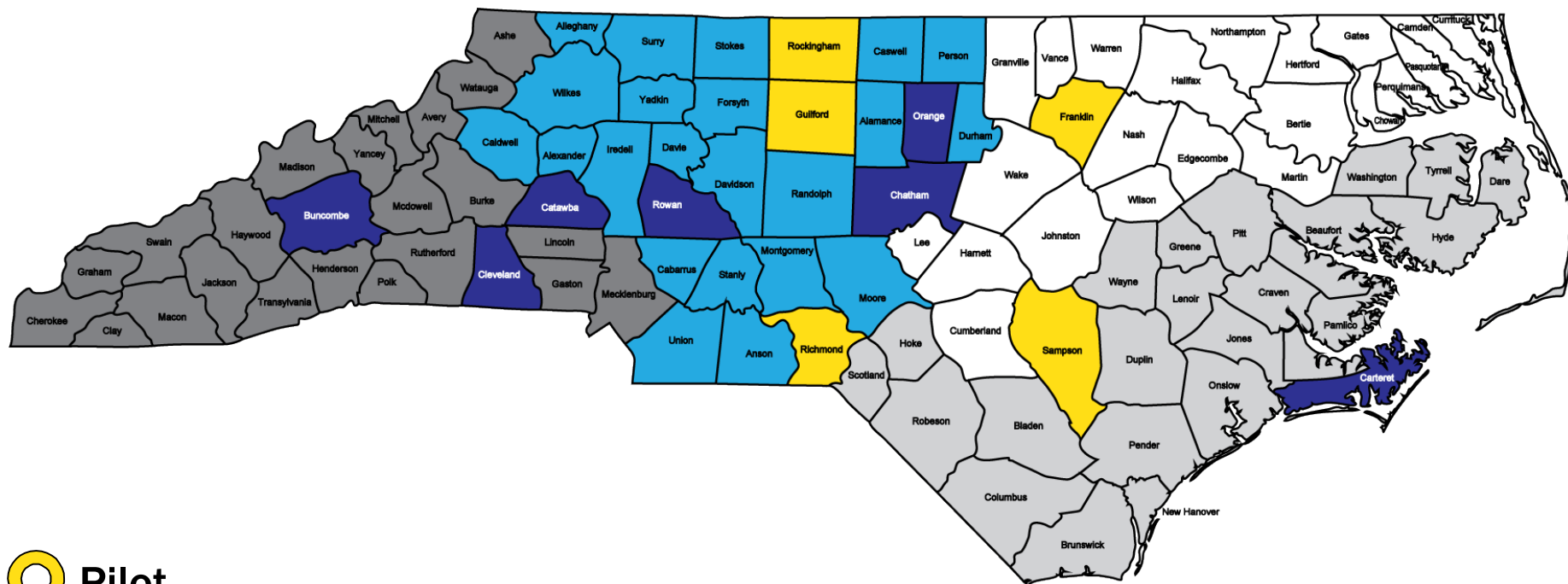
Project 4 Child Services timeline

Project 4 Child Services deployment groups

County groups for go-live

Pilot
Franklin, Guilford, Richmond, Rockingham, Sampson

Group 1
Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Rowan
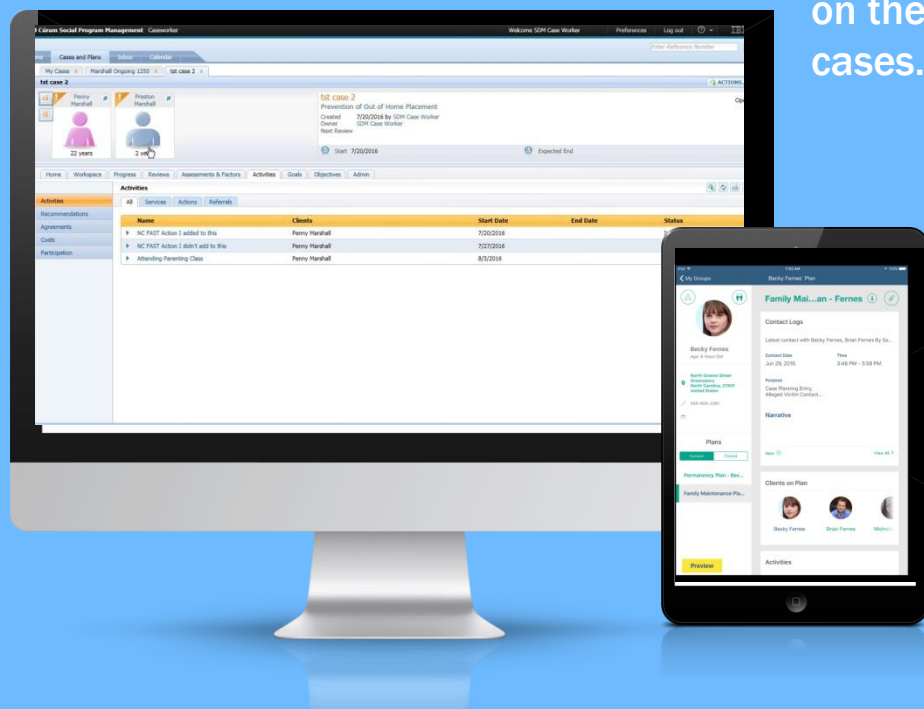
Group 2   Group 3   Group 4   Group 5

County training approach

NC FAST is seeking to deploy a flexible training approach for Project 4

NC FAST has defined a training strategy that seeks to provide Social Workers with flexibility to get up to speed on the new system while still serving their assigned cases.

- **Early Exposure to NC FAST**
  Will provide early exposure to county staff through videos and read-only system access.

- **Web-based**
  Training will be largely based on a series of small training modules.

- **Learning Management System (LMS)**
  Training accessed via NC FAST Learning Gateway and existing UNC Chapel Hill Social Services LMS.

- **Live Instructor Access**
  Central trainers will be available for supplemental training via webinar.

Effective training is critical to go-live success!