JOINT LEGISLATIVE OVERSIGHT COMMITTEE
ON HEALTH AND HUMAN SERVICES

North Carolina Families Accessing Services through Technology (NC FAST) Update

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What is NC FAST ?

North Carolina Families Accessing Services through Technology

- Software solution to deliver state benefits and services at the county level for all 100 NC local DSS's

- Counties now manage case information for Medicaid eligibility, Food and Nutrition Services, Child Care, and Energy programs in one system

- Replaces 20 legacy systems upon full transition

- Shares client data across all benefitting programs

- Applies federal rules, built into the system

- Collects data for individual eligibility and case management and program, county, and state level outputs and performance measures

- 90% business process change management, 10% technology

NC FAST Guiding Principles

- Partner with and add value to system users and stakeholders – front line staff, managers, administrators, and policymakers

- Support accurate and timely administration of programs to assure compliance and integrity

- Focus on quality service delivery, efficiency and accountability

- Share ownership of problems and solutions with DHHS program and IT staff and county DSS's

NC FAST Projects

Completed Projects	In-Process Projects

• Global Case Management and Food and Nutrition Services
 	
   – Full implementation to all 100 counties was completed in March 2013.
 	
• Medicaid, Work First, Special Assistance, and Refugee Assistance
 	
   – Full implementation to all 100 counties was completed in November 2014.
 	
• Federally-Facilitated Marketplace Interoperability
 	
   – Full implementation to all 100 counties was completed in June 2016.
	• Subsidized Child Care Assistance, Crisis Intervention and Low Income Energy Assistance
	
	• Child Welfare Services
	
	• Medicaid Self Service and Enterprise Program Integrity
	
	• Document Management System Enhancement

Adult Services has not been initiated at this time

NC FAST Metrics

- 6,500 users daily in all 100 counties
- 4,430 individuals have accessed one or more of 44 online training modules

Program	Applications Processed in SFY2017	Applications Processed in SFY2018 (to date)
Food and Nutrition Services (FNS)	554K	229K
Supplemental Nutrition Assistance Program (SNAP)	5K	2K
Medicaid	627K	245K
Cash Assistance	31K	14K
Special Assistance	11K	4K
Refugee Cash Assistance	1K	75

Program	Number of Applications Processed since Go-Live
Child Care	59K
Energy Programs (Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP)	87K

SOURCE: NC FAST System Data as of Nov. 30, 2017