

**JOINT LEGISLATIVE OVERSIGHT COMMITTEE
ON HEALTH AND HUMAN SERVICES**

NC FAST Implementation of Child Welfare Update

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Child Welfare Services Overview

- **NC FAST Child Welfare System, when fully implemented, will integrate child protection, child foster care/placement, adoption services and:**
 - **Provide counties with the ability to view family history across the state to inform decisions**
 - **Drive consistency of service delivery and compliance with policy**
 - **Automate and streamline foster care revenues**
 - **Aggregate county and state level data for monitoring and outcomes tracking**

Child Welfare Services Overview

- **Deployed with multiple releases**
 - **Release 1:**
 - Intake, CPS Assessments, Case Management, Legal Services, Title IV-E Eligibility, Financials, Federal Reporting
 - **Release 2:**
 - Adoptions, Provider Management, LINKS, Foster Home Licensure, Guardianship Assistance Program (GAP)
 - **Release 3:**
 - PIP Policy Changes and Federal requirements to interface with other systems such as Administrative Office of Courts
- **Designed with pilot and staggered roll out to allow defect fixes and enhancements to be scheduled into production**

Progress

- **5 Pilot Counties**
 - Franklin, Guilford, Richmond, Rockingham, Sampson
- **Pilot counties went live on August 7, 2017**
- **Pilots are using system daily**
 - **Data as of February 23, 2018**
 - **4548 Intakes**
 - **2541 Assessments**
 - **909 Ongoing Cases**
 - 252 In-Home Services
 - 657 Foster Care Cases
 - **47 Foster Care Cases for Ages 18-21**

Current Status

- Pilot process has identified a variety of defects and enhancements to be addressed that will improve functionality
- Critical issues are items that, if not corrected, do not allow staff to do their work within the system itself and for which there is no reasonable work around within the system
- DHHS has committed to address critical issues before rolling out to additional counties
- Concerns raised by DSS Directors include:
 - NC FAST System availability: Issue resolved
 - DSS Directors' ability to monitor/assess work: Reports will be available in mid-March release
 - County foster care financials defects: To be completed in mid-March release
 - Economic services should not have access to child welfare information: Issue resolved

Current Status

DSS Directors' concerns continued:

- PIP policy changes have not been incorporated: Scheduled for Release 3 in June (not critical for next release)
- Help desk response rate: Ongoing improvements underway; adding new staff with content expertise and retraining existing team

Other Issues Identified:

- Business processes in NC FAST may not be consistent with current policies: Issues resolved
- Increased workload to pilot new system: Mitigating impact through onsite support and additional training; system will drive some standardization of practice and require changes in business processes

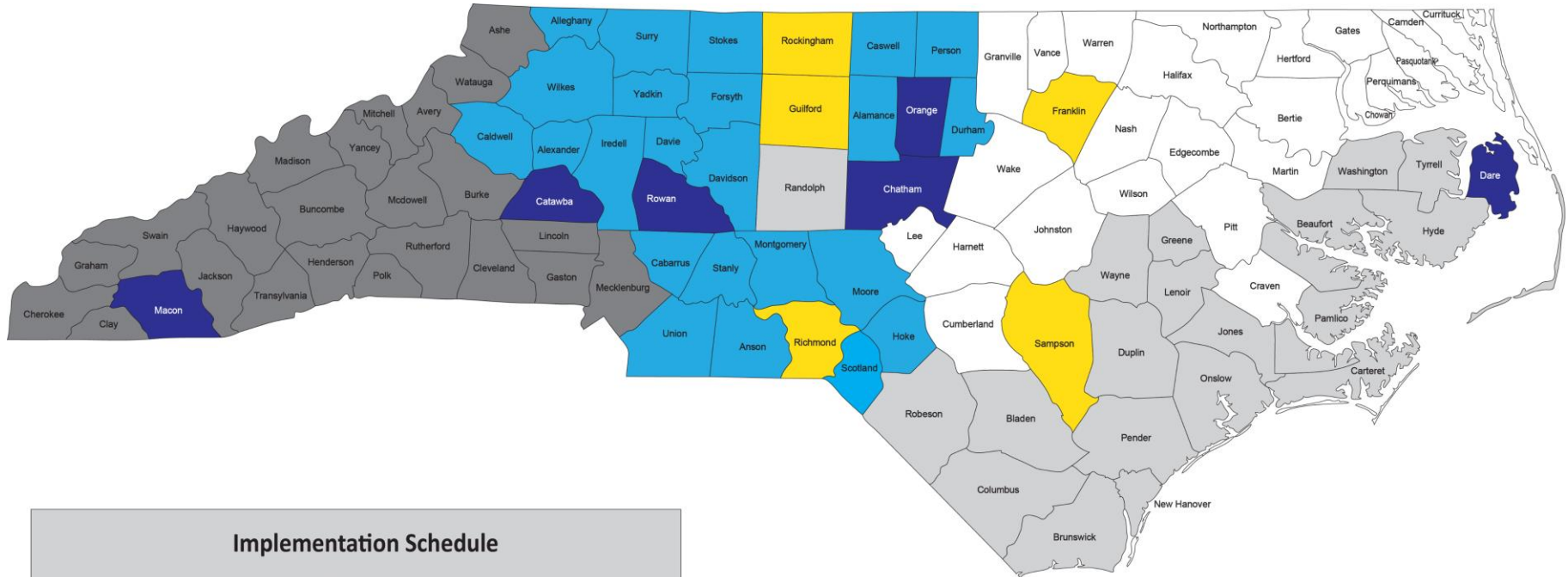
Current Status

- **DHHS leadership met with DSS directors to hear their concerns and review critical issues and agreed that critical issues needed resolution before the next roll out**
- **Established weekly DHHS leadership meetings to review NC FAST Child Welfare System status in detail – working every technical, program, policy and staffing issue through to resolution**

Current Status

- Created multidisciplinary teams of DHHS and county DSS staff to resolve management reports and foster care financials
- Adjusted roll out schedule based on resolution of critical items and additional training
- New release of Cúram software in April which includes improved user interface
- Improved communications with county leadership and staff

Revised Rollout Schedule



Implementation Schedule

		Release 1	Release 2
	Pilot	August 7, 2017	February 26, 2018
	Expanded Pilot	March 26, 2018	March 26, 2018
	Group 2	June 25, 2018	June 25, 2018
	Group 3	August 20, 2018	August 20, 2018
	Group 4	September 24, 2018	September 24, 2018
	Group 5	November 26, 2018	November 26, 2018

Lessons Learned

- **Business requirements for Child Welfare System were inadequate resulting in the need for more development work during roll out**
- **Additional cross-training within DHHS technical and program staff needed**
- **Additional on-the-ground support needed to support implementation – both for staff skill development and business process re-engineering**
- **Ongoing county input at both leadership and direct services levels essential**

Next Steps

- Continue weekly leadership meetings to review all current and any new reported issues and determine priorities
- Release fixes based on priority needs
- Continue weekly communication with DSS Directors and Director's Association
- Adjust training and on-the-ground support to ensure adequate preparation for roll-out counties