



Bill Draft 2019-LU-186: NC FAST Child Welfare Case Mgmt./PED Rec's.

2019-2020 General Assembly

Committee:
Introduced by:
Analysis of: 2019-LU-186

Date: June 4, 2020
Prepared by: Lisa Wilks
Staff Attorney

OVERVIEW: *This bill draft would direct the Department of Health and Human Services to implement various changes regarding the child welfare case management component of the North Carolina Families Accessing Services through Technology (NC FAST) system (also referred to as "NC FAST P4"), as recommended by the Program Evaluation Division report.*

BILL ANALYSIS: The bill draft would do the following:

Section 1(a) – Direct that no later than June 30, 2021, the Department of Health and Human Services contract with a qualified organization to implement a statewide child welfare practice model. The organization must have experience with assisting states in enhancing child welfare capacity to design and be able to assist the State in piloting a training model for county departments of social services that could be replicated statewide.

Section 1(b) – Require that no later than December 31, 2021, the Department of Health and Human Services ensure the organization contracted to assist in implementing the statewide child welfare practice model under subsection (a) of this section conduct culture change readiness training regarding implementation of NC FAST P4, including:

- Identifying ways to efficiently use existing county resources.
- Assisting counties in identifying the need for any additional resources, such as technology or staff.
- Considering the creation of county-specific plans in assessing those resources.

Section 2(a) – Direct that if NC FAST funds are appropriated for the 2020-2021 fiscal year, the Department of Information Technology (DIT), in collaboration with the Department of Health and Human Services, assign a staff person to the NC FAST P4 project to provide additional oversight in ensuring (i) progress towards goals, (ii) additional reporting to DIT and the General Assembly, (iii) efficient use of funds, and (iv) protection of taxpayer investment.

Section 2(b) – Require that the staff person described under subsection (a) of this section be assigned within one month from enactment of legislation appropriating funds for NC FAST.

Section 3 -- Direct the Department of Health and Human Services to prioritize usability regarding any future vendor contracts for NC FAST P4 software and submit a report to the House Appropriations Committee on Health and Human Services, the Senate Appropriations Committee on Health and Human Services, and the Fiscal Research Division by April 30, 2021.

Section 4 -- Direct that no later than April 30, 2021, the Department of Health and Human Services (Department) require any vendor providing additional software pursuant to its pending request for information for NC FAST P4 provide a free proof of concept, designed by the Department, that demonstrates the ability of the vendor's technology to successfully work with NC FAST.

Kory Goldsmith
Director



Legislative Drafting
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EFFECTIVE DATE: This bill would become effective when it becomes law.

**GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2019**

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BILL DRAFT 2019-LU-186 [v.5]

**(THIS IS A DRAFT AND IS NOT READY FOR INTRODUCTION)
06/04/2020 11:34:43 AM**

Short Title: NC FAST Child Welfare Case Mgmt./PED Rec's.

(Public)

Sponsors:

Referred to:

1 A BILL TO BE ENTITLED
2 AN ACT TO DIRECT THE DEPARTMENT OF HEALTH AND HUMAN SERVICES TO
3 IMPLEMENT VARIOUS CHANGES REGARDING THE CHILD WELFARE CASE
4 MANAGEMENT COMPONENT OF THE NORTH CAROLINA FAMILIES ACCESSING
5 SERVICES THROUGH TECHNOLOGY (NC FAST) SYSTEM, AS RECOMMENDED
6 BY THE PROGRAM EVALUATION DIVISION REPORT.

7 The General Assembly of North Carolina enacts:

8 **SECTION 1.(a)** Statewide Practice Model/Standardized Business Processes. – No
9 later than June 30, 2021, the Department of Health and Human Services (Department) shall
10 contract with a qualified organization to implement a statewide child welfare practice model. The
11 organization shall have experience in assisting states with enhancing child welfare capacity to
12 design and be able to assist the State in piloting a training model for county departments of social
13 services. The training program developed by the organization, in consultation with the
14 Department, shall operationalize the principles of the practice model and promote standardization
15 of business processes such that the program design can be replicated across the State to ensure a
16 more uniform delivery of child welfare services, when practicable.

17 **SECTION 1.(b)** Culture Change Readiness Training. – No later than December 31,
18 2021, the Department of Health and Human Services (Department) shall ensure the organization
19 contracted under subsection (a) of this section, conducts culture change readiness training that:

- 20 (1) Identifies ways to efficiently use existing county resources in implementing
21 the child welfare case management component of the North Carolina Families
22 Accessing Services through Technology (NC FAST) system.
- 23 (2) Assists counties in determining what, if any, additional resources may be
24 required to successfully implement the child welfare case management
25 component of NC FAST, including, but not limited to, technology needs, such
26 as tablets, and staff needs.
- 27 (3) In assessing resources, takes into consideration creating tailored, county-
28 specific plans to enhance the provision of child welfare services in those
29 counties.

30 **SECTION 2.(a)** Additional Staff for NC FAST. -- If the General Assembly
31 appropriates funds for the North Carolina Families Accessing Services through Technology (NC
32 FAST) system for the 2020-2021 fiscal year, the Department of Information Technology, in
33 collaboration with the Department of Health and Human Services, shall assign a staff person to



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the child welfare case management component of NC FAST project to provide additional oversight to ensure, at a minimum, the following:

- (1) Adequate progress towards goals.
- (2) Additional reporting to the Department of Information Technology and the General Assembly regarding progress on implementing the child welfare case management component of NC FAST.
- (3) Efficient use of funding.
- (4) Protection of taxpayer investment.

SECTION 2.(b) The requirements of subsection (a) of this section shall be implemented within one month from the enactment of legislation appropriating funds for NC FAST.

SECTION 3. Usability of Certain NC FAST Software/Report. – The Department of Health and Human Services (Department) shall prioritize usability with any future vendor contracts regarding software for the child welfare case management component of the North Carolina Families Accessing Services through Technology (NC FAST) system. The Department shall submit a report to the House Appropriations Committee on Health and Human Services, the Senate Appropriations Committee on Health and Human Services, and the Fiscal Research Division on the requirements of this section by April 30, 2021.

SECTION 4. Software Proof of Concept. – The Department of Health and Human Services (Department) shall require that any vendor providing additional software due to its pending request for information for the child welfare case management component the North Carolina Families Accessing Services through Technology (NC FAST) system provide a free proof of concept that demonstrates the ability of that vendor's technology to successfully work with NC FAST. In implementing this section, the Department shall design a proof of concept with a set of use cases and features the Department wants to validate and require the vendor to demonstrate that those use cases and features are, in fact, valid. The Department shall implement the requirements of this section by April 30, 2021. For purposes of this section, "use cases" means a methodology used in system analysis to identify, clarify, and organize system requirements and consists of a set of possible sequences of interactions between systems and users in a particular environment and related to a particular goal.

SECTION 5. Effective Date. – This act is effective when it becomes law.