



NC FAST

North Carolina Families Accessing
Services through Technology

Presentation to the Joint Legislative Oversight Committees on HHS and IT December 13, 2011

Presenter:

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- The NC FAST Program will deliver tools that are designed to enhance the way county departments of social services provide benefits and services.



NC DHHS Service Areas Supported by NC FAST

Economic Benefits

- Food and Nutrition Services
- Work First
- Medicaid - Health Choice
- Special Assistance
- Refugee Assistance
- Energy Assistance
 - ✓ Low Income Energy Assistance
 - ✓ Crisis Intervention
- Child Care

Services

- Child Welfare
 - ✓ Child Protection
 - ✓ Foster Care
 - ✓ Adoption
- Adult and Family Services

NC FAST Team Stakeholders



Attorney
General

State CIO/ITS

Legislature

Federal
Partners



Sponsor:
NC DHHS Assistant Secretary for
Finance and Business Operations

County DSS
(100)

DAAS

DCDEE

DMA

DSS

DIRM



In an effort to provide functionality to county departments of social services and to ensure program success, a staged implementation plan was adopted.

Components include:

- Online Verification (OLV), completed
- Service Delivery Interface (SDI), completed
- ePASS
- Case Management, in development



Online Verification (OLV)

- OLV is used by all counties to verify any required client information for the purpose of determining benefits. Information is retrieved from several federal and state benefit and reporting systems, including:
 - NC Division of Motor Vehicles
 - U.S. Social Security Administration
 - NC Department of Correction
 - Employment Security Commission
- Introducing this single interface for verification reduced administrative time for county staff spent:
 - Entering and re-entering data
 - Filing forms
 - Creating reports



Service Delivery Interface (SDI)

- SDI provides a single interface between a county-developed and county-maintained case management system and a legacy benefit delivery system maintained by NC DHHS.
- SDI implementation is optional, and contingent on a county expressing interest in implementing SDI.
- The Case Management Interface and Synchronization (CMIS) tool within NC FAST will replace the current SDI and connect the DHHS Case Management System to various state and federal systems as well as to county-specific case management systems.



Electronic Pre-Assessment Screening Service (ePASS)

Secure, web-based, self-service tool that enables NC residents to screen for potential eligibility for a range of NC benefits and services.



- Shows residents the range of benefits and services for which they may be eligible, and provides information to make an informed decision about pursuing assistance.
- Available over the Internet at any time.
- Provides list of required documents necessary for completing an application.



Case Management

- Case management, once fully implemented, will collect, maintain and process information for the purposes of determining client eligibility and services.
- Upon completion, 19 legacy systems will be retired.
- There are 6 Case Management Projects:
 1. Global Case Management and Food and Nutrition Services (FNS)
 2. P2&6 Eligibility Information System (EIS)
 - Part 1: Screening and Intake for Work First (TANF), Medicaid, Special Assistance, and Refugee Assistance
 - Part 2: Eligibility for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance
 3. Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP)
 4. Child Services
 5. Aging and Adult Services

NOTE: Project numbering above is not in the order of implementation.



High-Level Case Management Overview

The NC FAST solution will be implemented using the Cúram Enterprise Framework Commercial Off-the-Shelf (COTS) software solution. NC FAST system functions have been classified into 12 key areas.

System Function	Description
1. Pre-Screening	Electronic Pre-Assessment Screening Service (ePASS) is a secure, web-based, self-service portal that enables capture of basic client demographic data of NC residents to screen for potential eligibility for a range of NC benefits and services programs.
2. Reception	The initial system function used in NC FAST to provide customer service, gather basic client demographic data and capture customer information in a reception log.
3. Assessments	Determines the benefits and/or services needed to address client needs and the Key Performance Indicators (KPIs).
4. Intake	Enables the collection of additional data or evidence that is used to assess client household needs and to determine program eligibility. The Intake system functions support the system user through evidence verification by automating the documentation (or requirements and validations) based on the data collected.
5. Eligibility	Establishes program eligibility for benefits/services and entitlements. On an ongoing basis, manages changes in circumstance, reassessments, and eligibility/entitlement re-determinations.
6. Service Benefit Provisioning	Allows for the provision of benefits and/or services by executing the service delivery plan on an ongoing basis, including recertifications.
7. Appeals	Allows for the capture of formal and informal appeal requests and associated appeal decisions related to an existing case or application.
8. Service Planning	Creates a baseline service plan that incorporates the various benefits and services identified during Assessment, and supports the development and monitoring of required actions and desired outcomes. The KPIs established during Assessment are used to measure progress toward achieving the desired plan.
9. Reporting	Supports the caseworker and client in the evaluation of progress toward goals through review of KPIs and service plan milestones.
10. Quality Assurance	Allows for supervisory and management personnel to review, approve, audit and comply with regulations to confirm the integrity of the benefits and services delivered.
11. Process Support	Enables caseworkers and supervisors to manage cases with the use of calendars, tasks and workflows. Includes management of county organization and location structure data.
12. System Administration	Enables centralized system support of backend system business rules and configuration.

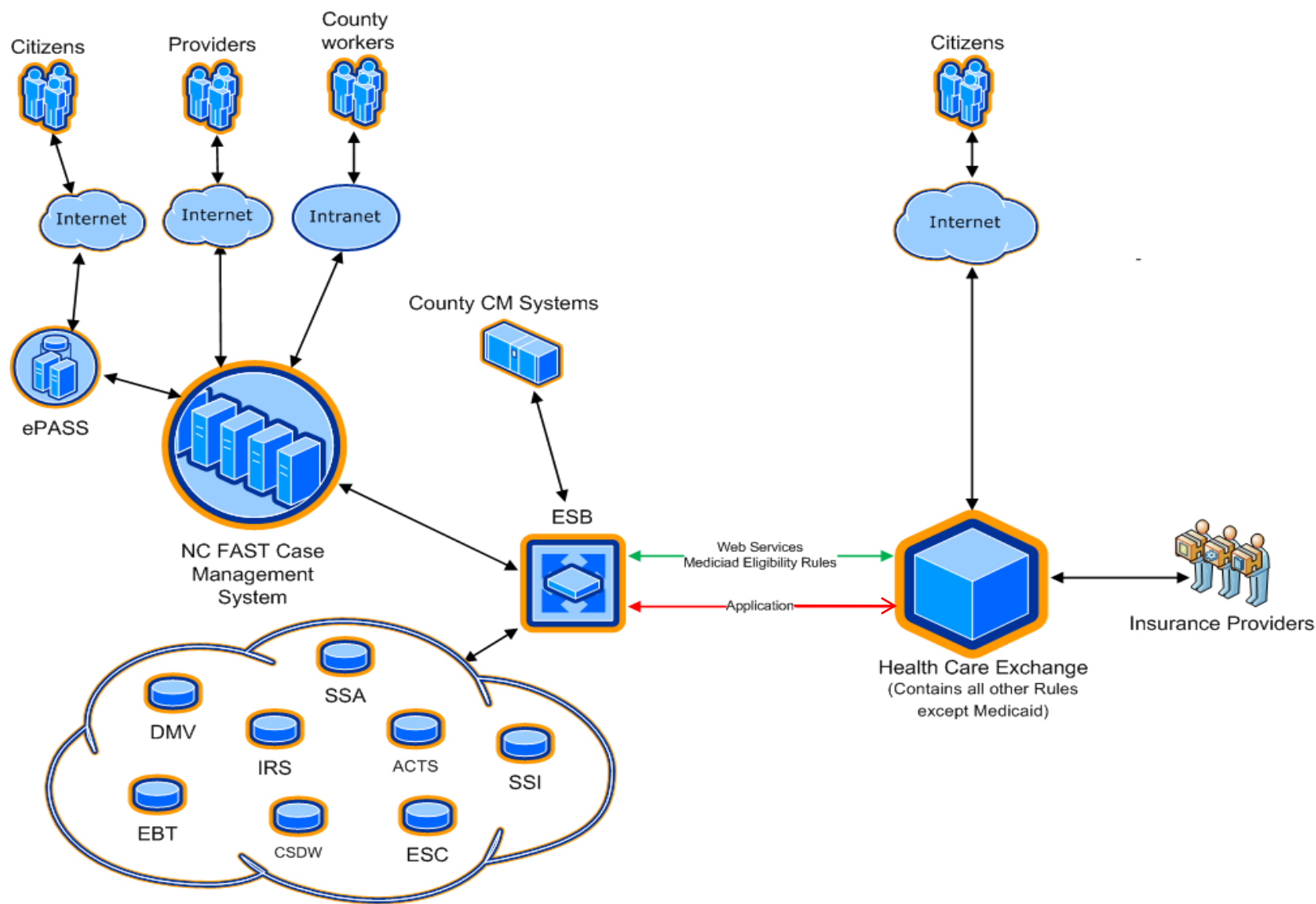


The NC FAST Program:

- Is highly configurable and will allow for interoperability with the Exchange and other state health and human services programs.
- Will house the ACA eligibility requirements in a single case management repository, including determining individuals who may be eligible for premium subsidies, and will support an integrated service-delivery approach.
- Supports a “one-stop shop” process for learning about and acquiring health insurance coverage.
- Provides a means by which data is shared without having to key the same information twice and allow for real-time sharing of client information across program lines.
- Provides management reporting and metrics that support a continuous improvement process.
- Provides a front-end web portal to support compliance with the ACA’s accessibility and usability requirements, and to support integration with the state’s Exchange.
- Provides a business-driven technical architecture that is based on Service Oriented Architecture (SOA) principles and advances increasingly in MITA maturity.



Interoperate with the Health Benefit Exchange



Slide 13



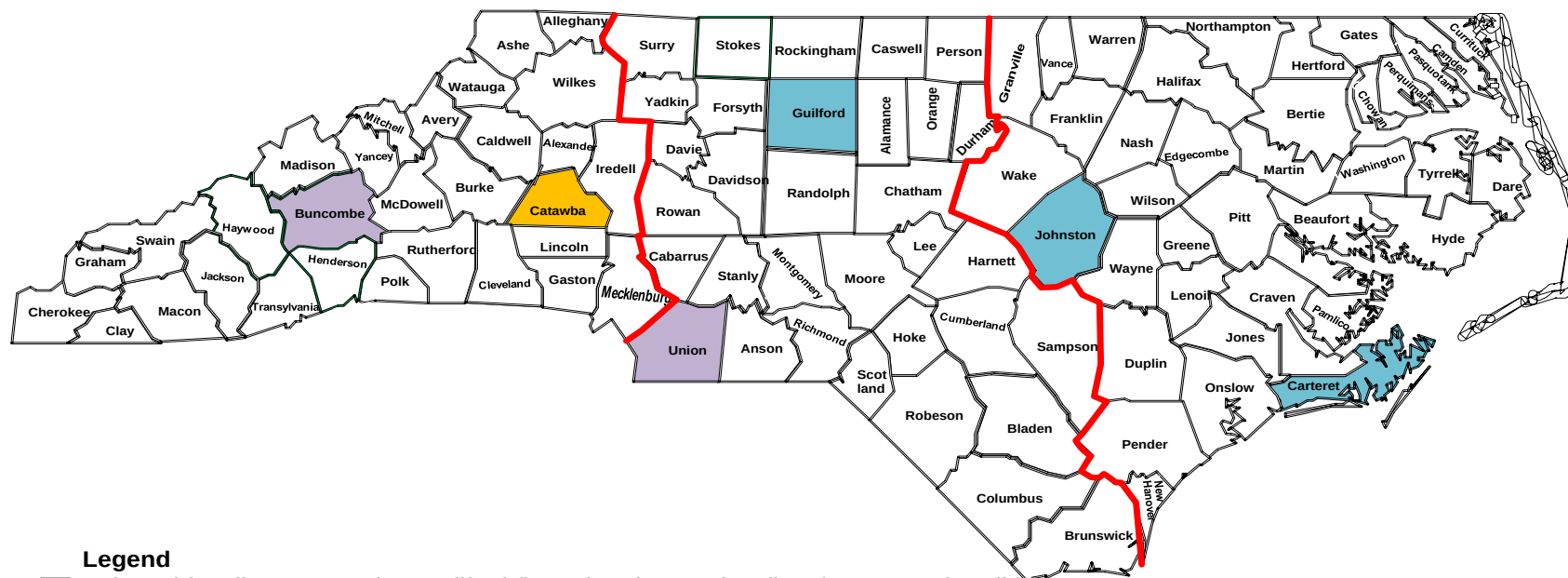
Project 1 Status

- Pilots scheduled to begin in February 2012.
- Current activities include:
 - System testing and issue resolution
 - County readiness
 - End-user training
 - User acceptance testing



Pilot scheduled to begin February 2012

Counties Recommended for Pilot by the Executive Advisory Subcommittee



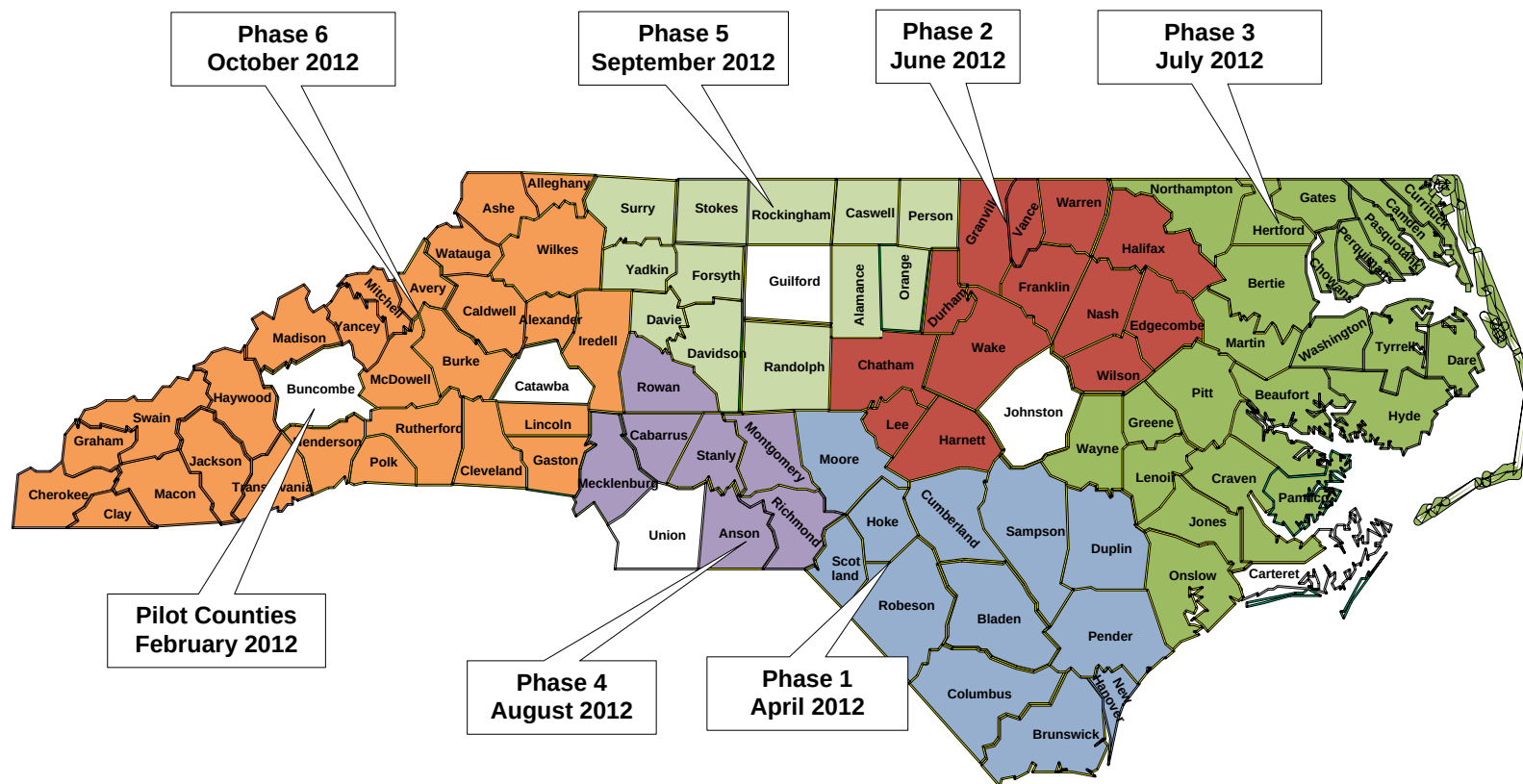
Legend

- Selected for pilot – 3 counties: Guilford (large*), Johnston (medium*), Carteret (small*)
- Selected for CMIS – 1 county: Catawba
- Back-ups – 2 counties: Buncombe (medium) and Union (small)

*Based on FNS Caseload Count for September 2010



NC FAST County Readiness – Project 1



* The map shows the 6 planned deployment regions for Project 1 implementation and training. Pilot and back-up Pilot counties are shown in white. As testing continues NC FAST may adjust the implementation schedule as needed to assure the NC FAST system meets quality expectations and all requirements.

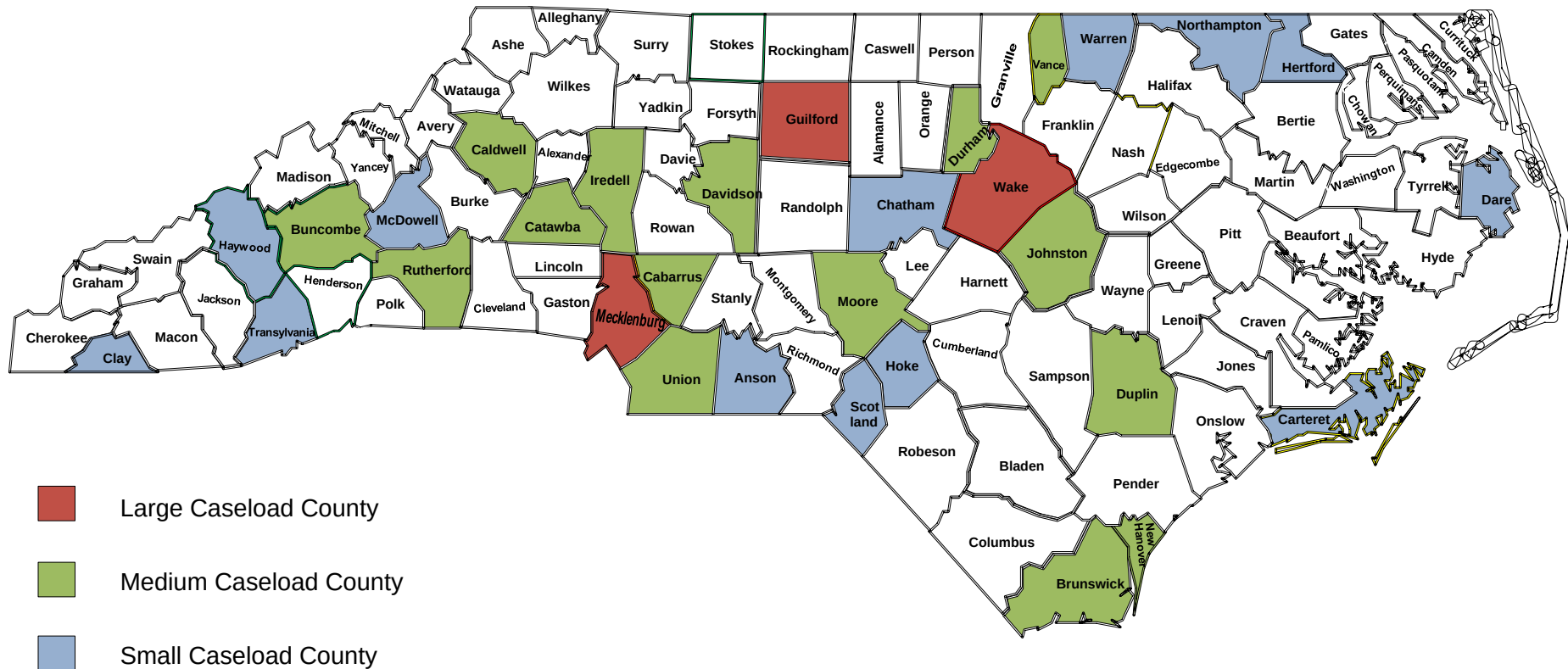


Project 2&6 Status

- Pilots scheduled to begin in February 2013.
- Activities to include:
 - Detailed GAP analysis of the requirements to the base product
 - Developing of functional design documents

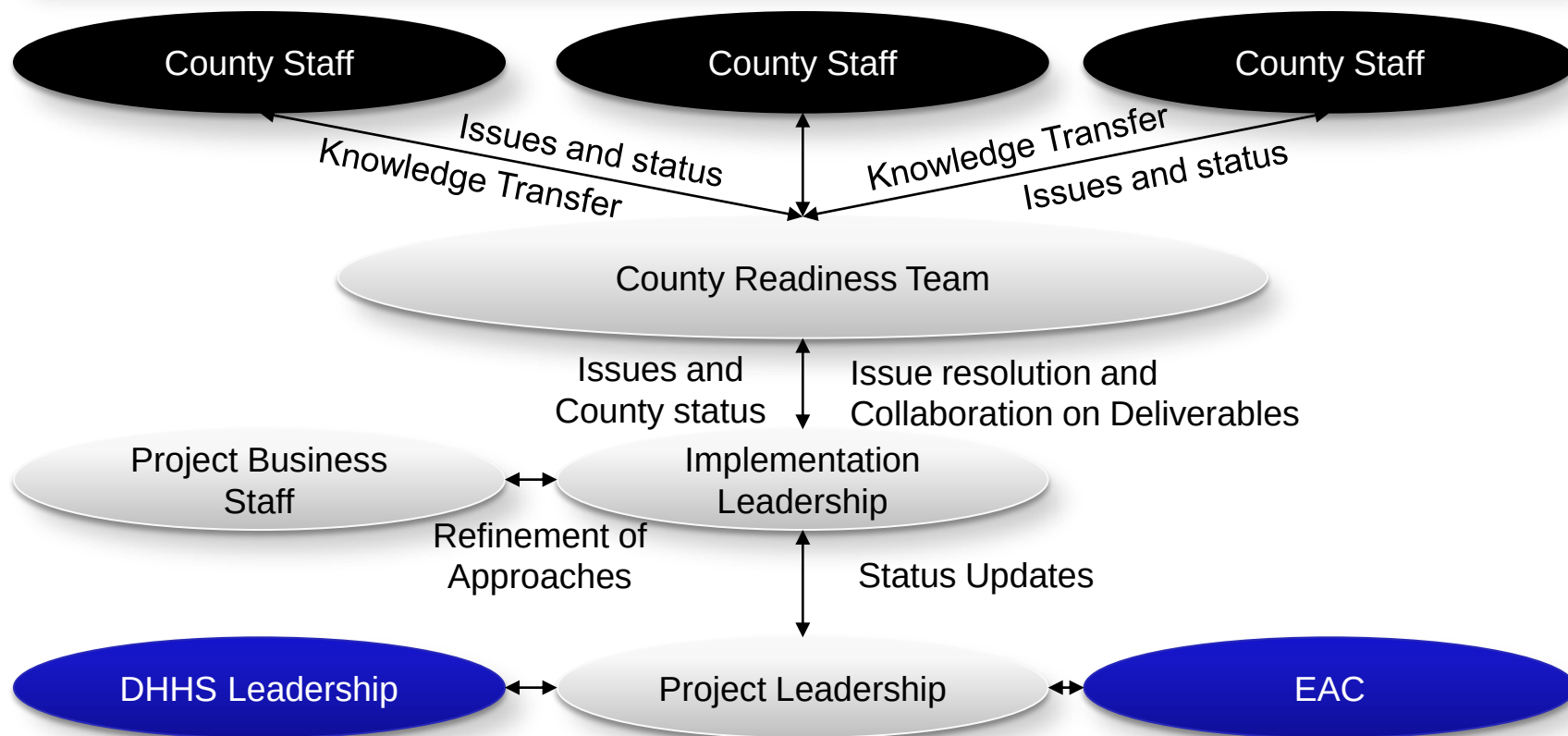


Pilot scheduled to begin February 2013





NC FAST County Readiness



Supported by Communication Resources and
NC FAST Help Desk

Promote open communication and prompt identification and resolution of issues



High-Level NC FAST Total Cost as of 10/31/2011

NCFAST Expenditures for SFY 03-04 through October 2011	
Expenditures	\$73,595,358
Federal Funds	\$29,018,491
Medicaid Admin & Training	10,203,189
Health Choice	1,295,608
Child Support Enforcement	447,118
Foster Care Admin	770,130
Adoption Assistance	251,487
Low Income Energy	1,206,358
Food Nutrition Services	9,417,546
Temporary Assistance for Needy Families	5,427,056
Non-Federal Match	\$31,630,986
Appropriations	\$12,945,881
Note: DHHS has submitted an Advance Planning Document Update to the federal partners requesting 90% Federal participation for NC FAST implementation effective September 1, 2011.	