Framework Vendor - IBM Cúram

- The State of North Carolina has implemented Cúram Software as part of the NC FAST Program.

- In 2008, NC DHHS purchased Cúram Software, the leading provider of solutions for social program management. IBM acquired the Cúram company in December, 2011.

- IBM, the largest information technology company in North Carolina, has had a significant presence in the State for over 50 years and is proud to support DHHS and North Carolina as you deliver services to eligible citizens across the State.

accenture

Software Integrator - Accenture

- Accenture LLP – global management consulting, technology and outsourcing company - NC offices in Raleigh and Charlotte.

- Long and successful track record working with the State of NC.

- Broad experience with other state, federal and local governments supporting health and human service programs.

- State's solution integrator for NC FAST – working side-by-side with state personnel on all aspects of implementation including design, development, testing, architecture/infrastructure, case conversion, training development/delivery, implementation readiness/change management, operations and maintenance.

N.C. Department of Health and Human Services

NC FAST Update

Presented by:

Wayne Black, Division of Social Services Director

Anthony Vellucci, NC FAST Director

October 8, 2013

Case Management System

- Delivers state benefits and services at the county level
- 90% business process change management, 10% technology
- Introduces modern technology and new business practices
- New and different way of taking applications
- Reduce time spent doing paperwork
- Replaces 19 legacy systems
- Shares client data across all benefitting programs
- Applies federal rules, built into the system
- Uses new "universal worker" approach

In-Scope Programs

Economic Benefits
- Child Care
- Food and Nutrition Services
- Medicaid / SCHIP
- Work First
- Energy Assistance
  - Low Income Energy Assistance Program (LIEAP)
  - Crisis Intervention Program (CIP)
- Special Assistance
- Refugee Assistance

Services
- Child Welfare
- Adult and Family Services

Project 1: *Global Case Management & Food and Nutrition Services (FNS)*

- 19 months of design, development and testing
- May 2012, began rollout with pilot counties
- March 2013, completed rollout to all 100 counties
- All 100 counties using NC FAST to take FNS applications
- Lessons Learned:
  - Revised approach to Soft Launch and Hard Launch
  - Food Stamp Legacy System retired over time
  - Help Desk, Training, Communications
  - Additional project staffing, including creation of On-Site Support staff

Projects 2&6: *Work First, Medicaid, Special Assistance, Refugee Assistance*

- Eligibility Information System
- Employment Program Information System
- Screening and intake functionality
- Eligibility determination functionality, scheduled for a later date, was moved up in schedule to satisfy federal Affordable Care Act requirements
- On July 15, loaded functionality for EIS; pilot production began in 4 Pilot Counties; followed by Soft Launch

Challenges

- More complicated-looking screens due to ACA requirements
- Productivity slowdown in July and August; increased backlog
- Connectivity issues: Google Chrome workaround
- Bandwidth issues: bandwidth formulas, desktop support, webinars
- NCID service interruptions

Using All Available Resources

- NC FAST staff processing county backlog cases
- The State adding 160+ on-site support staff for counties:
  - To satisfy federally-mandated presumptive eligibility requirements (July/Aug) to address potential increased liability to the state in Medicaid payments
  - To provide continuous presence in counties for support (more super-users and daily county task support)
  - To augment the Help Desk and "swat team" staff
- Improved Help Desk processes, added staff
- Virtual training courses now available
- Monitoring food banks

Using All Available Resources

County	Completed Month	In NC FAST	In FSIS	TOTAL	% in FS	Last Certified Month	Month Closed if not Recertified	Total Potential Recertification	In NC FAST	In FSIS	TOTAL	% in FS	Recertifications Closed Automatically	% Recertifications Closed Automatically
FNS Monthly Activity Trends - New Applications and Recertifications - As of October 2, 2013														
	New Applications Processed								Recertifications Completed					
Alamance (1)														
February	October	466	262	728	36%	October	November	1,830		1,430	1,430	100%	321	18%
	November	500	48	548	9%	November	December	1,686		1,170	1,170	100%	36	2%
	December	565		565		December	January	1,831		1,267	1,267	100%	75	4%
	January	624		624		January	February	1,686		1,153	1,153	100%	335	20%
	February	522		522		February	March	1,811	255	916	1,171	78%	402	22%
	March	647		647		March	April	1,863	1,166		1,166		401	22%
	April	774		774		April	May	1,747	1,388		1,388		328	19%
	May	810		810		May	June	1,600	1,258		1,258		336	21%
	June	671		671		June	July	1,795	1,401		1,401		266	15%
	July	666		666		July	August	1,592	1,244		1,244		187	12%
	August	676		676		August	September	1,728	1,210		1,210		430	25%
	September	429		429		September	October	1,876	376		376			
	October	17		17		October	November	1,738	1		1			
Alexander (2)														
January	October	151	12	163	7%	October	November	411		368	368	100%	84	20%
	November	104	3	107	3%	November	December	421		169	169	100%	78	19%
	December	136		136		December	January	420		298	298	100%	73	17%
	January	147		147		January	February	433	164	144	308	47%	82	19%
	February	164		164		February	March	406	275		275		88	22%
	March	165		165		March	April	419	325		325		97	23%
	April	166		166		April	May	383	312		312		83	22%
	May	156		156		May	June	400	306		306		88	22%
	June	144		144		June	July	433	343		343		66	15%
	July	161		161		July	August	430	339		339		47	11%
	August	199		199		August	September	377	300		300		62	16%
	September	123		123		September	October	399	207		207			
	October	7		7		October	November	402	1		1			
Alleghany (3)														
January	October	31	8	39	21%	October	November	111		100	100	100%	16	14%
	November	51	1	52	2%	November	December	120		79	79	100%	21	18%
	December	44		44		December	January	130		94	94	100%	14	11%
	January	54		54		January	February	120	25	68	93	73%	17	14%
	February	49		49		February	March	122	87		87		21	17%
	March	37		37		March	April	112	100		100		10	9%
	April	43		43		April	May	110	89		89		17	15%
	May	58		58		May	June	111	93		93		15	14%
	June	37		37		June	July	139	121		121		11	8%
	July	58		58		July	August	133	110		110		12	9%
	August	54		54		August	September	113	97		97		14	12%
	September	21		21		September	October	112	55		55			
	October	0		0		October	November	124	1		1			

- Spreadsheet sent to Fiscal Research.
- Spreadsheet shows the county numbers for recertifications and new applications.
- Spreadsheet shows that 82 counties processed their August recertifications in line with their normal month's processing.

- 96 out of 100 counties processing new applications at normal pace
- 82 counties processing recertifications at normal pace

11

Recertification Processing Support

- Received – 14 counties total
- Completed: Alamance, Cabarrus, Greene, Iredell, Lincoln, Stanly, Caldwell, Craven (8 counties)
- In process: Mecklenburg, Cumberland, Martin, Surry, Wake (5 counties)
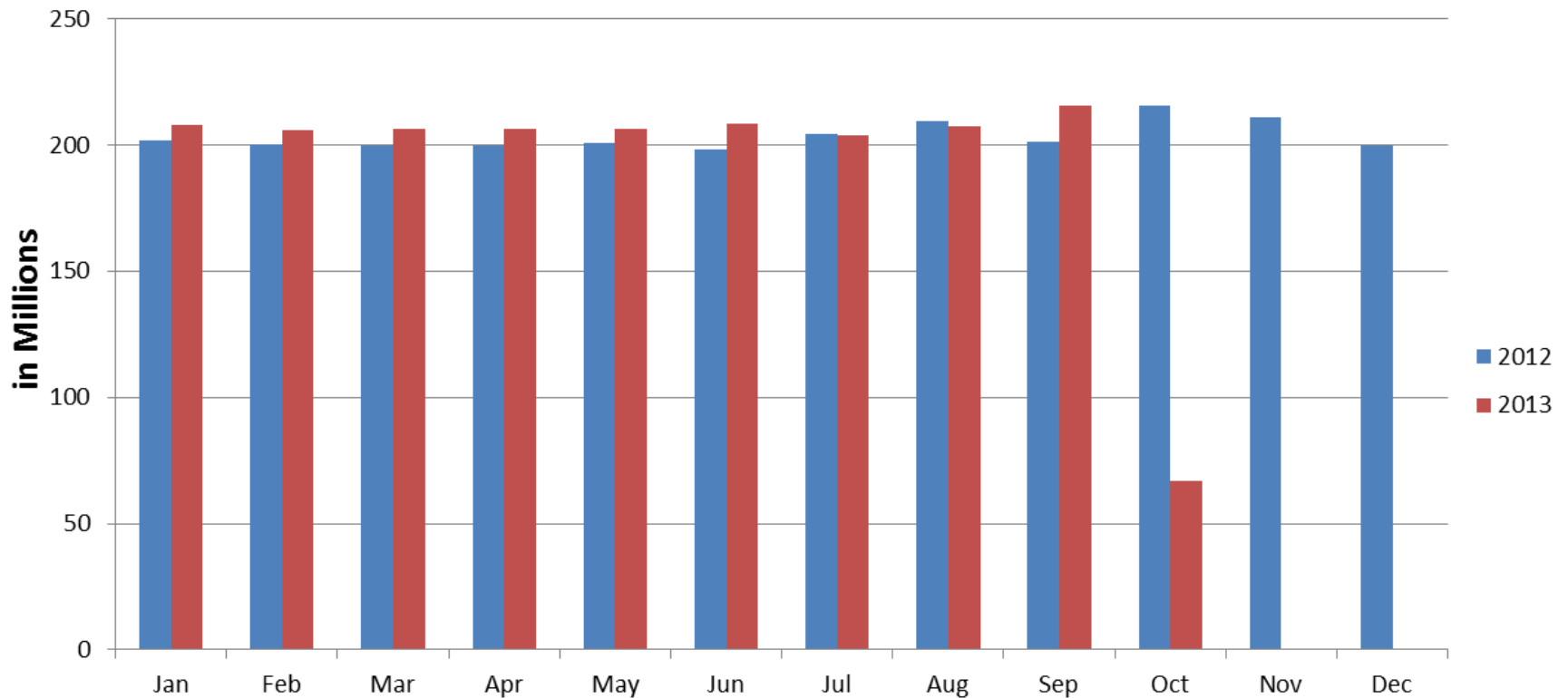- In queue: Richmond (received at the end of last week) (1 county)

Recertification Counts By Day
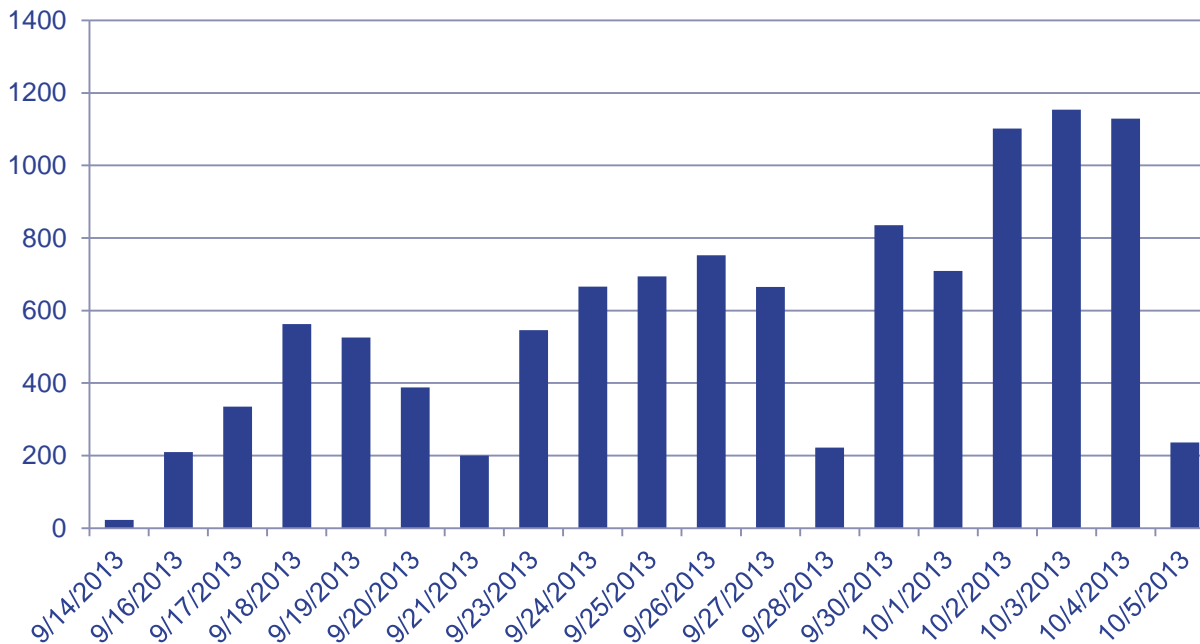
Total Recerts
Processed
to date:
10937/13456

FNS Issuances 2012-2013

Through Oct 7th, $66M of the expected average $200M monthly issuance has been paid.

Project 7: ACA

- New Modified Adjusted Gross Income (MAGI) ruleset for 8 Family and Children's Medicaid programs
- Receiving Medicaid applications through multiple channels
  - Federally-Facilitated Marketplace (FFM) – federal healthcare reform portal
  - ePASS – Must support both a "streamlined" MAGI application and a "traditional" Medicaid application
  - Walk-in – Must support entry of applications received from persons who walk into county DSS offices
- MAGI eligible programs take effect January 1, 2014
- Federal de-scoping