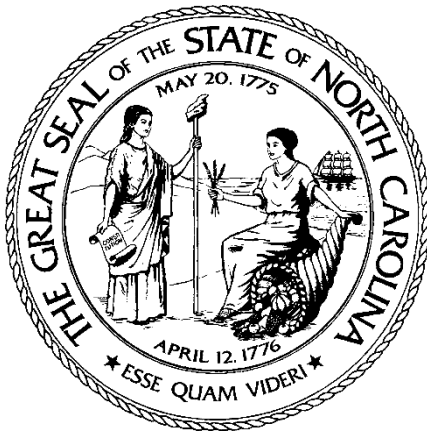


**JOINT LEGISLATIVE OVERSIGHT COMMITTEE  
ON INFORMATION TECHNOLOGY**



# **NC FAST Update**

**Sam Gibbs and Susan Perry-Manning  
Department of Health and Human Services**

**March 8, 2018**

# What is NC FAST ?

*North Carolina Families Accessing Services through Technology*

- **Enterprise software solution that delivers state benefits and services at the county level for all 100 NC local departments of social services**
- **Program made up of multiple projects implementing benefits and services within a single system**
- **Determines eligibility for economic benefits and Medicaid**
- **Replaces 20 legacy systems upon full transition**
- **Shares client data across all benefitting programs**
- **Federal rules built into the system**

# North Carolina Implementation

- North Carolina is the only state in the US to implement an integrated eligibility and case management system for Food and Nutrition Services, Medicaid, Temporary Assistance for Needy Families (TANF), Special Assistance, Refugee Assistance, Child Care, and Energy programs
- NC FAST is the broadest implementation of IBM Cúram deployed through a blended implementation team
- North Carolina is one of only eight states in the US that delivers these major human services programs in a state-run, county-administered model
- NC FAST shares information with other states via Medicaid Information Technology Architecture (MITA)

# Implementation Status

- Implementation began in 2012 and new programs and functions have been rolled out on an ongoing basis.
- North Carolinians across all 100 counties receiving benefits through NC FAST:
  - FNS/SNAP: 1,245,546
  - Medicaid (Traditional and MAGI): 2,150,327
  - Child Care: 74,743
  - LIEAP/CIP: 410,907
- Currently, implementing complex Child Welfare Services project and the first mobile Child Welfare Investigations application
- Operating within budget

# NC FAST Projects

## Completed 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**
  - Full implementation to all 100 counties was completed in December 2017; continue to make improvements in functionality

## In-Process Projects

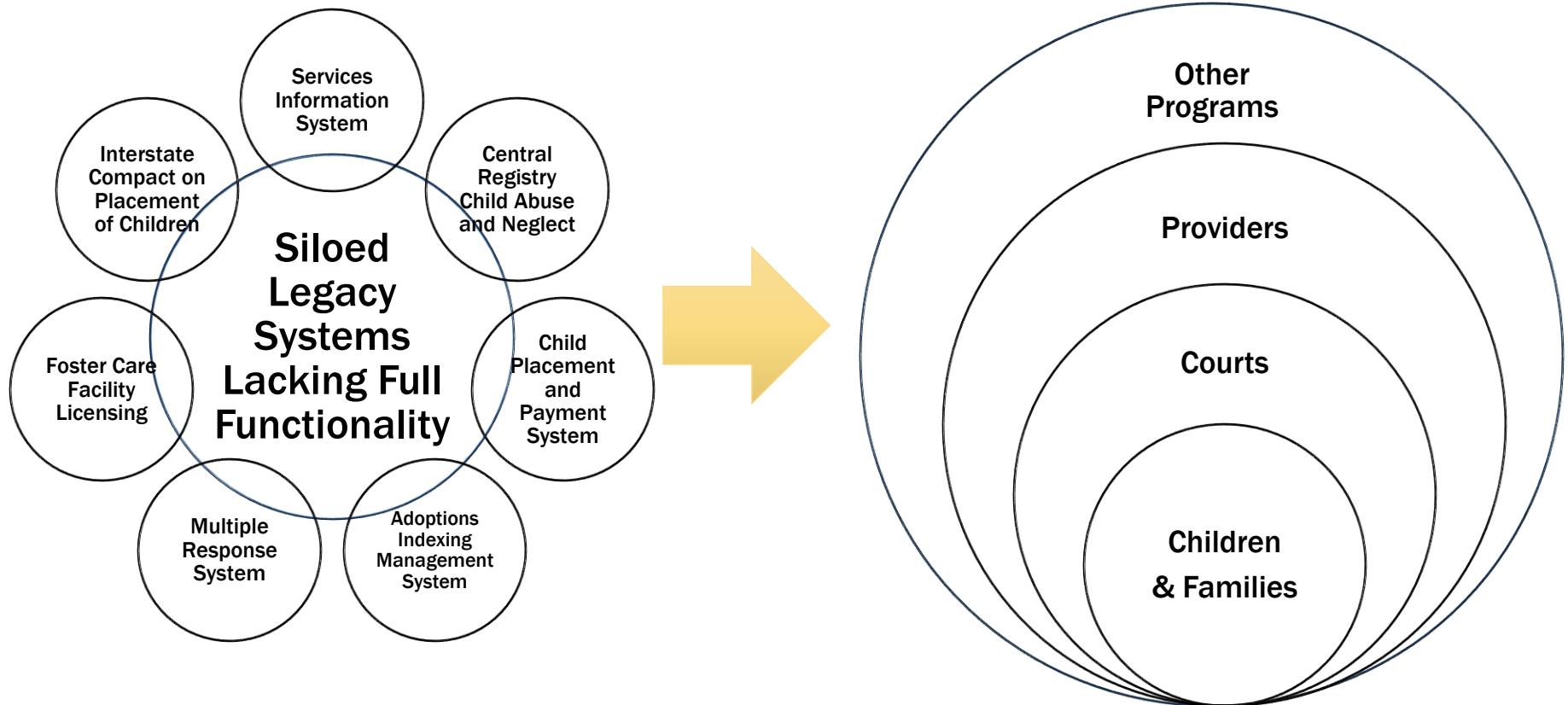
- **Child Welfare Services**
- **Eastern Band of Cherokee Indians**
  - Go-live planned for June 2018
- **Medicaid Self Service and Enterprise Program Integrity**
- **New Medicare Card**
  - All required NC FAST system changes to accommodate the new Medicare Beneficiary Identifier (MBI) number have been completed. Planned implementation is April 2018
- **Document Management System Enhancement**

Adult Services has not been initiated at this time

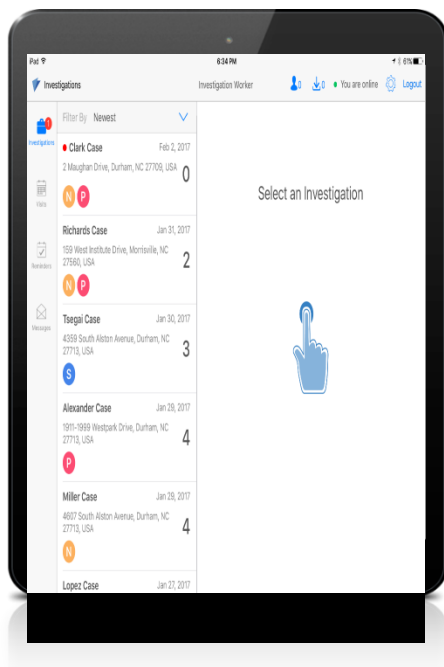
# NC FAST Child Welfare Services Project

**Child Protection, Foster Care Services (Child Placement), Adoption, Youth in Transition, and Provider Management**

Includes screening, intake, licensure, assessments, service planning and provisioning for Child Protective Services, Child Placement and Foster Care, and Adoption Services. New technology: Mobile capability and new interfaces.



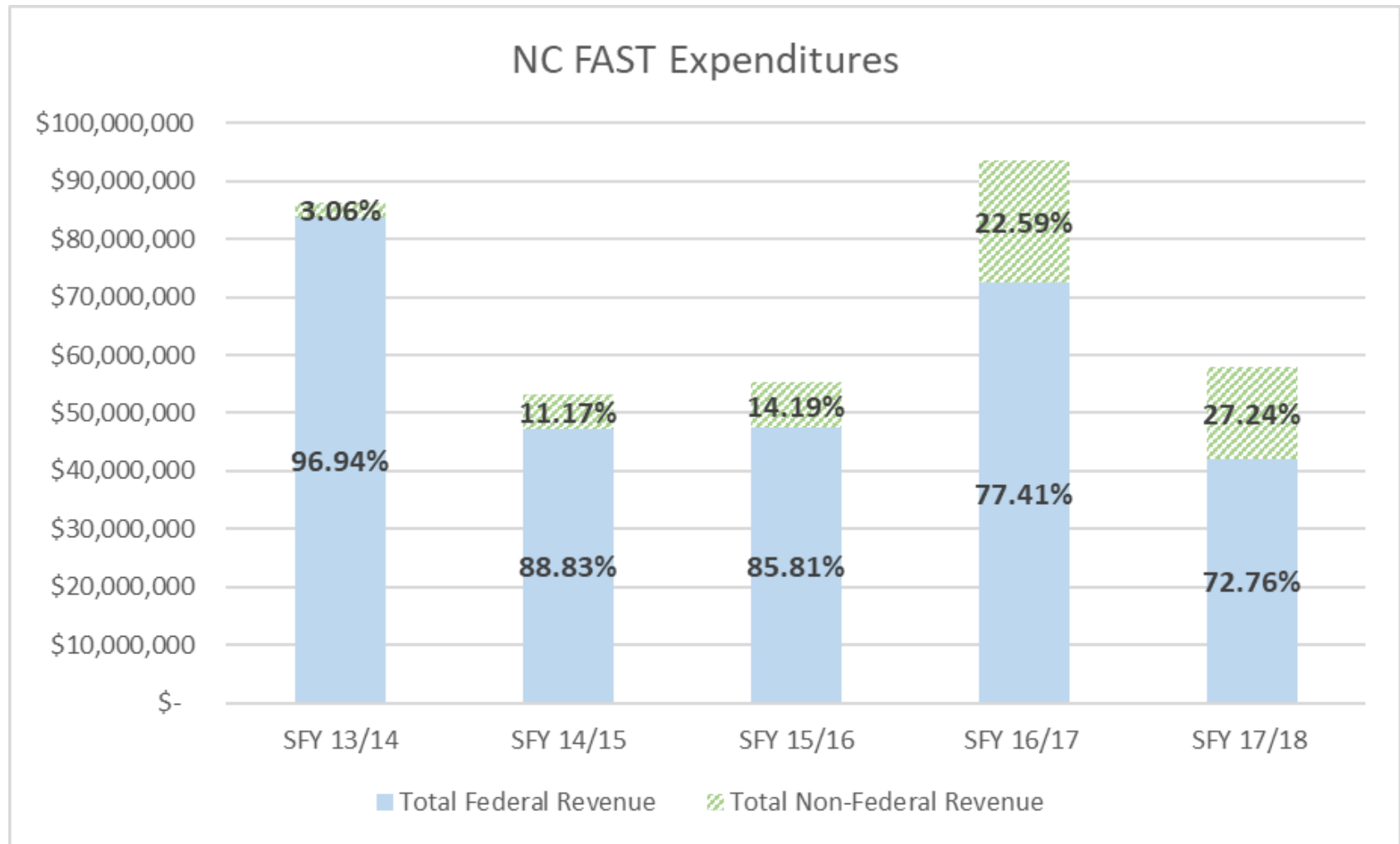
# Mobility



The Investigator Mobile App is an option that counties can choose.

- **Investigator Mobile App**  
After extensive analysis and county input, the state has made the decision to adopt the Mobile Investigator app for CPS functions.
- **Hardware Specifications**  
Gathered hardware requirements for the Investigator App.
- **Requirements Analysis**  
Established a group of individuals under the Executive Advisory Subcommittee (EAS) Mobility Workgroup, including county and State users, to review mobility requirements on a weekly basis.
- **Policy Development**  
Coordinated with the DHHS Privacy and Security Office on mobile data management requirements.

# NC FAST Expenditures





# NC FAST Child Welfare Challenges

- **Moving to a statewide, integrated case management system has a major impact on the way social workers document their cases, access information, and complete their required activities**
- **Child Welfare operates differently across counties making change management difficult**
- **Concurrent implementation process during federal Program Improvement Plan**
- **24X7 high availability access to allow Child Welfare workers full functionality at all times**

# Lessons Learned

- **2016 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**
- **Ongoing county input at both leadership and direct services level essential**

# Next Steps in Child Welfare

- Releasing fixes based on priority needs
- Adjusted roll out schedule to address fixes and county readiness
- Adjusting training and on-the-ground support to ensure adequate preparation for roll-out counties
- Initiated a Business Process Improvement initiative to assist county in improving processes to maximize the effectiveness of their programs using NC FAST
- Working collaboratively with State CIO to provide a 24X7 high availability
- Working on Proof of Concept to provide improved Help Desk services and support:
  - Using the cognitive capabilities of IBM Watson to provide Help Desk staff with an intelligent tool to provide improved predictability
  - Faster resolutions of end-user Help Desk tickets and reported issues