

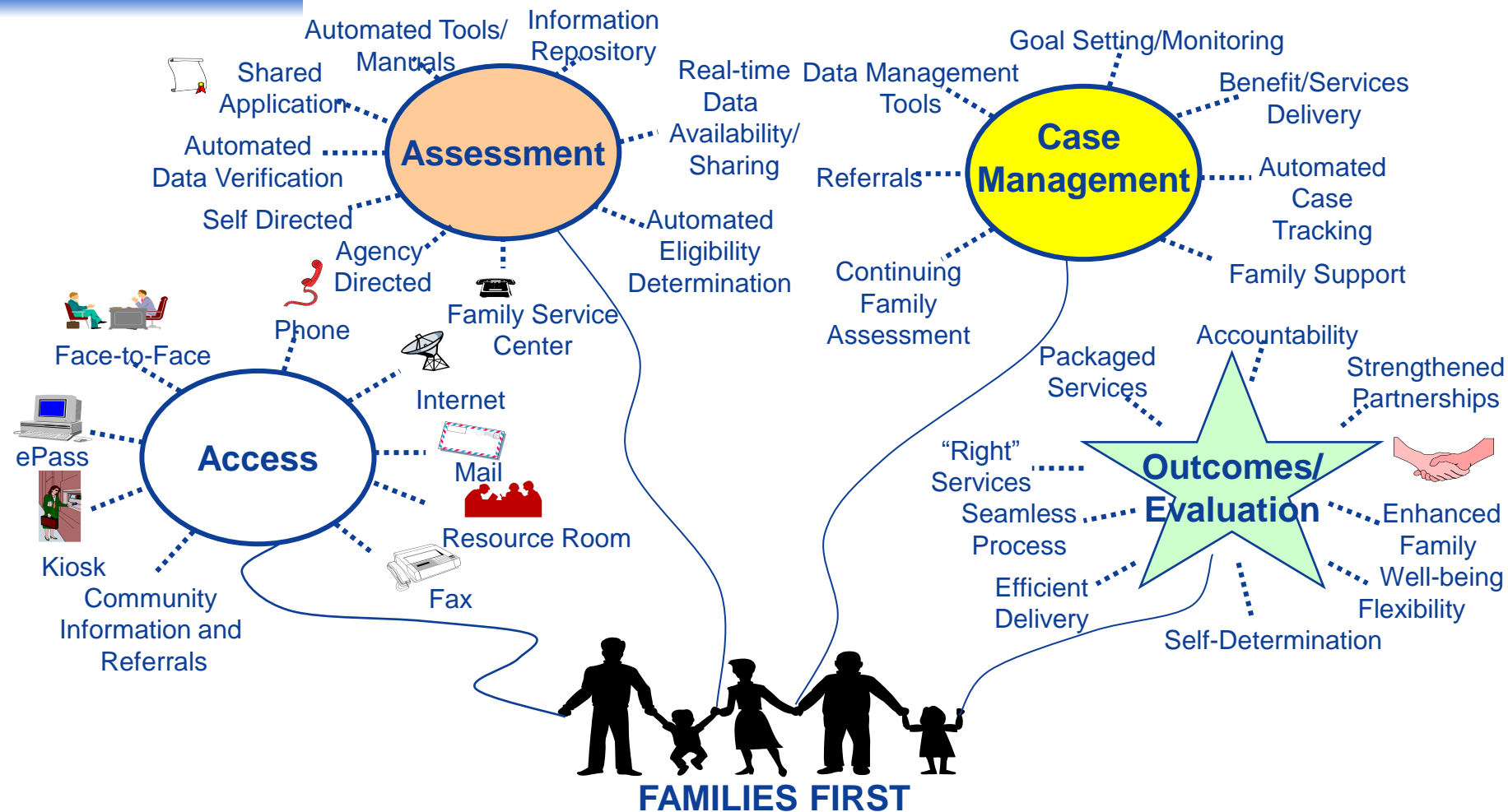


NC FAST

Child Welfare and Adult and Family Services

April 21, 2015

Streamlining Access and Strengthening Families



"Provide family centered services by means of an efficient, seamless service delivery process that provides flexibility for the counties and accountability throughout the system"

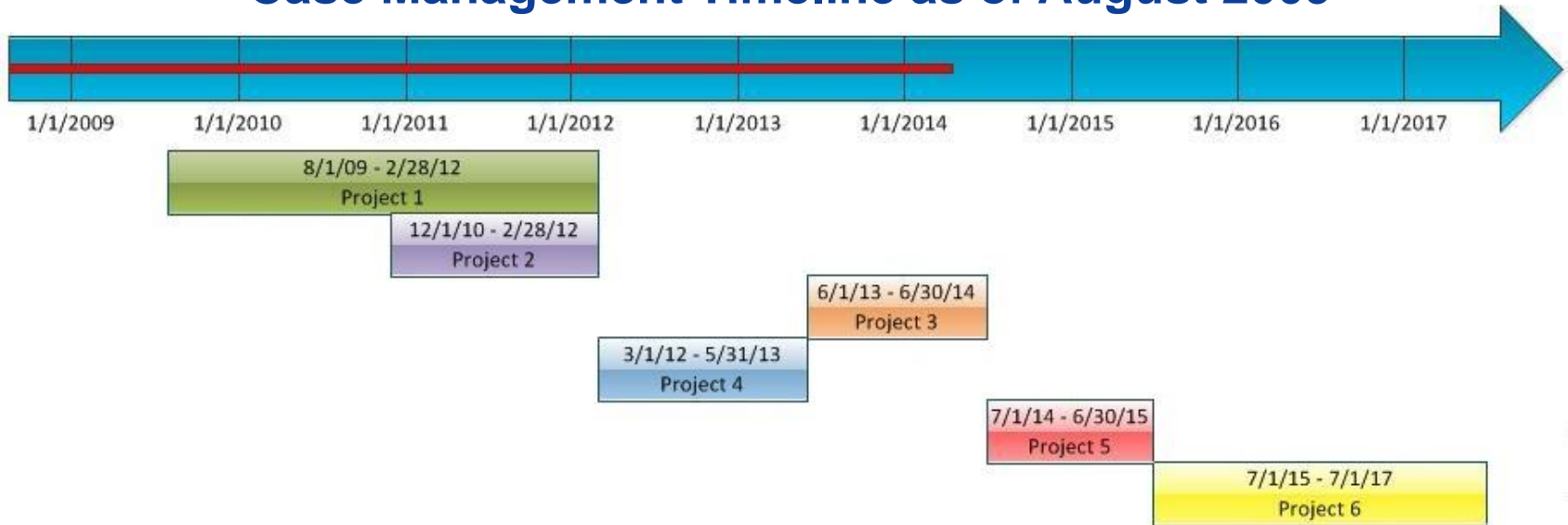


What is NC FAST?

- Integrated Case Management business solution that delivers state benefits and services at the county level.
- Competitive procurement decision made in 2008.
- Replaces 19 siloed legacy systems.
- Shares client data across all programs and across counties.
- Applies State and Federal rules and policies, built into the business solution.

Original NC FAST Timeline

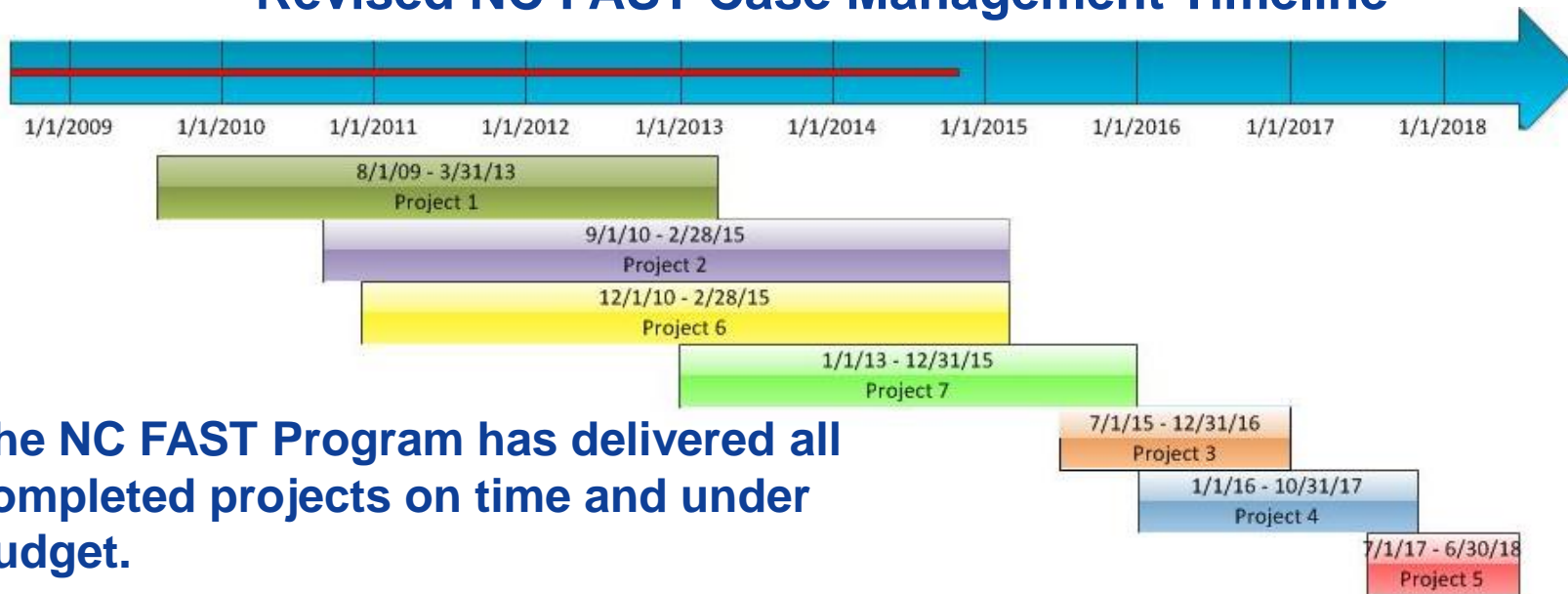
Case Management Timeline as of August 2009



- **Project 1:** Global Case Management and Food and Nutrition Services (FSIS)
- **Project 2:** EIS Part 1 (Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance)
- **Project 3:** LIEAP, Child Care and CIP
- **Project 4:** Child Services
- **Project 5:** Aging and Adult Services
- **Project 6:** EIS Part 2 (Eligibility for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance)
- Project 1: Retired the 30+ year-old Food Stamp Information System (FSIS) legacy system.
- Project 2&6: The 30+ year-old Eligibility Information System (EIS) legacy system will be retired.

ACA Impact on NC FAST Timeline

Revised NC FAST Case Management Timeline



The NC FAST Program has delivered all completed projects on time and under budget.

- **Project 1:** Global Case Management and Food and Nutrition Services (FSIS)
- **Project 2:** EIS Part 1 (Screening and Intake for Work First (TANF), Medicaid, Special Assistance, Refugee Assistance)
- **Project 3:** LIEAP, Child Care and CIP
- **Project 4:** Child Services
- **Project 5:** Aging and Adult Services
- **Project 6:** EIS Part 2 (Eligibility for Work First (TANF), Medicaid, Special Assistance, Refugee Assistance)
- **Project 7:** HealthCare.gov Interoperability and Rules (Federally-Facilitated Marketplace)
- **Note:** Due to the Affordable Care Act (ACA), Project 6 was moved up in the overall timeline and combined with Project 2.
- **Note:** Project 7 was also added in response to Federal changes associated with ACA.

Last Modified 10/24/14

Benefits of an Integrated Case Management System

- Enables real-time sharing of client and case information across programs and counties.
- Enables families to provide their information only once for eligible programs.
- Provides a Decision Support Model to deliver timely services and protect NC's most vulnerable children and aging adults.
- Supports a truly integrated, cross-functional service delivery approach that moves beyond the current siloed and paper-based systems.
- Leverages existing investments in infrastructure and software technology to continue delivering services for additional programs and interfaces to health services in the future.

Serving North Carolinians

Currently, 2.5M North Carolinians across all 100 counties are receiving benefits through NC FAST.

Actively Delivering Economic Benefits

- Project 1: Food and Nutrition Services benefits
- Project 2/6:
 - Traditional Medicaid program eligibility
 - Work First benefits
 - Special Assistance benefits
 - Refugee Assistance benefits
- Project 7: ACA Modified Adjusted Gross Income Medicaid program eligibility



These projects provide a solid foundation for expansion of NC FAST into protective service programs.

NC FAST Projects

Economic Benefit Project

Project 3 Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP):

Includes screening, intake, assessment, eligibility determination and benefit delivery for LIEAP, Child Care, and CIP. The initial planning tasks and re-assessment of the original requirements was started in October 2013. The project design, development, and implementation will begin July 2015.

Legacy system replacement

- Subsidized Child Care Reimbursement (SCCR)
- Energy System (CIP and LIEAP)



NC FAST Projects

Services Project

Project 4 Child Services: Includes screening, intake, licensure, assessments, service planning and provisioning for Child Protective Services, Child Placement and Foster Care, and Adoption Services.

Legacy system replacement

- Child Placement and Payment System (CPPS)

- Central Registry Child Abuse and Neglect (CRCAN)

- Central Registry Fatalities (FAT)

- Multiple Response System (MRS)

- Adoption Index Management System (AIMS)

- Foster Care Facility Licensing System (FCFLS)

- Interstate Compact for the Placement of Children (ICPC)



NC FAST Projects

Services Project

Project 5 Adult and Family Services: Includes screening, intake, licensure, assessments, service planning and provisioning for Adult Protective Services, Resident Assessments, Guardianship Services, Adult Placement Services for Residential Care and Adult Care Home Case Management.

Legacy system replacement

- Adult Protective Services (APS)
- Disinterested Public Agent Guardians (DPAG)
- ARMS (aging resources management system)
- Special Assistance In-Home
- Services Information System (SIS)
- Daysheets



Session Law 2011-145

Pursuant to Session Law 2011-145, Section 6A.7.(b) DHHS collaborated with the Office of the State CIO staff to developed a plan and process to evaluate the case management needs in the department to determine where appropriate to utilize the NC FAST enterprise case management solution. This was to adhere to the Session Law requirement for DHHS to implement a single case management system throughout DHHS.

Support for NC FAST

- Governor's Budget supports the ongoing efforts of NC FAST. The budget includes continued implementation of Project 7- ACA Medicaid, Project 3 – Child Care, Low Income Energy Assistance Program, and Crisis Intervention Program, and Project 4 – Child Services.

			2015-2016			2016-2017		
			Recurring Changes	Non Recurring Changes	Total	Recurring Changes	Non Recurring Changes	Total
Req	\$	-	\$ 5,803,000	\$ 5,803,000	\$	-	\$ 13,052,000	\$ 13,052,000
Rec	\$	-	\$ -	\$ -	\$	-	\$ -	\$ -
Appr	\$	-	\$ 5,803,000	\$ 5,803,000	\$	-	\$ 13,052,000	\$ 13,052,000
Pos		0.000	37.000	37.000		0.000	40.000	40.000

Integrating Child Welfare and Eligibility Systems

Real Time Shared Data between programs and counties, Enhanced Operational Analytics, Common Data Model, Aligned Business Operations, Interoperability, Elimination of unnecessary complexities with interfaces, Enhanced ability to adapt policies, Improved Outcomes, Promotion of client focused delivery.

Client Benefits from an Integrated System

- **80% of the families in the child welfare system are also receiving some other human services benefit.**
- Workers would no longer need to look up and re-enter data in multiple systems resulting in less required data gathering from the client or family.
- Administering all these services and benefits from one system supports a complete view of a client and family including family composition, location and movement, and participation in all programs.



IBM Cúram Discussion



- IBM Commitment
- IBM Cúram Child Welfare Solution
- NC FAST
- Mobility Demonstration

Cúram in practical use...



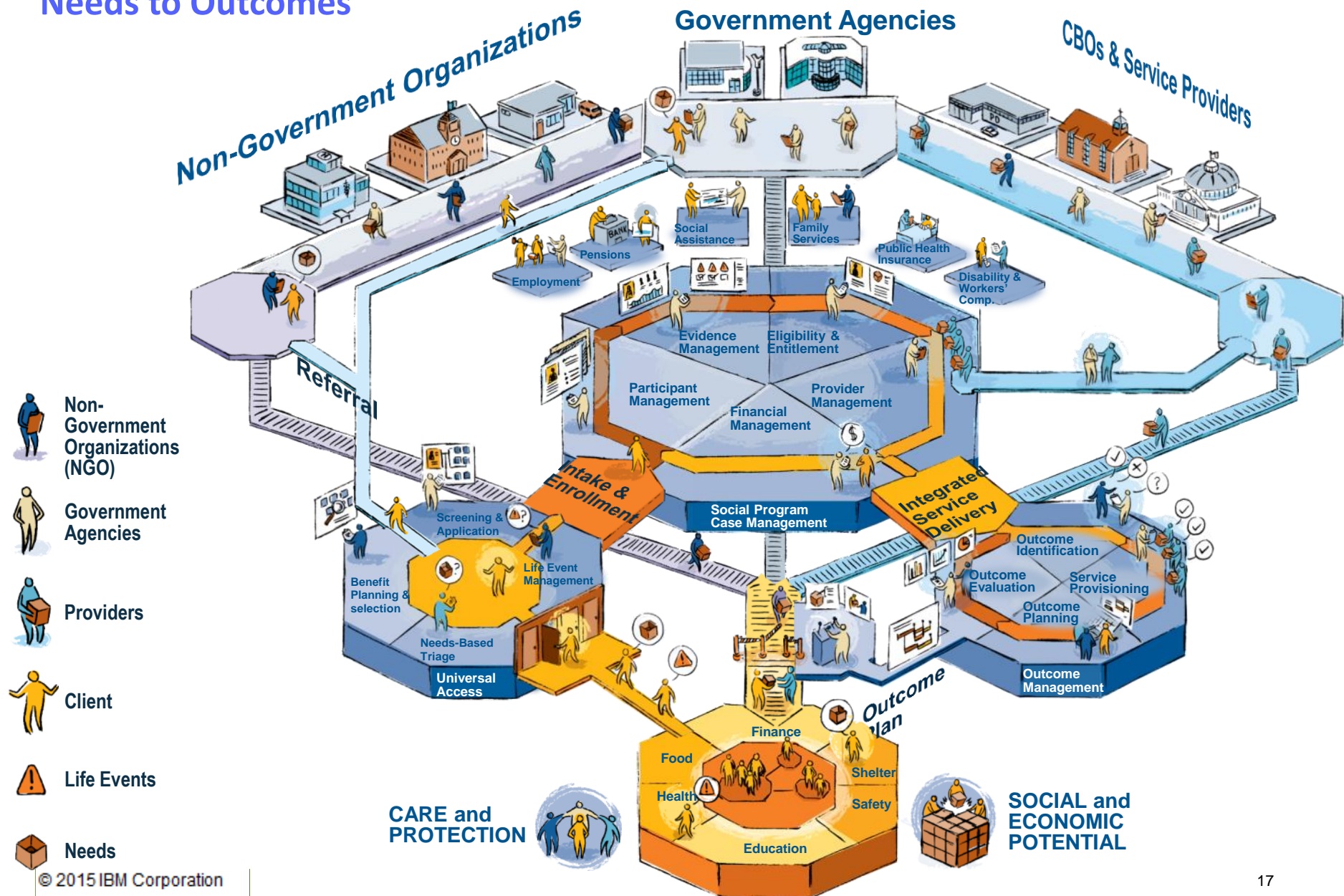
Mission

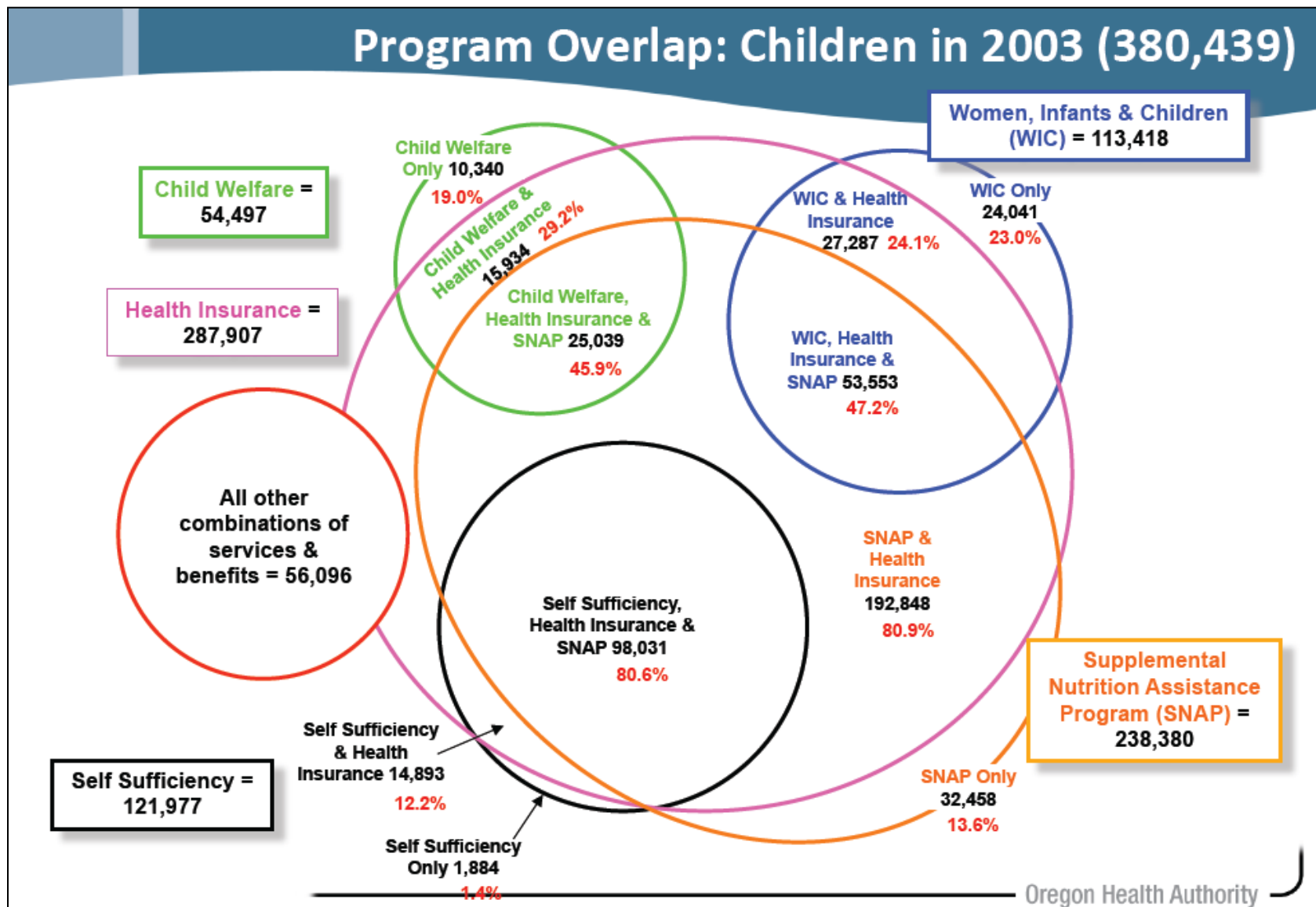
***To provide care and protection for citizens
and families in need and to help them to
achieve their social and economic potential***

Maximizing the social and economic ROI



Needs to Outcomes





Enhancing MiTA to Accommodate Interoperability. [R. Howard 8/2010](#), MMIS Conference 2010

Improving the Efficacy Of Care



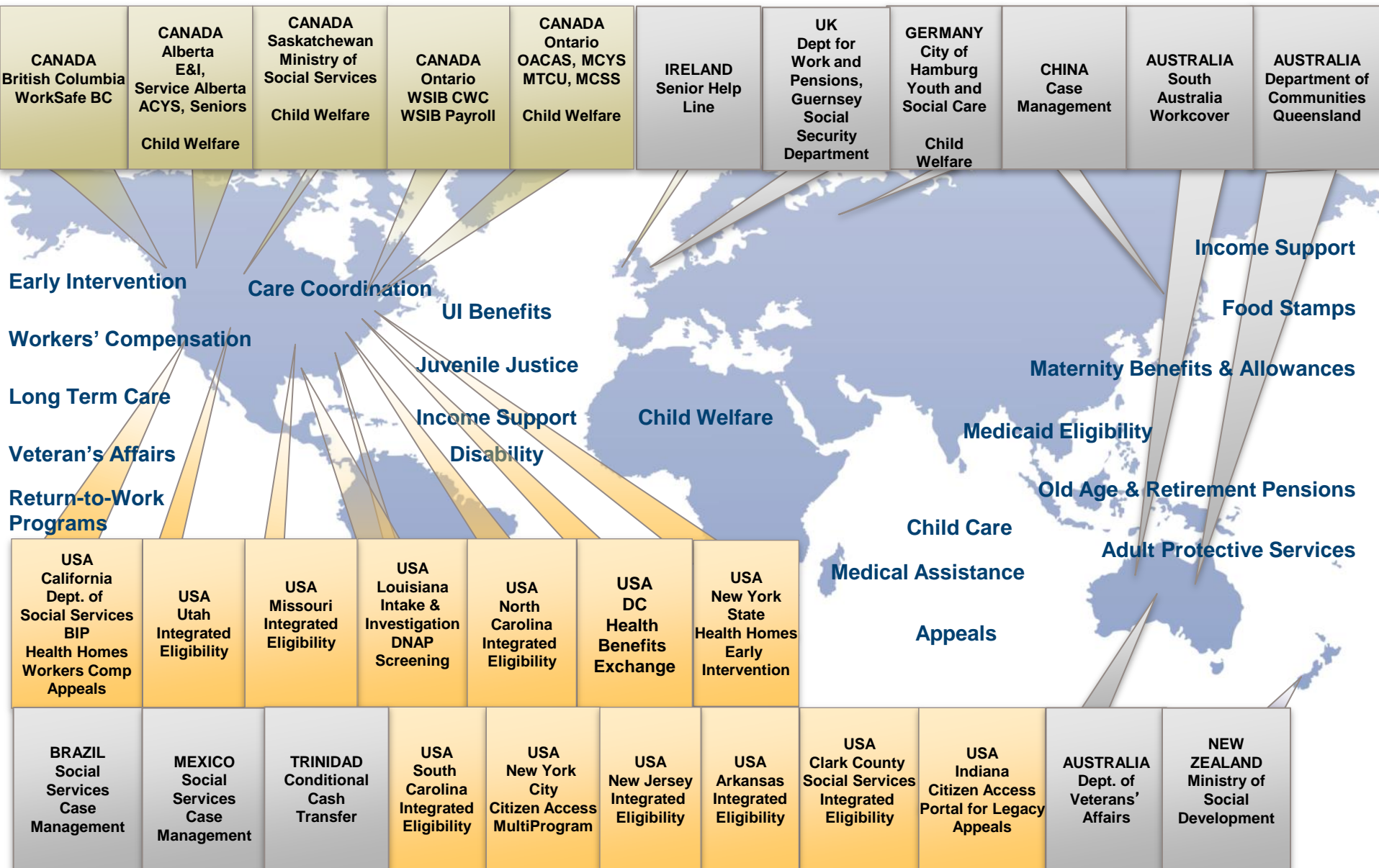
Person centered care

Applying advanced technology to improve the lives of our most vulnerable citizens while lowering the growing and unsustainable cost of caring for them

by

Enabling Care Teams to do their job better





IBM is committed to the success of NCFAST



IBM's Child Welfare solution is designed by US case workers and has been validated against global requirements



IBM has partnered with Children's Research Center



The Child Welfare solution is a foundation to extend platform to support Aging and Adult Services



Collaborative and transformational approach

Contents



- IBM Commitment
- IBM Cúram Child Welfare Solution
- NC FAST
- Mobility Demonstration

IBM Cúram for Child Welfare

Providing an out-of-the-box solution capable of supporting state Child Welfare requirements while helping case workers address the safety, permanency and well-being needs of children in their care

- **Designed based on U.S. Child Welfare practices** and verified to be consistent with global child welfare best practices
- **Content Partnership** with industry leader Children's Research Center (CRC) supporting effective case worker decision making
- Design team included **U.S. Child Welfare Case Workers** and industry specialists



Mature Product History

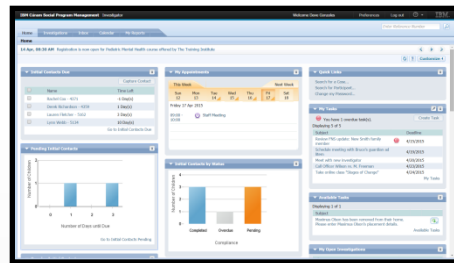
- Released in 2007
- First go-live in 2010



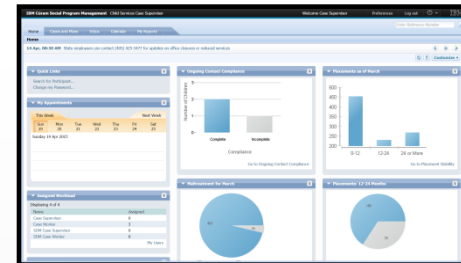
Children's Research Center

Advancing Research...Improving Outcomes

Role-Based Workspaces



Case Worker Workspace



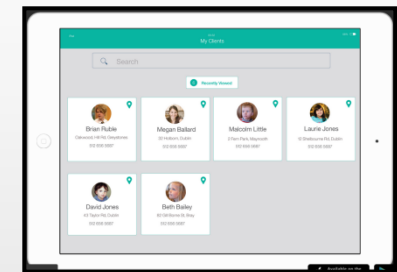
Supervisor Workspace



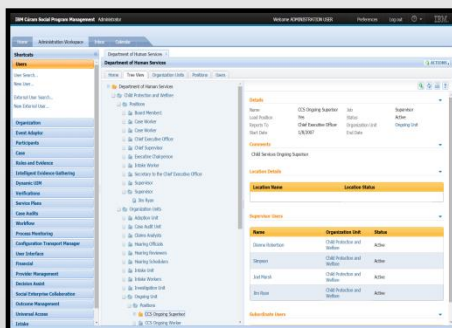
ePASS Public Portal



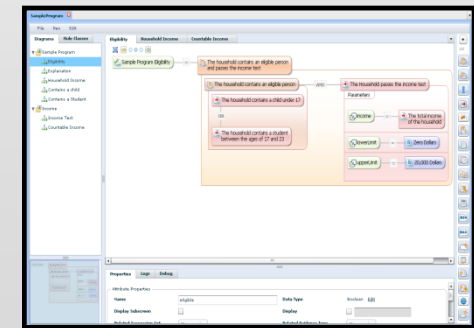
Social Program Management Platform



Mobile App



Administrative Workspace



Business Analyst Workspace

Investigator Workspace

IBM Cúram Social Program Management Investigator

Welcome Dave Gonzales Preferences Log out ? IBM

Enter Reference Number

Home Investigations Inbox Calendar My Reports

Home

14 Apr, 08:30 AM Registration is now open for Pediatric Mental Health course offered by The Training Institute

Customize

Initial Contacts Due

Capture Contact

	Name	Time Left
<input type="checkbox"/>	Rachel Cox - 4371	-3 Day(s)
<input type="checkbox"/>	Derek Richardson - 4359	-1 Day(s)
<input type="checkbox"/>	Lauren Fletcher - 5162	1 Day(s)
<input type="checkbox"/>	Lynn Webb - 5134	8 Day(s)

Go to Initial Contacts Due

My Appointments

This Week

Next Week

Sun 12	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17	Sat 18

Friday 17 Apr 2015

09:00 - 10:00 Staff Meeting

Quick Links

Search for a Case...

Search for Participant...

Change my Password...

My Tasks

You have 1 overdue task(s).

Create Task

Displaying 5 of 5

Subject	Deadline
Review FNS update: New Smith family member	4/15/2015
Schedule meeting with Bruce's guardian ad litem	4/19/2015
Meet with new investigator	4/20/2015
Call Officer Wilson re. M. Freeman	4/23/2015
Take online class "Stages of Change"	4/24/2015

My Tasks

Pending Initial Contacts

Go to Initial Contacts Pending

Initial Contacts by Status

Compliance

Available Tasks

Displaying 1 of 1

Subject
Maximus Olson has been removed from their home. Please enter Maximus Olson's placement details.

Available Tasks

My Open Investigations

IBM Cúram for Child Welfare – Functional Summary

Case Management

Intake	Investigation	On-Going Case Mgmt	Adoption	Court/ Legal	Collaborative Case Mgmt
Multi-channel Support	Add/ Manage Allegations	View Allegations	Adoption Subsidy	Legal Actions	Social Enterprise Collaboration
Capture Type & Participant	Override Allegation Disposition	Service Planning/Authorization	Visitation Plan	Agreements	Multi-Disciplinary Team (MDT)
Extended Search	Milestones/ Waivers	Inter-jurisdictional Agreements	Prospective Parent Recruitment & Mgt	Legal Status	Case & Participant Index
Record Allegations	Service Referrals	Outcome Management	Adoption Finalization	Petitions and Orders	Meeting Scheduling & Tracking
Screen in/out	Submit/ Recommend	Foster Care IV-E Determination	IV-E Elig. Rules for Adoption Subsidy		
Contact Logs				Hearings	MDT Portal

Placement/ Provider Management

Removals	Service Provider Financials	Foster Care Matching
Days in Care	Placement Request	Services

Structured Decision Making®

Screening Criteria	Response Priority Assessment	Safety Assessment	Family Risk Assessment
Caregiver Strengths and Needs Assessment/ Reassessment	Child Strengths and Needs Assessment/ Reassessment	Family Reunification Assessment	Risk Reassessment

Existing in NCFAS

Core Functionality

Workflow Automation	Correspondence Mgmt	Participant Management
Rules Engine	Notifications	Workload Management
Task Management	Calendaring Functionality	Audit Trails
Security	Web Services	On-line Help

Person Management

Merge & Unmerge Person	Person Details: Indigenous; Medical; Physical; Gang Affiliation	Citizen Context Viewer	Education/ Performance
------------------------	---	------------------------	------------------------

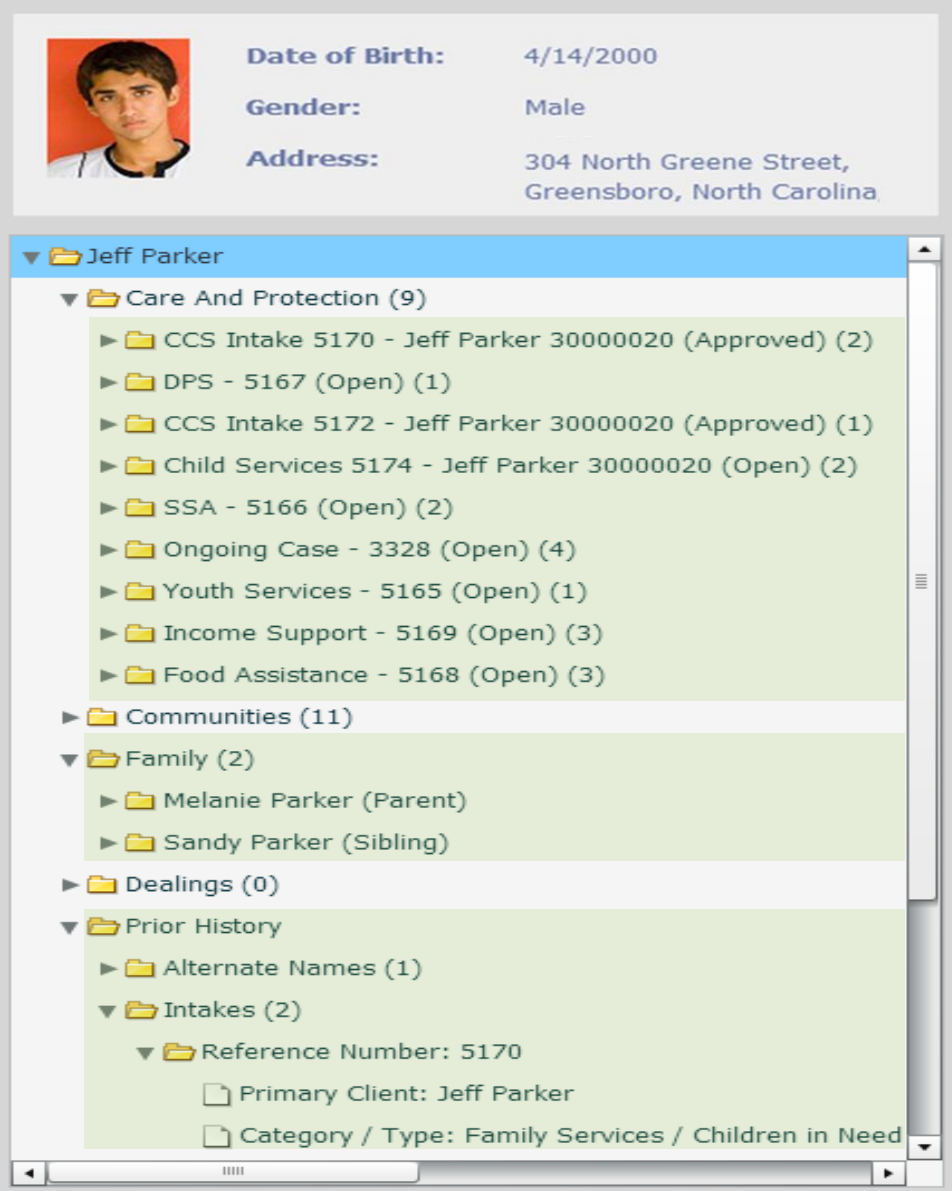
Performance Management

Caseload Dashboard	Work Queue Mgmt	Reassign Tasks & Cases	Real-time KPI's
Report Templates	Data marts	AFCARS Batch Extracts	

Financial Management

Decision History	Eligibility Determination	Change in Circumstances
Adoption Subsidies	Foster Parent Board Payments	IV-E Eligibility

View data from external agencies & other internal agencies



Jeff Parker

Date of Birth: 4/14/2000

Gender: Male

Address: 304 North Greene Street,
Greensboro, North Carolina

▼ **Jeff Parker**

- ▼ **Care And Protection (9)**
 - ▶ **CCS Intake 5170 - Jeff Parker 30000020 (Approved) (2)**
 - ▶ **DPS - 5167 (Open) (1)**
 - ▶ **CCS Intake 5172 - Jeff Parker 30000020 (Approved) (1)**
 - ▶ **Child Services 5174 - Jeff Parker 30000020 (Open) (2)**
 - ▶ **SSA - 5166 (Open) (2)**
 - ▶ **Ongoing Case - 3328 (Open) (4)**
 - ▶ **Youth Services - 5165 (Open) (1)**
 - ▶ **Income Support - 5169 (Open) (3)**
 - ▶ **Food Assistance - 5168 (Open) (3)**
- ▶ **Communities (11)**
- ▼ **Family (2)**
 - ▶ **Melanie Parker (Parent)**
 - ▶ **Sandy Parker (Sibling)**
- ▶ **Dealings (0)**
- ▼ **Prior History**
 - ▶ **Alternate Names (1)**
 - ▼ **Intakes (2)**
 - ▼ **Reference Number: 5170**
 - ☐ **Primary Client: Jeff Parker**
 - ☐ **Category / Type: Family Services / Children in Need**

Coordination and Communication Tools

- allow team members to collaborate and communicate about the creation, maintenance and status of outcome plans

Family and Case Context

- provides teams with all of the relevant information on existing cases, benefits and services currently being received across multiple programs – from both ***Internal and External Data Sources***

Contents



- IBM Commitment
- IBM Cúram Child Welfare Solution
- NC FAST
- Mobility Demonstration

NC FAST Person Evidence

NC FAST Business System Support

Welcome [REDACTED]

[Preferences](#)[Log out](#)[FAST Help](#)[Home](#)[Business Support](#)[Inbox](#)[Calendar](#)[Reports](#)

PAULA [REDACTED] x

Income Support - 149682149 x

Household Relationship - Income Support 14968... x

PAULA

[ACTIONS](#) v

PAULA [REDACTED]

North Carolina, 27

Female

Born [REDACTED], Age [REDACTED]



Not Recorded

[Home](#)[Evidence](#)[Care and Protection](#)[Issues and Proceedings](#)[Financial Transactions](#)[Referrals](#)[Client Contact](#)[Administration](#)[Applications](#)

Evidence

[Evidence](#)[Issues](#)[Verifications](#)

Type	Description	Source	Period	Latest Activity
▶ Addresses	SDX address is [REDACTED], North Carolina, [REDACTED]	Person Record	4/2/2015 -	Applied by SYSTEM on 4/2/2015
▶ Relationships	Sibling of PAULA [REDACTED] is A [REDACTED]	Person Record	10/12/2012 - 3/31/2013	Applied by SYSTEM on 7/13/2013
▶ Relationships	Sibling of PAULA [REDACTED] is G [REDACTED]	Person Record	8/7/2012 -	Applied by SYSTEM on 7/13/2013
▶ Identifications	CNDS ID 9 [REDACTED] M	Person Record	6/8/2011 -	Applied by SYSTEM on 7/13/2013
▶ Relationships	Sibling of PAULA [REDACTED]	Person Record	6/8/2011 - 3/31/2013	Applied by SYSTEM on 7/13/2013

NC FAST Person's Cases

NC FAST Business System Support


Welcome Preferences Log out FAST Help



Home Business Support Inbox Calendar Reports

Enter Reference Number

PAULA x Income Support - 149682149 x Household Relationship - Income Support 14968... x

PAULA ACTIONS



PAULA 9 M
North Carolina, 27
Female
Born , Age
  Not Recorded

Home Evidence Care and Protection Issues and Proceedings Financial Transactions Referrals Client Contact Administration Apply

Cases

Reference	Name	Role	Owner	Start Date	Status
2808099	Income Support	Member	<input type="text"/>	12/1/2013	Open
149682149	Income Support	Member	<input type="text"/>	8/1/2013	Open
1294228	Income Support	Member	<input type="text"/>	8/1/2012	Open

Cases Screenings Assessments Service Plans Wait Lists

Smart Panel

NC FAST On-line Data

NC FAST Business System Support

Welcome [] Preferences Log out FAST Help

Home Business Support Inbox Calendar Reports

PAULA x Income Support - 149682149 x Household Relationship - Income Support 14968... x

Income Support - 149682149 ACTIONS

Shortcuts

Primary 36 years Spouse 42 years Child 3 years Child 11 years

Open

- Evidence In Edit (0)
- Undisposed Applications...
- Recommendations (0)
- Referrals (0)

Eligibility Checks Compliance Participation Time Limits Case Details Events Administration Online Data Assessments AVS Data

Online Data Requests Request Online...

Request Date	Last Updated
8/27/2013	8/27/2013 15:47

Household Member	Returned With Results	Returned With No Results	In Progress
M []	SOLQ, SOLQIC	CIP, NEWHR	ACTS, SCCR, BENDEX, DOC, LIEAP, SDX, EIS, EPICS, ESC
M []	ACTS, BENDEX, LIEAP, SOLQ, ESC, SOLQIC	SCCR, CIP, DOC, NEWHR, SDX, EPICS	EIS

Smart Panel

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Current Child Services Planning and Analysis Efforts

In order to analyze current Child Services program and system needs, a child welfare committee was established in January 2015 to jointly evaluate necessary system functions, current business processes and system implementation considerations.

Committee Members

State DSS

NC FAST

Buncombe, Carteret,
Catawba, Cleveland, Dare,
Johnston, Orange, Richmond,
Rowan Counties

IBM

Accenture

Committee Activities

- Review 4,500 business system functions for accuracy and completeness
- Document current county business processes and system implementation considerations
- Gather lessons learned from other states
- Develop action items for system implementation preparation

Child Welfare Committee

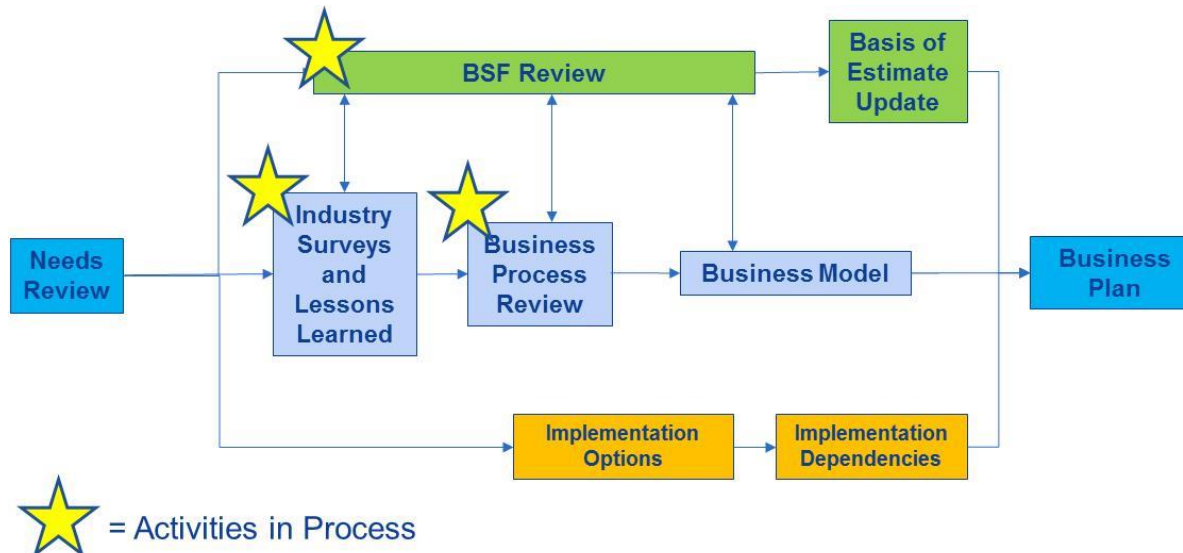
- Virtual Meetings with States to discuss lessons learned and best practices for Child Welfare:
 - Colorado
 - Ohio
 - Wisconsin
 - Minnesota
 - Pennsylvania
- County Process Reviews
 - Buncombe
 - Moore
 - Gaston
 - Franklin
- County Listening Sessions
 - Surry
 - Harnett
 - Cleveland
 - Onslow
 - Randolph
 - Northampton
 - Cumberland
 - Pitt
 - Henderson
 - Rockingham

Child Welfare Committee

Note: This effort will feed into the start of Project 4: Child Services in January 2016.

Child Welfare Assessment Activities

The Child Welfare Committee is in process of gathering information for the Business Plan. Currently, members of the group are engaged in BSF reviews, conversations with other states to discuss lessons learned, and visits to counties to document business processes. These activities will help inform the overall business model and implementation approach. The committee is also reviewing workload data gathered by DSS.



Questions

Implementing one integrated system to administer child welfare as well as economic benefit programs provides better services and outcomes for the clients and families whose well-being depends on these systems the most.

