

**JOINT APPROPRIATIONS COMMITTEE
ON HEALTH AND HUMAN SERVICES**

Implementation of 2020 Budget Initiatives

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COVID-19 Response Key Accomplishments

Testing and Contact Tracing

- NC's COVID-19 testing access, including its innovative universal testing strategy within skilled nursing facilities, has been cited as a national model in the Rockefeller Foundation
- Supported the administration of over 7 million COVID-19 tests and stood up 750 testing sites across the state
- Distributed 751,600 BinaxNOW antigen tests to partners such as local health departments and K-12 schools
- Developed a statewide contact tracing system and hired 1,560 contact tracers
- Launched the SlowCOVIDNC exposure notification app, over 600,000 users downloaded the app in 2020

COVID-19 Response Key Accomplishments

Prevention

- Worked with stakeholders to develop over 120 guidance resources to help businesses and individuals conduct their activities safely
- Distributed over 65 million pieces of PPE across the state to health care providers, K-12 employees and students, and childcare teachers
- Performed 16 on-site industrial hygiene consultations in food processing plants in partnership with DOL/DACS
- Developed Strong Schools NC Toolkit which ABC Science Collaborative found effectively allowed children to re-enter classrooms with limited exposure risk
- Launched a nationally-recognized 3Ws public prevention campaign statewide

Food Security

- Provided over \$753 million in Pandemic Electronic Benefit Transfer (P-EBT) benefits to 1.1 million children at risk of hunger due to school closures
- Increased Food and Nutrition Services to approximately 360,000 households
- Online EBT services with ALDI, Amazon, Carly C's, and Walmart

COVID-19 Response Key Accomplishments

Behavioral Health

- Stood up Hope4NC Helpline (1-855-587-3463) to connect North Carolinians to additional mental health supports that help them cope and build resilience during times of crisis
- Stood up Hope4Healers Helpline (919-226-2002) in partnership with the North Carolina Psychological Foundation to provide mental health and resilience supports for health care workers, first responders, teachers, child care workers, and school personnel
- Created flexibilities and updated telehealth policies to prevent disruptions in behavioral health service delivery during the pandemic
 - 92% of respondents in a recent survey reported that they were able to get the support they needed from their MH or SUD service provider
- Created [COVID-19 Community Readiness Toolkit](#) to help people find behavioral health resources and supports in their community

COVID-19 Response Key Accomplishments

Support Services

- Employed over 400 community health workers to connect over 180,000 North Carolinians to medical, behavioral and social supports
- Delivered over 26,000 services such as food, relief payments, or primary medical care to 5,500 households who needed to isolate or quarantine
- Community Health Worker Program to help with medical and social supports such as diagnostic testing, behavioral health services and education about vaccines.
- Community Action Agencies funded to help low-income individuals and families meet needs, including preventing evictions, caused by the economic disruption of the COVID-19 pandemic.
- Launched an online portal for primary care providers to request reimbursement for COVID-19 related costs for individuals without insurance

COVID-19 Response Key Accomplishments

Child Care

- Provided emergency child care subsidies to nearly 17,000 children of essential workers and school-age subsidies to 7,700 children
- Stabilized 4,200 child care facilities with operational grants and PPE
- Supported 30,00 child care teachers and staff with retention bonuses
- Stood up hotline to help critical workers find childcare

Data Transparency

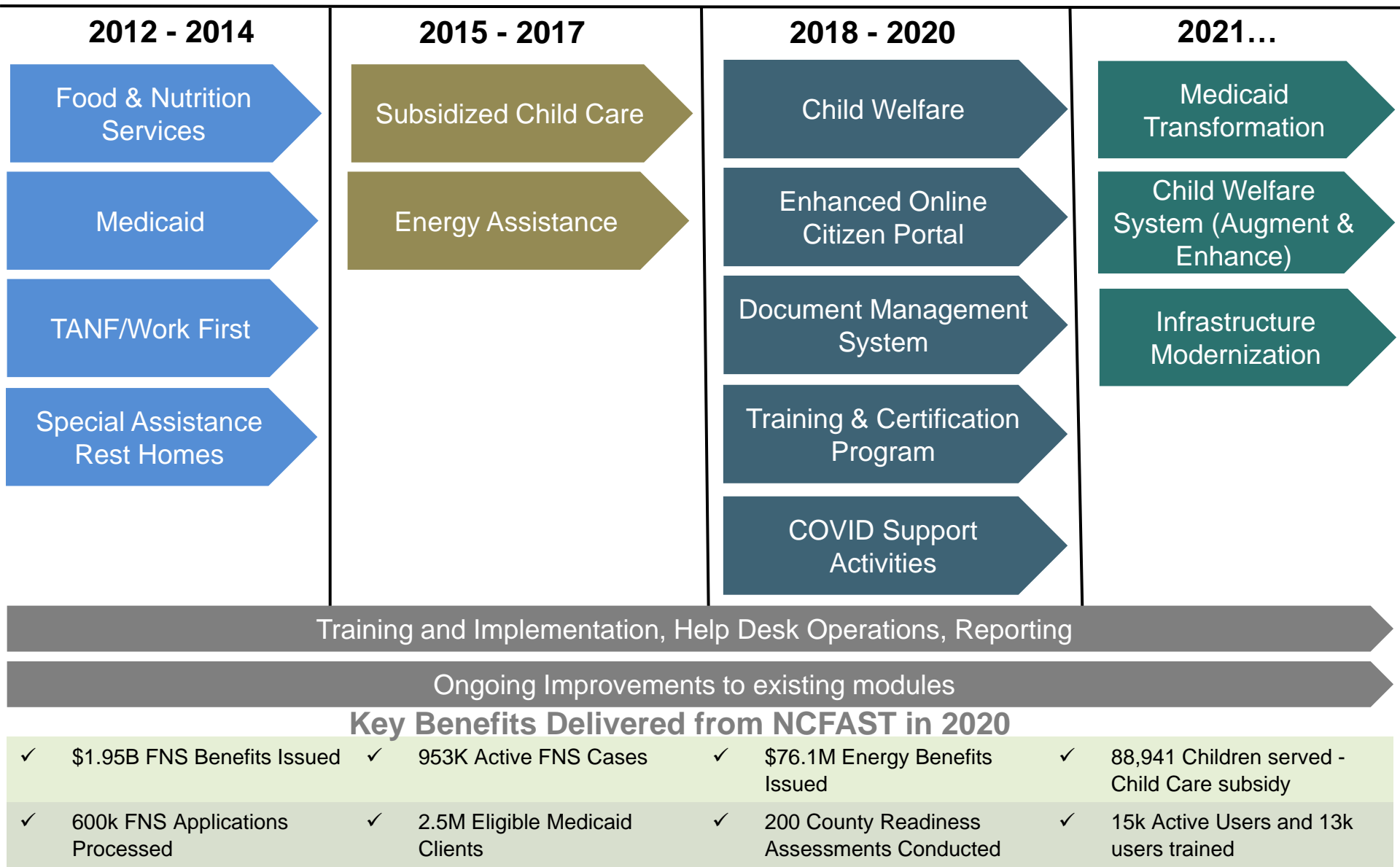
- Dashboard rated A+ by COVID-19 Tracking Project
- Featured as a national model by the Robert Wood Johnson Foundation
- According to Bloomberg, NC is the best in the nation on publicly reporting race/ethnicity vaccination data

COVID-19 Response Key Accomplishments

Vaccinations

- [Kaiser Family Foundation](#) ranks North Carolina as first in the nation for vaccinating the largest share of its population of older adults
 - Over 60% of adults 65 and older have been vaccinated in NC
- We led the nation by investing in comprehensive market research to understand vaccine confidence in historically marginalized communities – learned that the messenger is 90% of message effectiveness
- Built equity into all aspects of vaccine operations:
 - Additional vaccine doses to counties with higher numbers of historically marginalized populations 65+; clear expectation for vaccine providers; events needed to focus on underserved communities
 - 84% of counties that received an equity allocation showed improvement in the share of vaccines going to HMP
 - Three straight weeks of over 20% of vaccines going to people who are Black/African American

Current State of NCFAS



NCFAST COVID Activities Since March

01	Emergency Assist
Assistance issued to FNS Recipients	
Matched up to Maximum Allotment	
800k FNS Participants Served	
\$80M to \$90M per month for 11 months	
Delivered Initiative in 1 week	

02	FNS Extensions
Systematic Extended the Certification	
Extensions for 6 – 12 months	
No Caseworker Intervention	
Served 75k to 80k FNS cases per month	
Delivered Initiative in 1 week	

03	SA Facilities, Medicaid
One time payment of \$1,325 per client – House Bill 1043	
Issued \$25M for 19k cases in Jun-Oct 20	
One time payment of \$250 per client - House Bill 1105	
Issued \$20M for 19k cases in Aug-Dec 20	
Delivered initiative in 2 weeks	
Implemented Covid testing application for Medicaid members	

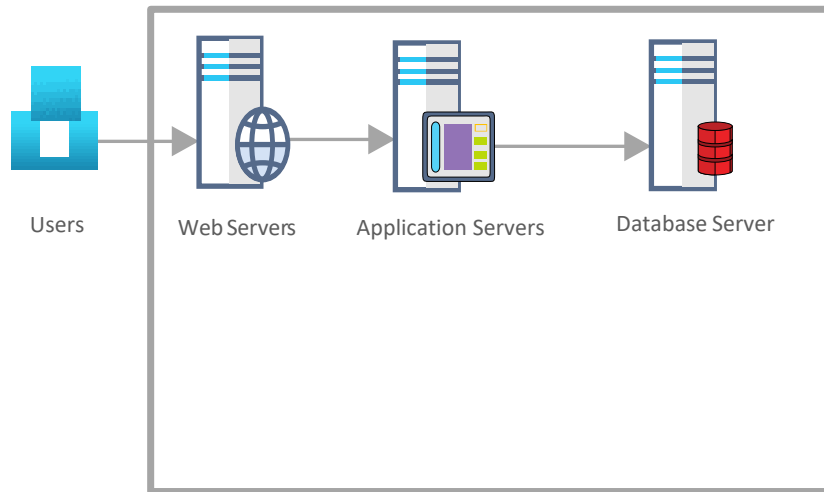
04	Pandemic EBT
Meal Benefits Issued to Students	
\$762M Benefits Served to Students	
900k Students Served	
Plan to Deliver \$65M every month	
Collaborated with DPI and Cherokee Central School	
Delivered Initiative in 4-5 weeks	

05	TANF, ABAWD
\$4.7M Payments Issued	
18k Children Served	
One time payment of \$265 in TANF cases	
Delivered TANF Benefits in 4 weeks	
Applied exemptions to ABAWD FNS cases	
Applied ABAWD exemptions to 18.5k cases	
ABAWD Delivered initiative in 1 week	

06	Subsidized Child Care Assistance
Emergency Child Care benefits to 20k children and 2,200 providers	
Delivered \$34M emergency child-care benefits	
Delivered Staff Bonus of \$79.9M for 4,800 providers	
Operational Grants of \$121M provided for 4,200 providers	
Differential Payments of \$40M for 3,200 providers	

Future Vision of NCFAST – Case for Modernization

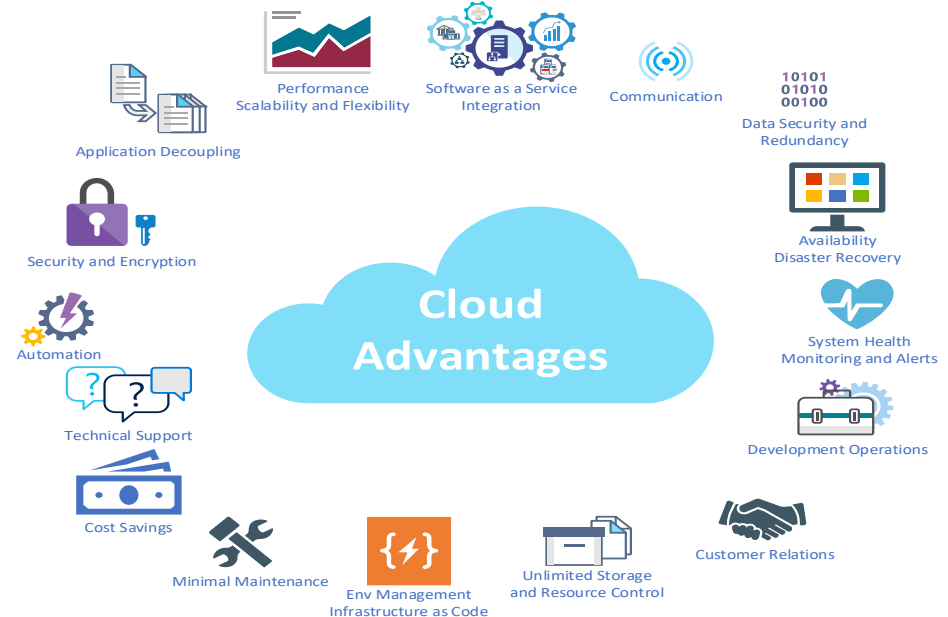
Current Technology State



Current Technology Challenges

- Large tightly coupled platform is a major barrier including skilled resource availability
- Deficiencies in User Experience
- High total cost of ownership to maintain hardware and software
- Inability to scale up and down infrastructure
- Daily downtime and Monthly Release downtime is required

Future Technology State



Future State – Value Proposition

- Speed to Market Delivery, Improved user experience
- Modularize Child Welfare
- Plan and transform NCFAST into Cloud components and newer technologies that meets the business needs
- Low cost of ownership/maintenance (pay as you go)
- Software and Infrastructure offerings in cloud eliminates the need for patching and upgrades
- Near to zero downtime of NCFAST with high availability

Medicaid Managed Care

Primary Care and Local Care Management Investment

- Advanced Medical Home Program
- Behavioral Health Home and Care Management

Quality Improvement and Value-based Purchasing

- Plans are incentivized to align with DHHS quality strategy, including reducing health disparities
- Plans required to increase participation in value-based payments with providers over time; aligning providing incentives with quality strategy

Focus on Whole-person Care

- Addressing Unmet Social Needs: Healthy Opportunities
- Physical and Behavioral Health Integration: Payment and Delivery

Budget Predictability

- Through shared risk and accountability

Managed Care Standard Plan & Tribal Option Timeline

