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TITLE

DHHS - DIVISION OF SOCIAL SERVICES UPDATE ON NCFAST

SPONSOR

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BACKGROUND

North Carolina Families Accessing Services through Technology (NC FAST) was developed as a tool to improve the way eligibility and benefits was determined and to establish a case management system for services. During the October 2016 Commissioners Meeting, an overview and update of NCFAST was presented preparing the Board for the upcoming changes and challenges associated with the implementation of the system for DSS programs.

Daycare

Project (3) or P3 for Daycare is in the implementation phase. Programmatic training for all Daycare staff was completed in December 2016. The training consisted of five (5) web-based and six (6) virtual trainings.

Conversion of the daycare eligibility cases began on February 1, 2017. The deadline for all cases to be converted is March 17, 2017. Prior to the conversion, full staff meetings were held to prepare staff for the task of conversion.

In addition to the Daycare unit, approximately 110 staff members, including supervisors and managers from Economic Services have volunteered hours to assist with the conversion. Overtime for these staff began on February 8, 2017.

Energy Programs

The Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP) will transition to NCFAST in March/April 2017 beginning with pilot counties. Guilford County has requested not to be in the first phase of launching NCFAST.

Non-Emergency Medicaid (NEMT)

To date, the Guilford County NEMT test file has been approved and is waiting on the direction from the Division of Medical Assistance (DMA) to advise of when counties can begin uploading NEMT trips performed by the transportation vendors.

Children's Services

Project 4 or P4 for Child Welfare is on track to "go live" in the five pilot counties beginning July 2017. Guilford is a pilot county, along with Sampson, Franklin, Rockingham and Richmond counties. Guilford is one of the twelve counties who agreed to test NCFAST for Child Services on its first trial run during the last two weeks of January. Guilford continues to have staff participating in all aspects of the design of P4.

REQUESTED ACTION

Receive DHHS - Division of Social Services update on NCFAST.