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TITLE

DHHS - DIVISION OF SOCIAL SERVICES UPDATE ON NORTH CAROLINA FAMILIES ACCESSING SERVICES THROUGH TECHNOLOGY (NCFAST)

SPONSOR

Heather Skeens

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. NC FAST has been successfully submitted in many DSS programs. Provided below are updates on the most recent implemented programs.

Energy Programs - The Energy Programs went live in NCFAST on July 1, 2017 without many issues or concerns. It seems to have been a seamless implementation of the program.

Subsidized Childcare Program - The Subsidized Childcare program was activated in Guilford County on July 8, 2017. There have been a few glitches but nothing major. The state will be making the first payment for us in August for July services.

Child Welfare - The Children's Services Team has been participating in training with the state in multiple trainings throughout the month of July. We have about (20) staff members that have participated in User Acceptance Testing (UAT) and Checkpoint trainings in Raleigh. NC Fast Trainers have been in Guilford County for the last few weeks and will be here for a while after

we “go-live” In addition, all staff have been taking advantage of the web-based trainings modules. Guilford County is scheduled to “go-live” on Monday, August 7, 2017 at 9:00 am.

Aging and Adult Services - After the successful implementation of Children’s Services module into NCFAST, Aging and Adult Services is expected to begin conversion into the system as well. The anticipated time frame is 2018.

REQUESTED ACTION

Receive DHHS - Division of Social Services update on NCFAST.