



HAYWOOD COUNTY BOARD OF COMMISSIONERS

AGENDA REQUEST

***Must be presented to the County Manager's Office
NO LATER THAN 5 P.M. FRIDAY THE WEEK BEFORE THE MEETING***

DATE OF REQUEST: October 1, 2012

FROM: Ira Dove, Haywood County DSS

MEETING DATE REQUESTED: **October 15, 2012**

*Regular meetings: First (1st) Monday of the month at 9:00 am
Third (3rd) Monday of the month at 5:30 pm*

SUBJECT: NCFAST

REQUEST: present a power point on the implementation of NCFAST in Haywood County.

BACKGROUND: NCFAST (N.C. Families Accessing Services Through Technology) is a Internet-based global case management system that is being initiated state-wide.

IMPLEMENTATION PLAN:

Staff training begins 10/1/12 and all new applications begin 10/8/12.

FINANCIAL IMPACT STATEMENT:

(What is the cost? Where is the money coming from? Optional or mandated?)

SUPPORTING ATTACHMENTS: YES NO HOW MANY? 1

LIST:

If yes, one ORIGINAL ATTACHMENT, and 14 copies, copied front and back side of pages, stapled and three-hole punched must accompany the agenda request

PowerPoint Presentation: YES NO

PERSON MAKING PRESENTATION AT MEETING: Ira Dove

TITLE Director, Haywood County DSS

PHONE NUMBER: 356-2389

E-MAIL: idove@haywoodnc.net

THIS SECTION FOR OFFICE USE ONLY

Received (Date/Time): _____

County Manager / Clerk to the Board Comments: _____

In an effort to save paper, attachments should be copied on both front and back sides.

NC FAST (Families Accessing Services Through Technology)

What is NC FAST?

- NC FAST is an internet-based global case management system that will increase efficiency and accuracy in determining eligibility.
- Currently there are 19 legacy systems for human service programs that collect, maintain, and process information.
- Once fully implemented, NC Fast will pull together information into a single system.
- The 19 legacy systems will be retired.

NC FAST Phase I of Conversion: Case Management Food & Nutrition Services (FNS)

Phase I of NC FAST involves the Food & Nutrition Services program.
Screening, intake and assessment will be done through NC FAST.
The program has embedded and detailed rules to determine FNS eligibility based on data input.
Displays work list tasks and notifications to alert workers when case activity is needed.
NC FAST replaces the Food Stamp Information System (FSIS).

NC FAST Roll Out

- o May 27, 2012: 4 Pilot Counties (Carteret, Catawba, Guilford, & Johnston)
- o June 18, 2012: Buncombe County began taking new applications and completed rollout of existing cases on July 23, 2012.
- o All 100 Counties will be trained and entering new applications into NC FAST by October 22.
- o Haywood County staff began training October 1.

Implementation Approach

- County conversion is divided into three stages:
- o Soft Launch – New application entry only; Food Stamps Information System (FSIS) will still be available.
 - o Hard Launch Stage 1 – access to FSIS to enter new applications is turned off.
 - o Hard Launch Stage 2 – access to FSIS is turned off entirely and cases are converted into NC FAST.

Readiness Preparation--External Partners

- o Informational letters mailed and handed out to clients
- o Posters displayed in lobby and public access areas
- o Working with Haywood County's Public Information Officer to provide information via the media
- o Information has been provided to food banks, grocery stores, and other agencies providing food assistance
- o Dialogue with County Manager, County Finance Office, County IT, County Commissioners, and DSS Board

Readiness Preparation--Staff

- Weekly Staff Meetings—two-way communication
- Weekly Leadership Team Meetings
- Ongoing Teleconferences with State and other Counties
- Provided non-NC FAST Training--ongoing
 - Basic PC literacy
 - Change and Stress Management
 - Cross Trained Medicaid staff on FNS policy and processes

Overall Readiness Assessment

- Assess IT Equipment Needs, check and recheck
- Assess Post-Conversion Staffing Needs
- Modified business processes have staff familiar with working in an electronic environment.

Initial Conversion Outcomes

- Initial decline in productivity—expect zero productivity the first few days
- Backlogs
- Increased error rates
- Benefits may be affected
- Increased Customer Frustration
- Increased Employee Stress and Frustration



Initial Processing Time

- More time is needed to process a new application. Currently a new application takes 30 -45 minutes to complete. In NC FAST an application can take 90 minutes or longer initially.
- Existing cases will have to be "rebuilt" before additional case activity can occur.
 - 31 additional fields to complete—time consuming
- Will need additional staffing to help through the initial conversion process.

Project 2 & 6

Target date for implementation is April 2013 for pilot counties and October 2013 for all 100 counties

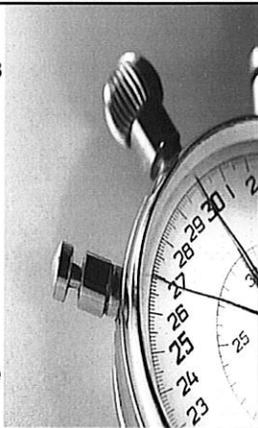
Eligibility Information System

Work First (TANF)

Medicaid

Special Assistance

Refugee Assistance



Project 3

Low Income Energy Assistance Program (LIEAP)

Crisis Intervention Program (CIP)

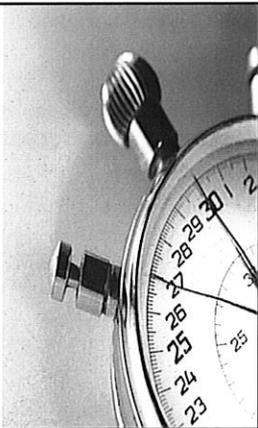
Child Care

Project 4

Child Welfare Services

Project 5

Aging and Adult Services



Post Conversion: What will drive the new service delivery system?

- Customer Service Focus
- Streamlined Policies / Procedures
- Technology Efficiency





Families will tell their story **ONCE** and receive the services they need

NO Wrong Door—Multiple Access

- Customers will have the ability to make choices in the way they apply for services.
- They can apply for services anywhere they have access to a computer with internet access.

www.epass.nc.gov

Technology Efficiency

- DSS will have an enhanced ability to identify customers needs.
- Automated eligibility determination will increase accuracy and timeliness of delivering benefits (linked access to rules and policy).
- Information will be easily accessible across program areas and county lines.
- Data will be available in real time to allow management and users the ability to make informed decisions.

Questions?
