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.
• **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.
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.
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.
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.
## 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 reassessment 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
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.
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.

<table>
<thead>
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<th>2015-2016</th>
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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
Program Overlap: Children in 2003 (380,439)

- **Child Welfare = 54,497**
- **Health Insurance = 287,907**
- **All other combinations of services & benefits = 56,096**
- **Self Sufficiency = 121,977**

**Women, Infants & Children (WIC) = 113,418**
- WIC & Health Insurance = 27,287 (24.1%)
- WIC Only = 24,041 (23.0%)

**WIC, Health Insurance & SNAP = 53,553 (47.2%)**

** SNAP & Health Insurance = 192,848 (80.9%)**
- SNAP Only = 32,458 (13.5%)

**Self Sufficiency, Health Insurance & SNAP = 98,031 (80.6%)**
- Self Sufficiency Only = 1,884 (1.4%)

**Supplemental Nutrition Assistance Program (SNAP) = 238,380**

Enhancing MITA to Accommodate Interoperability. R. Howard 8/2010, MMIS Conference 2010
Improving the Efficacy Of Care

What are the estimated and actual costs for different planning and delivery options?

How do the planned interventions improve the quality of care and care goals?

How appropriate is the execution of the plan for the citizen, their family and the care team?

Efficacy of Care

Planning

Delivery
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

- 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

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
Role-Based Workspaces

- Case Worker Workspace
- Supervisor Workspace
- ePASS Public Portal
- Social Program Management Platform
- Administrative Workspace
- Business Analyst Workspace
- Mobile App
## IBM Cúram for Child Welfare – Functional Summary

### Case Management

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

<table>
<thead>
<tr>
<th>Core Functionality</th>
<th>Workflows Automation</th>
<th>Correspondence Mgmt</th>
<th>Participant Management</th>
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<tr>
<td>Rules Engine</td>
<td>Notifications</td>
<td>Workload Management</td>
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<tr>
<td>Task Management</td>
<td>Calendaring Functionality</td>
<td>Audit Trails</td>
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<tr>
<td>Security</td>
<td>Web Services</td>
<td>On-line Help</td>
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### Person Management

<table>
<thead>
<tr>
<th>Merge &amp; Unmerge Person</th>
<th>Person Details: Indigenous; Medical; Physical; Gang Affiliation</th>
<th>Citizen Context Viewer</th>
<th>Education/ Performance</th>
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</thead>
<tbody>
<tr>
<td>Record Allocations</td>
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### Performance Management

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<tr>
<th>Caseload Dashboard</th>
<th>Work Queue Mgmt</th>
<th>Reassign Tasks &amp; Cases</th>
<th>Real-time KPI’s</th>
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<tbody>
<tr>
<td>Report Templates</td>
<td>Data marts</td>
<td>AFCARS Batch Extracts</td>
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### Financial Management

<table>
<thead>
<tr>
<th>Decision History</th>
<th>Eligibility Determination</th>
<th>Change in Circumstances</th>
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<tr>
<td>Adoption Subsidies</td>
<td>Foster Parent Board Payments</td>
<td>IV-E Eligibility</td>
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</table>
View data from external agencies & other internal agencies

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

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• NC FAST

• Mobility Demonstration
## NC FAST Person Evidence

**PAULA**

- **Name:** PAULA
- **Location:** North Carolina, 27
- **Gender:** Female
- **Date of Birth:** Not Recorded

### Evidence Table

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>Source</th>
<th>Period</th>
<th>Latest Activity</th>
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# NC FAST Person’s Cases

![NC FAST Person’s Cases Screenshot](image)

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<thead>
<tr>
<th>Reference</th>
<th>Name</th>
<th>Role</th>
<th>Owner</th>
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<td>8/1/2012</td>
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**NC FAST On-line Data**

### Household Member Details

- **Primary**: 36 years
- **Spouse**: 42 years
- **Child 1**: 3 years
- **Child 2**: 11 years

### Request Date and Last Updated

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

### Online Data Requests

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<tr>
<th>Household Member</th>
<th>Returned With Results</th>
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<td>EIS</td>
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</tbody>
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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
  - Cumberland
  - Pitt
  - Henderson
  - Rockingham
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.
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.