



North Carolina Families Accessing Services Through Technology Update

July 2, 2013



Work Support Strategies

Work Support Strategies (WSS) is a State of North Carolina initiative that seeks to:

- **Streamline the customer experience across economic services programs**
- **Utilize a service delivery system that is customer-centered, data-driven and utilizes technology and automation efficiently.**



Work Support Strategies Tenets

- Families will tell their stories once and receive needed services
- No wrong door – electronic applications
- Community partners will provide new avenues for accessing services
- Accessing benefits will not be a hindrance for working families
- State and Counties will work together



What Is NC FAST

A case management system designed to improve the way NC DHHS and the 100 county departments of social services provide benefits and services

- Web-based system
- Greatly reduces the amount of time spent on repetitive paperwork
- Allows state and county employees to focus their attention on addressing families needs.



NC FAST Targeted Deployments

- Project 1: Food and Nutrition Services (October 2012)
- Project 2: P2&6 Work First (TANF), Medicaid, Special Assistance, and Refugee Assistance (September 2013)
- Project 3: Child Services
- Project 4: Low Income Energy Assistance Program (LIEAP), Child Care, and Crisis Intervention Program (CIP)
- Project 5: Aging and Adult Services



Mecklenburg County NC FAST Activities

Actions Taken To Ensure Success

- **Developed a Process Model Strategy – Secured BSSA BPM Process Improvement Experts**
- **Conducted FNS Staff Training**
- **Realigned Team Structures**
- **Worked With Other NC Counties**
- **Analyzed Data From Other States**
- **Authorized Overtime**
- **Implemented Marketing Campaign**
- **Engaged Community Partners**
- **Completed and Passed State Readiness Assessments**



Mecklenburg County NC FAST Activities

Additional Actions Taken To Ensure Success

- **Cross-trained Program Staff – 61 added**
- **Modified Staff Hours**
- **Modified Call Center Hours**
- **Pre-mailed Customer Notification**
- **Timely Issuance of Benefits issued in
June 2013 – State Recognition**



Challenges

- **Functionality Issues** – Project 2/6 design still under development
- **Affordable Care Act** – Federally Facilitated Marketplace still under design
- **“Woodwork” Impact** – 210,000 + individuals identified as “potentially” eligible for services based upon Census information
- **Universal Worker Concept** – Changes existing model from one worker per program to one worker per family



Summary

- **NC FAST will create efficiencies and greatly benefit Mecklenburg County citizens**
- **Mecklenburg commended for NC FAST implementation by NC State Officials**
- **Challenges exist for Phase 2/6 Implementation**
- **Service demands will increase as future programs and policies are implemented in NC FAST**
- **DSS continues to take steps necessary to mitigate impacts and ensure families continue to receive needed services**



NC FAST Update

Questions?