“Every State is Different”
NC = State Supervised – County Administered

At our best: 100 Labs of Innovation
At our worst: Herding 100 Cats
Strength: Federal, State and County Investment
Drivers

- Increase Service Access
- Improve Business Practices
- Information Sharing
- Affordable Care Act

Customer Service
Departmental Priority: NC Families Accessing Services through Technology

#1. NC FAST

Roll Out

Economic Benefits
- **Project I**: Global Case Management and Food & Nutrition Services, May 2012 - March 2013
- **Special Project**: NC FAST Federally Facilitated Marketplace Interoperability (ACA mandate) October 2013
- **Project 2 & 6**: Medicaid and Work First (TANF)
  Part 1: Screening, Intake, and Assessment for Medicaid, Work First (TANF), Medicaid, Special Assistance and Refugee Assistance,
  Part 2: Eligibility Determination and Benefit Delivery for Medicaid, Work First (TANF), Special Assistance and Refugee Assistance
- **Project 3**: Low Income Energy Assistance Program (LIEAP), Crisis Intervention Program (CIP) and Child Care Screening, Intake, Assessment, Eligibility Determination

What’s Next: Child Welfare Services (Case Management)
The Techy Side

Looking for Technology Efficiency:

- Faster Business Processing
- Sharing / Exchange of Information
- Use of Information to make better Decisions

NC FAST – **Enterprise Service Bus**

- Provides a standardized communication highway (web-based)
- Performs a basic set of functional requirements, business management and decision making (policy and rule based)
- Routes information / data and verification with multiple systems (enterprises or bus stops)
  - Internal Divisions (DAAS; DMA; DSS; etc.)
  - Department of Commerce
  - Department of Transportation (D/Motor Vehicles)
  - Department of Public Safety (D/Corrections)
  - US Social Security Administration

**Data / Business Agreements are key** (traffic cop)
Bottom Line: The best Technology Information I can give you today:

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Interoperability also has a Program Side

Program approaches, business processes, and organizational structures will continue to involve and change

- Departmental Mission, Values, and Goals – Division Alignment
- Work Support Strategies:
  - DHHS Economic Benefits Policy Governance Board
  - Integrated Eligibility Manual [https://economicbenefits.nc.gov](https://economicbenefits.nc.gov)
  - Increased Customer Service Focus (Self-Service, No Wrong Door)
  - Operation Support Team / LEAN Training & Business Process Review
  - Data will Drive Decisions (Cross-case referencing)

- TANF Systems to Family Stability
  - Improve TANF (Work First) business processes, referral processes and service coordination (NC Career Works, WIOA, NC Community College Career Pathways)
  - Improve service delivery and employment outcomes based on evidence-based practice (Two-Generational Approaches)
  - Developing Responsive Performance Management Reporting (Outcome Dashboards from County DSSs)