Interoperability

NC DIVISION OF SOCIAL SERVICES

SEPTEMBER 1, 2015

"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
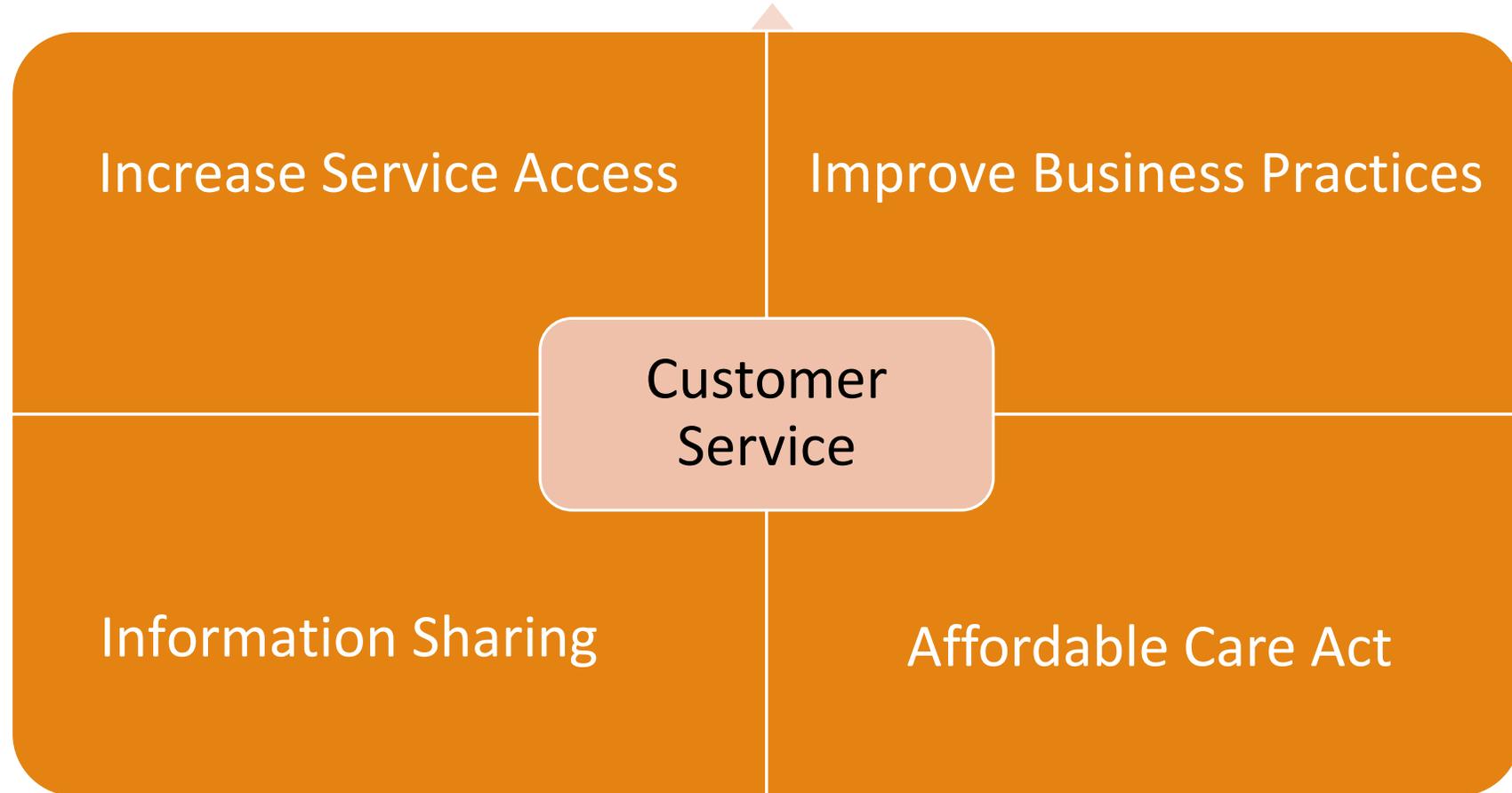
#1. NC FAST

Roll Out

EPASS *(On-line Screening),* Document Management, Online Verification (OLV) and Service Delivery Interface

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
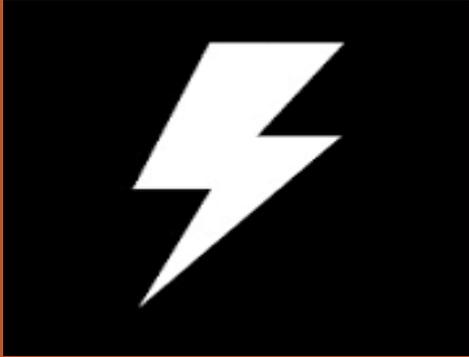
Looking for Technology Efficiency:

- 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:

Angela Taylor,
Director – Office of NC FAST

Work Phone: 919-813-5050
Fax: 919-715-1152

angela.taylor@dhhs.nc.gov

www.ncdhhs.gov/ncfast

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
- 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)