

Phase I - Module 2

Table of Contents

DSS & NC FAST Terminology	1
NC FAST Core Functions	1
Background	1
Overview	2
NC FAST Core Functions Competencies	3
Introduction to NC FAST/ePASS/Salesforce	8
What is NC FAST?	8
ePASS	8
What is ePASS?	8
How do we use ePASS?	9
Which programs are included?	9
What is Salesforce?	9
Work Queues	9
Getting Tasks from Work Queues	10
Navigation 101	11
NC FAST HELP/Job Aids	12
Cited Sources	12

DSS & NC FAST Terminology

The DSS & NC FAST Terminology document located in this module should be gone over during class with the students. This can be presented as a game or discussed. Each student needs to receive their own copy in order to study in their free time. Students will take the assessment for these terms in Module 4.

NC FAST Core Functions

Background

North Carolina Session Law 2017-57, Section 11H.(g) and (i), directs the North Carolina Department of Health and Human Services (NCDHHS) to create a comprehensive training and certification program for caseworkers who use the North Carolina Families Accessing Services Through Technology (NC FAST) system to input data or make eligibility determinations for State programs. The legislation mandates that the certification program will go live on March 1, 2019. This legislation also requires the development and

implementation of a three-year recertification program for county workers, to be implemented at a later date. The certification program is intended to better equip county workers to perform their program functions in the NC FAST system. The certification process will provide proof that the worker is qualified.

A NC FAST Certification Steering Committee, comprised of staff from the Office of NC FAST and various NCDHHS divisions was formed in July 2018 to develop courses for all Operations and Maintenance (O&M) programs (NC FAST Core Functions, Cash Assistance/Work First Services, Energy, Food and Nutrition Services, MAGI, Medicaid, Refugee Assistance, Special Assistance, Subsidized Child Care Assistance) that determine eligibility. NC FAST Certification Task Force Work Groups comprised of staff from the Office of NC FAST, NCDHHS divisions, Operational Support Teams, and volunteers from six counties (Alamance, Dare, Forsyth, Moore, Robeson, and Wilson) were formed to determine core competencies for each NC FAST O&M program area.

A pool of test questions was developed based on those competencies, and a list of training titles was generated as required content for successful completion of the assessment. Most titles, including job aids, web-based trainings (WBTs), user guides, or other formats were pre-existing, and any content not covered was developed into a supplemental job aid-style document to provide complete coverage of all assessment questions and their related content.

The current program includes:

- NC FAST Core Functions
- Cash Assistance/Work First
- Energy
- Food and Nutrition Services
- MAGI
- Medicaid
- Refugee Assistance
- Special Assistance
- Subsidized Child Care Assistance

**The NC FAST Core Functions certification will act as a pre-requisite for the other program certifications. All workers will be required to be certified in NC FAST Core Functions in addition to completing Level 1 training for their specific program area(s).*

Overview

The NC FAST Core Functions Certification Examination evaluates users on core competencies related to basic navigation in the NC FAST System and their ability to proficiently search and register persons in the NC FAST System. To receive certification, all

workers must pass Core Functions Certification with 70%, view all Core Function WBTs and training materials.

NC FAST Core Functions Competencies

Introduction:

North Carolina Session Law 2017-57, Section 11H.(g) and (i), directs the Department of Health and Human Services (DHHS) to create a comprehensive training and certification program for caseworkers who utilize the North Carolina Families Accessing Services Through Technology (NC FAST) system to input data or make eligibility determinations for State programs. The NC FAST system was developed to improve benefit determinations for a spectrum of State programs administered by the 100 county departments of social services, including Food and Nutrition Services (FNS), Medicaid, Work First, and the Child Care Subsidy program.

In January 2017, the Office of the State Auditor (OSA) released a report entitled “North Carolina Medicaid Program Recipient Eligibility Determination,”¹ assessing the accuracy and timeliness of Medicaid eligibility determinations. A key recommendation of this report was to develop a more in-depth training program for caseworkers regarding the NC FAST system and monitor whether caseworkers complete the training. In June 2017, the Office of the State Auditor (OSA) released a second report entitled “North Carolina Families Accessing Services Through Technology (NC FAST),”² assessing county processes and performance metrics for staffing, helpdesk, training, change management, and forced eligibility (used to override the original eligibility decision) as they relate to NC FAST Medicaid eligibility. This report recommended the development of a comprehensive, centralized NC FAST training program. Some of the areas identified for improvement included incorporating examples of real-life scenarios, testing trainee understanding, and tracking training completion.

DHHS continues to update the training program since the 2017 OSA audit. Additional training courses were developed for Long Term Care, Special Assistance, and Basic Navigation. This report contains additional information about the training program and the development of a formal NC FAST certification program for all caseworkers making eligibility determinations for State programs through NC FAST.

Certification Program:

NC FAST provides an online training tool located in the Learning Management System (LMS). The majority of training is currently conducted virtually through the learning portal. The certification program will be delivered through LMS.

An overview of the current training modules may be found in **Appendix B**. DHHS continues to review and revise these modules on an ongoing basis to provide more comprehensive functionality training for both basic navigation and more complex material to assist case

workers in making accurate and timely determinations for eligibility in NC FAST. These existing modules will be the basis for the certification program.

If case workers do not certify or complete the required periodic training, their access to the NC FAST system will terminate within a designated time frame that includes multiple reminders to both the casework and supervisor. Caseworkers who fail the online certification program will be required to attend an in-person remedial training. DHHS will conduct these remedial trainings multiple times per year throughout the State within a reasonable travel distance from the county departments of social services. DHHS encourages the county departments of social services to supplement this training with a pre-requisite Career Readiness Certificate that may be obtained from a local community college. The Certificate is based on established WorkKeys® assessment tests. To earn a Career Readiness Certificate, individuals undergo testing related to reading, applied math, and locating information through the WorkKeys skills assessment system (keyboarding). The training prepares county eligibility case workers with comprehensive knowledge needed for job readiness. Counties can contract with a local community college to provide Career Readiness training. A list of participating community colleges may be found in **Appendix C**.

Appendix B: Overview of Existing Training Modules

Category Name	Course Name	Name of Activity	Duration (in hours)
Energy Assistance	EA NC FAST Core Functions	NC FAST Basic Navigation for Energy Workers WBT	0.5
		FAST Help Overview narrated presentation	0.5
		Person Search and Registration Parts 1 & 2	1
	EA Applications	Initial CIP Application (5 parts)	1.07
		Sub CIP Application (4 parts)	1.33
		Initial LIEAP Application (2 parts)	0.45
		Sub LIEAP Application (pending development)	0
	EA Provider Management	Energy Provider Management Webinar	0.28
	EA Creating Payment Requests/Processing Payments	Energy Payment Requests and Check Recording Process Webinar	0.12
	EA Supervisor Bootcamp	Supervisor Energy Bootcamp (9 parts)	1.76
Total est. time (in hours)			7.01
FNS/CA	FNS/CA Applications	FNS/CA Webinar (8 parts)	2.05
	Employment & Training Referral Process	E&T Webinar	0.17
Total est. time (in hours)			2.22
Medicaid - FCMA	MAGI	MAGI Webinar (10 parts)	1.85
Total est. time (in hours)			1.85

Appendix C: Career Readiness Colleges

NC FAST Community College Program

Participating Community Colleges
Alamance CC
Asheville-Buncombe TCC
Beaufort County CC
Bladen CC
Brunswick CC
Cape Fear CC
Carteret CC
Central Carolina CC
Central Piedmont CC
Cleveland CC
Craven CC
Fayetteville Tech CC
Gaston College
Guilford Tech CC
Halifax CC
Isothermal CC
Johnston CC
Lenoir CC
Martin CC
Mitchell CC
Nash CC
Pitt CC
Randolph CC
Richmond CC
Robeson CC
Rockingham CC
Sandhills CC
Southeastern CC
Surry CC
Tri-County CC
Wake Tech CC
Wayne CC

Workers will be tested on the following knowledge, skills, and abilities:

- Understand and identify the required Person Searches.
- Understand the Person Registration Process.
- Identify the difference between the following information.:
CNDS, NC FAST, and Prospects Person.

- Identify the four different pages of NC FAST.
- Demonstrate the ability to Manage Person Page evidence.
- Identify Duplicate person registrations.
- Understand case statuses.
- Navigate to the Care & Protection tab, and how to determine case status.
- Understand how to locate a sanction.
- Ability to navigate to Task location, understand what they mean, and if assigned or not.
- Basic understanding of Reports.
- Knowledge of FAST Help location, how to maneuver through the various documents.

Please be aware that each student will have the opportunity to complete the NC FAST Core Functions, Energy Assistance Level 1, FNS/CA Level 1, and Medicaid-MAGI Level I assessments during both Phase I and Phase II in the NC FAST Learning Gateway. To grant access and ensure credit is awarded upon employment at one of the local departments of social services, we require the following information:

- First Name
- Last Name
- Community College Email Address (other email addresses are not acceptable due to security reasons)

This information should be sent to the Community College Configuration Coordinator via email at ncfast_cc_training@dhhs.nc.gov. Please gather and submit this information as soon as possible. Once students have access, they will have the duration of both phases to complete the necessary assessments.

Students should complete the following assessments during the specified phases and must do so in a timely manner:

Phase I:

- Core Functions
- Energy Assistance/EA Applications Level 1

Phase II:

- FNS/CA Applications Level 1
- Medicaid – FCMA/MAGI Level 1

Introduction to NC FAST/ePASS/Salesforce

What is NC FAST?

North Carolina Families Accessing Services through Technology (NC FAST) is a program that aims to improve how the North Carolina Department of Health and Human Services (NCDHHS) and county departments of social services operate. The program uses new technological tools and business processes to help staff spend less time on administrative tasks and more time helping families.

Program Areas Include:

Services

- Adult and Family Services
- Child Welfare

Economic Benefits

- Child Care
- Energy Assistance (Crisis Intervention Program (CIP) and Low-Income Energy Assistance Program (LIEAP))
- Food and Nutrition Services (FNS)
- Medicaid
- Refugee Assistance
- Special Assistance
- Work First (TANF)

To explore programs and services on the NC DHHS website the information can be found here: <https://www.ncdhhs.gov/>

ePASS

What is ePASS?

ePASS is a secure, web-based, self-service tool that enables North Carolinians to screen for potential eligibility for a range of NC benefits and services programs. For NC residents, ePASS shows the range of programs for which they may be eligible; provides them with information they need to make an informed decision about pursuing program assistance; and simplifies the process to encourage their participation.

For the county department of social services, ePASS aims to improve effectiveness, efficiency, and flexibility for caseworkers and agencies by reducing staff workload. The intent is to streamline the application process so that people don't need to wait in lines if they aren't potentially eligible or do not have all the required paperwork, thereby reducing demands on county departments of social services.

To obtain benefits and services, individuals must still apply for assistance by applying to the appropriate agency and providing all necessary information in order for it to be approved.

Video: Welcome to ePASS for clients: <https://youtu.be/wsJgM6fy2Ho>

How do we use ePASS?

ePASS is available over the Internet. Individuals can use ePASS from the privacy of their home or from any internet location. Applicants can apply at <https://epass.nc.gov/>.

Which programs are included?

ePASS allows individuals to screen for participation in the Food and Nutrition Services (FNS) Program, Medical Assistance, Work First Cash Assistance, Energy Assistance and register to vote. Other programs will be added in the future as additional enhancements are made.

NOTE: The ePASS Flyer – CC is located in the folder and can be used as a talking point.

What is Salesforce?

Salesforce is a core technology platform used by the North Carolina Department of Health and Human Services (NCDHHS). Deloitte is working with the NCDHHS to customize Salesforce's "Accelerators" to meet the state's needs. The platform will be user-friendly, mobile-friendly, and integration-friendly, and will include a mobile app with offline sync capabilities. This will allow child welfare staff to complete work in the field even when they don't have internet access.

Current programs that utilize the Salesforce platform are Childcare, Energy Assistance, and Child Welfare.

Work Queues

Work queues were originally set up by the NC FAST project team. The work queue administrator is set to be the lead system administrator in the county.

Counties can choose to leave this assignment as it is or can elect to designate a supervisor in the county to have this responsibility.

The work queue administrator is an important designation because the administrator must be the person to subscribe supervisors to work queues as well as at least one additional person in each supervisor's unit to the work queue. Once a supervisor and one person in the supervisor's unit have been subscribed to the work queue by the administrator, the supervisor will then be able to subscribe additional staff to their unit to the work queue.

Supervisors can then subscribe users to work queues in two ways:

- Individuals - subscribed to individual work queues

- Organization units – (all users within that organization unit) subscribed to individual work queues.

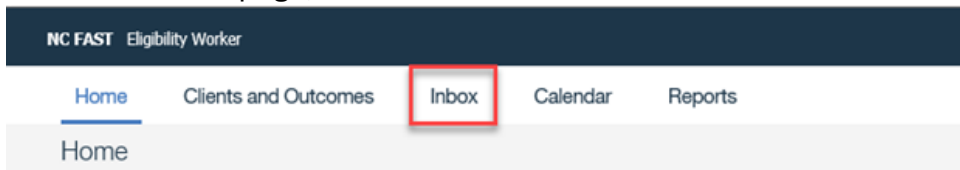
Subscribing users to work queues gives the user access to the work queues but does not require them to work tasks in the queues. NC FAST users may work tasks from any work queues to which they subscribe. Counties may wish to subscribe to all staff who may potentially work tasks from a work queue to the work queue. Supervisors can direct staff to which queues they are to check each day as part of normal office operations. There is no need to subscribe and unsubscribe users from work queues on a day-to-day basis.

Getting Tasks from Work Queues

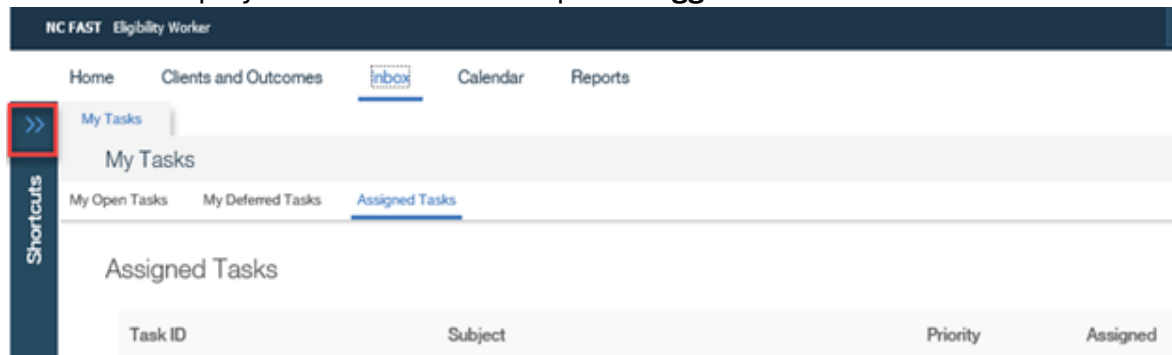
Discuss this process by navigating through the following instructions (this task can not be demonstrated in the CCE).

Step-by-Step Instructions

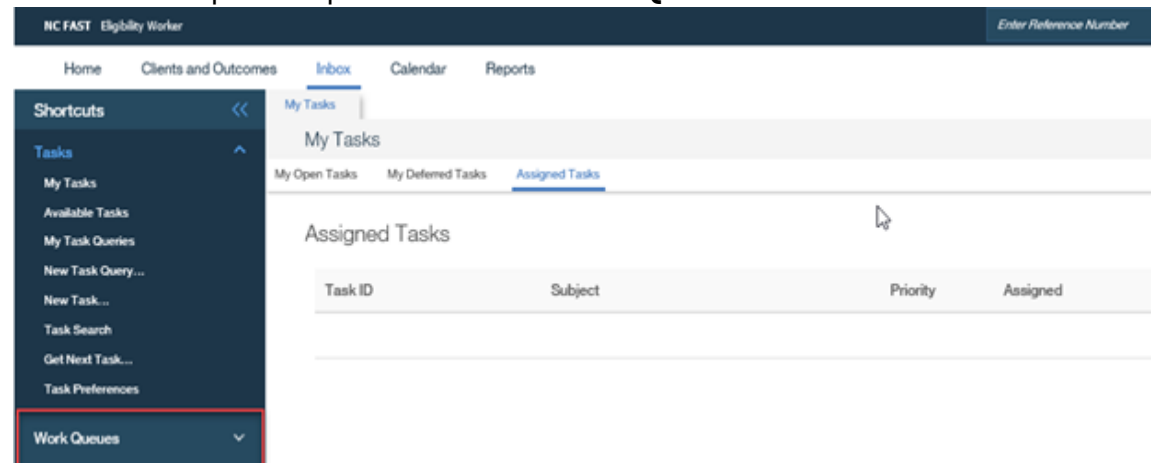
1. On the NC FAST page, click the **Inbox** tab.



2. The **Inbox** displays. Click the Shortcuts panel **toggle**.



3. The Shortcuts panel expands. Click the **Work Queues** folder.



4. Click the **My Work Queues** folder.

The screenshot shows the 'My Tasks' interface. On the left, a sidebar contains 'Shortcuts', 'Tasks', 'Work Queues', and 'My Work Queues' (highlighted with a red box). Below 'My Work Queues' are links: 'Get Next Task From Preferred...', 'Get Next Task From Queue...', and 'Subscribe to a Work Queue...'. The main area has tabs for 'My Open Tasks', 'My Deferred Tasks', and 'Assigned Tasks'. Under 'My Open Tasks', there's a section titled 'Open Tasks' with a table header: 'Subject', 'Priority', and 'Deadline'.

Note: The next task is the highest priority task assigned to the user with an approaching deadline.

5. The My Work Queues page displays. Click **Get Next Task From Queue** folder.

The screenshot shows the 'My Work Queues' interface. The left sidebar has 'My Work Queues' selected, and 'Get Next Task From Queue...' is highlighted with a red box. The main area has tabs for 'User Subscribed Work Queues' and 'Other Subscribed Work Queues'. Under 'User Subscribed Work Queues', there's a section titled 'User Subscribed Work Queues' with a 'Name' input field.

6. The page displays the selected task. Click **Save**.

The screenshot shows a dialog titled 'Get Next Task From Work Queue'. It has a 'Work Queue' label and a dropdown menu showing 'Johnston County Transfer'. At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Navigation 101

The Navigating Learning Gateway – Navigation 101 document is located in the Module 2 folder. It can be discussed in class and a copy of it given to each student so that they may access the training materials outside of class.

NC FAST HELP/Job Aids

The NC FAST – FAST Help Simulation PowerPoint is located in the Module 2 folder. It should be presented in class. The additional documents: *FAST_Help_Quick_Info_Job_Aid* and the *Application_to_Case_Job_Aid* can also be given to each student for further review.

Cited Sources

NC Department of Health and Human Services. (2018, March 23). *Implementation of NC FAST Training and Certification Program* (Session Law 2017-57, Section 11H.22.(i)). Report to Joint Legislative Oversight Committee on Health and Human Services, Joint Legislative Oversight Committee on Medicaid and NC Health Choice, and Fiscal Research Division.

NC FAST Core Functions Certification & Level 1 Training Program Competency Guide, Published 9/2019: Reviewed 9/2020.

NC FAST FAST Help

https://ncfasthelp.nc.gov/FN_B/FN_B/server/general/projects/FAST_Help/FAST_Help.htm

NCDHHS website <https://www.ncdhhs.gov/>