

# Project 3: Subsidized Child Care, CIP & LIEAP

## Recommendations & NC FAST Terminology



# NC FAST

North Carolina Families Accessing Services through Technology

P3 Fact Sheet, Issue 1: September 30, 2015  
Updated 5/20/2016

Produced by the NC FAST Team

Welcome to the first edition of the Project 3 Fact Sheet series. This Fact Sheet will focus on Child Care and serve as an introduction to NC FAST for those who may have not used NC FAST before or are just now getting involved with NC FAST during Project 3. County Champions are encouraged to share this information with their Child Care staff. More information will be coming via additional Fact Sheets and County Champion Calls in the near future.

## NC FAST Resources

- **FAST Help** — A key resource which houses job aids, procedures, system availability, and certain reports. This is the first stop for most workers when they need to learn something new or troubleshoot. To access FAST Help visit [ncfasthelp.nc.gov](http://ncfasthelp.nc.gov), users will need a valid NCID, typically assigned by the county technical champion.  

- **Release Postcards** — After each system release the NC FAST team will send a communication with system enhancements, resolved defects & process reminders. Postcards will be emailed & uploaded to FAST Help.  

- **County Readiness Liaison** — Each county has a designated County Readiness Liaison from NC FAST. This liaison will work with the County Champion and key staff in the county to guide each county to a successful implementation through use of direct communications, discussions and county-specific assessments.
- **Communication Emails** — As needed emails which are color-coded to represent priority level. Red emails show urgent notifications, yellow represents high priority information and green emails are non-urgent yet valuable.
- **Learning Gateway** — This houses all training materials and is the portal for accessing virtual training courses & web-based training. To access the Learning Gateway visit [ncfasttraining.nc.gov](http://ncfasttraining.nc.gov)
- **Help Desk** — The NC FAST Help Desk provides troubleshooting assistance, agents are available 8:00am-6:00pm Monday-Friday. Each county designates a point of contact who may submit tickets via email or phone. See FAST Help for details on ticket submission.  


## Planning for Child Care in NC FAST

The current plan for incorporating Child Care into NC FAST includes:

- No longer using SCCRS when NC FAST is implemented.
- Determining client eligibility based on information entered by workers.
- Generating & sending certain notices to clients.
- Notifying workers at case milestones (i.e., Child turns 13).
- Providers having a web-based system to enter & receive information.

### Coming Soon...

- High-level to-be process information
- NC FAST functionality related to Child Care
- ePASS & Child Care
- Provider related information

## Contact Us

NC FAST Website:

[www.ncdhhs.gov/ncfast/](http://www.ncdhhs.gov/ncfast/)

NC FAST Help Desk:

[ncfastsupport@dhs.nc.gov](mailto:ncfastsupport@dhs.nc.gov)

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|-----------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Child Care</b>     | <ul style="list-style-type: none"><li>Buncombe— large, paper-based, uses vendor Southwestern Child Development</li></ul> | <ul style="list-style-type: none"><li>Lee—small, paper-based</li></ul>     |
| <b>Pilot Counties</b> | <ul style="list-style-type: none"><li>Durham—large, uses OneCase case management system</li></ul>                        | <ul style="list-style-type: none"><li>Orange—medium, paper-based</li></ul> |

### How can counties prepare for implementing Child Care in NC FAST?

- Grant Inquiry Only access to current Child Care workers so they may begin becoming familiar with the look and feel of NC FAST.
- Reference materials in the Navigating NC FAST folder (located within the Applications & Processing folder) in FAST Help.
- Allow Child Care workers to shadow Medicaid or FNS workers as they process applications, reviews, or changes.
- Subscribe Child Care workers & supervisors to the NC FAST email listserv. Visit the FAST Help homepage for the procedure.

### Important NC FAST Terminology

- Guided Interview/IEG** — Method of gathering client information to generate the application
- Integrated Case** — Acts as a 'container' for consolidating information about case participants as well as information specific to product delivery cases of household members (also called Income Support Case)
- Product Delivery Case** — A case that is specific to one program and is used to manage the delivery of benefits associated with that program
- Evidence** — Information that is requested or received by the local agency to determine the applicant's eligibility for Child Care (ex: Earned Income)
- Verification** — Confirmation/proof of facts and information used in determining eligibility
- Adequate Notice** — This change will take effect immediately, a 1-day notice will be sent to the client. It can also be considered a "positive" impact for the client. Ex: a decrease in the parent fee
- Timely Notice** — A 10-day notice will be sent to the client. This can be considered a "negative" impact to client. Ex: an increase in the parent fee

### Child Care Terminology Changes

Current State Term	NC FAST Term
Facility	Provider
Service Rate Groups	Services
Slots	Placements

The following Child Care terms will remain the same:

- Wait List
- Sanctions
- Admin Actions
- License

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