



One Team with One Voice...Serving 58

DSS and Community College Partnership Opportunities – NC FAST

For more information about this document, contact:

Programs and Student Services Division

Workforce Continuing Education Unit

continuingeducation@nccommunitycolleges.edu

AGENDA

- Overview of the Initiative
- Program Expectations
- Program Structure and Curriculum Components
- NC FAST Community College Training Environment
- NC FAST Training Support
- Keys to a Successful Program
- Next Steps



Initial Collaborators / Resources

The Impetus – Local Need to State Vision

- Moore County DSS and Sandhills CC
 - John Benton (DSS) and Andi Korte (SCC)

Early Adopter – Curriculum Jumpstart

- Johnston County DSS and Johnston CC
 - Letitia Rawlinson (JCC)

The Lynchpin – Technology and Support

- DHHS – NC FAST
 - Melodee Stokes – Implementation Manager



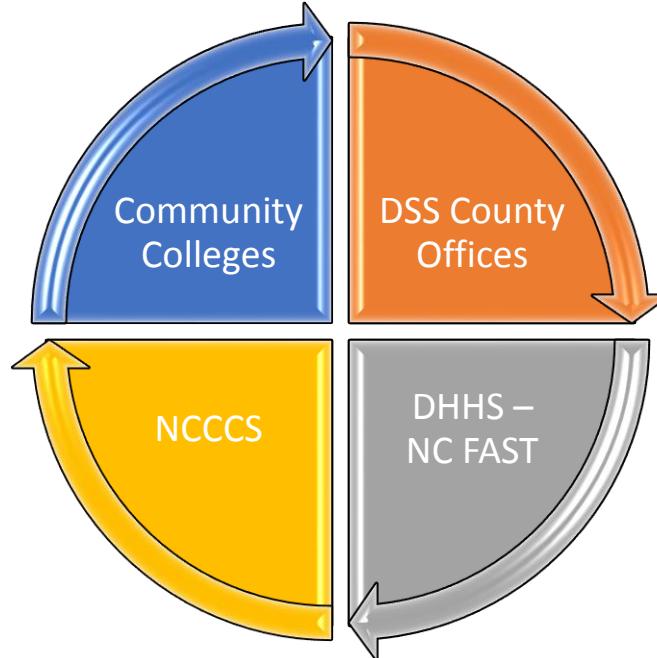
Partnerships

Community Colleges

- Sandhills
- Johnston
- Lenoir
- Richmond

DHHS – NC FAST

NC Community College System



DSS Offices

- Moore County
- Hoke County
- Johnston County
- Lenoir County
- Jones County
- Greene County
- Richmond County
- Scotland County

Workforce Need

DSS County Offices : Income Maintenance Caseworker

Targeted Audience

1. Incumbent Workforce	new/recent hires who would benefit from supportive training
2. Pipeline Workforce	potential new hires in IMC role as well as other roles needing NC FAST exposure (i.e. CU HSE students)

Driving Issues:

- Aging out of existing workforce
- New technology tools and business processes
 - NC FAST (NC Families Accessing Services through Technology)
- Limited knowledge, skills and ability assessments pre-hire
 - High cost of new hire orientation and training
- Negative impact on office productivity
 - High cost of new hire training with existing workforce leaders
- Limited retention incentives
 - Ability to 'train up' in one county and 'move up' in different county

Identify Role to be Addressed

Income Maintenance Caseworker

General Description:

Paraprofessional, clerical or other public contact experience which includes negotiating, interviewing, explaining, information, gathering compiling data, perform math/legal tasks and computer knowledge.

General Statement of Duties:

The Department of Social Services is seeking a highly motivated, dependable professional with advanced communication and exceptional customer service skills to determine eligibility for various State programs. The successful candidate must be able to interpret complex rules and regulations and use good judgment to make appropriate eligibility decisions. This person must have exceptional organizational skills, the ability to perform basic mathematical calculations, the ability to work quickly within deadlines, have basic knowledge of universal computer technology and general office equipment, and be able to thrive in a team-oriented environment.

Minimum Education Requirement: High School Diploma

Unifying Goal

One Universal Training Program

Core Knowledge, Skills and Abilities

Transportable Credentials

Validated Outcomes

State Level Implementation and Impact

58 NC Community Colleges supporting the workforce training needs of **100 NC DSS County Offices**

Training Program

HRD 4000

Introduction to Human Services: DSS Income Maintenance Caseworker

This course covers skills and strategies designed to provide employability skills training and career exploration for the role of Income Maintenance Caseworker within Division of Social Service agencies.

This course is linked to HSE 3220 Income Maintenance Caseworker – NC FAST and must utilize the state approved curriculum.

HSE 3220

Income Maintenance Caseworker – NC FAST

This course is designed to cover a variety of skills associated with the Income Maintenance Caseworker role to determine service eligibility. Specific focus will include proficiency in the utilization of the NCFAST application. Other topics will include skills in communication, interviewing, time management, data gathering/compiling, and data analysis.

Curriculum Content Available at:

<http://www.nccommunitycolleges.edu/workforce-continuing-education/training-credentials/instructor-resources/nc-fast-training-program>

HRD 4000

Title	Introduction to Human Services: DSS Income Maintenance Caseworker
Length	50
Description	<p>This course covers skills and strategies designed to provide employability skills training and career exploration for the role of Income Maintenance Caseworker within Division of Social Service agencies.</p> <p>Upon completion of this course, the student will demonstrate a basic understanding/proficiency in the following:</p>
Learning Objectives	<ul style="list-style-type: none">• entry-level skills required to be an employee of DSS• basic computer and keyboarding skills• interviewing skills and resumes• workplace success skills• customer service skills• DSS and NC FAST terminology• basic navigation skills and FNS application in the NC FAST system
Evaluation	This is a non-credit course and assessments will be used to verify student's readiness to progress to Phase
Methodology	II of this program based on demonstrated skills, test scores and participation in class activities.
Grading Requirements	This is a pass/fail course based upon successful completion of course assessments and attain a Career Readiness Certificate.
Attendance	Students must attend, at minimum, 75% of class hours and actively participate in class activities in order to successfully complete the class and receive a certificate.

HRD 4000 Certificate of Completion



Income Maintenance Caseworker – NC FAST (Phase I)

The North Carolina Department of Health and Human Services – North Carolina Families Accessing Services through Technology (NC FAST), NC County Department of Social Service Offices, NC Community Colleges and the NC Community College System collaborated to develop, evaluate and disseminate a two-phased core competency-based training program that addresses the workforce challenges and training needs of income maintenance caseworkers in this state.

The framework for the Income Maintenance Caseworker training program includes two training courses:
Phase I – Introduction to Social Services and NC FAST and
Phase II – Income Maintenance Caseworker – NC FAST



Introduction to Social Services and NC FAST (Phase I)

Course Hours – 50 Hours

Objective: Explore career expectations and employability skills for the role of Income Maintenance Caseworker within Division of Social Services agencies.

Credentials: Community College certificate



This document was developed with collaboration with NC Department of Health and Human Services
North Carolina Families Accessing Services through Technology (NC FAST).

Pilot – HRD 4000 Course Offerings

- Johnston
 - Fall 2015/Spring 2016
- Lenoir
 - Fall 2015/Spring 2016
- Richmond
 - Fall 2015/Spring 2016
- Sandhills
 - Fall 2015/Spring 2016

35 students 72 students 24 students



Introduction to Human Services

Department of Social Services

This course covers skills and strategies designed to provide skills training for a career in Human Services, with an emphasis on employment with the N.C. Department of Social Services (DSS). Students will gain entry-level skills required to become a DSS employee, basic keyboarding and computer skills, and DSS terminology.

Two Courses Available!

Oct. 19 - Dec. 9

& Oct. 20 - Dec. 10

Main Campus, Hamlet
Lee Bldg., Rm 11
Mon. & Wed., 6-9 p.m.

Honeycutt Center
Rm. 122, Laurinburg
Tues. & Thurs., 6-9 p.m.



1042 W. HAMLET AVE., HAMLET, NC | 910.449.0700 | www.richmondcc.edu

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HSE 3220

Title (Local)	Income Maintenance Caseworker - NCFAST
Length	48
Description	<p>This course is designed to cover a variety of skills associated with the Income Maintenance Caseworker role to determine service eligibility. Specific focus will include proficiency in the utilization of the NCFAST application. Other topics will include skills in communication, interviewing, time management, data gathering/compiling, and data analysis.</p>
Learning Objectives	<p>Upon completion of this course, the student will demonstrate an understanding/proficiency in the following:</p> <ul style="list-style-type: none">• DSS Client Interviewing Skills• FNS Changes• MAGI Application process• MAGI Application entry• MAGI Changes• MAGI Review
Evaluation	This is a non-credit course and assessments will be used to verify student's readiness to demonstrate competency based on demonstrated skills, test scores and participation in class activities.
Methodology	
Grading Requirements	This is a pass/fail course based upon successful completion of course assessments
Attendance	Students must attend, at minimum, 75% of class hours and actively participate in class activities in order to successfully complete the class and receive a certificate.

HSE 3220 Certificate of Completion



Income Maintenance Caseworker – NC FAST (Phase II)

The North Carolina Department of Health and Human Services – North Carolina Families Accessing Services through Technology (NC FAST), NC County Department of Social Service Offices, NC Community Colleges and the NC Community College System collaborated to develop, evaluate and disseminate a two-phased core competency-based training program that addresses the workforce challenges and training needs of income maintenance caseworkers in this state.

The framework for the Income Maintenance Caseworker training program includes two training courses:
Phase I – Introduction to Social Services and NC FAST and
Phase II – Income Maintenance Caseworker – NC FAST



Income Maintenance Caseworker – NC FAST (Phase II)

Course Hours – 48 Hours

Objective: The course is designed to cover a variety of skills associated with the Income Maintenance Caseworker role to process NC FAST applications and determine service eligibility.

Credentials: Community College certificate



This document was developed with collaboration with NC Department of Health and Human Services
North Carolina Families Accessing Services through Technology (NC FAST).

Pilot – HSE 3220 Course Offerings

- Johnston CC
 - Spring 2016
 - Summer/Fall 2016
- Lenoir CC
 - Spring 2016
 - Summer/Fall 2016
- Richmond CC
 - Spring 2016
- Sandhills CC
 - Spring 2016
 - Summer 2016

10 students
upcoming

21 students
upcoming

10 students
7 students



Introduction to Human Services

Department of Social Services

This course covers skills and strategies designed to provide skills training for a career in Human Services, with an emphasis on employment with the N.C. Department of Social Services (DSS). Students will gain entry-level skills required to become a DSS employee, basic keyboarding and computer skills, and DSS terminology.

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Certification Opportunities

HRD 4000

Introduction to Human Services: DSS Income Maintenance Caseworker

- 1. College Completion Certification**
- 2. Keyboarding Proficiency**
- 3. NC Career Readiness Certification**

Applied Mathematics, Locating Information, and Reading for Information

HSE 3200

Income Maintenance Caseworker - NCFAST

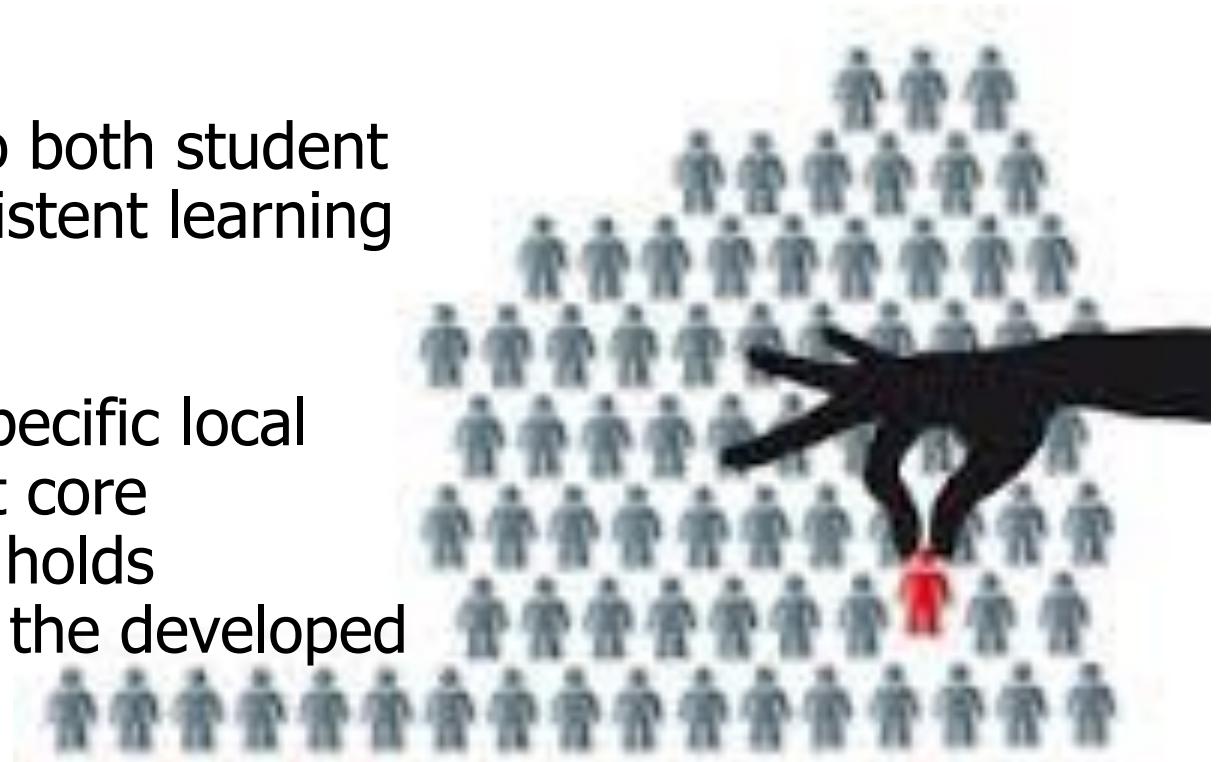
- 4. College Completion Certification**

Outcome

Students who successfully complete both courses will be able to provide certificates of completion which demonstrate competency of specific defined skills based on the IMC position as well as the ACT Career Readiness Credential (CRC) they have earned.

These credentials have the advantage to both student and DSS offices in that they reflect consistent learning outcomes and are thus transportable.

While individual DSS offices may have specific local training needs, all offices will know what core competencies a potential hire candidate holds when they present credentials based on the developed training.



Community College Training Environment

ncfastcctraining.nc.gov

ncfast_cc_config@dhhs.nc.gov

System will be available 7 days a week

- Monday – Saturday (24-hours per day)
- Sunday
 - Reserved for maintenance
 - Available at noon
- Maintenance page will be up when system is down for maintenance
- Environment will be open to the internet without restrictions
- FAST Help (development pending)

**Please note: After 9pm case activation and person registration are not available*

Community College Training Environment Cont.

NC FAST will manage the Organization Structure for all community colleges

- Setup 40 users per community college
 - User id & password
 - Add additional users as needed

System Updates are performed the first week of the following months:

- April
- August
- January

Plan Course Schedules Accordingly

Note: System should only be down on Sunday. If system is down unexpectedly, the Community Colleges and the Implementation Team will be notified via email. Planned maintenance outside of the predefined windows will be communicated prior to the event.

Training Support

ncfast_cc_training@dhhs.nc.gov

Instructor Training

- Live Instructor virtual training
 - Detailed curriculum review
Note: Navigation and functionality will not be covered
- Classroom processes and procedures
- Course Content
 - Activity completion
 - Tools available for instruction
- Testing Process
- NC FAST Support

Training Support

Instructor Qualities

- Proficient NC FAST navigation and functionality
- Ability to teach NC FAST processes
 - Application to case creation
 - Change in Circumstance
 - Recertification
- Familiar with NC FAST Help & consistent use of job aids
- Knowledgeable of NC FAST & DSS terminology
- Other Qualification:
If a current DSS potential instructor should be able to demonstrate both system knowledge and ability to efficiently process cases in timely manner

College Programs

- Lessons learned...
 - Faculty
 - Technical Issues
 - Course Offering Schedules
 - Instructional Requirements
 - Marketing



Student Reactions

"I enjoyed the NC FAST class...The typing practice enabled me to reach a typing speed of 58 wpm when previously I had been a point and peck kind of gal. The NC FAST class also helped with navigation of the system and taught shortcuts and the required evidence that must be entered for Medicaid and FNS applications and recertifications. The NC FAST class taught just enough policy to tie together the reasoning behind each required evidence. The teachers were phenomenal...Ms. Carolyn Little is a wonderful little ray of sunshine that I love to pieces...The class was great; I learned a lot from it and made some new friends in the process but I'm not sad about getting to go home at 5:00 now! :)"

"I am very grateful to have been able to attend the NC FAST Class at LCC. The class enabled me to learn how the system works and how it is able to accommodate several different programs in one. Learning how to maneuver in the system and how to correctly enter evidence through practice was essential. I was lucky enough to take the class while I was in training and it enhanced my learning experience tremendously. Thanks to the class have greater understanding of what NC FAST's purpose is and how it will help us accommodate our clients more efficiently."

Next Steps

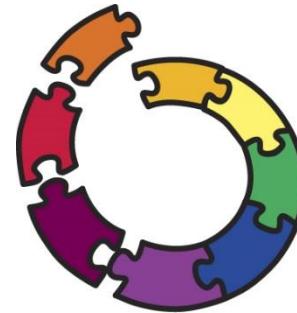
1. Talk – DSS County Office and Community College
2. Define local need
3. Access curriculum –

<http://www.nccommunitycolleges.edu/workforce-continuing-education/training-credentials/instructor-resources/nc-fast-training-program>

1. Collaborate to identify NC FAST instructor
2. Provide NCCCS with the NC FAST program coordinator contact information
3. Connect NC FAST instructor with NC FAST instructor training calendar
4. Schedule and market courses



**New college programs may begin
on or after
August 15, 2016**



NC FAST

North Carolina Families Accessing
Services through Technology

Question and Answer Session