

**Project 3: Subsidized Child Care
Assistance, CIP & LIEAP
SCCA Best Practices, Bonuses and
Enhancements**



P3 Fact Sheet, Issue 14: November 30, 2016

Produced by the NC FAST Team

Page 1 of this P3 Fact Sheet covers a number of Lessons Learned from the SCCA Pilot process and some tips and suggestions that will be helpful to prepare for a successful implementation. Page 2 of this Fact Sheet provides an overview of the new enhancement policy for Subsidized Child Care Assistance as it relates to NC FAST. It is important to understand that enhancements will be handled by NC FAST, while bonuses will be handled outside of NC FAST.

Top 10 Lessons Learned and Suggestions from Pilot Counties

After preparing diligently, four pilot counties began converting SCCA cases from SCGRS to NC FAST on November 14, 2016. The Pilot process is important so that feedback on the implementation can be gathered and shared with those who are yet to go-live. Here are a number of Lessons Learned and recommendations for the Phase 1 and Phase 2 counties based upon Pilot County feedback and suggestions.

1. Develop a detailed plan to ensure that your county can convert all cases within the designated timeframe—each person should know which cases they should focus on and how to report their progress.
2. Complete the Project-provided Conversion Face Sheet thoroughly and correctly for each case—this will save significant time and allow users less familiar with NC FAST or SCCA to be far more effective supporting conversion. Some applications can be keyed in half the time if the Face Sheet is used properly!
3. Ensure all staff have completed required training, including supervisors, second party reviewers, and others that may help with conversion.
4. Review and follow all job aids, in particular, Person Search and Registration, Completing Person Merge, Match Client, and SCCA—Conversion Application. Don't skip steps!
5. Make sure all users have the appropriate security role in NC FAST and ensure that the "reports to" structure is completed correctly.
 - System Administrators should submit help desk tickets for assistance if needed in advance of your go-live date. This can be done now so don't wait until right before or after go-live.
6. Determine who will be responsible for keying the Conversion Indicator in SCGRS and tracking converted cases—NC FAST recommends giving this responsibility to one or two people to help with organization.
7. Determine who will serve as your P3 Help Desk Points of Contact and submit this information to your Readiness Liaison in advance.
8. Stay organized—the better your conversion process is organized the easier it will be.
9. Be prepared to update both systems regularly, especially for CPS/CWS/Foster Care cases—dedicate specific people to handle these case types.
10. Ensure that your staff understand Blended Rates and other recent policy changes.



Bonus and Enhancement Payment Information

SCCRS (Old Policy)	NC FAST (New Policy)
<ul style="list-style-type: none">The local Smart Start Partnership and the county entered into an MOU which told the county how much they have available for enhancement payments. These could be changed throughout the year via addenda to the MOU.Enhancements were paid to child care providers for activities that increase quality of care, and are based on criteria determined by the local Smart Start partnership.For example, counties could choose to pay all 5-star facilities a certain amount based on criteria set by the county, or pay a flat rate to specific providers in a county.Smart Start bonuses were a percentage applied to a facility's private pay rate, and determined by local Smart Start partnerships.Bonuses and enhancements were processed in SCCRIS.	<ul style="list-style-type: none">Enhancements will be handled via NC FAST.Enhancements will be paid out as a specific dollar amount <i>as long as it is the same across all providers within the county for each age group and star level</i>; for example, the enhancement will be paid for all four-year-olds in all five-star facilities in the county.The LPA Fund Manager will configure enhancements in NC FAST.Counties can still provide bonuses for specific facilities who meet bonus criteria, <i>but this will be handled outside of NC FAST</i>. The county/LPA will handle this by MOU with the local Smart Start Partnership. Questions regarding bonuses should be directed to the local Smart Start partnership or DCDEE.

Examples of enhancement and bonus items that counties will **not** be able to do due to SCCA policy changes are:

- Use an enhancement for paying a flat rate to a specific facility
- Pay an enhancement for 20 children in a specific facility
- Pay an enhancement for facilities that have only been in operation for six months or less

If you have questions about the new policies for bonuses and enhancement payments, please contact DCDEE.