**DSS ADMINISTRATIVE LETTER NO. PERFORMANCE
MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT 03-2013
NC FAST FNS REPORTS IN CLIENT SERVICES DATA WAREHOUSE
(CSDW)
(MAY 8, 2013)**

**TO: County Directors of Social Services
Food and Nutrition Services Program Managers,
Supervisors, and Caseworkers
County Security Officers**

DATE: May 8, 2013

SUBJECT: NC FAST FNS Reports in CSDW

I.   BACKGROUND

The North Carolina Families Accessing Services through Technology (NC FAST) is now fully implemented in all 100 counties. Food and Nutrition Services (FNS) reports that were previously generated from the Food Stamp Information System (FSIS) and made available in NCXPTR (Xtnd and Xnet) are no longer being produced. Food and Nutrition Services reports will now be stored in the Client Services Data Warehouse (CSDW). Several reports have been created and are now available. The Performance Management Team is working to build more reports in CSDW and will make those available as they are completed.

This Admin Letter provides web links to instructions for accessing these reports, Quick Reference Guide and Training Guide documents, and pre-recorded webinar training on CSDW and NC FAST reports.

II.   ACCESSING THE CSDW

To access reports in CSDW, users must log in to the tool at:

http://www.csdw.dhhs.state.nc.us/.

Current CSDW users will continue using their existing login IDs. However, new users who need access must have an NCID to log into CSDW. The County Security Officer must request this access via the e-IRAAF. The individual's name, NCID, and email address must be included in the e-IRAAF request. A separate project is underway to require NCIDs for all CSDW users. Further information will follow with instructions for updating IDs in CSDW.

III.   TRAINING MATERIALS

The web link to the CSDW User Tools and Information page may be found at:

http://www.csdw.status.dhhs.state.nc.us/

This page contains many helpful documents related to use of the CSDW.
NC FAST Reports, a subsection of the Training links, includes several documents specific to the NC FAST reports. Those that may be especially helpful are listed below.

- ***NC FAST Business Objects Reports Quick Reference Guide***

  This guide may be used as a handy "Cheat Sheet" reference to aid in using the CSDW. The first page of this guide has instructions for logging in to CSDW, locating and opening reports, as well as saving and printing them. The second page of this guide has instructions for disabling pop-ups as well as a list of NC FAST reports using EBT data that were released in CSDW in May 2012. This document does not represent all NC FAST reports available in the CSDW.

  http://www.csdw.status.dhhs.state.nc.us/Training/NC
  FAST_%20BO_QuickReferenceGuide.pdf

- ***NC FAST Business Objects Reports Training Guide***

  This document gives detailed instructions on locating, opening, saving, sending, and printing reports in CSDW. This information is more detailed than what is provided in the Quick Reference Guide mentioned above, and includes screen shots to help the user navigate within CSDW.

  http://www.csdw.status.dhhs.state.nc.us/Training/NC
 FAST%20BO%20Report%20Training.pdf

- ***Webinar Training***

  A pre-recorded webinar (adobe video link) is available to assist counties in accessing reports via CSDW. The webinar may be viewed at:

  https://dhhs.ncgovconnect.com/p27417274/

The training guide and the webinar were written using the EBT reports previously published in CSDW as examples; however, the features described (opening, saving, sending, and printing) work the same way for all reports within the CSDW.

IV. LOCATION AND NAMES OF NEWLY PUBLISHED REPORTS

After logging in to CSDW, the new FNS reports (queries) are found in the Public Folders under DHHS Main Documents/NC FAST/FNS/Case Mgmt folder.
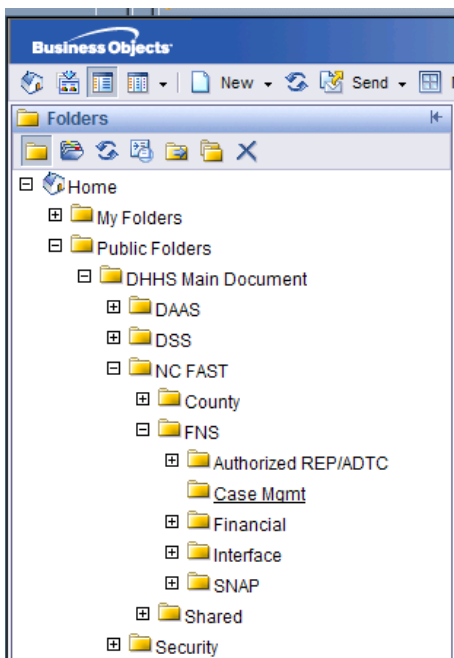
The queries include the following:

❖ **_Active Cases with Certification Periods as of Previous Business Day_**
This query lists the Primary Clients for cases with a status of Active, Approved, and Pending Closure. It includes certification dates and worker name. This query pulls data from the previous business day.

❖ **_Active Cases with Certification Periods for Selected Time Period_**
This query lists the Primary Clients for cases with a status of Active, Approved, and Pending Closure. It includes certification dates and worker name, pulling data from a prompted time period. This query may be used to identify cases due for recert months in the future.

❖ ***Active FNS and SNAP Cases - Month End***
This query shows a count of ongoing (Active, Open, and Pending Closure) FNS and SNAP Product Delivery Cases at month end for a prompted month. It includes two tabs: Case Listing and Summary.

- The Case Listing tab displays all the cases by case number and status.

- The Summary tab displays a total of the active cases at month end for specified time period.

❖ ***Application Processing and Caseload Statistics by County***
This query shows the number of applications taken, disposed, and caseload data for a county (including totals and averages) for a prompted time period. It includes four tabs: Report Descriptions; Application Processing – Caseload Stats; Application Details; and Case Load Details. The Reports Descriptions tab provides more information regarding the data displayed on the remaining three tabs.

❖ ***Application Processing and Caseload Statistics Statewide***
This query shows the number of applications taken, disposed, and caseload data for all 100 counties (including totals and averages) for a prompted time period. It includes each county total individually and the statewide total. It includes two tabs: Report Descriptions and Application Processing – Caseload Stats. The Reports Descriptions tab provides more information regarding the data displayed on the Application Processing tab.

❖ ***Application Processing and Caseload Statistics by Worker***
This query shows applications taken, disposed, and caseload data by worker (including totals and averages) for a prompted time period. It includes six tabs: Report Descriptions; Worker Application Processing – Caseload Stats; Application Processing – Caseload Stats; Application Details; Case Load Details; and Recertifications. The Reports Descriptions tab provides more information regarding the data displayed on the remaining five tabs.

❖ ***Average Days to Process an Application***
This query displays a summary of applications processed for a prompted time period by county. It includes three tabs: Summary – New Apps; Summary – All; and Detail.

- The Summary - New Apps tab shows the counts of new applications and the average number of days to process new applications for the time frame entered.

- The Summary – All tab shows the total count of all applications, including FAST Converts, for the time period specified and the average days to process all applications.

- The Detail tab shows more in depth information by worker about all applications included in the report.

This report is similar to the DHRSL SLEM910-01 WORKLD/WK/CO/ST report in NCXPTR. It does not include everything from this report; only information for applications processed.

❖ **EBT Activity for Select County and Time Period**
This query shows EBT activity for a select county and time period. The Transaction Date/Time column in this report does not show the actual time of the transaction. This is due to NC FAST not including the time in the data to CSDW. We are working on this issue. Counties have requested we include the FCS Number (the Food and Consumer Services ID number assigned by the USDA) for the retailer where the transaction occurred) in this report. However, currently this number is unavailable in CSDW. We are working with NC FAST to resolve this issue.

❖ **FNS and Medicaid Cases with Review Dates**
This query lists individuals who are in both active FNS and Medicaid cases, based on CNDS Individual ID, showing Review due dates for Medicaid and Recertification due dates for FNS.

This query shows duplicate individuals since matching between FNS and Medicaid is completed using CNDS individual ID. It includes two tabs: FNS and Medicaid, and NC FAST Individual ID is Null.

- The FNS and Medicaid tab shows individuals active in both FNS and Medicaid and their review/recertification dates.

- The NC FAST Individual ID is Null tab shows individuals active in FNS that could not be matched with Medicaid cases because the Individual ID number is blank in NC FAST.

❖ **Pending Applications and Emergency Cases**
Query shows pending applications for a county. It displays Due Dates and identifies Expedited applications. It includes six tabs: Report Descriptions; Pending Applications; Pending Applications by Assignee; Pending Apps Jeopardy Report; All Applications by Applicant; and Applications with No Status. The Reports Descriptions tab provides more information regarding the data displayed on the remaining five tabs.

This report is similar to the DHRSLA SLER100-01-10 APPL PEND report in NCXPTR.

❖ *Recertifications*
This query shows cases with upcoming recertifications due. It includes two tabs: Recertifications and Recertifications by Owner.

- The Recertifications tab includes a listing of all recerts due for the specified time frame.

- The Recertifications by Owner tab breaks the recerts that are due by worker name.

This report is similar to the DHRSL REDETERMINATION DUE/REV CH report in NCXPTR. However, NC FAST does not have a Review for Change field so those entries are not included in the CSDW report.

V. CHANGES TO REPORTS

Reports within CSDW will look different than the reports produced from NCXPTR/Xtnd/Xnet. Data elements in NC FAST may have different names than used in the Food Stamp Information System (FSIS). The CSDW reports use NC FAST terminology. In addition, some information captured in FSIS is not captured in NC FAST. If a data element is not collected in NC FAST, it cannot be included in a CSDW report.

A single CSDW report may contain information that was previously found on multiple NCXPTR/Xtnd/Xnet reports. For example, NCXPTR/Xtnd/Xnet included one report on total cases for a county and a second report showing those cases by worker. In CSDW this information is contained in one report with tabs that display the information differently. CSDW users also have the ability to download the reports to Excel where they may be sorted differently, or otherwise manipulated using Excel commands and features.

The reports listed above are as accurate as possible at this time. However, some issues remain with the data sent from NC FAST to the CSDW. We are working with the NC FAST and CSDW teams to resolve those issues. We would greatly appreciate any feedback from users on these reports so that we may continue to improve their accuracy.

If you have questions regarding the NC FAST reports in CSDW, or would like to provide feedback on the reports, please contact the Data Management Team at 919-527-6260 or dss.data.management@dhhs.nc.gov.

Sincerely,

Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Management

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