North Carolina Department of Health and Human Services
Office of North Carolina Families Accessing Services through Technology (NC FAST)
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Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Anthony Vellucci, Director

May 3, 2012

Subject: NC FAST and Document Management

Dear County Director of Social Services:

NC FAST Program leadership wants to provide a status update and next steps for moving forward with a document management solution that works in conjunction with NC FAST. A Project Manager and Technical Architect are now on staff at NC FAST, and have begun to research and analyze the best approach for moving forward with this important initiative. The document management staff will work closely with the NC FAST Readiness Team to reach out to Directors and County Champions to learn more about specific document management business requirements and what document management systems are presently in use across the state. In turn, a solution will be proposed and implemented for document management that works in conjunction with NC FAST.

I want to clarify some of the concerns that I've heard as we prepare to go live with NC FAST. It is very important to know that a document management system does not need to be in place for NC FAST to operate effectively and efficiently. In addition, with NC FAST, fewer physical documents will need to be stored either electronically or in hardcopy. I am confident that once your county begins to use NC FAST, it will usher in a more efficient and effective method of serving clients that minimizes the reliance on paper documentation.

This being said, the state Division of Social Services is working with the NC Economics Benefits Policy Governance Board to draft a list of required verification documents. Once this information is available, there will be a clear explanation of what specific documents need to be maintained either in electronic or physical case files, and this will be shared with the local departments of social services. The final list of verification information will also play a part in determining the best document management approach.

Sincerely,

Anthony Vellucci

cc: Michael Watson, NC DHHS, Deputy Secretary for Health Services
Maria F. Spaulding, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations
Laketha Miller, NC DHHS Controller
Craigan L. Gray, NC DHHS Division of Medical Assistance, Director

Deborah Cassidy, NC DHHS Division of Child Development and Early Education, Director
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