**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

June 1, 2012

Subject: New Project 1 Phase 1 Implementation Training Schedule

Dear County Director of Social Services:

As you are aware, NC FAST went into pilot production for Project 1 on May 21, 2012, in Carteret, Catawba, Guilford and Johnston Counties. As expected in any pilot, the Project Team has learned quite a bit from the experience of the last 2 weeks. This is why projects like NC FAST conduct pilots, to learn from the experience and improve the process for future county implementations. Given the feedback and lessons learned, we are updating NC FAST classroom training and county support materials to enable county staff to be better prepared to use the system when it is deployed.

Given this experience, DHHS leadership has requested that Phase 1 training be postponed so that training updates can be made, and lessons learned can be incorporated into the process prior to implementing the system in additional counties. The goal of this change is to have a smoother transition to NC FAST, as well as an enhanced classroom training experience for county staff.

Since we are adjusting the Phase 1 training schedule, the Phase 1 go-live date is still in discussion. One of the lessons learned so far is that a mid-month go-live is advantageous for counties. This allows recertifications to be completed in the Food Stamp Information System (FSIS) ahead of the go-live date for the current month. This lessens the workload on staff the second half of the month as they are coming up the NC FAST learning curve. We are already planning shifts to mid-month go-live dates for this reason. Additional information will be shared with the counties in the coming days as the feedback from the Pilot County experience is further analyzed.

As always, do not hesitate to contact me and the NC FAST staff if you have any questions or concerns.

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
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