North Carolina Department of Health and Human Services
Office of North Carolina Families Accessing Services through Technology (NC FAST)

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Subject: NC FAST Project 2&6 Soft Launch Schedule

Dear County Director of Social Services:

This summer, NC FAST will begin deploying Project 2&6: Eligibility Information Services (EIS). To help you prepare, this DCDL provides a status update and the next steps for the Project 2&6 Soft Launch. NC DHHS and NC FAST program leadership are focused on defining an approach that accounts for upcoming program milestones and minimizes potential impacts on county operations. The resulting deployment approach, while ambitious, is grounded on lessons learned from Project 1, and provides sufficient time for our county partners to adapt to the operational changes that accompany deployment of the enhanced NC FAST system capabilities inherent in Project 2&6.

Project 2&6 will use a Soft Launch/Hard Launch approach similar to the deployment approach used for Project 1. The Project 2&6 Soft Launch approach will enable county eligibility workers to familiarize themselves with NC FAST functionality for Project 2&6 programs prior to full conversion of cases from the EIS legacy system. All 100 counties will experience a Soft Launch period, during which the EIS legacy system will be available to process benefits for active Medicaid, Work First, Special Assistance, and Refugee Assistance cases. During Soft Launch, staff will be required to use NC FAST to enter all new applications for clients who either are on a closed EIS case or are unknown to the EIS system and/or the state of North Carolina. During Hard Launch, active cases in the EIS legacy system will be converted to NC FAST. EIS case data will then become read-only, and all case work for Medicaid, Work First, Special Assistance, and Refugee Assistance cases will be processed using NC FAST.

As always, our goal throughout implementation is to anticipate the counties' needs, and strive for the best deployment experience possible. Consequently, the following considerations were factored into the Project 2&6 Soft Launch approach:

- Availability of training classrooms at regional locations convenient to each county.
- Completing Soft Launch for all 100 counties prior to the October 1 Affordable Care Act application processing milestone.
- Periodic conversion of person history data from EIS to NC FAST during Soft Launch to support accurate determination of Medicaid and Work First benefits.
- Provision of On-Site Support (OSS) resources to each county immediately after Soft Launch.

To ensure a successful Soft Launch, we plan to deliver a blended learning experience that will engage county staff with a combination of online and classroom instruction with realistic system demonstrations and activities based on real world scenarios. The training team analyzed a great amount of information; this includes feedback received during the Job Task Analysis that was performed with the Project 2&6 pilot counties late in 2012, which helped us better understand the day-to-day work of staff who support the Medicaid, Work First, Special Assistance, and Refugee Assistance programs. With this knowledge, we are developing the Project 2&6 training materials that will prepare eligibility workers for the new system features to be deployed this summer.

Due to migration to the Universal Worker model, Project 1 users and new Project 2&6 users will receive Project 2&6 training. The following training modules are planned to be made available as Web-Based Training (WBT) content:

- Reception
- Inquiry Only
- Supervisor
- Medicaid Transportation

With the incorporation of Project 1 users into the training population, the number of concurrent classrooms being used will increase. As a result, the County Readiness team is identifying suitable classrooms. In the meantime, if your county has facilities available, please contact your NC FAST County Readiness Liaison.

To accommodate the large number of trainees, the Training team plans to deliver some training material virtually, allowing for remote learner sessions. This would provide participants greater scheduling flexibility with no travel required. The intended design will be to create content that fully mirrors the content being delivered in the traditional classroom setting. Currently, we are still defining the specific approach and required logistics to make this beneficial to the counties. Exploring this training approach would serve as a means to support ongoing new worker training.

Soft Launch Schedule:

Due to the concurrent training schedule, the NC FAST team will communicate specific training dates on a county-by-county basis. Please refer to the following tables for information regarding Soft Launch, conversion, and planned On-Site Support timeframes.

June 2013 (early July) – Pilot Counties	
Soft Launch	Planned for Monday, June 17, but no later than early July
Conversion Period **(closed cases only)**	Weekend of June 15, but no later than early July
Planned On-Site Support Period	June 17-July 1, but no later than early to mid July
• Chatham • Johnston • Orange	

August 2013 – Group One	
Soft Launch	Monday, August 5
Conversion Period **(closed cases only)**	Weekend of August 3
Planned On-Site Support Period	August 5-August 19
• Bladen • Brunswick • Carteret • Catawba • Columbus • Craven • Cumberland • Duplin • Harnett • Hoke • Jones	• Lee • Lenoir • McDowell • Moore • New Hanover • Onslow • Pamlico • Pender • Robeson • Sampson • Scotland

August 2013 – Group Two	
Soft Launch	Monday, August 19
Conversion Period **(closed cases only)**	Weekend of August 17
Planned On-Site Support Period	August 19-September 2
• Beaufort • Bertie • Camden • Caswell • Chowan • Currituck • Dare • Edgecombe • Franklin • Gates • Granville • Greene • Halifax • Hertford	• Hyde • Martin • Nash • Northampton • Pasquotank • Perquimans • Person • Pitt • Tyrell • Vance • Wake • Warren • Washington • Wayne • Wilson

September 2013 – Group One	
Soft Launch	Monday, September 9
Conversion Period **(closed cases only)**	Weekend of September 7
Planned On-Site Period	September 9-September 23
• Alamance • Alexander • Alleghany • Ashe • Avery • Buncombe • Burke • Caldwell • Davidson • Davie • Durham • Forsyth	• Guilford • Iredell • Mitchell • Randolph • Rockingham • Rowan • Stokes • Surry • Watauga • Wilkes • Yadkin • Yancey

September 2013 – Group Two	
Soft Launch	Monday, September 30
Conversion Period **(closed cases only)**	Weekend of September 28
Planned On-Site Support Period	September 30-October 14
• Anson • Cabarrus • Cherokee • Clay • Cleveland • Gaston • Graham • Haywood • Henderson • Jackson • Lincoln	• Macon • Madison • Mecklenburg • Montgomery • Polk • Richmond • Rutherford • Stanly • Swain • Transylvania • Union

Be assured that NC FAST staff will continue to be available and supportive throughout the transition to NC FAST. As updates are made to the Soft Launch schedule and training approach, the NC FAST team will make you aware. The general timeframe for Hard Launch is September 9, 2013, for the three primary pilot counties, and October 2013 through February 2014 for the remaining 97 counties. There will be one conversion date each month from October through February – the first Monday after the 15th of the month. The Hard Launch date for each county will not be determined until counties have entered Soft Launch. This date will be based in large part on the results of a formal Hard Launch readiness assessment conducted with the leadership teams in each county.

As always, do not hesitate to contact me or any of the NC FAST staff if you have questions or concerns. NC DHHS and NC FAST management are committed to helping increase productivity in the counties and optimizing the NC FAST rollout. Thank you for your continued support as we develop the best approach for Project 2&6: EIS. Because we believe so strongly in the benefits of NC FAST, we are eager to work with each county to help prepare for a successful Soft and Hard Launch.

Sincerely,

Anthony Vellucci

cc: Joseph Cooper, NC DHHS, Chief Information Officer
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