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

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Governor

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Director

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Subject: Revised NC FAST Project 2&6 Soft Launch Schedule

Dear County Director of Social Services:

We want to share the latest update regarding important changes to the NC FAST implementation approach and schedule for Project 2&6. The Soft Launch approach will now have two stages, rather than one, and is defined for the Pilot Counties as follows:

- The Soft Launch date for the three Pilot Counties – Chatham, Johnston, and Orange – will be June 24, 2013. This will include only those applicants who are not currently on any case in EIS (open or closed). This will be referred to as Soft Launch – Stage 1.

- On July 15, 2013, the three Pilot Counties will move to Soft Launch – Stage 2, where clients on closed cases in EIS will be converted to NC FAST.

We will continue to work with the counties as we evaluate best practices to ensure a smooth Project 2&6 implementation. We want to thank all counties for their patience as we modify our approach to best meet everyone's needs. In addition, we want to thank the Pilot Counties for accepting the challenge of being a pilot; their input and knowledge will be of great assistance as we continue to update plans for the remaining statewide rollout.

Soft Launch Schedule:

The updated Soft Launch schedule for the Pilot Counties, including Stage 1 and Stage 2, is as follows:

June 2013 – Pilot Counties	
Soft Launch – Stage 1	Monday, June 24
Soft Launch – Stage 2	Monday, July 15
Conversion Period	Weekend of July 13
Planned On-Site Support Period	June 24-July 8
• Chatham • Johnston • Orange	

August 2013 – Group One	
Soft Launch	Monday, August 5
Conversion Period	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	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	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	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

As always, the NC FAST staff will continue to be available and supportive throughout the transition to NC FAST. The general timeframe for Hard Launch continues to be September 9, 2013, for the 3 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 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 and refine 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 Launch and Hard Launch.

Sincerely,

Anthony Vellucci

cc: Joseph Cooper, NC DHHS, Chief Information Officer
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