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

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Anthony Vellucci
Director

August 14, 2013

Subject: NC FAST Increasing Number of OSS Staff to Support Counties

Dear County Director of Social Services:

The state is responding to feedback received from counties, and is in process of adding additional On-Site Support (OSS) staff to help counties with training, application caseloads and overall NC FAST implementation. These staff will be paid by the state, but located in the county. The number of staff NC FAST will provide to each county is identified in the table below.

However, counties can choose to identify current county staff equal to the number of NC FAST OSS staff shown in the table below to serve as dedicated OSS super users/troubleshooters in your county. Selected county OSS staff will travel to Raleigh to receive comprehensive OSS training as super users. NC FAST will cover allowable travel expenses related to the training. Although these staff will remain county employees, they will be considered OSS staff during the next phase of NC FAST implementation.

Please email the names and contact information for the county staff selected for the OSS role to Keia Parker (keia.parker@dhhs.nc.gov) by COB Friday, August 16, 2013.

For counties that select county staff to serve as OSS super users, NC FAST will allow the county to participate in hiring a temporary worker for their county to replace that worker. These OSS will be state employed, but located in the county. NC FAST will solicit resumes through the state staffing agency, Temporary Solutions, and send the resumes to the county to screen and interview candidates. Once county selections are made, NC FAST will approve candidates and handle the hiring process. Prior to being located in the county, OSS staff will receive initial OSS training in Raleigh.

For counties that do not choose to provide county staff to serve as OSS super users, NC FAST will still provide the number of state OSS staff identified in the table below to be located in the county. These staff will be selected by NC FAST.

A conference call will be held Wednesday, August 21, 2013, from 3:00 to 4:00 p.m. to discuss the OSS staffing and other steps the state is taking to assist counties. Additionally, we will be able to answer any questions the counties may have. The number to call into the meeting will be provided in a separate meeting invitation to attendees.

Please note that smaller counties may be sharing the OSS staff provided by NC FAST, where the staff rotates between the counties. Further details will be available shortly.

County	# OSS Staff NC FAST will Provide to County
Alamance	2
Alexander	1
Alleghany	1
Anson	1
Ashe	1
Avery	1
Beaufort	1
Bertie	1
Bladen	1
Brunswick	1
Buncombe	4
Burke	1
Cabarrus	2
Caldwell	1
Camden	1
Carteret	1
Caswell	1
Catawba	2
Chatham	1
Cherokee	1
Chowan	1
Clay	1
Cleveland	2
Columbus	2
Craven	2
Cumberland	4
Currituck	1
Dare	1
Davidson	2
Davie	1
Duplin	1
Durham	3
Edgecombe	2
Forsyth	3
Franklin	1
Gaston	2
Gates	1
Graham	1
Granville	1
Greene	1
Guilford	5
Halifax	2
Harnett	2
Haywood	1
Henderson	1
Hertford	1

County	# OSS Staff NC FAST will Provide to County
Hoke	1
Hyde	1
Iredell	2
Jackson	1
Johnston	2
Jones	1
Lee	1
Lenoir	1
Lincoln	1
Macon	1
Madison	1
Martin	1
McDowell	1
Mecklenburg	12
Mitchell	1
Montgomery	1
Moore	1
Nash	2
New Hanover	3
Northampton	1
Onslow	2
Orange	2
Pamlico	1
Pasquotank	1
Pender	1
Perquimmans	1
Person	1
Pitt	2
Polk	1
Randolph	2
Richmond	1
Robeson	3
Rockingham	1
Rowan	2
Rutherford	1
Sampson	2
Scotland	1
Stanly	1
Stokes	1
Surry	1
Swain	1
Transylvania	1
Tyrrell	1
Union	2
Vance	1
Wake	5

County	# OSS Staff NC FAST will Provide to County
Warren	1
Washington	1
Watauga	1
Wayne	2
Wilkes	1
Wilson	2

County	# OSS Staff NC FAST will Provide to County
Yadkin	1
Yancey	1

Your continued patience and cooperation in this matter is greatly appreciated. NC DHHS and NC FAST management are working 24/7 to help counties and optimize the NC FAST rollout. As always, do not hesitate to contact me or your county liaison if you have questions or concerns.

Sincerely,

Anthony Vellucci

cc: Joseph Cooper, NC DHHS, Chief Information Officer
Sherry Bradsher, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
Laketha Miller, NC DHHS Controller
Rob Kindsvatter, NC DHHS Division of Child Development and Early Education, Director
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
Wayne Black, NC DHHS Division of Social Services, Director
Carol Steckel, NC DHHS Division of Medical Assistance, Director
Karen Tomczak, NC DHHS Division of Information Resource Management, Director

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