North Carolina Department of Health and Human Services
Division of Information Resource Management
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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Karen Tomczak, Chief Information Officer

June 4, 2009

Subject: Scheduled Termination of NC FAST Support for SDI

Dear County Director of Social Services:

On December 23, 2008, the Department of Health and Human Services awarded a software contract to Cúram Software Inc. for the North Carolina Families Accessing Services through Technology (NC FAST) Case Management software solution for human and social services. The NC FAST Case Management system will replace existing functionality in 19 NC DHHS-supported legacy system applications currently used to manage Adult and Family Services, Child Care, Child Welfare Services, Energy Assistance, Food and Nutrition Services, Medicaid, Refugee Assistance, Special Assistance for Adults, and Work First.

The Service Delivery Interface (SDI), an early project of NC FAST, was developed to connect case management systems built and maintained by county departments of social services to the current legacy system maintained by NC DHHS that delivers food and nutrition services. When county systems connect to the NC DHHS legacy Food Stamp Information System (FSIS), caseworkers enter data only once to complete transactions. In July 2009, NC FAST will begin work to develop the NC FAST Case Management system, which includes functionality for food and nutrition services.

The NC FAST Case Management system will also provide functionality that replaces SDI in its entirety. On October 31, 2009, NC FAST will stop all new SDI development support activities in order to shift resources to system development and implementation work for the new NC FAST Case Management system. NC FAST will continue to support and work with those counties who have already adopted SDI. Once the new Case Management system design is complete, all counties using SDI will need to modify their county systems to now interface with the new NC FAST Case Management system.

We are currently freezing any further SDI implementations for counties who have not already officially contacted the NC FAST Team. For those counties who have contacted the NC FAST Team concerning SDI, we are encouraging you to consider the impacts of the new NC FAST Case Management system implementation.

If you intend to continue efforts to implement SDI, please evaluate whether it will be cost-effective and will provide sufficient short term benefits since SDI will be changing in the near future. Please submit a letter to the NC FAST Program describing the expected timeline and work effort for SDI implementation as well as a statement acknowledging that you understand that all SDI county implementations must be completed by October 31, 2009, and that SDI will be replaced in its entirety with the NC FAST Case Management system. The NC FAST team will submit all requests to the NC FAST Executive Advisory Committee for approval before moving forward with any future SDI efforts.

We appreciate your continued support and collaboration as we move forward with the next phases of the NC FAST Program.

If you have any questions, please contact either Angela Taylor at (919) 855-3260 or email at Angela.Taylor@dhhs.nc.gov, or Mark Barnhart at (919) 855-3202 or email at Mark.Barnhart@dhhs.nc.gov.

Sincerely,

Angela Taylor

Angela Taylor
Social and Economic Applications Management IT Director

cc: Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations
Karen Tomczak, NC DHHS, Chief Information Officer
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
Deborah Cassidy, NC DHHS Division of Child Development, Director
Craigan Gray, NC DHHS Division of Medical Assistance, Director
Sherry Bradsher, NC DHHS Division of Social Services, Director
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