August 26, 2010

Subject: Recruitment for NC FAST Case Management Implementation Pilot Counties

Dear County Director of Social Services:

Many counties have expressed interest in being pilot counties for the NC FAST Case Management implementation. It is critical to NC FAST's success to enlist the assistance and cooperation of a cross section of county departments of social services to serve as pilots for each Integration Project.

NC DHHS expects to announce award of the NC FAST Case Management Solution Integration contract soon. We are starting the process of recruiting and selecting a total of 4 pilot counties for the first Integration Project, Global Case Management and Food and Nutrition Services (FNS), and the second Integration Project, Screening and Intake for Work First (TANF), Medicaid, Special Assistance and Refugee Assistance — (Eligibility Information System (EIS) Part 1).

The NC FAST Executive Advisory Committee approved criteria for selection of pilot counties at its May 2010 meeting, based on input from NC FAST stakeholders. These criteria are as follows, in no particular order:

- Adequately trained, experienced, and available staff
- Strong/supportive administration
- Excellent work flow processes defined
- Excellent training programs for staff
- Good results from application monitoring (Medicaid only)
- Good results from QC Error Rate (FNS only)
- Management evaluation results are above average (FNS only)
- Average processing time is better than the statewide average
- Timely completion of case reviews
- Referrals from field representatives
- Staff are assigned to multiple programs (i.e., "generic")
- Staff are assigned to a single program (i.e., "program-specific")
- Approach to handling issues/concerns
- Use of an existing county case management application/system. (NC FAST seeks to choose a county with an existing application/system as 1 of the 4 pilot counties in order to test certain NC FAST functionality. The expectation is that a county may continue to use its existing application/system in conjunction with NC FAST once NC FAST is implemented.)

Counties are not expected to meet every criterion from this list. It is possible that an interested county may be selected for pilot even if it meets only some of the criteria.

Rollout for the first Integration Project will begin on or about November 1, 2011. Rollout for the second Integration Project is scheduled to begin on or about February 1, 2013. The pilot phases for each integration project, accordingly, will begin and end a few months before these dates.

A significant amount of work will be conducted by the pilot counties. The heaviest commitment period will be during the formal pilot phases. Prior to the pilot phases, pilot counties will be expected to help during User Acceptance Testing (UAT); for example, running test cases, performing ad-hoc testing, handling weekly test calls, and documenting results. Prior to UAT, pilot counties will need to be available for consultation; for example, reviewing and commenting on project documentation. Responsibilities may also include activities such as consulting on detail designs and serving as a focus group(s).

While being a pilot county is a serious commitment, it does come with many benefits, such as direct input during the design and build phases, hands-on experience during UAT, first-hand knowledge of the NC FAST Case Management System, and the satisfaction of helping change the way North Carolina delivers benefits and services to our residents.

NC FAST will host a conference call Monday, September 13, 2010 from 2 – 4 p.m. The purpose of this call is to set additional expectations of what it means to be a pilot county, and address any questions or concerns counties may have in regard to volunteering to become a pilot county. The high-level implementation schedule will be discussed, as well as more details regarding the time and staff commitment involved.

County directors of social services and the NC FAST technical and infrastructure points of contact for each county will be e-mailed the conference call telephone number a few days before the conference call. For logistical reasons, one caller per county will be accepted. If you would like more than one person in your county to participate in the call, please arrange locally for all such persons to attend the call together from your location.

Once all Volunteer Forms have been received, these are the next steps:

1. Each county that volunteered will receive an in-depth questionnaire to fill out and return.

2. A second conference call will be scheduled sometime in October, 2010. The purpose of this call will be to discuss further details and expectations, as well as a more refined high-level implementation schedule, based on an approved Project Work Plan with specific dates.

3. The Executive Advisory Subcommittee (EAS) will review the returned questionnaires from all counties that volunteered and then select the 4 pilot counties: 3 counties that will use the NC FAST case management system, and 1 county that will use an existing case management system and interface with the NC FAST system.

4. The EAS will make a recommendation to the Executive Advisory Committee (EAC) regarding the EAS selection of 4 pilot counties.

5. The EAC will review the recommendation, and will need to approve it before further steps are taken.

The pilot process may present significant challenges to you and your staff. Please ensure that you are aware of the responsibilities and expectations as you consider this opportunity to volunteer to be a pilot county.

Please complete the attached form to communicate your agency's intention to volunteer for consideration to be a pilot county, and return it by **September 30, 2010**.

Thank you for your interest. If you have questions, please contact Mark Barnhart, NC FAST Readiness Coordinator, at (919) 855-3202 or mark.barnhart@dhhs.nc.gov at your convenience.

Sincerely,

Angela Taylor
NC DHHS Division of Information Resource Management, Social and Economics Applications Management Unit, Associate

Enclosure (1):   *2010 0826 Pilot County Volunteer Form.doc*

cc: Dan Stewart, NC DHHS Assistant Secretary for Finance and Business Operations
         Maria F. Spaulding, Deputy Secretary for Long-Term Care and Family Services, Office of Long-
                  Term Services and Supports
         Karen Tomczak, NC DHHS Chief Information Officer
         Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
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