

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

2033 Mail Service Center • Raleigh, NC 27699-2033

Tel: 919-707-4000 • Fax: 919-510-4388

Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Anthony Vellucci, Director

October 10, 2012

Subject: Updated NC FAST Implementation Approach and Schedule for Hard Launch – Stage 2

Dear County Director of Social Services:

We want to share the latest update regarding the project Hard Launch – Stage 2 schedule. As a reminder, at Hard Launch – Stage 2, all active FSIS cases will be converted into NC FAST and all FSIS processing will be turned off completely. All processing will then take place in NC FAST.

Prior to Hard Launch – Stage 2, a second 2.5 day training session will be delivered. This session will prepare your county to complete the conversion of cases from FSIS to NC FAST, process recertifications and process case changes. The NC FAST County Readiness team is working to schedule training locations within each group of counties. The intent is to make training locations convenient to each county, similar to the Wave 1 classroom training prior to Soft Launch.

The project team gathered and reviewed a considerable amount of county readiness information and developed a Hard Launch – Stage 2 schedule that balances the following considerations:

- Upcoming recertification milestones for cases entered during soft launch for each county.
- Application volumes entered in NC FAST to date for soft launch counties.
- Known technical readiness challenges in each county.
- Balancing relative size of each group taking into consideration available On Site Support (OSS) staff and the number of classrooms required.

The following presents a summary of each Hard Launch – Stage 2 group:

<b>November (Group 1)</b>	
Hard Launch – Stage 2 Date	Tuesday, November 13
Training Timeframe (Locations TBD)	Monday, October 29 – Friday, November 9
Conversion Period	Weekend of November 10
Planned On-Site Support Period	Tuesday, November 13 – Friday, November 30
<b>Counties in Group 1</b>	
<ul style="list-style-type: none"> <li>• Camden</li> <li>• Caswell</li> <li>• Chatham</li> <li>• Chowan</li> <li>• Cumberland</li> <li>• Currituck</li> <li>• Dare</li> <li>• Duplin</li> </ul>	<ul style="list-style-type: none"> <li>• Lenoir</li> <li>• Moore</li> <li>• New Hanover</li> <li>• Orange</li> <li>• Pasquotank</li> <li>• Pender</li> <li>• Perquimans</li> <li>• Robeson</li> </ul>



Location: 3724 National Drive • Camden Building • Raleigh, NC 27612  
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November (Group 1)	
<ul style="list-style-type: none"> <li>• Greene</li> <li>• Hoke</li> <li>• Hyde</li> <li>• Jones</li> <li>• Lee</li> </ul>	<ul style="list-style-type: none"> <li>• Sampson</li> <li>• Scotland</li> <li>• Wayne</li> <li>• Washington</li> </ul>

December (Group 2)	
Hard Launch – Stage 2 Date	Monday, December 17
Training Timeframe (Locations TBD)	Monday, November 26 – Friday, December 14
Conversion Period	Weekend of December 15
Planned On-site Support Period	Monday, December 17 – Friday, January 11
Counties in Group 2	
<ul style="list-style-type: none"> <li>• Beaufort</li> <li>• Bertie</li> <li>• Bladen</li> <li>• Brunswick</li> <li>• Columbus</li> <li>• Edgecombe</li> <li>• Franklin</li> <li>• Gates</li> <li>• Halifax</li> </ul>	<ul style="list-style-type: none"> <li>• Harnett</li> <li>• Hertford</li> <li>• Nash</li> <li>• Northampton</li> <li>• Onslow</li> <li>• Pitt</li> <li>• Tyrrell</li> <li>• Vance</li> <li>• Warren</li> </ul>

January (Group 3)	
Hard Launch – Stage 2 Date	Tuesday, January 22
Training Timeframe (Locations TBD)	Wednesday, January 2 – Friday, January 18
Conversion Period	Weekend of January 19
Planned On-Site Support Period	Tuesday, January 22 – Friday, February 8
Counties in Group 3	
<ul style="list-style-type: none"> <li>• Alamance</li> <li>• Alexander</li> <li>• Alleghany</li> <li>• Ashe</li> <li>• Avery</li> <li>• Burke</li> <li>• Caldwell</li> <li>• Cleveland</li> <li>• Craven</li> <li>• Davie</li> <li>• Durham</li> <li>• Gaston</li> <li>• Granville</li> <li>• Iredell</li> <li>• Lincoln</li> <li>• Madison</li> </ul>	<ul style="list-style-type: none"> <li>• Martin</li> <li>• McDowell</li> <li>• Mitchell</li> <li>• Person</li> <li>• Polk</li> <li>• Rockingham</li> <li>• Rutherford</li> <li>• Stokes</li> <li>• Surry</li> <li>• Wake</li> <li>• Watauga</li> <li>• Wilkes</li> <li>• Wilson</li> <li>• Yadkin</li> <li>• Yancey</li> </ul>



October 10, 2012

February (Group 4)	
Hard Launch – Stage 2 Date	Monday, February 18
Training Timeframe (Locations TBD)	Monday, January 28 – Friday, February 15
Conversion Period	Weekend of February 16
Planned On-Site Support Period	Monday, February 18 – Friday, March 1
Counties in Group 4	
<ul style="list-style-type: none"> <li>• Anson</li> <li>• Cabarrus</li> <li>• Cherokee</li> <li>• Clay</li> <li>• Davidson</li> <li>• Forsyth</li> <li>• Graham</li> <li>• Haywood</li> <li>• Henderson</li> <li>• Jackson</li> </ul>	<ul style="list-style-type: none"> <li>• Macon</li> <li>• Mecklenburg</li> <li>• Montgomery</li> <li>• Randolph</li> <li>• Richmond</li> <li>• Rowan</li> <li>• Stanly</li> <li>• Swain</li> <li>• Transylvania</li> <li>• Union</li> </ul>

The following are additional project updates:

*Soft Launch.* All 100 counties will be fully soft launched on NC FAST on Monday, October 22, 2012. We thank you for your support in helping us to get to this significant milestone. We strongly encourage each county to put as many applications as possible into NC FAST during the Soft Launch period. This will help your staff increase their proficiency and comfort with the new system, which will be essential for a smooth Hard Launch.

*Hard Launch - Stage 1 (application entry in FSIS is disabled).* Phase 1 Counties have all proceeded to Hard Launch – Stage 1 effective October 1. These counties have made excellent strides in increasing their NC FAST application entry volumes over the past few weeks and are now entering new applications only in NC FAST. On November 1, Phase 2 Counties will go to Hard Launch – Stage 1 and the remaining Phase 3-5 Counties will go to Hard Launch – Stage 1 on December 1, with the exception of Caswell and Orange County, which will move directly to Hard Launch – Stage 2 on November 13. As a reminder on these dates, FSIS will be turned OFF for new applications ONLY, while still available for recertifications and other processing required for existing cases. No additional face-to-face training will be required as staff are still processing applications only.

*On Site Support (OSS).* NC FAST is creating a team of 70 OSS resources to support counties as they go through Hard Launch – Stage 2. OSS staff will be allocated to the counties using a ratio of approximately 1 OSS for every 20 FNS staff (with a minimum of 1 per county). These resources will provide on-site support for approximately 2 weeks immediately after Hard Launch – Stage 2. These resources are intended to help your FNS staff as they transition fully to NC FAST. It is vital that each county prepare its own plan for long-term in-house support of NC FAST. Your in-house resources should work closely with OSS resources when they are at your county to maximize knowledge transfer to your support staff.


We recently heard excellent feedback from the Pilot Counties as the cases they entered in May are coming up for recertification. NC FAST is able to process these transactions more quickly than was ever possible in FSIS. While case conversion can be a challenge for the six months after Hard Launch – Stage 2, the long-term benefits of NC FAST are compelling.

Be assured that NC FAST staff will continue to be available and supportive as your FNS staff complete their transition to NC FAST. As always, do not hesitate to contact me or any of the NC FAST staff if you have questions or concerns.



DHHS and NC FAST Management are committed to helping increase productivity in the counties and optimizing the NC FAST rollout. We thank you for your patience as we continue to adapt and improve the implementation and training approach based on your valuable feedback. Because we believe so strongly in the benefits of NC FAST, we are confident that getting all counties using it sooner is the right approach.

Sincerely,



Anthony Vellucci

cc: Beth Melcher, NC DHHS, Deputy Secretary for Health Services  
Maria F. Spaulding, NC DHHS, Deputy Secretary for Long-Term Care and Family Services  
Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations  
Laketha Miller, NC DHHS Controller  
Michael Watson, NC DHHS Division of Medical Assistance, Director  
Deborah Cassidy, NC DHHS Division of Child Development and Early Education, Director  
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director  
Sherry Bradsher, NC DHHS Division of Social Services, Director  
Karen Tomczak, NC DHHS, Chief Information Officer

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