



**North Carolina Department of Health and Human Services
Division of Information Resource Management
North Carolina Families Accessing Services through Technology (NC FAST) Program**

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Beverly Eaves Perdue, Governor
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Karen Tomczak, Chief Information Officer
Anthony Vellucci, Program Director

January 13, 2012

Subject: Project 1: Global Case Management and Food and Nutrition Services
Implementation Plan Update

Dear County Director of Social Services:

As February approaches and counties prepare to implement Project 1: Global Case Management and Food and Nutrition Services (FNS), I want to provide a status update and the next steps for Project 1 implementation. The NC Department of Health and Human Services and NC FAST Program leadership are focused on delivering a quality system to the counties. As a result, the approach for NC FAST rollout has been refined to make this transition the most beneficial to our county partners.

Our goal throughout implementation is to anticipate how to meet the counties' needs, resulting in providing the best customer service possible. Consequently, we developed the following plan:

- During the weeks of February 13 and February 20, User Acceptance Testing (UAT) will begin with NC FAST readiness staff visiting all Pilot Counties and validating converted cases within NC FAST.
- From February 27 through March 23, one NC FAST Pilot County, Johnston County, will conduct extensive testing with their staff and County Champion. NC FAST readiness and training staff will be onsite in Johnston County to provide guidance, share information and receive feedback.
- During the week of March 26, UAT training will occur in Raleigh with all Pilot Counties.
- The period of April 2-13 will be dedicated to structured UAT of the NC FAST system and data. Structured UAT will occur at the NC FAST Program site in Raleigh.
- Structured UAT will be followed by unstructured testing from April 16-27, followed by Pilot Counties going live on May 7 with a phased approach for statewide implementation.
- Attached is the Project 1 implementation schedule. Full statewide implementation of NC FAST Project 1 will be completed on schedule the end of October 2012.

We are very excited to work collaboratively with you throughout 2012 to make this implementation a success, and are confident that the results will enhance county operations and allow for better service to you and your customers. If you have questions, please contact Melodee Stokes, NC FAST Implementation Manager, at (919) 707-4018 or Melodee.Stokes@dhhs.nc.gov.



Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
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Sincerely,



Anthony Vellucci

Enclosure (1): 2012 0112 Project 1 Implementation Schedule

cc: Michael Watson, 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
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