



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Dear NC FAST Users,

To support county leadership who are working to temporarily stagger staff schedules during the COVID-19 event, NC FAST has worked with other state vendors to update NC FAST system availability starting tonight, Tuesday, March 17, 2020.

The new NC FAST system availability hours are as follows, with a few exceptions noted below:

- **NEW:** Monday-Saturday: **6 am – 9 pm** Current system hours are 5am – 7pm.
- **NEW:** Sundays: **Noon – 9 pm** Current system hours are Noon – 7pm.

The following are exceptions to the new schedule:

- On the **2nd last and last business days of the month and the 1st business day of the month**, the system will be unavailable beginning at 8 pm. This will allow for month-end processing to occur.
- Any nights that require **special processing related to COVID-19 requests like FNS Supplement issuances**. The NC FAST team will try to hold these activities on weekends where possible but if not, the system may have to come down early those nights. This will be communicated as early as possible to the counties for scheduling and staffing.

Note that the tradeoff of this new schedule means there is a possibility that client benefits being loaded to EBT cards could be delayed. If this should happen, counties will be notified as soon as possible.

Please find attached the updated NC FAST System Availability calendar reflecting these changes. As always, the NC FAST calendar will be posted on FAST Help and any changes to this schedule will be communicated as soon as possible.

The NC FAST Help Desk is also working on implementing extended hours and this information will be communicated as soon as possible.

The NC FAST team hopes this will help in scheduling and processing of beneficiary cases during this time.

Sincerely,

The NC FAST Team