

DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF SOCIAL SERVICES
CHILD WELFARE SERVICES

ROY COOPER
GOVERNOR

MANDY COHEN, MD, MPH
SECRETARY

WAYNE E. BLACK
DIRECTOR

February 5, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

SUBJECT: INCORPORATING PROGRAM IMPROVEMENT PLAN MODIFICATIONS INTO NC FAST P4

We are beginning the work to incorporate modifications to the Program Improvement Plan (PIP) into NC FAST P4. The scheduled roll out of these modifications is July 2018. As has been our routine, the NC FAST team needs the input from counties to design these changes. Because of your county's status as a CFSR-PIP pilot county, we need your support to complete this work. County participation is vital to the successful development of NC FAST. We are building a system that supports policy and effectively documents services provided to the families and children we serve.

The modifications to policy include all areas of child welfare. We would like to staff two teams consisting of staff from NCDSS, PIP pilot counties, and NC FAST. These teams will be divided into general content areas: Intake/Assessments and In-Home Services/Out-of-Home Services. From the collective pilot counties, we are sure that we can get a representation of a range of county size, geography, and program knowledge.

Each county will need to identify at least two individuals to participate throughout the various phases of software development. We are asking you to identify staff members familiar with the modified manual requirements and the application of these policies in the child welfare business processes.

County participants will attend a "kick-off" event either in-person or virtually scheduled for February 14th, 2018, at 9 to 10:30 am. Following the kickoff meeting, county participants can expect a commitment of time as follows:

- One remote meeting per week for the design phase, with each meeting lasting 2-4 hours. This phase begins in mid-February and extends through March (six weeks). Participants will partner with NC FAST developers to break down the PIP requirements into requirements to build the software.
- The design phase will be followed by the build phase in April and May, with demos occurring via a 2-hour webinar every week for the county participants. During the webinars, the NC FAST Design team will build and design screen flows that show how the software will work

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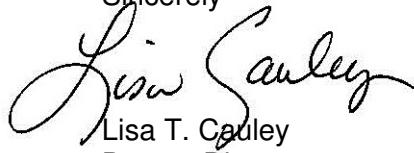
AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- After Build has completed, additional time from the county participants will be required for the Testing phase, which is scheduled for mid-May-June. Testing will be conducted on-site at RTP and will last for three days. Travel will be reimbursed by NC FAST.
- The final product will be delivered in the July 15, 2018 software upgrade release.

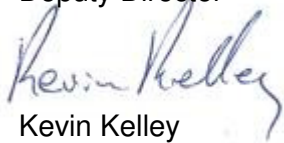
We require participation from each pilot county and ask that you identify at least 2 and no more than 4 staff members who can be actively engaged in this process. To register your staff members, please go to <https://www.surveymonkey.com/r/STXTRCT> to complete the brief registration. Please complete the registration by February 7, 2018.

If you have any questions please contact Rick Thompson at rick.thompson@dhhs.nc.gov. *Thank you for your input to make NC FAST work for everyone.*

Sincerely



Lisa T. Cauley
Deputy Director



Kevin Kelley
Services Business Manager
Office of NC FAST

CWS-05-2018