



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
MICHAEL BECKETTS • Assistant Secretary for Human Services

October 24, 2018

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: NC FAST Security Officers and NC FAST System Administrators

SUBJECT: Five New Security Roles for NC FAST Child Welfare

We are pleased to inform you that five new NC FAST security roles have been created for the Director, Child Welfare Program Manager, and Child Welfare Social Worker Supervisor roles responsible for providing oversight to both Child Welfare (CW) and Economic Benefits (EB) programs. The five new security roles are DSS Eligibility Director, Child Welfare Program Eligibility Manager, Child Welfare Program Manager EBI, Child Welfare Eligibility Supervisor, and Child Welfare Social Worker Supervisor EBI. These roles are currently available in NC FAST. In addition, the current DSS Director role was enhanced to include additional read access to eligibility case information.

The new DSS Eligibility Director, Child Welfare Program Eligibility Manager, and Child Welfare Eligibility Supervisor roles provide update access for both Child Welfare and Economic Benefits. The Child Welfare Program Manager EBI and Child Welfare Social Worker EBI roles provide update access to Child Welfare and read only to EB. The System Administrators will use the following information to setup the new user roles:

Role Name	Role	Application
DSS Eligibility Director	NFCSEBDIRECTOR	NFCSDssEBDirectorHome
Child Welfare Program Eligibility	NFCSPROGRAMEBMANAGER	NFCSProgramEligMgrHome
Child Welfare Program Manager EBI	NFCSPROGRAMMANAGEREBI	NFCSProgramMgrEBIHome
Child Welfare Eligibility Supervisor	NFCSCWEBSUPER	NFCSEBSupervisorHome
Child Welfare Social Worker Supervisor EBI	NFCSCWSUPEREBI	NFCSSupervisorEBIHome

Due to the complexity of these roles and audit findings of errors within EB, directors requesting access to the newly created DSS Director Eligibility role must complete the required eligibility training. Documentation of the completed training must be maintained on file and provided if an audit is conducted.

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Child Welfare Program Managers and Child Welfare Social Worker Supervisors requesting access to the newly created Child Welfare Program Eligibility Manager role and Child Welfare Eligibility Supervisor role must have the responsibility of managing both programs in their job description and must complete the required eligibility training before access can be granted. Documentation of the completed training and job description must be maintained on file and readily available if an audit is conducted.

Child Welfare Program Managers and Child Welfare Social Worker Supervisors requesting access to the Child Welfare Program Manager EBI and Child Welfare Social Worker Supervisor EBI must have the responsibility of managing both programs in their job description before access can be granted. These roles provide update access to Child Welfare and inquiry only to Economics Benefits. Training is not required but is recommended to assist with navigation.

These requirements were agreed upon by DHHS Executive Management, Divisional Management, NC FAST Management, Office of Attorney General, and Office of General Counsel. A list of the required training is attached (CWS-45-2018, Attachment 1, Required Courses.xlsx) along with a copy of the job aid regarding Blended Roles in NC FAST (CWS-45-2018, Attachment 2, Blended Roles in NC FAST.docx).

In addition, all 100 directors of social services can be given access to the current DSS Director role granting update access to CW and read only access to EB. The expectation is no Child Welfare updates will be performed in NC FAST until your county has rolled out in NC FAST Child Welfare.

The System Administrators will use the following information to setup the DSS Director user role:

Role Name	Role	Application
DSS Director	NFCSDIRECTOR	NFCSDssDirectorHome

If you have any questions, please contact Tracy Hicks at [tracy.hicks@dhhs.nc.gov](mailto:tracy.hicks@dhhs.nc.gov).

CC: Tracy Hicks, NCDHHS, Office of NC FAST, Client Services & Support Manager

Sincerely,



Michael Becketts, Assistant Secretary for Human Services



Angela Taylor, Director NC FAST

CWS-45-2018