



North Carolina Department of Health and Human Services  
Division of Social Services

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Wayne E. Black  
Division Director

July 25, 2013

Dear County Director:

As many of you are aware, on Monday July 15, the NC FAST project team rolled out a scheduled update to the FNS screens in the system to accommodate the upcoming Project 2&6 pilot. The updates have affected the way cases are processed in the system and, as a result, many of our counties are reporting challenges with data keying errors and slower-than-usual processing speeds, especially during peak operating hours.

We understand that these updates presented a significant learning curve for staff on short notice and we are taking steps to ensure that adequate notice of changes is provided moving forward. I have heard from a number of counties that are having a much smoother transition after following the guidance and encourage you and your staff to consult the training tool for information about the update.

I also want to let you know that the department is responding to your concerns with the following immediate actions:

- Bringing additional servers on line to support NC FAST functionality and speed processing times.
- Evaluating the need for additional over the shoulder support to counties.
- Conducting Operational Readiness Workshops across the state in anticipation of future changes and upgrades to NC FAST.

We appreciate your ongoing work to fulfill the goals of our Work Support Strategies initiative to change the way we do business and provide a more efficient and more effective customer experience for the public. As with any new initiative, our challenges are getting more attention from media and our stakeholders than are our successes. I'd like to reiterate:

- NC FAST and Work Support Strategies are aimed at dramatically improving the way services are provided at local DSS offices.
- Moving from an outdated paper-based system to an online case management system that allows clients to work with one person for needed services is not a small task.
- As we continue to bring new parts of the system online it will be important for staff to re-train and adapt as there will be additional learning curves that must be managed.
- DHHS will continue to seek feedback and learn from the experiences of the counties, sharing best practices and listening to your suggestions.

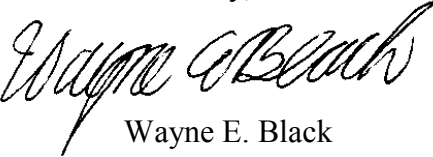
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Tel 919-527-6335 • Fax 919-334-1265

Location: McBryde • 820 S. Boylan Street • Raleigh, NC 27603  
Mailing Address: 2401 Mail Service Center • Raleigh, NC 27699-2401  
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We value the partnership between DHHS, the DSS Directors Association and all of our local partners. We thank you for your patience as we continue to work to maintain and improve our communication with you during the roll-out and implementation of NC FAST statewide.

Sincerely,



Wayne E. Black

DIR-02-2013

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