



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

April 4, 2014

Dear County Director of Social Services:

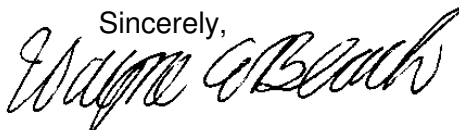
Staff of the Department of Health and Human Services has spent a considerable amount of time reviewing and preparing responses to the 100 plus specific "Issues/Concerns" included on the matrix which was presented by the leadership of NCACDSS to Secretary Wos on March 13, 2014. Each County Director of Social Services will receive a copy of the document. Responses have been completed to the best of our combined ability. Please note that these Issues/Concerns have been color-coded on the matrix as follows: (1) Green-Closed; (2) Yellow-Work is still in process; (3) Red-Not feasible at this time; and Blue-Referred to either the NC FAST Enhancement List or the NC FAST Pilot User Group. These recommendations will be used to enhance system outcomes.

In order to provide ongoing opportunities for county feedback and recommendations, a new "NC FAST Enhancement and Improvement Input Survey" has been developed by our NC FAST Team and is being sent to County Champions. The survey includes the "Top 17 NC FAST Priority List" of potential enhancements and improvements for prioritization by your County Champion. We are requesting that County Champions coordinate feedback from staff from your county and submit only one (1) response to the survey questions. County Directors are encouraged to be engaged in this process and review the responses from your county prior to submission.

We plan to discuss the use of this survey and feedback received at the statewide meeting of DSS Directors on April 10, 2014. We will also discuss feedback regarding the matrix of Issues/Concerns.

We look forward to continuing to work together to enhance service delivery to the citizens of North Carolina.

Thank you.

Sincerely,

Wayne E. Black

WEB/arg

DIR-06-2014

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