North Carolina Department of Health and Human Services

2001 Mail Service Center • Raleigh, North Carolina 27699-2001
Tel: 919-733-4534 • Fax: 919-715-4645

Beverly Eaves Perdue, Governor   Lanier M. Cansler, Secretary

November 6, 2009

Subject: NC FAST Update and Minimum System Requirements and Recommendations to
           Access NC FAST

Dear County Director of Social Services:

In December, 2008, NC DHHS announced that a core case management solution for human and
social services was procured from Cúram Software, Inc. The department's next step was to procure
the services of an integration vendor to build and install North Carolina Families Accessing
Services through Technology (NC FAST) Case Management using the Cúram product. The Request
for Proposal (RFP) to procure the integration vendor has recently obtained the required federal and
state approvals and will be posted soon.

This RFP would have been posted earlier this year, but was delayed during federal review due to
concerns about the Fast Track approach to NC FAST implementation. To alleviate the federal
partners' concerns, the RFP was revised to remove the Fast Track approach and was resubmitted.
During the period between federal reviews, the NC FAST Team continued with project tasks, such
as performing a gap analysis, to prepare for the integration vendor beginning work on NC FAST.

The department encourages county departments of social services and allied agencies to also take
advantage of the extra time to prepare for NC FAST implementation. To that end, the NC FAST
Team has composed a statement of minimum system requirements and recommendations (available
at http://www.ncdhhs.gov/ncfast/hottopics/cmminreqs.html) for computer workstations to run the
NC FAST Case Management system successfully. Program, business and technical managers and
administrators responsible for deploying business solutions that support the county departments of
social services, and allied agencies should review the statement and consider the specifications of
their local systems.

County departments of social services and allied agencies can also use the next few months to
consider procurement of adequate imaging hardware and Enterprise Document Management (EDM)
solutions. EDM solutions used in previous Cúram Software implementations include FileNet and
IBM Content Management, although other solutions may have advantages for your agency. In
addition, consideration toward procurement of common imaging hardware and EDM solutions
among counties and agencies is encouraged to promote continuity and ease of information exchange.

County departments of social services and allied agencies are also encouraged to collaborate when
identifying naming conventions and standards for essential (i.e., policy driven and directed)
imaging needs. For example, if a document is not available in one county, the county can identify
availability of the document in another county, and facilitate document transfer.

The Cúram solution has the capability to generate and store documents that are available to all
counties. The solution also has the capability for a county user to link a scanned document that was
created external to the Cúram solution to a customer record and/or case record, but these externally
generated documents are not available to users in another county.

Thank you for your attention to this matter. If you have questions, please call the NC FAST Program at (919) 855-3201, or e-mail ncfast@ncmail.net.

Sincerely,

Dan Stewart
NC DHHS Assistant Secretary for Finance and Business Operations

cc: Maria F. Spaulding, Deputy Secretary for Long-Term Care and Family Services Office of Long-Term Services and Supports
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
Deborah Cassidy, NC DHHS Division of Child Development, Director
Craigan Gray, NC DHHS Division of Medical Assistance, Director
Sherry Bradsher, NC DHHS Division of Social Services, Director
Laketha Miller, NC DHHS Controller
Karen Tomczak, NC DHHS Chief Information Officer
Angela Taylor, NC DHHS Division of Information Resource Management, Social and Economics Applications Management Unit, Associate
Anthony Vellucci, NC DHHS Division of Information Resource Management, NC FAST Program Director
Wanda Mandeville, NC DHHS Division of Information Resource Management, Financial Management Section, Director

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