



North Carolina Department of Health and Human Services
Division of Information Resource Management
North Carolina Families Accessing Services through Technology (NC FAST) Program
2033 Mail Service Center • Raleigh, NC 27699-2033
Tel: 919-707-4000 • Fax: 919-510-4388

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Karen Tomczak, Chief Information Officer
Anthony Vellucci, Program Director

August 31, 2011

Subject: NC FAST and County Staff Collaboration – Readiness Coordinators, Liaisons, County Champions and Super Users

Dear County Director of Social Services:

As the NC FAST Implementation Team continues to share information and educate county departments of social services employees across the state on NC FAST, it is a top priority for me that you are kept informed of the program's progress and have clear, direct avenues for communication. As you continue to form and grow your relationships with NC FAST Implementation staff, it is important that all your questions or concerns be addressed.

The Readiness Coordinators and Liaisons are ready to assist you. They are your direct source to information regarding NC FAST. Where you have established relationships with a Readiness Coordinator and/or Liaison, do not hesitate to email or call them with questions. Please also encourage staff to refer to the NC FAST website (www.ncdhhs.gov/ncfast/), which is being redesigned for release end of September 2011, and to email questions or concerns to NC FAST at ncfast@dhhs.nc.gov. You are guaranteed to receive a timely, thorough response.

In addition, to ensure every county across North Carolina has access to a Liaison and is gaining as much information as possible about NC FAST, I'd like to request that if you have not already identified a County Champion for your county, please identify the person that would best serve in this role. The person chosen as County Champion should be familiar with your county's operations, with preferred knowledge of the FNS processes, and be energetic and enthusiastic about NC FAST. Please complete the attached County Champion Form.

Likewise, in evaluating the needs of each county department of social services as well as the clients, a plan has been established to manage FSIS cases that are transferring from an NC FAST converted county to a non-converted county. Two Super Users (one primary and one secondary) will need to be identified in all counties except for the Pilot Counties. Please note that although Buncombe and Union Counties are alternate pilot counties, they will need to identify two Super Users. The two staff members identified will manage cases that transfer from a converted county to a non-converted county and will be offered training beginning in December 2011. Please complete the attached County Super User Form.

After completing the County Champion and Super User Forms, please email them to Mark Barnhart at mark.barnhart@dhhs.nc.gov by **September 30, 2011**. If you are unable to email the document to Mark, you may fax it to **919-510-4388**.



Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
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This is an exciting time for NC FAST and a significant transition for county departments of social services staff, which may raise concerns about the unknown. I want to make sure the process is as transparent and collaborative as possible. We are making great progress, and I want to provide you with many avenues for gaining information about NC FAST. I will continue to work with my staff to develop helpful resources and tools for sharing information with you as the program grows. If you have suggestions or ideas for how we can better keep you informed, email these to ncfast@dhhs.nc.gov.

Thank you for your continued commitment to this program and for partnering with us.

Sincerely,



Anthony Vellucci

Enclosures (2): *County Champion Form*
Super User Form

cc: Michael Watson, NC DHHS, Deputy Secretary for Health Services
Maria F. Spaulding, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
Dan Stewart, NC DHHS, Assistant Secretary for Finance and Business Operations
Laketha Miller, NC DHHS Controller
Craig L. Gray, NC DHHS Division of Medical Assistance, Director
Deborah Cassidy, NC DHHS Division of Child Development and Early Education, Director
Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
Sherry Bradsher, NC DHHS Division of Social Services, Director
Karen Tomczak, NC DHHS, Chief Information Officer
Anthony Vellucci, NC DHHS Division of Information Resource Management, NC FAST
Program Director

NC FAST Doc ID: 11-0018



**NC FAST Project 1, Global Case Management and Food and Nutrition Services (P1)
County Champion Designation Form**

Date: September ____, 2011

To: Mark Barnhart, Readiness Coordinator, NC FAST Program

I designate _____ as the NC FAST P1 County Champion for this agency.

Signed,

Director, _____ County Department of Social Services

County Champion's direct telephone number, including extension, if any:

(____) _____ - _____

County Champion's preferred fax number: (____) _____ - _____

County Champion's email address: _____

Thank you for sharing this information. Please scan your completed form and attach it to an email and send it by close of business, **Friday, September 30, 2011**, to Mark Barnhart at mark.barnhart@dhhs.nc.gov.

If you are unable to email the document to Mark Barnhart you may fax it to **919-510-4388**.

**NC FAST Project 1, Global Case Management and Food and Nutrition Services (P1)
Super User Designation Form**

Date: September ____, 2011

To: Mark Barnhart, Readiness Coordinator, NC FAST Program

I designate _____ as the NC FAST P1 Super User for this agency.

I designate _____ as the NC FAST P1 back-up Super User for this agency.

Signed,

Director, _____ County Department of Social Services

1. Super User's direct telephone number, including extension, if any:

(____) _____ - _____

Super User's preferred fax number: (____) _____ - _____

Super User's email address: _____

2. Back-up Super User's direct telephone number, including extension, if any:

(____) _____ - _____

Back-up Super User's preferred fax number: (____) _____ - _____

Back-up Super User's email address: _____

Thank you for sharing this information. Please scan your completed form and attach it to an email and send it by close of business, **Friday, September 30, 2011**, to Mark Barnhart at mark.barnhart@dhhs.nc.gov.

If you are unable to email the document to Mark Barnhart you may fax it to **919-510-4388**.