



North Carolina Department of Health and Human Services
Division of Information Resource Management
North Carolina Families Accessing Services through Technology (NC FAST) Program
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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Karen Tomczak, Chief Information Officer
Anthony Vellucci, Program Director

September 26, 2011

Subject: Recruitment for NC FAST Case Management Implementation Pilot Counties for Project 2&6, Eligibility Information System (EIS)

Dear County Director of Social Services:

We are starting the process of recruiting and selecting 6-10 pilot counties for the second Integration Project, EIS. The NC FAST Executive Advisory Committee approved criteria for selection of pilot counties in September 2011, based on input from NC FAST stakeholders. These criteria are as follows, in no particular order:

- Adequately trained, experienced and available staff.
- Strong/supportive administration.
- Excellent work flow processes defined.
- Excellent training programs for staff.
- Average processing time is better than the statewide average.
- Timely completion of case reviews.
- Referrals from or endorsements by field representatives.
- Staff are assigned to multiple programs (i.e., "generic").
- Staff are assigned to a single program (i.e., "program-specific").
- Approach to handling issues/concerns.
- Use of an existing county case management application/system. (NC FAST seeks to choose a county with an existing application/system as one of the pilot counties in order to test certain NC FAST functionality. The expectation is that a county may continue to use its existing application/system in conjunction with NC FAST once NC FAST is implemented.)

Counties are not expected to meet every criterion from this list. It is possible that an interested county may be selected for pilot even if it meets only some of the criteria. Counties may also already be a pilot county for NC FAST Integration Project 1, Global Case Management and Food and Nutrition Services, and volunteer to be a Project 2&6 pilot county. Serving as a Project 1 pilot county does not disqualify a county from being selected to be a Project 2&6 pilot county.

Rollout for Project 2&6, including pilot, is scheduled to begin on or about February 1, 2013.



Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
An Equal Opportunity / Affirmative Action Employer

A significant amount of work will be conducted by the pilot counties. The heaviest commitment period will be during the formal pilot phases. Prior to the pilot phases, pilot counties will be expected to help during User Acceptance Testing (UAT); for example, running test cases, performing ad hoc testing, handling weekly test calls and documenting results. Prior to UAT, pilot counties will need to be available for consultation; for example, reviewing and commenting on project documentation. Responsibilities may also include activities such as consulting on detail designs and serving as focus group members.

While being a pilot county is a serious commitment, it does come with many benefits, such as direct input during the design and build phases, hands-on experience during UAT, first-hand knowledge of the NC FAST Case Management System, and the satisfaction of helping change the way North Carolina delivers benefits and services to our residents.

Interested counties must complete the attached Volunteer Form in order to be considered for a pilot county. The completed form must be received by NC FAST no later than **October 31, 2011**.

Once all Volunteer Forms have been received, these are the next steps:

1. Each county that volunteered will receive an in-depth questionnaire to fill out and return.
2. The Executive Advisory Subcommittee (EAS) will review the returned questionnaires from all counties that volunteered and then select the pilot counties: one county that will use an existing case management system and interface with the NC FAST system, and the remaining counties that will use the NC FAST Case Management System.
3. The EAS will make a recommendation to the Executive Advisory Committee (EAC) regarding the EAS selection of pilot counties.
4. The EAC will review the recommendation, and will need to approve it before further steps are taken.

The pilot process may present significant challenges to you and your staff. Please ensure that you are aware of the responsibilities and expectations as you consider this opportunity to volunteer to be a pilot county.

Thank you for your interest. If you have questions, please contact Mark Barnhart, NC FAST Readiness Coordinator, at (919) 707-4157 or mark.barnhart@dhhs.nc.gov at your convenience.

Sincerely,



Anthony Vellucci

Enclosure (1): *2011 0926 Pilot County Volunteer Form.doc*



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

NC FAST Doc ID: 11-0025



NC FAST Case Management Implementation Project 2&6 Pilot County Volunteer Form

1. Please provide your name and the name of your county.
2. Add an "X" to indicate whether your county is or is not volunteering to serve as a pilot county for NC FAST Case Management Implementation, Project 2&6.
3. Please sign and date this form.
4. Once you have signed this form, either email a scanned copy to mark.barnhart@dhhs.nc.gov, or print and fax it to (919) 510-4388.

The completed form must be received no later than **October 31, 2011**.

Director Name: _____

County Department of Social Services: _____

_____ IS volunteering to be a pilot county.

_____ is NOT volunteering to be a pilot county.

Signed: _____

Date: _____
