



**North Carolina Department of Health and Human Services
Office of North Carolina Families Accessing Services through Technology (NC FAST)**

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Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Anthony Vellucci, Director

July 9, 2012

Subject: Revised NC FAST Implementation Approach and Schedule for Counties

Dear County Director of Social Services:

Based on input received from our pilot counties during initial NC FAST go-live, we have revised the implementation and training approach. The new schedule is attached, and reflects the updated rollout and training dates. Input came from pilot surveys, pilot county leadership meetings, onsite support staff and daily county champion calls.

As you know, the NC FAST system has been in pilot production since May 21, 2012. The pilot has been successful with a few challenges as expected. DHHS and the pilot counties have learned a great deal, and we refined the process for training and rollout based on the many lessons learned.

In general, training will be more task-oriented to a caseworker's job, and classroom activities will provide complete steps for processes, such as new applications, changes in circumstance and recertifications. We have partnered with FNS representatives to create scenarios based on actual FNS cases. We have also created knowledge checks during training to determine where additional training is needed before go-live.

In this updated approach, classroom training will be delivered 1–4 weeks before go-live. Prior to classroom training, a pre-training workbook will be available, and staff will have access to a Sandbox test site where they can practice basic NC FAST functions. Classroom training will be conducted Monday through Friday.

The Monday following classroom training, county staff will have a "soft launch" into the Production system. The newly trained county staff will have access to the live NC FAST production system, but be able to enter new applications only. They will continue to have access to the Sandbox test site to practice other NC FAST functionality, such as processing recertifications and changes in circumstance. This soft launch approach was tested in Buncombe County and has been very successful in easing staff into using NC FAST.

Once all county staff have completed classroom training, NC FAST County Readiness and DHHS DSS staff will conduct a readiness assessment to determine when each county will be ready for its "hard launch" into the production system. The hard launch will convert all cases from FSIS into NC FAST. At this point, access to FSIS will be turned off for all county staff. All new applications, recertifications, changes in circumstances and all other transactions will be completed using NC FAST going forward.

There will be one hard launch per month, which is scheduled for mid-month. This timing will allow counties to perform their timely recertifications in FSIS prior to conversion. Counties will be scheduled for their hard launch based on their readiness.



Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
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Phase 1 training is on schedule to be delivered July 23-August 17, and Phases 2 through 5 will receive their training through the end of the year, with the exception of the week of Thanksgiving and the week of Christmas. NC FAST County Readiness staff will be working with counties in each implementation phase to identify and confirm regional training locations in the near future.

We greatly appreciate the hard work and dedication of the pilot county leadership, staff and supervisors. The feedback they provided will greatly benefit the process of bringing additional counties into NC FAST. We are confident that the adjustments made to the implementation and training approach will create as smooth a transition as possible to NC FAST.

Please do not hesitate to contact me and the NC FAST staff if you have questions or concerns.

Sincerely,



Anthony Vellucci

Enclosure (1): *Revised NC FAST Implementation Approach and Schedule*

cc: Beth Melcher, 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
Michael Watson, NC DHHS Division of Medical Assistance, Director
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NC FAST

North Carolina Families Accessing
Services through Technology

Revised Implementation Schedule

July 2012



North Carolina
Department of
Health & Human Services



Phase 1 Implementation Calendar

July

Sun	Mon	Tues	Weds	Thurs	Fri	Sat
8	9	10	11	12	13	14
	WBT, Self-Paced Workbooks, Preview Revised Training Content			Help Desk Shadowing - Rotation		
15	16	17	18	19	20	21
	Preview Revised Training Content – Debriefs with County Readiness on OSS experience, CC Call					
	Train-the-Trainer – All Trainers plus Pilot staff and Others					
22	23	24	25	26	27	28
	Union Soft Launch Support – War Room needed with trainer(s) – CR plus OSS					
	Buncombe Hard Launch Support – CR plus OSS					
	Phase 1 Classroom Training (Week 1 of 4) – 9 Classrooms – w/FNS Program Rep/OSS Support					
29	30	31	1	2	3	4
	County Readiness Assessments – FNS Reps and CR Evaluate Phase 1 Counties					
	Buncombe Hard Launch Support – OSS					
	Phase 1 Soft Launch for Caseworkers Trained in Week 1 – OSS					
	Phase 1 Classroom Training (Week 2 of 4) – 9 Classrooms – 2 trainers per room					



Phase 1 Implementation Calendar

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	
August	5	6	7	8	9	10	11	
		Make Final Determination of Counties Prepared for Go-Live on Aug 20						
		Phase 1 Soft Launch for Caseworkers Trained in Week 2 - OSS						
		Phase 1 Classroom Training (Week 3 of 4) – 9 Classrooms – 2 trainers per room						
	12	13	14	15	16	17	18	
		Phase 1 Soft Launch for Caseworkers Trained in Week 3 - OSS						
		Phase 1 Classroom Training (Week 4 of 4) – 9 Classrooms – 1 trainer per room + FNS Rep						
	19	20 – Go Live with Converted Data – Phase 1	21	22	23	24	25	
		Phase 1 Hard Launch Support + Union - OSS						
		Phase 2 Classroom Training (Week 1 of 4) – 9 Classrooms – 1 trainer per room + FNS Rep						
	26	27	28	29	30	31	1	
		County Readiness Assessments – FNS Reps and CR Evaluate Phase 2 Counties						
		Phase 2 Soft Launch Support – Help Desk and Super Users/Champions						
		Phase 1 Hard Launch Support + Union - OSS						
		Phase 2 Classroom Training (Week 2 of 4) – 9 Classrooms – 2 trainers per room						



Phase 2 Implementation Calendar

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	
September	2	3 – State Holiday	4	5	6	7	8	
			Make Final Determination of Counties Prepared for Go-Live on Sept 17					
			Phase 2 Soft Launch for Caseworkers Trained in Week 2 - OSS					
			Phase 2 Classroom Training (Week 3 of 4) – 9 Classrooms – 2 trainers per room					
	9	10	11	12	13	14	15	
			Phase 2 Soft Launch for Caseworkers Trained in Week 3 - OSS					
			Phase 2 Classroom Training (Week 4 of 4) – 9 Classrooms – 1 trainer per room + FNS Rep					
	16	17 - Go Live with Converted Data – Phase 1/2	18	19	20	21	22	
			Phase 1/2 Hard Launch Support - OSS					
			Phase 3 Classroom Training (Week 1 of 4) – 7 Classrooms – 1 trainer per room + FNS Rep					
	23	24	25	26	27	28	29	
			County Readiness Assessments – FNS Reps and CR Evaluate Phase 3 Counties					
		Phase 3 Soft Launch Support – Help Desk and Super Users/Champions						
		Phase 1/2 Hard Launch Support - OSS						
		Phase 3 Classroom Training (Week 2 of 4) – 7 Classrooms – 2 trainers per room						



Phase 3 Implementation Calendar

October

Sun	Mon	Tues	Weds	Thurs	Fri	Sat
30	1	2	3	4	5	6
	Make Final Determination of Counties Prepared for Go-Live on Oct 15					
	Phase 3 Soft Launch for Caseworkers Trained in Week 2 – OSS					
	Phase 3 Classroom Training (Week 3 of 4) – 7 Classrooms – 2 trainers per room					
7	8	9	10	11	12	13
	Phase 3 Soft Launch for Caseworkers Trained in Week 3 – OSS					
	Phase 3 Classroom Training (Week 4 of 4) – 7 Classrooms – 1 trainer per room + FNS Rep					
14	15 - Go Live with Converted Data – P 2/P	16	17	18	19	20
	Phase 2/3 Hard Launch Support - OSS					
	Phase 4 Classroom Training (Week 1 of 4) – 8 Classrooms – 1 trainer per room + FNS Rep					
21	22	23	24	25	26	27
	Phase 4 Soft Launch Support – Help Desk and Super Users/Champions					
	Phase 2/3 Hard Launch Support - OSS					
	Phase 4 Classroom Training (Week 2 of 4) – 8 Classrooms – 2 trainers per room					
28	29	30	31	1	2	3
	County Readiness Assessments – FNS Reps and CR Evaluate Phase 4 Counties					
	Phase 4 Soft Launch Support – OSS					
	Phase 4 Classroom Training (Week 3 of 4) – 8 Classrooms – 2 trainers per room					



Phase 4 Implementation Calendar

	Sun	Mon	Tues	Weds	Thurs	Fri	Sat	
November	4	5	6	7	8	9	10	
		Make Final Determination of Counties Prepared for Go-Live on Nov 19						
		Phase 4 Soft Launch for Caseworkers Trained in Week 3 - OSS						
		Phase 4 Classroom Training (Week 4 of 4) – 8 Classrooms – 2 trainers per room						
	11	12 – State Holiday	13	14	15	16	17	
			Phase 4 Soft Launch for Caseworkers Trained in Week 4 – OSS					
			Phase 5 Classroom Training (Week 1 of 4) – 9 Classrooms – 1 trainer per room + FNS					
	18	19 - Go Live with Converted Data – Phases 3/4	20	21	22 – State Holiday	23 – State Holiday	24	
		Phase 5 Soft Launch Support – Help Desk and Champions						
		Phase 3/4 Hard Launch Support – OSS + FNS Reps						
	25	26	27	28	29	30	1	
		County Readiness Assessments – FNS Reps and CR Evaluate Phase 5 Counties						
		Phase 3/4 Hard Launch Support – OSS						
		Phase 5 Soft Launch for Caseworkers Trained in Week 1						
		Phase 5 Classroom Training (Week 2 of 4) – 9 Classrooms – 2 trainers per room						



Phase 5 Implementation Calendar

December

Sun	Mon	Tues	Weds	Thurs	Fri	Sat
2	3	4	5	6	7	8
	Make Final Determination of Counties Prepared for Go-Live on Dec 17					
	Phase 5 Soft Launch for Caseworkers Trained in Week 2 - OSS					
	Phase 5 Classroom Training (Week 3 of 4) – 9 Classrooms – 2 trainers per room					
9	10	11	12	13	14	15
	Phase 5 Soft Launch for Caseworkers Trained in Week 3 - OSS					
	Phase 5 Classroom Training (Week 4 of 4) – 9 Classrooms – 2 trainers per room					
16	17 – Go Live with Converted Data – Phases 4/5	18	19	20	21	22
	Phase 4/5 Hard Launch Support - OSS					
	Phase 5 Soft Launch Support – Help Desk and Super Users					
23	24 – State Holiday	25 – State Holiday	26 – State Holiday	27	28	29
				Phase 4/5 Hard Launch Support - OSS		
				Phase 5 Soft Launch Support – Help Desk and Super Users		



Spill Over Implementation Calendar

January

Sun	Mon	Tues	Weds	Thurs	Fri	Sat
30	31	1 – State Holiday	2	3	4	5
			Confirm Phase 5 Readiness			
			Phase 5 Hard Launch Support - OSS			
			Phase 5 Soft Launch Support - OSS			
6	7	8	9	10	11	12
	Confirm Counties Prepared for Go-Live on Jan 21					
	Phase 5 Soft Launch Support - OSS					
13	14	15	16	17	18	19
	Phase 5 Soft Launch Support - OSS					
20	21- State Holiday	22	23	24	25	26
	Go Live with Converted Data – Phase 5		Phase 5 Hard Launch Support – OSS (2 weeks)			