



**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

October 26, 2012

Subject: Revised NC FAST Hard Launch Stage 2 Implementation Schedule

Dear County Director of Social Services:

We want to share the latest update regarding the Project 1 Hard Launch – Stage 2 schedule. As a reminder, at Hard Launch – Stage 2, all active FSIS cases will be converted into NC FAST and all FSIS processing will be turned off completely. All processing will then occur in NC FAST.

As previously communicated, prior to Hard Launch – Stage 2, a second 2.5-day training session will be delivered. This session will prepare your county to complete the conversion of cases from FSIS to NC FAST, process recertifications and process case changes. The NC FAST County Readiness Team is working to schedule training locations within each group of counties.

The team gathered and reviewed a considerable amount of county readiness information and received input from counties regarding business needs. Ultimately, county readiness assessments, county technical validations and county case processing timelines were used to determine a county's Hard Launch – Stage 2 date.

Revision of the Hard Launch – Stage 2 schedule balances the following additional considerations:

- Upcoming recertification milestones for cases entered during Soft Launch for each county.
- Application volumes entered in NC FAST to date for Soft Launch counties.
- Balancing relative size of each deployment group, taking into consideration available On-Site Support (OSS) staff and the number of classrooms required.
- Anticipated resistance to hard launching in December and the corresponding challenges that timeframe presents; to address these concerns and sway recommended counties to a December Hard Launch, we can offer:
 - Greater flexibility in classroom training deployment/siting due to the lower number of classrooms required.
 - Increased levels of OSS staff, if needed.
- Additional scheduling shifts have been made on a county-by-county basis as informed by progression through Soft Launch and ongoing readiness for implementation.
- Due to the beginning of application processing NC FAST by Phase 1 Counties in July, Wave 2 training will need to be completed for Phase 1 Counties that entered an application in NC FAST in July no later than December 15, 2012.



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As a result of the start of Soft Launch for Phase 1 Counties in July, the November 13, 2012, Hard Launch – Stage 2 date will be composed primarily of Phase 1 Counties. Five Phase 1 Counties were determined to not be ready for Hard Launch – Stage 2 in November. Due to their readiness status, and an expressed preference to convert earlier or avoid a December conversion, 10 non-Phase 1 Counties are scheduled for the November 13, 2012, Hard Launch – Stage 2 date.

The following revised schedule presents a summary of each Hard Launch – Stage 2 group:

November (Group 1)	
Hard Launch – Stage 2 Date	Tuesday, November 13
Training Timeframe (Locations TBD)	Monday, October 29 – Friday, November 9
Conversion Period	Weekend of November 10
Planned On-Site Support Period	Tuesday, November 13 – Friday, November 30
Counties in Group 1	
<ul style="list-style-type: none"> • Camden • Caswell • Chatham • Chowan • Cumberland • Dare • Duplin • Greene • Jones • Lee • Moore • New Hanover 	<ul style="list-style-type: none"> • Hoke • Hyde • New Hanover • Orange • Pasquotank • Pender • Robeson • Sampson • Scotland • Washington • Wayne

December (Group 2)	
Hard Launch – Stage 2 Date	Monday, December 17
Training Timeframe (Locations TBD)	Monday, November 26 – Friday, December 14
Conversion Period	Weekend of December 15
Planned On-Site Support Period	Monday, December 17 – Friday, January 11
Counties in Group 2	
<ul style="list-style-type: none"> • Beaufort • Bertie • Bladen • Brunswick • Columbus • Currituck • Edgecombe • Halifax • Harnett • Hertford 	<ul style="list-style-type: none"> • Lenoir • McDowell • Nash • Northampton • Onslow • Pamlico • Perquimans • Pitt • Tyrell • Warren



January (Group 3)	
Hard Launch – Stage 2 Date	Tuesday, January 22
Training Timeframe (Locations TBD)	Wednesday, January 2 – Friday, January 18
Conversion Period	Weekend of January 19
Planned On-Site Support Period	Tuesday, January 22 – Friday, February 8
Counties in Group 3	
<ul style="list-style-type: none"> • Alamance • Alexander • Alleghany • Ashe • Avery • Burke • Caldwell • Cleveland • Craven • Davie • Durham • Franklin • Gaston • Gates • Granville • Iredell • Lincoln 	<ul style="list-style-type: none"> • Martin • Mitchell • Madison • Person • Polk • Rockingham • Rutherford • Stokes • Surry • Wake • Watauga • Wilkes • Wilson • Yadkin • Yancey • Vance

February (Group 4)	
Hard Launch – Stage 2 Date	Monday, February 18
Training Timeframe (Locations TBD)	Monday, January 28 – Friday, February 15
Conversion Period	Weekend of February 16
Planned On-Site Support Period	Monday, February 18 – Friday, March 1
Counties in Group 4	
<ul style="list-style-type: none"> • Anson • Cabarrus • Cherokee • Clay • Davidson • Forsyth • Graham • Haywood • Henderson • Jackson 	<ul style="list-style-type: none"> • Macon • Montgomery • Randolph • Richmond • Rowan • Stanly • Swain • Transylvania • Union • Wake

March (Group 5)	
Hard Launch – Stage 2 Date	Monday, March 18
Training Timeframe (Locations TBD)	Monday, March 4 – Friday, March 15
Conversion Period	Weekend of March 16
Planned On-Site Support Period	Monday, March 18 – Friday, March 29
Counties in Group 5	
<ul style="list-style-type: none"> • Mecklenburg 	



With the adjustment for Hard Launch – Stage 2, the following training logistics were considered:

- Division of counties results in no more than 8 training rooms being required for any Hard Launch – Stage 2 group. Training rooms needed are based on available weeks to train, which varies by group. Some groups have a 2-week window to conduct classroom training, while others have 2 ½ or 3-week windows.
- Having a smaller number of training rooms required in December provides the following benefits for counties scheduled for Hard Launch – Stage 2 on December 17, 2012:
 - Allows for flexibility with placement of training facilities.
 - Allows for flexibility with scheduling of training to accommodate county requests to train during a certain week as much as possible.
- Allows for back-loading the training windows to train as many users as close as possible to December 17, 2012.

The following are additional project updates:

- Six Phase 1 Counties did not appear ready for Hard Launch in November; in order to maintain balanced Hard Launch group sizes, a number of Phase 2 and Phase 3 Counties that are ready are required to move forward.
- Due to the holiday schedule, many counties expressed opposition to the December 17 Hard Launch - Stage 2 date. Because of this, December comprised the fewest number of counties that would allow for effective group sizes, including training and OSS needs, in January and February.
- Counties that convert in December will be allowed more flexibility with training locations and schedule, and will be able to receive additional OSS staff if needed.
- Wake County and Mecklenburg County were separated into the February and March Hard Launch - Stage 2 dates, respectively, so that they would not have Hard Launch - Stage 2 scheduled in the same month.
- Counties located in isolated geographies, such as Cherokee, Clay, Graham, Macon and Swain, were grouped together where possible to accommodate training and travel needs.
- The total span of time from the first Hard Launch date to the last is 4 months.
- All counties are to be converted by March 18, 2013.
- Scheduled OSS staff ends March 29, 2013.

DHHS and NC FAST Management are committed to helping increase productivity in the counties and optimizing the NC FAST rollout. We thank you for your patience as we continue to adapt and improve the implementation and training approach based on your valuable feedback. Because we believe so strongly in the benefits of NC FAST, we are confident that getting all counties using it sooner is the right approach.

Be assured that NC FAST staff will continue to be available and supportive as your FNS staff complete their transition to NC FAST. As always, do not hesitate to contact me or any of the NC FAST staff if you have questions or concerns.

Sincerely,



Anthony Vellucci



October 26, 2012

cc: Beth Melcher, NC DHHS, Deputy Secretary for Health Services
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NC FAST Doc ID: 12-0097

