



North Carolina Department of Health and Human Services
Division of Information Resource Management
2015 Mail Service Center • Raleigh, NC 27699-2015
Tel: 919-855-3000 • Fax: 919-733-8871

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Karen Tomczak, Director

Dear County Director of Social Services

Subject: NC FAST Program Update

I am pleased to be able to provide you and your staff with basic information relating to current developments regarding the NC FAST initiative.

The State Chief Information Officer (SCIO) recently approved the request of the Department of Health and Human Services (DHHS) to move forward with the development of the NC FAST program. The SCIO directed DHHS to pursue a Commercial off-the-Shelf (COTS) software solution as the basis of NC FAST functionality. Once the solution has been procured, the specific North Carolina requirements can be designed using the software.

A key stipulation by the SCIO, one that affects all systems being developed by the state, is that system development must be done in pieces that can be developed and implemented in counties within an 18- to 24-month period. Advantages to this approach include:

- risks associated with larger development efforts are reduced;
- county departments will realize benefits sooner than might have occurred had our development effort been larger; and
- front-line users will be able to learn to use the new system in more manageable increments.

We are busy completing the draft Request For Proposal (RFP) that seeks the COTS product stipulated by the SCIO, as well as developing an implementation plan that will ease the transition to the new application. Obviously, we still have a great amount of work needing to be completed, but these accomplishments have greatly facilitated the steps needed to make the NC FAST vision a reality.

Thank you for your interest and participation in the NC FAST program. For additional information regarding NC FAST, please visit <http://www.ncdhhs.gov/ncfast/>, and if you have specific questions or feedback, please contact the NC FAST team at ncfast@ncmail.net.

Sincerely,

A handwritten signature in blue ink that reads "Bonnie Knowles".

Bonnie Knowles
NC FAST program Director