



North Carolina Department of Health and Human Services  
Division of Social Services

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Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Wayne E. Black  
Division Director

September 20, 2013

RE: Reminder to Counties:  
Using NC FAST Service  
And Program Codes on the  
DSS-4263

Dear County Director of Social Services:

With more counties preparing to begin Soft Launch of NC FAST Project 2&6, this letter serves as a reminder of the Service Codes established July 1, 2013 to be used by workers to record on the DSS-4263 (Worker Report of Daily Services to Clients) that time spent actively engaged in taking applications or otherwise processing case actions in NC FAST.

Please take a few moments to review SIS User's Manual Change Notice # CN-SIS-02-13, issued June 24, 2013, and to view the recorded web-presentation referenced in that Change Notice. The Change Notice can be found online at [http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/CN-SIS-0213.htm#P9\\_54](http://info.dhhs.state.nc.us/olm/manuals/dss/rim-01/chg/CN-SIS-0213.htm#P9_54). The web-presentation can be accessed at <https://dss.ncgovconnect.com/ncfasttime/>.

Together, these materials should provide the necessary information about using these codes. Some background information about timekeeping and a brief discussion about plans for NC FAST timekeeping are also provided. When viewing the web-presentation, please keep in mind the changes in the implementation schedule for Project 2&6 that have occurred since its publication in June 2013.

A high-level summary regarding use of the NC FAST Service Codes follows. Please refer to CN-SIS-02-13 and the recorded web-presentation for details.

- The Service Codes are to be used by workers to record their time spent actively using NC FAST to take applications, conduct Recertifications or perform other case management activities for those cases processed in NC FAST.
- Any worker activity **not being performed using NC FAST** should be recorded on the DSS-4263 using those Service and Program Codes in existence prior to July 1, 2013.
- Because all 100 counties are now processing Food and Nutrition Services (FNS/SNAP) cases in NC FAST, workers in all counties should be using the NC FAST Service Codes with Program Code "FS" on the DSS-4263, to record any time spent using NC FAST to take applications or perform other case-related activities for this benefit program.
- As counties are "Soft-Launched" into Project 2&6, workers should begin using Service Code **891 – NC FAST Applications** with other valid Program Codes, as the other programs are incorporated into NC FAST.
- For counties in "Soft-Launch", to the extent that recertification or case management activities are performed on cases in NC FAST for programs other than FNS, Service Codes **892 – NC FAST**

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**Recertifications and 890 – NC FAST Case Management** should also be used by workers to record their time on the DSS-4263 with the appropriate, applicable Program Code(s).

- Workers should not use the NC FAST Service Codes with Program Codes other than “FS” unless the county has begun taking applications in NC FAST for benefits other than FNS/SNAP, or unless performing other case actions impacting other benefit programs for an active case in NC FAST.
- Use of the term “should” in the above summary does not imply optional use of the NC FAST Service Codes when appropriate, as described in CN-SIS-02-13, the web-presentation or this letter.
- Proper use of the NC FAST Service Codes on the DSS-4263 at this time is critical to the Division’s efforts to test and implement the permanent NC FAST timekeeping solution being developed which will ease the burden on workers by automatically allocating costs for worker time across benefit programs through the use of a “generic” NC FAST Program Code and eliminate the need for manual “split entries” on the DSS-4263 (as described in the web-presentation.)

Should you have questions about this letter or the use of the NC FAST Service Codes, please let me know by contacting me at 919-527-6265 or at [Hank.Bowers@dhhs.nc.gov](mailto:Hank.Bowers@dhhs.nc.gov).

Sincerely,



Hank Bowers, Chief  
Performance Management/  
Reporting and Evaluation Management Section

**PM-REM-05-2013**

Cc: Wayne E. Black  
Jack Rogers

