



# County DSS Director's Update

August 4, 2015

# NC FAST Update

- NC FAST will be hosting a County Champion Call this afternoon from 3:00-4:00pm. Topics include a high level introduction to Project 3 and numerous Help Desk Troubleshooting tips and guidance.
- A team made up of members from NC FAST, DCDEE, DSS and 6 counties completed a review of the P3 BSF's last week. The team used the same review process that was followed for the Child Welfare (P4) BSF review that was completed earlier in the spring. Thank you to following counties for dedicating staff to this effort:
  - Buncombe
  - Caldwell
  - Cherokee
  - Chowan
  - Durham
  - Scotland
- The NC FAST Implementation Team (Training and County Readiness) is currently completing Job Task Analysis Visits with 4 counties to identify implementation and training considerations. Thank you to the following counties for hosting these visits:
  - Durham
  - Johnston
  - Lee
  - Mecklenburg

# NC FAST Update

- Please reference the DCDL dated July 28<sup>th</sup> regarding the availability of training on Special Assistance. The training is offered each Wednesday from 9:00am until 11:00am and covers application processing, case activation and payment adjustments.
- The line dedicated to Special Assistance on the NC FAST Help Desk has been reactivated and is available for Special Assistance related inquiries Monday-Friday from 9:00am until 6:00pm. The new number is **919-813-5511**.
- The new Substance Use functionality is now available in NC FAST effective 08/01/15. Workers will see new validations and the new Substance Use detail evidence available to them in the system. Job aids have been updated to support the new functionality. Also the Audit/DAST-10 is also now accessible to users on the Income Support Application. The Work First Substance Use and Mental Health Initiative Webinar is still available on Learning Gateway for NC FAST. OST and NC FAST business will be able to assist counties by emailing questions to [ost.policy.questions@dhhs.nc.gov](mailto:ost.policy.questions@dhhs.nc.gov) , or by calling (919) 527-6300. Please note, all telephone calls related to Work First Substance Use Testing Implementation will be routed to the Operational Support Team.
- The FNS cases that were inadvertently placed on hold during the previous release were corrected this past weekend.