



County DSS Director's Update

September 1, 2015

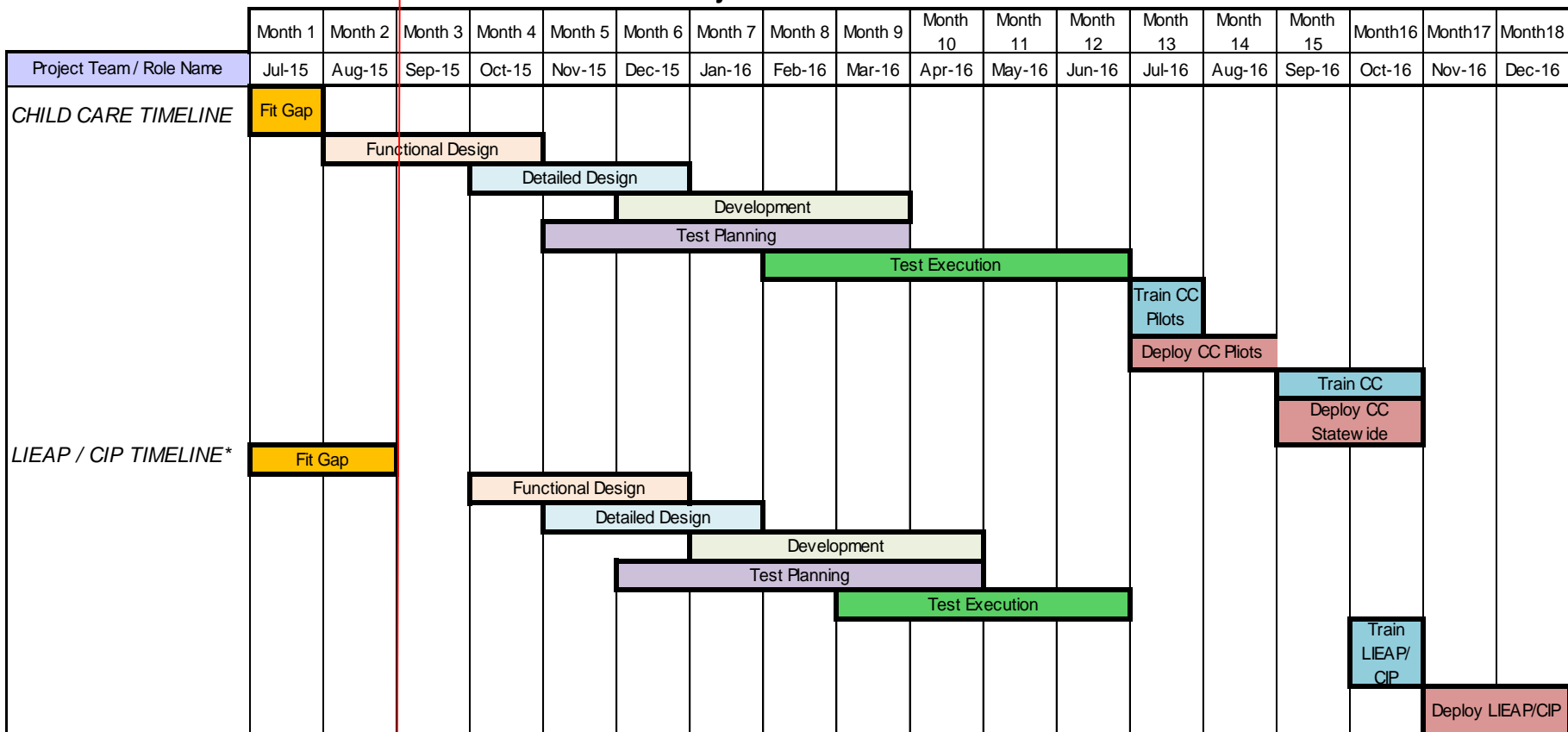


NC FAST O&M Update

- NC FAST Readiness Liaisons recently polled county champions to gather all 100 counties' troubleshooting protocols used before escalating to the NC FAST Help Desk. Encourage your staff to provide this detail to the Readiness Liaisons. Staff are putting together a successful model based on this feedback to share with all counties.
- Counties that have identified additional training needs should continue to register for trainings and submit requests via the Learning Gateway. In addition, Readiness Liaisons serve as a great resource for discussing and brainstorming training needs.
- Counties are encouraged to continue to report any identified trends when working in NC FAST to the NC FAST Readiness Liaisons for further investigation. Sharing this information enables NC FAST staff to also communicate trends that are identified to all counties and provide a resolution.
- The NC FAST County Champion Call for September will be held on September 16th from 3:00 – 4:00 p.m.

NC FAST P3 Update

Project 3 Timeline



*Schedule is subject to change.

NC FAST P3 Update

- The following counties were selected by the Executive Advisory Committee (EAC) to serve as the Pilot Counties for the Child Care portion of Project 3:
 - Buncombe – larger sized program, contracts services, reviewed BSFs, experienced pilot county
 - Durham – larger sized program, uses One Case, reviewed BSFs, new pilot county
 - Lee – smaller sized program, paper based, new pilot county
 - Orange – medium sized program, uses Northwoods, experienced pilot county
- NC FAST continues to progress with Joint Application Design (JAD) sessions with DCDEE subject matter experts to confirm the direction for the design of the system. JADs for the Energy Assistance programs will get underway in the near future.
- The NC FAST Implementation Team (County Readiness and Training) completed visits with Durham, Johnston, Lee and Mecklenburg counties to walk through their current processes of taking Child Care Subsidy and CIP applications. LIEAP was also discussed but not observed given the program not being available at this point in the year. Information gathered from these meetings will help inform readiness and training related activities closer to the implementation dates.
- Additional information related to P3 will also be covered during the September County Champion Call as well as at the Social Services Institute in October.