NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

YVONNE COPELAND • Director, Division of Child and Family Well-Being

To: Institutions Participating on the Child and Adult Care Food Program (CACFP)

From: Cassandra Williams, Child and Adult Care Food Program Manager *Cassandra Williams*

Date: July 31, 2023

Re: NC CACFP CONNECTS – Get Set

Hello CACFP Institutions,

Get Set
NC CARES will be taken offline **August 7, 2023, at 11:59 pm**, next steps:
- Institutions that want to file the July 2023 claim in NC CARES must do so by August 7, 2023, at 11:59 pm.
- If claims are not filed by August 7, 2023, at 11:59 pm institutions will have to wait until the GO LIVE date of NC CACFP CONNECTS on August 21, 2023.
- NC CARES will not be available to institutions after August 7, 2023, at 11:59 pm.
- No systems will be available to institutions from **August 7, 2023, at 11:59 pm until August 21, 2023, at 8:00 am.**

Training
There will be a learning curve for Institutions as well as the State agency. **All institutions will be required to complete one NC CACFP CONNECTS training.** Training is mandatory for at least one person at each institution. Training will be virtual. Multiple training opportunities will be offered in a two-week period prior to NC CACFP CONNECTS going live.

Registration for NC CACFP CONNECTS training is available on our website training page.
The training schedule is as follows:

Sponsoring Organization Trainings			
Date	Time	Name of Training	Registration Link
Aug 7, 2023 Mon	1-3:30pm	SO NC CACFP CONNECTS	https://bit.ly/87soconnects
Aug 8, 2023 Tues	9-11:30am	SO NC CACFP CONNECTS	https://bit.ly/88soconnects
Aug 9, 2023 Wed	1-3:30pm	SO NC CACFP CONNECTS	https://bit.ly/89soconnects
Aug 10, 2023 Thurs	9-11:30am	SO NC CACFP CONNECTS	https://bit.ly/810soconnects
Aug 11, 2023 Fri	9-11:30am	SO NC CACFP CONNECTS	https://bit.ly/811soconnects
Aug 15, 2023 Tues	1-3:30pm	SO NC CACFP CONNECTS	https://bit.ly/815soconnects
Aug 16, 2023 Wed	9-11:30am	SO NC CACFP CONNECTS	https://bit.ly/816soconnects
Aug 17, 2023 Thurs	1-3:30pm	SO NC CACFP CONNECTS	https://bit.ly/817soconnects

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF CHILD AND FAMILY WELL-BEING

LOCATION: 5601 Six Forks Road, Building 2, Raleigh, NC 27609
MAILING ADDRESS: 1914 Mail Service Center, Raleigh, NC 27699-1914
www.ncdhhs.gov • TEL: 919-707-5800 • FAX: 919-870-4818

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Independent Center Training Dates			
Date	Time	Name of Training	Registration Link
Aug 8, 2023 Tues	1-3pm	IC NC CACFP CONNECTS	https://bit.ly/88icconnects
Aug 9, 2023 Wed	9-11am	IC NC CACFP CONNECTS	https://bit.ly/89icconnects
Aug 10, 2023 Thurs	1-3pm	IC NC CACFP CONNECTS	https://bit.ly/810icconnects
Aug 14, 2023 Mon	1-3pm	IC NC CACFP CONNECTS	https://bit.ly/814icconnects
Aug 15, 2023 Tues	9-11am	IC NC CACFP CONNECTS	https://bit.ly/815icconnects
Aug 16, 2023 Wed	1-3pm	IC NC CACFP CONNECTS	https://bit.ly/816icconnects
Aug 17, 2023 Thurs	9-11am	IC NC CACFP CONNECTS	https://bit.ly/817icconnects
Aug 18, 2023 Fri	9-11am	IC NC CACFP CONNECTS	https://bit.ly/818icconnects

Requesting User Access
Requesting user access is a two-step process.
Step 1. Completing the **User Transition Form**.
- The State agency will level-set all users to NC CACFP CONNECTS. When an institution completes the NC CACFP CONNECTS training, the user that completed the training will receive a link to complete the "User Access Transition Form." The form must be completed by the owner or board chair of the institution. Note: The State agency is aware that some NC CARES users may have shared use of a staff NCID and password. This is a security violation of the user agreement. User passwords should never be shared.
- All staff that should have access to NC CACFP CONNECTS as well as the user role requested for each individual must be listed.
  - The following are roles that can be assigned to an institution user:
    - Applications
    - Claims
    - Compliance (This module is currently under development)
    - Institution Manger
- The form must be signed by the owner or board chair. Electronic signatures are acceptable.
- One form can be used to request access for up to four individual users. If needed, additional forms can be submitted.
- Once the User Transition Form is completed, the owner or board chair will click submit and the form will be sent to the State agency.

Step 2. Completing the **User Access Request** in NC CACFP CONNECTS.
- Staff identified as Users will be provided with a link to the **User Access Request** in NC CACFP CONNECTS after the completion of Step 1 above.
- **NOTE:** The State agency will compare the **User Transition Form** to the information submitted in NC CACFP CONNECTS. If a user is not listed on the **User Transition Form**, the user will not be granted any access to NC CACFP CONNECTS.
- Once the information is submitted within NC CACFP CONNECTS the user will be emailed a confirmation indicating the user access has been submitted.
- Once the State agency approves the user access form, individuals will receive an approval confirmation. However, statewide access to the system will not open until August 21, 2023.

GO:
August 21, 2023, at 8:00 am all institutions will be granted access to NC CACFP CONNECTS.
First Steps:
- Users will sign into NC CACFP CONNECTS
- Review the record to ensure all information converted from NC CARES accurately. If errors are found, please contact your assigned regional consultant.

- Familiarize yourself with NC CACFP CONNECTSU. Institution User Manuals will be provided during NC CACFP CONNECTS, Orientation Training.
- Institutions that did not file the July 2023 claim in NC CARES are permitted to file the claim in NC CACFP CONNECTS.
- Record Renewal will begin September 25, 2023.