May 16, 2013

Subject: Revised NC FAST Project 2&6 Soft Launch Schedule

Dear County Director of Social Services:

We want to share the latest update regarding important changes to the NC FAST implementation approach and schedule for Project 2&6. The Soft Launch approach will now have two stages, rather than one, and is defined for the Pilot Counties as follows:

- The Soft Launch date for the three Pilot Counties – Chatham, Johnston, and Orange – will be June 24, 2013. This will include only those applicants who are not currently on any case in EIS (open or closed). This will be referred to as Soft Launch – Stage 1.

- On July 15, 2013, the three Pilot Counties will move to Soft Launch – Stage 2, where clients on closed cases in EIS will be converted to NC FAST.

We will continue to work with the counties as we evaluate best practices to ensure a smooth Project 2&6 implementation. We want to thank all counties for their patience as we modify our approach to best meet everyone’s needs. In addition, we want to thank the Pilot Counties for accepting the challenge of being a pilot; their input and knowledge will be of great assistance as we continue to update plans for the remaining statewide rollout.

Soft Launch Schedule:

The updated Soft Launch schedule for the Pilot Counties, including Stage 1 and Stage 2, is as follows:

<table>
<thead>
<tr>
<th>June 2013 – Pilot Counties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft Launch – Stage 1</td>
</tr>
<tr>
<td>Soft Launch – Stage 2</td>
</tr>
<tr>
<td>Conversion Period</td>
</tr>
<tr>
<td>Planned On-Site Support Period</td>
</tr>
<tr>
<td>• Chatham</td>
</tr>
<tr>
<td>• Johnston</td>
</tr>
<tr>
<td>• Orange</td>
</tr>
</tbody>
</table>
### August 2013 – Group One

<table>
<thead>
<tr>
<th>Soft Launch</th>
<th>Monday, August 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversion Period</td>
<td>Weekend of August 3</td>
</tr>
<tr>
<td>Planned On-Site Support Period</td>
<td>August 5-August 19</td>
</tr>
</tbody>
</table>

- Bladen
- Brunswick
- Carteret
- Catawba
- Columbus
- Craven
- Cumberland
- Duplin
- Harnett
- Hoke
- Jones
- Lee
- Lenoir
- McDowell
- Moore
- New Hanover
- Onslow
- Pamlico
- Pender
- Robeson
- Sampson
- Scotland

### August 2013 – Group Two

<table>
<thead>
<tr>
<th>Soft Launch</th>
<th>Monday, August 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversion Period</td>
<td>Weekend of August 17</td>
</tr>
<tr>
<td>Planned On-Site Support Period</td>
<td>August 19-September 2</td>
</tr>
</tbody>
</table>

- Beaufort
- Bertie
- Camden
- Caswell
- Chowan
- Currituck
- Dare
- Edgecombe
- Franklin
- Gates
- Granville
- Greene
- Halifax
- Hertford
- Hyde
- Martin
- Nash
- Northampton
- Pasquotank
- Perquimans
- Person
- Pitt
- Tyrell
- Vance
- Wake
- Warren
- Washington
- Wayne
- Wilson

### September 2013 – Group One

<table>
<thead>
<tr>
<th>Soft Launch</th>
<th>Monday, September 9</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversion Period</td>
<td>Weekend of September 7</td>
</tr>
<tr>
<td>Planned On-Site Period</td>
<td>September 9-September 23</td>
</tr>
</tbody>
</table>

- Alamance
- Alexander
- Alleghany
- Ashe
- Avery
- Buncombe
- Burke
- Caldwell
- Davidson
- Davie
- Durham
- Forsyth
- Guilford
- Iredell
- Mitchell
- Randolph
- Rockingham
- Rowan
- Stokes
- Surry
- Watauga
- Wilkes
- Yadkin
- Yancey

www.ncdhs.gov • www.ncdhs.gov/ncfast
Tel: 919-707-4000 • Fax: 919-510-4388
Location: 3724 National Drive • Camden Building • Raleigh, NC 27612
Mailing Address: 2033 Mail Service Center • Raleigh, NC 27699-2033
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September 2013 – Group Two

<table>
<thead>
<tr>
<th>Soft Launch</th>
<th>Monday, September 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conversion Period</td>
<td>Weekend of September 28</td>
</tr>
<tr>
<td>Planned On-Site Support Period</td>
<td>September 30-October 14</td>
</tr>
<tr>
<td>• Anson</td>
<td>• Macon</td>
</tr>
<tr>
<td>• Cabarrus</td>
<td>• Madison</td>
</tr>
<tr>
<td>• Cherokee</td>
<td>• Mecklenburg</td>
</tr>
<tr>
<td>• Clay</td>
<td>• Montgomery</td>
</tr>
<tr>
<td>• Cleveland</td>
<td>• Polk</td>
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<tr>
<td>• Gaston</td>
<td>• Richmond</td>
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<td>• Graham</td>
<td>• Rutherford</td>
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<td>• Haywood</td>
<td>• Stanly</td>
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<tr>
<td>• Henderson</td>
<td>• Swain</td>
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<tr>
<td>• Jackson</td>
<td>• Transylvania</td>
</tr>
<tr>
<td>• Lincoln</td>
<td>• Union</td>
</tr>
</tbody>
</table>

As always, the NC FAST staff will continue to be available and supportive throughout the transition to NC FAST. The general timeframe for Hard Launch continues to be September 9, 2013, for the 3 primary Pilot Counties and October 2013 through February 2014 for the remaining 97 counties. There will be one conversion date each month from October through February – the first Monday after the 15th of the month. The Hard Launch date for each county will not be determined until counties have entered Soft Launch. This date will be based in large part on the results of a formal Hard Launch readiness assessment conducted with the leadership teams in each county.

As always, do not hesitate to contact me if you have questions or concerns. NC DHHS and NC FAST management are committed to helping increase productivity in the counties and optimizing the NC FAST rollout. Thank you for your continued support as we develop and refine the best approach for Project 2&6: EIS. Because we believe so strongly in the benefits of NC FAST, we are eager to work with each county to help prepare for a successful Soft Launch and Hard Launch.

Sincerely,

Anthony Vellucci

cc:  Joseph Cooper, NC DHHS, Chief Information Officer
    Sherry Bradsher, NC DHHS, Deputy Secretary for Long-Term Care and Family Services
    Laketha Miller, NC DHHS Controller
    Rob Kindsvatter, NC DHHS Division of Child Development and Early Education, Director
    Dennis Streets, NC DHHS Division of Aging and Adult Services, Director
    Wayne Black, NC DHHS Division of Social Services, Director
    Carol Steckel, NC DHHS Division of Medical Assistance, Director
    Karen Tomczak, NC DHHS Division of Information Resource Management, Director
    Anthony Vellucci, NC DHHS, Office of NC FAST, Director

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