



News Release

Human Services

FOR IMMEDIATE RELEASE

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NC FAST BACKLOG NEARS COMPLETION

On Friday, January 30, 2014, the County announced that Wake County's North Carolina Families Accessing Services through Technology (NC FAST) backlog cases will be processed by next week on Friday, February 7, 2014. At that time there were 3,000 backlogged cases.

In the last week Human Services (HS), with assistance from N.C. Department of Health and Human Services (DHHS), has made significant progress toward eliminating this backlog. As of the end of the day yesterday, Thursday, February 6, 2014, there were still 178 cases that needed work. Wake expects that by the end of the day today, there will be less than 60 delayed NC FAST cases pending in Wake County.

Steps are being taken to complete these cases during the weekend:

- Staff will make home visits to clients to retrieve important information needed to complete cases.
- Staff has turned several cases back to the DHHS due to system issues. Some of these cases will be turned back over to HS to finish either Saturday or Sunday.
- There have been a few new emergent cases come through during this week that staff is working to complete before this evening.

Wake expects to be at zero pending cases by the U.S. Department of Agriculture's deadline on Monday, February 10, 2014.

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