**DSS ADMINISTRATIVE LETTER NO. PERFORMANCE
MANAGEMENT/REPORTING AND EVALUATION MANAGEMENT 02-2012
NCFAST REPORTS IN CLIENT SERVICES DATA WAREHOUSE (CSDW)
(MAY 17, 2012)**

TO: **County Directors of Social Services**
Food and Nutrition Services Program Managers, Supervisors, and Caseworkers
County Security Officers

DATE: **May 17, 2012**

SUBJECT: **NCFAST Reports in CSDW**

I. BACKGROUND

The North Carolina Families Accessing Services through Technology (NCFAST) will be implemented beginning May 21, 2012 in scheduled pilot counties. Food and Nutrition Services (FNS) reports that are generated from the Food Stamp Information System (FSIS) are available in NCXPTR (XTND and XNET). However, with the rollout of NCFAST, conversion counties' data will not be included in these reports. Only non-converted counties' data will be included in the NCXPTR reports. Eventually when all 100 counties are in NCFAST, these reports will no longer be produced. Several reports were identified as being needed for converted counties. These reports will be stored in the Client Services Data Warehouse (CSDW).

This Admin Letter provides web links for instructions for accessing these reports, Quick Reference Guide and Training Guide documents, and a pre-recorded webinar training on CSDW and the NCFAST reports.

II. ACCESSING THE CSDW

To access reports in CSDW, users must log in to the tool at:

http://www.csdw.dhhs.state.nc.us/.

Current CSDW users will continue using their existing login IDs. However, new users who need access must have an NCID to log into CSDW. The County Security Officer must request this access via the e-IRAAF. The individual's name, NCID, and email address must be included in the e-IRAAF request.

III.   CSDW QUICK REFERENCE GUIDE

The web link to the Quick Reference Guide may be found below. This one page guide may be used as a handy "Cheat Sheet" reference to aid in using the CSDW.

IV.   CSDW TRAINING GUIDE

The web link to the DHHS CSDW/NCFAST Business Objects Report Training Guide may also be found below. This document gives detailed instructions on locating, opening, saving, sending, and printing the reports.

A listing of the reports needed for NCFAST converted counties is included in Section 4 in this Training Guide. The NCXPTR names as well as the new CSDW report names are also included.

V.   WEBINAR TRAINING

A pre-recorded webinar (adobe video link) is available to assist counties in accessing these reports via CSDW. The webinar may be viewed at:

https://dhhs.ncgovconnect.com/p27417274/

Links to the Quick Reference Guide, DHHS CSDW/NCFAST Business Objects Report Training Guide, and the webinar may be found at:

http://www.csdw.status.dhhs.state.nc.us/

If you have questions regarding the NCFAST reports in CSDW, please contact the CSDW Help Desk at 919-855-3200, option 2.

Sincerely,

Hank Bowers, Chief
Performance Management/
Reporting & Evaluation Management

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PM-REM-AL-02-2012