

North Carolina Application Processing Timeliness (APT) Corrective Action Plan  
7/24/2015

Deficiency / Identified Root Cause	Corrective Action Strategies	Completion Date	STATUS	Lead(s)	Metric(s)/Evaluation Measure(s)
<b>A. Capacity to manage workload:</b>					
<p>Economic Recession-Slow Recovery/ Discontinuation of Extended UIB/High Unemployment Rates/ePASS/Mail-in/Drop-off applications:</p> <p>ePASS, Mail-in, Drop-off process: Duplicate applications, application lacking sufficient contact information, untimely assignment of applications resulting in delay in processing.</p> <p>Difficulty in conducting interviews for expedites resulting in inability to meet expedited processing timeframes</p> <ul style="list-style-type: none"> <li>Due to submissions of ePASS applications without sufficient contact information (e.g. phone number)</li> </ul> <p>Applicants submitting duplicate applications resulting in extra work for staff leading to longer processing times</p> <ul style="list-style-type: none"> <li>Duplicate applications being submitted due to long processing times and ability to easily submit multiple applications online</li> </ul>	<p>Conduct initial survey of counties to get baseline data regarding # of ePASS, mail-in and drop-off applications with insufficient contact information and timeframe for assigning applications. Determine impact of insufficient contact information. Analyze language regarding valid contact information. If needed, request and implement system enhancement to revise language. Analyze survey results of timeframe study. Implement protocols to reduce timeframes.</p>	<p>Initial Survey: 8/30/2015 ePASS Enhancement: 10/31/2015 Follow-up Survey: 12/31/2015</p>	<p>In-Progress. Currently drafting survey</p>	<p>David Locklear and Economic Programs Committee Chairs</p>	<p>Conduct follow-up survey of counties to determine number of applications with accurate contact information. Compare results from follow-up survey with initial survey results to determine if changes reduced the number of applications received with insufficient contact information. Review and compare timeliness data from before and after implementation. Number of counties that implement Best Practice Strategies. Review and compare timeliness data before and after implementation.</p>
	<p>Conduct survey of counties to get actual number of applications received and timeframes for expedited by source of receipt (ePASS, Mail-in, Drop off). Results will be analyzed and best practices for processing applications received will be provided to counties. Discuss survey results at quarterly Regional Directors Meetings. Conduct workshop regarding Best Practices at Social Services Institute (SSI) in October 2015.</p>	<p>Initial Survey: 8/30/2015 Best Practice Implementation: 12/31/2015</p>	<p>In-Progress. Currently drafting survey</p>	<p>David Locklear</p>	<p>Conduct follow-up survey of counties to determine number of applications with accurate contact information. Compare results from follow-up survey with initial survey results to determine if changes reduced the number of applications received with insufficient contact information. Review and compare timeliness data from before and after implementation. Number of counties that implement Best Practice Strategies. Review and compare timeliness data before and after implementation.</p>
	<p>Counties will develop plans defining strategies to be implemented to ensure all requirements are met for timeliness, payment accuracy, Case and Procedural Error Rate (CAPER).</p>	<p>8/31/2015</p>	<p>In Progress. Currently drafting Dear County Director Letter and template.</p>	<p>David Locklear and Wayne Black</p>	<p>Receipt of and approval of County Plans. County performance improvements of timeliness, payment accuracy CAPER will be evaluated.</p>

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<b><i>B. Misunderstanding of Timeliness Requirements</i></b>					
<p>Misinterpretation/Misunderstanding of policy:</p> <p>FNS Benefits available by the 7<sup>th</sup> or 30<sup>th</sup> day versus FNS applications processed by the 7<sup>th</sup> or 30<sup>th</sup> day.</p> <p>State reports reflected application processing deadlines as 7 and 30 days which staff interpreted to be process case by those days; not benefits be available by those days.</p>	FNS policy revised to reflect processing requirements to 4 <sup>th</sup> day and 25 <sup>th</sup> day.	6/23/2015	Complete	David Locklear	Monitor weekly application processing reports. Monitor weekly reports provided to USDA. Evaluate trends from QC and ME data.
	Revised daily reports and county application reports to reflect 4 <sup>th</sup> day and 25 <sup>th</sup> day.	7/11/2015	Complete	David Locklear, Angela Taylor, Robin Register	Evaluate improvement based on weekly data and monthly timeliness rate.
	Analysis of counties with the most negative timeliness rate. Require identified county(s) to submit CAP.	8/15/2015	In progress	David Locklear, Angela Taylor, Robin Register	Monitor plans to determine effectiveness of strategies to address core causes.
	Training on revised policy and reports conducted and recorded for future reference. Q&A document created.	7/15/2015	Complete	Operational Support Team, NC FAST, FNS Policy, Data Warehouse	Evaluate need for additional training.

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<b><i>C. Implementation of new Integrated Case Management System:</i></b>					
Development and implementation of new Business Processes (NC FAST):					
Learning curve of new Integrated Case Management system.	Updated job aids, updates in Learning Management System (LMS), training sandbox available, on-site support staff hired and available, virtual training office hours made available, updated training materials (starting in 2013).	2013 (On-going)	On-going process that will continue.	NC FAST	For those counties that utilize the NC FAST training LMS, a monthly list of counties/attendees who have completed training will be provided in the NC FAST Fast Help. As part of the county(s) CAP they must define a process to monitor and track completion of training. If the NC FAST LMS is utilized for new staff/refresher training a certificate of completion should be required. Users must pass the knowledge check to receive the certification of completion of training.
System enhancements, changing of staff roles, new hires.	Identify staff needing additional/refresher training in the system and policy training. Determine guidelines on level and frequency of training. Require identified county(s) to submit CAP.	9/30/2015	On-going	David Locklear	NC DHHS will continue to monitor the FNS timeliness reports for all counties to identify if additional training, business process or changes to the county CAP plan are required.