

**County Recommended Best Practices
OST Cluster Meetings May 2019**

Food and Nutrition Services
<ol style="list-style-type: none">1. Workers check every notice the next day for accuracy. Mail manual notice if not correct.2. Review reports daily especially the Notice of Eligibility, Denial or Pending Status report to validate the notice is correct. Also reviews the DSS-8551 Not Generated Report daily.3. New workers use the DSS-1700 manual budget in addition to keying the income evidence in NC FAST. This helps workers understand how the allotment determination is made and whether or not the decision returned is accurate. It is a great learning tool for new staff.4. If NC FAST returns incorrect decision, workers review all evidences to ensure accuracy. If evidence is correct, the worker issues a manual notice.5. Conduct home visit with the client, if needed, to complete the FNS recertification. Ex. Client medical restrictions make him unable to be in public. Home visit conducted to complete process.6. FNS Recertification workers have Wednesday “do not disturb time” to process recertifications. These workers also have additional “do not disturb time” the week of the 15th to allow for processing of recertifications. During this week, the supervisors or other designated staff will see clients who come in with questions if unable to resolve through conversation with front desk staff. They have a strong partnership between front desk staff and supervisors who relay information.7. FNS recertifications are conducted in round robin style to ensure equitable distribution among workers. Workers have one “desk day” where they are not on intake. Recertifications are logged in and distributed and balanced to ensure appropriate checks and balances.8. Review CSDW reports for recertifications due two months out to balance the work as it comes in for FNS recertifications. Workers will manage the case for six months. If errors noted in case from previous worker, errors are forwarded to the supervisor and are then forwarded to previous worker for correction.9. Intake unit processes FNS, MA, & WF cases and expedited FNS cases same day. Regular processing workers utilize the O & M Pending App report to determine what is due and when. Workers pull their own report and the supervisor follows up on the status of cases.10. FNS Recertification workers do not see clients at all. Clients are seen by Customer Care unit. A separate Changes Team processes changes in situations for FNS cases.11. Separate team or designated staff manage all ABAWDs’ and E & T cases.
Work First
<ol style="list-style-type: none">1. Revise WF Outcome Plans more frequently than every 12 weeks. Some are updated monthly.

General

1. Intake staff check notices for accuracy immediately, then print/send or delete as needed. One person is designated to complete mail-ins and assign to specific workers for processing.
2. QC has an internal bulletin board which reflects quality trends. Results are anonymously reported on the board.
3. First priority of the day is to check mail-ins for expedited.
4. Offer dress down Wednesday to employees. Can bring either canned food or monetary donation for food/toiletry pantry for customers with expedited needs.
5. Supervisors, Lead workers or Quality Assurance staff conduct second party reviews.
6. Managing evidence in real-time so that notices only include what is outstanding.
7. Using the trial budget. This has allowed managers to identify training areas for staff. Have found that some workers are entering incorrect information on the trial budget, resulting in a different budget in NC FAST.
8. When common errors are identified, refresher training is provided to all workers.
9. Following OST Cluster Meetings or other trainings, supervisor sends "Did You Know" reminders to staff.
10. Reminding workers that they have a limited window to pull OVS. If the system is not working during that time, ensuring they have the supervisor run OVS as soon as possible.
11. Having standard documentation that workers must complete regarding OVS.
 - Include the date that it was run.
 - Include "hit" or "no hit" for each area.
12. Standardized narratives for case notes/documentation.
13. Create a documentation template. The template addresses questions for applications and recertifications for each program. Edits can be done based on program requirement needs. Additional notes can be added to template as necessary.
14. Same-day processing to decrease errors and increase timeliness.
15. Virtual Days where workers can work from home. Expectation is to check voicemail and return calls while processing recertifications. On-site Support (OSS) can Skype in if worker having problems. All work completed on virtual days is tracked by OSS to ensure it meets required minimum work expected.
16. When common errors are identified, refresher training is provided to all workers.

17. Generic intake (three programs). Intake workers have one day per week they do not see clients.
18. Kiosk available for clients to utilize to submit documents when they come in the building. This prevents from having to see a worker to drop off paperwork.
19. Have a Customer Care team that see every client that comes into agency.