



August 2, 2016

Operational Support Team Update



DHHS LEAN

LEAN Certifications:

- 32 State Level Staff eligible for LEAN Certification
- 32 staff facilitating 9 projects for certification at state and county level
- Eligible staff to receive certification Fall 2016
- SNAP Business Process Review Collaborative with three states (New Jersey, California, and North Carolina)

LEAN Projects In Progress

- Project 7 – DHHS-DSS Office of Economic Opportunity Contract Approval Process
- Project 8 – DHHS-NC FAST Help Desk Ticketing Process
- Project 9 – Davidson County DSS Reception Configuration
- Project 10 – Chatham County DSS Universal Intake
- Project 11 – Pender County DSS FNS Application Process
- Project 12 – Madison County DSS FNS Recertification Process
- Project 13 – Yancey County DSS Timeliness from Intake to Family and Children’s Processors
- Project 14 – Richmond County DSS Customer Care and Income Maintenance Communication Process
- Project 15 – McDowell County DSS Customer Intake Process
- Project 16 – Moore County DSS Family Licensing Review Process
- Project 17 – Harnett County FNS Work Assignment Process
- Project 18 – Hyde County Work Assignment Process
- Project 19 – Union County Intake Application Process
- Project 20 – NC FAST Production Defects Process
- Project 21 – Standardization of OST Universal Responsibilities





OST Training/Webinars Forthcoming:

- FNS Categorically Eligible
- Work First Budgeting Rules and Required Family Unit Members
- Family Planning Program: Changes of Circumstances
- Medicaid DDS Appeal Reversal
- FNS Changes During the Application Processing and Application Disposition
- Auto-newborn Medicaid
- FNS Work Requirements
- MAF-M Resources
- SSI Cases – A New Way of Managing
- Program of All Inclusive Are for the Elderly (PACE)

OST On-site Consultation



- Based on County Historical Performance Meeting Requirements
- Minimum On-site Consultation is 2, 4, or 6 month intervals
- Other performance issue may warrant more frequent contact
- Work in progress
- Final assessments should be complete this week

