



December 6, 2016

Operational Support Team Update



Supervisor Cluster Meetings

Dates

Monday, December 12, 2016	Harnett DSS
Tuesday, December 13, 2016	Guildford DSS
Wednesday, December 14, 2016	Caldwell DSS, Wilson DSS, New Hanover DSS
Thursday, December 15, 2016	Beaufort DSS, McDowell Technical Community College, Stanly DSS
Friday, December 16, 2016	Jackson DSS, Chowan Co-Op Extension

Meeting Times

9:30 A.M. - Registration

10 A.M. – 3:00 PM Sessions

Agenda Items

- **DCDL OST-41-2016**
 - **Supervisor's Training**
 - **Division Policy Updates (FNS, WFFA, MA, SCCA)**



Supervisor Cluster Meetings *Supervisor Training Modules*

Module 1 – Roles and Expectations Workshop

Section 1: What Does It Mean To Be A Manager

Section 2: What Does It Mean To Be A Leader

Section 3: Your Identity As A Leader

Module 2 – Accountability and Stewardship Workshop

Section 1: Accountability

Section 2: Stewardship

Module 3 – Building Effective Relationships

Section 1: Foundation of Healthy Relationships

Section 2: Building and Sustaining High Performance Teams

Section 3: How To Get Work Done Through Others



DHHS LEAN

Lean Government Project Certification

Nine (9) OST Staff received certification from NCSU November 10, 2016
Regina Bell, Carl Breazeale, Kelly Colbert, Sandy Danner, Patricia Fields,
Kea Hicks-Alexander, Elizabeth O'Dell, Wendy Rachels, Valerie Sutton

Additional 20 state-level staff eligible for certification on January 18, 2017

LEAN Projects In Progress

11 - Pender DSS FNS Application Process	20 - NC FAST Production Defects Process
12 - Madison DSS FNS Recertification Process	21 - OST Standardization of Universal Responsibilities
16 - Moore DSS Family Licensing Review Process	22 - Cleveland DSS Reception Area Reconfiguration
17 - Harnett DSS FNS Work Assignment Process	23 - <i>Wayne DSS FNS/MA Recertification Triage Unit Process</i>
18 - Hyde DSS Work Assignment Process	24 - <i>Scotland DSS New Hire Training Modal</i>
19 - Union DSS Intake Application Process	25 - <i>NC Foster Care Licensing Process</i>



SNAP COLLABORATIVE & WSS Convening

SNAP Collaborative Update:

- County site visits occurred with Union and Davidson Counties the week of November 7th. Insight Policy Research facilitated the visits, which included value stream mapping current state and desired state of chosen processes. Union County is focusing on FNS recertification processes and Davidson County is focusing on FNS application processes.
- Site visits with Pitt County and NC-DHHS teams are scheduled the week of December 12th.
- Participants in site visits include Insight Policy Research, county home and travel teams, state home and travel teams, USDA and FNS representatives.
- Next all state and county Learning Session is scheduled in February 2017 in San Diego, CA.

WSS Convening:

- Center for Law and Social Policy (CLASP), coordinating a special convening of representatives from five states with county-administered benefit systems. The convening will draw upon the lessons from the multi-year [Work Support Strategies \(WSS\) initiative.](#)
- Meeting focused on developing specific priorities and actionable next steps that state/county partnerships can undertake to improve service delivery for customers participating in (or eligible for) multiple self-sufficiency programs.
- Participants were invited to share experiences and challenges, to develop specific priorities for state/county partnerships, and to commit to the identified ongoing efforts that result from this meeting.
- In addition to a large team from California, teams from Colorado, Minnesota, North Carolina and Ohio participated. Both Colorado and North Carolina participated in WSS.
- North Carolina was represented by Sherry Bradsher (NC-DHHS, retired), Carolyn McClanahan (NC-DMA), Judy Lawrence (NC-DHHS/OST), Jennie Kristiansen (Chatham County DSS Director), and Phillip Hardin (Buncombe County DSS Division Director)



OST Reminders

OST Staff Meetings

November 28 – 30, 2016 NC FAST SCCA Application Training (Conversion)

November 30 – December 2, 2016 Divisional Updates

Next Staff Meeting – March 29, 2017 to March 31, 2017

Pending Webinars

- Confidentiality for Medicaid
- Medicaid Suspension
- Initial Contact for Medicaid Program
- FFM Applications
- CCNC/CA (Managed Care)
- FNS Simplified Reporting Requirements
- FNS Simplified Report Procedures
- FNS Determining Benefit Levels
- FNS Timely, Untimely, Late Re-certifications

