



Operational Support Team Monthly Update

**Regina W. Bell
Presenter**

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Transition to Task-Oriented Model



- Local Agency Support
- Training
- Policy Interpretation and Application
- Program Compliance & Special Projects

LEAN CERTIFICATION



- **Final Class Scheduled this month**
- **LEAN Certification Provided**
- **Better Work Flow Analysis Process**

Program Specific Training



- **Webinars Completed in June**
 - Work First Outcome Plans
 - Medicaid Policy Clarifications (Wisdom in the new ERA of MAGI)
 - Medicaid PERM Training

- **Webinar Pending For Released**
 - FNS Error Rate Reduction Training Pre-recorded

- **NCACDSS & Division Training Requests**
 - Webinar Requests (FNS, WFFA, MA)
 - Division Specific (ABAWD, EBCI Transition)

Questions

