

Working to Achieve 95% FNS Timeliness in Mecklenburg County



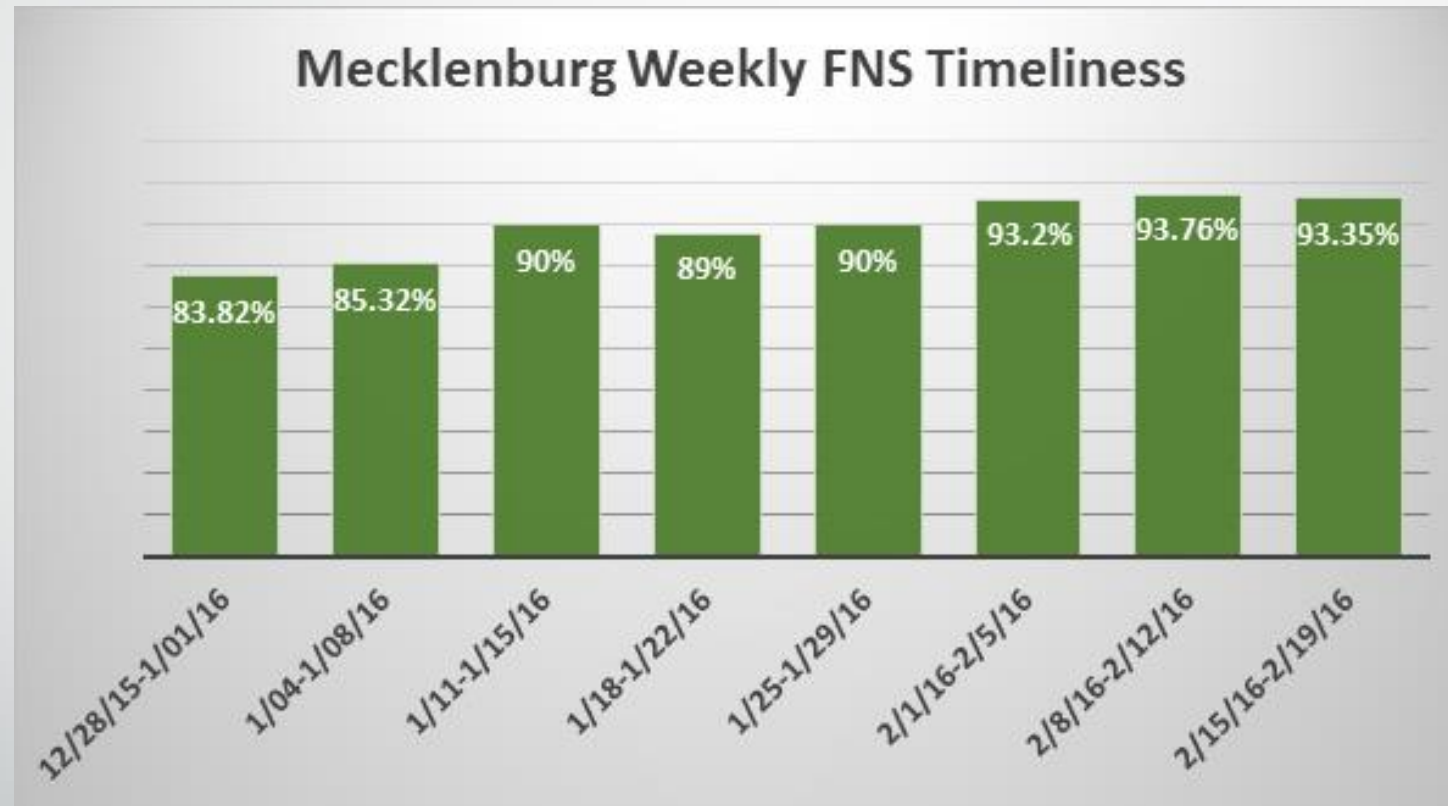
Background

- APHSA SNAP Conference
- Trip to Seattle
 - Some Takeaways:
 - 95% Timeliness is possible
 - Needed to change our mindset
 - Implemented business process reengineering
 - Created Daily Application Tracking Report in Excel (3-days Out)
 - Removed distinction between front and back-end
 - Repurposed staff/Created Critical Response Teams
 - Increased level of accountability to team level
 - Reduced the need for pending information

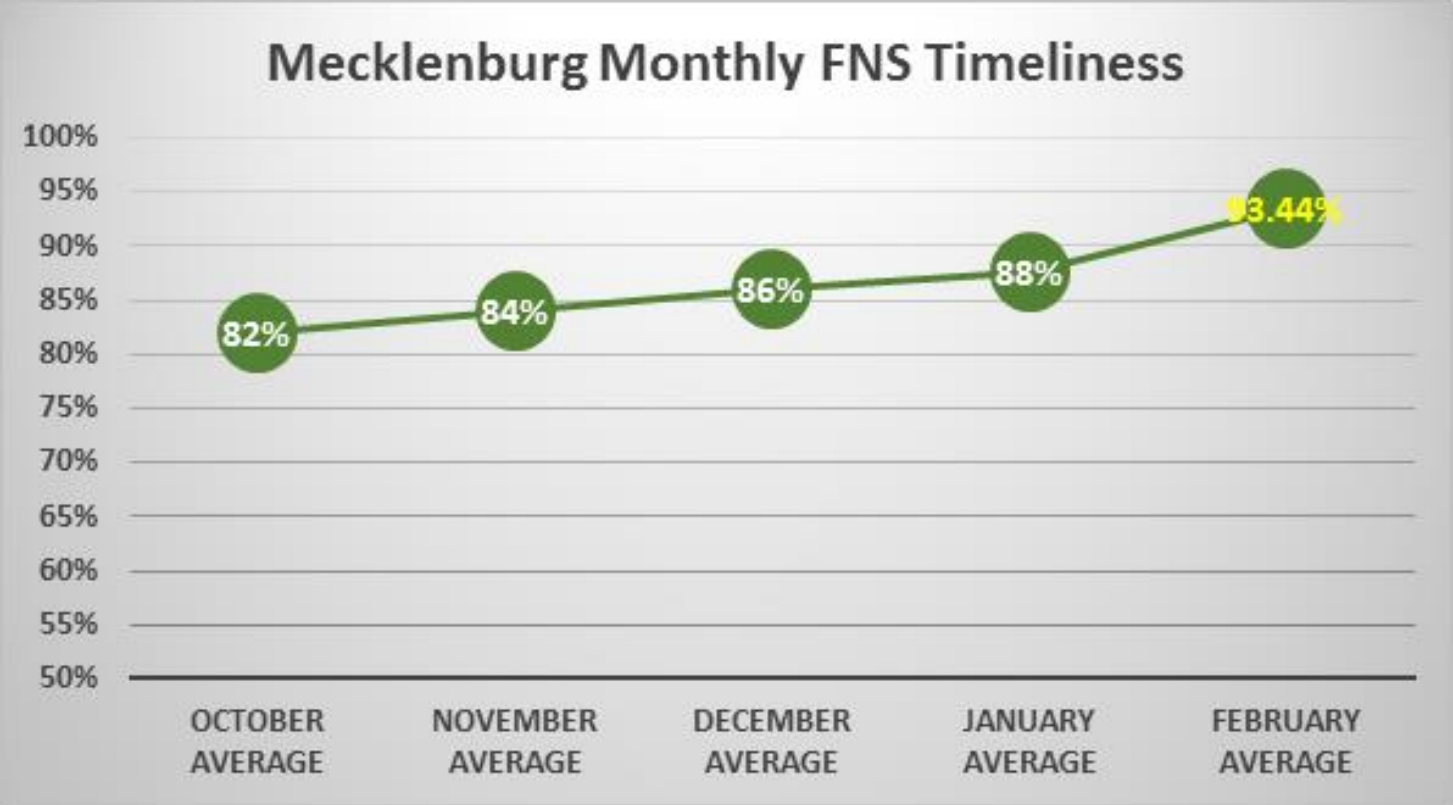
Changes to Business Process to Achieve 95% (A work in progress)

- Soft launch 1/1/2016-Same day processing for FNS application
- Economic Services Division Organizational changes effective 2/1/2016
- Second Program Training
- Second Function Training
- New Reports
- Staff Meetings

Metrics Weekly Growth

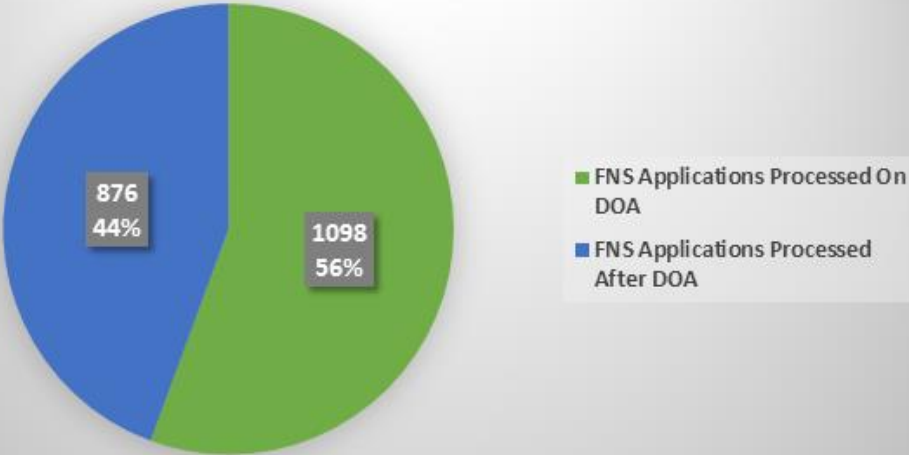


Metrics Monthly Growth



FNS Totals for FY'16

January Intake FNS Monthly Totals



February Intake FNS Monthly Totals

