



June 21, 2017

*Operational Support Team Update*



# *SNAP COLLOBARTIVE UPDATES*

## North Carolina Project Team Update

- FNS Recertification Survey for Best Practices and Processes PDSA
  - 26 of the 52 counties who met/exceeded 95% processing timeliness in 3 of the 4 baseline months responded to a 5 question survey regarding best practices and processes involving:
    - interviews,
    - monitoring evidence,
    - handling mail or mailroom processes,
    - handling information “known to the agency”, and
    - educating customers about application or recertification requirements.
  - Results will be shared with all 100 counties
  - Draft due June 30, 2017
  
- Collaborative Training Model PDSA
  - State Team members participated in conference call May 18<sup>th</sup> with Sacramento County, CA to learn about their training development model.
  - Training feedback form has been reviewed by Davidson, Pitt, and Union Counties. All feedback was positive.

## Other Collaborative Updates

- Second Learning Session will occur in New Jersey in September 2017
  
- SNAP Collaborative timeline has been extended from September 30, 2017 to December 31, 2017. Anticipate 3<sup>rd</sup> Learning Session to occur in North Carolina by December.



# *LEAN RAPID IMPROVEMENT EVENTS UPDATE*

## • **LEAN Projects In Progress – Eight (8) In Progress**

- Project 22 - Cleveland County Reception Area Reconfiguration
- Project 23 – Wayne County FNS-MA Recertification Triage Unit Process
- Project 25 – NC Foster Care Licensing Process (Suspended)
- Project 26 – Forsyth County Customer Care Center Staff Utilization
- Project 27 – Stanly County FNS Application Processing Improvement
- Project 28 – *Henderson/Polk/Transylvania* Counties Foster Care Recruitment and Licensing Process\*
- Project 29 – Union County Family and Children’s Medicaid Redeterminations Process
- Project 30 – Surry County Reception/Intake Project (New)
- \* - Tri-county Lean Event

# LEAN GOVERNMENT PROJECT CERTIFICATION UPDATES



- Six new DHHS Employees received their Lean Certification on June 16, 2017
- Carolyn McClanahan, Sheila Platts, Sherry Bradsher (retired), Paris Penny, Grace Lane, and Tracy Hicks
- The Moore County Foster Care Licensing and NC FAST Defects Projects were presented before the certification board

# *LEAN GOVERNMENT PROJECT CERTIFICATION UPDATES*

- Moore County Project
  - Goals and Objectives
    - Reduce wait time for licensing families
    - Increase accuracy from 50% to 95%
    - Increase placement capacity within the county
  - Successes
    - Created Standard Work Documents (Standard Operating Procedures)
    - Created a Foster Parent Handbook
    - Increase the number of participants in orientation from 3 to 39
    - Increase the number of participants at MAPP Class from 10 to 18
    - Increase the number of participants completing the MAPP Class from 9 to 15
    - 60% increase in the number of applications submitted to the State Licensing Office which will increase the number of homes available for placement in Moore County.
    - MAPP Training Collaboration With Other Counties (Increase Frequency)



# *OST TRAINING UPDATES*

- **OST Trainings/Webinars**

- Supervisor Cluster Meetings - August 2017
  - 5 Regional Locations
  - Training Sessions
    - Topics
      - Fair Hearings
      - ABAWDs
      - Recertification Timeliness
      - Work First Two-Parent Households
      - Long Term Care (LTC)
      - Medicaid Report Card
      - Application Monitoring
- Webinar and Quiz Updates Pending Posting
  - FNS 205 & 235 Identity and Enumeration
  - FNS 215 Residence
  - FNS 230 Student
  - FNS 250 Resources
  - FNS 285 Determining Benefit Levels

# *OTHER OST UPDATES*

- **OST On-Site Consultations**

- Objectives for Counties Meeting Federal/State Requirements
  - Review Business Process for Best Practices and/or Opportunities for Improvement
  - Discuss Quality Improvement Opportunities or Best Practices
  - Discuss or Clarify Policy
  - Build Rapport
- Welcome your OST Representative into your organization
- Questions or concerns to the OST Managers:
  - Regina W. Bell at [Regina.Bell@dhhs.nc.gov](mailto:Regina.Bell@dhhs.nc.gov) or 919-527-6251
  - Barbara M. Daniels at [Barbara.Daniels@dhhs.nc.gov](mailto:Barbara.Daniels@dhhs.nc.gov) or 919-813-5523