



September 13, 2016

*Operational Support Team Update*



# *DHHS LEAN*

## FNS/MA LEAN Project Goals & Objectives

- Process Non-Expedited FNS Application within 10 days (Average 17 days)
- Process FNS Changes within 10 days (30 day delay in assigning changes to workers)
- Reduce the amount of time to assign applications by 50% (taking 5 hours per day)
- Create standard work for a new Universal Intake Unit
- Determine staffing and caseload needs
- Reduce cycle time for FNS Recertification Processing (including Mail Processing)
- Reduce turnover from Intake to Medicaid Processing (Average 7 – 10 days)
- Increase FNS timeliness from 96% to 100% or from 86% to 95%



# *DHHS LEAN*

## FNS/MA LEAN Project Successes

- Creating of Standard Work Documents
  - Completing a Change Form
  - Completing FNS Changes
  - Adding Narrative Notes to Compass and NC FAST
  - Completing FNS Intake or Universal Intake
  - Mailroom Procedures
  - Scanning Processes and Procedures
  - Universal Application Checklist (reduce intake for FNS/MA from 120 to 80 minutes)
- Reducing Application Processing Times
  - Cutting Assignment of Work by 50% (from 5 hours to 2.5)
  - Eliminating unnecessary steps
  - Reducing duplication of work
  - Reducing the number of resources assigned to tasks
  - Reduced unnecessary or obsolete forms (5001, 8227, 8124)
  - Generating Notices from NC FAST
- Reorganization of Organizational Chart (more closely align workers with their strengths)
- Redistribution of work processes (reception, triage, and Intake)



# *DHHS LEAN*

## **LEAN Certifications:**

- 32 State Level Staff eligible for LEAN Certification
- First group of eligible staff to receive certification November 10, 2016

## **LEAN Projects In Progress**

- Project 9 – Davidson County DSS Reception Configuration
- 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 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
- Project 22 – Cleveland County Reception Reconfiguration

## **SNAP Business Process Review Collaborative** (New Jersey, California, and North Carolina)

- Davidson, Pitt, and Union Counties participating
- Learning Session will be held September 26-28 in Charlotte



# Operational Support Team Training



## OST Training/Webinars Forthcoming:

- September

- Auto Newborn Coverage
- Program of All Inclusive Care for the Elderly (PACE)
- Family Planning Program: Changes of Circumstance

- October

- Medicaid Inquiries
- Adult Medicaid Transfer of Assets
- ACA Changes: Family & Children's Medicaid Ex-Parte Process
- ACA Changes: Adult Medicaid Ex-Parte Process
- FNS Identity/Enumeration
- FNS Household Composition/Residency
- FNS Changes During Application Processing and Application Disposition





### Counties Determined to be Low Risk (63)

- Alleghany, Anson, Ashe, Avery, Beaufort, Buncombe, Burke, Cabarrus, Caswell, Carteret, Catawba, Chatham, Cherokee, Chowan, Clay, Cleveland, Craven, Currituck, Dare, Davidson, Davie, Duplin, Franklin, Green, Halifax, Haywood, Henderson, Iredell, Jackson, Johnston, Jones, Lee, Lenoir, Lincoln, Macon, Martin, McDowell, Mitchell, Montgomery, Northampton, Orange, Pasquotank, Pender, Perquimans, Polk, Randolph, Richmond, Robeson, Rockingham, Rowan, Rutherford, Scotland, Stanly, Stokes, Surry, Swain, Tyrell, Vance, Washington, Watauga, Wayne, Wilson, and Yancey.

### Counties Determined to be Moderate Risk (36)

- Alamance, Alexander, Bertie, Bladen, Brunswick, Caldwell, Camden, Columbus, Cumberland, Durham, Edgecombe, Forsyth, Gaston, Gates, Graham, Granville, Guilford, Harnett, Herford, Hoke, Hyde, Madison, Mecklenburg, Moore, Nash, New Hanover, Onslow, Pamlico, Person, Pitt, Sampson, Transylvania, Union, Warren, Wilkes and Yadkin.

### Counties Determined to be High Risk (1)

- Wake

