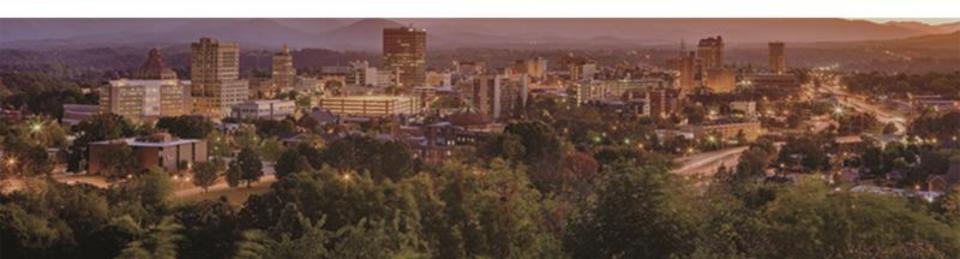




June 21, 2017 *Operational Support Team Update*



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 18th 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 3rd 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 <u>Regina.Bell@dhhs.nc.gov</u> or 919-527-6251
 - > Barbara M. Daniels at <u>Barbara.Daniels@dhhs.nc.gov</u> or 919-813-5523