



July 26, 2017

Operational Support Team Update



SNAP COLLABORATIVE UPDATES

SNAP Business Process Review Collaborative (NC, NJ, CA)

- NC Project Charter: *Maintain timeliness for FNS applications and increase timeliness for recertifications*
- FNS Recertification Best Practices and Processes PDSA
 - Final Draft Being Reviewed for Approval
- PULL Method
 - Focus on workload rather than caseload
 - Davidson, Union, and Pitt conducted rapid improvement PDSAs of the process
 - Future PDSA to include testing queues to support “PULL”
 - Pending DSS 8650s
 - Customer Inquiry Regarding Pending Recert
 - Recert Ready for Determination
 - Mecklenburg County DSS
 - State SNAP Collaborative Team call held on July 14
 - Site visit scheduled with SNAP Collaborative county September or October, 2017
- Collaborative Meetings
 - State Team meeting scheduled Monday, July 24, 2017
 - Info session with 2 Colorado counties regarding PULL, August 8, 2017
 - State Team Insight Call scheduled August 18, 2017
 - Second Learning Session in New Jersey, September, 2017
 - Third Learning Session in North Carolina, December, 2017
- SNAP Collaborative timeline has been extended from September 30, 2017 to December 31, 2017..



LEAN RAPID IMPROVEMENT EVENTS UPDATE

LEAN Projects In Progress – Seven (7) 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 27 – Stanly County FNS Application Processing Improvement
- Project 28 – *Henderson/Polk/Transylvania* Counties Foster Care Recruitment and Licensing Process* (Postponed)
- Project 29 – Union County Family and Children’s Medicaid Redeterminations Process
- Project 30 – Surry County Reception/Intake Project (New)



OST GENERAL UPDATES

Supervisor's Cluster Meetings

- July 28 – August 31, 2017
- 5 Regional Locations
- Agenda/Training Topics
 - Fair Hearing Requirements
 - ABAWD Refresher Training
 - FNS Recertification Timeliness
 - Work First Employment Services
 - Long Term Care
 - Medicaid Report Card
 - Medicaid Application Monitoring
 - General Policy Updates

OST Training Quiz Updates, July, 2017

- FNS 205 & 235 Identity and Enumeration
- FNS 215 Residence
- FNS 230 Student Status
- FNS 250 Resources
- FNS 285 Determining Benefit Levels