FNS Timeliness Best Practices
Rutherford DSS

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north carolina's
RUTHERFORD COUNTY
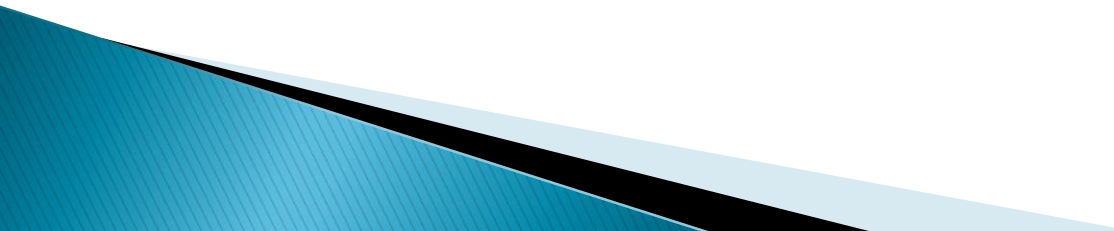department of social services

Rutherford County Statistics ...

- Average 263 applications per month including:
  - In Office
  - Drop Offs
  - Mail-Ins
  - E-pass
- 40% expedited over the past year
- 4 Intake Caseworkers assigned to FNS
- 7 caseworkers assigned to FNS Review
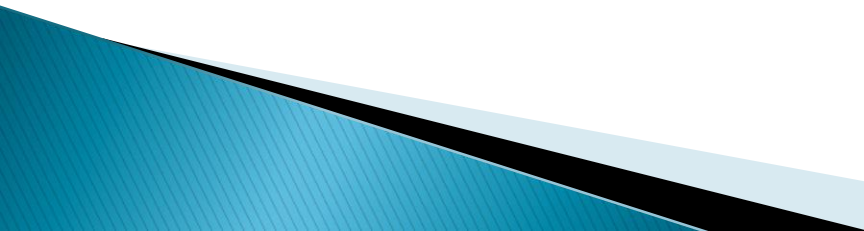- Average caseload is 7250

Common Practices

◦ Assertive/proactive verification gathering

◦ NCF Pending Application Report reviewed daily for 4th and 25th day

◦ Application log reconciled daily

◦ Specialized by program and functions
  • Intake Caseworkers specialized by program
  • Review caseworkers specialized by program

Common Practices Continued ...

◦ Online Application Received Work Queue reviewed 3 times per day and dispersed immediately. Task for ePass applications created for every application and forwarded to assigned worker

◦ Receptionists receive intensive training on completeness of applications and recertifications and necessary verifications

◦ Receptionists request email addresses from clients and adds to recertifications when available

Common Practices Continued ...

◦ Eliminated 'drop box' over a year ago – has proven beneficial as clients are seen by receptionist

◦ Work Number for all applications awaiting earned income verifications

◦ Push for same-day processing

◦ Use "clients statement" when applicable

◦ Encourage all IM staff to ask for current phone numbers each time they speak with a client
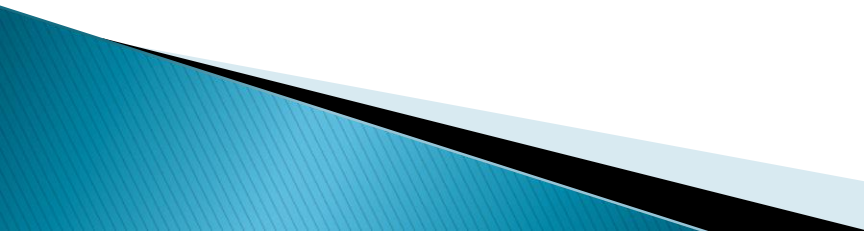
Best Practice – Notice of Information 8650

▸ Notice of Information Needed (8650) given by receptionist for all drop-off applications
  ◦ One intake worker is assigned to drop-off's

  ◦ Receptionist schedules interview for next business day – either by phone or in person if client states cannot be contacted by phone
    • Available phone number stressed to client by receptionist

  ◦ Started 10/19/2015 – total drop-off applications is 201. Only 9 notices for missed interview have been needed for those 201 applications.

Best Practice-Good Cause/Regulatory Delay

- Good Cause and Regulatory Delay
  - All workers must have a supervisor's approval for any case that asks for "Good Cause"

  - Workers are not allowed to select the 'Yes' or 'No' option without a supervisor's approval.

  - In most instances, we have found issues with evidence that has created the Regulatory Delay, which was not really an 'overdue' application.

Best Practice - Investigations

▸ Thoroughly investigate all overdue cases
  ◦ Each overdue case is investigated to see why it is showing on the overdue report.

  ◦ We use the data from the investigations to manage going forward

  ◦ Evaluate how the system handles certain circumstances to prevent future overdues

  ◦ Individual conferences with caseworkers on overdues

Best Practice – Late Recertifications

▸ Late Recertifications
  ◦ Assigned to one caseworker on most occasions

  ◦ If drop-off, interviewed by receptionist
    • All recertifications screened for accuracy and completeness by receptionist

  ◦ Evaluated same day for expedited service