

Reports



- **Null BAVDT Report**
- **Weekly Snapshot Most Impacted Counties/Counties Requiring Attention**
- **USDA Timeliness Report**
- **O & M Pending Applications and Recerts Reports**
- **Help Desk (Remedy) Report**
- **Various LTC/CAP/PACE error reports**

FNS Application Processing: Null BAVDT Report



- **Benefits Available Date (BAVDT)**
 - Approved FNS applications where no benefits have been issued
 - Impacts timeliness rate
- **Distributed weekly to NCACDSS**
- **Determine why benefits have not issued and provide guidance on improving timely processing.**

Applications and Recerts Performance Reports



- **Processing Snapshot Reports**
- **USDA Timeliness Report**
- **O & M Pending Applications and Recerts Reports**
 - FNS, WFFA, SA and MA Pending Apps
 - FNS, Traditional and MAGI Pending Recerts by County
- **Information used to evaluate progress being made toward clearing all backlogs and reaching the USDA timeliness target.**

Help Desk Tickets (Remedy) Report



- **Lists status of outstanding help desk tickets**
 - Tickets with Client Action Required
 - Tickets pending over 30 days
- **NC FAST sends to OST daily**
- **Helps to identify trends, specific county/worker training needs.**

Other Reports



- **CAP/PACE Payment Issues Spreadsheet**
- **LTC/State Facility Errors Reports**
- **Cases Not Fully Converted in NC FAST**
- **DSS-8110 User Error Reports**