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