Working to Achieve 95% FNS Timeliness in Mecklenburg County
Background

• APHSA SNAP Conference
• Trip to Seattle
  • Some Takeaways:
    • 95% Timeliness is possible
    • Needed to change our mindset
    • Implemented business process reengineering
      • Created Daily Application Tracking Report in Excel (3-days Out)
      • Removed distinction between front and back-end
      • Repurposed staff/Created Critical Response Teams
      • Increased level of accountability to team level
      • Reduced the need for pending information
Changes to Business Process to Achieve 95% (A work in progress)

• Soft launch 1/1/2016 - Same day processing for FNS application
• Economic Services Division Organizational changes effective 2/1/2016
• Second Program Training
• Second Function Training
• New Reports
• Staff Meetings
Metrics Weekly Growth

Mecklenburg Weekly FNS Timeliness

- 83.82% for 12/28/15-1/01/16
- 85.32% for 1/04-1/08/16
- 90% for 1/11-1/15/16
- 89% for 1/18-1/22/16
- 90% for 1/25-1/29/16
- 93.2% for 2/1-2/5/16
- 93.76% for 2/8-2/12/16
- 93.35% for 2/15-2/19/16
Metrics Monthly Growth

Mecklenburg Monthly FNS Timeliness

- October Average: 82%
- November Average: 84%
- December Average: 86%
- January Average: 88%
- February Average: 83.44%
FNS Totals for FY’16

January Intake FNS Monthly Totals

- 876 (44%) FNS Applications Processed On DOA
- 1098 (56%) FNS Applications Processed After DOA

February Intake FNS Monthly Totals

- 417 (23%) FNS Applications Processed On DOA
- 1426 (77%) FNS Applications Processed After DOA