FNS Timeliness Best Practices
Rutherford DSS

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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 4\textsuperscript{th} and 25\textsuperscript{th} 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