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