



**CHALLENGES FACED BY COUNTY
DEPARTMENTS OF SOCIAL SERVICES
IN ADMINISTERING
ECONOMIC SERVICES PROGRAMS**



A. Increasing caseloads for the 5 year period ending June 30, 2013

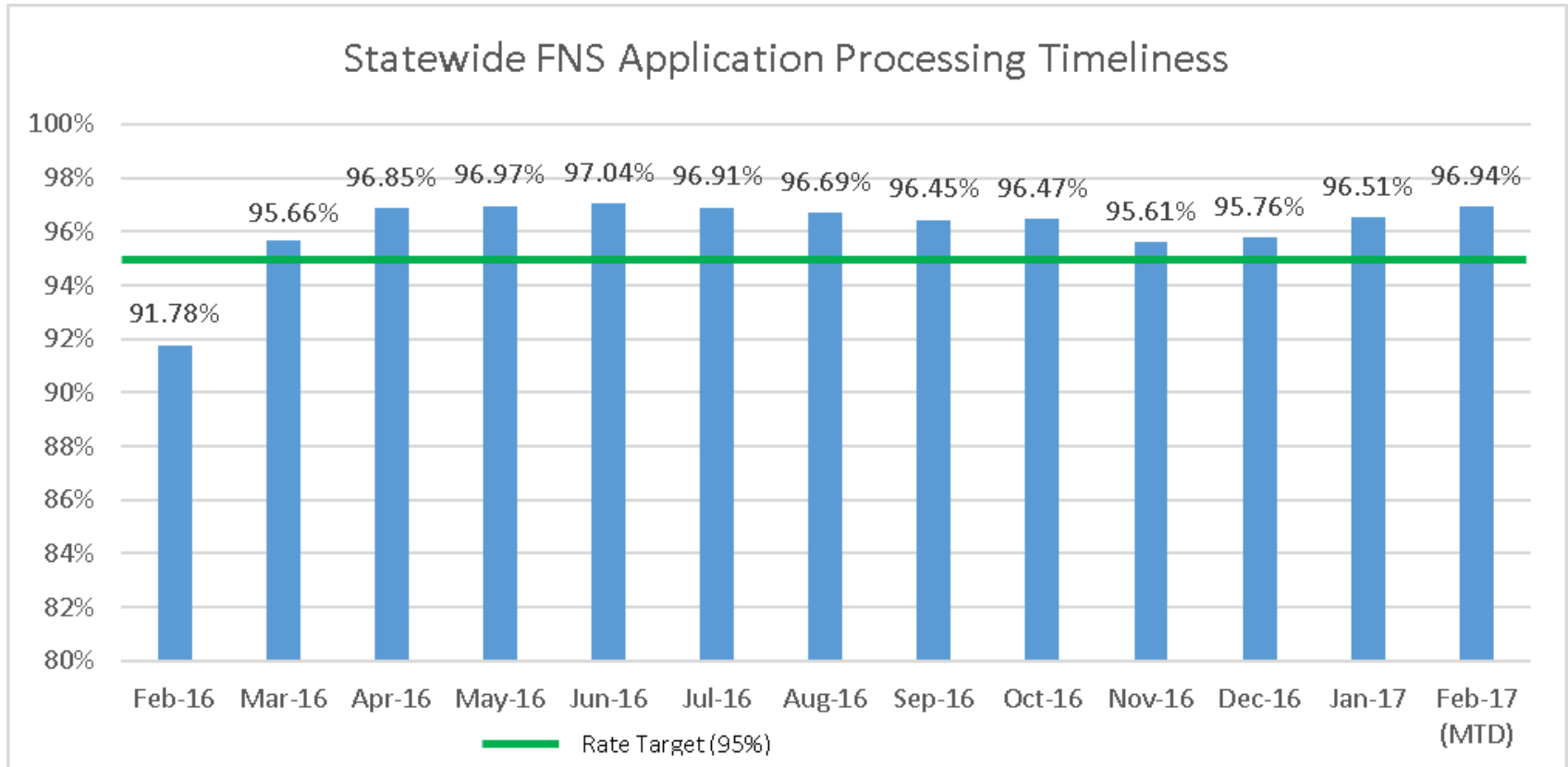
1. Food & Nutrition Services: 75% caseload increase vs. 27% staffing increase during 5 year period
2. Medicaid: 24% growth in recipients vs. 4% increase in staffing during 5 year period

B. Transition to NC FAST for Food & Nutrition Services

1. Began with pilot counties in April, 2012
2. Rolled out through two (2) stages to all 100 counties by March, 2013
3. By June, 2013; majority of FNS cases being processed timely



FNS Application Timeliness

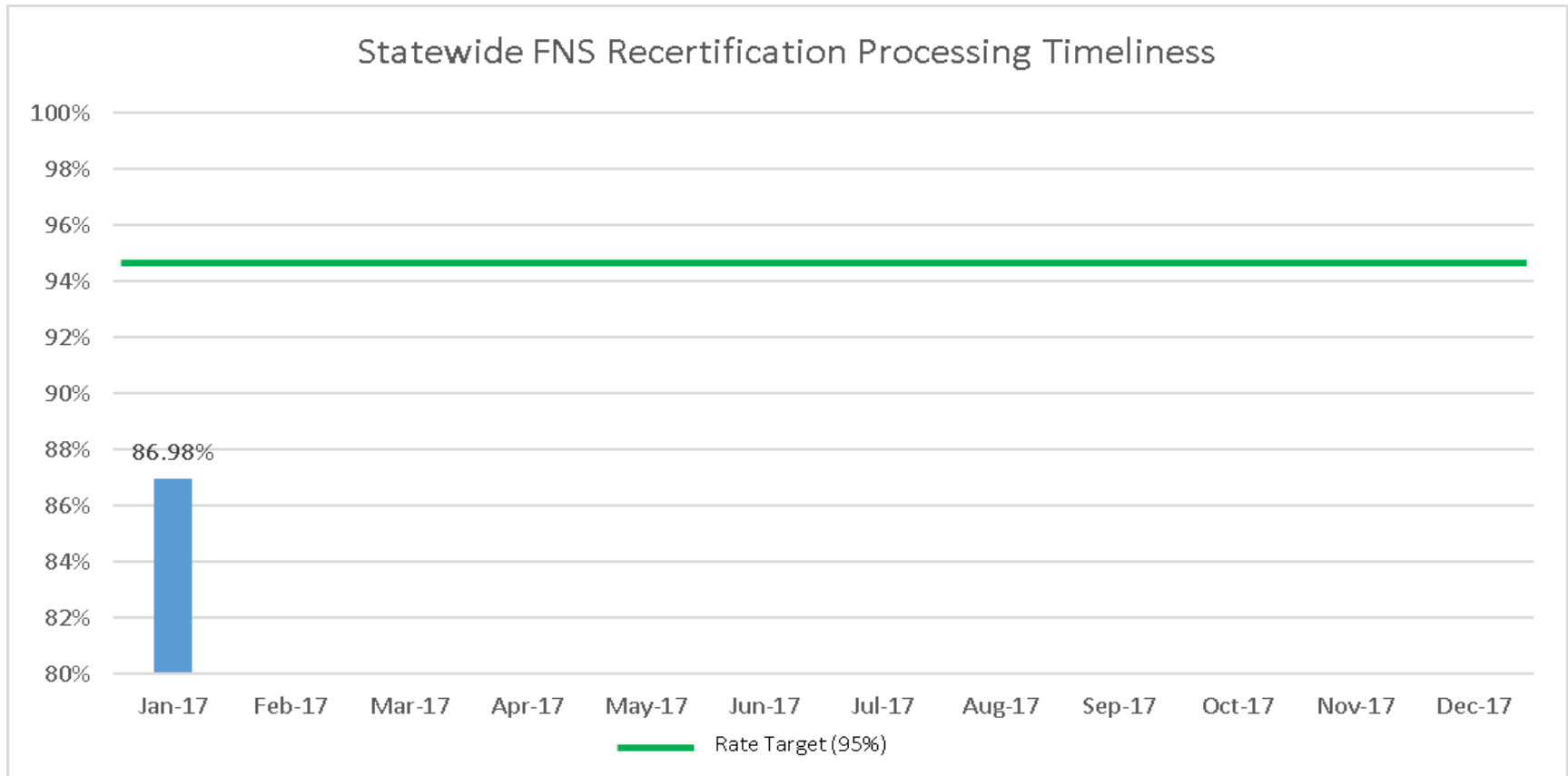


For FNS Application timeliness, the state must achieve and maintain a timeliness percentage of at least 95%.

**Data as of February 17th – 36 counties at 100%. 22 counties below 95%.
Reporting based on all applications processed (not the QC sample).**



FNS Recertification Timeliness



For FNS Recertification timeliness, the state must achieve and maintain a timeliness percentage of at least 95%.

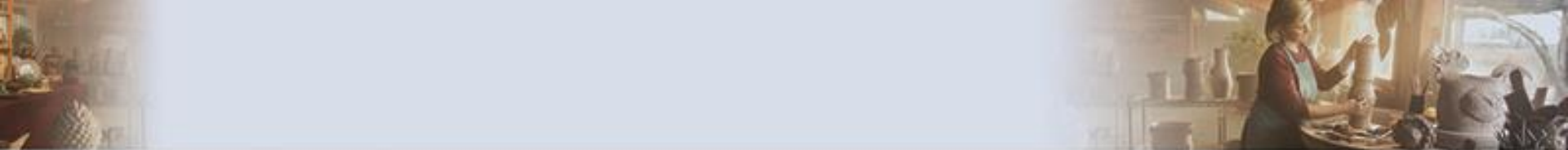
In January 2017, 5 counties at 100%. 45 counties below 95%.





C. Implementation Schedule for Medicaid Modified to Accommodate Affordable Care Act

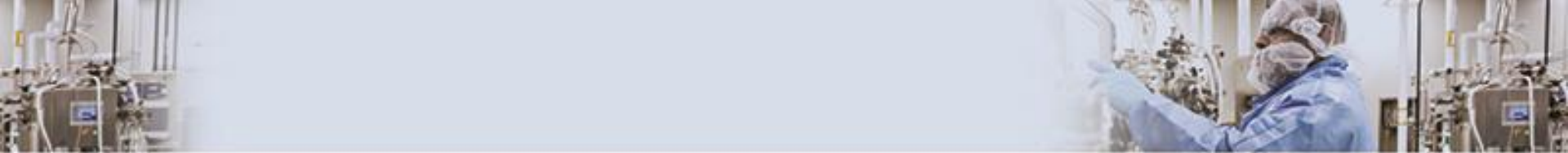
1. Functionality for NC FAST – July 15, 2013 – FNS Screen Changes
2. Implementation of New Medicaid application requirements – October 1, 2013.
3. New federal requirements (Modified Adjusted Gross Income – MAGI; Ex Parte Reviews)
4. Healthcare.gov applications
5. Conversion of ongoing cases
6. New customer access channels (ePASS)



D. Other Challenges

1. Achieving USDA mandated timeliness requirements (February-March, 2014; July 2015 – June, 2016)
2. Thousands of FNS applications from Tax Preparation Vendor (2015)
3. Staffing turnover and training issues
4. Caseworker-System Interface – Help Desk Tickets
5. Achieving and sustaining all FNS & Medicaid processing requirements (timeliness and accuracy)





E. Evolving Solutions

1. Utilization of data, reports, workload management
2. On-Site Support
3. Policy and technical consultation and assistance
4. Analysis of county staffing needs
5. Reinvestment of county savings for resources to support maintaining processing requirements

F. Federal & County Spending for Economic Services Programs

In late SFY 2014-15, CMS approved 75% federal reimbursement for eligibility functions performed by County Departments of Social Services for the Medicaid program. All counties have taken advantage of this ongoing opportunity with the county share of Medicaid eligibility administration being reduced from 50% to 25%.

