Buncombe County
Health & Human Services
Economic Services

Food
Assistance
&
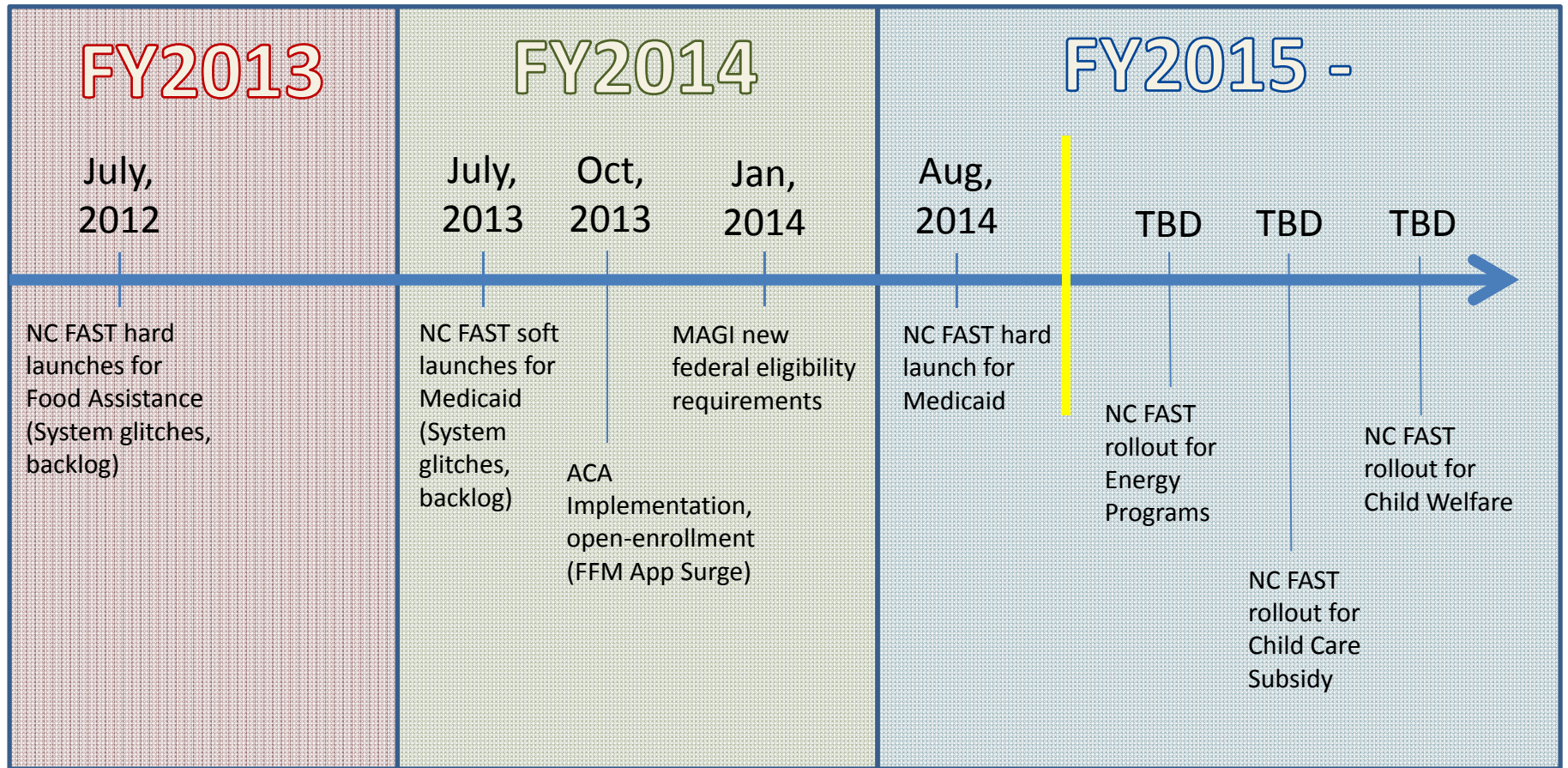Medicaid

Mandated Services

HHS- Coxe Avenue	Federal Statute	State Statute	Administrative Rule
Medicaid Eligibility	Federal Delegated Authority- Title XIX and Section 1634 of the Social Security Act; 42 CFR 430-460	G.S. 108A Part 6; G.S. 108A-79; G.S. 108A-80	10A NCAC 21; 10A NCAC 22F
Food and Nutrition Services Eligibility	Federal Entitlement- 7 USC 2011; 7 CFR 271.4 Public Law 110-246	G.S. 108A-25	
State-County Special Assistance	Federal Delegated Authority- 20 CFR 416.2001-2099	G.S.108A-25; G.S.108A-40-47.1	10A NCAC 71P
Health Choice Eligibility	Federal Delegated Authority- Title XXI of the Social Security Act; 42CFR .457	G.S. 108A, Part 8; G.S. 108A-79, G.S.108A-80	

Buncombe County HHS NC FAST Impact Timeline

FY2013	FY2014	FY2015 -

July, 2012

July, 2013   **Oct, 2013**   **Jan, 2014**

Aug, 2014   **TBD**   **TBD**   **TBD**

NC FAST hard launches for Food Assistance (System glitches, backlog)

NC FAST soft launches for Medicaid (System glitches, backlog)

ACA Implementation, open-enrollment (FFM App Surge)

MAGI new federal eligibility requirements

NC FAST hard launch for Medicaid

NC FAST rollout for Energy Programs

NC FAST rollout for Child Care Subsidy

NC FAST rollout for Child Welfare

NC FAST's Original Plan to Create Efficiency:

Shared Evidence Between:
-Food Assistance
-Family Medicaid
-Adult Medicaid
-Work First
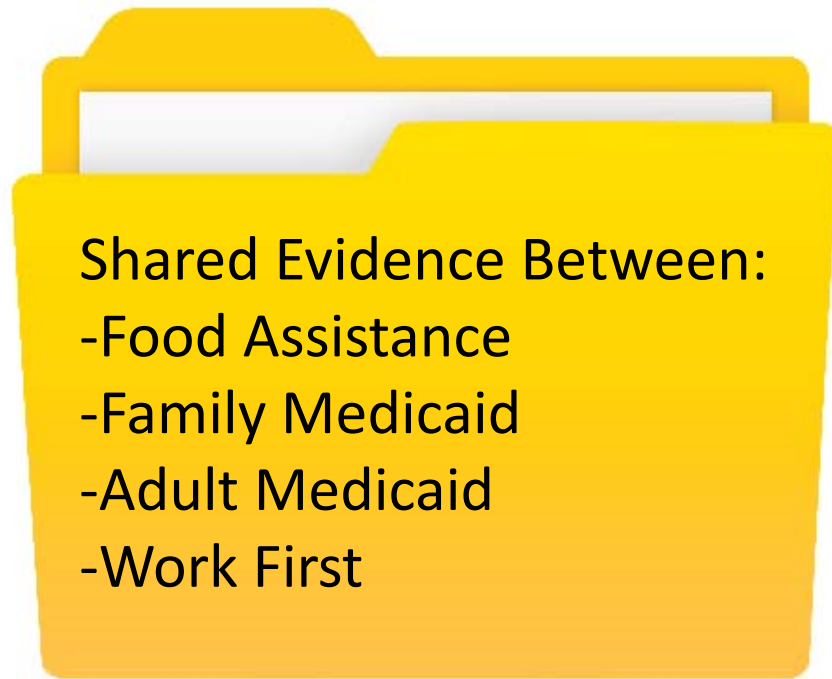
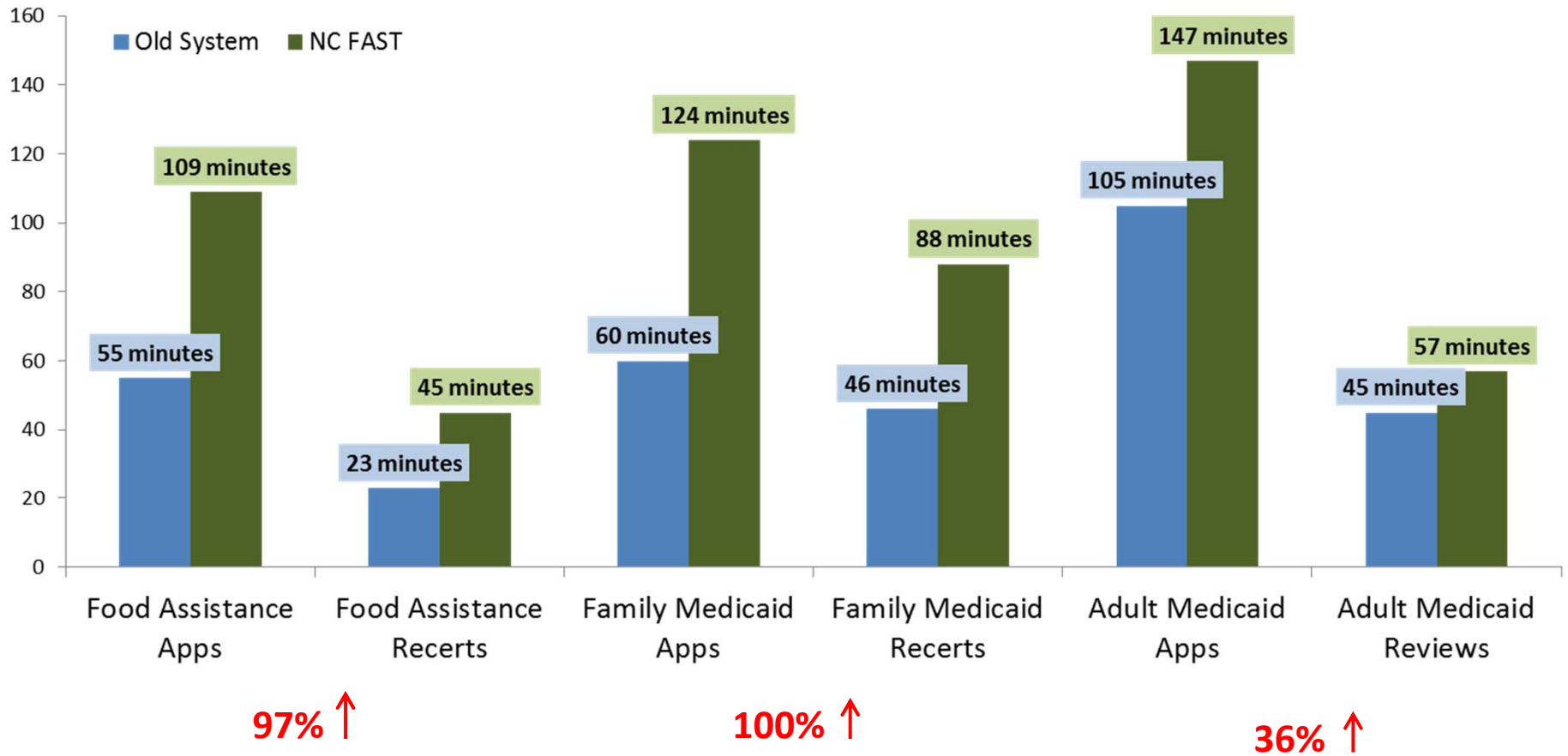- More information inputted, but less time spent having to determine eligibility

What has actually happened:

Separate cases: MAGI Medicaid, FNS/Traditional Medicaid, Retro Medicaid)

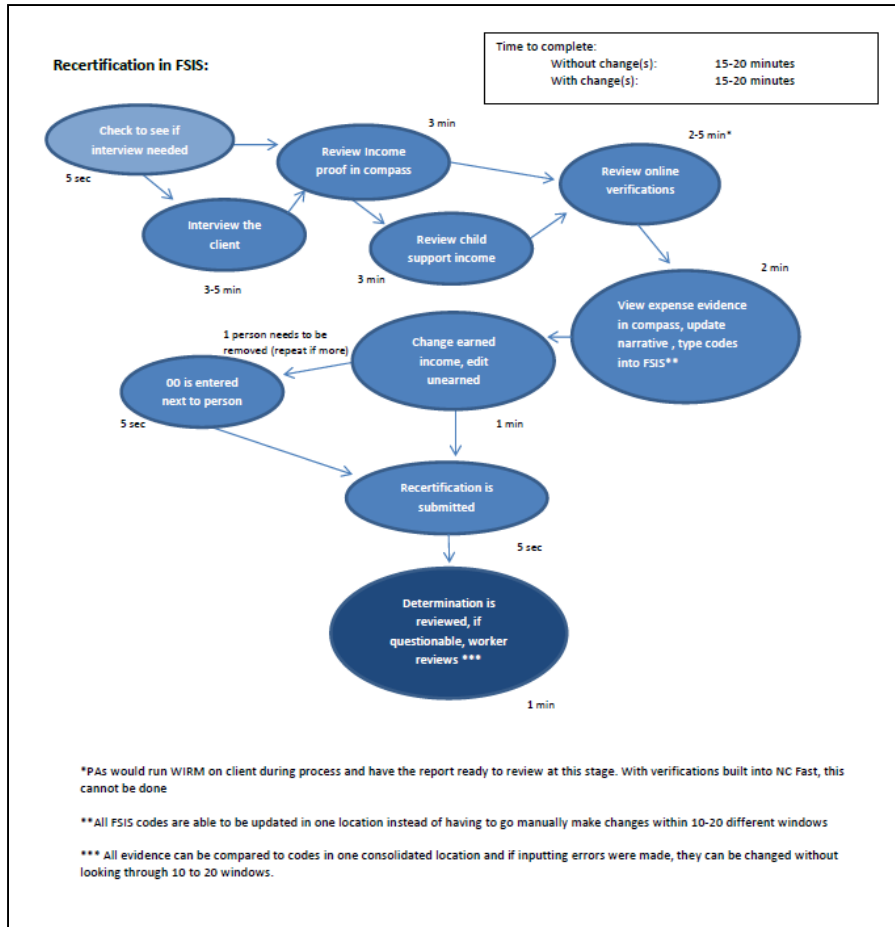- More information inputted, AND more time spent having to determine eligibility
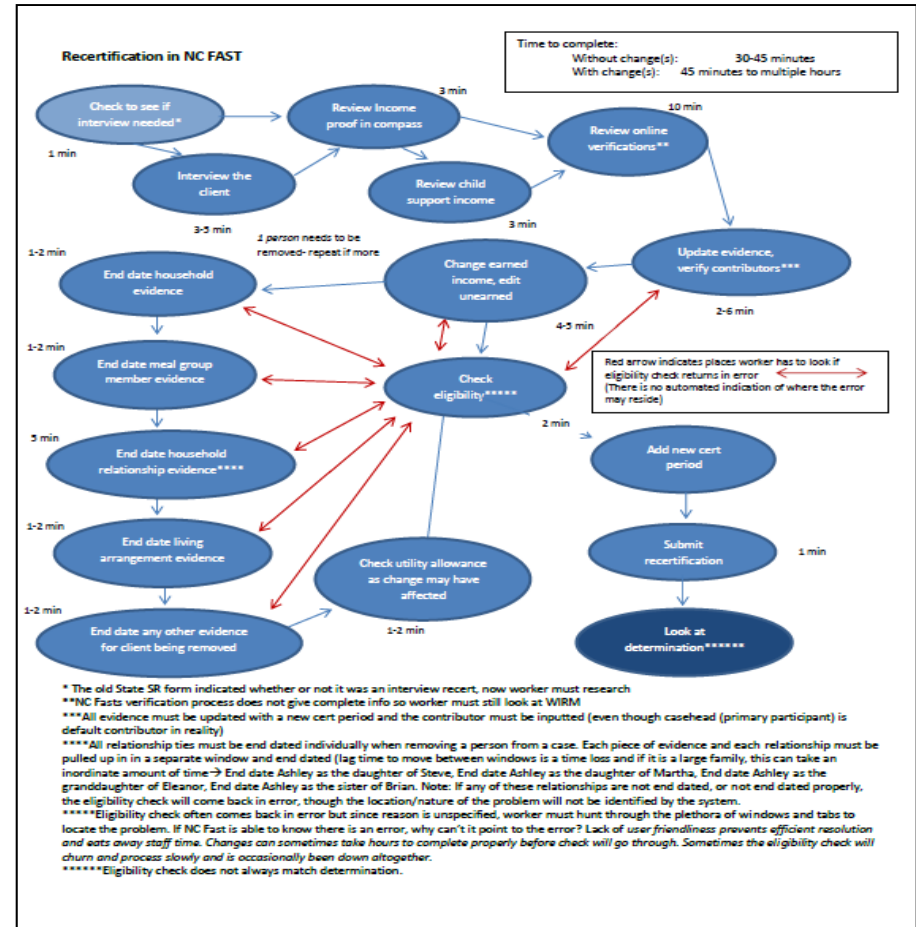
Impact of NC FAST

*Based on Averages of Time Studies Conducted in Buncombe, Forsyth, Catawba, and Mecklenburg

Food Assistance Recert

Old System

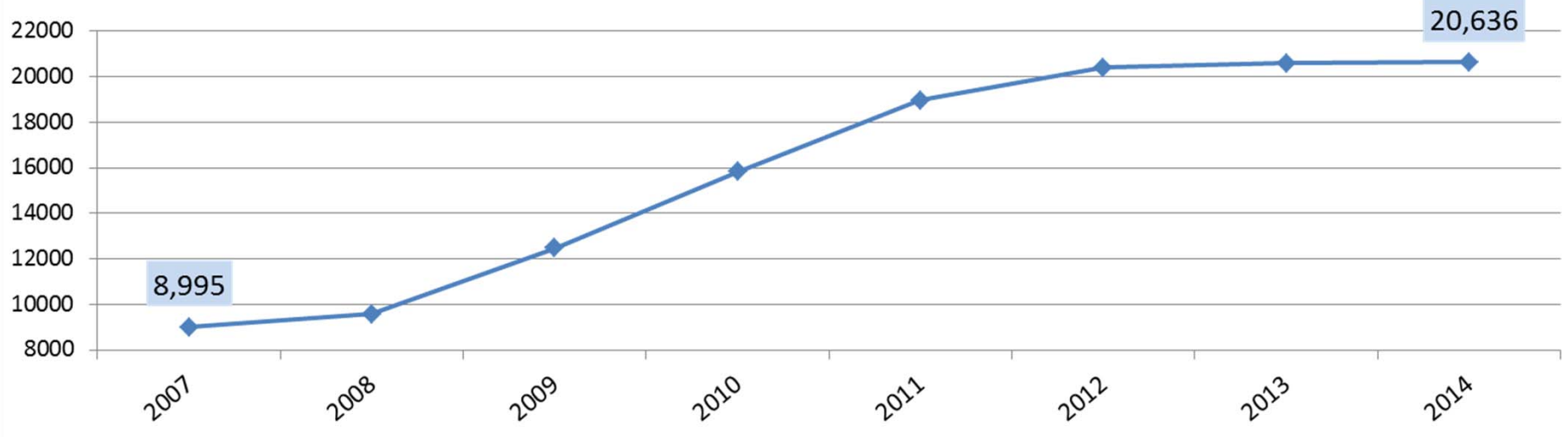**Recertification in FSIS:**

Time to complete:
- Without change(s): 15-20 minutes
- With change(s): 15-20 minutes

*PAs would run WIRM on client during process and have the report ready to review at this stage. With verifications built into NC Fast, this cannot be done

**All FSIS codes are able to be updated in one location instead of having to go manually make changes within 10-20 different windows

*** All evidence can be compared to codes in one consolidated location and if inputting errors were made, they can be changed without looking through 10 to 20 windows.

NC FAST

Recertification in NC FAST

Time to complete:
- Without change(s): 30-45 minutes
- With change(s): 45 minutes to multiple hours

* The old State SR form indicated whether or not it was an interview recert, now worker must research
**NC Fasts verification process does not give complete info so worker must still look at WIRM
***All evidence must be updated with a new cert period and the contributor must be inputted (even though casehead (primary participant) is default contributor in reality)
****All relationship ties must be end dated individually when removing a person from a case. Each piece of evidence and each relationship must be pulled up in in a separate window and end dated (lag time to move between windows is a time loss and if it is a large family, this can take an inordinate amount of time → End date Ashley as the daughter of Steve, End date Ashley as the daughter of Martha, End date Ashley as the granddaughter of Eleanor, End date Ashley as the sister of Brian. Note: If any of these relationships are not end dated, or not end dated properly, the eligibility check will come back in error, though the location/nature of the problem will not be identified by the system.
*****Eligibility check often comes back in error but since reason is unspecified, worker must hunt through the plethora of windows and tabs to locate the problem. If NC Fast is able to know there is an error, why can't it point to the error? Lack of user friendliness prevents efficient resolution and eats away staff time. Changes can sometimes take hours to complete properly before check will go through. Sometimes the eligibility check will churn and process slowly and is occasionally been down altogether.
******Eligibility check does not always match determination.

51% ↑ in number of steps to process an app
68% ↑ in number of steps to process a recertification

Caseload growth
for mandated
services

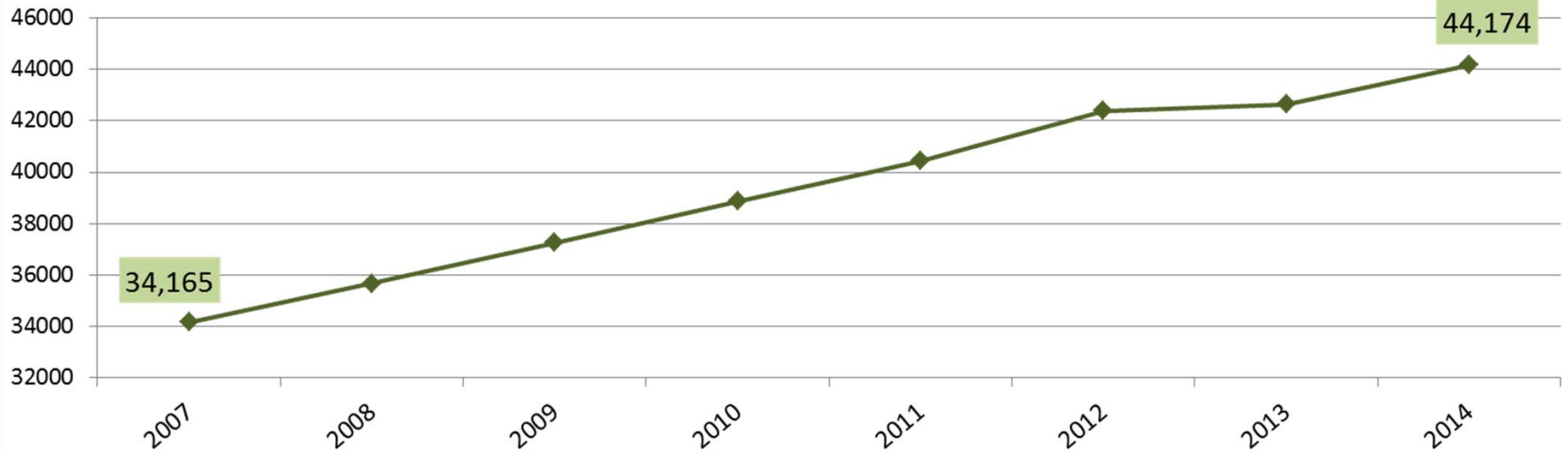# Buncombe County Food Assistance Households
FY2007 - FY2014

20,636

8,995

2007 2008 2009 2010 2011 2012 2013 2014

Buncombe County Food Assistance Applications
Avg. Per Month
FY2007 - FY2014

1,650

1,002

2007 2008 2009 2010 2011 2012 2013 2014

Buncombe County Medicaid Recipients
FY2007 - FY2014

34,165

44,174

2007 • 2008 • 2009 • 2010 • 2011 • 2012 • 2013 • 2014

Buncombe County Medicaid Applications
Avg. Per Month
FY2007 - FY2014

1,609

2,371

2007 • 2008 • 2009 • 2010 • 2011 • 2012 • 2013 • 2014

Buncombe County Medicaid Recipients
Projected With and Without Expansion
FY2012 - FY2016

Year	No Expansion	With Expansion
2012	42,395	
2013	42,653	
2014	44,174	
2015	44,493	
2016	44,793	56,641

PROJECTED

■ Medicaid Recipients Projected With Expansion   ■ Medicaid Recipients Projected - No Expansion
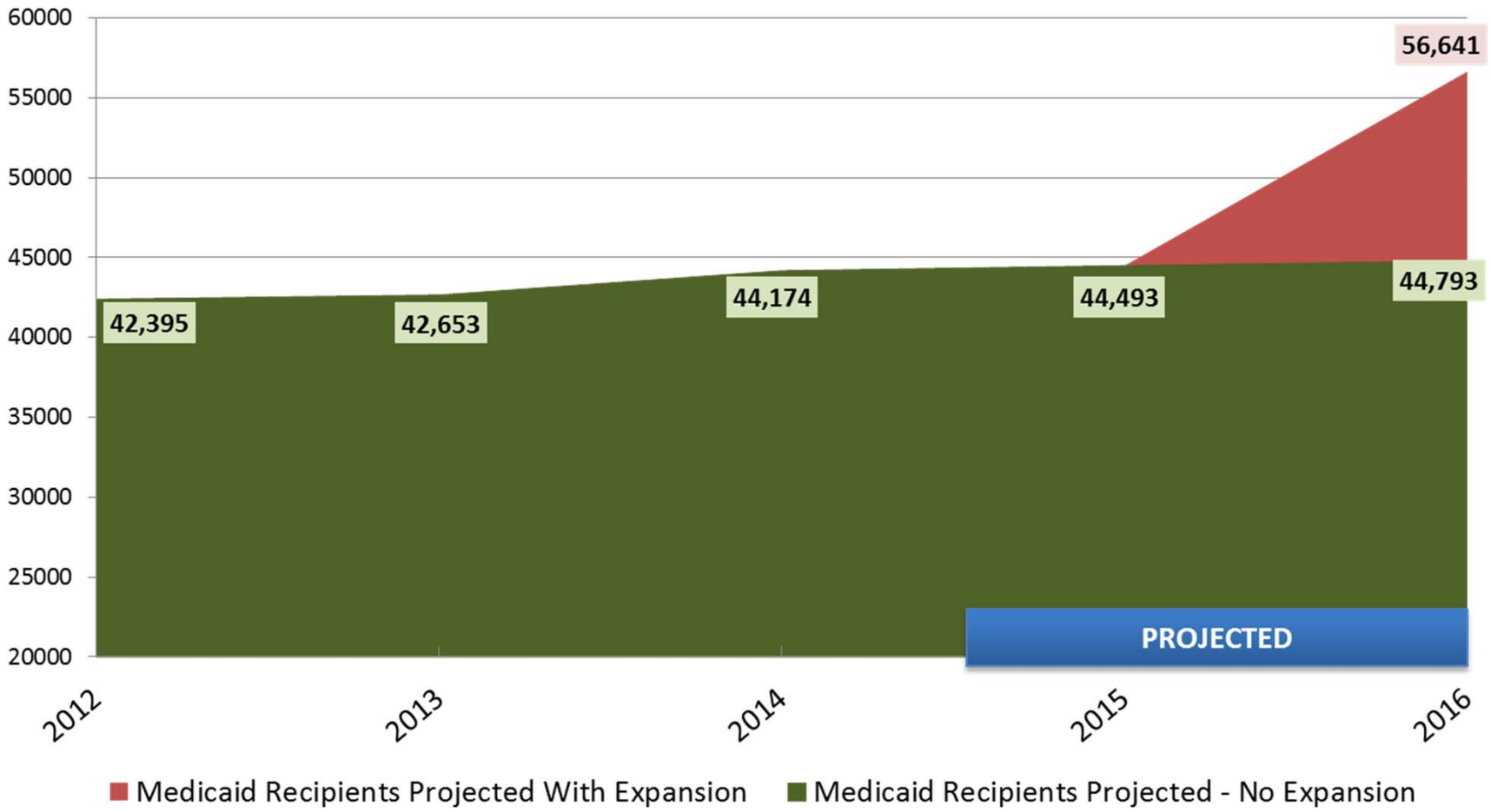
Projected 11,848 additional Buncombe County Medicaid eligible recipients if NC expansion happens

Current Workload Impact of Affordable Care Act without expansion

4,006

1,029

APPS SUBMITTED TO BUNCOMBE FROM FFM (FY2014)

APPROVED FFMs (FY2014)
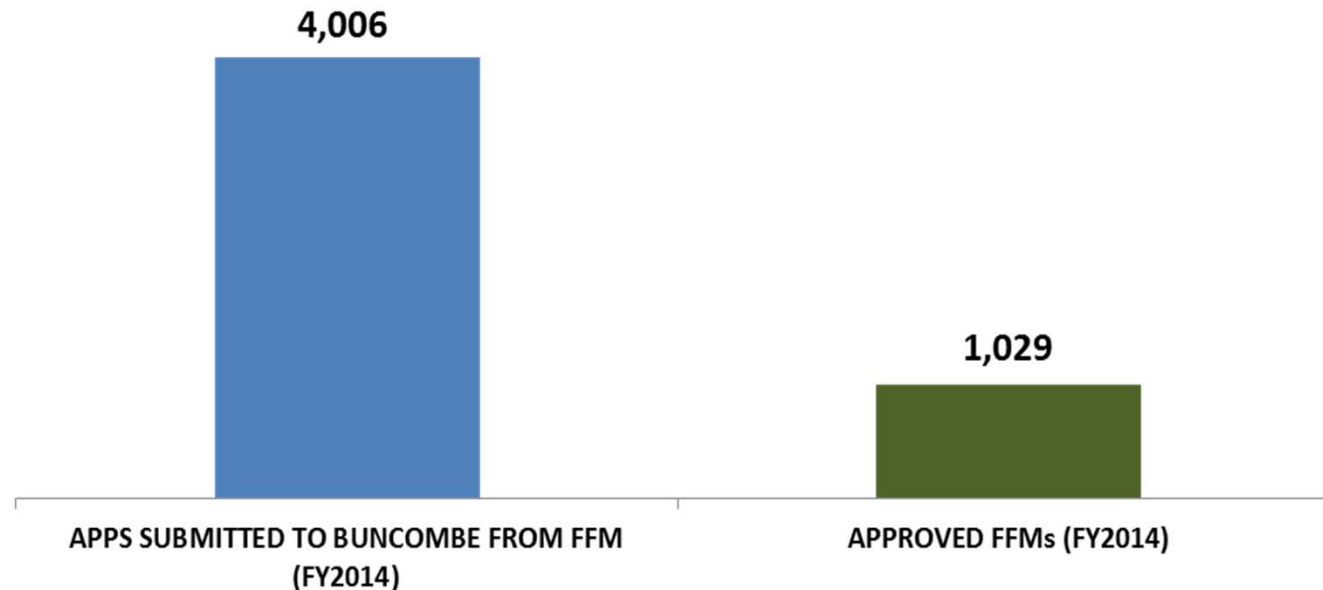
- **26%** were **approved**
- **2.07** hours to complete an application
- Annual reapplication for subsidy required
- **8,292** hours of work from ACA applications→ approximately **6 FTEs worth of annual labor**

Implementation of NCFAST is a State-wide Issue

- Single largest software conversion in the State's history
- Federal action as a result of state-wide challenges to meet timeliness and quality standards
- DHHS issues recommended staffing requirements to counties

Calculating Needed Staff

Considerations:

- Avg. labor time to complete work by program and work type   **(Time Studies)**

- Incoming work count by program and work type   **(Data trends)**

- Total potential 'productive' work hours per FTE   **(Industry Research)**

- Avg. number of staff on leave throughout year   **(Data Trends)**

- Avg. number of positions vacant at any point in time   **(Data Trends)**

- number of positions in basic training   **(Data Trends)**

- Baseline staffing need compared against current staffing levels
  >Staffing Deficit Identified

- Capacity for surge projects as NC FAST continues to roll out
  >NC FAST Lessons Learned

State Recommendations for Staffing Levels by County

County	Program	Applications to Process in NC FAST (Oct 23 - Dec 31)	Recertifications to Process in NC FAST (Oct 23 - Dec 31)	Resources Needed Per Program	*Key Assumptions:* *44 business days* *6 hours processing per person per day* *Avg processing times based on county feedback*
Buncombe	Adult MA	2224	2631	41	
Buncombe	F&C MA	3390	12302	105	
Buncombe	FNS	3452	4582	30	
Buncombe	LTC	0	407	4	(LTC Apps to process included in Adult MA count)
Buncombe	RA	3	2	1	
Buncombe	SA	75	114	2	
Buncombe	WF	208	56	3	
				186	

Current budgeted IMC IIs: 118 FTEs
IMC IIIs supporting eligibility: 17 FTEs
IMC Is supporting eligibility: 10 FTEs
Net difference: **41 FTEs**

County Investment in NC FAST
FY2014 – Q2 FY2015

	Total FY2014 – Q2 FY2015	Estimated County Portion	Description
Overtime	$323,762	$161,881	Overtime needed to work through NC FAST driven backlog
New Regular Positions (Salary and Fringe)	$1,020,963	$510,482	New Regular Positions Needed due to Increased workload from NC FAST (12 IMC II, 5 IMS II)
County Temps (Salary and Fringe)	$466,636	$233,318	County temps for backlog and backfill support
Temp Agency Temps	$276,122	$138,061	Adecco Temps hired for NC Fast driven projects and backlog
Est. Cost of Employee Reassignment (Salary and Fringe)	$120,646	$60,323	Cost of County Champion Salary & Salary Difference for backfilled supervisors
General Assistance Dollars	$25,917	$25,917	Used to purchase Ingles Gift Cards to families whose Food Assistance Cases were held up in NC FAST
TOTAL	**$2,234,046**	**$1,129,981**	

Why we can't continue with Temp Employees as solution

- ACA requirement on Jan 1, 2015: temporary employees must be offered our health insurance
- 9-12 months to train for full competency
  - Complexity of policy and technology
- Merited government employees required to determine eligibility

Given Buncombe County System Efficiencies:

23 additional positions needed

Savings of 18 positions based on NC Fast projected staffing need

Does not take into account possible Medicaid Expansion – approximately 30 more FTEs

OVER THE SHOULDER SUPPORT
Trouble shooters, on the ground, feeding info back to SMEs

TRAINERS ON COMPUTER SYSTEM
Computer Savvy

SUBJECT MATTER EXPERTS
Policy gurus

SUPERVISORS
Supporting
STAFF

CUSTOMER SERVICE CENTER
interface with call center; managing customer service responses

COMMUNICATION SPECIALIST
Managing daily messaging and practical aspects of supplements to procedure/policy

QA/HSPE ON THE FLOOR
managing analytics of the process

Economic Services: Budget Impact

FY 2015	Total Dollars	Federal	State	County
Public Assistance	382,929,503	264,662,486 **69%**	113,588,762 **29.8%**	4,678,255 **1.2%**

Each County
Dollar Leverages
$9.30
in Non-County
dollars that are
spent in our
community

1 in 5 Families in Buncombe County on Food Assistance

1 in 5
individuals on Medicaid

NC Fast System

- Building foundation for:
  - Full integration of 17 legacy systems
  - Reduction in duplication
  - Seamless eligibility verification
  - Improved accuracy