

Buncombe County Health & Human Services

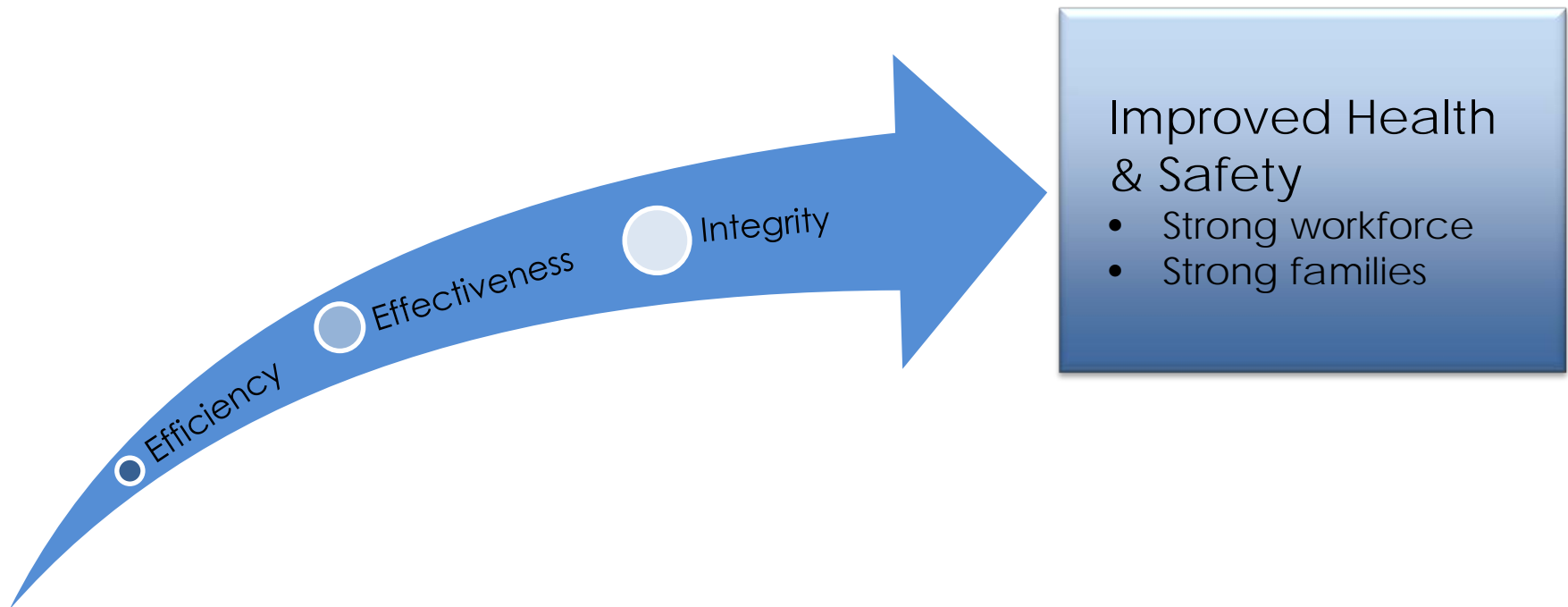
Economic Services Position Request
Public Assistance

Make Small CHOICES, expect BIG things.

BUNCOMBE COUNTY
HEALTH & HUMAN SERVICES
BUNCOMBECOUNTY.ORG/HHS



NC FAST is the largest overhaul of a system in the history of NC



Make Small CHOICES, expect BIG things.

Transforming for NC FAST/ACA

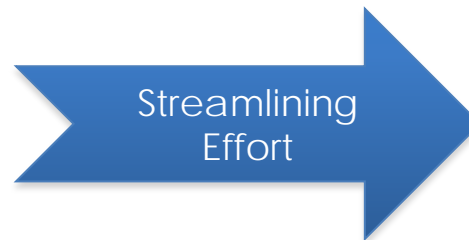
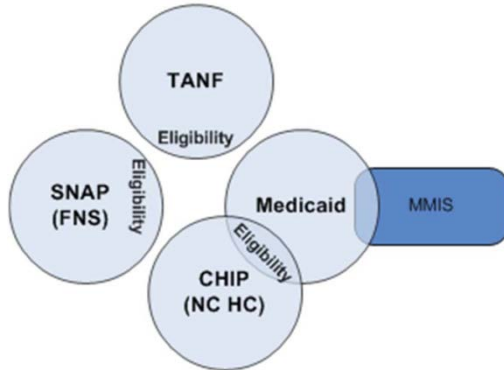
PROGRAMS

SNAP/FNS
Medicaid
Child Care
Work First
Energy Assistance
Special Assistance
Refugee Assistance

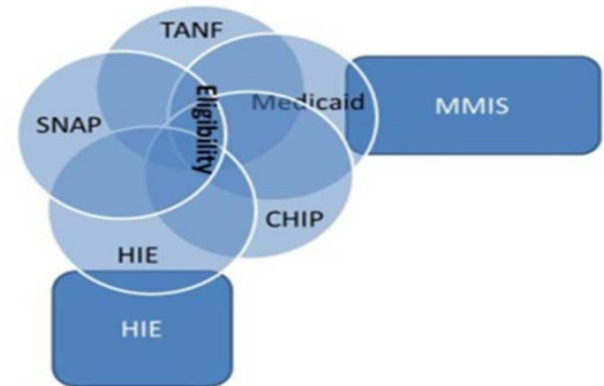
REQUIREMENT AREAS

Income and Asset Requirements
Required Verification Documents
Countable/Non-countable Income
Countable/Non-countable Resources
Reporting and Recertification
Methodology and Base Periods
for Calculating income

Old System



Today



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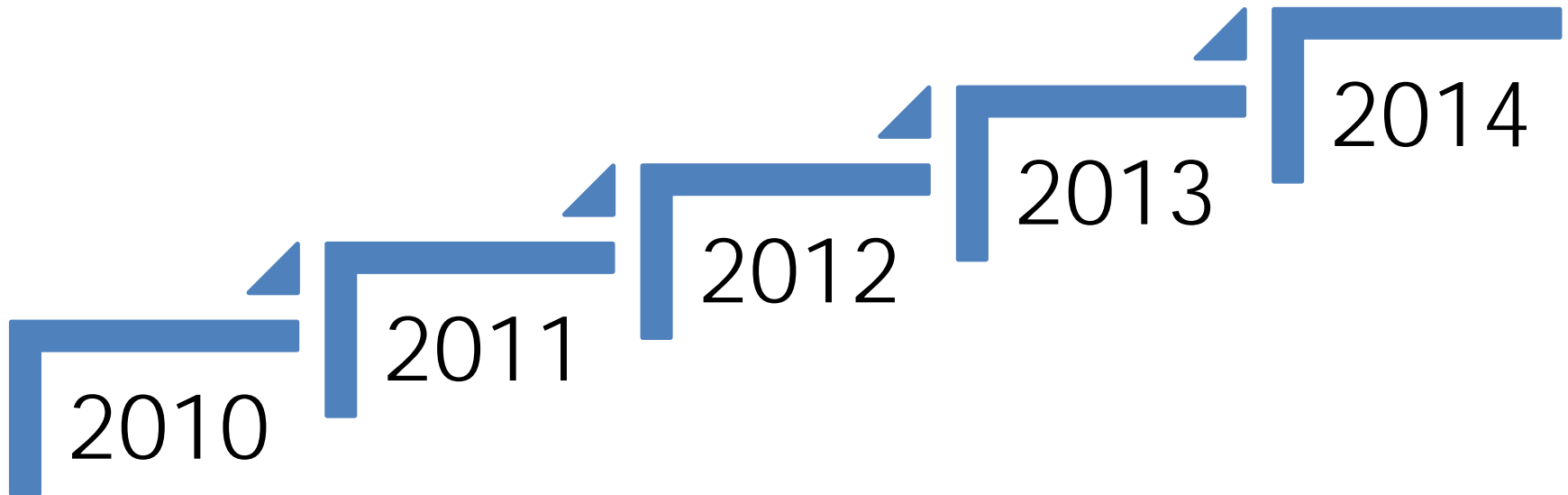
Citizen Benefit

- Multiple Points of Access
- Tell the information one time
- More Accurate Reporting
- Seamless link between NC FAST and ACA
- Effective service delivery

Make Small CHOICES, expect BIG things.



A transformational change in service delivery



Make Small CHOICES, expect BIG things.



Antiquated Systems
and
Inefficient/Ineffective
Processes



*Positioned for a
Better Future*

FY2010
File Solve
Improved Management of
Mail and Physical Records

FY 2012
Lobby Redesign
Improved Customer
Experience

FY 2012
Q-Flow
Improved Client-Flow
Management

FY 2012
Northwood's
Streamlined Document
Management

FY 2010- FY 2013
NC FAST
Food and Nutrition Services
Preparation and
Implementation

FY 2011-FY 2014
NC FAST
Medicaid & Work First
Preparation and
Implementation

FY 2013-FY2014
Internal NC FAST
Data Management

FY2014
Affordable Care Act
Preparation/Implementation

FY 2014
Redesigned workflow and
service

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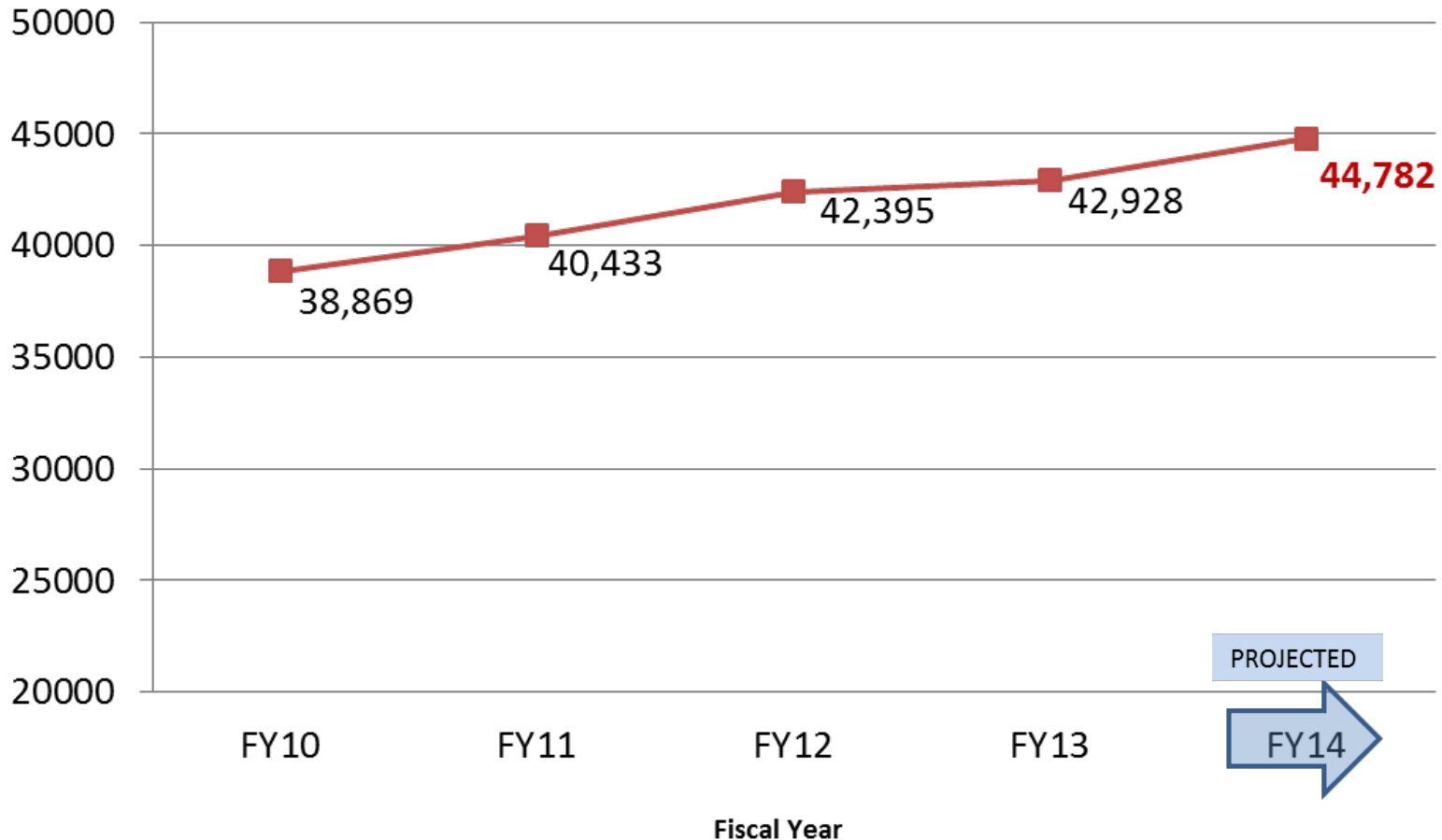
Challenges For Success

- NC FAST
- Additional Data Collection
- Policy Knowledge/Complexity
- ACA coordination
- Income Verification Changes
- Growth in Medicaid

Make Small CHOICES, expect BIG things.



Buncombe County Medicaid Recipients



1,671 estimated additional eligibles due to "woodwork"

Make Small CHOICES, expect BIG things.



Staffing Request

12 Income Maintenance Caseworkers

- Determine Eligibility
- Technically Savvy
- Strong Customer Service Skills

5 Income Maintenance Supervisors

- Reduce Supervisor/Worker Ratio
- Better Data Management



Other Options

Maintain the Current Temporary Staffing

- Turnover
- Increased Hiring/Training Expenses

Increased Time for Benefit Issuance

- More Impact on Safety Net
- Federal/State Compliance Requirements
- Potential for County penalties

Other Staffing Solutions

- Federal Requirement for Government, merited employees
- Continued Focus on Core

Make Small CHOICES, expect BIG things.



Cost for Proposal

- \$427,452 – February through June 2014
- 50% Reimbursement from Federal Government
- Net County Cost of \$213,726



**Thank you for your support to
realize this transformation**

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