

# **Cumberland County Department of Social Services**

## **Community Partners Information Session**

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# **Update: Work Support Strategies**

## **& NC FAST Projects 2/6/7**

### **December 16 & 19, 2013**

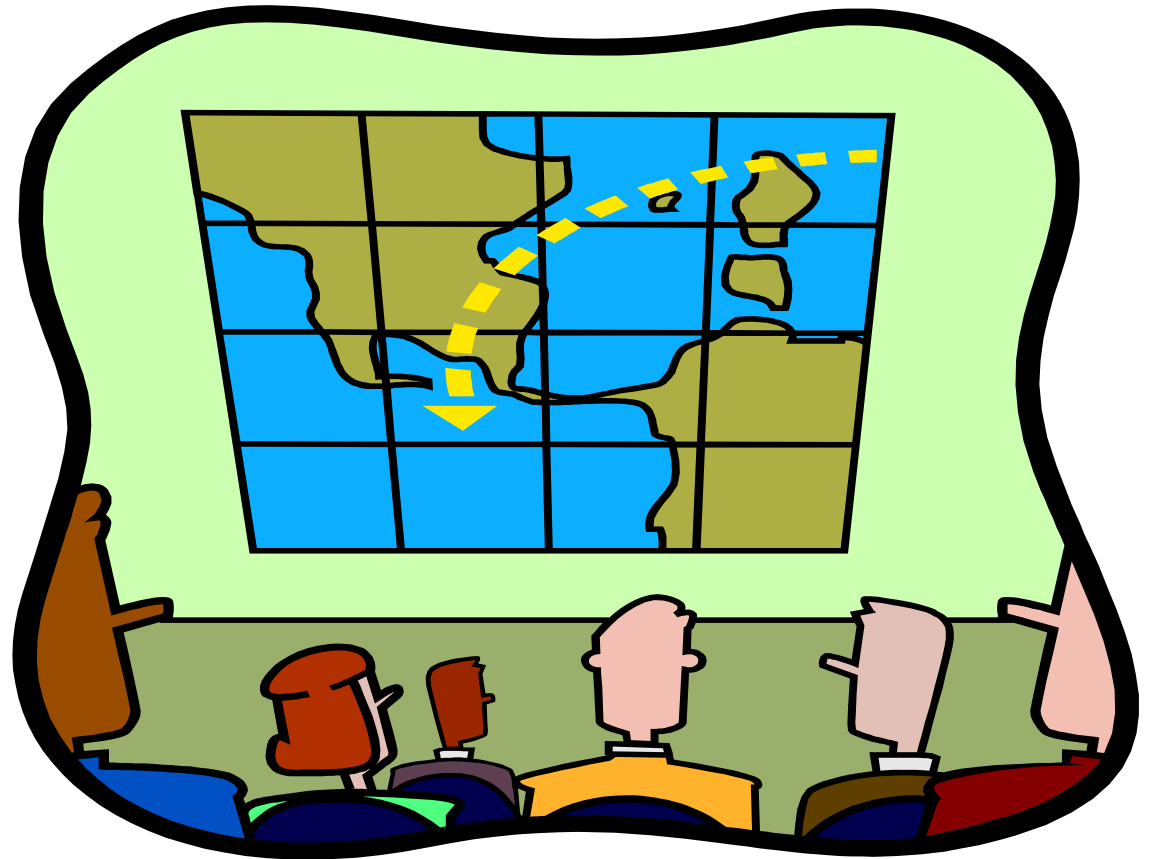
**Brenda Reid Jackson, Director  
WSS Implementation Team**

**Cumberland County Department of Social Services  
Community Partners Information Session**

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**Welcome!**

The Cumberland County Department of Social Services stands united to strengthen individuals and families and to protect children and vulnerable adults. We collaborate with our community partners to provide programs and services which engage our customers in improving their quality of life.



## Our Mission

## *For Ourselves*

We envision our Department... as a catalyst for improving quality of life through teamwork, partnership, forward thinking, and cutting edge service delivery.

## *For Our Customers*

We envision our customers...as partners, motivated and empowered to improve their quality of life.

**“Families Helping Families”**



# Our Vision

# County DSS Role

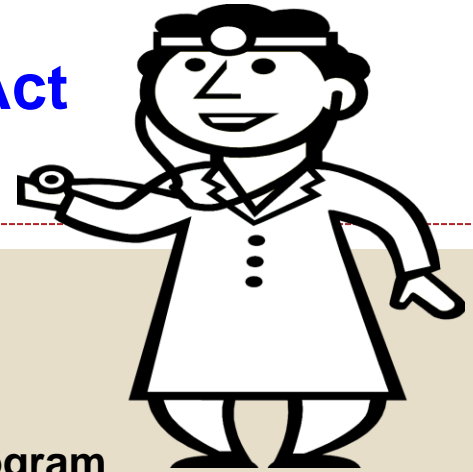
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- **County Departments of Social Services are**
  - Federally mandated
  - State supervised
  - Locally administered
- **Example of Average Annual Data:**
  - FNS (food stamps) – 37,000 ongoing cases; 2,788 new applications; \$9 million federal benefits issued that is spent in the local economy
  - Medicaid – 50,000 ongoing cases; 3,500 new applications

# Federal & State Mandates

- **Federal Affordable Care Act including Modified Adjustable Gross Income (MAGI)**
- **Federal Sequestration**
- **State Implementation of NC Families Accessing Services through Technology (NC FAST)**

# Federal Mandates – Affordable Care Act



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**Effective October 1, 2013:**

- **Medicaid Expansion**
  - North Carolina opted not to participate in the expansion program
  - Approximately 500,000 NC citizens may not qualify for healthcare benefits
- **Federal Qualified Health Programs – [www.healthcare.gov](http://www.healthcare.gov)**
  - Medicaid – DSS
  - Health Choice – DSS
  - Advance Payment Tax Credit – Federally Facilitated Marketplace
  - Cost Sharing Reduction (Subsidy) – Federally Facilitated Marketplace
- **“No Wrong Door Concept”**
  - Citizens can apply for services anywhere through the Federal Marketplace
  - Cannot force the citizen to come into the office
  - Telephonic & electronic access will be linked to North Carolina through ePASS
- **Navigator or Certified Application Counselors Program**
  - Local group of medical providers, county departments & community agencies working together to provide services in the community. Visit [www.ccdssnc.com](http://www.ccdssnc.com) for more information
- **Will be up to local communities to build the coalition**
  - Information Session for community partners provided on August 5<sup>th</sup> & 9<sup>th</sup> at DSS

# Federal Mandates – MAGI & Sequestration

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## Modified Adjustable Gross Income (MAGI)

- Effective January 1, 2014 component of Affordable Care Act
- Impacts all Families & Children Medicaid programs. Excludes Special Assistance (SA) and Long-Term Care
- Will use income tax methodology to determine eligibility for Medicaid in the children and families programs
- 10,000 pending applications statewide (over 1000 in Cumberland) backlogged awaiting federal and state directions to process

## SEQUESTRATION

- Without changes at the Presidential & Congressional levels, impact will be felt at state and county levels for the next 10 years
- Overall DSS is funded 50% by federal reimbursement. The October 2013 federal shutdown created delays in hiring temporary staff and processing Work First cash assistance cases
- Uncertain about future federal cuts based on looming January 2014 federal budget deadlines



# North Carolina Families Accessing Services through Technology (NC FAST)

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**NC FAST is the new way counties will determine eligibility services. State's implementation schedule:**

- **Project 1 – Food and Nutritional Services (food stamps)**
  - Began in July 2012 with applications. Implemented in November 2012, but other project roll-outs causing delays
- **Project 2/6 – Medicaid, Work 1<sup>st</sup> Cash and Refugee Assistance**
  - Began October 2013 with new applications
  - October/November 2013 for current active cases. Delayed with no launch date
- **Project 7 – Affordable Care Act**
  - Begin accepting applications October 1, 2013 but cannot process over 1000 cases and counting
  - Services effective January 1, 2014
- **Project 3 – Child Care & Energy Assistance**
  - Expected to launch early 2014



# North Carolina ePASS

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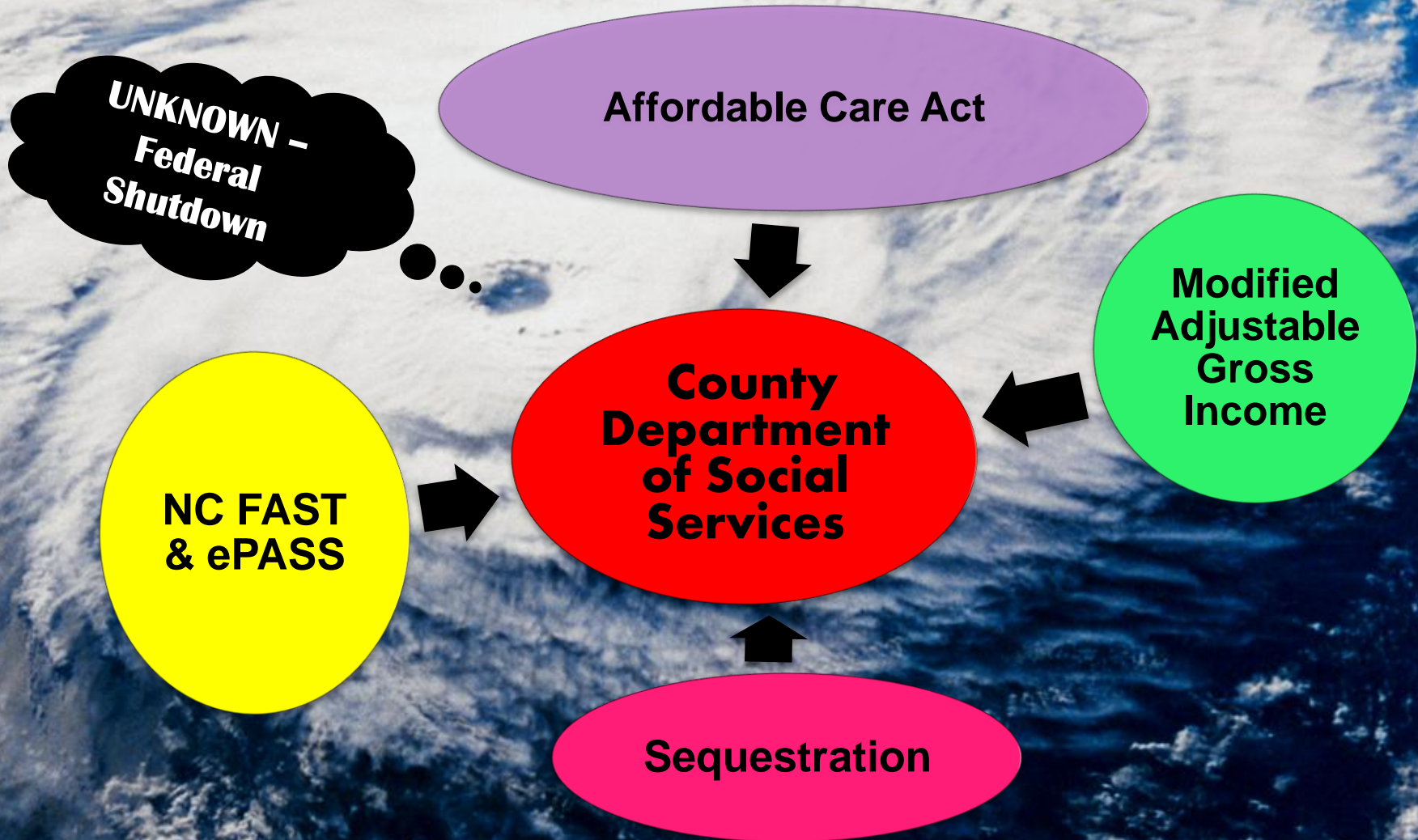
**Electronic Pre-Assessment Screening Services (ePASS) is the public portal for citizens to apply for services on-line using NC FAST.**

## **State's ePASS implementation schedule:**

- **April 2013 launched Food & Nutrition Services (food stamps)**
- **June 2013 expanded to include Medicaid applications**
- **October 1, 2013 expanded to Affordable Care Act**



# THE PERFECT STORM



# **WORK SUPPORT STRATEGIES**



**Storm  
Recovery**

**Focus on operational improvements, efficient service delivery and outcomes using data**

# Strategic Plan

## Work Support Strategies – Economic Services

**New  
Simplified  
Service  
Delivery  
(NC FAST)**

**Streamline  
Policies and  
Procedures**

**Staff  
Development  
& Readiness  
Activities**

### County Strategic Goals

**Professional and  
well-trained  
employees who  
offer efficient  
customer service**

**Ensure safe and  
healthy  
community by  
providing needed  
services to our  
citizens in a  
timely manner**

### Agency Strategic Goals

**Continued  
engagement  
to strengthen  
relationships  
with  
customers &  
community  
partners**

**Defining &  
measuring  
our  
department's  
effectiveness**

**Optimizing  
service  
delivery  
through  
innovation,  
automation  
& technology**

**Sustaining a  
committed  
workforce in  
an ever  
changing  
world**

# **Work Support Strategies**



# Work Support Strategies (WSS)

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## What is Work Support Strategies?

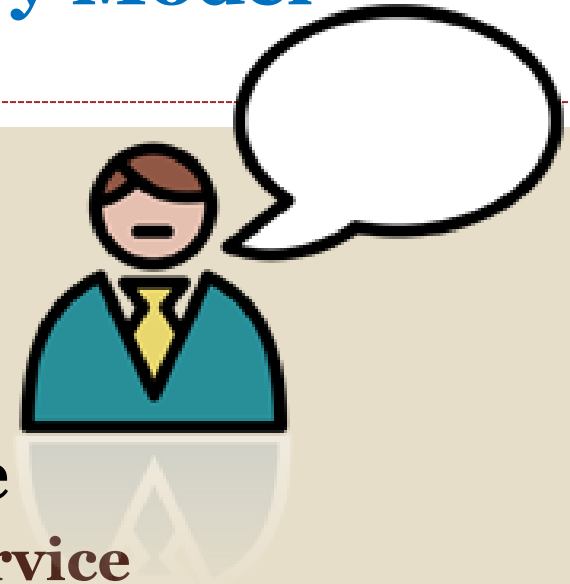
- **A new service delivery model for eligibility programs that maximizes customer self-sufficiency, and reduces administrative churn**
- **A method to incorporate changes related to the federal Affordable Care Act and state NC FAST implementation**
- **It aligns with county and agency strategic goals**
- **For more information: [www.ncwss.com](http://www.ncwss.com)**



# New WSS Service Delivery Model

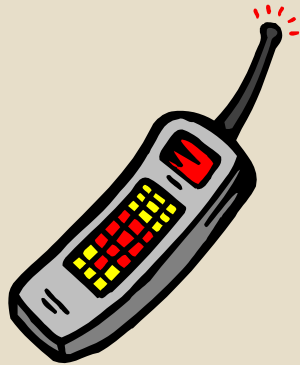
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**Families tell their story once & receive the services they need**



## **Customer Service**

- Goal of same day service
- Support working families



## **Universal Worker**

- One worker can determine eligibility for all programs

**THANK YOU  
FOR THE CALL!**





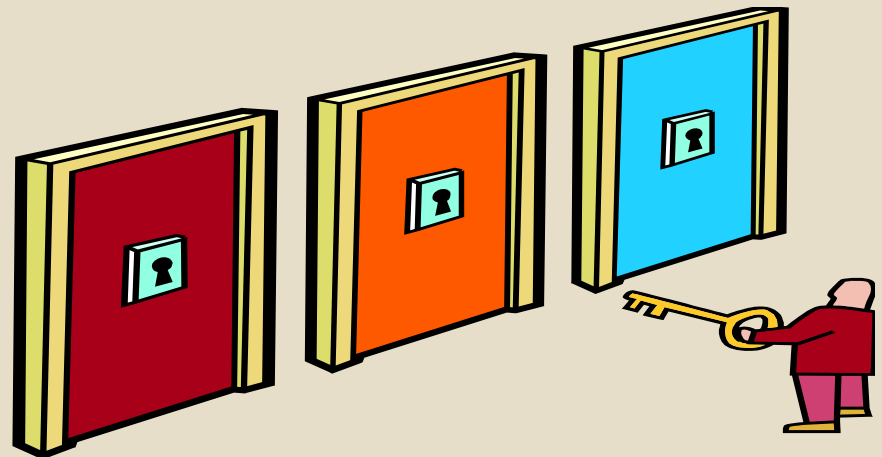
# New WSS Service Delivery Model

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## No wrong door to access benefits

- **Customers have a choice in when, where, and how they apply for benefits**

- Walk-in
- Telephonic
- Drop-off
- Electronic submission
- Mail
- Fax



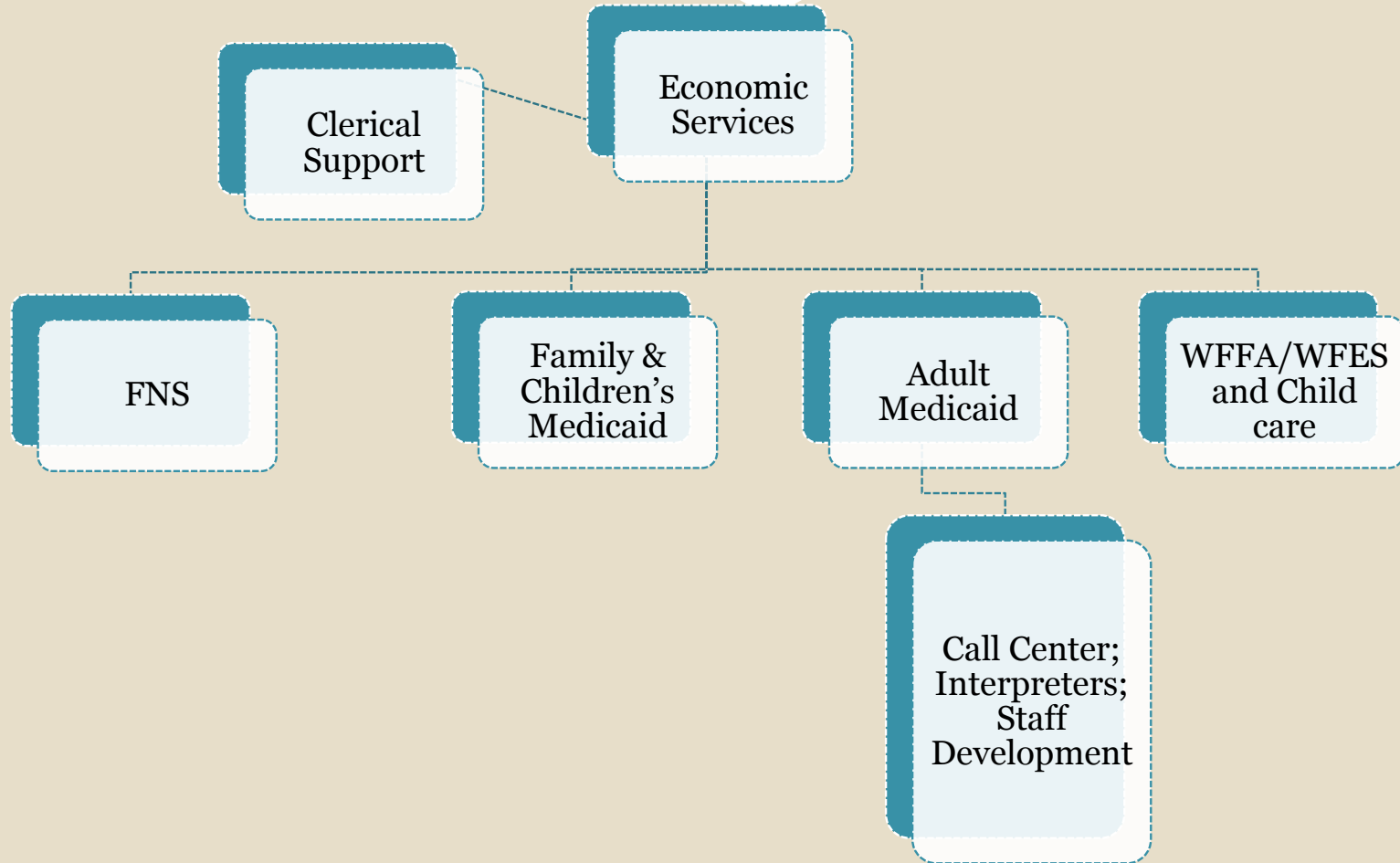
- **Avenues to access services**

- Community partners ex. libraries, community centers, churches, other human services agencies

# **Economic Services Section: WSS Implementation Plan**

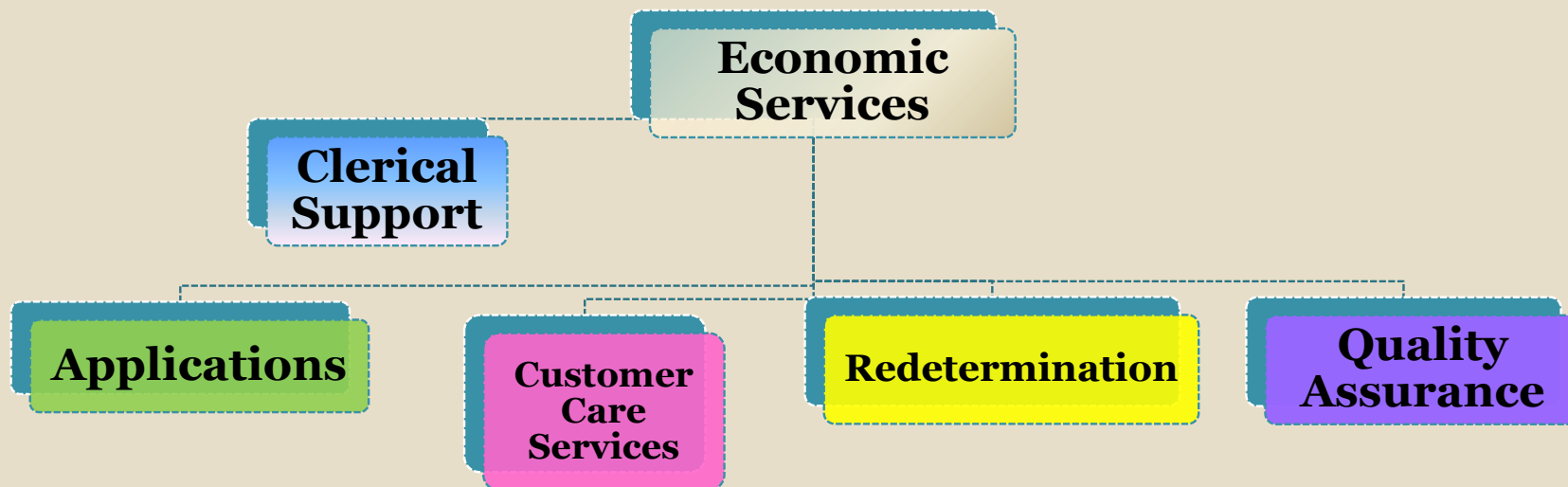
# Current Economic Services

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# Restructured Economic Services Section

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**Effective: August 1, 2013**

# Applications

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- **Resource Center**

- 2<sup>nd</sup> floor, 24 computers
- All customers routed through center (except LTC/SA and child care applications)
- Customers apply on-line
- Child Care waiting list – complete form
- Work First Information Session – video
- One team of Universal Workers housed in the Center

- **Application Teams**

- 2<sup>nd</sup> floor, 4 teams of universal workers
- Assigned applications and include processing responsibilities (no Medicaid LTC/SA)

# Customer Care Services

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- **Customer Relation teams**
  - 1<sup>st</sup> floor
  - 4 teams of staff
  - Responsibilities include evaluating and reacting to changes, problem solving, and customer relations
- **Call Center**
  - Former Veteran's Services space on ground floor,
  - Expanding to 16 call center agents
  - Document call and generate task for customer relation worker
- **Interpreters**

# Redetermination

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- **Redetermination Teams**

- 3<sup>rd</sup> floor
- 7 teams = consists of staff with program expertise in all areas
- Includes LTC/SA staff which will be responsible for all functions of LTC/SA (applications, recertification and changes)

# Quality Assurance

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- **Quality Assurance Team**

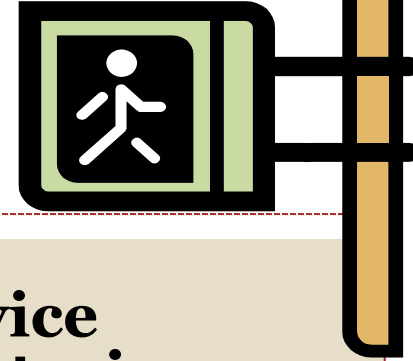
- 1 team consisting of 6 Lead Worker staff
- Duties include quality assurance review of records for all programs
- Back-up trainers
- Mentors and over-the-shoulder support

- **Training Team**

- 1 team consisting of 7 staff (current 2 Trainers plus 5 Lead Workers)
- Duties include training of staff for all programs
- Mentors and over-the-shoulder support



# Next steps....



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- **Continue local implementation of new service delivery model through Work Support Strategies (NC FAST future projects and Affordable Care Act eligibility determination for Medicaid/Health Choice/MAGI)**
- **Continue to inform & engage Community Partners**
- **Conduct Town Hall type meetings for citizens once more concrete directions is received**
- **Evaluation of staffing needs based on performance data**
- **Share critical State & Federal public information as we receive it over the next several months**

# What can my agency or organization do to help?

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- **Provide opportunities for community outreach and education**
- **Provide access to automated services through the use of technology in your agency or organization**
- **Provide training opportunities for your staff and the citizens you serve**



# What can my agency or organization do to help?

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- **Be prepared for the worst and hope for the best. Areas of concern due to any potential benefit and service delays:**
  - **Increased demand on food pantries**
  - **Increased demand for emergency financial assistance ex. rent & prescriptions**
  - **Increased demand for heating related crisis and utility assistance**
  - **Delays in Medicaid services and reimbursements including prescriptions**
    - ✦ **New Medicaid applications take 24 hour to process due to the changes in the provider identifier in the old system and the new NC TRACKS system ex. practice name verses doctor's name**
  - **Potential impact on other government programs such as Section 8 and Housing Authority**

**Finally, the intent is not to cause panic but to promote awareness and preparedness for what might be forthcoming beginning January 2014 as we transition to a new service delivery model.**



**We ask for your continued patience, understanding, and support as we strive to improve access to benefits for our customers.**

# Questions and Answers

