

**County
Department
of Social
Services**

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Title IMS II Supervisors

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Project Title Floating to Success

Category Advancement in Staff and Leadership Development
(Please select one)

Project Description and Summary

What did you do?

Describe your program or project. What did you do? What is the history behind the program/project? What did you hope to accomplish? What was your timeline? Your budget? How did you identify your objectives? How well did you use available resources?

With several economic service programs going into NC Fast and trying to maintain standards at the same time, it became apparent that we could no longer feasibly borrow workers from one team to assist another team. Each Economic Service program that was rolling into NC Fast was dealing with their own struggles, and each team needed to maintain the amount of workers that they had. It was suggested that a floater position be created for these programs to help aid whenever a team met a new

challenge to face or a process needed to be changed. We took one IMC II position and set it aside in July 2016 to recruit for this position. We kept this in-house so that we could hire on someone each supervisor felt comfortable working with. Applications were taken, and each supervisor for the affected teams helped to select the worker for this new position. The position was filled, and the new worker started effective August 2016. The position is housed on one team, but the worker is delegated out to the highest priority need at that time. Programs that this worker can assist with is: Family & Children Medicaid, Food & Nutrition Services, Adult Medicaid, Childcare Services, Emergency Assistance, and Program Integrity. Our hope was that this employer would be willing and eager to learn several facets of our agency and would be willing to jump in wherever needed. There was no change to our budget, as we did not create a new position. We took an existing position and changed the requirements. It evened out since this worker would no longer maintain a personal caseload.

Project Success and Impact

What was the outcome?

Was your program/project a success? What was the impact? How did you measure the impact? How widespread is the impact of your program/project? How were you able to overcome obstacles and challenges? Did your program/project meet your established objectives?

We feel that the outcome of this change has greatly impacted our programs in a very positive way. The worker had Medicaid knowledge. From this base, we fast-tracked trainings in other programs as the need was requested. With the worker having no caseload or true ties to a program, this allowed the worker to essentially float where needed. This worker was able to be utilized in the following areas over the last fiscal year: help with vacant case management caseload in Family & Children Medicaid, help with vacant case management caseload in Food & Nutrition Services, helped with working up over issuances in Program Integrity, helped with second party reviews in Adult Medicaid, helped with second party reviews in our combined FCMA/FNS intake unit, took applications and helped train workers for Energy Assistance during CIP/LIEAP season, and also helped to convert childcare cases for NC Fast launch. There were times when the worker was needed in more than one area. We had to

prioritize the greater need and work down from that to ensure that she could assist with the most pressing matters first. We feel that we exceedingly met our thought out expectations with this position. Our hope in the future is to upgrade this position to an IMC III to help with additional areas, but at this time, it works very well as an IMC II.
