



NC Department of Health and Human Services

SNAP Collaborative Project

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SNAP Process Improvement Collaborative

The SNAP Process Improvement Collaborative is a dynamic and interactive engagement among leaders in process improvement methods, subject matter experts in SNAP policy and operations, and a group of State and county teams that share the common goals of rapidly improving SNAP customer service and program access.

Participant Structure

The Collaborative is made up of 12 teams from three states with a state-supervised, county-administrated structure:

1. North Carolina

- State Team**
- Davidson County**
- Pitt County**
- Union County**

2. New Jersey

3. California

USDA Goals and Objectives

- **Reduce the number of days to make SNAP eligibility determinations on initial expedited and non-expedited applications and recertifications.**
- **Increase processing timeliness for SNAP expedited and non-expedited applications and recertifications, and sustain a timeliness rate of more than 95 percent.**
- **Decrease churning at recertification.**

North Carolina Focus

- **SNAP/FNS Recertifications**
 - **Timeliness**
 - **Days to process or dispose**
 - **Churn**

North Carolina Improvement Focus Areas

| Improvement Focus Areas | North Carolina | Davidson | Pitt | Union |
|---------------------------------------|----------------|----------|------|-------|
| Customer call management | | ● | ● | ● |
| Customer communication | | | ● | ● |
| Data monitoring, analysis, reporting | ● | | ● | ● |
| Mail processes management | | ● | ● | |
| Recertification process | | ● | ● | ● |
| Speed and accuracy of case processing | | ● | ● | ● |
| Work assignment, case banking, pull | ● | ● | ● | ● |
| Automated/technological improvements | ● | | ● | |

Insight Policy Research

All-Team Accomplishments

- **First small-scale (PDSA) test completed on October 14, 2016**
- **Since then:**
 - **160+ PDSA cycles**
 - **115+ unique PDSAs**
 - **54 PDSAs implemented**

Achievements of State Team

- **Monthly team meetings**
- **Best practices report**
- **Process change to recertification form mailing date**
- **Test queues in NC FAST to support new process method**
- **Signature no longer required on paper application and recertification forms**
- **Reconvene Work Support Strategies Committee through NCACDSS**
- **Testing pink paper for recertification forms**

Social System

- **Understand the relevant circumstances affecting peoples' ability/willingness to adopt the changes**
- **Take advantage of the existing relationships within the system (informal leaders)**
- **Develop “communities of practice” among those with similar role**

Spread

**Taking improvements beyond the test site
and beyond the scope of the Collaborative**

Readiness to Spread Changes

- **There is an improvement**
- **There is a will to spread improvement in the organization**
- **A manager is responsible and accountable for spread of the changes**
- **Spread of improvements is an organizational priority**

Measurement and Feedback

- **Data collected on:**
 - **Outcome measures**
 - **Measures to track spread of specific changes**
- **Reporting to provide feedback**
- **Data and reporting at different levels within the organization**

Next Steps

- **State team continues to work on Spread and Communication plans**
- **Work Support Strategies Committee monthly meetings**
- **Collect, compile and spread promising practices**
- **Plan Collaborative county presentations for Economic Services Committee**
- **The process for improvement continues!**



Contact Information

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