

**County
Department
of Social
Services**

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Title IMS II Supervisors

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Project Title Upgraded Success In Economic Services

Category Innovations in Services to Customers
(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?

- Upgraded 3 Customer Service staff to IMC I positions. With the impact of the programs going into NCFast, like most other counties, the time our Income Maintenance staff spent on their cases increased tremendously. With that, the client's that came into the agency to see their workers became a challenge daily. Constantly stopping and starting a case was not productive to their daily work flow. With the upgrade of the three positions it allowed us to train our front desk staff more in-depth with the

programs they serve, which allowed them the ability to assist many of the client's needs without requesting the assistance of their caseworker. In turn, the caseworkers have been able to continue their case management tasks throughout the workday more effectively and without the numerous interruptions when a client needed assistance. Our county has two staff that sit at the front desk window and one that is stationed in what we call our interview room. If a client is not able to be assisted at the window they are called into the interview room where an IMC I will be able to assist the client. Economic Service supervisors and program administrator met several times over 2013 to streamline how we wanted it to look. We started this in January 2014 with utilizing the budget to upgrade three positions. We used lead workers and supervisors to help with training needs for the new positions. This allowed workers to continue with their work efforts to continue on with the goal we had set. Since we have started this process, in the past year all customer service staff have been trained to utilize NC Fast. They can now all help to assist clients in some capacity when they need to help.

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?

- The project was a huge success. We've seen our Income Maintenance Caseworker staff morale, productivity and timeliness increase. The accuracy of the paperwork completed and information gathered from the client's that didn't want to stay was greatly improved from the training of this staff. In turn, the caseworkers were able to complete their work without having to request more information or contact the client regarding their case after the client left. If the client wanted to see someone the IMC I in the interview room is able to gather the information or answer most questions from the client. The clients appreciate being able to sit down with a worker, even if it isn't their caseworker, to discuss their case. The impact of this project was confined to the Food & Nutrition, Family & Children's Medicaid, Adult Medicaid and Customer Service Staff (all programs located on this particular floor and waiting

area). The wait time for the client decreased as well. This was due to the ability of the IMC I's to assist many of our client's at the front window without being signed in to see a worker at all. Some of the obstacles that we faced were the training of the IMC I/ Customer Service staff and the NCFAST system issues. Dedicating the time to training in the beginning was important to the success of the project. We found that many case management workers enjoyed assisting with the training, as they could see the benefit long term. Our clients have been accepting of the process change and are pleased with our ability to assist them with their needs without having to wait for their caseworker. We did meet our objectives with this project and continue to improve upon it daily. Our IMC I staff are empowered with their new roles and responsibilities and it's reflected in the services to our clients daily.
