



Legislation Text

File #: 2016-317, Version: 1

TITLE

DHHS - DIVISION OF SOCIAL SERVICES UPDATE ON THE FOOD AND NUTRITION SERVICES PROGRAM

SPONSOR

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BACKGROUND

Over the last five (5) weeks, DHHS-Division of Social Services (DSS) has maintained a processing timeliness rate of 98% for Food & Nutrition Services (FNS) applications. Guilford County's weekly performance consistently remains above the state's average, as well as, above the average rate for urban counties. However, as the number of recipients of FNS benefits throughout the state continues to increase, Guilford County's recertification numbers continue to rise, as well.

Unprocessed cases:

For the month of June 2016, 788 cases or 28% went overdue. We did not meet the state's expectations of 10% or less of overdue cases for month ending June 30, 2016. For the month of July 2016, 440 cases went overdue. Due to the amount of overdue cases for the month of July, we again did not meet the state's expectations of 10% or less. (The final percentage of overdue cases for the month ending July 31, 2016 is pending from the state.)

Training:

On June 10, 2016 five (5) eligibility caseworkers finished training and have transitioned to the floor with mentoring and limited caseloads. There are currently three (3) eligibility caseworkers in training.

Turnover:

As we are now tracking turnover specifically for this department, the turnover rate for the month of July was:

Two (2) voluntary resignations

These turnovers have created vacant caseloads. This, coupled with the volume of cases due, has increased the need for mandatory overtime for staff.

BUDGET IMPACT

NO ADDITIONAL COUNTY FUNDS REQUIRED

REQUESTED ACTION

Receive DHHS - Division of Social Services update on the Food and Nutrition Services program.