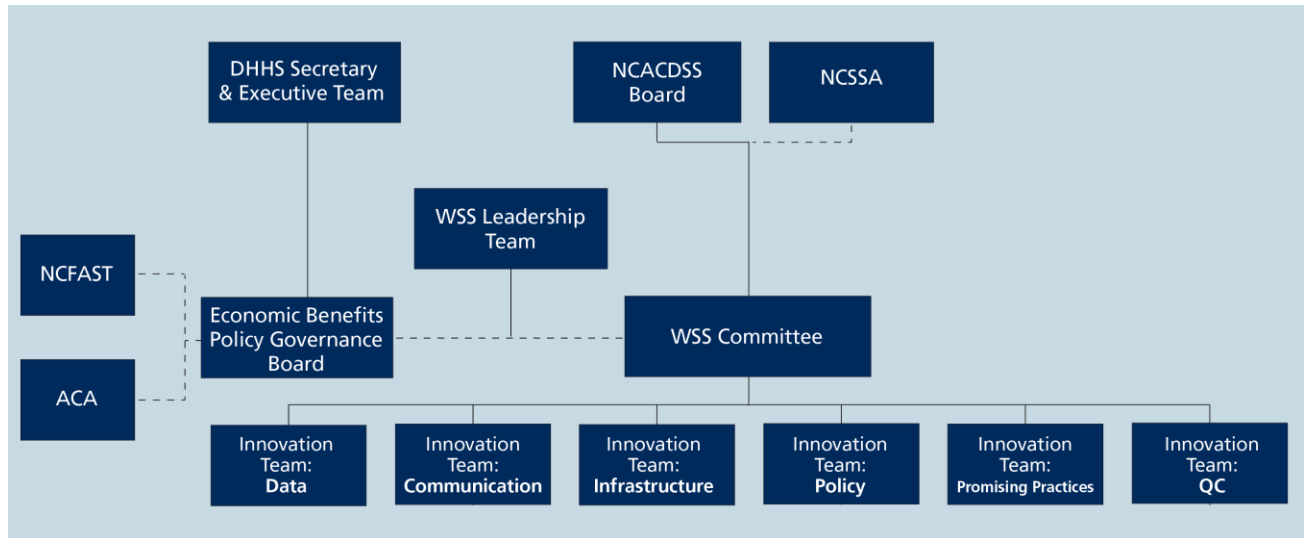


Roles and Responsibilities

Action Step	Task	Owner	Oversight
1	Formalize WSS Committee.	Leadership Team	Executive Team
	Design systemic process for ongoing communication and engagement.	WSS Committee	Leadership Team
	Implement systemic communication structure and engage in ongoing review.	WSS Committee, Counties, Communication Innovation Team	Leadership Team
2	Create practice model.	Leadership Team	Executive Team
	Implement practice model and engage in ongoing review.	WSS Committee, NCACDSS, Counties	Leadership Team
	Counties perform self-assessment.	Counties	WSS Committee
	State Conducts county site visits to provide business process redesign TA.	WSS Committee,	Leadership Team
	Catalogue and distribute local and national best practices to counties.	WSS Committee, Promising Practices Innovation Team	Leadership
	NC to perform site visit to other WSS states.	Leadership Team	Executive Team
	Organize meeting in NC with other WSS state leaders.	Leadership Team	Executive Team
	Counties develop local action plan to maximize local process alignment (between programs) and partnerships.	Counties, NCACDSS	Leadership
	Develop and provide TA to counties.	Leadership Team	Executive Team
3	Maximize opportunities created by NC FAST.	Leadership Team, Infrastructure and Data Innovation Teams	Executive Team
	Conduct local trainings to help county staff maximize information sharing capabilities of NC FAST.	WSS Committee, Data Innovation Team, NC FAST	Leadership Team
	Leverage infrastructure created by ACA.	Leadership Team, Infrastructure Innovation Team	Executive Team
	Counties perform self-assessment (as part of larger assessment) of ways to maximize existing structure for no wrong door.	WSS Committee, Counties	Leadership Team
	Design and implement county by county approach to achieving their vision of no wrong door.	Counties, Infrastructure Innovation Team	Leadership Team
	Develop and implement central data security plan.	Infrastructure Innovation Team	Leadership Team
4	Share WSS vision with community partners and	Leadership Team	Executive Team

Action Step	Task	Owner	Oversight
	potential funders.		
	Hold stakeholder meeting during NCACDSS regional directors meetings.	Leadership Team, NCACDSS, Counties	Executive Team
	Develop broad marketing campaign to promote WSS vision and goals to boards, commissioners, and community.	Communication Innovation Team	Leadership Team
	Implement ongoing marketing campaign.	Communication Innovation Team	Leadership Team
	Develop staff communication plan.	WSS Committee, Communication Innovation Team,	Leadership Team NCACDSS
	Implement staff communication plan.	Communication Innovation Team, NCACDSS, Counties	Leadership Team
	Engage in ongoing review of staff communication plan.	WSS Committee	Leadership Team
	Conduct evaluation of current client engagement efforts.	Communication Innovation Team	WSS Committee
	Develop communication plan for clients.	WSS Committee, Communication Innovation Team	Leadership Team
	Implement ongoing client communication plan.	Counties, Communication Team	Leadership Team, NCACDSS
	Engage in ongoing review of client communication plan.	WSS Committee	Leadership Team
	Prioritize Year One projects/quick hits.	Economic Benefits Policy Governance Board	Executive Team
	Implement quick hits.	Policy Innovation Team	Leadership Team
5	Data warehouse review and clean up.	Data Innovation Team, state data staff	Leadership Team
	Provide additional data TA and data warehouse training to counties.	Data Innovation Team	Leadership Team
	Review OTB capabilities of NC FAST.	Leadership Team	Executive Team, NCFast Leadership
	Identify outcome-driven elements to include in universal data dashboard.	Leadership Team	Executive Team
	Develop dashboard.	State data staff	Leadership/Executive Teams
	Review dashboard and progress toward data measures on a quarterly basis.	Leadership Team	Executive Team
	Collect and share local and national data best	Promising	WSS Committee

Action Step	Task	Owner	Oversight
	practices.	Practices Innovation Team	
	Develop and distribute county toolkit to maximize data usage on the local level.	Promising Practices Innovation Team	Leadership Team
6	Eliminate unnecessary requirements and align policy.	Economic Benefits Policy Governance Board	Leadership Team
	Perform continuous review to ensure alignment of policies with WSS goals.	Economic Benefits Policy Governance Board	Leadership Team
	Develop systemic process to implement policy changes.	Policy and QC Innovation Teams	Leadership Team
	Develop structure for engagement and realignment of QC practices with policy.	QC Innovation Team	Leadership Team
	Hold QC/Policy planning forum.	QC Innovation Team	Leadership Team
7	Develop and implement staff development plan.	WSS Committee	Leadership Team
	Counties perform staff development component of county self-assessment.	Counties	WSS Committee
	Develop and implement staff hiring and classification plan	Leadership Team, state staff	Executive Team



The above organizational chart depicts the structure that will drive the work of the Action Plan. Listed below are the groups and their composition:

- WSS Leadership Team: NC DSS Director Sherry Bradsher, DMA Medicaid Eligibility Chief Carolyn McClanahan, DSS Economic and Family Services Chief Dean Simpson, DCDEE Subsidy Services Section Chief Ron Byrd, DAAS SA Program Administrator Chris Urso, Orange County DSS Director Nancy Coston, Catawba County DSS Director John Eller, Nash County DSS Director Melvia Batts, Gaston County DSS Director Keith Moon, Franklin County DSS Director Nicki Griffin
- WSS Committee: This committee finds its ownership in the NCACDSS. The group is led by Directors Nancy Griffin and Keith Moon, and has invited Director Bradsher and her leadership to participate.
- Economic Benefits Policy Governance Board: This Board is Secretary-appointed and is comprised of similar membership to the WSS Leadership team, with a function that centers on streamlining and consolidating policy across programs.