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DSS is Modifying Business Operations to Improve Efficiency

Salisbury, North Carolina-

The Rowan County Department of Social Services, with the support of its Board of Directors, has approved implementation of modified business operations to balance customer service and efficient processing of cases. With increased caseloads and new automated systems, Income Maintenance Caseworkers are challenged to meet all processing requirements while also providing good customer service. Rowan DSS is trying to balance these processes to more efficiently serve its citizens.

RCSS will minimize face to face interaction with customers between the hours of 3 and 5 PM each day so that phone calls are returned and cases are able to be processed more efficiently.

There will be one caseworker assigned to assist customers with applications for services during the hours of 3-5 PM. Customers may complete a paper application for Food and Nutrition Services and/or Medicaid or they may sign and date an **application** and complete DSS 8650/DMA 5097, a form scheduling a date and time to complete the application process.

A caseworker will be available to answer any questions about the actual application, review the information submitted and to complete the 8650/5097 for customers.

There will be no caseworker interviews for customers who only wish to report changes between 3-5 PM. All reported changes can be submitted in writing at the reception desk with a scanned receipt that the information has been received. Any emergent situation will be assessed and responded to appropriately.

This modification in operations will be effective on October 21, 2014.