

Deloitte.



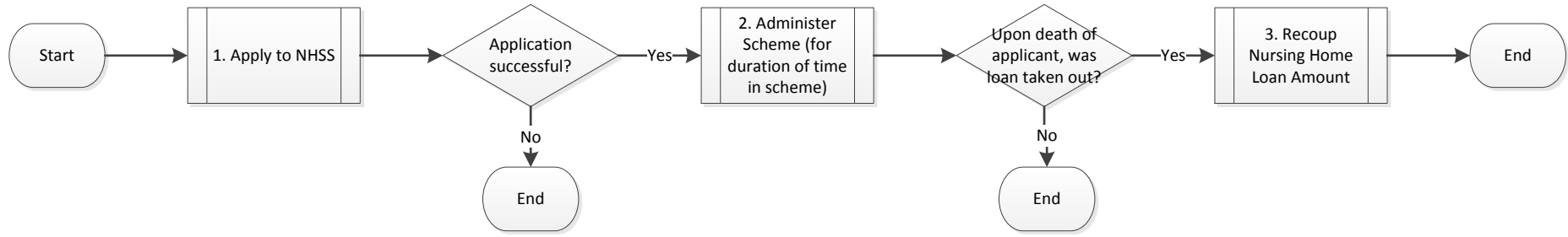
Appendix A:

NHSS Application & Administration Process Maps

May 2014

Nursing Homes Support Scheme (Fair Deal) – High Level Process Areas

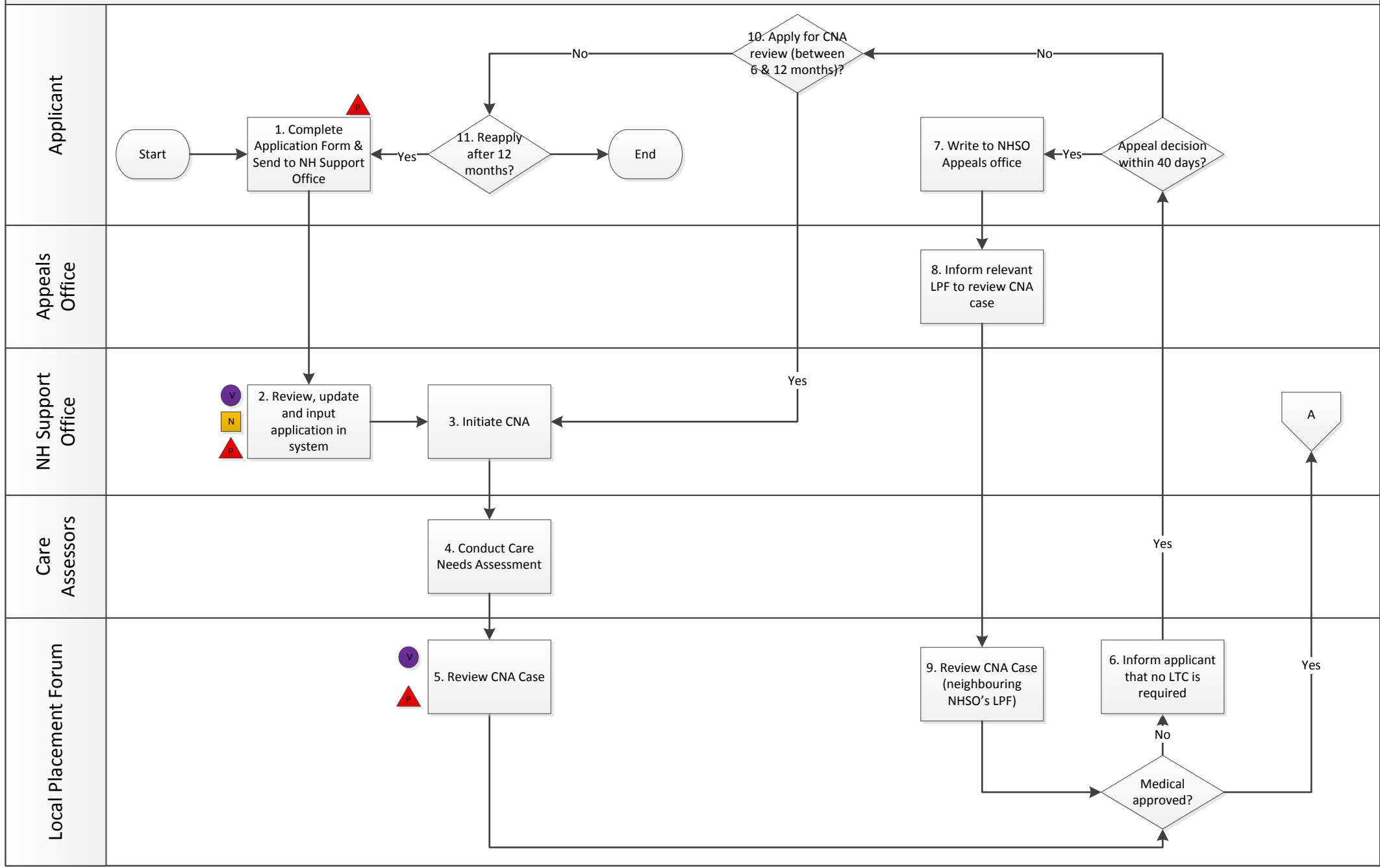
NHSS Applicant Lifecycle



1. Apply to NHSS Process

Observation Legend

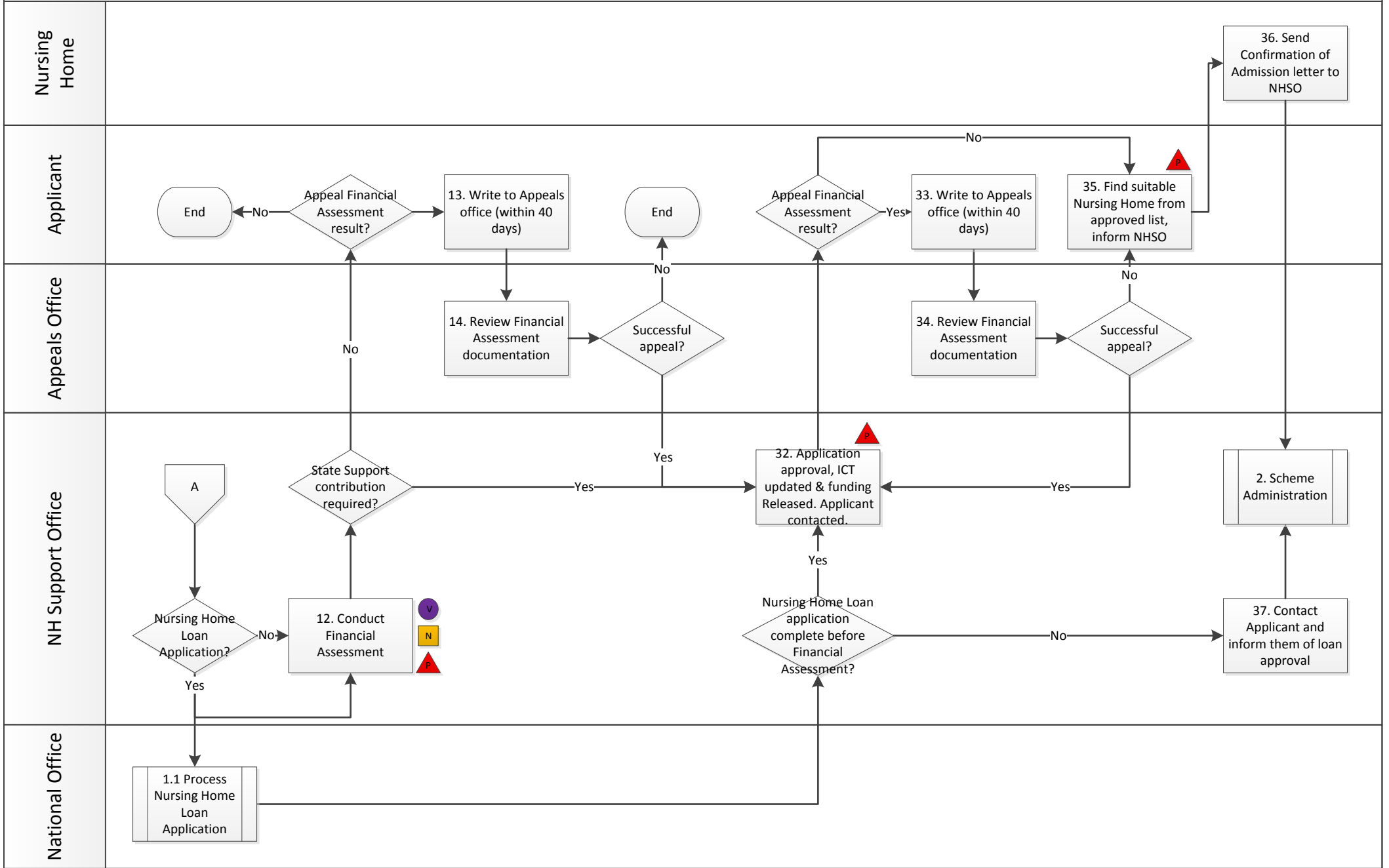
- V Variation in work practice exists between offices
- N Non Value-add elements exist
- P Pain points exist



1. Apply to NHSS Process

Observation Legend

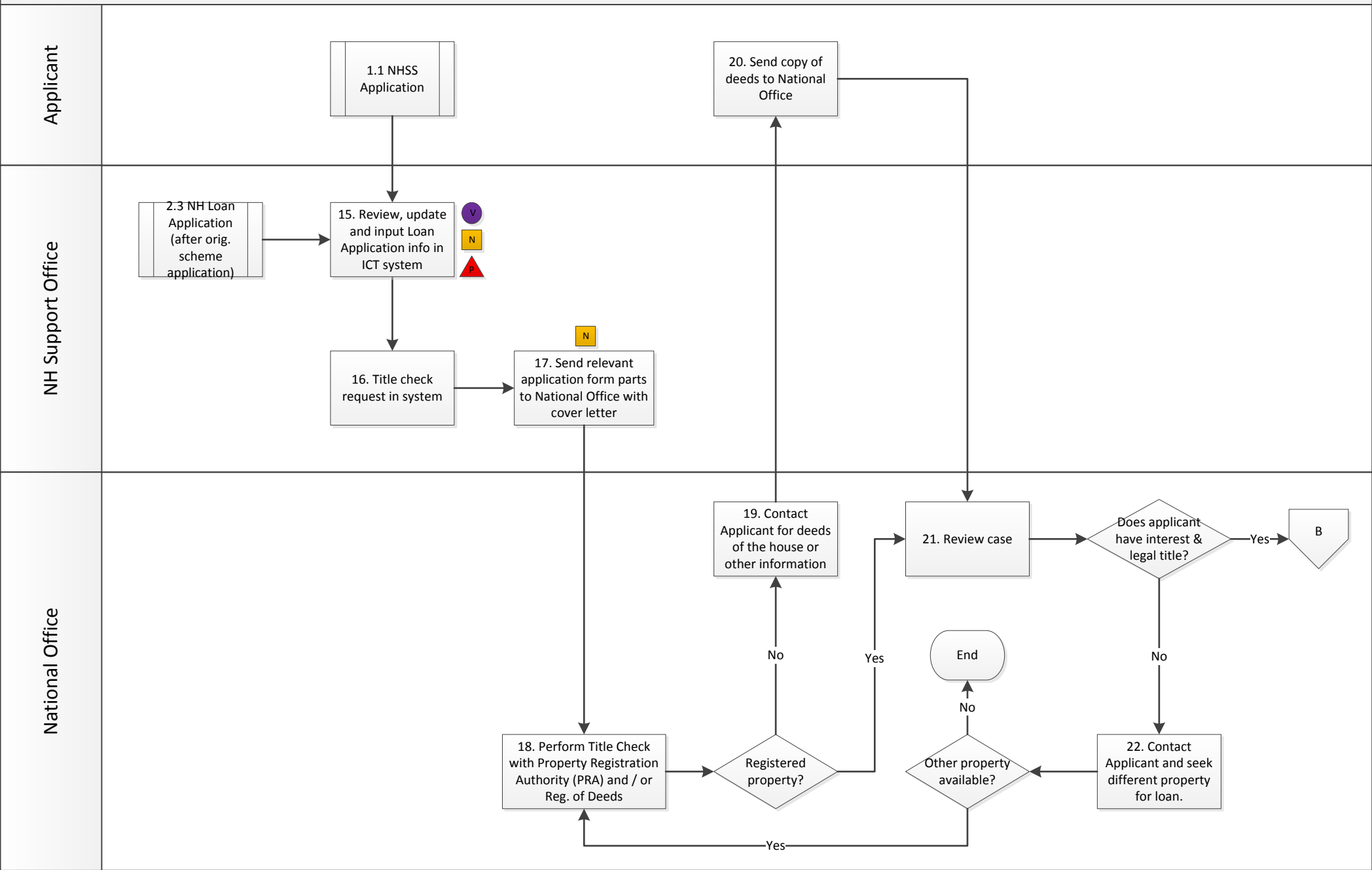
- V Variation in work practice exists between offices
- N Non Value-add elements exist
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1.1 – Process Nursing Home Loan Application

Observation Legend

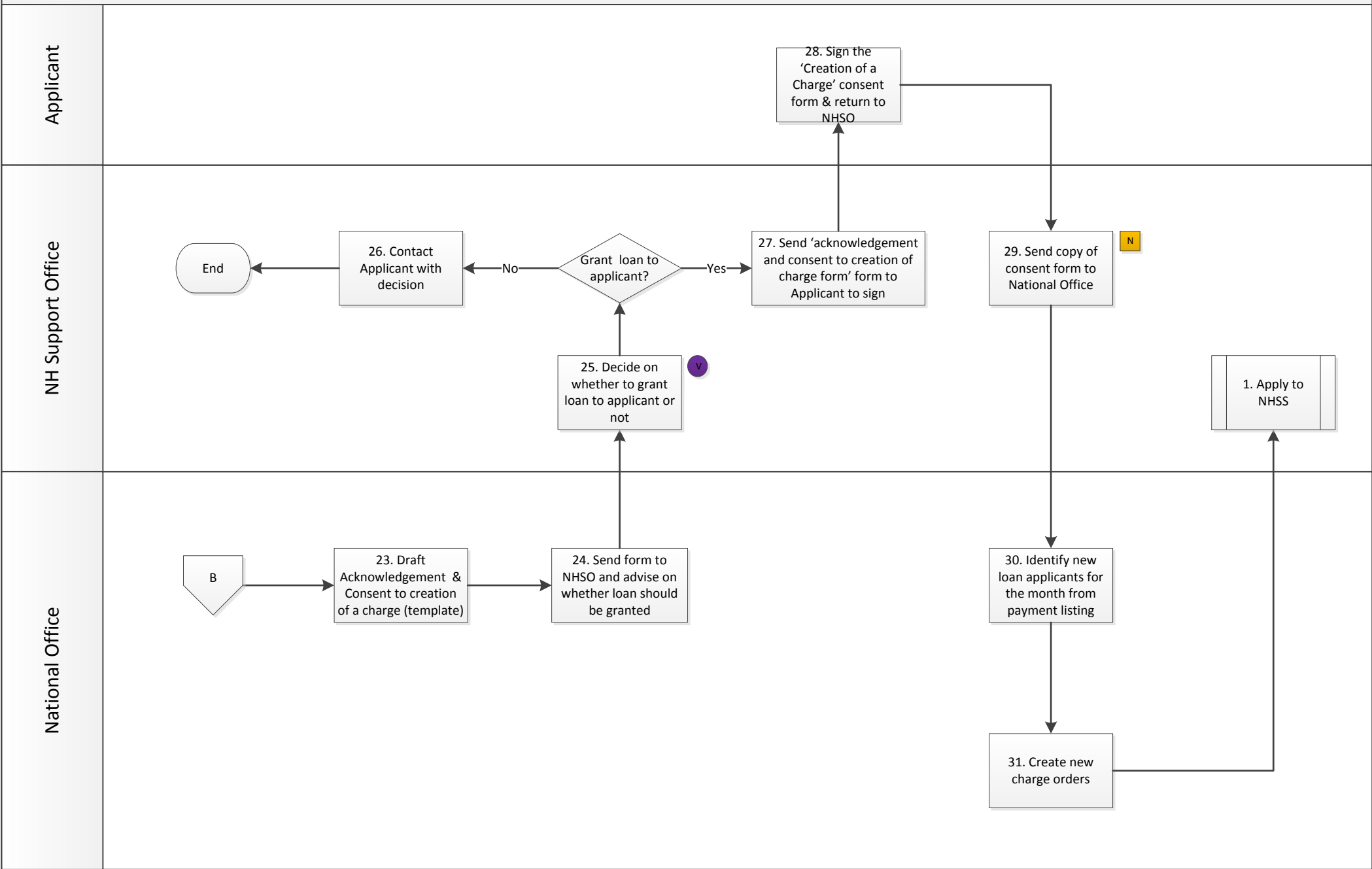
-  Variation in work practice exists between offices
-  Non Value-add elements exist
-  Pain points exist



1.1 – Process Nursing Home Loan Application

Observation Legend

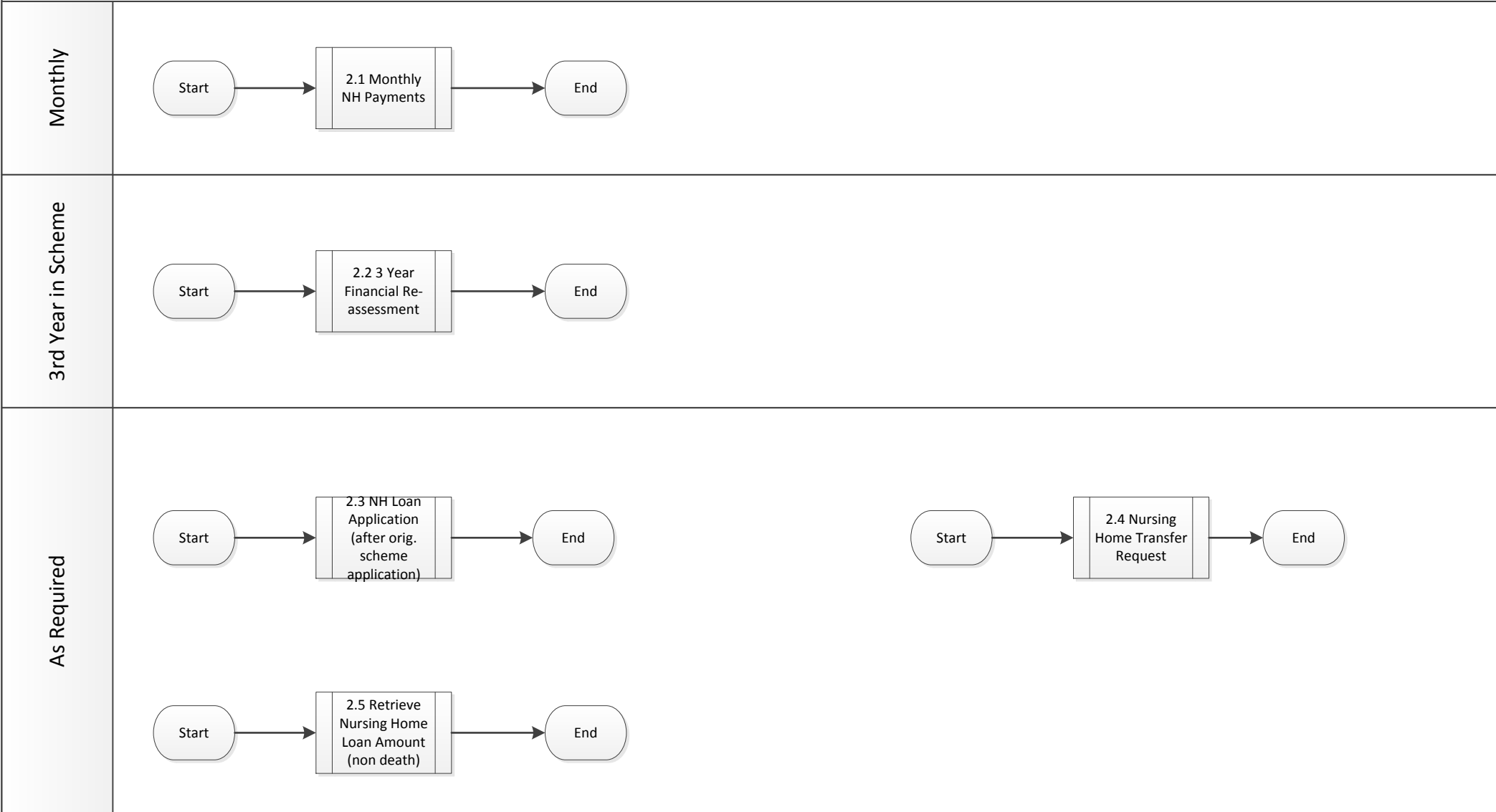
- V Variation in work practice exists between offices
- N Non Value-add elements exist
- P Pain points exist



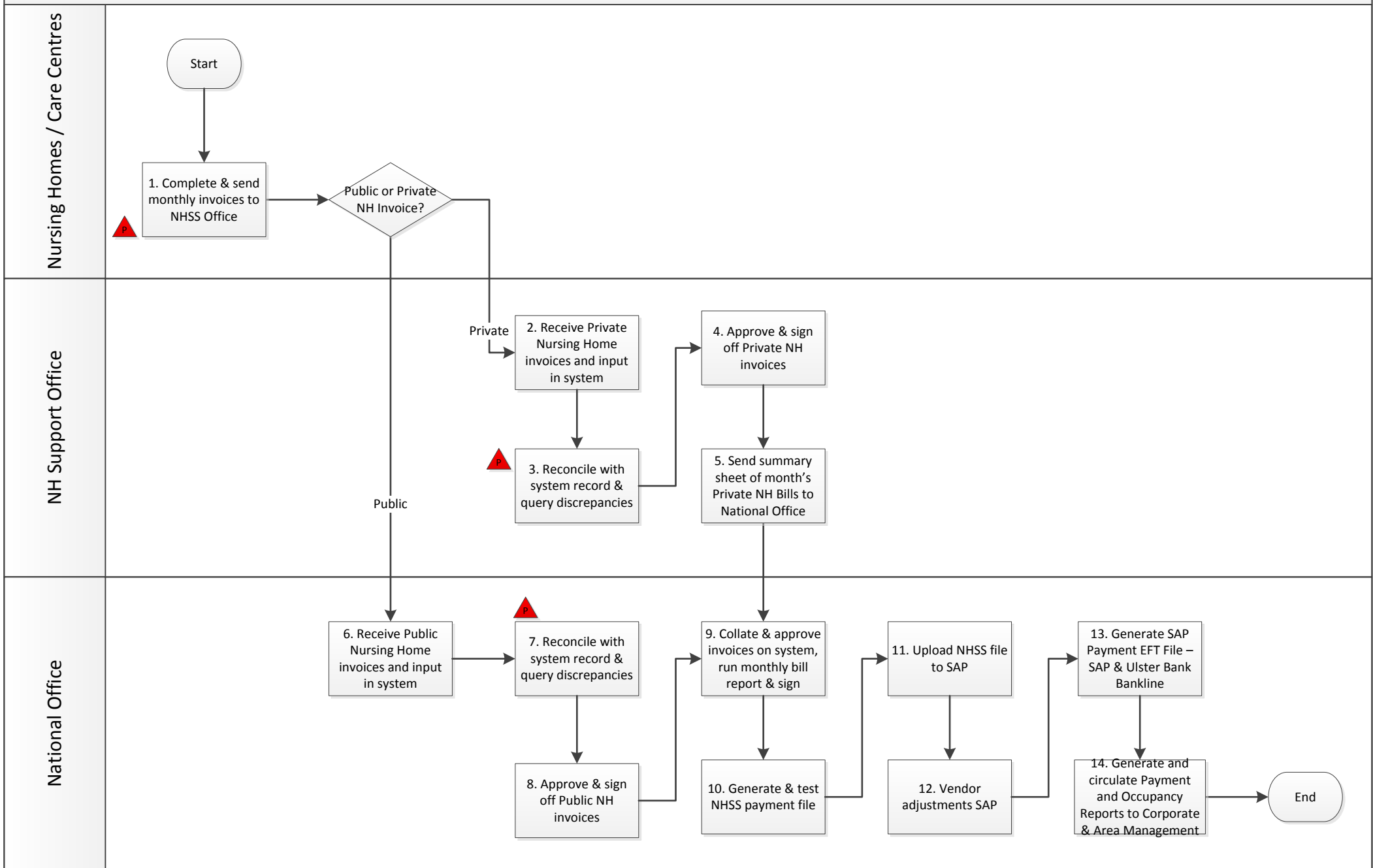
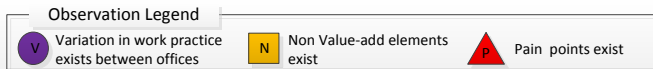
2. Administer Scheme

Observation Legend

- V Variation in work practice exists between offices
- N Non Value-add elements exist
- ▲ Pain points exist



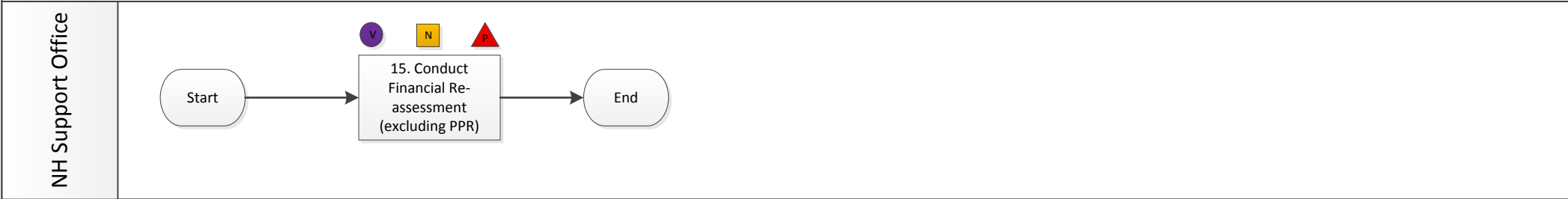
2.1 – Monthly NH Payments Process (Completed Each Month)



2.2 – 3 Year Financial Re-assessment

Observation Legend

- V Variation in work practice exists between offices
- N Non Value-add elements exist
- ▲ Pain points exist



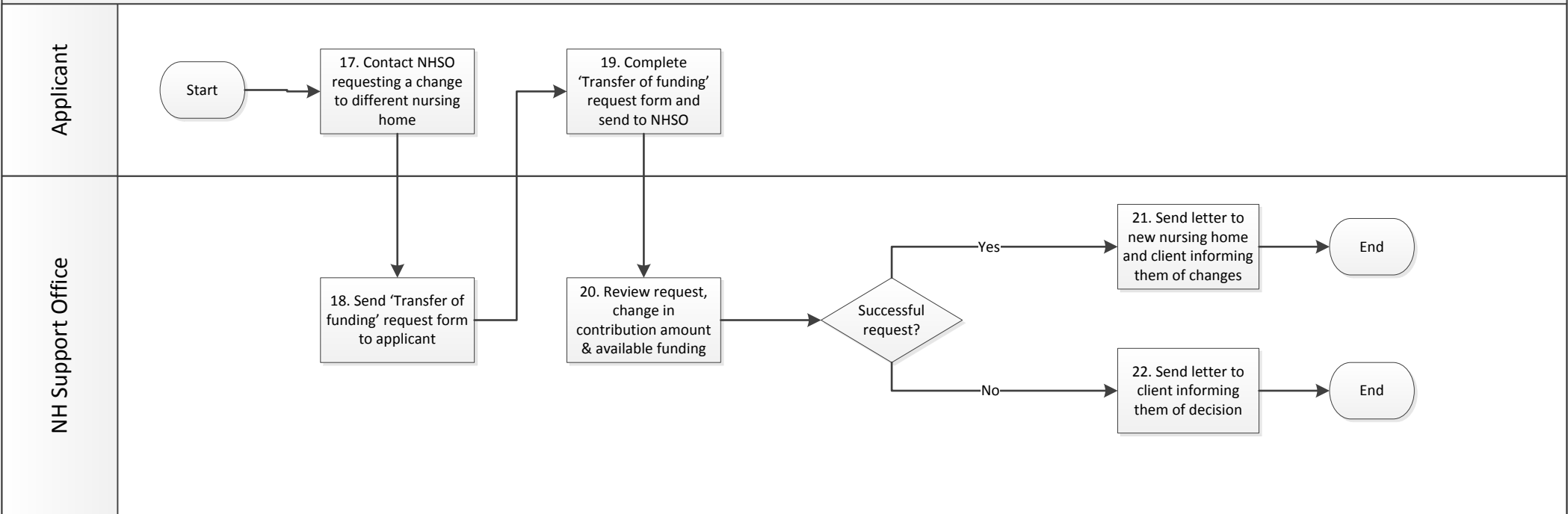
2.3 – Nursing Home Loan Application (after original scheme application)



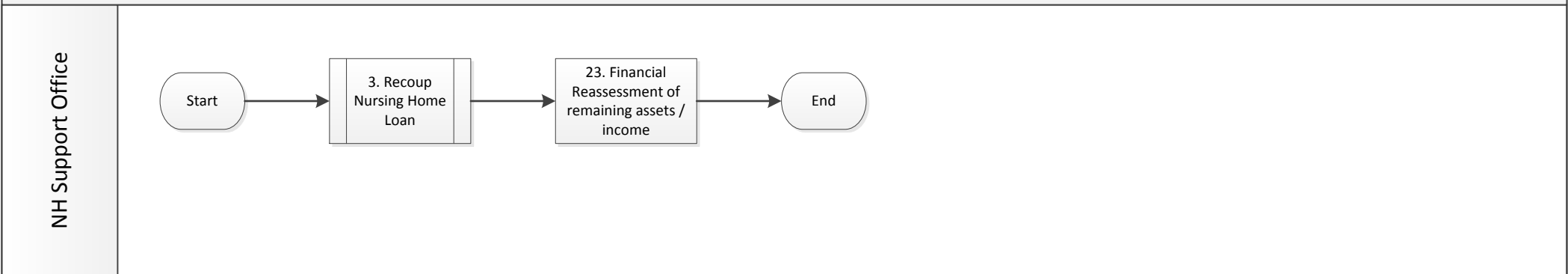
2.4 – Nursing Home Transfer Request

Observation Legend

- V Variation in work practice exists between offices
- N Non Value-add elements exist
- P Pain points exist



2.5 – Recoup Nursing Home Loan (non death of client) e.g. sale, transfer, bankruptcy, misleading information provided.



3. Recoup Nursing Home Loan Amount

Observation Legend

- V Variation in work practice exists between offices
- N Non Value-add elements exist
- P Pain points exist

