

## What's on your Clients' Minds

February 24, 2012

As a Social Services Attorney, you have several clients. You may at times advise the Board of Social Services, The Board of County Commissioners, the Director of Social Services and a variety of workers, including several types of Social Workers and Economic Services workers. You probably spend most of your time with the Social Services workers, unless a particularly thorny issue comes up in a child welfare case or a personnel matter.

This is a very brief presentation to provide a snapshot of some of the issues and initiatives that you need to have some cognizance of in order to serve the Director and the Social Services workers, most of your clients, better. Perhaps you are already aware of some of the issues we will mention. If you take nothing else from this talk, know that your clients face one of the biggest times of change in the history of Social Services, and that this change comes at a time of economic downturn. We will discuss the following things.

- I. The Social Services Agency, a three minute overview. Please see list of Mandatory Services.
- II. NCFAST.
- III. Work Support Strategies.
  - a. A program to provide better help to folks who need Economic Services.
  - b. Keep up with the philosophical shift.
  - c. Your role—Adult Medicaid and Long Term Care.
- IV. REAP. Reaching for Excellence and Accountability in Practice: Child Welfare Services
  - a. A change in the Delivery of Technical Services from the State
  - b. A community Approach
  - c. Core Child Welfare Achievements and your role
- V. Personnel.
- VI. How you can help.

Thank you for what you do every day to make the world a better place!

