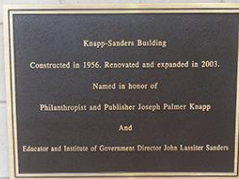


# Human Services in NC: A Changing Landscape

Kristi A. Nickodem



UNC  
SCHOOL OF GOVERNMENT

# How did we get here?

S.L. 2012-126 (H 438)

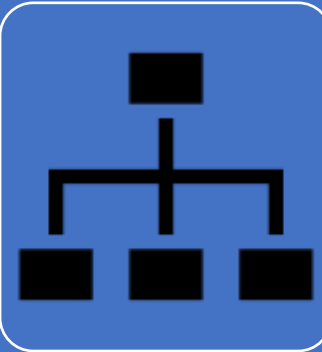
## Organization

- Agencies
- Directors
- Employees

## Governance

- Local boards and advisory committees

# Available Options



## Organizational options

- Single-county separate PH & SS agencies
- Single-county consolidated human services agencies
- Multi-county agencies
- Other (authority models, interlocal agreements)



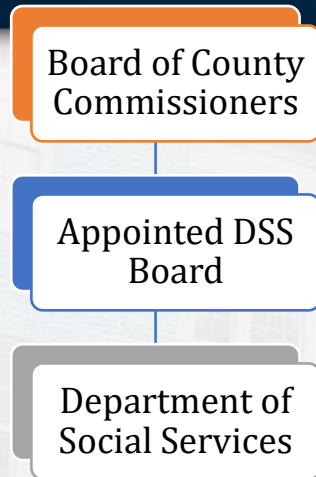
## Governance options for single-county agencies

- Appointed governing board(s)
- BOCC may assume powers and duties of board(s)

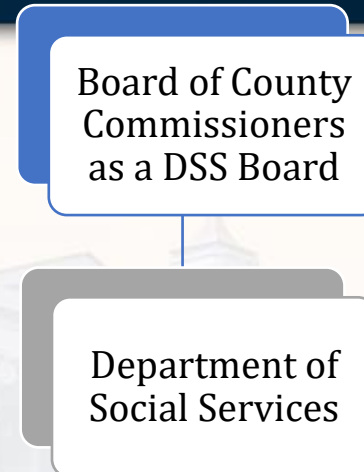


# Organization and Governance Models – Social Services Example

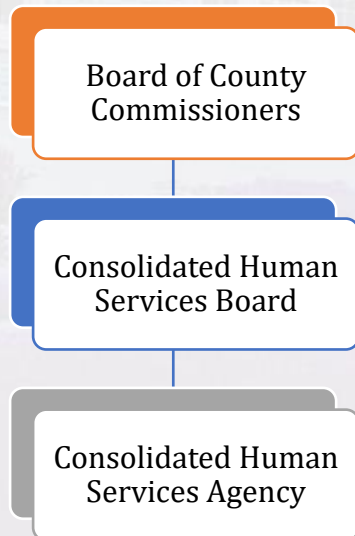
## OPTION A



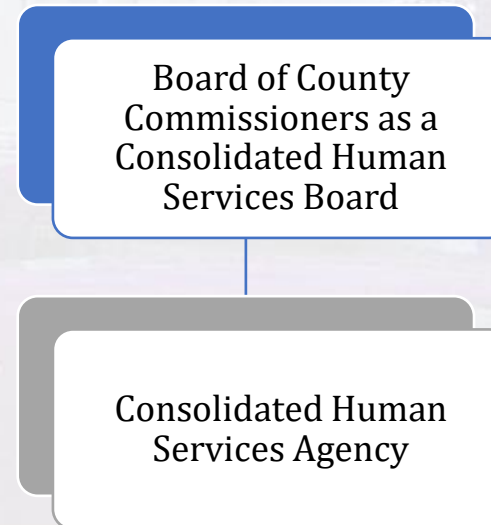
## OPTION B



## OPTION C



## OPTION D



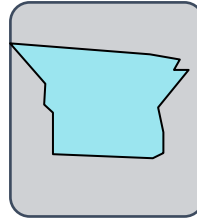
# Key Differences

		<b>BOARD</b>	<b>DIRECTOR</b>	<b>EMPLOYEES</b>
<i>Traditional Model</i>	<b>DSS w/ DSS Board</b>	Appointed; 3-5 members	Board hires	SHRA
	<b>Health Dept. w/ Board of Health</b>	Appointed; 11 members	Board hires	SHRA
<i>Options Available Since 2012 to Counties with a County Manager</i>	<b>BOCC as DSS and/or PH Board</b>	Elected*	BOCC hires	SHRA
	<b>CHSA with CHS Board</b>	Appointed; up to 25 members	County manager hires with advice & consent of CHS board	SHRA Optional
	<b>CHSA with BOCC as CHS Board</b>	Elected*	County manager hires with advice & consent of BOCC	SHRA optional

*\* If public health affected, must appoint health advisory committee*

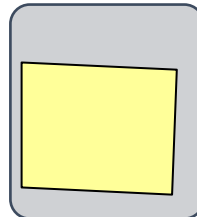
# What goes in a CHSA?

- Law does not require any particular mix of human services
- May include:
  - Public health
  - Social services
  - Other county human services departments or programs



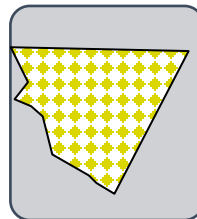
## Gaston County

- PH, SS, Transportation, Aging and Adult Services, Services for the Blind



## Guilford County

- PH, SS, Transportation



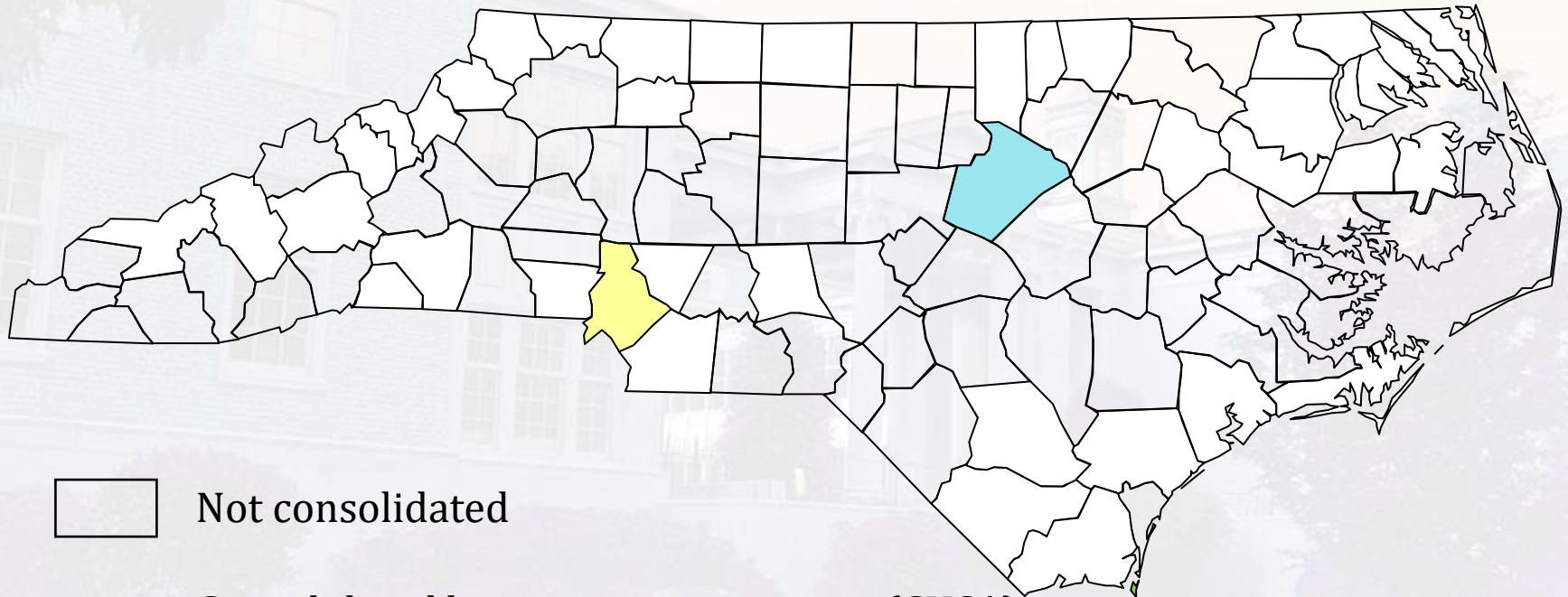
## Cabarrus County


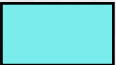
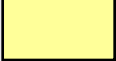
- SS, Aging and Adult Services, Transportation



# PH and SS Organization and Governance

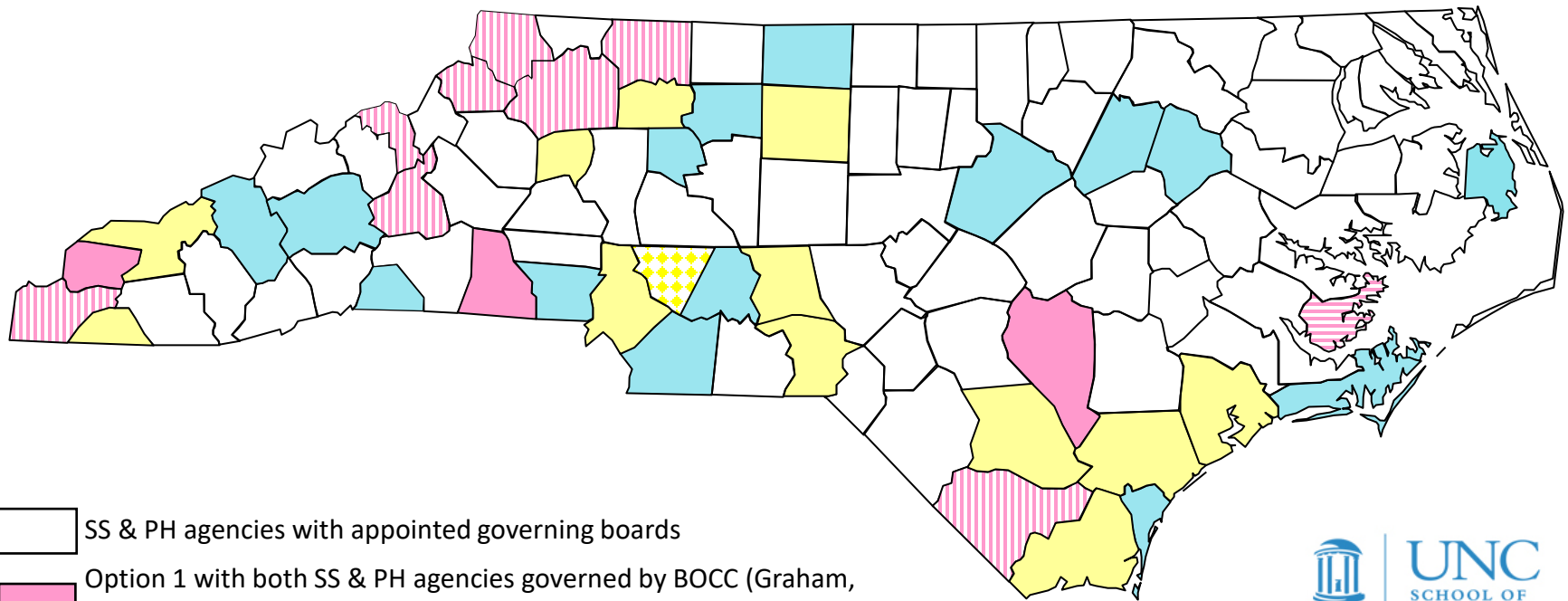
June 2012



-  Not consolidated
-  Consolidated human services agency (CHSA) with a consolidated human services board (Wake)
-  CHSA with BOCC as governing board (Mecklenburg)

# Social Services and Public Health Organization and Governance

As of March 2022



- SS & PH agencies with appointed governing boards
- Option 1 with both SS & PH agencies governed by BOCC (Graham, Cleveland, Sampson)
- Option 1 with SS agency governed by BOCC, PH agency with appointed governing board (Cherokee, Ashe, McDowell, Mitchell, Watauga, Wilkes, Surry, Columbus)
- Option 1 with PH agency governed by BOCC, SS agency with appointed governing board (Pamlico)
- Option 2 with consolidated HS agency including SS & PH, appointed CHS board (Haywood, Buncombe, Polk, Gaston, Davie, Union, Forsyth, Stanly, Rockingham, Wake, Nash, Edgecombe, Carteret, Dare, New Hanover)
- Option 3 with consolidated HS agency including SS & PH, governed by BOCC, health advisory committee (Clay, Swain, Alexander, Yadkin, Mecklenburg [no advisory comm.], Guilford, Montgomery, Richmond, Bladen, Brunswick, Pender, Onslow)
- Option 3 with consolidated HS agency including SS & other human services but not PH, governed by BOCC (Cabarrus)





# Where Are We Now?

## Organization Changes

- **Twenty-eight counties now have CHSAs**
  - Twenty-seven of those CHSAs include both public health and social services (Cabarrus includes social services, but not public health)
  - 15 counties have appointed CHS boards, while 13 counties have consolidated human services agencies that are governed directly by the BOCC.
  - 25 counties have opted to remove CHSA employees from the coverage of the SHRA.

## Governance Changes

- **In 24 counties, the BOCC now acts as the governing board for social services.**
  - In 11 of those counties, the BOCC is governing a standalone department of social services.
  - In 13 of those counties, the BOCC is acting as the governing board for a CHSA that includes social services.
- **In 16 counties, the BOCC now acts as the governing board for public health.**
  - In four of those counties, the BOCC is governing a standalone local health department.
  - In 12 of those counties, the BOCC is acting as the governing board for a CHSA that includes public health.



# Want to Explore More?

<https://humanservices.sog.unc.edu>

*Including....*

- New FAQs - CHSAs and CHS boards
- New bulletin - CHSA personnel decisions
- New document on the process of creating a CHSA
- New document on county organization and governance options
- Interactive maps of North Carolina's human services agencies and governing boards

Structure and Governance Options | SOG Publications | Boards | Document Repository | Social Services | Public Health | Consolidated Agencies | Contact Us

## The North Carolina Human Services Hub

UNC School of Government Resources for Governing Boards, Directors, and Staff of Departments of Social Services, Public Health Departments, and Consolidated Human Services Agencies

- Consolidated Human Services Agency Resources**  
Find information regarding
- Social Services Resources**  
Explore trainings, publications, conference
- Public Health Resources**  
Explore trainings, publications, legal
- Options for Organization and Governance of Human Services Agencies in NC**

# Map 1 – Use the drop down menu below to explore different aspects of human services agency organization and governance across all North Carolina counties.

## Select A View

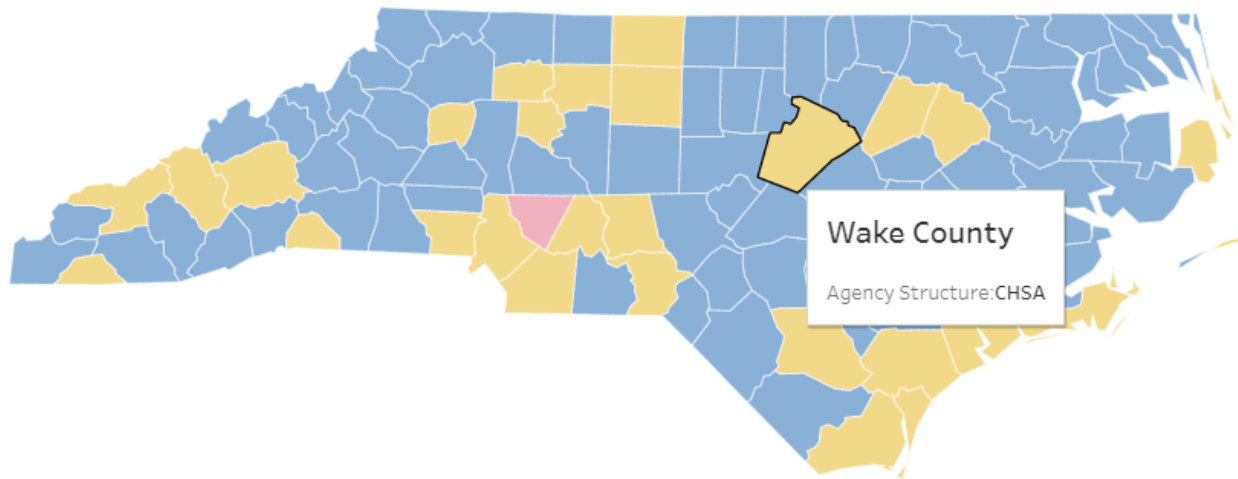
Agency Structure

Social Services Governance Structure (Appointed SS Board, Appointed CHS Board, or BOCC as...

Public Health Governance Structure (Appointed PH Board, Appointed CHS Board, or BOCC as G...

Are DSS/Public Health Employees Subject to SHRA? (yes/no)

Is County Part of a Multi-County District Health Department?



# Map 1 – Use the drop down menu below to explore different aspects of human services agency organization and governance across all North Carolina counties.

## Select A View

Is County Part of a Multi-County District Health Department? ▾

Social Services Governance Structure (Appointed SS Board, Appointed CHS Board, or BOCC as...

Public Health Governance Structure (Appointed PH Board, Appointed CHS Board, or BOCC as G...

Are DSS/Public Health Employees Subject to SHRA? (yes/no)

Is County Part of a Multi-County District Health Department?

■ No

■ Yes, AppHealth...

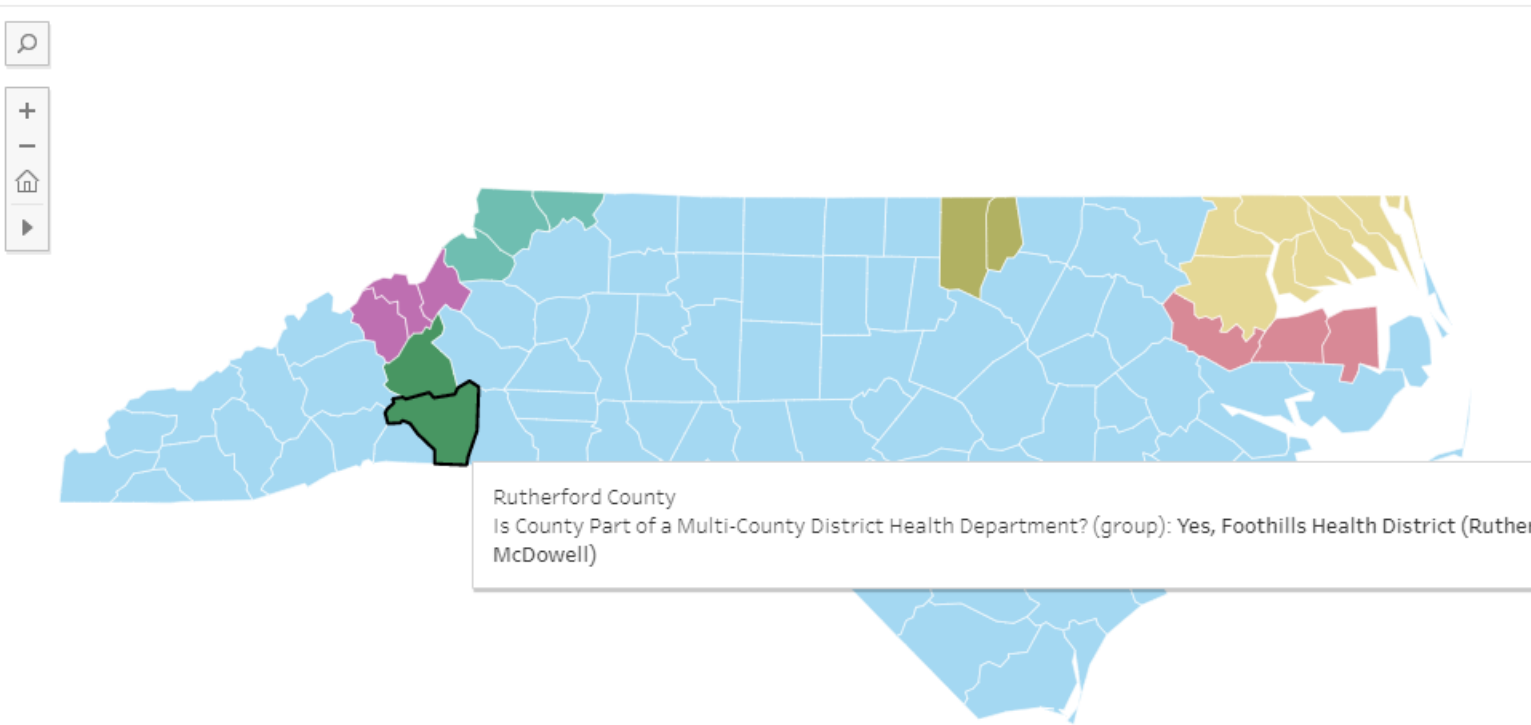
■ Yes, Granville V...

■ Yes, Toe River ...

■ Yes, Albemarle ...

■ Yes, Foothills H...

■ Yes, Martin-Tyr...



# New Human Services Boards Book in Process!



# Questions?

