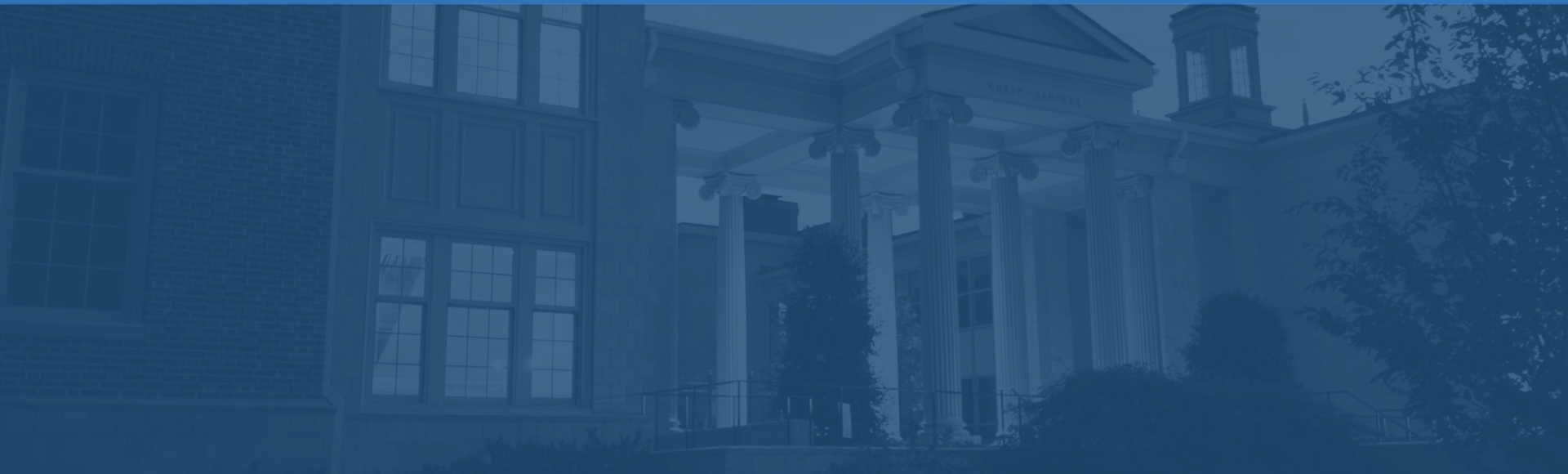


Social Services Regional Supervision and Collaboration Working Group



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Updates



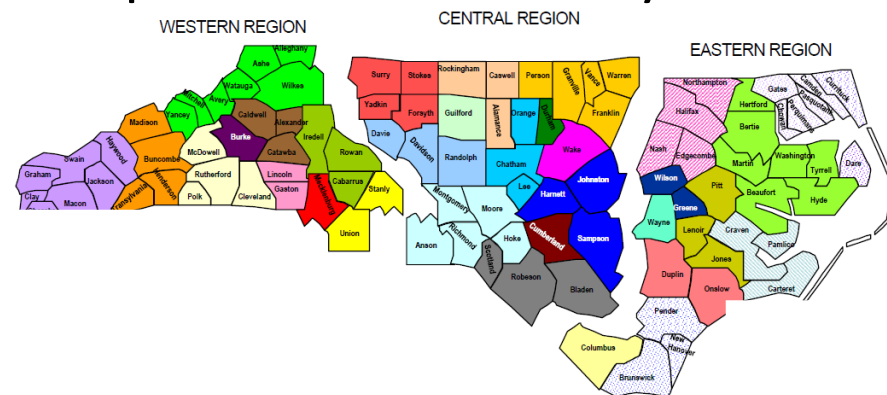
Vocational
Rehabilitation

Program Specific
Highlights



Vocational Rehabilitation

- Key points
 - 3 primary services: vocational rehabilitation, independent living, assistive technology
 - 3 regions; 32 units
 - Every unit does not offer every service
 - Some regional staff report directly to central office rather than regional director to promote consistency in policy interpretation
 - Clear lines of authority



Reminder: Your Focus

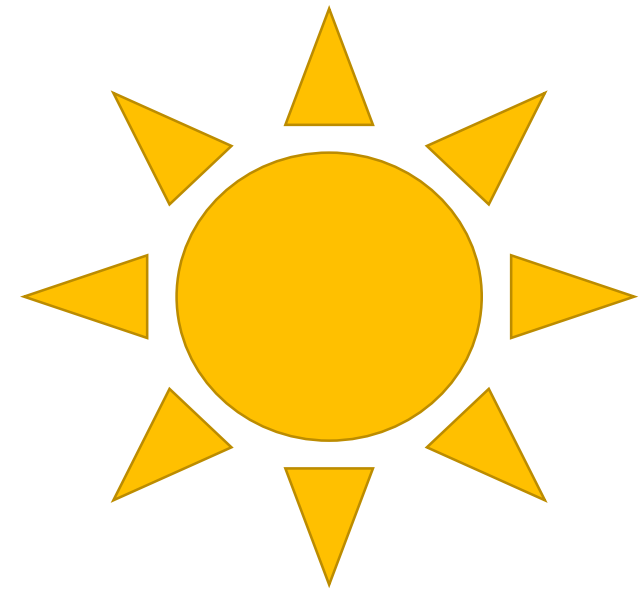
- The WHOLE enchilada
 - Child welfare
 - Adult services
 - Public assistance, including Medicaid, Food and Nutrition, State-County Special Assistance, Work First, energy programs, etc.
 - Child support enforcement
 - Adult care home oversight
 - Child care subsidy



GIMME SOME OVEN

General Optimism

- Need for increased supervision and support for the system
- Strong desire for role clarity
- List of supervisory functions is comprehensive and reflects current practice and goals



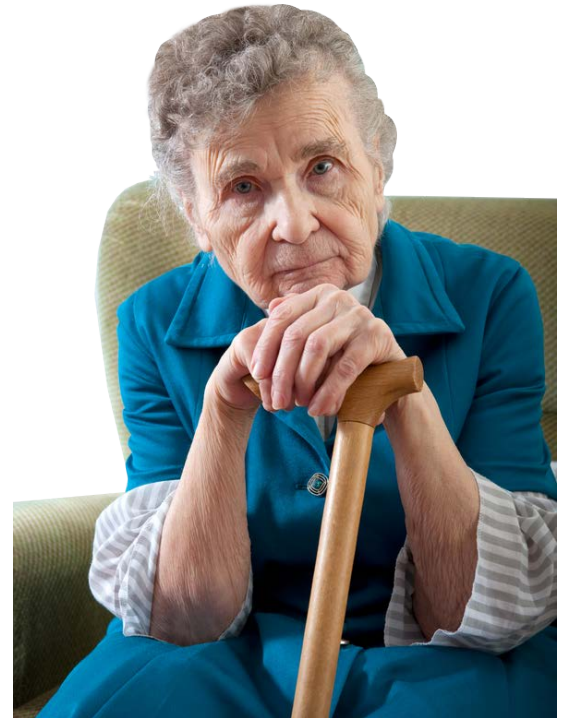
General Concerns



- Will adding staff and structure at the regional level
 - Slow down processes and responses?
 - Increase the risk of inconsistency?
 - Decrease central office's connection to the work at the local level?

Adult Services - Highlights

- State law and policy drives supervision
 - Except: Area Agencies on Aging (AAA)
- Blended roles
 - 8 regional staff do both monitoring and technical assistance/support
 - Change assignments every two years
- AAA regional relationships
 - 16 planning and service areas
- Opportunities for regional supervision
 - Attorney representation
 - Overlap between child welfare and adult services
 - Centralized intake



Food and Nutrition – Highlights



- Federal law and policy drives supervision
 - Management evaluations specified by USDA
 - Federal government identifies target areas for monitoring; states may add more areas
- Divided roles
 - 4 monitoring staff
 - 3 central office; 1 regional (Guilford)
 - 4 technical assistance staff (in transition)

Child Support - Highlights

- Federal law and policy drives supervision
- Different approaches to administration at local level
 - DSS (76-77 counties); private vendor (16 counties); non-DSS (8-9 counties)
 - Must be approved/certified to have access to state and federal data systems
 - A lot of flexibility in administration
 - Some regional agencies
- Regional staff blended role
 - 9 staff doing monitoring and technical assistance



Medicaid – Highlights



- Time of transition
 - Managed care system
 - July 2019 is target date (initial populations)
- Vision for the future includes
 - County administration
 - Regional supervision
- Presentation scheduled for 12/14
 - State's evolving supervisory role
 - Expectations related to regional supervision
 - The role of counties in administration

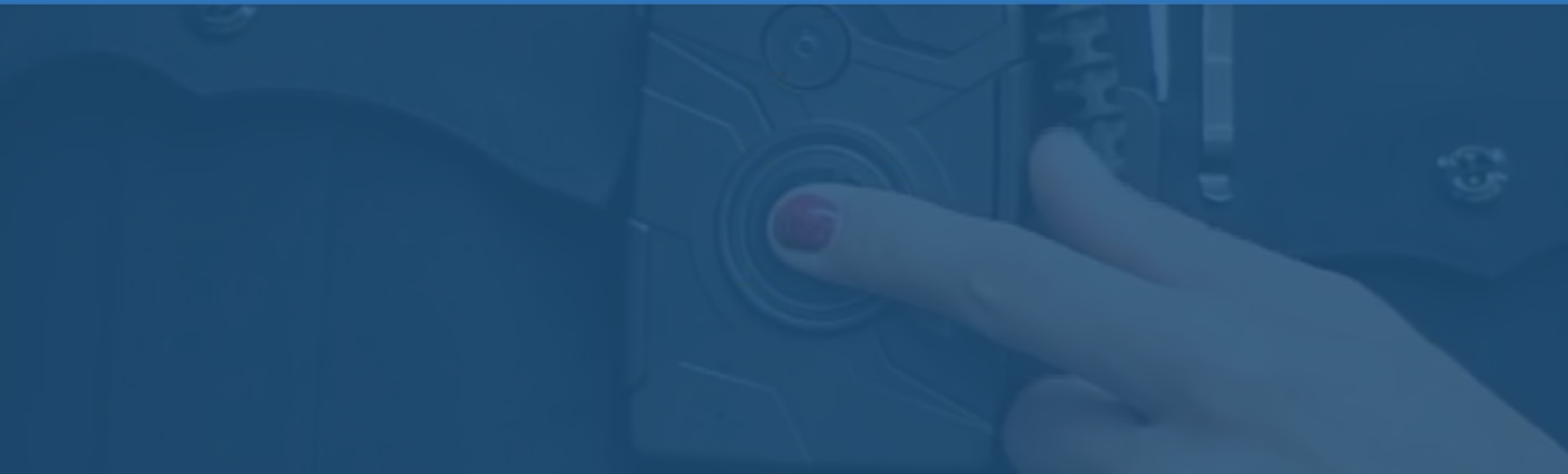
Questions?



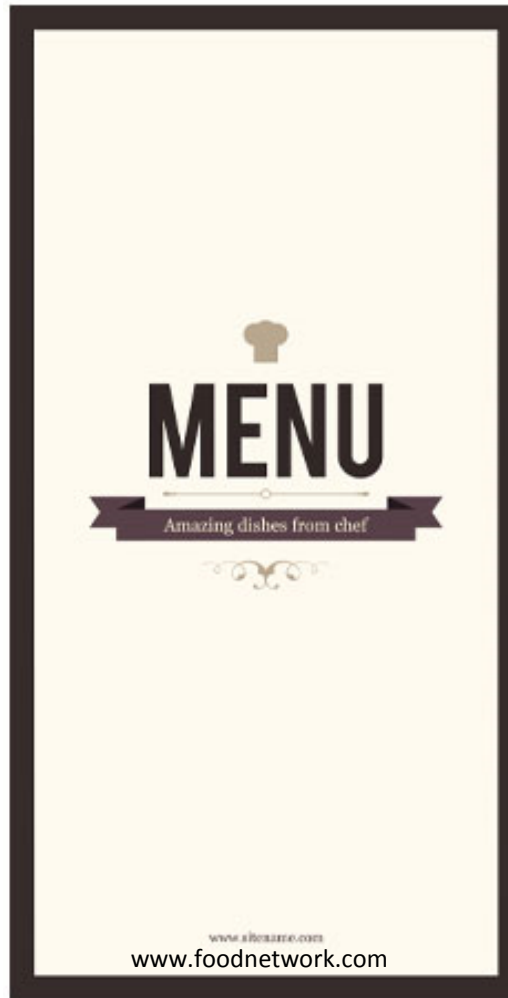
Supervisory Functions



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Supervisory Functions



Best practice
dissemination

Compliance
monitoring

Conflict of interest
management

Fiscal monitoring

Integrated
recordkeeping

Licensing and
certification

Policy guidance

Resource provision

Risk assessment

Root cause analysis

Service review

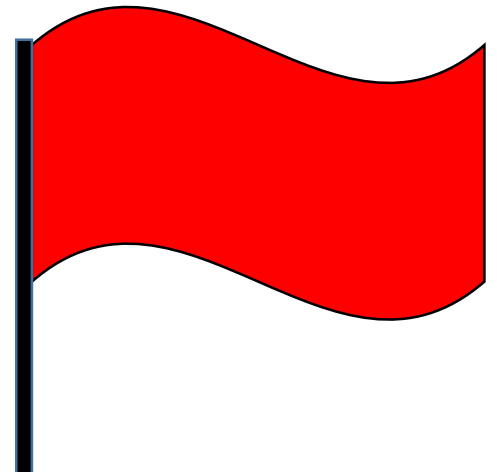
Training

Workforce
development

Technology
development

Instructions – Agree or Flag?

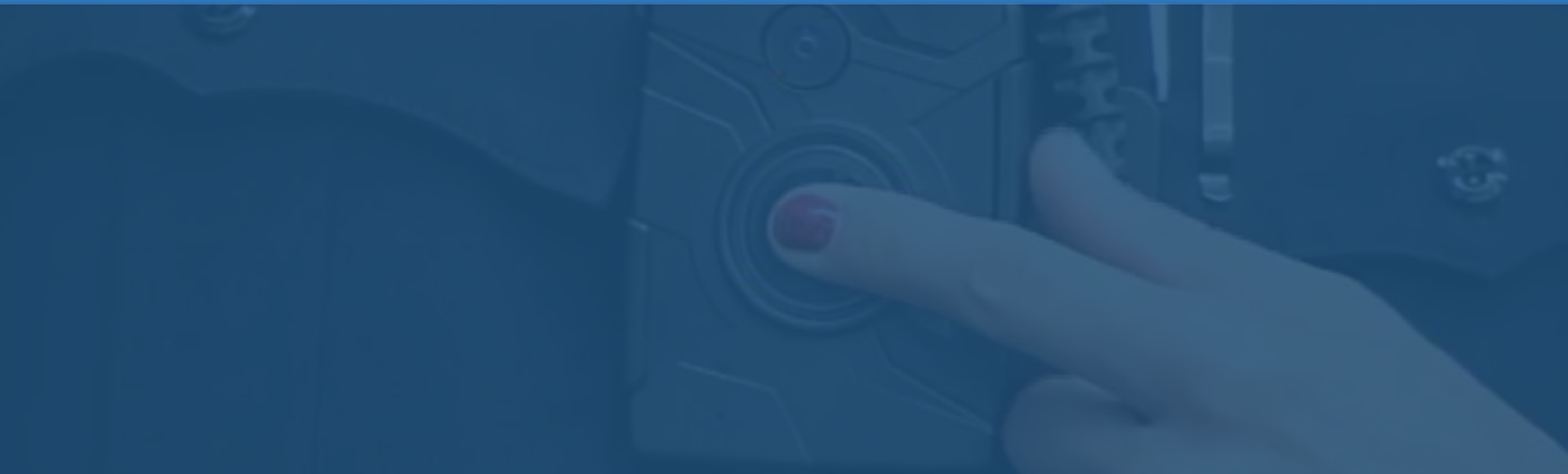
- Review one supervisory function (row) at a time
- Focus on the regional role (middle column)
- Share with your group
 - Agree
 - Flag – disagree? need clarification?
- Report out flagged items



Design Factors for Regional Supervision



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Physical Presence

Issue

- Programs currently have regional staff; many are home-base.
- Some programs have a regional office location.
- Some concern about decrease in efficiency if regional staff are not home-based.
- Expressed need for regional meeting, training space.

Questions

- Should the new system of regional supervision include a physical regional office?
- If so, how should the office be used?



Rotating Assignments

Issue

- Some programs require regional staff to rotate counties because of a concern that staff will over-identify with counties.
- Some programs keep regional staff assigned to counties to build knowledge, experience, and relationships.

Questions

- Should regional staff rotate the counties they support?
- Should program specific variation be permitted?



Regional Staff Roles

Issue

- Some oversight staff (whether central or regional) have divided roles. They are either doing
 - Monitoring or
 - Technical assistance/support
- Some oversight staff have blended roles. One person does both monitoring and technical assistance/support.

Question

- Should regional staff have divided or blended roles?
- Should program specific variation be permitted?



Regional Administrator Role

Issue

- Some concern about lack of uniformity in previous regional system. Some attribute it, in part, to independence of regional administrators.
- Some divide accountability
 - Program and policy issues = central
 - General management and coordination issues = regional

Question

- Should the regional administrators have responsibility for both management and policy?



Districts Within Regions

Issue

- Some regional systems are organized into districts.
- If regions are relatively large, districts may allow for more collaboration or coordination.
- Some concern that districts would add unnecessary layers of bureaucracy.

Questions

- How many regions should be created?
- Should regions be organized into districts?



Questions?

