

Social Services Regional Supervision and Collaboration Working Group

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Plan

Review Proposed Work Plan



Clarifications?




Table Discussion



Proposed Plan

- Framework for allocating responsibility for supervisory functions
- Program specific customization
- Child fatality oversight


- Parameters for size, number, and location of regional offices
- Draft regional map
- Invite public comments

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Proposed Plan, cont.


- Information sharing between the regional offices and the boards of county commissioners
- Whether the boards should be allowed to intervene before the state assumes direct control

- Review public comments and revise map
- Begin formulating recommendations


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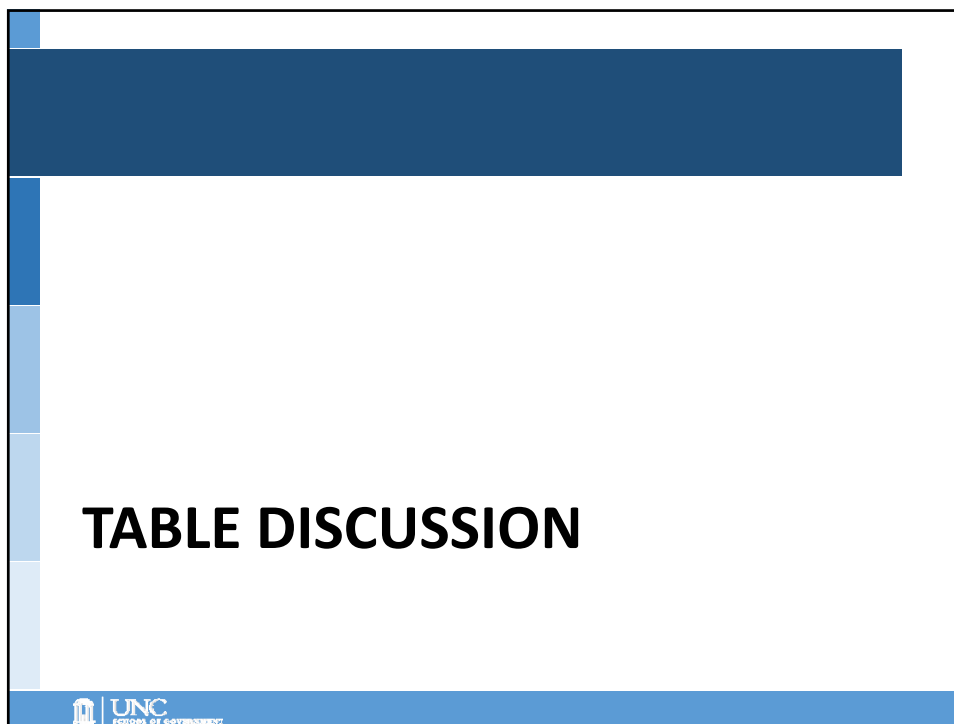
Proposed Plan, cont.

- 8-10
 - Discuss recommendations
 - Review draft report language
 - Revise and finalize report
- TBD
 - Additional online meetings for information sharing, voting, etc.
 - Additional face-to-face meetings if necessary

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Questions?

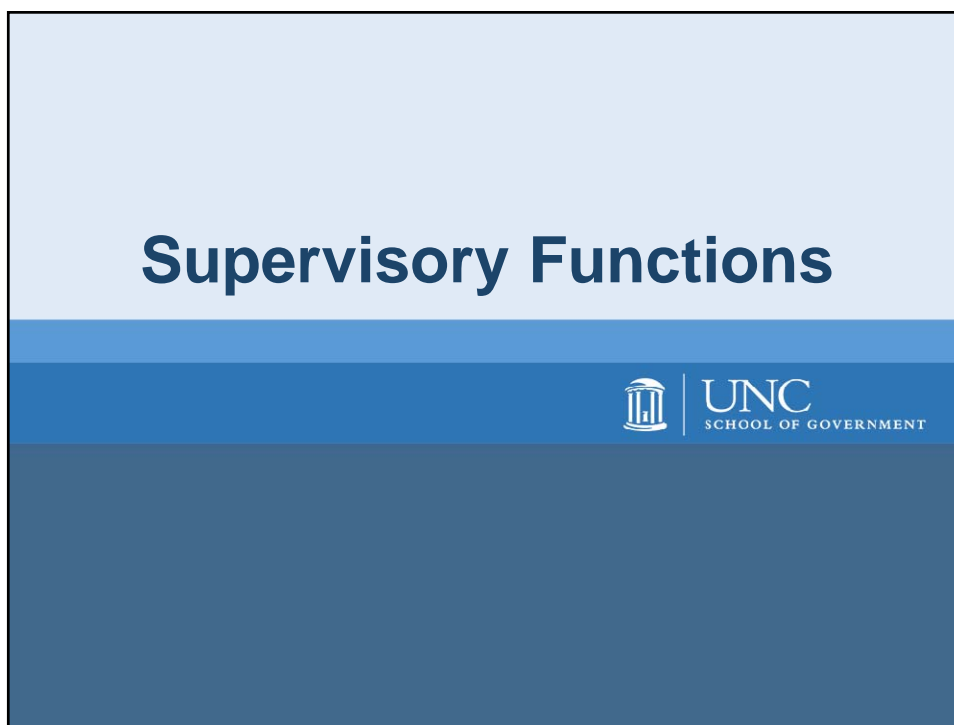
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A slide with a white background and a blue border. At the top, there is a dark blue horizontal bar. On the left side, there is a vertical bar with four segments of varying shades of blue. The text "TABLE DISCUSSION" is centered in the white area. At the bottom left, there is a small logo of a building and the text "UNC SCHOOL OF GOVERNMENT".


TABLE DISCUSSION

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A slide with a light blue gradient background at the top, a dark blue horizontal bar in the middle, and a dark blue background at the bottom. The text "Supervisory Functions" is centered in the light blue area. In the middle dark blue bar, there is a logo of a building and the text "UNC SCHOOL OF GOVERNMENT".


Supervisory Functions

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Menu




- Policy guidance
- Compliance monitoring
- Fiscal monitoring
- Service review
- Risk assessment
- Root cause analysis
- Conflict of interest management
- Training needs assessment and delivery
- Resource provision
- Best practice dissemination
- Licensing
- Integrated recordkeeping




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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





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Policy Guidance

- Ensure a common understanding of program policy and provide clarification or additional explanation when necessary

Child Welfare examples:

[Policy manuals](#)

[Dear County Director letters](#)

[Administrative letters](#)

Webinars regarding policy changes

Technical assistance from Children's Program
Representatives (CPRs)

Compliance Monitoring

- Evaluate compliance with applicable federal and state laws and policies and direct changes when necessary

Child Welfare examples:

Program monitoring

Program Development Plans (CQI)

Corrective Action

Child and Family Services Review (CFSR)

Fiscal Monitoring

- Ensure that all financial resources are used effectively, efficiently, and in compliance with applicable federal and state laws

Child Welfare examples:

Audits
Program monitoring
Corrective action and fiscal adjustment
Local business liaisons

Service Review

- Use case records and data to review service trends, progress, strengths and weaknesses

Child Welfare examples:

Program monitoring
CFSR
Technical assistance from CPRs

Risk Assessment

- Evaluating programs and services to identify potential weaknesses that could expose individuals, families, or the government to unnecessary risk

Child Welfare examples:

Program monitoring
Legal consultation

Root Cause Analysis

- Assess contributing factors that resulted in a situation of non-compliance and determine what can be done to mitigate those factors in the future

Pennsylvania example:

State contract with University for Program Improvement Specialists who conduct root cause analysis and troubleshooting

COI Management

- Managing situations when a conflict of interest arises related to a program or service

Child Welfare example:
Policy identifies situations that create COIs

Pennsylvania example:
Regional office investigates child abuse when county agency employee or agent is involved

Training

- Ensure that personnel involved in the provision of services are competent and well-prepared to discharge duties associated with their position

Child Welfare examples:
[Online and face to face training](#)
Monitoring program evaluates compliance with training mandates

Georgia example:
Regional office hosts Supervisor University

Resource Provision

- Ensure that service providers have the non-monetary resources they need

Georgia example:

“Booster shot” – one county in region per month gets support from regional staff and other counties to address a specific challenge

Pennsylvania example:

Regional staff primarily home-based but regional office space available for meetings and training

Best Practice Dissemination

- Facilitate open lines of communication to share practice strategies across programs and counties

Child Welfare examples:

Directors Association

CPRs

Best practices solicited during program monitoring visits and then shared by state staff

Targeted training

Licensing

- Authorize entities to provide services consistent with applicable laws and regulations


Child Welfare example:
State licensure of foster homes

Integrated Recordkeeping

- Maintain accurate, thorough records that can be accessed for the purpose of service provision, review, monitoring, or consultation

Child Welfare examples:
Central registry
Responsible Individuals List
NCFAS

Questions?



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