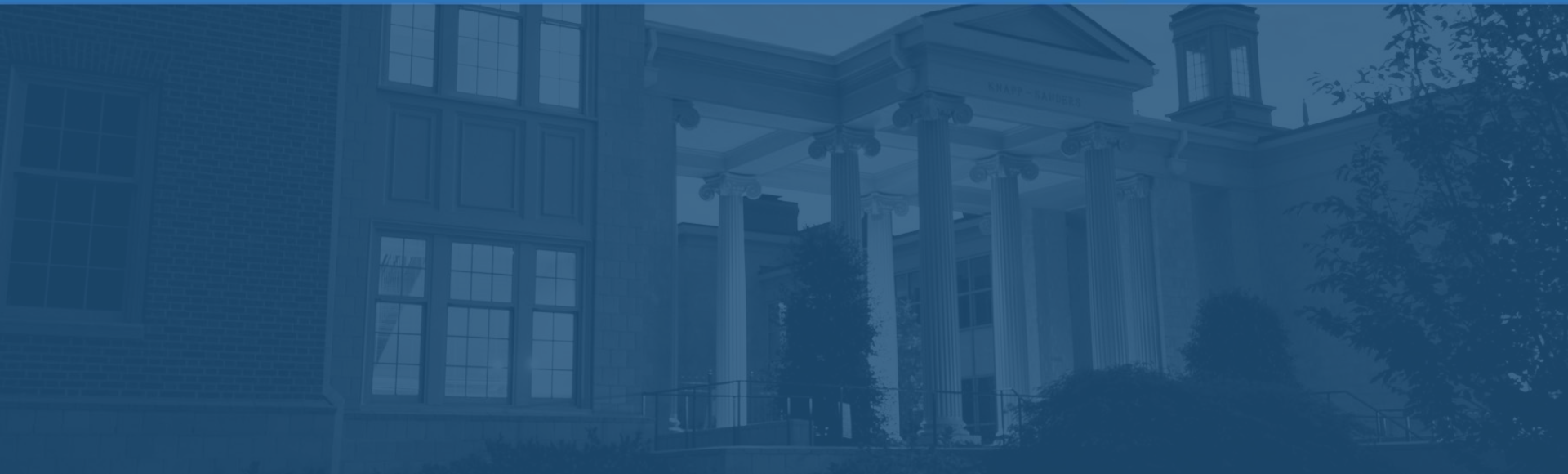# Social Services Regional Supervision and Collaboration Working Group

Aimee N. Wall

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STAFFING

Background

- Testing assumptions exercise (1/9)
- Different opinions emerged regarding regional staff
  - Number of people
  - Types of people/roles
  - Rotation of people between regions
- Questions raised about current DHHS staffing
  - How many are currently regional?
  - How many are in the central office?
  - What roles do they have?
  - Could some central staff be reassigned to regional?

DHHS Staffing Summary

	Positions				Supervisory Role				Location	
Division/Office	Supervisory	Policy/ Program	Admin	Total # of Staff	TA	Monitoring	Blended Monitoring	Training	Raleigh	(Regional) Home or
Director (DSS)	1		1	2	2				1	1
Child Welfare (DSS)	17	93	18.5	128.5	23	12	49	63	63.5	65
Economic Services (DSS)	11	31	29	71	20	7	3	1	31	41
Business Operations (DSS)		8	19	27	5	3	14	5	19	8
Child Care Subsidy (DCDEE)	1	11		12	11	10			1	11
Child Support Enforcement (DSS)	16	109	3	128	110	9	7	17	67	61
Aging and Adult Services (DAAS)	3	21	3	27	18	12	17	8	15	9
Adult Care Home (DHSR)		1		1	0.5	0.3		0.2	X	
Medicaid (DMA/DHB)	82	114	257	453	0	60	0	2	408	45

Summary Table of DHHS Staff Involved with Supervising County DSS Programs

Highlights

- Significant regional presence already

- Mix of supervisory roles
    - Technical assistance, monitoring and training
    - Note that the people (FTEs) may have more than one supervisory role
    - Divisions completed the yellow fields differently
        - Current data provides a helpful general summary of roles
        - If more precise data would be helpful to SSWG, we can revisit this with DHHS and provide better definitions/instructions

Staffing Models Homework

- Options/ideas
  - NOT proposals
  - Designed to promote discussion

- Four options provided
  - Score each one at home
    - Does it support SSWG goals?
    - Is it consistent with the SSWG vision for regional supervisory functions?
    - Is it practical from a budgetary perspective?
    - Is it practical from a political perspective?
    - Will it improve the state's supervision of local administration?
    - Will it improve the quality of services delivered at the local level?

Options

RA

RA + PCs for some + other

RA + PCs for all

RA + PCs for all + add'l TA

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Questions?

GROUP DISCUSSION

MAPPING

Background

- Preliminary discussions 11/28 and 1/9
- Agreement
  - Regions must not disrupt county borders
  - Counties must be adjoining
- May be important
  - Preserving existing networks/relationships
  - Population equity
  - Geographic equity
  - Alignment with judicial districts
  - Alignment with vocational rehab

Starting Point Maps

- Networks
  - 5, 7, 10 regions (updated from last meeting)
  - Rough measure of broken connections for other maps
- Population equity
  - 5 regions; ~2 million each
- Geographic equity
  - 5 regions; ~10.5K square miles
- Combination (5 regions)
  - Networks + Population + Judicial districts
  - Networks + Population + Vocational rehab

Networks

- Reminder: SSWG survey of DSS directors
  - *Purpose*: Map informal and formal connections that already exist in county social services administration.
  - *Question*: Identify inter-county relationships that involve sharing resources or staff. Examples include exchanging conflict of interest cases, sharing staff, and/or sharing programs.
    - Identify up to 6 counties
    - Specify frequency of connection/collaboration

Strength of Networks

- Networks made up of a certain number of connections

- Some connections are stronger than others

- Each map breaks some of those connections

- Key question:
  - How strong are the connections that are broken in each map?

Map	Percent Broken
5 regions/network	13%
7 regions/network	19%
10 regions/network	24%
Pop/VR/network	16%
Pop/Jud/network	18%
Population	17%
Area	20%

Comparison Data

- Population (2016)

- Square miles

- Average percent of persons in poverty (2010)

- Sum of the average monthly recipients of FNS (2016)

- Unduplicated Medicaid eligibles (2014)

- Substantiated CPS reports (2015)

- Children under DSS placement responsibility (2014)

- Substantiated APS reports (2016-17)

- Percent change in percentage of population 65+ (2010-30)

Questions?

GROUP DISCUSSION

Dissemination of Proposal

- SSWG members share with stakeholders
- SOG will prepare proposed map(s) + background paper
  - Post online
  - Send to those who requested notification of meetings
  - Send to contacts at key stakeholder groups
    - DSS Directors
    - DSS Attorneys
    - NCACC
    - Military and Tribal contacts
    - Others?
  - What else should we do?

Volunteers?

- Small group to do a final review/ edit of the list of supervisory functions
  - Should "emergency management and business continuity of operations" be include? If so, how?
  - Should "program integrity" be included? If so, how?
  - Any other revisions necessary before incorporating it into the draft report?
- SOG will schedule one or two additional meetings or conference calls to discuss
- Homework warning!

Upcoming Meetings (Stage One)

- ~~Tuesday, January 30~~
  - ~~Staffing and Mapping~~
- Thursday, February 8
  - Relationships with BOCC
- Tuesday, February 20 (online/call)
  - Review comments received on map(s)
- Tuesday, February 27
  - Revise map
  - Outline report recommendations
- Monday, March 12
  - Review draft report
- Monday, March 19 (online/call)
  - Review draft report; final revisions
- Friday, March 23
  - TBD

2018 March

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	**23**	24
25	26	27	28	29		31

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