








What is the nature of your current or former connection with Departments of Social Services? (Check all that apply)

Other	
attorney	
Private child placing agency	
Adoptive parent	





#	Answer	Bar	Response	%
1	Service recipient		2	5.56%
2	Staff member		25	69.44%
3	Board member		0	0.00%
4	Volunteer		1	2.78%
5	Staff or volunteer of another organization with parallel or overlapping interests or service populations		4	11.11%
6	Concerned citizen		3	8.33%
7	Elected official		0	0.00%
8	Other local/state government employee		5	13.89%
9	Other		3	8.33%
	Total		43	100.00%

In your experience, which are the top two motivating conditions for restructuring social services administration into regions? (Check 2)

Other

Problems far outweigh benefits

When a county does not care about its citizens or the services they receive or if they receive them

#	Answer	Bar	Response	%
1	When the general population is sparse or client population is low		4	19.05%
2	When the county is challenged to recruit adequate numbers of professional staff		8	38.10%
3	When economies of scale could be gained by consolidating or sharing resources or processes with other counties		17	80.95%
4	When the geographic boundaries between neighboring counties matter little in the daily lives of residents		9	42.86%
5	Other		2	9.52%
	Total		40	100.00%








In your experience, what are the top two factors working against regional administration? (Check 2)

Other
the state's unwillingness to bear the cost of a true regional administration
Counties providing local funds for services would diminish or be eliminated completely. Counties receive indirect cost from providing services to social services, this would result in loss of county positions supporting delivery of services - economic impact as well
assurance that the community will have locally available resources

#	Answer	Bar	Response	%
1	Differing philosophies or personalities across counties		8	40.00%
2	Differing funding for social services across counties		14	70.00%
3	Lack of historical trust or successful cooperation across counties		2	10.00%
4	Desire to keep local control		10	50.00%
5	Motivation to keep the status quo		2	10.00%
6	Recent consolidation of human service departments within the county		0	0.00%
7	Other		3	15.00%
	Total		39	100.00%

If regional administration is mandated, how should the counties be involved with the regional department? (Check all that apply)

Other
withdraw from poorly performing region and go it alone again
Each county would have have the ability to proscribe the amount of funding it contributions and determine the use of those funds
these should be structured as units of local government like the MCOs
If this occurs, there needs to be equality between the counties related to funds, access to services, case/work loads, etc...
none of the above. It should be state funded and state administered

#	Answer	Bar	Response	%
1	Each county would provide a proscribed amount of funding to support administration and programs		6	30.00%
2	Each county would be represented on the governing board		17	85.00%
3	There would be regular communication between the regional department and county officials		12	60.00%
4	Each county would hold the authority or responsibility to select service delivery sites within the county		9	45.00%
5	Each county would have the authority to withdraw from a poorly performing region and join another region		5	25.00%
6	Each county would have the authority to intervene in the regional department administration or governance in urgent situations		9	45.00%
7	Other		5	25.00%
	Total		63	100.00%

Final Question: Is there any other information you would like to share with the Social Services Working Group in relation to either intercounty collaboration or regional administration?

Text Entry

I am not against regional administration. I think it would actually help our County Department. I would like to see more intercounty collaboration - I think it would be better support for our families and provide better services and allow for all families to have access to the same services.

Regional Administration will not solve problems, real or perceived. Training must be timely and led by competent staff, monitoring the same - until technology and staffing at the state is fixed there will be no resolution, no matter how you slice the state pie. General Assembly must be willing to fund the programs at appropriate levels. Counties have a lot of money in programs and the state has little - ie Adult Services State 3% Counties 81%. Eliminate services or give counties more funding. County DSS' know their populations, know the services needed, go to great lengths to find resources for their population - I believe this is lost with regional administration. Intercounty collaboration can also be supported by providing counties with additional funding to provide the necessary services and staff to do the work, More and better training in all areas will lead to better outcomes - which I really think we are after. Data sharing is very important and there is no dashboard that does this.

I think the regional administration should match up with the regions for LME/MCOs to streamline processes and encourage collaboration.

Currently, there is significant salary/work load discrepancies causing large turnover for different counties. Should this and leadership structure be improved by regional administration, this could be a positive change.

I would like to see if changed to a regional administration, the counties would hopefully have more accessibility to state staff. Not only for policy interpretation but for training assistance as well. More unification and communication between state and counties.

Considering how the funding will work as you work through this process will be important as will assuring that local community members in need of assistance will be able to receive it in their own community. Intake, foster parent trainings, and conflicts of interest cases may all be services that would be more easily done in regional setting. The local counties need additional support in most program areas at this point. We will need additional staff support and not less. The thought of getting less is concerning.

If we go to Regional Administration please make sure the Director of the Regional Center knows what is happening on the county level and is knowledgeable in current policy and procedure. Half the time the state sends auditors to the county to conduct audits the auditors do not know policy and do not know how to do the job they have been sent to the county to do. Also the Regional Director needs to be able to relate to all the counties they are responsible for in terms of relying on the DSS Directors who are already in place and being a support person for them instead of trying to dictate how they run their counties.

no

As a private child placing agency, we receive funding from DHHS in a regional fashion. If DSS moves to a regional administration, it would be helpful to have the regional funding align as well so that the same private provider serves the whole region.

Final Question: Is there any other information you would like to share with the Social Services Working Group in relation to either intercounty collaboration or regional administration?

NCDHHS is struggling to monitor current expectations through existing review processes (CPR/PDP, CFSR/OSRI, Fatality Review, 7-Day Fatality Review, MOU/PIP). The number and diversity of review processes are burdensome to county departments and are not achieving the desired outcomes. There is little to no support of the county departments in improving performance. The current staffing structure is setting the state and counties up for failure. There must be additional staffing and resources for both the counties and the state. If regional administration equates to a modification of the child welfare allocation process, counties must be at the table. It is unclear as to why counties would have to fund the state's regional oversight as it is not eliminating any of the county roles and responsibilities. We must have the funding, resources, and technology necessary to successfully implement these expectations (both intercounty collaboration and regional administration). AND - there must be an implementation plan in place. Today we received a letter from Lisa Cauley stating the new new modified manual would be sent to counties TODAY. We are not in receipt of the modified modified manual, nor was there any communication about the state's training, support, and implementation plan of the changes. There also is not clear expectations about when the counties will be reviewed to the new new modified manual changes. There should be at least 60 days allowed for training, implementation, and behavior change prior to be reviewed to the expectations.

Intercounty collaboration already exist among counties both on a voluntary basis and mandated ex. Partnership for Children, multi-county judicial districts, non-emergency transportation systems, and mental health to name a few.

The biggest concern for regionalization is the same as it is with the 100 county system...how do you assure consistency?