Social Services Working Group

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November 8, 2018

1

Today's Plan

Revise and finalize ICC

Confirm RA Plan

Outline RA

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ICC Recommendations

During meeting: Recommendations	After meeting: Criteria and rationale
• Does it reflect SSWG discussion? • Any edits?	• Does this reflect SSWG discussion? • Any edits?

Rec. 2.i. Follow up from AOC

- **SSWG Question:**
  - What are the remote conferencing capabilities in state facilities (both adult and juvenile)?

Rec. 2.i. Follow up from AOC

- "All of our Prison Facilities are equipped with Video Conferencing equipment (Cisco Telepresence) along with our CRV Centers at Robeson and Burke. The Detention Centers are not equipped with dedicated Video Conferencing equipment. One option to use at the Detention Centers would be Cisco WebEx which would be through PC/Laptop and a Web Cam. Although, WebEx is a great tool to use and requires only a computer and Web Cam, it does not produce the same quality video conferencing compared to a dedicated system such as the Cisco Telepresence system in place at our Prison Facilities."

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REGIONAL ADMINISTRATION

6

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Stage Two Charge

Regional Administration

- A vision for transitioning the State from a county-administered system to a regionally-administered system.
- Identify general benefits and challenges associated with making such a transition.
- Legislative recommendations <u>not</u> required.

7

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Confirm Plan for Vision

- "What does the SSWG want the legislature to know about the potential benefits and challenges related to a mandatory system of regional administration"
- Components
  - Background
  - Potential benefits and challenges of regionally-administered system
  - Compare how the potential benefits and challenges would balance in a regionally-administered v. regionally-supervised system

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INFORMATION FROM OTHER STATES

North Dakota – In A Nutshell

|	
Was state-supervised, county-administered, with limited regional supervision	53 counties; option to regionalize; 45 total social services agencies
2 year pilot for state to assume financial responsibility	Proposals under consideration

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North Dakota – Emerging Vision

- Eliminate state regional offices b/c difficult to staff, additional layer of bureaucracy
- Mandatory regional administration
  - 19 multi-county "zones"
  - Zone director will report to central
  - Employees are local (perhaps "host county"), but other counties contribute financially (unless state decides to fund)
  - Governing board with reps from each county
  - Goal to maintain local presence in each county

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WORKING DRAFT

D. ND does not have comparable scale to states that have maintained state-supervised, county-administered programs

Social Services Delivery System Organization by State
States ranked by population, shown here in thousands (k)

Legend:
- Hybrid responsibilities
- County-administered
- State-administered

4,500k = median State population
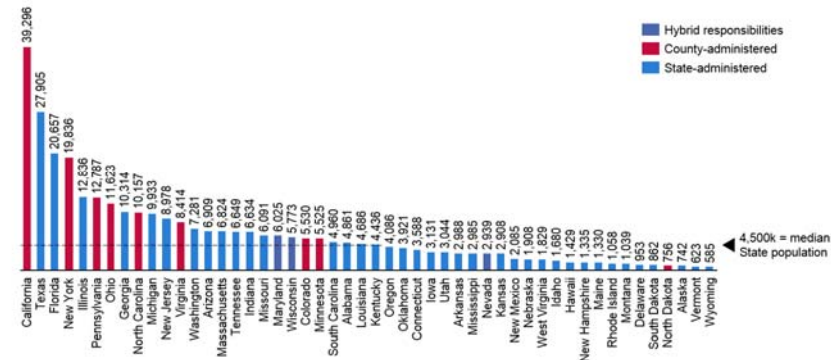
The other 8 states (other than North Dakota) with a state-supervised, county-administered social services system are all in the top 50% of states as ranked by size of population

Source: US Census Bureau, Childwelfare.gov (Child Welfare Information Gateway)

11

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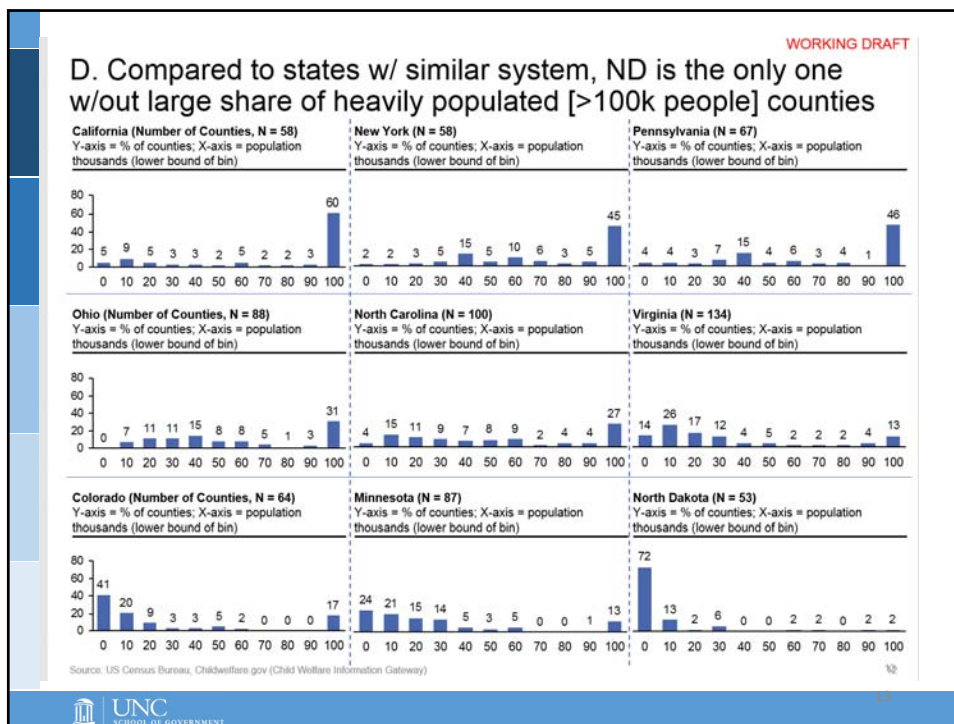
North Dakota – Benefits/Challenges

Potential benefits

- May increase efficiency
- Allowing optional zones first may ease transition and preserve relationships
- If state retains financial responsibility after pilot, may be easier for zones to develop regional identity (less competition)

Potential challenges

- Varying cultures and benefits structures may create tension
- Competition re: identifying host county and zone director
- Aligning zones with other partners and stakeholders will be difficult

Connecticut – In A Nutshell

State system, regional offices administer programs	8 counties, 6 regions
Regional staff are all state employees	Not "regionally-administered" by separate legal, multi-county entities, as being discussed in NC

Compare – CT v. H 630

- Connecticut
- NC – H 630

Possible Stage Two

```
          Central SV
         ┌────┴────┐
   Regional     Regional
      SV           SV
      │             │
   Regional     Regional
   Admin        Admin
      │             │
   Regional     Regional
   Admin        Admin
```

```
          Central SV
         ┌────┴────┐
   Regional     Regional
   Admin        Admin
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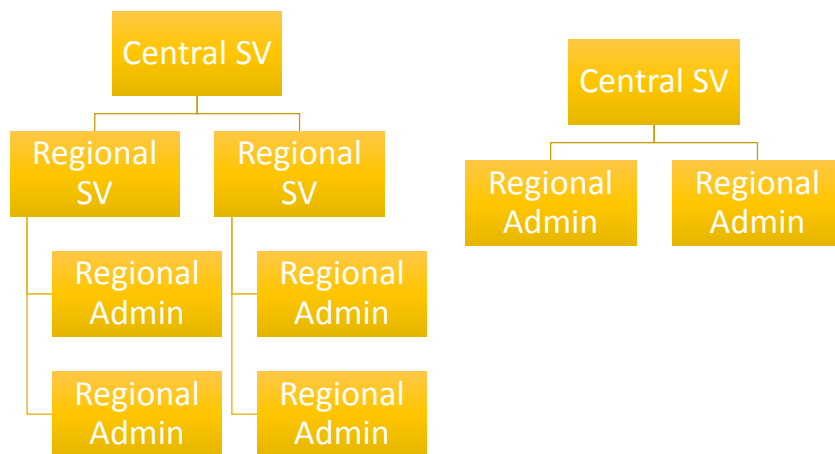
Connecticut – A Few Highlights

- Experimented with a system that was like a county-administered system but concluded it was too difficult to supervise without regional layer
- Communication and relationship between central and regional staff can be challenging
  - Consultant made recommendations regarding chain of command clarity and enhanced communication
- Allocation of responsibilities between central and regional office has evolved over time (e.g., budget/contract expertise)

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Idaho – In a Nutshell
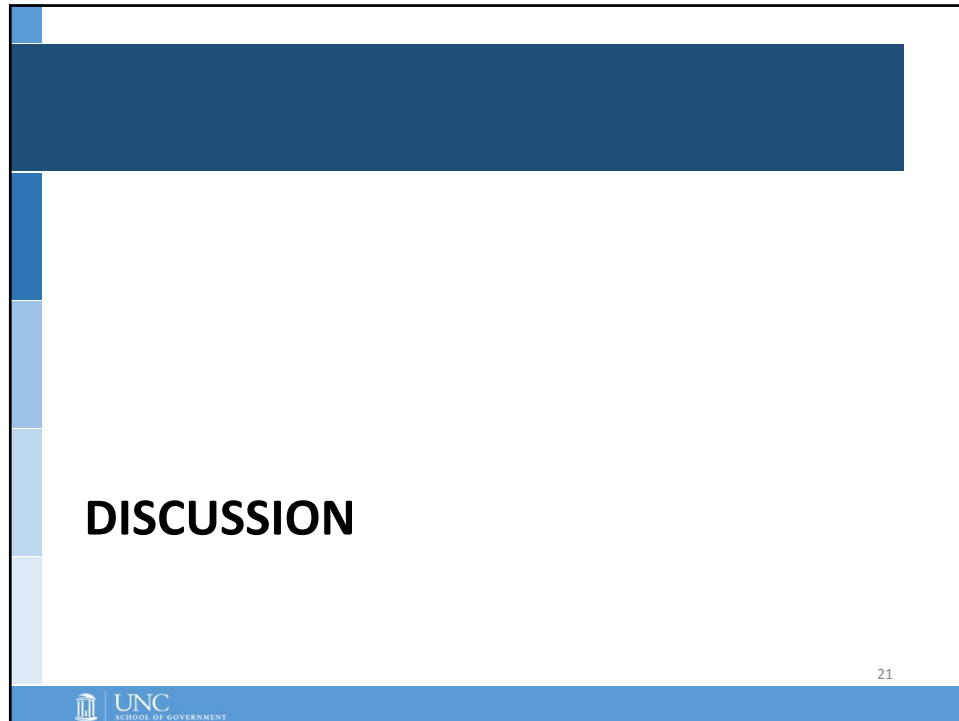
State-administered system	Regional service centers and field offices deliver services; supervised by central office
Eliminated regional directors because of "fiefdoms" = inconsistency	Residents can receive services at any location across state, regardless of county of residence

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Takeaways

- North Dakota moving from county-administered to regionally-administered (mandatory)
- Connecticut is state-administered
  - Regional offices responsible for administration
  - All state employees
- Idaho is state-administered
  - Regional and field service delivery
  - Central office oversight/no delegation to regional directors
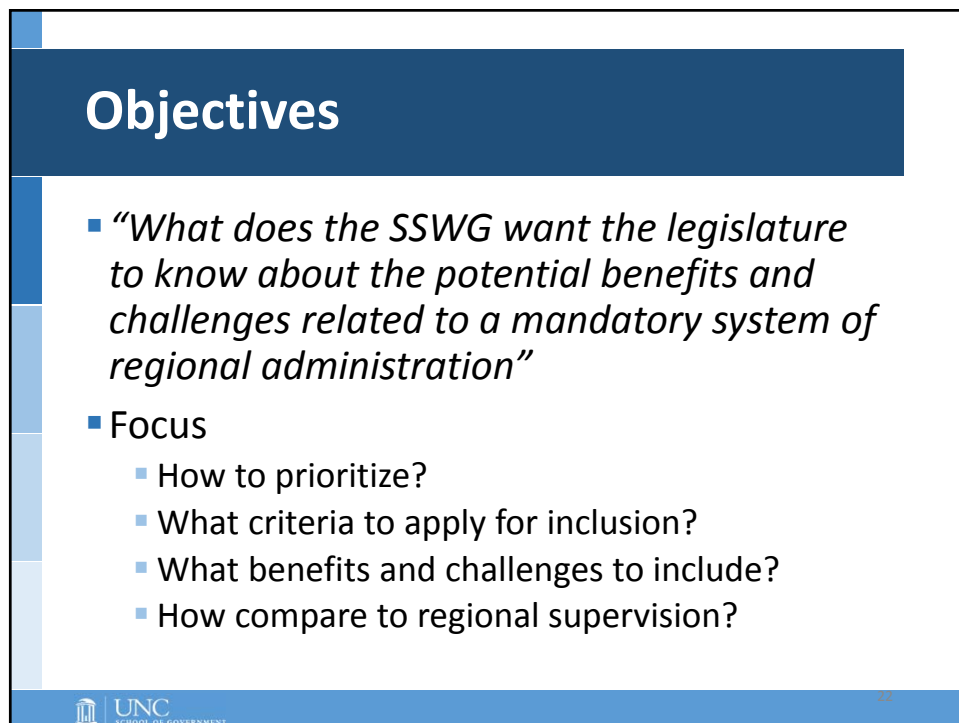
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DISCUSSION

21

Objectives

- *"What does the SSWG want the legislature to know about the potential benefits and challenges related to a mandatory system of regional administration"*
- Focus
  - How to prioritize?
  - What criteria to apply for inclusion?
  - What benefits and challenges to include?
  - How compare to regional supervision?

MEETING SCHEDULE AND WORK PLAN

23

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Schedule/Workplan

Date	Proposed Plan
11/8	• *Regional Administration*: Outline vision
11/20	• *Regional Administration*: Review and revise vision
12/11	• Review and revise draft report
12/20	• Review and revise final report

24

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Questions

25

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