



Social Services Working Group

Thursday, October 4, 2018

10:00 a.m. to 4:00 p.m.

The UNC School of Government, Room 2401

Meeting Objectives:

- Q&A with Center for the Support of Families, Preliminary Reform Plans
- Review and edit draft recommendations for inter-county collaboration

Preparation:

- Watch the September 5th webinar, in which the Center for the Support of Families presented their preliminary reform recommendations. They will not make another presentation at this meeting.
 - <https://www.sog.unc.edu/resources/microsites/social-services/meeting-minutes-and-recordings>
- Come prepared to ask your questions of CSF about their reports
 - <https://www.osbm.nc.gov/social-services-and-child-welfare-reform-reports>
- Review the draft recommendations for inter-county collaboration and be prepared to provide edits/new ideas that will help us reach closure on those recommendations.

Agenda

10:00 Convene

- Welcome by the Co-Chairs (Sen. Barringer and Rep. Stevens)
- Review and clarify the plan for today's meeting (Facilitators/SSWG)
- Adopt/revise minutes from 9/4 meeting (SSWG)

10:10 Discussion with the Center for the Support of Families

This is an opportunity for individual SSWG members to offer feedback or reflections about the report from their own perspective: the findings, the scope of or the reasoning underlying recommendations, as well as the proposals for implementation, accountability, etc.

- Q&A/discussion in full group (SSWG/CSF/Facilitators)
 - Focus on Social Services Preliminary Reform Plan
 - Focus on Child Welfare Preliminary Reform Plan

- Wrap up briefing by School of Government (Facilitators)
 - Review CSF's next steps
 - Discuss how the SSWG would like to coordinate with CSF going forward

11:00 Review SSWG Criteria (Facilitators/SSWG)

- Review, edit, or approve criteria outlined by SSWG on September 4th

The SSWG should make recommendations regarding collaboration that _____.

1. Improve service delivery, efficiency, and minimize conflict.
2. Emphasize safety and consistency.
3. Generate good outcomes for those served.
4. Include ethical decision-making that produces ethical outcomes.
5. Provide equitable resources between counties and account for financial impacts.
6. Provide services seamlessly between counties with equity and fairness in quality of service.
7. Transfer services in a timely, seamless, and collaborative manner.
8. Foster more comprehensive, ongoing collaborations.
9. Provide quality customer service with caring and compassion

11:15 SSWG recommendations for inter-county collaboration (SSWG)

- Begin small group review and discussion of first draft

Break for lunch, in your own time.

1:30 Debrief the progress of discussions

2:30 Break

2:45 Continue small group discussion

3:15 Debrief the highlights of discussion

3:45 Review next steps, closing comments

- The next in-person SSWG meeting will be October 16th
 - Review and finalize revised collaboration recommendations
 - Begin discussion of regional administration

4:00 Adjourn

GUIDELINES FOR PRODUCTIVE MEETINGS

The following ground rules were discussed and adopted by the Work Group at its first meeting:

- **Participate fully.** It is acceptable to disagree. Everyone should have the opportunity to state his or her own views, regardless of rank or other differences.
- **Work on the problem.** Put other issues aside, including personalities, offices, or other differences. Show respect for each other.
- **Focus on interests, not positions.** Explain why you favor a particular course of action. Invite questions so you can explain your reasons fully. Balance advocacy and inquiry.
- **Share all relevant information.** Be specific. Agree on what important words mean. Discuss “undiscussable” issues.
- **Stay focused.** Discuss a topic long enough for everybody to be clear about it.
- **Decide how the group will make decisions.** Strive for consensus.

*Adapted from *The Skilled Facilitator: Practical Wisdom for Developing Effective Groups* by Roger Schwarz*