

Social Services Working Group
Tuesday, November 28, 2017
10:30 a.m. to 3:30 p.m.
UNC School of Government, Room 2403

Meeting Objectives:

- Clarify agreement and concerns on the assignment of supervisory responsibilities across the Central, Regional, and Local levels, as well as what further research or discussion is needed to finalize those assignments.
- Clarify and share initial ideas on key design features of the regional infrastructure.

Preparation:

1. **Assignment from Meeting 2:** Consider how or whether local/regional/central roles and responsibilities might vary across the programs housed within DSS.
2. **Assignment for Meeting 3:** Review the updated Table of Supervisory Functions.
 - ✓ Keep our original “Goals for a Successful System of Regional Supervision” in mind.
 - ✓ Focus on the middle column of regional assignments of functions.

Make notes:

- Which regional assignments will enable our Goals and need no further discussion?
- Flag the regional assignments for which you need clarification or hold a different perspective.

GOALS FOR A SUCCESSFUL SYSTEM OF REGIONAL SUPERVISION (REVISED)

- Consistent interpretation and application of laws, regulations, and rules
- Policy guidance – issuance of policies, technical assistance
- Clearly defined roles and responsibilities
- Timely and efficient responses, consistent with law and policy
- Productive and trusting relationships
- Successful innovation/problem-solving/conflict resolution/leadership
- Fair enforcement
- Accountability
- Supporting quality assurance and improvement, informed by data and practice
- Fiscal stewardship (control, efficiency, and accountability)
- Help agencies prioritize among the goals
- Transparency and accessibility for the counties and the public re: law, policy, and practice; feedback opportunities for the public and counties
- Effective technology tools and support

Agenda – Meeting 3

10:30 Convene

- Welcome by the Co-Chairs (Sen. Barringer and Rep. Stevens)
- Introductions (Facilitators/All attendees)
- Review and clarify the plan for the today's meeting (Facilitators/Work Group)
- Adopt/revise minutes from November 2 meeting (SSWG)
- Check-In: What has occurred to you since our last meeting about the supervisory roles and responsibilities discussion, or about anything else related to the group's work? (SSWG)
- Relevant information generated/acquired by SOG since last meeting (Aimee Wall)

11:00 Allocation of Responsibilities

Brief explanation of updated Table of Supervisory Functions (Aimee Wall)
Instructions for "Agree or Flag?" timed exercise (Facilitator)

- 5 minutes: Taking one function at a time, small groups will share whether or not they **agree** with the regional functions as written, **disagree**, or **need clarification**.
- Debrief highpoints as the whole group. Share only the points flagged at this point, not the full reasoning behind the concern.
- Move on to the next function; repeat in no more than ten-minute cycles.
- We will review seven functions before lunch, and six after lunch.
- SSWG and SOG staff will:
 - Note where there is group agreement on the assignment of supervisory responsibilities across the Central, Regional, and Local levels, and
 - Determine next steps for addressing the flagged items: more research or more discussion, etc.

12:15 Break; boxed lunches available

12:45 Continue "Agree or Flag" exercise from the morning

Address the remaining six functions.

1:45 Stretch Break

2:00 Designing key features of regional infrastructure

- Explanation of key design factors that will contribute to the success of the regional supervisory role (physical offices, staffing models, etc.) (Aimee Wall)
- Instructions for Exercise (Facilitator)
 - Group members individually use worksheets to make choices from among options within several design factors. OK to discuss at tables.
 - Transfer individual votes to flip charts on walls to aggregate ideas
- Review aggregated results
- Discussion: What are the implications of these results for (a) designing the regional infrastructure and (b) creating regional maps?

- Complete the “survey of characteristics to use in designing regions.” Leave it on the table for SOG to collect.

3:10 Wrap Up

- Future agenda items (Aimee Wall)
 - Preparation for our next meeting
- Last thoughts on today’s meeting (each Work Group member)

3:30 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