

SSWG Stage Two: Information Gathering



Today's Plan

Review feedback
related to
inter-county
collaboration

Review Stage Two
meeting schedule
and work plan



Stage Two Charge

Collaboration

- Recommendations regarding legislative and regulatory changes necessary to improve collaboration between counties in the administration of social services programs and services.
- Must address:
 - information sharing
 - conflicts of interest
 - Inter-county movement of people/clients

Stage Two Charge

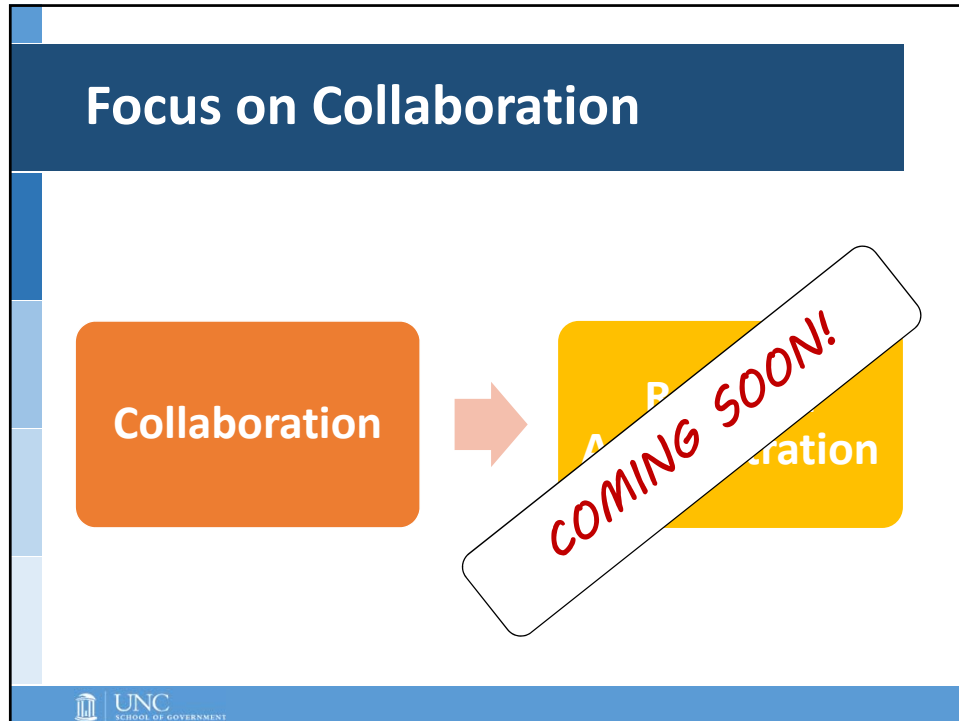
Regional Administration

- 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 not required.

Information Gathering Process

- Discussion groups and surveys
 - DSS Directors
 - DSS Attorneys
 - County Commissioners
 - DSS Boards
 - Social Services Commission
 - DHHS
 - System stakeholders including
 - Pediatric Society
 - Nat'l Association of Social Workers
 - Guardian Ad Litem program
 - Partnership to Address Adult Abuse
 - Any interested person ([open survey](#))

WHAT WE HEARD



COIs – Background

- County A receives a CPS report. Someone in the family involved with the report is an employee of the department. According to state policy, County A must recuse itself (unless immediate safety risk) and ask another county to conduct the assessment.
- Other examples of conflicts
 - County commissioner or manager
 - Foster parent supervised by the county
 - Member of governing board
 - Relatives of agency employees
 - Child's parent is incompetent and DSS is guardian
 - Parent is a minor in foster care

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COIs

Problem

- Lack of clear direction and specificity in state policy
- Relies heavily on county/director relationships

Idea

- Clarify policies and set clear expectations
 - Who decides? Who pays? Who does what?
- Policy is detailed but relies on inter-county negotiations

COIs

Problem

- Some counties not seen as good partners

Ideas

- Designate point person to improve responsiveness and consistency
- Clarify policies and set clear expectations
- New regional offices supervise county COI work and serve as arbiter when necessary

COIs

Problem

- Chronic understaffing = not enough staff to manage COIs for other counties

Idea

- Increase or reallocate funding to allow for adequate staffing

Inter-county Movement

Problem

- State law (G.S. 153A-257) difficult to apply in some cases such as transient families, temporary placements and individuals in institutions
- Historical tether to “Medicaid home county” creates confusion

Idea

- Review and revise statute and policy

Inter-county Movement

Problem

- Cases are being transferred without notice, communications, or necessary information sharing

Ideas

- Clarify law and/or policy regarding supervision and process required for transfers
- Develop *reliable* statewide case management system

Inter-county Movement

Problem

- Disruptions of Medicaid-funded services take place when individuals change counties (LME/MCO)

Ideas

- Require that Medicaid-funded services continue uninterrupted during transitions
- Require that Medicaid eligibility/service approvals apply statewide


Information Sharing

Problem

- Inconsistent access to data or case information

Ideas

- Increase DSS access to information systems available to others (JWISE)
- Create system that allows child welfare and child support to receive notice when a child enters and leaves care




Information Sharing

Problem

- DSS director appointed guardian of incompetent adults without notice

Idea

- Require clerks to notice DSS prior to considering appointment




Information Sharing

Problem

- Inconsistent understanding of law and policy regarding confidentiality and information-sharing

Ideas

- Revise policy guidance from state
- Train state staff to ensure they are interpreting/ applying consistently




Inadequate Resources/Staffing

Problem

- Core issue that impacts all service delivery including inter-county collaboration

Idea

- Increase or reallocate funding to allow for adequate staffing



Inadequate Resources/Staffing

Problem

- Staff hired and trained in one county moves to another county for higher pay

Idea

- Establish a uniform pay scale for county staff
- Consider prohibiting supplements

Variations in Implementation

Problem

- Counties implement programs/policies differently. Can generate lack of trust or confidence in practices in other counties.

Ideas

- Central and regional offices promote consistent interpretation and application of policies and expectations
- Availability of adequate and accessible staff training


Travel Demands

Problem

- State policies require resident counties to travel long distances for various purposes

Ideas

- Revise state policies and, if necessary, law to increase expectations regarding assists
- Clarify financial obligations of counties requesting and providing assists




Travel Demands

Problem

- County staff required to travel to transport incarcerated individuals to participate in court proceedings

Idea

- Allow and support remote participation



Lack of Collaboration Models

Problem

- No comprehensive and systematic approach to disseminate best practices for collaboration

Idea

- State (central and/or regional) or others should develop resources to facilitate inter-county collaboration

Ad Hoc Collaborations

Problem

- Collaborations rely heavily on relationships

Idea

- State (central and/or regional) or others should develop resources to facilitate inter-county collaboration
- Regional offices can support collaboration by providing direction, parameters, and policies


Ad Hoc Collaborations

Problem


- Lack of external incentives for collaboration

Idea

- State should establish a financial incentive program to encourage counties to invest in the start-up work to begin a new collaborative effort



MEETING SCHEDULE AND WORK PLAN




Schedule/Workplan

Date	Proposed Plan
9/4	<ul style="list-style-type: none"> • Collaboration: Review feedback, discuss, and begin process for developing recommendations
9/5	<ul style="list-style-type: none"> • Presentation from CSF (WEBINAR)
9/14	<ul style="list-style-type: none"> • Discussion with CSF • Collaboration: Develop list of recommendations
10/4	<ul style="list-style-type: none"> • Collaboration: Review and revise draft recommendations • Regional administration: Review feedback gathered from partners and stakeholders

Schedule/Workplan

Date	Proposed Plan
10/9	<ul style="list-style-type: none"> • Regional Administration: Discuss feedback and begin process for developing vision
11/8	<ul style="list-style-type: none"> • Regional Administration: Develop vision
11/20	<ul style="list-style-type: none"> • Regional Administration: Review and revise vision
12/11	<ul style="list-style-type: none"> • Review and revise draft report
12/20	<ul style="list-style-type: none"> • Review and revise final report

Questions



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