

# S.L. 2017-41

DHHS AND COUNTY AGREEMENTS, FY 2018-2019

# N.C. Gen. Stat. 108A-74(a1)

(a1) Beginning in fiscal year 2018-2019, the Secretary shall require all counties to enter into a written agreement each year that specifies mandated performance requirements and administrative responsibilities with regard to all social services programs other than medical assistance, [subject to the following:]

- 1) When possible, the mandated performance requirements shall be based upon standardized metrics utilizing reliable data.
- 2) The administrative responsibilities shall address, at a minimum, staff training, data submission to the Department, and communication with the Department.
- 3) The written agreement may be standardized or may be tailored to address issues in specific jurisdictions.
- 4) The written agreement shall authorize the Department to withhold State and federal funds in the event the department fails to satisfy mandated performance requirements or comply with the terms of the agreement.

(1) When possible, the mandated performance requirements shall be based upon standardized metrics utilizing reliable data.

- ▶ “The Department shall be responsible for the maintenance and functionality of its information systems utilized in the statewide administration of social services programs covered by this MOU.”
- ▶ Data will be provided to counties on a monthly basis beginning with August 2018.
- ▶ DHHS will not begin “counting” non-performance until January 1, 2019 for purposes of any program improvement or corrective action

(2) The administrative responsibilities shall address, at a minimum, staff training, data submission to the Department, and communication with the Department.

- ▶ Sections 13.0 and 14.0 in the Memorandum of Understanding
- ▶ Wanted to include reciprocal responsibilities of the Department where possible
- ▶ Included Compliance/Compliance Monitoring and Inter-agency Coordination/Cooperation

(3) The written agreement may be standardized or may be tailored to address issues in specific jurisdictions.

- ▶ Year 1 (2018-2019): Created a standardized agreement for all 100 counties
- ▶ Performance Measurements: Want to establish a baseline\*\* for all counties in all the performance metrics
  - ▶ Child Welfare: Based on federal standards (some growth measures\*\*)
  - ▶ Economic Services: Based on federal and state standards
  - ▶ Child Support: Pre-established County baselines\*\*
  - ▶ Adult Services: Based on state standards
  - ▶ Subsidy: Based on North Carolina CCDF Plan

(4)The written agreement shall authorize the Department to withhold State and federal funds in the event the department fails to satisfy mandated performance requirements or comply with the terms of the agreement.

- ▶ The Department has a vested interest in County success – Your Success is Our Success
- ▶ Collaboratively develop Performance Improvement and Corrective Action plans
  - ▶ Data concerns
  - ▶ External factors (court system, LME/MCO, etc.)
- ▶ DHHS will continue with program improvement or corrective action plans currently in effect and regular program monitoring will continue
- ▶ Withholding of funds for non-compliance or non-performance under the MOU would be a last resort

# Development of the MOU

- ▶ July 2017- January 2018: Create first draft of the MOU
  - ▶ October 2017: Sent survey to 100 County DSS Directors on Administrative Needs
    - ▶ Over 80% of counties responded
  - ▶ November 2017: Sent first draft of performance measures to NCACDSS for feedback
    - ▶ Over 60 performance measures in first draft

# Development of the MOU

- ▶ February 2018- May 2018: Create Final draft of the MOU
  - ▶ February 2018: **First** draft sent to NCACDSS
    - ▶ February 6, 2018: DHHS Leadership and attorneys met with NCACDSS members to review first draft
  - ▶ March 2018: **Second** draft sent to all 100 County DSS Directors and NC Association of County Commissioners for feedback
  - ▶ April 2018: Review feedback and generate Third Draft
    - ▶ April 26, 2018: **Third** Draft sent to NCACC, NCACDSS and 100 County DSS Directors with 1<sup>st</sup> Talking Points of changes made



# Development of the MOU

- ▶ February 2018-May 2018: Create final draft of the MOU
  - ▶ May 2018: Generate Final Draft for Signature
    - ▶ May 4, 2018: Meet with NCACC leadership and attorneys to discuss MOU
    - ▶ May 8, 2018: DHHS leadership meet with NCACDSS to discuss MOU
    - ▶ May 11, 2018: Deadline for feedback on Third Draft from all stakeholders
    - ▶ May 21-22, 2018: **Fourth** Draft sent to 100 County Managers and DSS Directors for review with 2<sup>nd</sup> Talking Points
  - ▶ May 31, 2018: **FINAL DRAFT** sent to all 100 County Managers and DSS Directors

# Finalizing the MOU

- ▶ Signing Statements received from many counties
  - ▶ The Department is taking the comments and concerns seriously
  - ▶ Clarification Document will be coming on the Performance Measurements
  - ▶ Possibility that some of the measures will become growth measures
- ▶ Over 90 fully-executed MOUs(As of July 20, 2018)
- ▶ Already looking forward to 2019-2020 MOU and beyond
  - ▶ FY 2020-2021: Dashboard, Corrective Action under 108A-74(a2)-(a4)

# Questions/Comments?

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