

# Memorandum of Understanding

Between DHHS and Counties



*A Future Oriented Source of Leadership*

- Session Law 2017-41 requires all counties to enter into an annual written agreement with the Department of Health and Human Services for all social services programs (except Medicaid).
- The law requires the agreement to contain certain performance requirements and administrative responsibilities (staff training, data submission and communication with DHHS) related to social services programs.
- The agreement is between the Department and the County, not the County DSS. Each county decided who the appropriate authorized signatory would be.



- The effective date of these agreements is July 1, 2018 – June 30, 2019.
- During the first six months of this agreement, from July 1, 2018 until December 31, 2018, the Department will be providing counties with the results of the performance measurements.
- No steps will be taken against counties who are not meeting the prescribed levels until January 1, 2019.
- This 6 months will allow Counties and DHHS to work through any issues related to data collection, data entry and the operation of the technology systems utilized in the process.
- It will also allow the counties to have six months to work towards compliance of the performance measurements.



## Compliance



In the event the County fails to satisfy the mandated performance requirements or fails to otherwise comply with the terms of this MOU, the Department may withhold State and/or federal funding.



Non-Compliance is defined as not meeting performance standards for an extended period of time and not meeting the terms of the performance improvement plan.



An extended period of time is defined as 3 consecutive months, or 5 months out of 12 months

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- Attachment X of the MOU outlines the process for Corrective Action (Pages 19-20 of the MOU).
  - The corrective action process is progressive beginning with DSS management first and moving to DSS Governing Board and finally to County Management and Board of Commissioners if improvement is not accomplished.
  - Continuous extended non-compliance or other urgent circumstances, can result in the Secretary exercising her statutory authority to assume control of service delivery in the County pursuant to N.C.G.S. 108A-74.

## Compliance Time Clock



### January 1, 2019 Program Improvement Plans

- For Food and Nutrition and Child Support (2 areas we currently receive metrics):
  - Department will look at data October – December 2018
  - Department will initiate performance improvement plans on an ongoing basis
- For metrics that we currently do not receive regular reports  
Clock will start beginning January 1 and first PIP would be in April 2019

## Performance Measures

- There are 27 Performance Measures included in the MOU
- We understand that DHHS continues to be engaged in data analysis
- Not all measures are within the Department of Social Services' ability to solely impact and this issue was raised when the first draft of the MOU was released.
- Some performance indicators however remain – for example:  
“The county will achieve its given annual percentage of current child support paid.”  
Courts, unemployment/employability, ability to locate Non-custodial Parent, all impact.



For other performance measures, a qualifier was added:

“The County will provide leadership for ensuring that...”



Example:

“The County will provide leadership for ensuring that of all children who enter foster care in a 12-month period in the county, the rate of placement moves per 1000 days of foster care will not exceed 4.1%.”

Factors affecting beyond DSS control – LME/MCO stepping down levels of care, needs of child, kinship placements.

## Another Example:



“The County will provide leadership for ensuring that 41% of children who enter foster care in a 12-month period are discharged to permanency within 12 months of entering foster care.”

Courts, opioid addiction, therapeutic needs of children all factor into this measure.

# Data Tracking

- County Data Dashboards and reports –  
HB 630 requires dashboard  
Catawba's data report
- UNC-CH School of Social Work, Jordan Institute for Families,  
Management Assistance website
  - <http://ssw.unc.edu/ma/>
- Client Services Data Warehouse
  - <http://www.csdw.dhhs.state.nc.us/>





Enhanced time for data entry into NC FAST may impact current performance measures for FNS directly but may indirectly create higher caseloads in CW



Increase in NC FAST Help Desk tickets or inefficiency of the system may lead to untimeliness of case processing

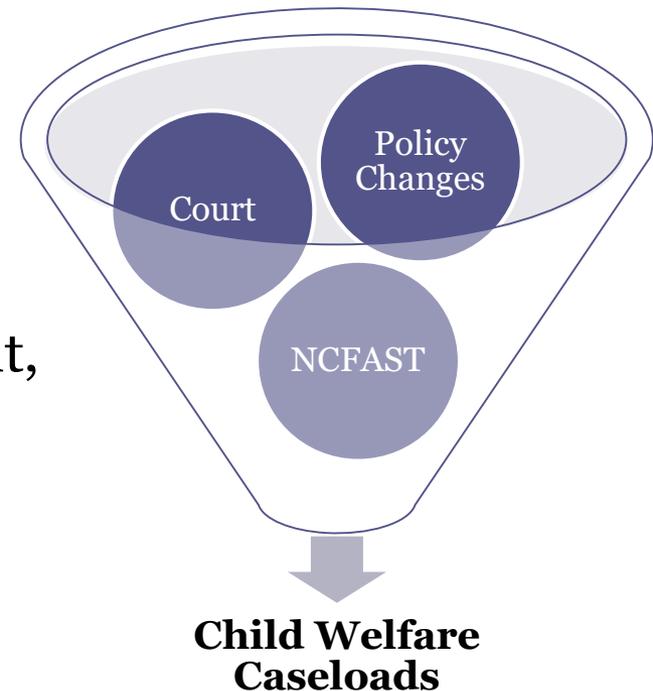


Child Welfare Modified Policy must be aligned with NCFAS. Unsure of impact at this time.

**Impact of NC FAST upon Metrics**

## Impact of External Factors upon Metrics

- Systems issues - Available court time, collaboration between Child Welfare and Mental Health, automation
- Social issues – poverty, unemployment, unmet mental health needs, opiate epidemic, need for accessible services



## Evaluation of Future MOUs?

- **Evaluate** – HB 630 for amendments needed to ensure ongoing resources and supports
- **Examine** - resources needed for counties and state to achieve targeted outcomes
- **Identify** - strategies for attaining resources in partnership with the Department
- **Advocate** – through collective voice

- We would like to be able to tell you where we are on each of these measures; but the data is not readily available; however, the State has indicated that they are working with UNC-School of Social Work on the data sources. We believe this is a move in the right direction.
- The NC Director's Association continues to work diligently with DHHS to obtain data sources so that counties could evaluate their current status on performance measures and communicate this to their DSS Boards, County Management and County Boards of Commissioners.
- DHHS has committed to the counties they will work aggressively to identify appropriate data sources, validate the data and enhance collaborative efforts with organizations that may have impact upon these metrics.



QUESTIONS?

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