

WORK SUPPORT STRATEGIES (WSS) – POLICY REVIEW SUBCOMMITTEE

SCOPE OF WORK

Effective: December 13, 2012

Co-Chairs: Brenda Jackson, Cumberland Co. DSS
Susan Moore, Lenoir Co. DSS
Yvette Smith, Iredell Co. DSS
Cathy Beil, NCSSA/Mecklenburg Co. DSS

Background:

North Carolina was one of nine states to participate in Federal Work Support Strategies (WSS) which resulted in the development of an action plan and funding for implementation of a more effective and efficient service delivery model. The goal of WSS is families only tell their story once and receive the services they need. Families will have a choice in when, where, and how they receive benefits. The state and counties will work together to maximize community partnerships, technology, and operational improvements to provide new avenues for families to access services. Outcomes, performance, and positive customer experience will provide the ultimate measure of success. Stakeholders in NC Department of Health and Human Services (DHHS) Leadership Team, Policy Governance Board, NC Association of County Directors of Social Services (NCACDSS), NC Social Services Association (NCSSA), NC Families Accessing Services Through Technology (NC FAST) and ACA. Through a grant NC was able to partner with Public Consulting Group (PCG) to provide consultation on this progressive systems change. A State-County Committee was formed to serve as the implementation umbrella of Work Support Strategies. This team is known as the WSS Committee and is co-chaired by two County DSS Directors. The WSS Committee serves dual roles, one of which is to serve as the implementation team for the state WSS grant and the other role as a consolidated committee for the means tested programs specifically; WF, FNS, Medicaid, Child Care and SA. Currently the committee has three work groups; a data work group, a practice model work group that will include NC FAST, and a communication work group that worked on a video that will be previewed at the Social Services Institute starting today. They are in the process of establishing a Child Support work group. The workgroups are fluent as things come up that need special attention ex. Crisis Intervention Program (CIP).

Objective:

The DHHS Secretary established the Policy Governance Board as a mandate for policy and regulation alignment and integration. The Board gives final approval on all policy before it goes out to the counties. Each DHHS Division, eligibility programs, and NC FAST are represented on the Board. The Board uses resources from the county and other groups, ex. Public Consulting Group (PCG). The Board meets monthly. The Board is working on policy alignment to include things such as same base periods and accepting same verifications. Currently the Board is working on an Integrated Manual that will be web based for all programs. The Integrated Manual will include any exceptions noted. The Integrated Manual development started with the income criteria and the Board hopes to have it ready by the end of the year. Next they will start with resources, citizenship, etc. The current policy review process includes sending information to the WSS Committee Co-Chairs for feedback and recommendations; however, there is no formal policy review process with a structured group. The Policy Review Subcommittee was developed as a formal policy review process and structure that involves staff at the county level. The subcommittee would not be a duplication of the former

Economic Services Committee rather it would work under the guidance of the Work Support Strategies (WSS) Committee and would align with the goals of WSS initiatives

Membership:

The subcommittee members are made up of leadership from the WSS Committee to include state partners, Public Consulting Groups (PCG), and NC Social Services Association (NCSSA) as well as ten appointees from each of the three NCACDSS regions. The thirty appointees are made up of senior level county DSS leaders in the means tested programs specifically Food and Nutritional Services (FNS), Medicaid, Child Care, Work First (WF), and Special Assistance (SA) as well as county DSS fiscal staff. NCACDSS does not allow for substitutions or designees of the regional appointees by the county. Changes to any regional appointee must be approved by the NCACDSS Regional Reps. NCSSA will have one of their members serve a co-chair along with NCACDSS co-chairs and one member to serve as their designee on the subcommittee. NCSSA will develop and manage a team of 6-8 program manager/supervisory level members that will be involved their policy review and feedback process. These 6-8 NCSSA members will follow the guidelines as outlined in the below scope of work section.

Scope of Work:

- Ensure the subcommittee is aligned with WSS in that the goal is for customers to tell their story one time, know what is needed to access services and the workers know what to ask customers. This goal will be accomplished by streamlining and integrating program requirements and policy to the extent possible in the means tested programs
- Provide input and recommendations on policy development, how to make policy user-friendly, how policy looks and flows, ensure policy is clear and concise, highlight any fiscal implications, and how policy effects local day-to-day operations
- Provide opportunities for local DSS to plan and implement any business process to meet the goals of WSS.
- Develop a policy review system that includes a review schedule, timely opportunity to review policy, and provide centralized feedback and input. When instances occur that do not allow timely policy review that policy will be reviewed by the subcommittee for recommendation to revise or amend the policy to improve local county implementation
- Policy that is part of routine mandates such as FNS Standard Utility will be brought to the subcommittee for informational purposes only
- Review what is mandated and non-mandated to make policy less restrictive and more robust
- Assist with special projects and participate in work groups as deemed necessary
- The subcommittee acts as local subject matter experts with the authority to review and provide feedback to state partners as it relates to policy development for Food and Nutrition, Medicaid, Child Care, Work First and Special Assistance. Therefore, policies for review will not be distributed statewide, regionally or within mass membership of an organization.

Certification:

The scope of work was presented to the Work Support Strategies Committee on December 12, 2012 for review who then submitted it to NC Association of County Directors of Social Services (NCACDSS) for review and approval. On December 13, 2012 NCACDSS Executive Board approved the Scope of Work.