



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations

October 12, 2020

Dear County Manager and County Director of Social Services:

As you know, Session Law 2017-41 requires all counties to enter into an annual written agreement, referred to as a Memorandum of Understanding (MOU), with the Department of Health and Human Services (DHHS) for all social services programs excluding medical assistance (Medicaid). State Fiscal Year (SFY) 2018-2019 was the first year of these agreements.

As COVID-19 has impacted our daily business since March 2020, the leadership in NCDHHS made the decision to not issue formal corrective actions relating to MOU performance during SFY 2019-2020. We know that the focus of all our work has been providing services to the families of North Carolina and you continue to commit to meeting the needs in your communities. The Department chose to not issue a new MOU for SFY 2020-2021 but continued to work with counties to meet or exceed these standards. The Department determined that the next MOU would be issued for an effective date of January 1, 2021 to continue through June 30, 2022.

This letter provides an overview of the MOU process for SFY 2021-2022, outlines several changes to current measures and includes information about additional measures in this version of the MOU. County level data will continue to be provided to counties and we anticipate a pilot launch of the Rylan's Law Dashboard will occur by the end of the calendar year 2020.

The Department worked jointly with the NC Association of County Directors of Social Services to vet all measures prior to the finalization for the upcoming MOU. The SFY 2021-2022 MOU will include the addition of four Adult Services performance measures and one Child Welfare performance measure, also two measures have been deleted for a total of 16 performance measures.

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The deleted measures are related to Program Integrity which is currently measured in the Management Evaluation review of counties, and Cost Effectiveness in Child Support, which is not a federal measure.

The measures for the 2021-22 MOU can be found in **Attachment I** of the new MOU and are titled Mandated Performance Requirements. **These are the only measures that will be evaluated as part of the MOU for SFY 2021-2022 and subject to performance improvement actions.**

Attachment II includes information concerning the upcoming Child and Family Services Review Round IV and the measures that will be reviewed by the Administration for Children and Families (ACF) and **will not be included in any corrective action.** Ongoing monitoring and support activities will continue as they have in prior years for these measures. We will continue to develop reports and validate data for these remaining performance measures. As always, we will work with the NC Association of County Directors of Social Services and counties to assist with the data validation process.

The goal of this work is not intended in any way to be punitive. NCDHHS will work collaboratively with counties that are having difficulty consistently meeting the measures and provide support using a Continuous Quality Improvement framework.

Several items are included with this letter for your review and information:

- Memorandum of Understanding for January 1, 2021 – June 30, 2022
- Fact Sheets for each program area that provide information on the measures
- Attachment I - New MOU Performance Measures At-A-Glance
- Attachment II - Child Welfare Performance Measures At-A-Glance

Please take the steps below and return signed agreements to Susan Osborne (susan.osborne@dhhs.nc.gov) and Gwen Waller (gwendolyn.waller@dhhs.nc.gov) no later than December 31, 2020.

1. On page 6 please add the name and contact person to whom information and notices regarding this agreement should be sent.
2. On page 10 submit this document for signature to the person who the county designates as the signature authority. In case the county elects to have the document co-signed by county leadership and the Department of Social Services director, two spaces for signatures have been provided.

3. Once we receive your returned, signed copy of the MOU it will be submitted to Secretary Mandy Cohen for signature and a signed copy will be returned for your records.

Please note that any signing statement, resolution or other documentation that a County may return to DHHS along with a signed MOU will be deemed separate from the MOU and not incorporated as a part of the MOU. If any documentation is physically affixed to the signed MOU, DHHS may return the MOU to be signed without any affixed documentation. DHHS will review and retain any submissions received from a County and follow up with a County as needed.

Thank you for your ongoing partnership with us in serving North Carolina's citizens with critical services. Please feel free to contact me directly if you have any questions or need any additional information.

Sincerely,

A handwritten signature in cursive script that reads "Susan G. Osborne".

Susan G. Osborne
Assistant Secretary for County Operations