



Legislation Details (With Text)

File #: 2024-189 **Version:** 1 **Name:**

Type: Presentation **Status:** Reported to Council

File created: 2/28/2024 **In control:** Board of Commissioners

On agenda: 3/21/2024 **Final action:** 3/21/2024

Title: DHHS-DSS MANDATED PERFORMANCE MEASURES

Sponsors:

Indexes:

Code sections:

Attachments: 1. DSS Mandated PMs Dashboard - 23-10 October 2023, 2. DSS Mandated PMs Dashboard - 23-11 November 2023, 3. DSS Mandated PMs Dashboard - 23-12 December 2023

Date	Ver.	Action By	Action	Result
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TITLE

DHHS-DSS MANDATED PERFORMANCE MEASURES

SPONSOR

Sharon Barlow

BACKGROUND

Guilford County signed an annual written agreement with the North Carolina Department of Health and Human Services for all social services programs, excluding medical assistance (Medicaid). This agreement required Social Services to comply with meeting certain performance and growth measures.

This presentation will be provided quarterly to keep Guilford County’s Board of County Commissioners informed of Guilford’s progress. The attached results represent data for the Second Quarter, the months of October 2023-December 2023.

Energy Programs

- County will process 95% of CIP applications within 1 business day
- County will process 95% of CIP applications within 2 business days

**** Dear County Director letter from January 13, 2021, extended processing times for LIEAP. The processing time was adjusted from 2 to 10 business days. An enhancement request has been submitted to NC FAST to update the processing time frames in the system. Until this change is complete NC Fast will show LIEAP applications as overdue****

Work First

- County will process 95% Work First applications within 45 days
- County will process 95% Work First re-certifications no later than the last day of the month

Food Nutrition Services

- County will process 95% of expedited FNS applications within 4 calendars of date of application
- County will process 95% of regular FNS applications within 25 days from the date of application
- County will ensure that 95 % of FNS re-certifications are processed timely
- County will ensure that 90 % of Program Integrity claims are established within 180 days of discovery

Adult Protective Services (APS)

- County will complete 95% of APS evaluations involving allegations of abuse or neglect within 30 days
- County will complete 85% of APS evaluations involving allegations of exploitation within 45 days

Child Welfare

- To date, data from the state remains unvalidated and therefore an accurate report cannot be presented.

Although Medical Assistance programs are not included in the agreement, Medicaid benchmarks and monthly timeliness will be reported monthly with data extracted from the monthly Medicaid Report Card. Included in this report are timeliness rates for Medicaid applications for the Second Quarter, the months of October 2023-December 2023. Re-certification timeliness rates are not yet validated.

BUDGET IMPACT

NO ADDITIONAL COUNTY FUNDS REQUIRED

REQUESTED ACTION

Receive quarterly data regarding the thirteen (13) mandated performance measures as outlined in the Memorandum of Understanding between Guilford DHHS-Social Services and NC DHHS.