



## Legislation Text

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### **TITLE**

### **DHHS-DSS MANDATED PERFORMANCE MEASURES**

### **SPONSOR**

Sharon Barlow, Interim DSS Director

### **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 on a monthly basis to keep Guilford County's Board of County Commissioners informed of Guilford's progress. The attached results represent data for the month of October and November 2021.

#### Energy Programs

- County will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling sources, within 1 business day from the date of application or date all verification is received, whichever comes first.
- County will process 95% of Crisis Intervention Program (CIP) applications, that have heat or cooling source with past due or final notice, within 2 business days from the date of application or date all verification is received, whichever comes first.

**\*\* Dear County Director letter from Jan. 13<sup>th</sup> 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 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 still 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 on a monthly basis with data extracted from the monthly Medicaid Report Card. Included in this report are timeliness rates for Medicaid applications for the months of October and November 2021. Re-certification timeliness rates are not yet validated.

#### **BUDGET IMPACT**

**NO ADDITIONAL COUNTY DOLLARS**

#### **REQUESTED ACTION**

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