

Opportunities to Focus on Flexibility and Outcomes



Steering Committee on Performance and Outcomes

Charge of the Committee

- Adhere to a three-year timeline to develop and recommend to the Legislature performance standards for human services programs deemed "essential services."
- Adopt a list of "essential services"-those services mandated by state or federal law.
- Recommend to the Legislature "a uniform, graduated process for responding to a county's failure to make adequate progress on achieving performance measures."

Committee Membership

- County Representatives
- Department of Human Services Representatives
- Representatives from Community Based Organizations

Key Activities to date

- Adoption of a list of "essential services."
- Subgroups completed charter, work-plan, and framework for recommendations on remedies.
- Developed a process for remedies for counties who do not meet performance measures.
- Developed scoping document for work of three sub-groups: adult services, children's services and income supports.
- Completed two annual reports to the Legislature.
- Children's Services subgroup has been meeting biweekly since summer 2010 to develop performance measures for children's services.
- Hosted Listening Sessions" in fall/winter 2010 to get input from children's advocacy and community groups"

What you need to know

- All counties will be held accountable for meeting performance measures.
- Failure to make adequate progress on achieving performance measures will trigger remedies available to the Commissioner of Human Services.

Redesign Council

Charge of the Council

- Oversee the State-County Human Services Redesign.
- Certify Service Delivery Authorities (SDA) applications from interested counties.
- Review waivers promoting more innovation and flexibility in human service program delivery from SDAs.

Council Membership

- County Representatives
- Department of Human Services Representatives
- Legislators from Both Bodies
- Labor Representatives (Non-voting)

Key Activities to Date

- Met six times in 2010.
- Approved operating charter.
- Developed guide "PHASES for Development of an SDA."
- Sent RFP to all counties for preliminary proposals in December 2010 to be reviewed by June 2011.

AMC Human Services Redesign Liaison Group

Membership

- County Commissioners
- Human Services Directors
- County Administrators/Coordinators
- At-large

Key Activities

- Provide feedback to county representatives on the Performance Steering Committee and Redesign Council.
- Communicate back to counties activities going on in Human Services Redesign.



Human Services REDESIGN Basics

- The State-County Results Accountability Redesign legislation is moving the state towards an outcome driven human services system, which will require counties to examine the ways in which they deliver programs.
- The statutorily created redesign council is one tool available to counties as they think through how to best meet the needs of constituents, as well as the needs of the clients served through human services programs.
- Through the council, counties will have access to a transparent process to test program requirement waivers that may provide more flexibility for counties to locally determine the most effective way to deliver programs as the state moves towards an outcomes driven system.
- Regardless of what tools counties choose to use, they will need to examine new ways of delivering human services in an environment of increased growth and decreased funding.

Key Questions Commissioners should be asking about human services:

- Are the programs counties deliver actually providing the outcomes desired by constituents?
- Are county staff levels sufficient to effectively and efficiently deliver the mandated services?
- Do counties have the requisite staff expertise to effectively and efficiently deliver mandated services?
- How do counties define successful outcomes in human services programs?
- How do counties know if they are achieving outcomes in human services programs?
- How successful are counties currently in achieving outcomes in human services?
- What changes, if any, need to take place in the county delivery of programs in order to achieve more successful results (assume that increased funding from the state is not an option at this time)?
- If counties had flexibility around state and federal mandates, what service(s) would it make sense to redesign in order to provide better outcomes for constituents?
- Are there programs or models in existence that may provide better outcomes in human services but counties are unable to fund and/or are not mandated by the state?
- What would success look like if our delivery system were redesigned?