

SERVICE DELIVERY AUTHORITY (SDA)

What the legislation means for your county

How we got here



- January, 2009 Governor Pawlenty proposed consolidation of county human services departments into 15 regional centers in order to simplify administration of human services
- AMC/MACSSA develops a redesign model from proven success of reconstructing a system from service delivery system up toward administrative simplification

State wide Performance Measures



- ❑ **Steering committee to develop statewide performance measures in human services program areas**
- ❑ **All counties will be required to meet minimum performance measures**
- ❑ **Failure to meet performance measures will trigger remedies available to the commissioner (including being incorporated into an existing SDA)**

Performance Steering Committee Membership



Department of Human Services

- ▣ Tim Wilkin
- ▣ Lynne Singelmann
- ▣ Matt Hughes

County Commissioners

- ▣ Toni Carter (Ramsey)
- ▣ Bill Montague (Polk)

Performance Steering Committee Membership



MACSSA

- ▣ Kathy Johnson (Kittson)
- ▣ Judith Brumfield (Scott)

Client Advocates

- ▣ Colleen Wieck (Governor's Council on Developmental Disabilities)
- ▣ Michelle Basham (Genesis II for Families)
- ▣ Heidi Holste (AARP)

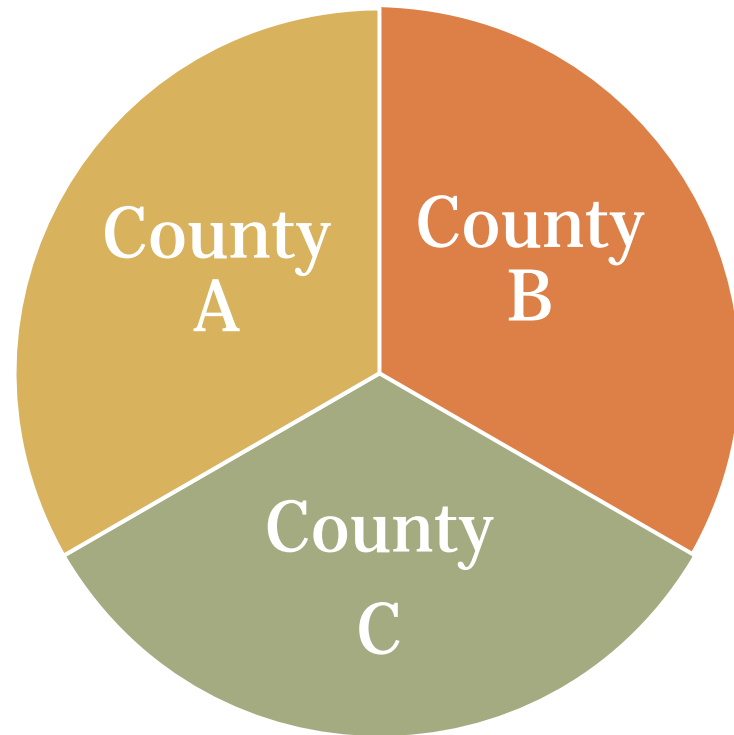
Service Delivery Authority

- Voluntary Certification process through Council
- Council consists of 4 legislators (or designees), 4 county representatives, the commissioner of human services and 3 employees from DHS, 2 organized labor representatives (non-voting)
- Must meet minimum population thresholds or demonstrate ability to meet requirements of the legislation
- Can serve as single county SDA if minimum population threshold is met
- Can combine with other counties as an SDA to deliver a service, some services, or all services
- Provides an avenue for innovation-potential access to waivers from state regulations-sets up a more transparent process for this to happen
- **No structure is specified in law, counties have maximum flexibility to organize themselves.**

Service Delivery Authorities

Example Scenarios

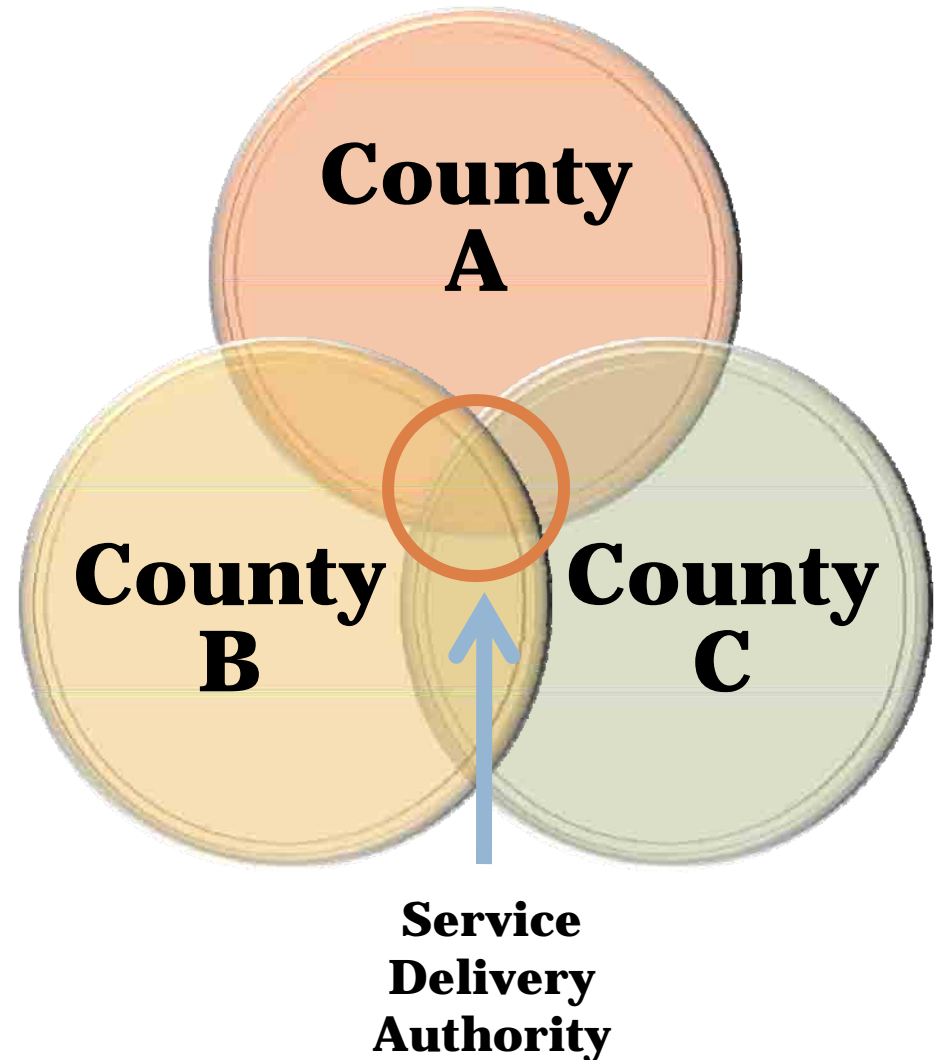
- **Joint Entity Model**
 - ▣ **Counties A, B, and C merge social service departments and administer all social services jointly**
 - ▣ **Counties A, B, and C propose waivers for none, some or all services**



Service Delivery Authority Example Scenarios

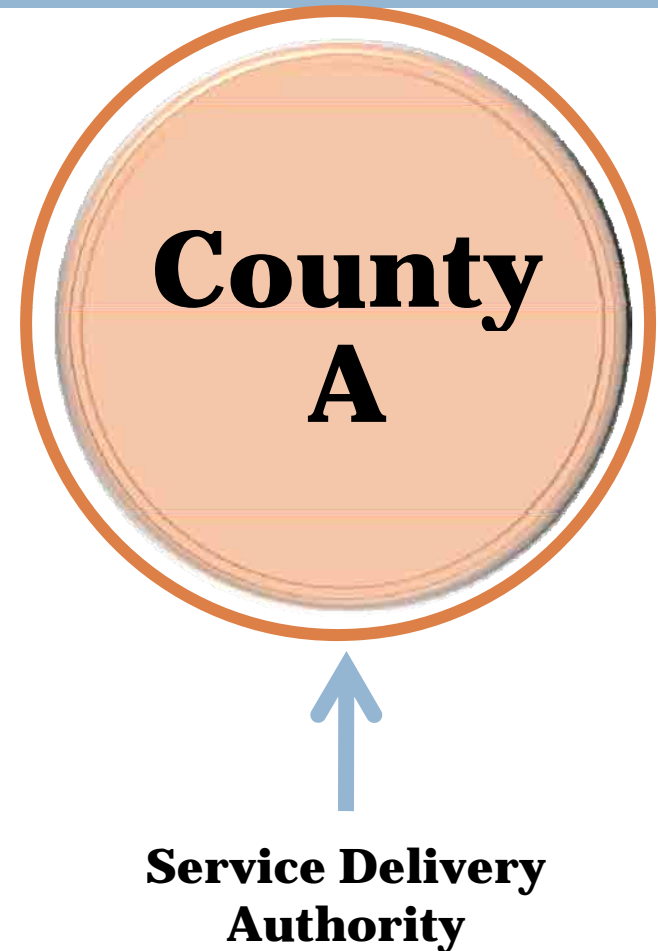
□ Collaboration Model

- ▣ Counties A, B and C form a service delivery authority and jointly provide chemical health and mental health services, but continue to provide other services independently
- ▣ Counties A, B and C seek waivers from regulations in chemical health and mental health services for more flexibility in how identified goals are met



Service Delivery Authority Example Scenarios

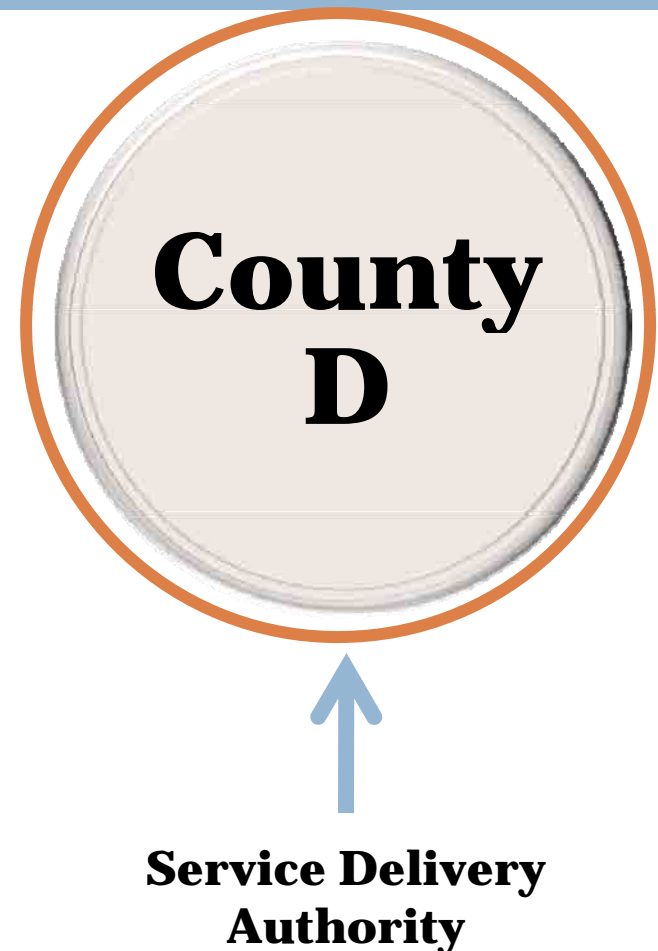
- Large County Model
 - ▣ County A meets the minimum population thresholds and becomes certified as a service delivery authority
 - ▣ County A seeks waivers in various programs in order to deliver services in a more flexible manner



Service Delivery Authorities

Example Scenarios

- **Small County Model**
 - ▣ **County D does not meet the minimum population threshold but is able to demonstrate it has the ability to fulfill the requirements of functioning as a service delivery authority (able to meet minimum performance measures, etc)**
 - ▣ **County D proposes waivers in none, some or all service areas**



Service Delivery Authority Example Scenarios

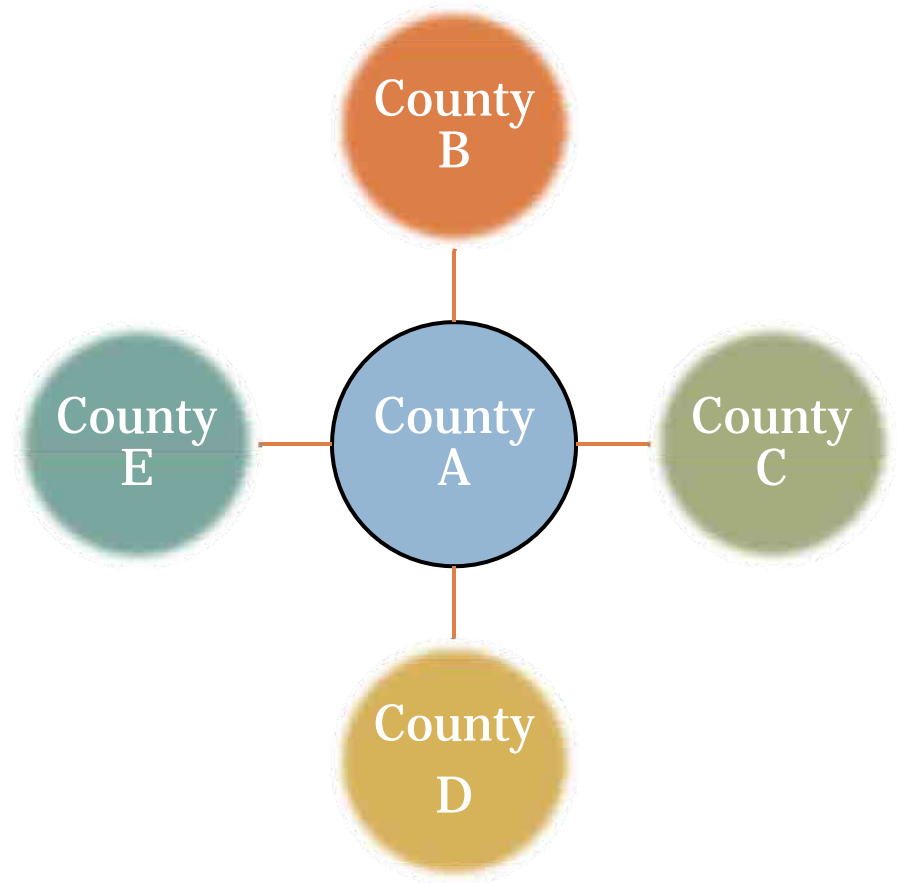
- Status Quo Model
 - ▣ County E is not interested in forming or participating in a service delivery authority

 - ▣ As long as County E is able to satisfy minimum performance measures, County E can continue to operate as it currently does



Service Delivery Authority Example Scenarios

- Hub and Spoke Model
 - ▣ Counties contract with another county for the delivery of services and support such as finance/accounting, supervisory, administrative, HR, etc.
 - ▣ The counties determine the details of where offices are located, FTEs and funding.



Benefits of Participation in an SDA

- Potential access to waivers from program requirements
- Potential to have more flexibility in determining how to best meet local needs for a particular service
- Opportunities for risk mitigation and economies of scale
- Opportunities for service improvements through service specialization
 - Example-County D sees one adoption case every 3 years. Participation in an SDA would allow County D to utilize the expertise of another county that sees multiple adoption cases every year

Don't Wait



- **Why should my county move forward on this when the performance measures are yet to be determined?**
 - **In order to meet the minimum performance measures as well as to deal with the coming budgetary realities, counties will need to develop flexible, nimble and efficient structures to deliver human services.**
 - **Participation in the S-CRAI Redesign will allow your county to begin adjusting infrastructure and systems in order to be better positioned to adapt to and meet performance measures in the future**

Risks of not moving forward



- Your individual county may not be best positioned to meet performance standards
- If Counties do not demonstrate leadership over the coming months, the Governor and Legislature may mandate some form of structural change