



NC DEPARTMENT OF  
**HEALTH AND HUMAN  
SERVICES**

**ROY COOPER** • Governor  
**MANDY COHEN, MD, MPH** • Secretary

November 19, 2018

Dear County Directors of Social Services:

As you know, Session Law 2017-41 required all counties to enter into an annual agreement with the NC Department of Health and Human Services (DHHS) for all social services programs excluding medical assistance (NC Medicaid). The law requires the agreement to contain performance requirements and administrative responsibilities related to the social services programs. A modification to the 2018-2019 Memorandum of Understanding was sent to County Managers and DSS Directors on November 15, 2018.

Included with this letter is an attachment containing the **Performance Measure Data Methodology and Performance Measure data sets for the first quarter of this fiscal year**. This document provides the methodological information on how the measure was calculated and county performance on each of the measures for your county compared to the state average. I want to emphasize that this data set is the first draft and there will be a process to work with each county to understand how the data sets are developed and values calculated.

**Performance Measure Data Coordination:**

DHHS will work collaboratively through any issues related to data collection, data entry and the operation of the technology systems utilized in the process. Of the current 26 performance measures, 10 of the measures have reports available to counties in the Client Services Data Warehouse (CSDW). The remaining 16 reports are not readily available to counties to run. DHHS is developing additional reports for counties and expects that by the end of January 2019 reports for each performance measure will be available for counties to run.

For each measure, DHHS will appoint a lead Performance Measure Coordinator for each county, who will coordinate a process to work with each county to validate data, and once validated, define county-specific targets. The growth measures will be used to develop performance goals for the 2019 – 2020 Memorandum of Understanding.

**Data Validation Process and Performance Measure Coordinators:**

On **December 10, 2018** DHHS will facilitate the first in a series of webinars with counties to review each of the performance measures. This initial webinar will detail how counties are able to pull data reports from CSDW and to describe how each of the performance measures are calculated. For those measures with a report available to counties, there will be a demonstration on how to pull each report and a review of the data generated by the report. Additional webinars will be scheduled to review the data sets for the data reports that do not currently a report available for counties to run.

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To begin the data validation process for counties DHHS will begin with the performance measures that have associated reports in CSDW. The data review and validation process will occur using a phased approach. The order of the initial validation process is as follows:

<b>Phase</b>	<b>Program Area</b>	<b>Performance Measure</b>	<b>Performance Measure Coordinator</b>
<b>1</b>	Child Support Services	CSS 1- 5	Child Support Regional Consultant
<b>2</b>	Food and Nutrition Services and Work First	FNS 4; WF 1 -4	TBD
<b>3</b>	Food and Nutrition Services and Energy Programs	FNS 1 – 3; EP 1 - 2	TBD
<b>4</b>	Aging and Adult Services /Child Care Subsidy	APS 1-2; SA 1-2; CCS 1	TBD
<b>5</b>	Child Welfare	CPS 1-2; Foster Care 1-4	TBD

Each county will begin the data validation process with the Child Support Services performance measures. The Child Support Services Program Consultant will serve as Performance Measure Coordinator for Phase 1. Once a phase is finalized, new Performance Measure Coordinators will be assigned. The Performance Measure Coordinator will ensure that the appropriate members of our data teams from NCFAST, CSDW, DSS Performance Management and the legacy systems data team will support the data validation process.

No later than December 3, 2018 each county director of social services will be contacted by your Performance Measure Coordinator for Child Support Services to schedule an initial meeting. Please consider who from your program and data teams should be available to begin the data validation process.

Thank you for your continued partnership in our shared top priority of ensuring the safety, health, and well-being of the people and families served by these programs.

Sincerely,



Michael Becketts  
Assistant Secretary for Human Services

DIR-07-2018