

STATE OF NORTH CAROLINA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

JOSH STEIN  
GOVERNOR

DEV DUTTA SANGVAI  
SECRETARY

November 4, 2025

**SENT VIA ELECTRONIC MAIL**

The Honorable Carla Cunningham, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 402, Legislative Office Building  
Raleigh, NC 27603

The Honorable Donny Lambeth, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 303, Legislative Office Building  
Raleigh, NC 27603

The Honorable Larry Potts, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 307B1, Legislative Office Building  
Raleigh, NC 27603


The Honorable Jim Burgin, Chair  
Joint Legislative Oversight Committee on  
Health and Human Services  
North Carolina General Assembly  
Room 620, Legislative Office Building  
Raleigh, NC 27603

Dear Chairmen:

Session Law 2017-41, Section 3.3 requires the Department of Health and Human Services to report annually to the Joint Legislative Oversight Committee on Health and Human Services on the oversight of the local administration of social services programs other than medical assistance relative to the Local DSS Written Agreements. Pursuant to the provisions of law, the Department is pleased to submit the attached report.

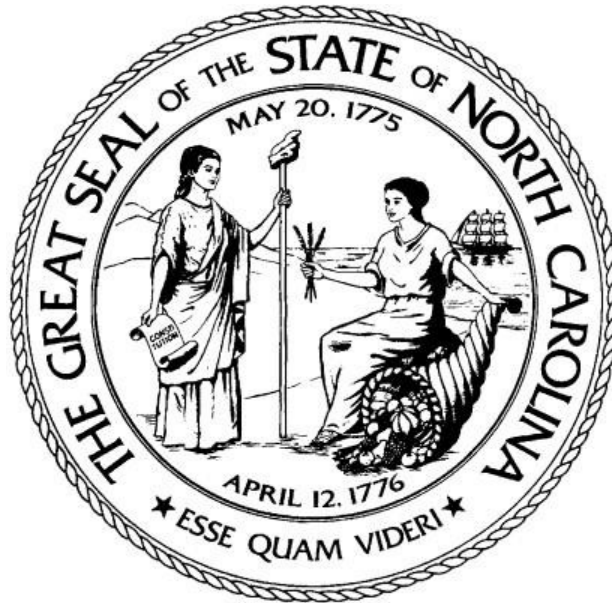
Should you have any questions regarding this report, please contact Karen Wade, Director of Policy, at [Karen.Wade@dhhs.nc.gov](mailto:Karen.Wade@dhhs.nc.gov).

Sincerely,

DocuSigned by:  
  
on behalf of Devdutta Sangvai  
3C33184820C14A9...  
Devdutta Sangvai  
Secretary

**Progress Report of Oversight of the Local  
Administration of Social Services Programs other  
than Medical Assistance**

**Session Law 2017-41, Section 3.3**



**Report to**

**The Joint Legislative Oversight  
Committee on Health and Human  
Services**

**by**

**NC Department of Health and Human  
Services**

**November 4, 2025**

## BACKGROUND

Session Law (S.L.) 2017-41, Section 3.3 requires the Department of Health and Human Services (DHHS) to submit an annual report to the Joint Legislative Oversight Committee on Health and Human Services (Committee) by August 1. The report concerns oversight of the county-level administration of social services programs during the previous state fiscal year (SFY). S.L. 2017-41 mandates that it should include, at a minimum: (a) A copy of the template for the written agreement required by N.C.G.S. 108A-74(a2), (b) An evaluation of the implementation of the requirement for a written agreement, and (c) a summary of any oversight action taken by the Department pursuant to the agreement or N.C.G.S. 108A-74, including a list of any federal or State funds that were withheld as a result of the State's oversight.

Section 3.1(a) of S.L. 2017-41 rewrote N.C.G.S. 108A-74 to include the following:

*(a2) Beginning in fiscal year 2018-2019, the Secretary shall require all departments of social services to enter into a written agreement each year that specifies mandated performance requirements and administrative responsibilities with regard to all social services programs other than medical assistance.*

- (1) When possible, the mandated performance requirements shall be based upon standardized metrics utilizing reliable data.*
- (2) The administrative responsibilities shall address, at a minimum, staff training, data submission to the Department, and communication with the Department.*
- (3) The written agreement may be standardized or may be tailored to address issues in specific jurisdictions.*
- (4) The written agreement shall authorize the Department to withhold State and federal funds in the event the department fails to satisfy mandated performance requirements or comply with the terms of the agreement.*

DHHS designed its first Memorandum of Understanding (MOU) during SFY 2018-2019. The MOU is a written agreement between the Department and each county outlining performance expectations across social services programs. DHHS collaborated with the NC Association of County Commissioners, the NC Association of County Directors of Social Services, and each county Director of Social Services to develop the initial template agreement.

The MOU contains a total of 16 performance measures that are subject to Department evaluation and follow-up. DHHS worked with the NC Association of County Directors of Social Services to vet all measures prior to finalization. A description of each measure can be found in Attachment I of the current MOU.

Attachment II of the current MOU contains five additional performance measures. These metrics are part of the federal Children's Bureau's Child and Family Services Reviews (CFSR) that examine compliance with Title IV-B and Title IV-E federal child welfare requirements. Ongoing monitoring and support activities will continue as they have in prior years for these measures. The Department will continue to develop reports and validate data for these additional performance measures. DHHS has advised counties to continue monitoring and striving to make progress toward meeting these performance targets because the measures will be included in the Data Review and performance for CFSR Round IV.

This DHHS report reflects the progress on the implementation of the MOU required by NCGS 108A-74 (a2).

## **A. Evaluation of Implementation of Written Agreements**

In April of 2024, DHHS sent a letter to all 100 county Directors of Social Services informing them that the upcoming MOU would cover two state fiscal years with an effective date of July 1, 2024, and continuing through June 30, 2026 (SFY 2024-2025 and SFY 2025-2026). The Department recognized that the COVID-19 pandemic had a tremendous impact on the work of county-administered human services programs and that the counties were continuing to experience significant increases in requests for the safety net services that they provide. The Department also recognized that there continued to be barriers that were difficult to overcome, including the unwinding of Medicaid and Food and Nutrition Services waivers, Medicaid Expansion, Behavioral Health/Intellectual and Developmental Disabilities (BH/IDD) Tailored Plans implementation, and workforce shortages that had an impact on counties' ability to meet the performance measures as outlined in the MOU. Based on those factors, the Department informed counties that it would not issue a corrective action plan for failure to meet the performance measures, providing them with additional time needed to address and implement procedures to overcome the identified barriers. Counties were further notified that the decision to issue corrective actions plans would be reevaluated in December of 2024. DHHS continued to monitor county performance and share data and best practices with counties to meet the identified measures.

On January 7, 2025, the Department notified county managers and county DSS Directors that DHHS would implement the required corrective action process as outlined in SL 2017-41, Part II, which amended NCGS § 108A74(a3) effective January 1, 2025. Counties were notified that failure to comply with the terms of the MOU, mandated performance measures, or other applicable laws for three consecutive months, or for five months within any consecutive 12-month period, will require them to enter into a joint corrective action plan within 60 working days of failing to meet the MOU requirements. For the metrics that are measured on an annual basis, failure to comply for two consecutive 12-month periods will also trigger the corrective action plan process. The letter also noted that due to the significant impact of Hurricane Helene on county DSS operations, 25 counties in western North Carolina were under a federal state of emergency and that the corrective action process would be delayed for them until the state of emergency was lifted. The 25 counties include Alexander, Alleghany, Ashe, Avery, Buncombe, Burke, Caldwell, Catawba, Clay, Cleveland, Gaston, Haywood, Henderson, Jackson, Lincoln, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Transylvania, Watauga, Wilkes, and Yancy. Although no formal corrective action plans will be initiated for these 25 counties related to MOU performance, the counties were reminded that their performance will continue to be monitored, and data will be shared as needed to support process improvements.

## Counties requiring corrective action

The following charts reflect the number of counties that failed each performance measured outlined in the MOU during State Fiscal Year 2025.

<b>Energy Programs</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
<b>1</b>	The County will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, or applications with a health-related crisis with a disconnect, final, or past due notice within one (1) business day from the date of application or date all verification is received, whichever comes first.	0
<b>2</b>	The County will process 95% of Crisis Intervention Program (CIP) applications without a health-related crisis that have a heating or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first.	0

<b>Work First</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
<b>1</b>	The County will process 95% of Work First applications within 45 days of receipt.	0
<b>2</b>	The County will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period.	0

<b>Food and Nutrition Services</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
<b>1</b>	The County will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.	4* -Edgecombe, Mecklenburg, Pitt, and Wake

2	The County will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.	4 – Caldwell, Edgecombe, Mecklenburg, Pitt
3	The County will ensure that 95% of FNS recertifications are processed on time, each month.	2 – Mecklenburg, Wake

*\*Clay County in Western North Carolina also failed this measure, however a CAP was not put in place due to the federal emergency declaration.*

<b>Child Welfare - Foster Care</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
1	The County will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month.	0

<b>Adult Protective Services (APS)</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
1	The County will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.	0
2	The County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.	0

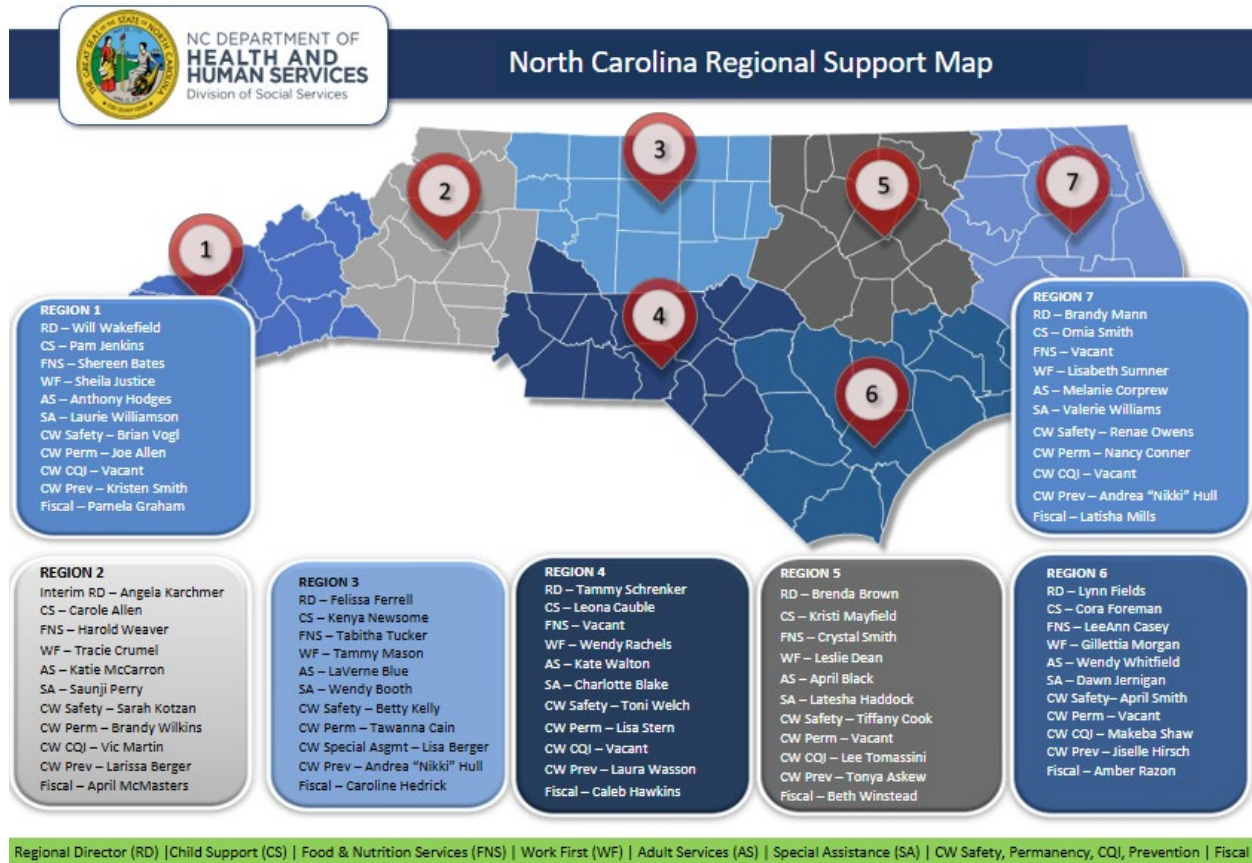
<b>Special Assistance (SA)</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>
1	The County will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.	1 - Pitt
2	The County will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.	1 - Pitt

<b>Child Support Services</b>		
	<b>Performance Measure</b>	<b># of Counties failing to meet the measure in SFY 2025 and were placed on a Corrective Action Plan</b>

<b>1</b>	Percentage of paternities established or acknowledged for children born out of wedlock. The county paternity establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).	0
<b>2</b>	Percentage of child support cases that have a court order establishing support obligations. The County support order establishment percentage level must exceed 50% at the end of the State Fiscal Year (June 30).	0
<b>3</b>	Percentage of current child support paid. The County current collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	0
<b>4</b>	Percentage of cases received a payment toward arrears. The County arrearage collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	0

## Regional Support

During SFY 2024-2025, DHHS further enhanced the regional support structure for a continuous quality improvement (CQI) framework in all seven regions of the state. As seen in the following map, DHHS has established regional teams that include a Regional Director, a fiscal monitor and local business liaison, as well as CQI Specialists for economic services programs (Food and Nutrition Services, energy programs, and Work First), child support services, adult protective services, special assistance, and a child welfare team that includes CQI Specialists dedicated to safety, permanency, prevention, and overall improvement. DHHS has contracted with Public Knowledge, a public sector consulting firm, to help develop a formal CQI process and train the CQI Specialists. DHHS is using this framework in part to encourage capacity-building.



## Transparency and Wellness Dashboard

DHHS has published the Rylan’s Law/HB630 Transparency and Wellness Dashboard on the DHHS website <https://www.ncdhhs.gov/divisions/social-services/reports-and-statistics/transparency-and-wellness-dashboards>. Data on the Dashboards will be updated quarterly and made available to the public with a one-quarter lag. For example:

- The data posted in July 2025 included data from January 2025 through March 2025.
- The data posted in September 2025 will include data from January 2025 through June 2025, and so on.

The Dashboards represent an integrated platform for county leadership and members of the public to view a county’s performance and track their progress in each MOU performance measure. Similar to the dashboards that will remain available to the DSS Directors on the secure DSS Directors’ SharePoint site, viewers will be able to view the performance and outcome measures as outlined in the MOU for all 100 counties in North Carolina.





Home > Divisions > Social Services > Reports and Statistics > Transparency and Wellness Dashboards

## Transparency and Wellness Dashboards

All of the data dashboards below provide data on county and statewide performance, as well as additional information that provides and better understanding of community needs.

\*Dashboards are currently not formatted for mobile devices.

- [Aging and Adult Services Dashboard](#)
- [Child Support Services Dashboard](#)
- [Child Welfare Services Dashboard](#)
- [Energy Assistance Dashboard](#)
- [Food and Nutrition Services Dashboard](#)
- [Work First Family Assistance Dashboard](#)

Reports and Statistics
<a href="#">Child Support Services Statistics</a>
<a href="#">Child Welfare Statistics</a>
<a href="#">FNS Caseload Statistics Reports</a>
<b><a href="#">Transparency and Wellness Dashboards</a></b>
<a href="#">Work First Caseload Statistics</a>
<a href="#">Work First Program Evaluation</a>



### Welcome to the North Carolina Social Services System Transparency and Wellness Dashboard Food and Nutrition Services



The Division of Food and Nutrition Services is a federal food assistance program that provides low-income families the food they need for a nutritionally adequate diet.

The Food and Nutrition Services dashboard includes data on county and statewide performance and additional information that provides a better understanding of community needs.

#### Profile

Provides a county's progress on performance measures

**CLICK TO BEGIN**

#### County Comparison

Compares progress on performance measures between a county group or counties

**CLICK TO BEGIN**

#### Resources

Contains details about data, measures, and additional resources

**CLICK TO BEGIN**

**Factors that may affect whether counties meet their performance targets:**

- Unanticipated events** such as weather-related and public health emergencies, can result in significant increases in the need for services and prevent a county from meeting its performance targets.
- Low volume of services** such as less need for specific services and a delay in processing of only one or two applications, especially in small rural counties, can prevent a county from meeting its performance targets.

We encourage users to explore each visual, use data filters, and visit the resource pages to learn more about factors that may impact county performance.

## **B. State Supervised – County Administered Written Agreement Compliance**

As county workloads have increased and the pandemic continuous coverage unwinding processes have taken place, DHHS has been actively collaborating with counties to enhance performance leveraging our CQI initiatives to address all identified areas needing improvement.

During our routine monitoring and oversight of county operations, DHHS discovered significant policy and practice violations in the administration of child welfare services in Vance County and has been working closely with them since July 2024. Despite DHHS's extensive efforts to assist, Vance County DSS did not make sufficient progress in addressing these systemic issues. Consequently, on May 14, 2025, the DHHS Secretary took temporary control of Vance County DSS Child Welfare, as authorized under NCGS 108A-14, due to serious violations of laws, rules, and policies that endangered the safety and welfare of children in the county. As of August 4, 2025, DHHS continues to oversee Vance County's child welfare services, ensuring that families and children received the appropriate services in compliance with state law.

## Appendix A: NC General Statute §108A-74

**North Carolina General Statute §108A-74.** Counties and regional social services departments are required to enter into annual written agreement for all social services programs other than medical assistance; local department failure to comply with the written agreement or applicable law; corrective action; State intervention in or control of service delivery.

- a) Notwithstanding any other provision of law to the contrary, the Secretary may take action in accordance with this section to ensure the delivery of social services programs other than medical assistance in accordance with State laws and applicable rules. As used in this section, the following definitions shall apply:
- (1) Board of social services. – The governing body responsible for oversight of the department of social services, includes a county social services board, a regional board of social services, a consolidated human services board, or a board of county commissioners that has assumed the powers and duties of a social services governing board pursuant to G.S. 153A-77(a), whichever applies.
  - (2) Child welfare services or program. – Child protective services, foster care, and adoption services related to juveniles alleged to be abused, neglected, or dependent as required by Chapter 7B of the General Statutes.
  - (3) Department of social services. – The department responsible for administration of the social services and programs of public assistance in a county. It includes a county department of social services, a consolidated human services agency, or a regional social services department, whichever applies.
  - (4) Director of social services. – The person responsible for managing and administering the department of social services, including a county social services director, a regional social services director, or a human services director, whichever applies.
  - (5) Social services programs other than medical assistance. – Social services and public assistance programs established in this Chapter other than the medical assistance program (Chapter 108A, Article 2, Part 6). This includes, but is not limited to, child welfare programs, adult protective services, guardianship services for adults, and programs of public assistance established in Chapter 108A. It also includes the child support enforcement program, as established in Chapter 110, Article 9.

(a1) Repealed by Session Laws 2017-41, s. 3.2(a), effective March 1, 2020.

- (a2) The Secretary shall require all counties and regional social services departments to enter into a written agreement each year that specifies mandated performance requirements and administrative responsibilities with regard to all social services programs other than medical assistance, [subject to the following:]
- (1) The mandated performance requirements shall be based upon standardized metrics utilizing data and outcome measures derived from the Social Services System Transparency and Wellness Dashboard and other reliable data sources.
  - (2) The administrative responsibilities shall address, at a minimum, staff training, data submission to the Department, and communication with the Department.
  - (3) The written agreement may be standardized or may be tailored to address

issues in specific jurisdictions.

- (4) The written complaint shall authorize the Department to withhold State or federal funds in the event the department fails to satisfy mandated performance requirements or comply with the terms of the agreement or applicable law. G.S. 108A-74.

(a3) If a department of social services fails to comply with the terms of the written agreement, the mandated performance measures, or other applicable law for three consecutive months or for five months within any consecutive 12-month period for those terms or mandated performance measures that are measured less than annually, or fails to comply for two consecutive 12-month periods for those terms or mandated performance measures that are measured on an annual basis, the Secretary and the department of social services shall enter into a joint corrective action plan within 60 working days. The Secretary may also require a corrective action plan more quickly in urgent circumstances, regardless of whether the circumstances are directly related to a mandated performance requirement specified in the written agreement. The board of social services and the county manager shall be notified of any joint corrective action plan.

(a4) The corrective action plan shall include each of the following components:

- (1) The duration of the joint corrective action plan, not to exceed 12 months. If the Secretary determines that the department of social services has not shown measurable progress within six months, or at the half-way point if the duration of the plan is less than 12 months, the Secretary may summarily conclude that the department of social services has failed to successfully complete the joint corrective plan and may proceed with steps necessary to temporarily assume administrative responsibilities of the department of social services. If the Secretary determines the department of social services has shown measurable progress within six months, or at the half-way point if the duration of the plan is less than 12 months, the Secretary may extend the joint corrective action plan by six months, but in no case shall a joint corrective action plan exceed 18 months.
- (2) The performance requirements for the department of social services that constitute successful completion of the joint corrective action plan.
- (3) A schedule and plan for providing updates to the board of social services and county manager regarding the department's progress implementing the corrective action plan.
- (4) An acknowledgement that failure to successfully complete the joint corrective action plan shall result in temporary assumption of all or part of the department of social services administration.

(b) If the Secretary determines that a department of social services has failed to successfully complete the joint corrective action plan, then the Secretary shall give the board of county commissioners, the department of social services, the county manager, and the board of social services at least 30 days' notice that the Secretary, through the Division of Social Services, intends to temporarily assume all or part of the department's social services administration in accordance with subsection (c) of this section. In a regional

department of social services, notice shall be provided to boards of county commissioners and county managers for all counties served by the region.

(c) Notwithstanding any provision of law to the contrary, if a department of social services fails to successfully complete its joint corrective action plan, the Secretary shall direct the Division of Social Services to temporarily assume all or part of the department's social services administration no later than 30 calendar days after providing notice as required by subsection (b) of this section. During the period the Secretary assumes administration of the social services program, the following shall occur:

- (1) The Secretary, through the Division of Social Services shall administer all or part of the social services program in a county or region. Administration by the Secretary may include direct operation by the Department, including G.S. 108A-74 Page 3 supervision of program staff or contracts for operation, to the extent permitted by federal law.
  - (2) The department of social services shall be divested of administrative authority for any component of the program the Secretary assumes.
  - (3) The director of social services shall be divested of all service delivery powers conferred upon the director by G.S. 108A-14 and other applicable State law as it pertains to the programs or services to be assumed. The Secretary may assign any of the powers and duties of the director of social services to an employee of the Department or a contractor, as the Secretary deems necessary and appropriate to continue the provision of services in the county. If the local director of social services has delegated any authority to staff pursuant to G.S. 108A-14(b), delegated authority shall remain in effect until the Secretary, or the Secretary's designee, specifically revokes the delegation.
  - (4) The Secretary shall direct and oversee the expenditure of all funding for the administration of the components of the program assumed by the Secretary.
  - (5) The county shall not withdraw funds previously obligated or appropriated for program administration and services. The county shall continue to pay the county's or region's nonfederal share for the program services and administration.
  - (6) The Secretary shall work with the county and the department of social services to develop a plan for the department to resume program administration.
  - (7) The Secretary shall inform the appropriate board or boards of county commissioners, the county manager or managers, the director of social services, and the board of social services of key activities and ongoing concerns during the temporary assumption of social services program administration.
- (c1) Upon the Secretary's determination that the department of social services is able to meet performance requirements and that program administration responsibilities should be restored to the department of social services, the Secretary shall notify

the board of county commissioners, the department of social services, the county manager, and the board of social services that the temporary assumption of program administration will be terminated and the effective date of the termination. Upon termination, the department of social services shall resume its full authority to administer the program or programs that were assumed.

(d)through (g) Repealed by Session Laws 2017-41, s. 3.2(a), effective March 1, 2020.

- (h) If the Secretary determines that a county department of social services is not providing child protective, foster care, or adoption services in accordance with State law and with applicable rules adopted by the Social Services Commission, or fails to demonstrate reasonable efforts to do so, and the failure to provide the services poses a substantial threat to the safety and welfare of children in the county who receive or are eligible to receive the services, then the Secretary, after providing written notification of intent to the chair of the county board of commissioners, to the chair of the county board of social services, and to the county director of social services, and after providing them with an opportunity to be heard, shall withhold funding for the particular service or services in question and shall ensure the provision of these services through contracts with public or private agencies or by direct operation by the Department of Health and Human Services.
- (i) In the event that the Secretary assumes control of service delivery pursuant to subsection (h) of this section, the county director of social services shall be divested of all service delivery powers conferred upon the director by G.S. 108A-14 and other applicable State law as the powers pertain to the services in question. Upon assumption of control of service delivery, the Secretary may assign any of the powers and duties of the county director of social services to the G.S. 108A-74 Page 4 Director of the Division of Social Services of the Department of Health and Human Services or to a contractor as the Secretary deems necessary and appropriate to continue the provision of the services in the county.
- (j) In the event the Secretary takes action under this section, the Department of Health and Human Services shall, in conjunction with the county board of commissioners, the county board of social services, and the county director of social services, develop and implement a corrective plan of action. The Department of Health and Human Services shall also keep the chair of the county board of commissioners, the chair of the county board of social services, and the county director of social services informed of any ongoing concerns or problems with the delivery of the services in question.
- (k) Upon the Secretary taking action pursuant to subsection (h) of this section, county funding of the services in question shall continue and at no time during the period of time that the Secretary is taking action shall a county withdraw funds previously obligated or appropriated for the services. Upon the Secretary's assumption of the control of service delivery, the county shall also pay the nonfederal share of any additional cost that may be incurred to operate the services in question at the level necessary to comply fully with State law and Social Services Commission rules.
- (l) During the period of time that the Secretary is taking action pursuant to subsection (h) of this section, the Department of Health and Human Services shall work with the county board of commissioners, the county board of social services, and the county

director of social services to enable service delivery to be returned to the county if and when the Secretary has determined that services can be provided by the county in accordance with State law and applicable rules. (1997-390, s. 10; 1997-443, s. 11A.118(a); 2017-41, ss. 3.1(a), 3.2(a); 2017-41, s. 40(a)-(c); 2019-240, s. 12(a)-(d))

## **APPENDIX B: DATA SHARING MEMORANDUM OF AGREEMENT**

**Between**

**North Carolina Department of Health and Human Services**

**And**

**County**

This Data Sharing Memorandum of Agreement (MOA) between the North Carolina Department of Health and Human Services (NC DHHS or Agency) and **County** (County) (and collectively with Agency referred to as the Parties) establishes the agreement between the Parties regarding the County's access to, and use and disclosure of, all confidential data and information provided by the Agency to the County, for purposes of administering North Carolina's public assistance and public service programs.

### **1. PURPOSE AND SCOPE**

The purpose of this MOA is to identify certain roles and responsibilities of each party as it relates to the sharing and use of all confidential data and information provided by the Agency to the County in connection with the administration of North Carolina's public assistance programs as well as the County's administration and performance of other public services delegated to it by law (collectively referred to as NCDHHS Data). For purposes of this MOA, NCDHHS Data, includes, but is not limited to:

- a. Social Security Administration (SSA) data;
- b. Federal Tax Information (FTI) as defined in the current IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075);
- c. protected health information as defined by 45 CFR 160.103;
- d. personal information, as defined by the North Carolina Identity Theft Protect Act, N.C.G.S. § 75-61(10);
- e. identifying information, as defined by N.C.G.S. § 14-113.20(b); and
- f. names or other information concerning persons applying for or receiving public assistance or social services which are confidential pursuant to N.C.G.S. §108A- 80.

More specifically, the objectives of this MOA are to:

- Manage the information technology process and systems pertaining to the NCDHHS Data provided by the Agency to the County, and received by the County from the Agency, to ensure compliance with all applicable federal and state laws, regulations, standards and policies regarding the confidentiality, privacy and security of this NCDHHS Data.



- Enhance the County's secure receipt, access to, and use of NCDHHS Data provided by the Agency to the County.
- Allow the County to access and utilize NCDHHS Data provided by the Agency for purposes of administering North Carolina's public assistance and public service programs.

## **2. BACKGROUND**

The Agency administers and oversees a variety of public assistance and public service programs for the State of North Carolina (collectively, Public Assistance Programs), including, but not limited to, the following:

- NC Medicaid Program
- NC Health Choice for Children (North Carolina's CHIP Program)
- Temporary Assistance for Needy Families
- Supplemental Nutrition Assistance Program
- NC Food and Nutrition Services (North Carolina's SNAP Program)
- Work First (North Carolina's Temporary Assistance for Needy Families program)
- Women, Infants and Children (WIC)
- Adult and Family Services
- Child Support Services
- Child Welfare Services

As part of its role pertaining to these Public Assistance Programs, the Agency receives, maintains, and stores certain data pertaining to applicants for, and recipients participating in, the Public Assistance Programs, which includes NCDHHS Data.

The County administers the daily operations of many of the Public Assistance Programs at the local level, in accordance with State and Federal law, and policies and rules adopted by the Agency. As part of its role pertaining to these Public Assistance Programs, the County accesses and utilizes certain data pertaining to applicants for, or recipients participating in, the Public Assistance Programs, which includes NCDHHS Data.

The Agency and the County agree to work cooperatively to ensure that NCDHHS Data is available to the County for purposes of administering North Carolina's Public Assistance Programs, and that the County accesses and utilizes NCDHHS Data in accordance with applicable federal and state laws, regulations, standards and policies governing confidentiality, privacy and security of the NCDHHS Data and the terms of this MOA. The parties acknowledge and agree that this MOA is intended to continue and renew and prior similar memorandum of agreement in place between the Parties which was effective on or about October 14, 2016.

### **3. AUTHORITY OF PARTIES**

Each Party is an agency of the State of North Carolina and operating pursuant to its respective statutory authority and obligations. This MOA is authorized under the provisions of N.C.G.S. §§ 108A-25, 108A-54, and 153A-11 and Article 13 of Chapter 153A of the North Carolina General Statutes, and the implementing recommendations or regulations of these laws, if any. For the convenience of the Parties and avoidance of doubt, the Parties acknowledge and agree that NC DHHS is the “Agency” as such term is used in IRS Publication 1075, and that the County is a statutory agent but not a “contractor” or “agent” as such term is used in North Carolina statutory or common law. The Agency acknowledges it is authorized to receive and use FTI pursuant to 26 U.S.C.

§ 6103.

### **4. PARTIES’ ROLES AND RESPONSIBILITIES**

Pursuant and subject to this MOA, the Agency shall provide to the County NCDHHS Data pertaining to the Public Assistance Programs, through access to the Agency’s information technology systems utilized in conjunction with the Public Assistance Programs. These information technology systems include, but are not limited to, the Agency’s current NC FAST case management system (NC FAST), and the legacy information systems which preceded NC FAST (collectively, NCDHHS Information Systems). The NCDHHS Information Systems are secured via Agency access control mechanisms and related procedures, including, but not limited to, Resource Access Control Facility (RACF), North Carolina Identification (NCID), and Web Identity Role Management Portal (WIRM) (collectively, NCDHHS Access Controls).

All NCDHHS Data that the Agency provides to the County shall remain confidential and secure at all times. Confidentiality and security of this NCDHHS Data will be maintained by the County in accordance with all applicable federal and state laws, regulations, standards and policies governing this NCDHHS Data and in accordance with the terms of this MOA. Only appropriately authorized County employees and contractors whose job responsibilities require access to the NCDHHS Data will be granted access to the NCDHHS Data, through the NCDHHS Information Systems and NCDHHS Access Controls. Any data, records or other information shared through this MOA are protected from unauthorized use and disclosure and shall be accessed and used by the County solely for purposes of administering and operating the Public Assistance Programs.

NCDHHS agrees:

- a. To provide NCDHHS Data to the County through access to the NCDHHS Information Systems in strict accordance with the NCDHHS Access Controls and in accordance with the terms of this MOA.
- b. To allow the County to access and utilize the NCDHHS Data to administer and operate the Public Assistance Programs.

- c. To allow appropriately authorized County employees and contractors whose job responsibilities require access to the NCDHHS Data to access and utilize the NCDHHS Data through access to the NCDHHS Information Systems, to the extent needed to perform their job responsibilities.
- d. To work cooperatively with the County regarding County employee and contractor access to NCDHHS Data and NCDHHS Information Systems, and compliance with this MOA and applicable law.
- e. To be responsible for supervision of its own employees and contractors.

The County agrees:

- a. To grant access to NCDHHS Data through access to the NCDHHS Information Systems only to County employees and contractors authorized in strict accordance with the NCDHHS Access Controls and in accordance with the terms of this MOA. The County shall conduct background checks for individual employees prior to authorizing their access to FTI.
- b. To ensure the NCDHHS Data and NCDHHS Information Systems are accessed and utilized only for the purposes authorized by law and under this MOA in conjunction with the administration and operation of the Public Assistance Programs.
- c. To grant access to the NCDHHS Data only to appropriately authorized County employees and contractors whose job responsibilities require access to the NCDHHS Data, and only for purposes of administering and operating the Public Assistance Programs.
- d. To ensure NCDHHS data is available only to persons authorized by law and this MOA to access and use the NCDHHS Data.
- e. To ensure NCDHHS Information Systems are accessed only by persons authorized by law and this MOA to access the NCDHHS Information Systems.
- f. To obtain prior written permission from NCDHHS for the disclosure of any NCDHHS Data to any contractor. If NCDHHS approves disclosure of any NCDHHS Data to a County contractor, the County shall ensure the contractor is provided a copy of this MOA and signs a written agreement with the County acknowledging receipt of a copy of this MOA and agreeing to comply with the terms of this MOA as it relates to the contractor's access to NCDHHS Data.
- g. To obtain prior written permission from NCDHHS for granting access to any of the NCDHHS Information Systems to any contractor. If NCDHHS approves access of a contractor to any NCDHHS Information System, the County shall ensure the contractor is provided a copy of this MOA and signs a written agreement with the

County acknowledging receipt of a copy of this MOA and agreeing to comply with the terms of this MOA as it relates to the contractor's access to NCDHHS Information Systems.

- h. To ensure that all information technology systems receiving, storing, processing, or transmitting FTI meet the requirements in IRS Publication 1075, including the requirements set forth in Exhibit 7 to IRS Publication 1075, a copy of which is available at: <https://www.irs.gov/pub/irs-pdf/p1075.pdf>.
- i. To maintain a current list of employees and contractors authorized to access and utilize the NCDHHS Data provided by the Agency pursuant to this MOA, and to provide the Agency a copy of that list upon written request by the Agency.
- j. To submit, when requested by the Agency, a written certification that continuous security monitoring has been performed in accordance with applicable requirements. Additionally, the County will submit a written certification that all mainframe and network device configurations supporting the County environment is compliant with all applicable requirements. This certification will be provided to the Agency with supporting evidence, such as a recent vulnerability scan.
- k. At the Agency's request, the County will work with the IRS, Social Security Administration, or other federal agencies or their agents with respect to periodic safeguard and security reviews. The County will support the resolution of the Agency's finding based on a written plan satisfactory to both Parties.
- l. Upon notification from the IRS, Social Security Administration, other federal agencies, or the Agency of changes to functional and security specifications, the County will collaborate with the Agency to develop and implement plans to meet specified requirements in accordance with guidance and direction provided by the IRS and/or the Agency. The County will be responsible for costs arising from such modifications.
- m. To provide annual access and disclosure awareness and incident reporting training to its employees and any approved contractors that may have access to SSA data and/or FTI data (only certain functions in support of Child Support Enforcement may allow contractor access to FTI).
- n. To work cooperatively with the Agency regarding County employee or contractor access to NCDHHS Data and NCDHHS Information Systems, and compliance with this MOA and applicable law.
- o. To be responsible for supervision of its own employees and contractors.

## **5. ACCESS CONTROL**

The County shall be responsible for reviewing, approving, delegating and monitoring access by County employees and any approved contractors to NCDHHS Data, in strict accordance with the NCDHHS Access Controls applicable to the NCDHHS Information Systems involved and in accordance with the terms of the MOA. In addition, the County will adhere to any written standard or guidelines provided by the Agency regarding management and implementation of the NCDHHS Access Controls, and access to the NCDHHS Information Systems, including, but not limited to, the information systems [access control policy](#) in the current version of the [North Carolina Statewide Information Security Manual](#).

## **6. CONFIDENTIALITY AND SECURITY**

The Agency and the County acknowledge and agree that the NCDHHS Data which the Agency provides to the County shall be classified as, and shall remain, “NCDHHS Data” or “State Data”. At no time will the NCDHHS Data provided by the Agency ever be classified as County data.

The County acknowledges and agrees that in accessing, receiving, utilizing or otherwise dealing with the NCDHHS Data, it will safeguard and not use or disclose such NCDHHS Data except as provided in this MOA. The County shall protect the confidentiality of the NCDHHS Data in accordance with applicable federal and North Carolina laws, regulations, standards and guidelines, including, but not limited to the following:

- Privacy Act of 1974 (5 USC § 552a), as amended by the Computer Matching and Privacy Protection Act of 1988;
- IRS Publication 1075;
- Medicaid, 42 U.S.C. § 1396(a)(a)(7), 42 CFR Part 431.300-307;
- Temporary Assistance to Needy Families, 42 U.S.C. § 602 (a)(1)(A)(iv);
- Supplemental Nutrition Assistance Program, 7 U.S.C. § 2020 (e)(8); 7 CFR Part 272.1(c);
- Social Security Act, 42 U.S.C. § 1396(a)(a)(7);
- Social Security Administration Disclosure, 20 CFR Part 401;
- Child Support, 42 U.S.C. § 654(26);
- Public Assistance Programs (Public Welfare), 45 CFR Part 205.50; and U.S. Department of Labor Employment and Training Administration, 20 CFR Part 603;
- Health Information Portability and Accountability Act and HIPAA Privacy Rule, 45 CFR Part 160 and Subparts A and E of Part 164;
- North Carolina law governing confidentiality of, and access to, public assistance program data and records, including N.C. Gen. Stat. 108A-80 and implementing regulations; and
- North Carolina Identify Theft Protection Act, N.C. Gen. Stat. 75-60 et seq. and 132-1.10 and any implementing regulations.

The County acknowledges and agrees that some of the data elements included within the NCDHHS Data can be classified as “identifying information” within the meaning of N.C.G.S. § 14-113.20(b). In addition, the combination of certain data elements could classify the data elements as “personal information” within the meaning of N.C.G.S. § 75-61(10). Since the Agency and the County are subject to the North Carolina Identity Theft Protect Act requirements, N.C.G.S. § 132-1.10 and 75-65, the Agency and the County acknowledge and understand that the unauthorized disclosure, misuse, or loss of these certain data elements could subject the County and/or the Agency to security breach notification requirements.

The County shall safeguard and protect the security of the NCDHHS Data from loss, theft, or inadvertent disclosure, in accordance with applicable federal and North Carolina laws, regulations, standards and guidelines, and policies including, but not limited to the following:

- Federal Information Security Management Act of 2002 (44 USC 3541 et seq.);
- SSA’s “Electronic Information Exchange Security Requirements and Procedures for State and Local Agencies Exchanging Electronic Information with the Social Security Administration”
- IRS Publication 1075;
- Health Information Portability and Accountability Act and HIPAA Security Rule, 45 CFR Part 160 and Subparts A and C of Part 164; and
- National Institute of Standards and Technology guidelines.

In accordance with applicable federal and North Carolina statutes, regulations, standards, and policies, the County shall use appropriate physical and technological security safeguards to prevent re-disclosure of NCDHHS Data, and to protect NCDHHS Data in paper and/or electronic forms during transmission, storage or transport. The County shall use encryption during the data transmission process and shall protect NCDHHS Data on portable computers and devices through the use of applicable encryption and strong authentication procedures and other security controls to make NCDHHS Data unusable and inaccessible by unauthorized individuals.

The County shall monitor County employees’ access to higher-risk NCDHHS Data elements such as Social Security numbers, dates of birth, and FTI. The County shall terminate access privileges to NCDHHS Data of County employees immediately when their employment has been terminated or their job responsibilities no longer require access.

The County shall dispose of paper and equipment containing NCDHHS Data in a secure manner in accordance with applicable law and information security NIST standards. At the request of the Agency, the County shall provide documentation of proper disposal of NCDHHS Data to NCDHHS.

The County shall implement procedures for detecting, investigating, reporting and responding to security incidents involving NCDHHS Data. The County shall implement an Incident Management Plan which will be the source for how to handle incident management involving NCDHHS Data, and the Incident Management Plan will be available to the Agency upon request.

The County shall evaluate and report all losses, misuse, or unauthorized disclosure of NCDHHS Data to the NCDHHS Privacy and Security Office without unreasonable delay. Any expenses incurred as a result of the loss, misuse, or unauthorized disclosure of NCDHHS Data by the County will be the responsibility of the County.

The County shall report any suspected or confirmed privacy or security breach or incident involving the NCDHHS Data to the NCDHHS Office of Privacy and Security via electronic mail and the Office's website: <http://www.ncdhhs.gov/about/administrative-divisions-offices/office-privacy-security>, within 24 hours after the suspected or confirmed breach is first discovered. The County shall report any suspected or confirmed privacy or security breach involving Social Security Administration or Federal Tax Information data to: (i) the NCDHHS Office of Privacy and Security via the online incident reporting tool at the link above, or if after normal business hours, (ii) the NCDHHS Chief Information Security Officer via the phone numbers listed at the link above, **IMMEDIATELY** and within 60 minutes after the suspected or confirmed privacy or security breach is first discovered. The County acknowledges and agrees that it must make immediate reports of any suspected or confirmed breach involving SSA or FTI data in the manner set forth above in order to enable the Agency to fulfill the Agency's obligation to report the suspected or confirmed breach to the SSA or IRS (as applicable) within one hour after it is first discovered.

The County will collaborate and cooperate with the Agency regarding investigation, actions and potential remedies pertaining to any suspected or confirmed privacy or security breach or incident involving NCDHHS Data.

If the County experiences a security breach involving NCDHHS Data, the County will be responsible for providing notification to all affected persons. The County will collaborate and cooperate with the NCDHHS Office of Privacy and Security regarding the content and timing of notification prior to providing the notification. Any and all expenses incurred as a result of any suspected or confirmed security breach involving NCDHHS Data will be the responsibility of the County.

## 7. CONTACTS

The Parties mutually agree that the following named individuals will be designated as points of contact for the MOA on behalf of the Agency and the County:

### **For NCDHHS:**

Pyreddy Reddy Chief Information Security officer N.C. DHHS Privacy and Security Office 695 Palmer Drive Raleigh, NC 27605 Phone: (919) 855-3090 Fax: (919) 733-1524 Email: <a href="mailto:pyreddy.reddy@dhhs.nc.gov">pyreddy.reddy@dhhs.nc.gov</a>	
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### **For County:**

[Name] [Title] [Address] [Phone Number] [Fax Number] [E-Mail]	
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The Parties agree that if there is a change regarding the information in this section, the party making the change will notify the other party in writing of such change.

## 8. LIABILITY AND INDEMNIFICATION

Nothing herein shall be construed as a waiver of the sovereign immunity of the State of North Carolina or the assumption by the State of any liability contrary to the laws and statutes of North Carolina. Each Party shall be responsible for its own liabilities and neither Party shall seek indemnification from the other.

This MOA shall inure to the benefit of and be binding upon the Parties hereto and their respective successors in the event of governmental reorganization pursuant to N.C.G.S. § 143A-6 or other authority.



## **9. MONITORING AND AUDITING**

The IRS, SSA, any other federal agency or the Agency, with advance notice, shall have the right to send its officers and employees into the offices and facilities of the County for inspection of the County's facilities to ensure that adequate safeguards and security measures have been maintained as required by this MOA. Key areas to be inspected include record keeping, secure storage, limited access, disposal, and computer security systems such as those described in IRS Publication 1075. The County and the Agency will work together to correct any deficiencies identified during any internal inspection. The Agency may opt to utilize the County representatives for compliance validation.

The State Auditor shall have access to persons and records as a result of all contracts or grants entered into by State agencies or political subdivisions in accordance with General Statute 147-64.7 and other applicable laws or regulations.

The NC DHHS Privacy and Security Office will conduct privacy and security assessments based on NIST Standards, Federal, State and DHHS Privacy and security requirements,

## **10. DURATION OF AGREEMENT AND MODIFICATION**

This MOA is effective on July 1, 2024, and shall continue for an initial term of 24 months following the effective date, through and including June 30, 2026.

The Parties shall review this MOA as deemed necessary by the Agency, or upon the written request of either the Agency or the County to the other party, or whenever a State or Federal statute is enacted that material affects the substance of this MOA, in order to determine whether it should be revised or renewed, as applicable.

Notwithstanding all other provisions of this MOA, the Parties agree that this MOA may be amended at any time by written mutual consent of both Parties.

## **11. GOVERNING LAW**

The validity of this MOA and any of its terms or provisions, as well as the rights and duties of the parties to this MOA, are governed by the laws of North Carolina. The place of this MOA and all transactions and agreements relating to it, and their situs and forum, shall be Wake County, North Carolina, where all matters, whether sounding in contract or tort, relating to the validity, construction, interpretation, and enforcement shall be determined.

## **12. OTHER PROVISIONS/SEVERABILITY**

Nothing in this MOA is intended to conflict with current federal or state laws or regulations, or any governing policies of the County or the Agency. If any term of this MOA is found by any court or other legal authority, or is agreed by the Parties to be in conflict with any law or regulation governing its subject, the conflicting term shall be considered null and void. The remaining terms and conditions of this MOA shall remain in full force and effect.

## **13. ENTIRE AGREEMENT**

This MOA and any amendments hereto and any documents incorporated specifically by reference represent the entire agreement between the Parties and supersede all prior oral and written statements or agreements.

## **14. TERMINATION**

The Parties may terminate this MOA at any time upon mutual written agreement. In addition, either party may terminate this MOA upon 90 days' advance written notice to the other party. Such unilateral termination will be effective 90 days after the date of the notice or at a later date specified in the notice. In the event this MOA is terminated unilaterally by the County, the Agency will suspend the flow of NCDHHS Data to the County until a superseding written agreement is executed by the Parties.

The Agency may immediately and unilaterally suspend the flow of NCDHHS Data to the County under this MOA, or terminate this MOA, if the Agency, in its sole discretion, determines that the County (including its employees, contractors and agents) has: (i) made an unauthorized use or disclosure of NCDHHS Data; (ii) provided unauthorized access to NCDHHS Information Systems; or (iii) violated or failed to follow the terms and conditions of this MOA.



# 2024-25 & 2025-26 NCDHHS/COUNTY MEMORANDUM OF AGREEMENT PERFORMANCE MEASURES AT-A-GLANCE

## ATTACHMENT I

### PERFORMANCE REQUIREMENTS:

The Standard Measure is the measure set forth in federal or state law, rule or policy that governs the particular program. This is the measure that all counties are ultimately aiming to achieve.

The County Performance Measure is the measure that the county is required to achieve to be in compliance with this MOU. For some programs, the County's Performance Measure will be the same as the Standard Measure. For other programs, the County's Performance Measure may be greater or less than the Standard Measure, dependent upon previous year's performance.

The Report of Performance is the period of time in which a county's response to a particular performance requirement is measured and reported.

### ENERGY PROGRAMS

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, or applications with a health-related crisis with a disconnect, final, or past due notice within one (1) business day from the date of application or date all verification is received, whichever comes first.	The county will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, within one (1) business day from the date of application or date all verification is received, whichever comes first.	Ensure that eligible individuals in a household without a heating or cooling source receive relief as soon as possible. 42 USC §§ 8621-8630 10A NCAC 71V .0200	Monthly
2	The county will process 95% of Crisis Intervention Program (CIP) applications without a health-related crisis that have heat or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first.	The county will process 95% of Crisis Intervention Program (CIP) applications, that have heat or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first.	Ensure that eligible households who are in danger of losing a heating or cooling source receive financial assistance to avert the crisis. 42 USC §§ 8621-8630 10A NCAC 71V .0200	Monthly

## WORK FIRST

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will process 95% of Work First applications within 45 days of receipt.	The county will process 95% of Work First applications within 45 days of receipt.	Ensure that eligible families receive Work First benefits in a timely manner. TANF State Plan FFY 2019-2022 NCGS 108A-31	Monthly
2	The county will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period.	The county will process 95% of Work First recertifications within 60 calendar days prior to the last day of the current certification period.	Ensure that Work First families continue to receive assistance and benefits without unnecessary interruption. TANF State Plan FFY 2019-2022 NCGS 108A-31	Monthly

## FOOD AND NUTRITION SERVICES

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.	The county will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.	Ensure all expedited FNS applications are processed within required timeframes. 7 CFR § 273.2 FNS Manual: Section 315 FNS Administrative Letter 1-2015	Monthly
2	The county will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.	The county will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.	Ensure all regular FNS applications are processed within required timeframes. 7 CFR § 273.2 FNS Manual: Section 315 FNS Administrative Letter1-2015	Monthly
3	The county will ensure that 95% of FNS recertifications are processed on time, each month.	The county will ensure that 95% of FNS recertifications are processed on time, each month.	Ensure that eligible families have their recertification benefits processed in a timely manner without interruption. 7 CFR § 273.14	Monthly

## CHILD WELFARE - FOSTER CARE

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month.	The county will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month.	Ensure the ongoing safety of children and the engagement and well-being of families.  Child and Family Services Improvement Act of 2006 (Public Law 109-288, section 7) amending Section 422(b) of the Social Security Act (42 USC 622(b))	Monthly

## ADULT PROTECTIVE SERVICES (APS)

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.	NCDHHS will work with the county to identify the county's performance measure for FY 22-23 and FY 23-24 based on the county's performance for the preceding state fiscal year	Responding quickly to allegations of adult maltreatment is essential to case decision-making to protect the adult. State law requires that a prompt and thorough evaluation is made of all reports of adult maltreatment.  NCGS 108A-103	Monthly
2	The county will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.	NCDHHS will work with the county to identify the county's performance measure for FY 22-23 and FY 23-24 based on the county's performance for the preceding state fiscal year	Protecting a disabled adult from exploitation is critical to ensuring their safety and well-being. State law requires a prompt and thorough evaluation is made of all reports of adult exploitation.  NCGS 108A-103	Monthly

## SPECIAL ASSISTANCE (SA)

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	The county will process 85% of Special Assistance for the Aged (SAA) applications within 45 calendar days of the application date.	NCDHHS will work with the county to identify the county's performance measure for FY 22-23 and FY 23-24 based on the county's performance for the preceding state fiscal year	Ensure eligible individuals receive supplemental payments to support stable living arrangements.  Timely application processing of SAA benefits is essential to an individual's proper care and treatment.  10A NCAC 71P .0604	Monthly
2	The county will process 85% of Special Assistance for the Disabled (SAD) applications within 60 calendar days of the application date.	NCDHHS will work with the county to identify the county's performance measure for FY 22-23 and FY 23-24 based on the county's performance for the preceding state fiscal year	Ensure eligible individuals receive supplemental payments to support stable living arrangements.  Timely application processing of SAD benefits is essential to an individual's proper care and treatment.  10A NCAC 71P .0604	Monthly

## CHILD SUPPORT SERVICES

	Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1	Percentage of paternities established or acknowledged for children born out of wedlock.	The county paternity establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).	Paternity establishment is an essential component in obtaining and enforcing support orders for children. 45 CFR § 305.33 (b) NCGS 110-129.1	Annual
2	Percentage of child support cases that have a court order establishing support obligations.	The county support order establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).	A court order creates a legal obligation for a noncustodial parent to provide financial support to their children. 45 CFR § 305.33 (d) NCGS 110-129.1	Annual
3	Percentage of current child support paid.	The county current collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	The current collections rate is an indicator for the regular and timely payment of child support obligations. 45 CFR § 305.33 (e) NCGS 110-129.1	Annual
4	Percentage of cases received a payment toward arrears.	The county arrearage collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).	Collection of child support has been shown to reduce child poverty rates and improve child well-being 45 CFR § 305.33 (h) NCGS 110-129.1	Annual



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# 2024-25 & 2025-26 NCDHHS/COUNTY MEMORANDUM OF AGREEMENT PERFORMANCE MEASURES AT-A-GLANCE

Note: These Performance Measures are not subject to corrective action under 108A-74 for MOU 2024-25 and 2026-26

## ATTACHMENT II

### PERFORMANCE REQUIREMENTS:

North Carolina will participate in round four of the Child and Family Services Reviews (CFSR), beginning in Federal Fiscal Year (FFY) 2024 (October 1, 2023). The purpose of these reviews is to determine compliance with Title IV-B and Title IV-E plan requirements, and in doing so, assess the extent to which federally funded child welfare programs function effectively to promote the safety, permanency, and well-being of children and families with whom they have contact.

The overall goals of the reviews are to:

- Ensure conformity with Title IV-B and Title IV-E child welfare requirements using a framework focused on safety, permanency and well-being through seven outcomes and seven systemic factors;
- Determine what is happening to children and families as they are engaged in child welfare services including the legal and judicial processes; and
- Assist state child welfare systems in helping children and families achieve positive outcomes.\*

To this end, the NC Department of Health and Human Services, Division of Social Services is advising counties that since these measures will be included in the Data Review and performance for CFSR Round IV, counties need to continue monitoring and striving to achieve progress toward accomplishing these measures, to ensure that North Carolina can be determined to be in “substantial conformity.” In an effort to assist counties in monitoring and achieving these progress measures, please find the following link to data provided by UNC-CH: <https://ssw.unc.edu/ma>.

*\*Child and Family Services Review Technical Bulletin #12 Announcement of the CFSR Round 4 reviews, August 2020, Section I. Context and Overview of Next Round of CFSR – Round 4, pp 1-3*

Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
1 The county will initiate 95% of all screened-in reports within required time frames	NCDHHS will work with the county to identify the county's performance measure for FY 24-25 and FY 25-26 based on the county's performance for the preceding state fiscal year	Ensure that allegations of abuse, neglect and dependency are initiated timely. The timeframes for initiating an investigation of child maltreatment are defined in state law as, immediately, within 24 hours, or within 72 hours depending on the nature and severity of the alleged maltreatment.  NC General Statutes § 7B-302;  10A NCAC 70A .0105;  NCDHHS Family Services Manual: Vol. 1, Chapter VIII: Child Protective Services, Section 1408 - Investigative & Family Assessments	
2 For all children who were victims of maltreatment during a 12-month period, no more than 9.1% received a subsequent finding of maltreatment	NCDHHS will work with the county to identify the county's performance measure for FY 24-25 and FY 25-26 based on the county's performance for the preceding state fiscal year	Ensure that children who have been substantiated as abused, neglected or dependent are protected from further harm.  National Standards for State Performance on Statewide Data Indicators established by the Children's Bureau to determine conformity with Title IV-B and Title IV-E of the Social Security Act and the Child and Family Services Review.	

## CHILD WELFARE - FOSTER CARE

Standard Measure	County Performance Measure	Rationale and Authority	Report of Performance
3 The county will provide leadership for ensuring that 40.5% of children who enter foster care in a 12-month period are discharged to permanency within 12 months of entering foster care.	DHHS will work with the county to identify the county's performance measure for FY 24-25 and FY 25-26 based on the county's performance for the preceding state fiscal year	Ensure that children in out-of-home placements are able to obtain safe and permanent homes as soon as possible after removal from their home.  National Standards for State Performance on Statewide Data Indicators established by the Children's Bureau to determine conformity with Title IV-B and Title IV-E of the Social Security Act and the Child and Family Services Review.	
4 The county will provide leadership for ensuring that, of children who enter foster care in a 12-month period who were discharged within 12 months to reunification, kinship care, or guardianship, no more than 8.3% re-enter foster care within 12 months of their discharge.	DHHS will work with the county to identify the county's performance measure for FY 24-25 and FY 25-26 based on the county's performance for the preceding state fiscal year	Ensure that children exiting foster care are in stable homes so that they do not re-enter foster care.  CFSR: Safety Outcome 1: Children are, first and foremost, protected from abuse and neglect.  National Standards for State Performance on Statewide Data Indicators established by the Children's Bureau to determine conformity with Title IV-B and Title IV-E of the Social Security Act and the Child and Family Services Review.	
5 The county will provide leadership for ensuring that, of all children who enter foster care in a 12-month period in the county, the rate of placement moves per 1,000 days of foster care will not exceed 4.1%.	DHHS will work with the county to identify the county's performance measure for FY 24-25 and FY 25-26 based on the county's performance for the preceding state fiscal year	Ensure that children who are removed from their homes experience stability while they are in foster care.  CFSR: Permanency Outcome 1: Children have permanency and stability in their living situations.  National Standards for State Performance on Statewide Data Indicators established by the Children's Bureau to determine conformity with Title IV-B and IV-E of the Social Security Act and the Child and Family Services Review.	



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