

REAL COLORADO

An initiative of Colorado Counties, Inc.
Health and Human Services Steering Committee

Responsive, Efficient, Accountable human services system delivered through Local-State Partnership

Status Quo is Not Sustainable

- Increased demand; decreased funding
- Un-funded mandates, maintenance of effort and administrative requirements
- Regulatory focus on compliance rather than outcomes
- Ineffective reporting requirements and redundant audits
- Policy decisions are made without input from counties
- Legislation creates added burdens without improving outcomes
- Data systems and staffing levels are inadequate

REAL Vision

Responsive, **E**fficient, **A**ccountable human services system delivered through **L**ocal-State Partnership

- **R**esponsive
- **E**fficient
- **A**ccountable
- **L**ocal-State Partnership

Let's Get REAL

- Decisions based on data and measurable outcomes
- Reducing unnecessary and un-funded mandates
- Streamlining processes
- Maintaining funding flexibility
- Fiscal responsibility and efficiency
- Transparent planning and reporting
- Culture change among state and local governments
- Education and communication with stakeholders

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What Are We Seeking?

Local Control

+

Funding Flexibility

+

Mandate Relief

+

Administrative Simplification

+

Performance Accountability

=

**Strategically Reformed Health and Human Services System +
Improved Outcomes for Colorado Families**

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Key Players in Strategic Reform



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REAL Successes To-Date

- REAL Materials Developed
- Executive Order 2011-005
- State Review of Rules/Agency Letters
- State Staff Committed to REAL Funding Analysis
- Legislators Using REAL Bookmark

System Improvements

- Unanimous passage of House Bill 1196: Front-end prevention services to families before children are at imminent risk of removal
- Passage of SB 124: Preserved TANF reserves to allow counties to serve more families
- Strengthened Partnerships with State Partners, Casey Family Programs, Advocacy Groups

Mandate Reform

- Is the mandate a **federal requirement, state law, or rule?**
- Is it linked to funding and if so, **are the funds adequate** to meet the mandate?
- Does the mandate **lead to desired results** (outcomes) or just create make work?
- Are there **administrative efficiencies** to be gained by changing the mandate?
- Will changing the mandate have **a significant impact on county government or human service clients?**

MANDATE MATRIX EXAMPLE- CHILD WELFARE

Mandate	Federal/State Rule	Outcome/Result	Impact on Counties	Recommendation
<p>NCFAS This assessment form is required only by rule and no data or information about the assessment or changes has ever been communicated to counties or statewide to assess families in our system.</p>	State Rule	There is no link between completing the NCFAS and desired child welfare outcomes nor case management decisions.	This is a make work form that is out-dated and is not used to make any decisions. It is incredibly time consuming and data from the tool has not been produced in years. The tool may have been useful 10 years ago but practice changes and tools address the same issues.	<p>Recommendation: Review the evidence regarding the continued county use of the NCFAS in its present form. Determine if it should be discontinued or modified without degrading quality of child welfare interventions. Consider reducing the domains to those that are useful, specifically the 6th and 7th domains are not very helpful. Or continue use but eliminate requirement. It is used on occasion, esp. for case closure decisions.</p>
NCFAS	State Rule		The requirement for the NCFAS to be completed before the 3A can be difficult if the disposition is set before the 60 day deadline for the NCFAS.	<p>Recommendation: If the NCFAS is to continue, a recommendation would be that the initial NCFAS be due with the first 90 day review to allow the caseworker ample time to gather all information to complete it accurately.</p>
<p>Timing of Medical & Dental Appointments The time frames for children entering care to have an initial medical and dental appointment scheduled was set by the State and is not a Federal time frame.</p>	7.708.41D	There is no link to having a short time frame and safety of children.	Counties are consistently found to be out of compliance with this arbitrary deadline. If there is a medical or dental emergency, children are taken in for medical or dental care.	<p>Recommendations: Adjust the time frames or eliminate requirement and consider offering exceptions for children who have been assessed and do not need treatment. Note: The appointment must be scheduled within 10 days. Adjust the time frame but cannot eliminate this due to the CFSR. It is important to have medical checkups.</p>

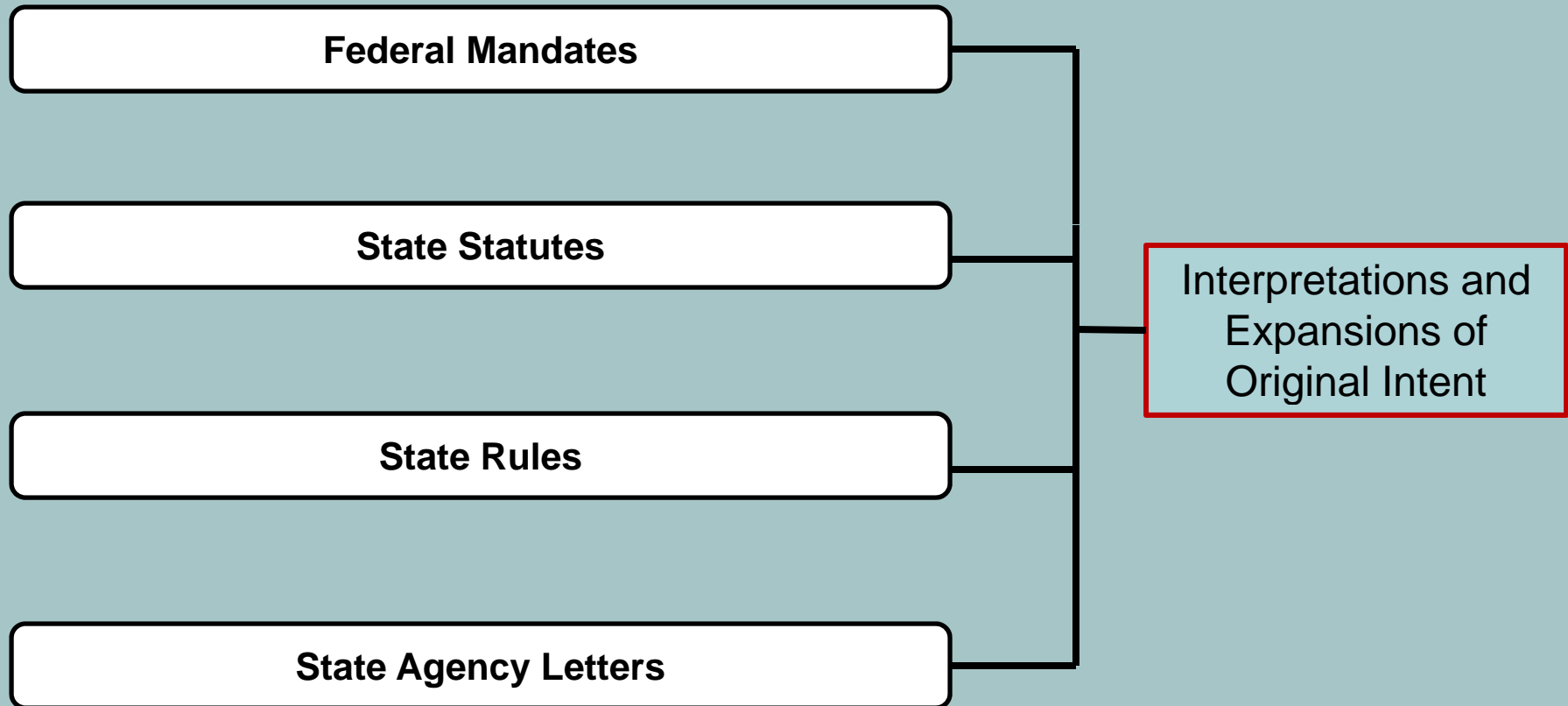
MANDATE MATRIX EXAMPLE- PUBLIC ASSISTANCE

Mandate	Federal/State Rule	Outcome/Result	Impact on Counties	Recommendation
<p>Citizenship Verification HCPF Rule 8.100.53 states, "To be eligible to receive medical assistance, an eligible person shall: 1. Be a citizen or national of the United State, the District of Columbia, Puerto Rico, Guam, . . ." Section A2 of this rule goes on to say, "For determinations of initial eligibility and re-determinations of eligibility for medical assistance made on or after July 1, 2006, provide satisfactory documentary evidence of citizenship or nationality and identity . . ." In summary, Medicaid applicants must provide proof of citizenship to qualify. This generally requires presentation of a certified birth certificate issued by the Bureau of Vital Statistics at the Colorado Department of Health & Environment.</p>	<p>HCPF Rule 8.100.53</p>	<p>Delays in processing applications for clients and county staff.</p>	<p>Obtaining birth certificates for all applicant household members is a physical hardship and expensive for low-income families. County staff must wait to receive documents that could be pulled up electronically on a read-only basis.</p>	<p>Recommendation: An alternative is to create an interface between the county systems and the Vital Statistics database. This has been done in several states. Through this method, counties can verify citizenship for many applicants online. This saves time, money, and work. HCPF offered counties the opportunity to be part of a pilot interface project with Vital Statistics twice over the past few years. The first such offer was accompanied by a concomitant offer from the Colorado Health Foundation to fund the pilot. On each occasion there was no follow up by HCPF and no pilot. Medicaid applicants continue to have to go to a Vital Statistics site, pay for each birth certificate, and present those birth certificates to a county human services worker.</p>

REAL Opportunities

- Removing State's 45-day IV-E determination deadline. Artificial deadline results in loss of significant federal child welfare IV-E funds.
- Reviewing state requirement to conduct redundant diligent searches for adoptable children, beyond federal requirement
- Removing requirement for needless subsidy forms that are not needed to sustain adoption subsidies
- Streamlining timeframes for eligibility determinations and re-determinations for entitlement benefits

Levels of Mandate Review



Phases of Mandate Reform

Phase I

Review of Federal Program Requirements & Funding Streams

90-120 Days

Survey of Federal Mandates

CDHS Review of Program Mandates

Due Date 6/2011

CHSDA & Sub-PAC Program Mandate Review

Phase II

Mandate Reform

Quick Opportunities & Long-Term Opportunities

State Statutes – Fall 2011 before legislative session and thereafter 3- 5 Years

State Rule – Present and ongoing through Joint Workgroups

NACO – Conference 2012

Phases of Mandate Reform

Phase III

Ongoing State Board of Human Services and State Legislature Mandate Reviews

Legislative and State Board of Human Services reviews of existing statutes and rules, as well as, proposed bills or rules should answer basic questions such as:

- Is it relevant?
- Does it meet legislative intent?
- Does the cost of the proposed or existing rule exceeds its benefits?
- Is the process for meeting the rule's mandate is ineffective or inefficient?
- Is it not adequately funded, therefore not adequately implemented?

What's Next?

- Mandate and Funding Analysis
- Summer Outreach Presentations: MACC, State Board of Human Services, etc.
- Request for Steering Committees to Adopt REAL and Include in CCI Policy Statements
- Revisions of Request for NACO Platform Change