



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN G. OSBORNE • Assistant Secretary for County Operations

March 3, 2021

Greetings,

Thanks to all of you who have worked with us and provided feedback during the pilot phase of the Rylan's Law Dashboard. We have received positive feedback about the dashboard, which has been active on the DSS Director's SharePoint site since October 2020. Thanks to your input, we have identified some enhancements and improvements to the dashboard that we think would be good to make prior to the dashboard going live on the public DHHS website, which was previously planned for March 2021.

The changes that are being worked on are summarized below, but we are now planning to extend the pilot to July 2021 and are tentatively planning to go live on the public DHHS website at that time. This will give us more time to make changes, for you to provide feedback, and will give us 6 months' worth of data to show under the current MOU.

We also recognize that NCFast latency issues and errors have been a significant hinderance to counties' ability to work efficiently and effectively during 2021 and that those issues are currently ongoing. When there are significant state systems issues beyond your control that impact your ability to meet MOU performance metrics, we are committed to both reflecting that in the dashboard data for all impacted metrics and not counting the impacted performance measures against your performance in relation to the MOU.

**Summary of upcoming changes and enhancements to the Rylan's Law Dashboard:**

**Profile Pages - New Context Measures/Visuals**

**Aging and Adult**

- Total APS cases
- Total Mistreatment cases vs. No Mistreatment cases
- Mistreatment cases by mistreatment type - Self Neglect, Caretaker Neglect, Exploitation of Assets, Exploitation of the Person, Abuse
- Mistreatment cases by number of types of mistreatment - one, more than one
- Substantiated cases vs. Unsubstantiated cases

**Child Support**

- Cases under Order by Case Type
- Payments by Pay Source
- Unemployment rate

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

www.ncdhhs.gov • TEL: 919-527-6335 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

#### Child Welfare

- No new context measures (Existing context measures: End of Month Foster Care Counts, Entry Rates to Foster Care)

#### Food and Nutrition Services

- Households receiving FNS
- Unemployment rate
- Existing context measure: Total disposed FNS applications

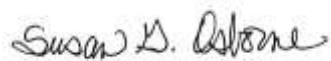
#### Work First

- Households receiving WF cash assistance
- Total WF cash assistance applications
- Unemployment rate

#### **Comparison Pages - Drilldown Enhancements** (applies to all service areas)

1. On the main Comparison page- map showing counties in/out of Comparison Group as the user makes filter selections, along with numerical indicators displaying the number of counties in/out of the group
2. Drilldown pages for both 'Primary County' and 'Comparison County' for each performance measure that allows users to see monthly performance data with filters to select a specific range of months
3. Drilldown page for 'Comparison County' for each performance measure that allows users to compare monthly performance of the comparison county against the primary county
4. Drilldown page for 'Comparison Group' for each performance measure that allows users to compare monthly performance of the group of counties against the primary county
5. Drilldown page for 'Comparison Group' for each performance measure with a visual showing the performance measure data by each county in the Comparison Group

Respectfully,



Susan G. Osborne

Assistant Secretary for County Operations

Rob Morrell



Director Human Services Business Information and Analytics