

GENERAL ASSEMBLY OF NORTH CAROLINA

SESSION 1989

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HOUSE BILL 1091

Short Title: Single Portal Pilot/Funds.

(Public)

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Sponsors: Representatives J. Crawford; and Gardner.

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Referred to: Human Resources.

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April 7, 1989

A BILL TO BE ENTITLED

1 AN ACT TO APPROPRIATE FUNDS TO ESTABLISH SINGLE PORTAL OF  
2 ENTRY HUMAN SERVICE DELIVERY SYSTEM PILOT PROJECTS IN  
3 CERTAIN AREAS OF THE STATE.  
4

5 The General Assembly of North Carolina enacts:

6 Section 1. Single Portal of Entry; definition.

7 "Single Portal of Entry Human Service Delivery System" means a system  
8 designed to integrate otherwise independent agencies and facilities into a unified and  
9 coordinated system wherein a client can make one application and be assured of  
10 consideration for all the services, whether local, regional, or State, which are available  
11 to address the client's individual needs.

12 Sec. 2. Single Portal of Entry; pilot projects.

13 Five Single Portal of Entry Human Service Delivery Pilot projects shall be  
14 established to be administered by the Office of the Secretary, Department of Human  
15 Resources. County and local units of government selected as pilot projects shall  
16 develop plans for the implementation of Single Portal of Entry Human Service Delivery  
17 Systems that may include one or more of the following:

18 (1) The development of single application and intake systems to be used  
19 by all agencies providing human services. Systems may address,  
20 within the constraints of federal and State information and eligibility  
21 requirements, the combination of and the design of application and  
22 intake forms;

23 (2) The development of centralized case management systems to assure  
24 that human service clients access all services, for which they are

1 eligible, through contact with one individual or agency, and the clients  
2 case is managed completely by one individual or agency;

3 (3) The development of a common data base. The design of the data base  
4 should allow access by service delivery personal to all non-  
5 confidential client data, or be designed in such a way as to provide a  
6 preliminary determination of eligibility without divulging confidential  
7 information;

8 (4) The development of a single intake process, either centralized in one  
9 stand-alone agency or decentralized throughout the system of services;

10 (5) The development of information and referral services to assist clients  
11 in locating appropriate services;

12 (6) The development of a plan to co-locate or provide focal points for  
13 location of Human Service Agencies; and

14 (7) The restructuring of local government authority and oversight to  
15 facilitate the coordinated planning, budgeting and delivery of human  
16 services.

17 Sec. 3. Utilization of nonprofit human service agencies.

18 All pilot projects shall, to the fullest extent possible, incorporate the services  
19 provided by private nonprofit human services agencies into the single portal of entry  
20 service delivery plans.

21 Sec. 4. Single Portal Plans.

22 The counties selected to develop plans shall provide detailed, comprehensive  
23 information regarding the design of the project, the projected cost of project  
24 implementation, the projected utilization of funding currently appropriated for agency  
25 administration, the projected utilization of the services provided by private nonprofit  
26 human service agencies, the projected fiscal impact of the project, and the projected  
27 benefits to the client and local and State government.

28 Sec. 5. Project Steering Committee; appointments.

29 There is established in the Department of Human Resources, Office of the  
30 Secretary, a Single Portal of Entry Pilot Project Steering Committee. The Secretary of  
31 the Department of Human Resources shall appoint members of the Committee, to  
32 include:

33 (1) A representative from the County Commissioners Association;

34 (2) A representative from United Way of North Carolina;

35 (3) Representatives from other interested non-State agencies and  
36 organizations;

37 (4) Representatives from agencies of the Department of Human  
38 Resources; and

39 (5) Other interested parties as determined by the Secretary.

40 No legislators currently serving in the General Assembly may be appointed.

41 The Secretary of Human Resources or his designee shall serve as chair of the  
42 steering committee.

43 Sec. 6. Steering Committee; duties.

44 The Single Portal of Entry Steering Committee shall devise:

- 1 (1) The final application procedure for those seeking to be considered for  
2 funding;
- 3 (2) The criteria for the development of the plan;
- 4 (3) The selection criteria for pilot projects;
- 5 (4) The time table for project development and planning reports; and
- 6 (5) The criteria for the evaluation of the projected results of the pilot  
7 projects.

8 Sec. 7. Pilot projects; selection.

9 (a) Single Portal of Entry Pilot Projects shall be selected given the following  
10 consideration:

- 11 (1) At least one project selected shall be from a rural area of the State;
- 12 (2) At least one project selected shall be from one urban area of the State;
- 13 (3) All projects should be selected giving consideration to the various  
14 methods of service delivery detailed in Section 2 of this act.
- 15 (4) At least one project should be conducted in an area of the State having  
16 a multi-county health or mental health authority; and
- 17 (5) At least one project should be conducted in an area of the State  
18 governed by a multi-county authority.
- 19 (6) Each project selected must have the approval of the county  
20 commission, the area mental health authority, the area board of health,  
21 and the county department of social services.

22 Sec. 8. Local government; powers and duties.

23 (a) For the purposes of planning and implementing Single Portal of Entry Service  
24 Delivery Pilot Projects, units of local government shall have the authority to consolidate  
25 or restructure single county local governing and oversight boards, commissions, and  
26 authorities. In this case the Single Portal of Entry Human Service Delivery Project  
27 oversight authority shall be vested in no less than one oversight authority to be separate  
28 from local government authorities.

29 (b) In the event that the Single Portal of Entry plan calls for a consolidated or  
30 restructured oversight authority, the authority shall be appointed by the county  
31 commissioners. In making such appointments, the county commission may consider  
32 members of the boards that are to be consolidated or restructured.

33 Sec. 9. Reporting.

34 The Single Portal of Entry Steering Committee shall report quarterly to the  
35 Joint Legislative Commission on Governmental Operations.

36 Sec. 10. Pilot projects; implementation.

37 Projects may be implemented upon completion of the pilot project plan  
38 provided that:

- 39 (1) The plan has been reviewed and approved by the Project Steering  
40 Committee;
- 41 (2) The plan has been reviewed and approved by the Joint Legislative  
42 Commission on Governmental Operations;
- 43 (3) The plan has been reviewed and approved by all local agencies and  
44 authorities; and

1           (4) Funds are available.

2           Sec. 11. There is appropriated from the General Fund to the Department of  
3 Human Resources, Office of the Secretary, the sum of three hundred thousand dollars  
4 (\$300,000) for the 1989-90 fiscal year and the sum of three hundred thousand dollars  
5 (\$300,000) for the 1990-91 fiscal year, for the planning and implementation of five Pilot  
6 Single Portal of Entry Human Service Delivery Projects.

7           Sec. 12. This act shall become effective July 1, 1989.