

# State-County Human Services Results Accountability & Service Delivery Redesign

The 2009 legislature passed provisions intended to achieve a more efficient and effective human services delivery system for the entire state. AMC supported this language as an alternative to the governor's proposal to create fifteen regional human service authorities. The legislation as passed is consistent with the AMC Redesign principles of Governance, Flexibility, and Transparency.

**The State-County Results, Accountability and Service Delivery Redesign creates opportunities for counties to reorganize and reform county human services.** Based on an award-winning approach implemented in the state of Iowa, the legislation provides a framework to move Minnesota from a traditional bureaucracy to a transformed human services system.

## Key Elements of the Human Services Redesign:

- Creates a process and three-year timeline to develop statewide performance measures across all human service program areas. Counties, DHS, and advocacy organizations serve on a steering committee to identify/develop these measures. All counties will be required to meet these performance measures.
- Establishes a timetable for counties to develop improvement plans and remedies for counties that do not meet performance standards.
- Authorizes a variety of local service delivery models (Service Delivery Authorities or SDAs) to enhance counties' ability to provide efficient and effective services.
- Creates a council of county, DHS, and legislative representatives to advise the Minnesota Commissioner of Human Services regarding Service Delivery Authorities, provide input on best practices for service delivery, and recommend waivers from mandates to foster innovation and improved results.

This legislation allows counties to utilize already existing models of community partnerships, build on innovations, and streamline the system to best serve communities, clients, and taxpayers.



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Jim Chrisinger, now a consultant with Public Strategies Group, oversaw a major consolidation when he was a top-level manager in Iowa. He believes, as do a number of other students of consolidation, that ***leaders often make the mistake of looking at the move as an end in itself, motivated by the urge to save budget dollars. But if saving money is the sole goal, trouble often follows.***

Organizers can easily lose sight of the end-customers and the desired results.

***"Moving the boxes around is the last thing you do, not the first thing," he says, "The first thing you have to think about is the results you're trying to produce, and for whom."***

*Coming Together, Breaking Apart*, By Katherine Barrett & Richard Greene, March 2009, Governing Magazine ([www.Governing.com](http://www.Governing.com))