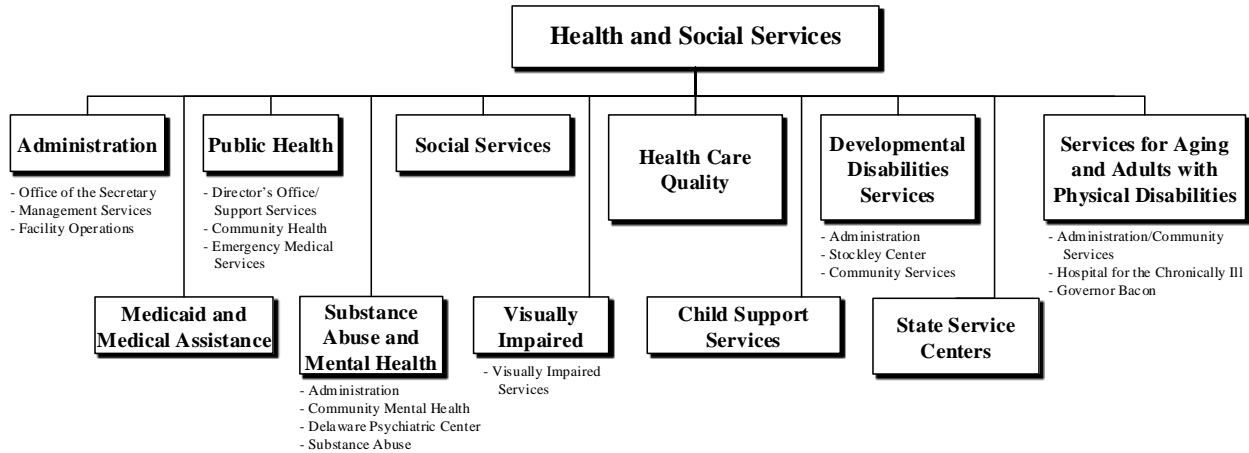
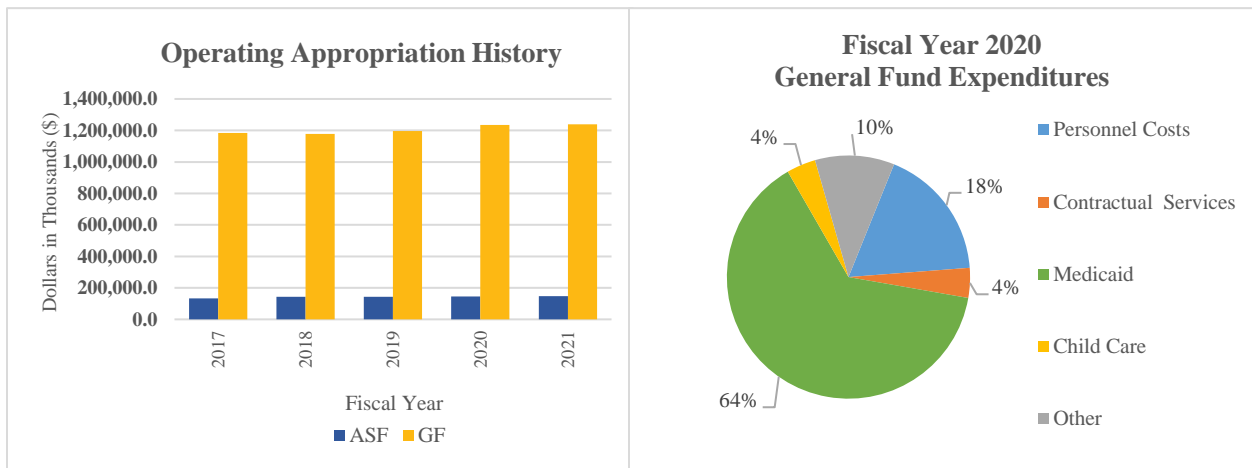


Health and Social Services



At a Glance

- Promote health and well-being by increasing access to mental and physical health care; promote preventive behaviors that can improve health status; and advance a public health agenda that promotes healthy lifestyles and healthy outcomes;
- Foster self-sufficiency by: reducing dependency among low-income populations and those at risk for welfare dependency; providing family support to increase the earning potential of single parents; and providing community-based care and an appropriate continuum of services for individuals with disabilities, mental health and substance abuse issues, and the elderly; and
- Protect vulnerable populations by ensuring the quality of care, safety and security of individuals in long-term care facilities, residential programs and day services.



Health and Social Services



Overview

The Department of Health and Social Services (DHSS) plays a major role in meeting the basic needs of Delaware families and individuals. This is recognized by the department's mission to improve the quality of life for Delaware's residents by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations. There are 11 divisions within DHSS that help achieve its mission: Administration; Medicaid and Medical Assistance; Public Health; Substance Abuse and Mental Health; Social Services; Visually Impaired; Health Care Quality; Child Support Services; Developmental Disabilities Services; State Service Centers; and Services for Aging and Adults with Physical Disabilities.

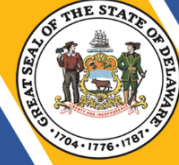
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

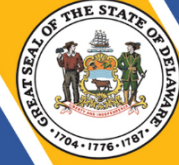
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
35-01-10	<i>Office of the Secretary</i>			
	# of Delawareans enrolled in the Marketplace with reinsurance program in effect	23,937	23,987	24,037
	# of Primary Care Practitioners receiving Federal State Loan Repayment award	14	13	13
	# of DIMER students attending a residency program in Delaware	5	5	5
	<i>*New performance measure.</i>			
35-01-20	<i>Management Services</i>			
	# of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications	691	850	1000

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IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
35-01-30	Facility Operations			
	# of work orders open past 30 days (average)	4	5	6
	% of preventative maintenance activities per schedule	15	15	20
35-02-01	Medicaid and Medical Assistance			
	% of MCO spending in value based purchasing arrangement	38	50	60
	Comprehensive Diabetes Care - National Healthcare Effectiveness Data and Information Set Measure	43	44	45
	<i>*New performance measure.</i>			
35-05-10	Director's Office/Support Services			
	# of annual all drug overdose deaths	432	428	424
	Infant Mortality disparity ratio (5 year average)	2.9	2.9	2.8
35-05-20	Community Health			
	% of tobacco use by Delawareans 18 years and older*	21.7	21.4	21.4
	% of diabetes prevalence	11.9	12.8	12.8
	% of adults who are obese	33.5	34.4	34.4
	% of adolescents ages 12 through 17 who are physically active at least 60 minutes per day**	12.3	11.6	12.0
	% of children ages 6 through 11 who are physically active at least 60 minutes per day**	18.2	33.0	33.0
	<i>*Fiscal Year 2019 actual uses Behavioral Risk Factor Surveillance System (BRFSS) Calendar Year 2018 Data. Fiscal Year 2020 Budget uses BRFSS Calendar Year 2019 data.</i>			
	<i>**Fiscal Year 2019 data from the 2017-2018 National Survey of Children's Health.</i>			
	<i>**Fiscal Year 2020 actual data from the 2017 National Survey of Children's Health.</i>			
	<i>**Fiscal Year 2021 actual data from the 2018 National Survey of Children's Health.</i>			

Health and Social Services



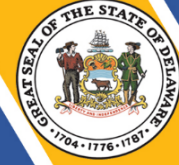
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
35-05-30	<i>Emergency Medical Services</i>			
	% of paramedic responses less than eight minutes for the most serious categories of calls	56	58	58
	% of automated external defibrillator usage prior to advanced life support arrival	79	79	79
35-06-10	<i>Administration</i>			
	Total number of referrals sent in the Delaware Treatment and Referral Network (DTRN)*	31,492	30,000	30,000
	<i>*DTRN was in use for 9 months in Fiscal Year 2019 vs. 12 months in Fiscal Year 2020.</i>			
35-06-20	<i>Community Mental Health</i>			
	% of PROMISE clients with recovery plans*	99	86	86
	<i>*Federal assurance standard for PROMISE clients is 86 percent, set by the Centers for Medicare and Medicaid Services.</i>			
35-06-30	<i>Delaware Psychiatric Center</i>			
	# of clients (daily average)	112	110	110
35-06-40	<i>Substance Abuse</i>			
	% of sober living beds utilized by clients in continuing treatment	53	88	88
35-07-01	<i>Social Services</i>			
	\$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average)	12.31	12.45	12.50
	% of TANF participation rate in work training programs	24.5	25	26
	SNAP Application Timeliness	98.2	98.0	100.0

Health and Social Services



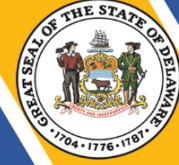
IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
35-08-01	<i>Visually Impaired Services</i>			
	# of registry participants	3,588	3,695	3,806
	Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions)	1.4	1.55	1.7
	# of customers served by Vocational Rehabilitation	260	268	276
	# of customers served by education program (birth-21)*	280	289	298
	# of customers served by independent living and older blind programs**	332	353	375
	<p><i>*Referrals are expected to increase due to the expansion of eligibility requirements.</i></p> <p><i>**Caseloads are expected to decrease because of technical assistance for timely closing of cases. Future projections based on national and local growth trends in the 65+ population.</i></p>			
35-09-01	<i>Health Care Quality</i>			
	% of long term care survey reports issued within 10 days of exit	95	90	95
	% of long term care post-survey meetings completed	88	95	95
	% of health facilities survey reports issued to non-deemed providers within 10 days of exit	100	95	95
	% of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals	100	95	95

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IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
35-10-01	Child Support Services			
	% of paternity establishment	85.1	87.1	89.1
	\$ child support collection (millions)	96.8	96.8	96.8
	% of payments sent to clients electronically	91.3	93.3	95.3
	# of new support orders established	764	779	795
35-11-10	Administration			
	% of continuing providers in compliance with the Developmental Disabilities Services certification standards and state licensing regulations: Residential providers Day service agencies	98	97 100	98
	*Starting in FY 22 Residential Providers and Day Service Agencies are consolidated into one combined measure.			
35-11-20	Stockley Center			
	% of Plans of Care in which services facilitate progress toward individuals achieving personal goals	95	94	98
35-11-30	Community Services			
	% of participants whose services were delivered in accordance with their plans of care with regard to scope, frequency and amount/ duration of those services	95	96	96
35-12-30	State Service Centers			
	# of state service center client visits	569,603	626,563	657,891

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IPU	Performance Measure Name	Fiscal Year 2020 Actual	Fiscal Year 2021 Budget	Fiscal Year 2022 Governor's Recommended
	# of clients accessing emergency food	91,323	117,201	107,000
	# of Volunteer Delaware 50+ volunteers	2,449	2250	2,400
	# of Volunteer Delaware 50+ volunteer hours	211,679	203,700	208,000
	# of volunteer service years	103	82	109
35-14-01	<i>Administration/Community Services</i>			
	# of unduplicated community nutrition services provided	12,876	14,472	13,567
	# of Personal Attendant Services	249	329	400
	# of community care services provided (Personal Care and Respite Care)	956	956	956
	# of Aging and Disability Resource Center contacts by phone	19,648	20,218	20,703
35-14-20	<i>Hospital for the Chronically Ill</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	96	97.5	98.9
35-14-40	<i>Governor Bacon</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	98	N/A	N/A