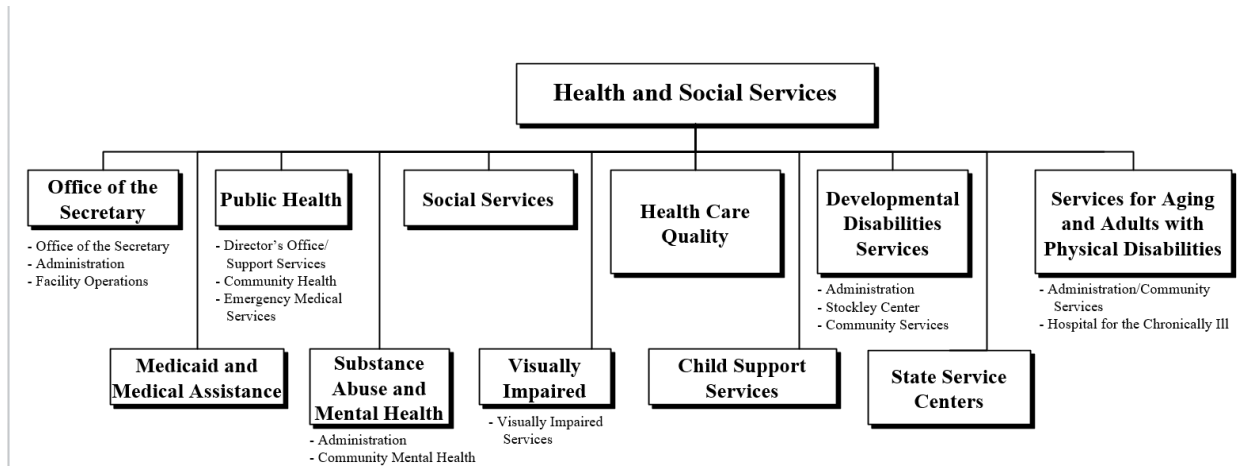
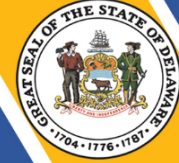
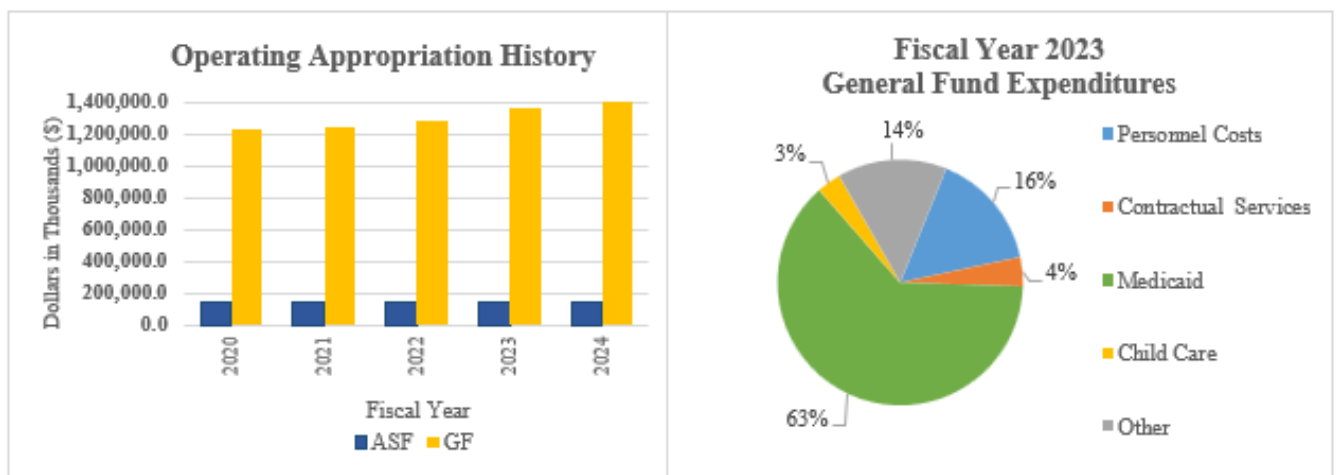


Health and Social Services



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.

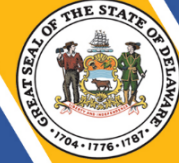
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

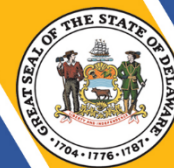
IPU	Performance Measure Name	Fiscal Year 2023 Actual	Fiscal Year 2024 Budget	Fiscal Year 2025 Governor's Recommended
35-01-10	<i>Office of the Secretary</i>			
	# of Delawareans enrolled in the Health Insurance Marketplace with reinsurance program in effect (Delaware enrollment volume) *	32,479	34,516	34,753
	# of Primary Care Practitioners receiving Federal State Loan Repayment award	2	4	5
	<i>* Represents enrollment during a Plan Year</i>			
35-01-20	<i>Administration</i>			
	# of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications*	189	450	500
	<i>* Performance results have been impacted by COVID-19</i>			
35-01-30	<i>Facility Operations</i>			
	# of work orders open past 30 days (average)	3.5	5	5
	% of preventative maintenance activities per schedule	96.7%	95.0%	95.0%

Health and Social Services



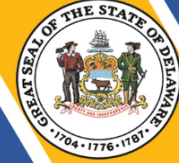
35-02-01 Medicaid and Medical Assistance				
% of Managed Care Organization (MCO) spending in value-based purchasing arrangement*	60%	60%	70%	
% of Comprehensive Diabetes Care - National Healthcare Effectiveness Data and Information Set Measure**	54	54	56	
* Performance measures are based on calendar year and projected goals.				
** HEDIS is based on CY data.				
35-05-10 Director's Office/Support Services				
# of annual all drug overdose deaths*	537	564	550	
Infant Mortality disparity ratio (5-year average)	3	3	3	
*FY 23 Actual pending release of report by Division of Forensic Service (DFS).				
35-05-20 Community Health				
% of tobacco use by Delawareans 18 years and older	18.5%	17.5%	16.5%	
% of diabetes prevalence	12.4%	11.9%	11.4%	
% of adults who are obese	33.0%	32.0%	31.0%	
% of adolescents ages 12 through 17 who are physically active at least 60 minutes per day	16.0%	16.0%	17.0%	
% of children ages 6 through 11 who are physically active at least 60 minutes per day	25.5%	29.7%	30.0%	
35-05-30 Emergency Medical Services				
% of paramedic responses less than eight minutes for the most serious categories of calls	53%	54%	54%	
% of automated external defibrillator usage prior to advanced life support arrival	75%	78%	78%	

Health and Social Services



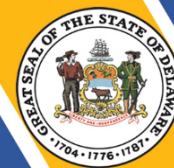
35-06-10 Administration				
	# of referrals sent in the Delaware Treatment and Referral Network (DTRN)	35,418	35,418	35,418
35-06-20 Community Mental Health				
	% of PROMISE clients with recovery plans*	99%	86%	86%
	*Federal assurance standard for PROMISE clients is 86 percent, set by the Centers for Medicare and Medicaid Services.			
35-06-30 Delaware Psychiatric Center				
	# of clients (daily average)	85	85	85
35-06-40 Substance Abuse				
	% of sober living beds utilized by clients in continuing treatment *	60%	60%	60%
	* Performance results have been impacted by COVID-19			
35-07-01 Social Services				
	\$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average)	\$16.15	\$16.16	\$16.25
	% of TANF participation rate in work training programs	16.2%	17.0%	20.0%
	% of SNAP Application Timeliness	91%	92%	93%
35-08-01 Visually Impaired Services				
	# of registry participants*	3440	3490	3540
	Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions)**	1.62	1.66	1.71
	# of customers served by Vocational Rehabilitation ***	223	230	240
	# of customers served by education program (birth-21)	290	300	310

Health and Social Services



	# of customers served by independent living and older blind programs***	357	370	385
<p>* Pandemic had impact on consumer willingness to pursue services (esp. 55+) and enrollments. Recovery is projected to be slow and steady until pandemic anxieties are lessened. **BEP suffered huge losses in sales since pandemic began because of virtual and hybrid work. Recovery has been slow. DVI is exploring new sites and locations. ***VR consumers were reluctant to seek work because of pandemic related issues such as fear and enhanced government benefits.</p>				
35-09-01	Health Care Quality			
	% of long-term care survey reports issued within 10 days of exit	100%	100%	100%
	% of long-term care post-survey meetings completed	34%	50%	75%
	% of health facilities survey reports issued to non-deemed providers within 10 days of exit	100%	100%	100%
	% of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals	26%	50%	75%
35-10-01	Child Support Services			
	% of paternity establishment	89.7%	90.0%	90.0%
	\$ child support collection (millions)	\$79.8	\$81.4	\$83.0
	# of new support orders established	438	469	500
35-11-10	Administration			
	% of Plans of Care in which services facilitate progress toward individuals achieving personal goals	98%	98%	98%
35-11-20	Stockley Center			
	% of Plans of Care in which services facilitate progress toward individuals achieving personal goals*	70%	95%	95%
* Performance results have been impacted by COVID-19				

Health and Social Services



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	82%	93%	93%
35-12-30	State Service Centers			
	# of state service center client visits	604,837	800,000	800,000
	# of clients accessing emergency food	82,352	67,220	67,220
	# of Volunteer Delaware 50+ volunteer hours	2,000	2,200	2,000
	# of volunteer service years	115	115	115
	# of individuals and families in crisis, assisted with rent, utilities, fuel and emergency shelter through Emergency Assistance Services (EAS)*	5,242	5,200	5,200
	<i>* New Performance Measure</i>			
35-14-01	Administration/Community Services			
	Healthy Aging Program Participation*	1093	1237	1855
	Personal Attendant Services Recipients*	350	430	705
	PC/Respite Waitlist Count*	786	429	390
	Overall WL removals-accepted services*	640	757	824
	Overall WL removals-DSHPP*	222	392	651
	<i>* New Performance Measure</i>			
35-14-20	Hospital for the Chronically Ill			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	90.36%	92.88%	94.14%
	% of residents given at least one Covid vaccine*	93.02%	92.20%	92.61%
	<i>* New Performance Measure</i>			