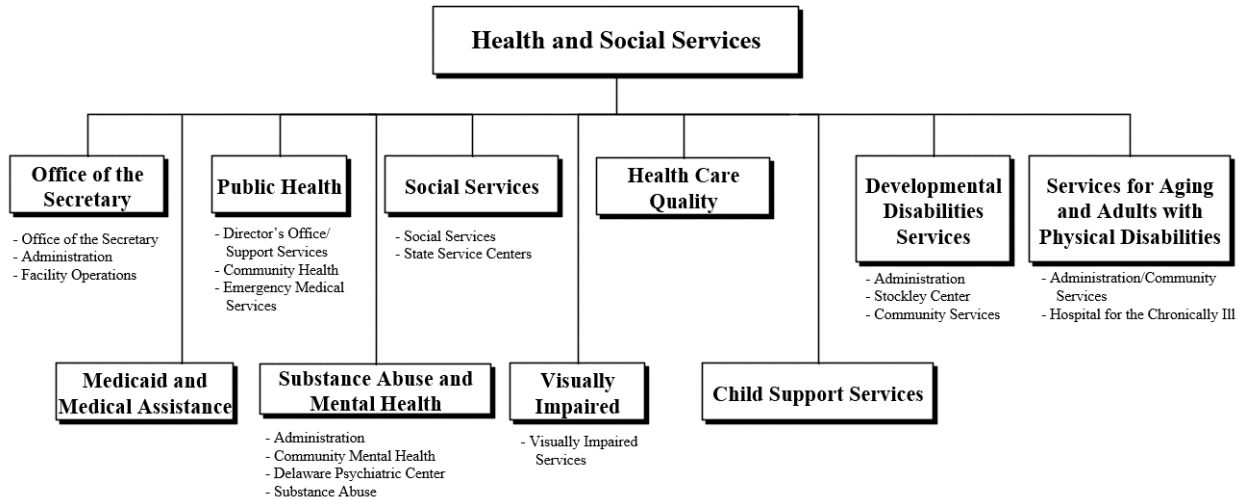
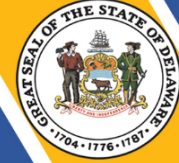
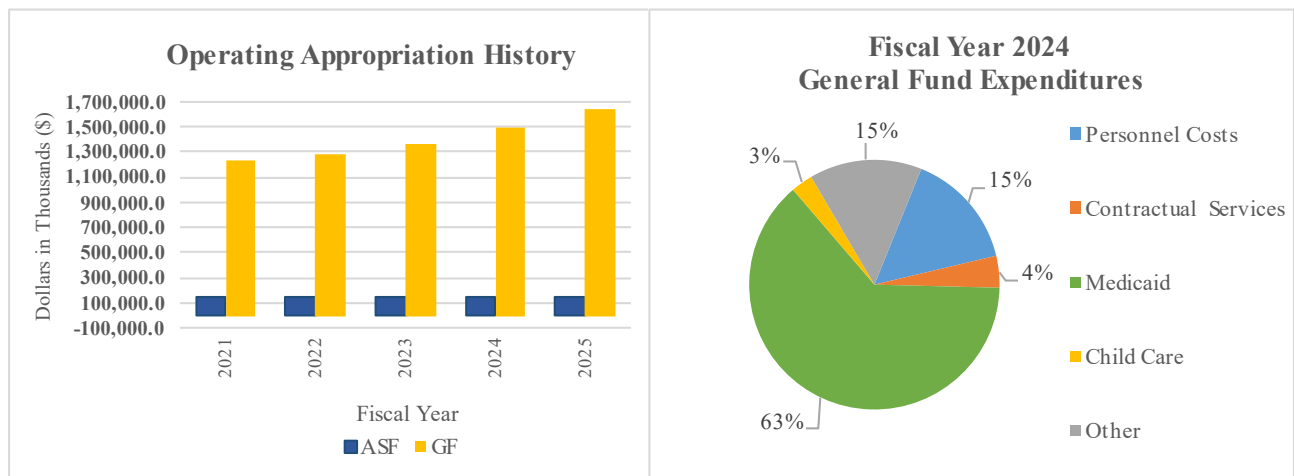


Health and Social Services



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.

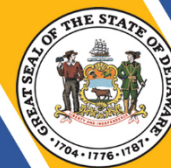
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

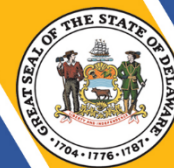
| IPU | Performance Measure Name | Fiscal Year 2024 Actual | Fiscal Year 2025 Budget | Fiscal Year 2026 Governor’s Recommended |
|---|--|-------------------------|-------------------------|---|
| 35-01-10 | Office of the Secretary | | | |
| | # of Delawareans enrolled in the on-Exchange Individual Affordable Care Act (ACA) Marketplace with reinsurance program in effect (Delaware enrollment volume)* | 43,378 | 45,102 | 32,201 |
| | # of Primary Care Practitioners receiving Federal State Loan Repayment award | 5 | 3 | 6 |
| <i>* Represents enrollment during a Plan Year</i> | | | | |
| 35-01-20 | Administration | | | |
| | # of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications | 257 | 350 | 400 |
| 35-01-30 | Facility Operations | | | |
| | # of work orders open past 30 days (average) | 5 | 5 | 5 |
| | % of preventative maintenance activities per schedule | 99.7% | 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* | 60.0% | 70.0% | 70.0% |
| | Hemoglobin A1c Control for Patients with Diabetes (HbA1c Control <8%) - National Healthcare Effectiveness Data and Information Set Measure** | 57 | 58 | 60 |
| * Performance measures are based on calendar year and projected goals. ** HEDIS is based on CY data. | | | | |
| 35-05-10 Director's Office/Support Services | | | | |
| | Infant Mortality disparity ratio (5-year average) | 3 | 3 | 3 |
| 35-05-20 Community Health | | | | |
| | % of tobacco use by Delawareans 18 years and older* | 20.9% | 18.0% | 17.5% |
| | % of diabetes prevalence | 12.9% | 13.3% | 13.9% |
| | % of adults who are obese | 37.9% | 35.7% | 36.5% |
| | % of adolescents ages 12 through 17 who are physically active at least 60 minutes per day** | 14.8% | 15.0% | 15.0% |
| | % of children ages 6 through 11 who are physically active at least 60 minutes per day** | 27.7% | 28.0% | 28.0% |
| *Fiscal Year 2024 actual uses Behavioral Risk Factor Surveillance System (BRFSS) Calendar Year 2022 Data. **Fiscal Year 2024 actual data from the 2021-2022 National Survey of Children's Health. Fiscal Year 2021 actual data from the 2018 National Survey of Children's Health. | | | | |
| 35-05-30 Emergency Medical Services | | | | |
| | % of paramedic responses less than eight minutes for the most serious categories of calls | 60.0% | 61.0% | 61.0% |
| | % of automated external defibrillator usage prior to advanced life support arrival | 80.0% | 82.0% | 82.0% |

Health and Social Services



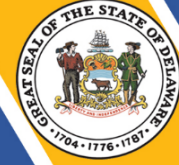
| | | | | |
|---|--|---------|---------|---------|
| 35-06-10 Administration | | | | |
| | % of closed loop referrals in DTRN* | 28.0% | 48.0% | 68.0% |
| 35-06-20 Community Mental Health | | | | |
| | % of deficiency free PROMISE program client case reviews* | 54.0% | 75.0% | 95.0% |
| 35-06-30 Delaware Psychiatric Center | | | | |
| | # of clients (daily average) | 85 | 85 | 85 |
| 35-06-40 Substance Abuse | | | | |
| | Number of clients Served by DSAMH contracted addiction treatment providers* | 22,658 | 24,924 | 27,416 |
| | * New performance measure | | | |
| 35-07-01 Social Services | | | | |
| | \$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average) | \$16.31 | \$16.32 | \$16.40 |
| | % of TANF participation rate in work training programs | 16.3% | 17.0% | 20.0% |
| | % of SNAP Application Timeliness | 91.0% | 92.0% | 93.0% |
| 35-07-02 State Service Center | | | | |
| | # of state service center client visits | 615,162 | 676,678 | 744,345 |
| | # of Volunteer Delaware 50+ volunteers | 2,200 | 2,420 | 2,662 |
| | # of volunteer service years | 115 | 116 | 117 |
| 35-08-01 Visually Impaired Services | | | | |
| | # of registry participants | 3,490 | 3,525 | 3,560 |
| | Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions) | \$1.87 | \$1.92 | \$1.98 |
| | # of customers served by Vocational Rehabilitation | 224 | 228 | 233 |

Health and Social Services



| | | | | |
|-----------------|--|--------|--------|--------|
| 35-08-01 | # of customers served by education program (birth-22) | 460 | 469 | 479 |
| | # of customers served by independent living and older blind programs | 373 | 384 | 396 |
| 35-09-01 | Health Care Quality | | | |
| | % of long-term care survey reports issued within 10 days of exit | 74.0% | 85.0% | 95.0% |
| | % of long-term care post-survey meetings completed | 42.0% | 70.0% | 100.0% |
| | % of health facilities survey reports issued to non-deemed providers within 10 days of exit | 66.0% | 85.0% | 95.0% |
| | % of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals | 45.0% | 65.0% | 85.0% |
| 35-10-01 | Child Support Services | | | |
| | % of paternity establishment | 87.4% | 90.0% | 90.0% |
| | \$ child support collection (millions) | \$76.8 | \$79.1 | \$81.5 |
| | # of new support orders established | 327 | 350 | 400 |
| 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 | 98.0% | 98.0% | 98.0% |
| | *DDDS no longer separates out compliance for Res/Day Providers. The score of 94% is representative of all providers/sites that were determined to be in compliance with provider qualification standards for HCBS. Although this measure is not at the predicted 98% compliance, it is compliant per the HCBS Lifespan Waiver. | | | |
| 35-11-20 | Stockley Center | | | |
| | % of person-centered plans in which services facilitate progress toward individuals achieving personal goals | 94.4% | 95.0% | 95.0% |

Health and Social Services



| | | | | |
|--|--|-------|-------|-------|
| 35-11-30 | Community Services | | | |
| | % of participants whose services were delivered in accordance with their person-centered plans with regard to scope, frequency and amount/duration of those services | 84.0% | 93.0% | 90.0% |
| | | | | |
| 35-14-01 | Administration/Community Services | | | |
| | Healthy Aging Program Participation | 1350 | 2025 | 3038 |
| | Personal Attendant Services Recipients | 389 | 457 | 467 |
| | PC/Respite Waitlist Count | 513 | 353 | 361 |
| | Overall WL removals- accepted services | 1149 | 1174 | 1200 |
| | Overall WL removals- DSHP (Long-Term Medicaid) | 240 | 189 | 148 |
| | | | | |
| 35-14-20 | Hospital for the Chronically Ill | | | |
| | % of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent) | 84.7% | 87.5% | 86.1% |
| | # Hours of Non-Pharmacological** support in previous Fiscal Year* | 8,329 | 8,329 | 9,330 |
| *New Performance Measure **Nonpharmacological approaches are non-medication-based ways to manage, treat, or prevent mood and behavior symptoms. | | | | |