JOINT FINANCE COMMITTEE HEARING

FISCAL YEAR 2022 BUDGET

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DIVISION DIRECTOR

DIVISION OF SOCIAL SERVICES
Department of Health and Social Services
February 24, 2021
Virtual, conducted via Zoom

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Comments available online at https://dhss.delaware.gov/

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DIVISION OVERVIEW

MISSION STATEMENT

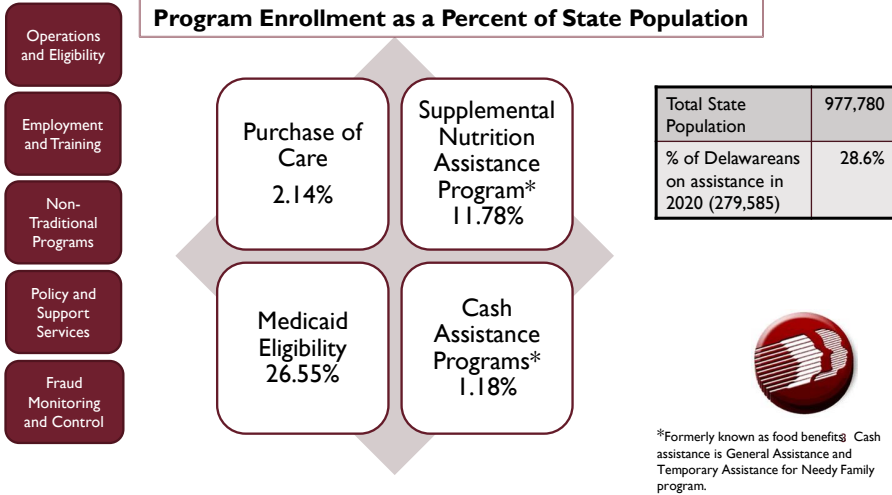To provide prompt, respectful, and accurate services that promote the potential for self-sufficiency for all Delawareans.

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DIVISION OVERVIEW

| Operations and Eligibility |
| Employment and Training |
| Non-Traditional Programs |
| Policy and Support Services |
| Fraud Monitoring and Control |

Program Enrollment as a Percent of State Population

Purchase of Care
2.14%

Supplemental Nutrition Assistance Program*
11.78%

Medicaid Eligibility
26.55%

Cash Assistance Programs*
1.18%

Total State Population	977,780
% of Delawareans on assistance in 2020 (279,585)	28.6%

*Formerly known as food benefits. Cash assistance is General Assistance and Temporary Assistance for Needy Family program.

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ACCOMPLISHMENTS – COVID-19 RESPONSE

Childhood experiences

Housing

Education

Social support

Family income

Employment

Our communities

Access to health services

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ACCOMPLISHMENTS –
TRADITIONAL PROGRAMS AND SERVICES

- Customer Service Improvements
- #1 in the Nation in SNAP Case Procedural Error Rate
- Assisted 535 clients find employment in calendar year 2020
- Improved vacancy rate from 28% to 11%
- Partnered with private employers to provide subsidized employment to over 250 low-income Delawareans
- DSS and DMMA partnered with DOC to complete the Incarcerated Medicaid Eligibility project
- Increased virtual/remote client interviews to reduce exposure
- Changed processes to allow staff to work at home for safety
- Waivers to create temporary efficiencies to apply for benefits
- Changed Hearing and Appeal process to allow virtual hearings
- Retro Medicaid Project
- Training programs and partnership
- Market Rate Study
- Cost of Care Analysis

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ACCOMPLISHMENTS –
TRADITIONAL PROGRAMS AND SERVICES (CONT'D)

| ASSIST Self Service Website Refresh	Multi-lingual Client Correspondences	Rapid COVID Response
Redesigned User Experience coupled with technology upgrades, Human Centered Design concepts and Nudging	**Ability to send client correspondences in Spanish plus a reusable framework for additional languages**	**Highly agile response to the COVID crisis to enhance access to and ensure continuity of social services to families in need during the pandemic.**
• 35% increase in mobile usage with mobile enabled design • 70% increase in daily applications observed pre-COVID • 40% increase in likelihood of clients completing SNAP applications that were previously left unfinished • Improved data quality and faster application processing with up to 1 in 4 individuals responding to targeted nudges for additional/ accurate data	• Improved Access to Information with over 130 different types of notices and letters being available in Spanish • Over 300 households have requested and received Spanish correspondences within one month of feature Go-Live • The system allows workers to create new letters and manually edit outgoing letters in Spanish in real-time	• Issued over $45,000,000 in Pandemic EBT benefits to families with Children no longer receiving school meals • Issued over $70,000,000 in Emergency Allotment benefits to SNAP and TANF households • Reduced Child Care burden by covering over $700,000 in monthly parent co-pays • Extending renewals for all programs based on federal program guidelines to avoid benefit closures
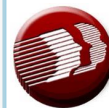
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ACCOMPLISHMENTS – NON-TRADITIONAL SERVICES

Community Partner Support Unit (CPSU)
- Serve as a bridge between DHSS divisions and community organizations that serve clients eligible for state benefits.
- Trains community partners to help their clients apply for their state benefits through the ASSIST Service Portal.
- Provide employee-support services, subsidized wages, and transportation to employers who hire our clients.
- Case managed 2,871 clients to remove barriers in 2020
- Helped 726 clients find employment in 2020

WONDER WORKS
- Helped 184 clients find employment
- Assisted 11 clients get merit jobs with DHSS

Case Management Resource Unit (CMRU)
- Managed 1,300+ clients in support of housing related services
- Assisted more than 60 families find housing

ACTION PLAN FOR DELAWARE

Strengthen Communities:

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ACCOMPLISHMENTS – FAMILY SERVICES CABINET COUNCIL

- **Dual Generation Services:**
  - Dual Generation Center/Stubbs Early Education Center
- **Group Violence Intervention (GVI)**
  - Wilmington
- **Focus on Re-entry Supports:**
  - Parole Offices Partnership

OPPORTUNITY

FSCC
Family Services
Cabinet Council

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ACCOMPLISHMENTS –
DUAL GENERATION CENTER

Families Served	Homeless Families Housed	Families Referred & Participating in Behavioral Health Services	Families Members Gained Employment	Families Received Support with Emergency Services
270+	60	30+	82	150+

Many of the families are from Wilmington and previously lived in 19801, 19802, and 19805 Zip Codes.
- 98% single mothers
- 1% single fathers
- 1% both parents in the household
- Over 50% of the families supported were from the Christina School District

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LOOKING AHEAD

2021

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FY 2022 GOVERNOR'S RECOMMENDED BUDGET

FY 2022 Governor's Recommended Budget
($ in thousands)

	GF	ASF	NSF	Total
FTEs	194.8	0.0	191.9	386.7
Dollars ($)	91,439.9	2,259.1	88,163.4	181,862.4

Budget Definitions:
GF – General Funds
ASF – Appropriated Special Funds
NSF – Non-Appropriated Special Funds
FTEs – Full Time Equivalent Positions

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FY 2022 GOVERNOR'S RECOMMENDED BUDGET

$100.0 GROUP VIOLENCE INTERVENTION (GVI)

- GVI focuses on the groups at highest risk for violent victimization and offending, with the intention to keep those in them alive, safe, and out of prison.

- GVI is at its core, an intergovernmental partnership between law enforcement agencies, social service agencies, and the community.

- DHSS has worked to reallocate and make strategic investments in the growth of the staff supporting the mission and work of Group Violence Intervention for the model's Social Services' Supports and Outreach.

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THANK YOU

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