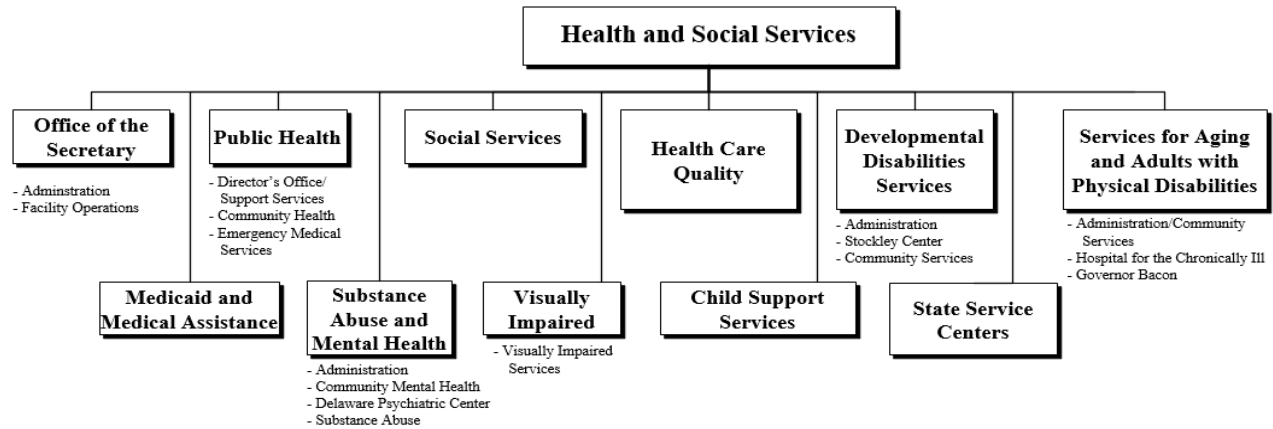
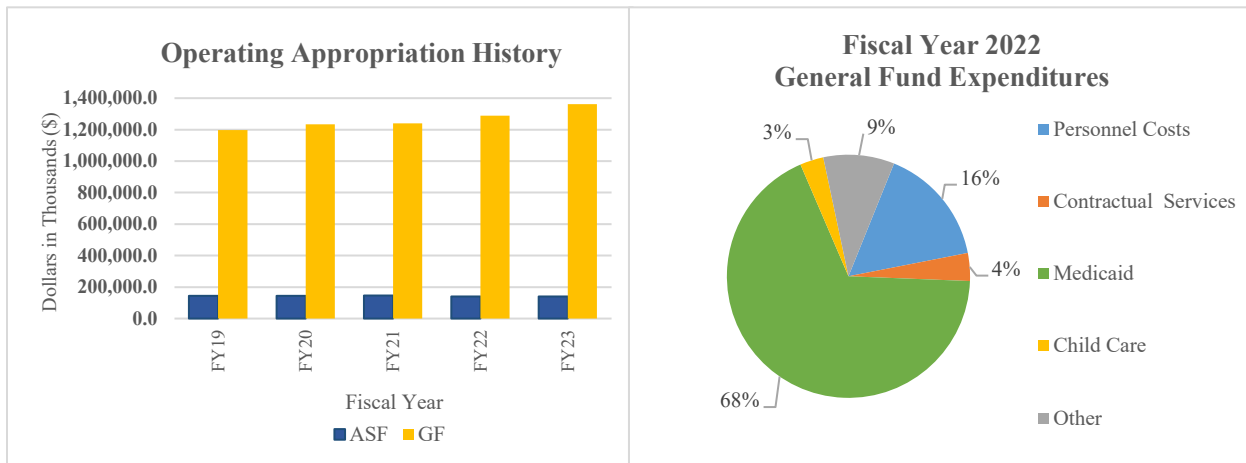


Health and Social Services



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.

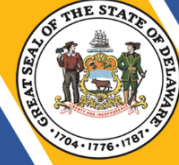
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

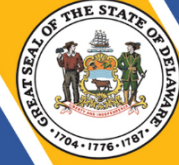
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor’s Recommended
35-01-10	<i>Office of the Secretary</i>			
	# of Delawareans enrolled in the on-Exchange Individual Affordable Care Act (ACA) Marketplace with reinsurance program in effect (Delaware enrollment volume)*	29,100	30,100	31,100
	# of Primary Care Practitioners receiving Federal State Loan Repayment award	2	4	6
* #'s represent enrollment during a Plan Year.				
35-01-20	<i>Management Services*</i>			
	# of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications	299*	400	500
*FY2022 Actual was impacted by COVID 19 Pandemic.				

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
35-01-30	Facility Operations			
	# of work orders open past 30 days (average)	1	5	5
	% of preventative maintenance activities per schedule	98.4%	95.0%	95.0%
35-02-01	Medicaid and Medical Assistance			
	% of Managed Care Organization (MCO) spending in value-based purchasing arrangement	60.0%	60.0%	70.0%
	% of Comprehensive Diabetes Care - National Healthcare Effectiveness Data and Information Set Measure**	49%*	50%*	51%*
	* VBP based on Calendar Year. Current goals are from RFP as publicly posted.			
	** HEDIS data set for CY 2021 is delayed and anticipated mid-October.			
35-05-10	Director's Office/Support Services			
	# of annual all drug overdose deaths	515	550	550
	Infant Mortality disparity ratio (5-year average)	3	3	3
35-05-20	Community Health			
	% of tobacco use by Delawareans 18 years and older*	18.9%	18.8%	18.5%
	% of diabetes prevalence	12.0%	12.2%	12.4%
	% of adults who are obese	33.9%	33.9%	33.0%
	% of adolescents ages 12 through 17 who are physically active at least 60 minutes per day**	14.9%	15.5%	16.0%
	% of children ages 6 through 11 who are physically active at least 60 minutes per day**	24.2%	25.0%	25.5%
	*Fiscal Year 2022 actual uses Behavioral Risk Factor Surveillance System (BRFSS) Calendar Year 2020 Data. Excludes cigars, cigarillos, and hookahs			
**Fiscal Year 2022 actual data from the 2017 National Survey of Children's Health. Fiscal Year 2021 actual data from the 2018 National Survey of Children's Health.				

Health and Social Services



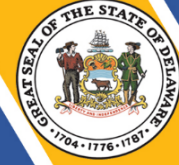
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
35-05-30	<i>Emergency Medical Services</i>			
	% of paramedic responses less than eight minutes for the most serious categories of calls	52.0%	53.0%	54.0%
	% of automated external defibrillator usage prior to advanced life support arrival	77.0%	77.5%	78.0%
35-06-10	<i>Administration</i>			
	# of referrals sent in the Delaware Treatment and Referral Network (DTRN)*	42,481	39,144	41,101
35-06-20	<i>Community Mental Health</i>			
	% of PROMISE clients with recovery plans*	99.0%	99.0%	99.0%
	<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)	89	110	110
35-06-40	<i>Substance Abuse</i>			
	% of sober living beds utilized by clients in continuing treatment	52.0%*	80.0%	80.0%
	<i>*FY2022 Actual was impacted by COVID 19 Pandemic.</i>			

Health and Social Services



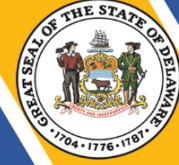
IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
35-07-01	Social Services			
	\$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average)	\$14.24	\$14.25	\$14.50
	% of TANF participation rate in work training programs	17.17%	17.5%	20.0%
	% of SNAP Application Timeliness	88.0%	88.0.0%	90.0%
35-08-01	Visually Impaired Services			
	# of registry participants*	3,390	3,340	3,490
	Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions)**	1.21	1.27	1.27
	# of customers served by Vocational Rehabilitation ***	218	223	228
	# of customers served by education program (birth-21)	287	290	300
	# of customers served by independent living and older blind programs***	364	371	378
	<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.</p> <p>**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.</p> <p>***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	77.5%	100.0%	100.0%
	% of long-term care post-survey meetings completed	80.0%	100.0%	100.0%
	% of health facilities survey reports issued to non-deemed providers within 10 days of exit	100.0%	100.0%	100.0%

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
	% of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals	22.0%	50.0%	75.0%
35-10-01	Child Support Services			
	% of paternity establishment	86.8%	90.0%	92.0%
	\$ child support collection (millions)	\$80.5	\$82.1	\$83.7
	# of new support orders established	483	493	503
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	94.0%	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 Plans of Care in which services facilitate progress toward individuals achieving personal goals	70.0%*	95.0%	95.0%
	*FY2022 Actual was impacted by COVID 19 Pandemic.			

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2022 Actual	Fiscal Year 2023 Budget	Fiscal Year 2024 Governor's Recommended
35-11-30	<i>Community Services</i>			
	% of participants whose services were delivered in accordance with their Plans of Care with regard to scope, frequency and amount/ duration of those services	85.0%	93.0%	93.0%
35-12-30	<i>State Service Centers</i>			
	# of state service center client visits	882,030	790,00	800,000
	# of clients accessing emergency food	63,204	65,729	67,220
	# of Volunteer Delaware 50+ volunteers	182,814	195,000	195,000
	# of volunteer service years	110	115	115
	# of individuals and families in crisis, assisted with rent, utilities, fuel and emergency shelter through Emergency Assistance Services (EAS).	7,447	7,632	8,000
35-14-01	<i>Administration/Community Services</i>			
	# of unduplicated community nutrition services provided	13,378	14,448	14,809
	# of Personal Attendant Services	393	402	411
	# of community care services provided (Personal Care and Respite Care)	852	872	892
	# of Aging and Disability Resource Center contacts by phone	9,861	10,088	10,320
35-14-20	<i>Hospital for the Chronically Ill</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	95.4%	100.0%	100.0%