



Effectively Manage Resources

**Field Operations
General Administration
Volunteers**

Field Operations



Purpose

The Field Operations staff directly and indirectly support the delivery of the department's protective, case management, and basic support services and provider support services.

Who Is Helped

In SFY13, DHS Field Operations employees served the following individuals and families:

Abuse Assessment:

- 57,277 calls to the abuse hotline were handled of which 29,209 were complaints of abuse that were accepted for onsite assessment.
- 37,590 children and dependent adults were assessed for abuse.

Child Welfare Case Management:

- Almost 40,000 children and their families who are at risk or who experienced abuse were served.
- 9,195 adopted children with special needs received financial support.

Eligibility services for Medicaid, FA, FIP and CCA were provided to enable low-income lowans access to health care, food, basic supports, and child care:

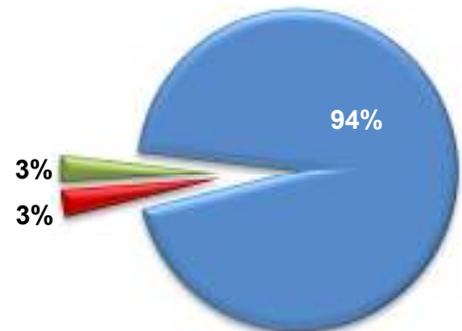
- 633,779 individuals received Medicaid, IowaCare, Medicaid expansion, and Family Planning waiver.
- 523,441 individuals received food assistance.
- 76,520 individuals and their families received FIP cash assistance.
- 42,295 children received child care assistance which supports working parents.

Child care, foster families, nursing and other health care facilities were supported:

- 1,340 licensed child care centers were visited.
- 4,097 registered child care development homes were registered or monitored.
- Over 632,000 payments to child care providers were processed.
- 7,870 record checks were done for individuals seeking work in nursing facilities and other health care facilities.

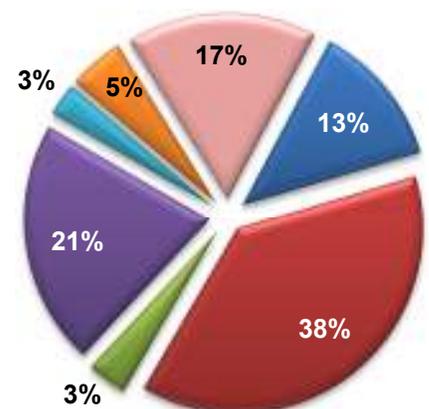
Services by DHS Field Operations SFY13

- Abuse Investigations (3%)
- Services to Families - Social Work (3%)
- Income Maintenance (94%)



Field Staffing by Classification

- Abuse Assess (13%)
- IM Work (38%)
- Management (3%)
- Social Work (21%)
- IM Supervisor (3%)
- SW Supervisor (5%)
- Support (17%)



- ✓ *About one-third of all assessments yield a finding of abuse, meaning there is a need for child welfare case management.*
- ✓ *Approximately 34,000 more lowans are expected to require services from DHS between SFY13 and SFY15, primarily in the Medicaid and Food Assistance programs.*

	<ul style="list-style-type: none"> ✓ <i>Over 50 percent of lowans receiving income maintenance service now complete their initial application online.</i>
<p>Services By the Five Service Areas</p>	<p>Five Field Service Areas deliver the following basic services. At the start of SFY14, 1328 employees were located in 42 full time county offices.</p> <p>Protective Services: 180 Social Worker 3 (SW3) staff assure child and dependent adult assessments are performed when abuse is alleged.</p> <ul style="list-style-type: none"> • Each assessment worker has 13 to 15 new assessments each month. The assessments must be completed within 20 business days. • National standards call for no more than 10 to 12 new assessments per month. <div data-bbox="409 583 1490 1020" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>A day in the life of a protective worker consists of:</p> <ul style="list-style-type: none"> • Reviewing newly received child abuse intakes and, if needed, calling the reporter. • Observing the child, sometimes within 1 hour or within 24 hours. • Interviewing the child, parents, and others who may have knowledge of the case. • Consulting supervisor regarding a safety plan for the family. • Reviewing police and medical reports on other cases. • Doing narratives and entering the data into computer system. • Consulting with county attorney and attending court. • Reviewing and providing information for appeals and attending appeal hearings. • Finalizing a child abuse report and submitting to supervisor for approval. </div> <p>Child Welfare (CW) Case Management for Children and Families: 341 Social Worker 2 (SW2) staff provide case management services.</p> <ul style="list-style-type: none"> • A CW Social Work Case Manager has 28-33 children and families for whom they are responsible. That is about double the Child Welfare League of America recommended caseload. <div data-bbox="409 1306 1490 1743" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>A day in the life of a CW case manager consists of:</p> <ul style="list-style-type: none"> • Identifying child and parent needs. • Developing case plans with families and service providers. • Reviewing progress towards goals. • Meeting with or talking with providers. • Visiting a child and the family. • Consulting with County Attorney on status of case. • Writing court reports. • Consulting with supervisor. • Attending Juvenile Court hearings. • Documenting the day's activities in the various case narratives. • Reviewing and providing information for appeals and attending appeal hearings. </div>

Eligibility services for Medicaid, FA, and FIP recipients. 470 IM staff perform eligibility activities for Medicaid, FA and FIP services.

- An IM worker is responsible for an average of 842 cases or families or roughly 1,733 individuals.
- In a usual day, an IM worker will complete and process nine new applications or review of existing cases to determine eligibility for FA, Medicaid, and FIP.

A day in the life of an IM worker may consist of:

- Review all of the required eligibility information for completeness.
- Perform look-ups in at least 7 different data bases to verify citizenship, income and other information.
- Conduct client interviews as required.
- Make referrals to other agencies for services as appropriate.
- Update information in the IABC.
- Reviewing and providing information for appeals and attending appeal hearings.

Other Service Area Staff include: 75 SW Supervisors who provide clinical consultation and approve all child abuse findings and case plans. 37 IM Supervisors who provide eligibility and case consultation to IM staff. 36 support staff, on average, in each Service Area to support the Social Work and IM staff. 6-8 staff provide administrative support and oversight of the statewide Service Area staff and service delivery.

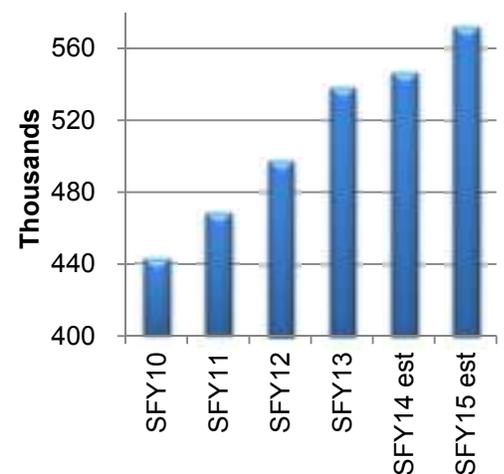
Field Services include the Bureau of Refugee Services. The primary function of this 14-person unit is to help non-English-speaking refugees find employment. Services include an intensive employment-readiness class for new arrivals. The caseload averages about 400. Main areas of employment continue to be jobs at meatpacking, housekeeping, and manufacturing. Success is measured regarding amount of pay, rate of retention for at least 90 days, degree of health insurance coverage, and ability to leave public welfare assistance programs (FIP). Funding is 100 percent federal and is based on the number of refugees settling in the state. At least 30,000 refugees have settled in Iowa since the resettlement program began in 1975.

Services by the Centralized Service Unit

The Centralized Service Area has nine specialized units. At the beginning of SFY14, there were 233 staff in the Centralized Service Area, located primarily in Des Moines and Council Bluffs.

- **Service Intake Unit:** 32 staff accept reports of abuse by the public, determine the cases that meet child abuse criteria and refer the assessment to the appropriate Service Area.
- **Child Care Unit:** 67 staff determine eligibility for child care assistance, handle billing, and registration.
- **Centralized Facility Eligibility Unit:** 29 staff determine Medicaid eligibility for individuals in nursing homes.
- **IM Customer Service Center:** 54 staff receive and address reported changes in client eligibility information.

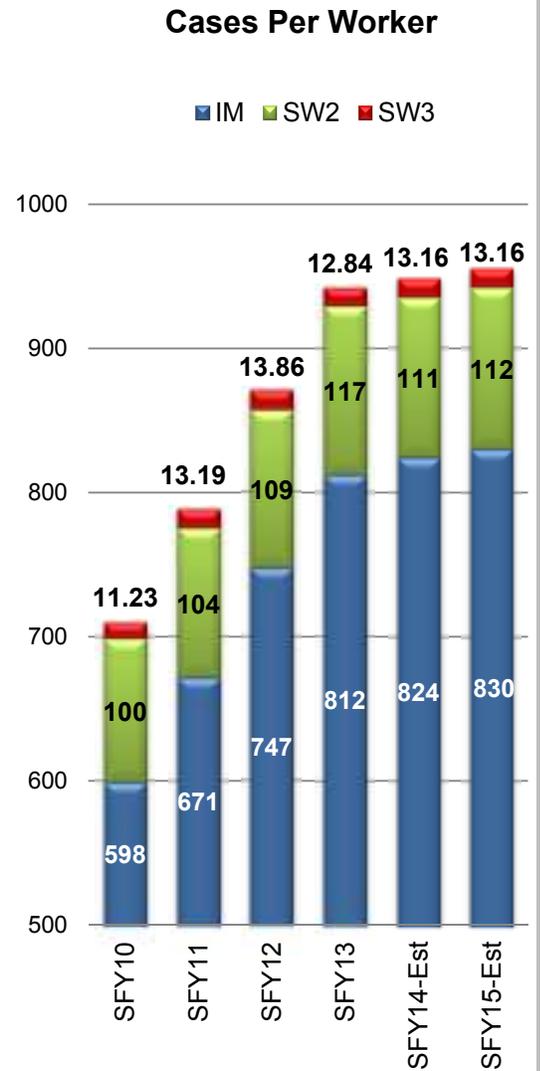
Average Monthly Cases



- **Child Care Licensure Unit:** 11 staff conduct on-site licensure visits of and investigate complaints in 1,400 child care centers.
- **Title IV-E Unit:** 22 staff determine eligibility for federal IV-E funding and Medicaid eligibility for children in foster and adoptive care to maximize federal financial participation.
- **Integrated Claims Recovery Unit:** 12 staff will investigate, establish claims and recoup money, for fraud and overpayments in assistance programs.
- **Interstate Compact:** 2 staff oversee the movement of children in the child welfare and juvenile justice systems between states.
- **Central Abuse Registry:** 5 staff respond to inquiries of the Central Abuse Registries and perform record check evaluations for employers and citizens.
- **Field Support:** 40 staff review and respond to client/family case inquiries; provide Help Desk support to front line staff (e.g. case consultation and IT support); and monitor and provide assistance to improve field performance.

Projections of workloads:

- The services delivered by line staff are measured using the number of cases supported by a single worker or “cases per worker.” Cases typically include families with slightly over two individuals. A caseload measure is used because many of the functions that are performed for a family or household are only performed one time and do not need to be repeated for each individual receiving services.
- Based on the projected number of persons to be served by a program, the cases per worker are calculated.



Goals & Strategies

Goal: Improve Safety, Well-Being, and Permanency for Iowa's Children.

Strategies:

- Victims of alleged abuse will be seen timely
- Focus on best practice to assure children receive effective and timely services.

Goal: Improve Iowa's Health and Employment and Economic Security.

Strategies:

- Provide timely and accurate Medicaid eligibility for Medicaid, FA, FIP and CCA

Goal: Provide Quality Child Care Services.

Strategies:

- Process CCA payments timely
- Conduct annual CC licensure visits on all child care centers

Goal: Effectively Manage Resources and Prevent Fraud and Abuse.

Strategies:

- Maintain current IV-E eligibility penetration rates
- Implement Integrated Claims Recovery Unit (ICRU)

Results in SFY13:

- 98 percent of assessment reports met timeliness requirements.
- 96 percent of children alleged to be victims of abuse are seen within required 1 hour and 24 hour timeframes.
- 92 percent of children are safe from re-abuse.
- Iowa achieved a 154 rating in FFY12 for assuring children whose parental rights have been terminated are adopted within 2 years. This exceeds the national average of 106.4.
- On average, 10,600 monthly medical applications are processed within 18.1 days of receipt.
- Process 9,050 Medicaid nursing facility applications, review and case actions annually.
- Iowa Food Assistance accuracy rates have reached 96 percent.
- 99.6 percent of child care claims are paid timely.
- 100 percent of child care centers were visited annually.
- SFY13 Iowa earned \$52.6 million in federal IV-E match for foster care and adoption costs which lowered the need for general funds.
- SFY13, the Integrated Claims Recovery Unit established over \$2.6 million in claims related to inaccurate or fraudulently claimed benefits.

- ✓ *The new eligibility system will profoundly simplify IM work by enabling more accurate and timely eligibility determinations and providing an effective way to identify potential fraud and abuse.*

Cost of Services



Less than three cents of each dollar in the DHS budget is spent on Field Operations -- the staff who provide protective, case management, eligibility determinations, and key provider support functions.

- ✓ *94 percent of the SFY13 Field Operations expense was staffing costs, the remaining six percent supports operational expenses for staff travel, office supplies, depreciation, DAS fees, annual technology licensure costs, State Auditor costs, and technology replacement.*

<p>Funding Sources</p>	<p>Field Operations is funded by state general funds and a blend of federal funds including Title IV-B, Title IV-E, Title XIX, Food Assistance, TANF, CCDF, and SSBG.</p> <p>The SFY15 total budget is \$154,928,975:</p> <ul style="list-style-type: none"> • \$68.5 million (44 percent) state general fund. • \$86.1 million (56 percent) is federal funding. • A nominal \$331,000 is other funding. 	<p>SFY15 Funding</p> <ul style="list-style-type: none"> ■ State General Fund (44%) ■ Federal (56%)
	<p>✓ <i>While the state general fund expenses and budgets have dropped and slowly recovered since SFY10, critical federal matching funds and other state funds have helped sustain the levels of service provided to lowans.</i></p>	
<p>SFY 2015 Budget Drivers</p>	<p>The total SFY15 Field Operations budget request reflects a nominal \$4,898,898 (7.7 percent) general fund increase from the SFY15 Governor's Recommendation.</p> <p>The key budget drivers of increases are:</p> <ul style="list-style-type: none"> • Increases in staff levels to support the additional lowans needing benefits and services. Between SFY10 and SFY15, the average number of monthly cases is anticipated: <ul style="list-style-type: none"> ○ To grow 83,910 (21%) for financial assistance and medical eligibility cases. ○ To grow 219 (9%) for abuse investigations. ○ To decline 958 (minus 2%) for services to families. • Increases in the Department of Administrative Services (DAS) email, technology and human resource utility fees. • Increased cost of technology support and corporate technology budget. 	<p>Total Budget Funding Mix</p> <ul style="list-style-type: none"> ■ State General Fund ■ Federal
<p>Legal Basis</p>	<p>Federal:</p> <ul style="list-style-type: none"> • Title IV-A and Title IV-B of the Social Security Act • Code of Federal Regulations: 42 CFR 435.403, 435.906, and 435.908; § 431.50; 7 CFR 273.2(a)-(c) • Sec. 422.42 U.S.C. 622 <p>State:</p> <ul style="list-style-type: none"> • Iowa Code Chapters 217.42-44, 234.12, 235A.14, 235B, 239B, and 249A.3 • Iowa Administrative Code, 441 IAC 1.4(17A) and 441 IAC 65.2(234) 	

**Request - Field Operations
State Fiscal Year 2015**

Request Total: \$154,928,975

General Fund Need: \$68,457,024

Request Description:

Field Operations is composed of six Service Areas with staff who provide child protection, child welfare, eligibility for income maintenance programs (Medicaid, Food Assistance, Family Investment Program, Child Care Assistance), and child care registration/child care licensure work. There are local offices in all 99 counties with 42 operating on a full time basis. About 93% of the Field Operations budget goes to staff salaries and benefits. Approximately 83% of staff are front line workers and their supervisors, divided between three groups: 1.) Social Worker 3 staff who complete child and dependent adult assessments when abuse is alleged. These workers address safety issues; evaluate service needs, and makes recommendations regarding protection of the child/dependent adult; 2.) Social Worker 2s work to assure the safety of children and dependent adults while working to help families stay together whenever possible. When it is not possible for a child to remain in their home, staff work to help find a safe, stable and permanent living arrangement and 3.) Income Maintenance 2s work with low income Iowans as well as the elderly, disabled individuals or pregnant women to meet their nutritional, financial, and medical needs at a basic level. For the remaining 17% of staff, 13% are staff who respond to customer calls, review and process payment, process the scanning of documents and/or other administrative functions, about 2% are management staff who oversee the service area operations and work with communities to support their needs and 2% are specialized staff who work as contract managers, hiring and IT review and support.

SFY15 Governor's Recommendation - 2013 Session

SFY 2015 Enacted	\$33,261,194
Restored Enacted Approp to SFY 2015 Gov. Rec.	\$30,148,344
I3 Distribution	\$148,588

Total State \$ Appropriated: \$63,558,126

Funding Needed to Maintain Current Service Level

Decision Package	Decision Package Description	Amount
1	This decision package adjusts status quo SFY15 to SF 446 for SFY14 as enacted during the 2013 Legislative session. Restore funding appropriated for Iowa Health and Wellness Plan implementation. This funding is to support the Iowa Health and Wellness Plan and may be used by contracting for services to support eligibility determinations and ongoing maintenance of caseloads.	\$2,191,800
2	This decision package adjusts status quo SFY15 to SF 446 for SFY14 as enacted during the 2013 Legislative session. These dollars replace SFY 2013 one time carryforward funding into SFY 2014, and maintain SFY 2013 staffing levels into SFY 2014. This additional funding will be used to support the Iowa Health and Wellness Plan and may be used by contracting for services to support eligibility determinations and ongoing maintenance of caseloads.	\$921,050
3	Restore a reduction of funding from the Healthcare Transformation account and a small reduction of outstationing revenue -\$322,690, and funding for 12 positions that were funded by ELIAS funds in SFY 2014 - \$665,384. Also, an increase of funding needed to cover the increased costs of goods and services in SFY 2015 - \$354,895.	\$1,342,969
4	Maintain cases per worker at SFY 2014 cases per worker level in SFY 2015. This package supports 8 FTEs or contract for services. Caseloads at this level of funding - IM = 684, Service = 106, Abuse = 11.82.	\$443,079
Total Requested for Current Service Level Funding:		<u>\$4,898,898</u>

Funding for Improved Results

Decision Package	Decision Package Description	Amount
		\$0
Total Requested for Improved Results Funding:		<u>\$0</u>

**Request - Field Operations
State Fiscal Year 2015**

General Fund Total	\$68,457,024
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General Fund Change From Prior Year	\$4,898,898
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Total Funding Summary:

State Funding Total	\$68,457,024
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Program	
General Fund	\$68,457,024
SLTF	\$0
Tobacco	\$0
Iowa Care	\$0
HCTA	\$0
Other	\$0
Total	\$68,457,024

Federal Funding Total	\$86,141,383
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Program	
TANF	\$31,296,232
SSBG*	\$6,989,154
ARRA	\$0
IowaCare	\$0
HCTA	\$0
Other	\$47,855,997
Total	\$86,141,383

* SSBG funding includes allocation to counties for Local Administrative Expenses of \$670,148

Other Funding Total	\$330,568
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Program	
Other	\$330,568

Other funds are Outstationing revenue

Totals	Program \$154,928,975
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Request Total
\$154,928,975

FTEs included in request:

FTEs	1,760.0
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This budget request does not reflect any changes or impact for potential salary adjustments. In the event of a salary adjustment that is not funded by appropriation, reductions in force will likely occur. DOM estimated Field Operations salary adjustment for SFY 2014 to be \$1,441,316 state dollars, which is the equivalent 27 FTEs. DHS expects a comparable adjustment in SFY15.

General Administration



<p>Purpose</p>	<p>The General Administration appropriation funds the administrative support and oversight staff of the Department. The General Administration team is responsible for fiduciary responsibility for the \$6.15 billion budget and for program compliance and integrity for all state and federally funded programs administered by the Department.</p>	
<p>Who Is Helped</p>	<p>The current staff of 289 employees provides leadership, management, and support for the delivery of quality human services to more than 965,247 individuals/families.</p> <p>5,057 Field, CSRU, and Facility staff who are responsible for actual delivery of service rely on General Administration for policy and technical expertise, support, and oversight.</p> <p>Over \$5.75 billion (94 percent) of the \$6.15 billion DHS budget is paid to vendors, providers, and lowans in the form of provider claims, service/goods payments, and program benefits.</p>	
<p>Services</p>	<p>General Administration is organized into seven divisions, as well as the Director's office. The divisions include:</p> <ul style="list-style-type: none"> • Iowa Medicaid Enterprise • Mental Health and Disability Services • Adult, Children, and Family Services • Field Operations - Child Support Recovery Unit • Data Management • Fiscal Management • Policy Coordination <p>General Administration staff:</p> <ul style="list-style-type: none"> • Design or update programs/service requirements to comply with state and federal law. • Implement key services through DHS staff in the field or facilities or via community providers. • Develop, monitor, and account for the budgets under more than 90 active appropriations, funds, and federal funding sources. • Maintain and update web-based and mainframe based applications and over 100 network connection points to support DHS offices in all 99 counties. • Oversee direct service delivery by Field, CSRU, and the nine facilities. 	

IME: 32 staff are responsible for Medicaid and the new Iowa Health and Wellness Plan with a \$4 billion budget, and CHIP/*hawk-i* with a \$153 million budget; as well as oversight of nearly \$63 million in contracts and over \$3.3 billion in provider payments annually.

MHDS: 21 FTEs are responsible for the MHDS redesign planning and implementation, oversight of the 9 DHS facilities, accreditation of more than 235 community providers annually, and monitoring and oversight of 120 contracts with an annual budget of over \$12 million.

ACFS: 62 staff are responsible for policy and state/federal compliance for FA, FIP, PROMISE JOBS, CCA, Child Abuse, and CFS programs and nearly \$350 million in contracts for basic services, CCA, and CFS.

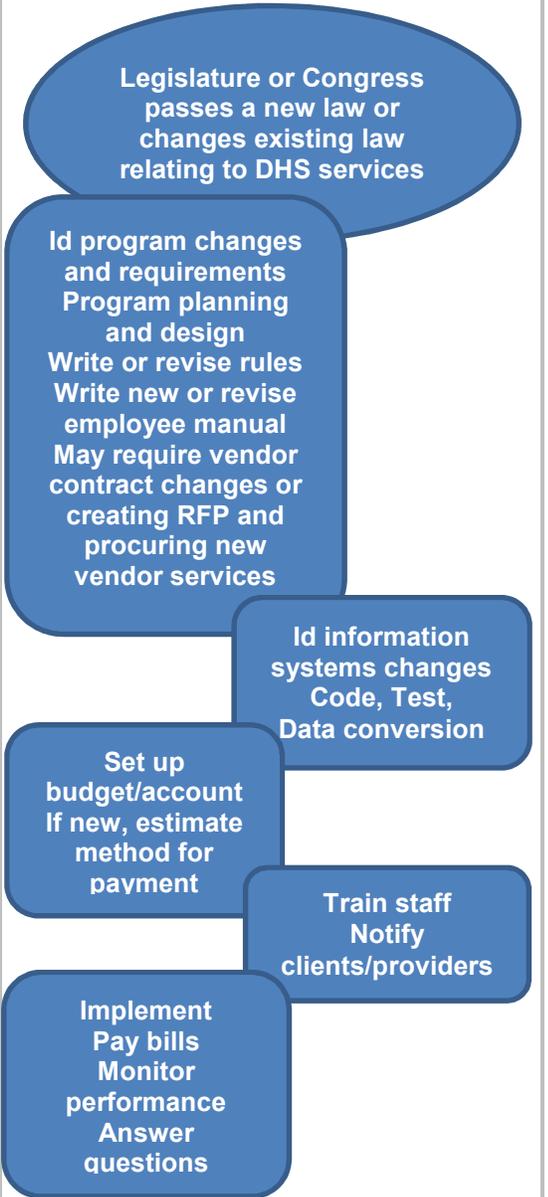
Field: 25 staff are responsible for oversight of all field operations, abuse registries, record check evaluations for all employee applicants for Iowa health care facilities and DHS staff, interstate compact on placement of children, help desks for case consultation and advice, quality improvement (Lean Business Process Improvement), and monitoring and oversight of nearly 150 contracts.

DDM: 150 staff and contractors support 100 management information systems and computer networks statewide, providing over 39,000 technical help desk inquiries annually, to ensure DHS systems and data security are maintained in accordance with all state and federal law.

Fiscal: 46 staff budget, monitor, and account for a \$6.15 billion budget, process nearly 1.5 million checks annually, provide service contract support for 1,600 DHS service contracts, coordinate all state and federal financial and program audits, manage the Department's federal cost allocation plan, and submit more than 200 required federal reports annually.

Policy Coordination Unit: 13 staff process approximately 8,500 appeals and 4,600 exceptions to policy annually, manage and publish rules and the DHS employee manual, and provide communication and public policy information.

A complex chain of events is initiated by DHS General Administration when the Legislature or Congress passes a new law or changes existing law.



These activities occur **simultaneous** with management of more than 120 current programs.

- ✓ *General administrative staff equal 5 percent of the total DHS FTEs.*
- ✓ *Fiscal Management is responsible for a \$6.15 billion budget, including \$2.8 billion in federal funding, from approximately 60 separate federal sources.*
- ✓ *In SFY14, 53 percent of the General Administration operating budget is for staffing costs and 47 percent is for the support costs.*

<p>Goals & Strategies</p>	<p>Goal: Effectively Manage Resources</p> <p>Strategies:</p> <p>Implementation of State and Federal Law</p> <ul style="list-style-type: none"> • Implement state and federal law accurately and timely • Assure program design and delivery are efficient and effective • Ensure program integrity <p>Effective Budget Management</p> <ul style="list-style-type: none"> • Ensure cost management consistent with available resources • Sustain or improve Federal Financial Participation <p>Customer Service</p> <ul style="list-style-type: none"> • Pay providers timely • Respond timely to client/provider appeals • Respond timely the inquiries from stakeholders including the Legislature and the public <p>Resource Management</p> <ul style="list-style-type: none"> • Implement new ELIAS eligibility system and new MIDAS IME payment system 	<p>In SFY13:</p> <ul style="list-style-type: none"> • 100 percent state and federal changes to programs were implemented timely. • DHS completed approximately 150,000 hours of changes in the management information systems used by DHS staff. • DHS hosts 175 internally developed websites, averaging over 10 billion website hits per year. • DHS achieved Iowa Medicaid savings of nearly \$43.6 million through program integrity cost avoidance or recoveries while maintaining essential healthcare services and provider rates. • 100 percent of DHS operational budgets were managed without deficits or supplementals. • Overall DHS expenditures included approximately \$3.1 billion in federal funding – approximately 45.2 percent of all expenditures. • DHS processed 100 percent of vendor payments within 45 days. • DHS processed over 8,500 appeals and 4,600 exceptions to policy. • DHS prepared 1,427 responses to stakeholders including Legislators, Congressional delegates and others. • DHS established contracts for an integrated eligibility systems and MMIS, as well as with program oversight, independent verification and validation and quality assurance contractors through comprehensive procurement and contracting processes.
<p>Cost of Services</p>	<p>Accounting for less than 1 percent of the total DHS budget, General Administration provides the foundation and infrastructure for the management and efficient delivery of the state's human services programs.</p>	<div data-bbox="1019 1318 1230 1528" data-label="Image"> </div> <p><i>Since SFY11, less than One Cent of each dollar in the total DHS budget is allocated to General Administration.</i></p> <p>✓ <i>Between SFY11 and SFY14, the General Administration budget has been less than 0.90 percent of the total DHS budget. The SFY15 General Administration budget request is just 0.83 percent of the total budget.</i></p> <p>✓ <i>A review of comparable human services' budgets from surrounding Midwest states reveals the typical administrative overhead range is 2.62 percent (MN) to 10.23 percent (KS).</i></p>

<p>Funding Sources</p>	<p>General Administration is funded by state general funds and federal funds, including a match via federal financial participation, Title IV-B, Social Services Block Grant and TANF (Temporary Assistance for Needy Families).</p> <p>The total budget for SFY15 is \$51,315,814:</p> <ul style="list-style-type: none"> \$34,739,259 (68 percent) is federal funding \$16,376,555 (32 percent) is state general fund 	<p>SFY14 Funding</p> <p>The General Administration budget has increased the federal share of funding from 59.7% in SFY11 to 68% in SFY15.</p>
<p>SFY 2015 Budget Drivers</p>	<p>The total SFY15 General Administration budget request reflects a \$678,980 (4.3 percent) general fund increase from the SFY15 Governor's Recommendation.</p> <p>The key budget drivers of the SFY15 increase are:</p> <ul style="list-style-type: none"> Adjust SFY15 status quo to HF446 SFY14 as enacted during the 2013 Legislative session is \$382,027 (2.4%) Increased cost of services, support cost, and corporate technology is \$208,380 (1.3 percent). Increased DAS charges is \$88,573 (0.6 percent) which includes a 1.5 percent general increase and 11.4 percent postage increase. 	<p>Total Budget Funding Mix</p>
<p>Legal Basis</p>	<p>State: Iowa Administrative Code, 441 IAC 11.11(1)(a)</p>	

**Request - General Administration
State Fiscal Year 2015**

Request Total: \$51,315,814

General Fund Need: \$16,376,555

Request Description:

This offer seeks to fund the Central Office of the Department of Human Services which provides leadership in the management and support of the delivery of quality services to Iowa citizens so they can be safe, healthy, stable, and self-sufficient. Functions performed include program planning, policy formulation, budget formulation, purchasing, claims payment, data processing and systems development, and training.

SFY15 Governor's Recommendation - 2013 Session

SFY15 Enacted Appropriation	\$8,152,386
Restore Enacted Approp to SFY 2015 Gov. Rec.	\$7,520,358
I3 Distribution	\$24,831

Total State \$ Appropriated: \$15,697,575

Funding Needed to Maintain Current Service Level

Decision Package	Decision Package Description	Amount
1	This decision package adjusts status quo SFY15 to SF 446 for SFY14 as enacted during the 2013 Legislative session. Adjust to SFY14 Enacted (Increased cost of service \$475,710, earmark reduction \$151,400, 2 FTE's IHWP, Appeals \$57,717)	\$382,027
2	SFY15 Inflation (Support costs, \$87,848 and Corporate Technology, \$120,532)	\$208,380
3	SFY15 DAS Charges (General 1.5% increase, \$36,190, plus postage at 11.4%, \$52,383)	\$88,573
Total Requested for Current Service Level Funding:		<u>\$678,980</u>

Funding for Improved Results

Decision Package	Decision Package Description	Amount
		\$0
Total Requested for Improved Results Funding:		<u>\$0</u>

General Fund Total	\$16,376,555
General Fund Change From Prior Year	\$678,980

**Request - General Administration
State Fiscal Year 2015**

Total Funding Summary:

State Funding Total		\$16,476,555
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Program	
General Fund	\$16,376,555
SLTF	\$0
Tobacco	\$0
Iowa Care	\$0
HCTA	\$0
Other**	\$100,000
Total	\$16,476,555

** Food Stamp Receipts - recovery of overpayments, State portion

Federal Funding Total		\$34,739,259
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Program	
TANF	\$3,744,000
SSBG	\$1,056,493
ARRA	\$0
IowaCare	\$0
HCTA	\$0
Other*	\$29,938,766
Total	\$34,739,259

* FFP \$29,788,776 and Title IV-B \$150,000

Other Funding Total		\$100,000
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Program	
Other**	\$100,000

** Food Stamp Receipts - recovery of overpayments, Federal portion

Totals	Program
	\$51,315,814

Request Total
\$51,315,814

FTEs included in request:

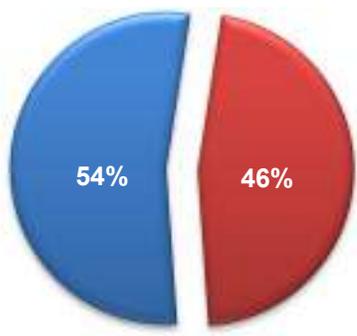
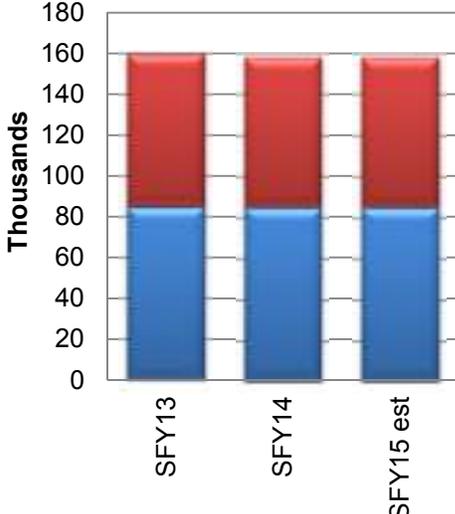
FTEs	289.0
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This budget request does not reflect any changes or impact for potential salary adjustments. In the event of a salary adjustment that is not funded by appropriation, reductions in force will likely occur. DOM estimated General Administration's salary adjustment for SFY14 to be \$158,559 which is the equivalent of 3.0 FTEs. DHS expects a comparable adjustment in SFY15.

Volunteers



Purpose	The Volunteer Services Program enhances the delivery of services to lowans in need.	
Who Is Helped	<p>Volunteers, under the supervision of paid staff, assist in providing compassionate and caring service far beyond the services which could be provided by staff alone.</p> <p>Department volunteers supplement paid staff rather than replacing staff. This staff-volunteer team approach results in extended services to clients and is an essential component in the broad delivery of services.</p> <p>More than 3,000 people volunteered their services to DHS in SFY13. The average number of lowans served by volunteers over the last five years is:</p> <ul style="list-style-type: none"> • Children: 5,238. • Adults under age 60: 7,636. • Adults 60 and over: 3,405. 	<p style="text-align: center;">People Served by Volunteers in SFY13</p> <ul style="list-style-type: none"> ■ Children (32%) ■ Adults <60 years (47%) ■ Seniors (21%)
<ul style="list-style-type: none"> ✓ Volunteers donate from 3 to 40+ hours per week throughout the year. ✓ Six DHS volunteers received a Governor’s Volunteer Award in 2013. 		
Services	<p>There were 49,042 total hours of volunteer service in SFY13. On average, 306 volunteers provided 15 hours of service per month. Service types include:</p> <ul style="list-style-type: none"> • Direct service to clients/residents. • Indirect service, such as clerical assistance. • Stipend volunteers, such as foster grandparents. <p>Volunteer hours increased by 4% between SFY12 and SFY13. New contracts have been established in two service areas that should continue to improve the utilization of volunteers.</p>	<p style="text-align: center;">Services in SFY13</p> <ul style="list-style-type: none"> ■ Individual Direct Service (52%) ■ Individual Indirect Service (26%) ■ Stipend Volunteers (22%)
Goals & Strategies	<p>Goal: Utilize volunteers to supplement client service and relieve frontline staff. Simplify reporting to improve accuracy and limit administrative duties</p>	<p>Results: An increase in volunteer hours was documented in SFY13. An emphasis is being placed on the utilization of volunteers along with simplification of the reporting requirements.</p>
Cost of Services	The average annual cost to recruit, coordinate, and support a single volunteer is \$31.	
<ul style="list-style-type: none"> ✓ <i>If volunteers were paid at the base level of a clerk position, about \$11 per hour, the department cost would have been \$542,408 in SFY13.</i> 		

<p>Funding Sources</p>	<p>The Volunteers program is funded by state dollars and federal funds, including the Social Services Block Grant.</p> <p>The actual budget for SFY14 and anticipated SFY15 amount is \$158,029 (per year).</p> <ul style="list-style-type: none"> • \$73,369 (46.4 percent) is federal funding • \$84,660 (53.6 percent) is state general fund 	<p>SFY15 Funding</p> <p>■ State ■ Federal</p>  <table border="1"> <caption>SFY15 Funding Breakdown</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>State</td> <td>54%</td> </tr> <tr> <td>Federal</td> <td>46%</td> </tr> </tbody> </table>	Source	Percentage	State	54%	Federal	46%										
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<p>SFY 2015 Budget Drivers</p>	<p>The SFY14 funding level has remained constant since reductions in 2010. The SFY15 funding level is slightly lower due to a reduction in available Social Service Block Grant (federal) funds.</p>	<p>Total Budget Funding</p> <p>■ Federal Funding ■ State General Fund</p>  <table border="1"> <caption>Total Budget Funding (Thousands)</caption> <thead> <tr> <th>Fiscal Year</th> <th>State General Fund</th> <th>Federal Funding</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>SFY13</td> <td>84.66</td> <td>73.37</td> <td>158.03</td> </tr> <tr> <td>SFY14</td> <td>84.66</td> <td>73.37</td> <td>158.03</td> </tr> <tr> <td>SFY15 est</td> <td>84.66</td> <td>73.37</td> <td>158.03</td> </tr> </tbody> </table>	Fiscal Year	State General Fund	Federal Funding	Total	SFY13	84.66	73.37	158.03	SFY14	84.66	73.37	158.03	SFY15 est	84.66	73.37	158.03
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<p>Legal Basis</p>	<p>Federal:</p> <ul style="list-style-type: none"> • Domestic Volunteer Service Act of 1973(42 U.S.C. 4950 et seq), • 42 U.S. Code, Chapter 66 <p>State:</p> <ul style="list-style-type: none"> • Iowa Code, Chapter 217.13 • Iowa Administrative Code, 441 IAC 12 																	

**Request - Volunteers
State Fiscal Year 2015**

Request Total: \$158,055

General Fund Need: \$84,686

Request Description:

This appropriation pays for contracts with organizations that recruit and coordinate volunteers to assist DHS staff and clients. In SFY13, more than 3,000 volunteers contributed 49,042 hours. The average annual cost to recruit, coordinate, and support a single volunteer is just under \$31.

SFY15 Governor's Recommendation - 2013 Session

SFY 2015 Enacted Appropriation	\$42,330
Restore Enacted Approp to SFY 2015 Gov. Rec	\$42,330
I3 Distribution	\$26
Total State \$ Appropriated:	<u>\$84,686</u>

Funding Needed to Maintain Current Service Level

Decision Package	Decision Package Description	Amount
		\$0
Total Requested for Current Service Level Funding:		<u>\$0</u>

Funding for Improved Results

Decision Package	Decision Package Description	Amount
		\$0
Total Requested for Improved Results Funding:		<u>\$0</u>

General Fund Total **\$84,686**

General Fund Change From Prior Year **\$0**

**Request - Volunteers
State Fiscal Year 2015**

Total Funding Summary:

State Funding Total	\$84,686
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	Program
General Fund	\$84,686
SLTF	\$0
Tobacco	\$0
Iowa Care	\$0
HCTA	\$0
Other	\$0
Total	\$84,686

Federal Funding Total	\$73,369
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	Program
TANF	\$0
SSBG	\$73,369
ARRA	\$0
IowaCare	\$0
HCTA	\$0
Other	\$0
Total	\$73,369

Other Funding Total	\$0
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	Program
Other	\$0

Totals	Program	
	\$158,055	

Request Total	\$158,055
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FTEs included in request:

FTEs	-
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