

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 SFY12, DHS Field employees served the following individuals and families:

Abuse Assessment:

- 59,340 calls to the abuse hotline were handled of which 33,235 were complaints of abuse that were accepted for onsite assessment.
- 44,261 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.
- 9,136 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:

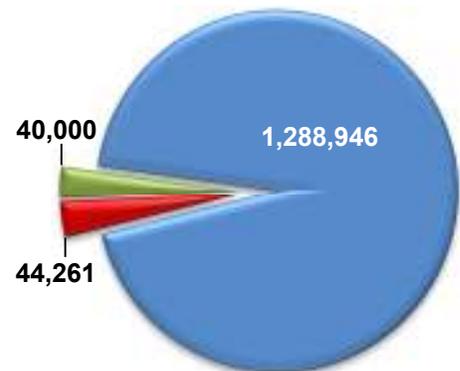
- 616,252 individuals received Medicaid, IowaCare, Medicaid expansion, and Family Planning waiver.
- 547,336 individuals received FA.
- 80,972 individuals and their families received FIP cash assistance.
- 44,777 children received child care assistance which supports working parents.

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

- 1,400 licensed child care centers were visited.
- 4,400 registered child care development homes were registered or monitored.
- Over 649,000 payments to child care providers were processed.
- 5,886 record checks for individuals seeking work in nursing facilities and other health care facilities.

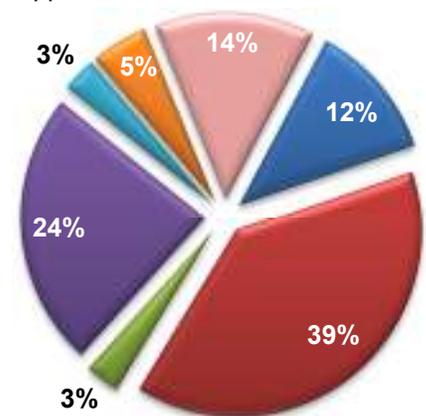
Services by DHS Field Operations SFY12

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



Field Staffing by Classification

- Abuse Assess
- Management
- IM Supervisor
- Support
- IM Work
- Social Work
- SW Supervisor



- ✓ *About one-third of all assessments yield a finding of abuse, meaning there is a need for child welfare case management.*
- ✓ *Approximately 37,000 more lowans are expected to require services from the department 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 5 Service Areas</p>	<p>Five Field Service Areas deliver the following basic services. In SFY13, 1,424 employees are located in 42 full time county offices.</p> <p>Protective Services: 186 Social Worker 3 (SW3) 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="410 583 1490 1018" 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 needrd, 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 Case Management for Children and Families: 389 Social Worker 2 (SW2) staff provide case management services.</p> <ul style="list-style-type: none"> • A CW Social Work Case Manager has 25 to 30 children and families for whom they are responsible. That is about double the Child Welfare League of America recommended caseload. <div data-bbox="410 1308 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. 499 IM staff perform eligibility activities for Medicaid, FA and FIP services.

- An IM worker is responsible for an average of 772 cases or families or roughly 1,544 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: 82 SW Supervisors provide clinical consultation and approve all child abuse findings and case plans. 36 IM supervisors who provide eligibility and case consultation to IM staff. 38 support staff in each Service Area support the Social Work and IM staff. 7-8 staff provide administrative support and oversight of the Service Area staff and service delivery.

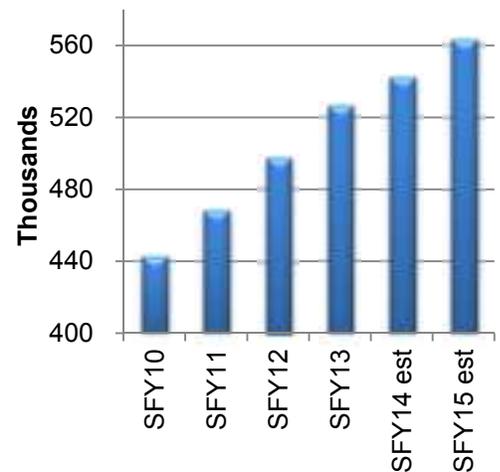
Field services include the Bureau of Refugee Services. The primary function of this 14-person unit is to help non-English-speaking refugees to find employment. Services include an intensive employment-readiness class for new arrivals. The caseload averages about 400. Main areas of employment continue 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. In SFY13, 246 staff are in the Centralized Service Area and are located primarily in Des Moines and Council Bluffs.

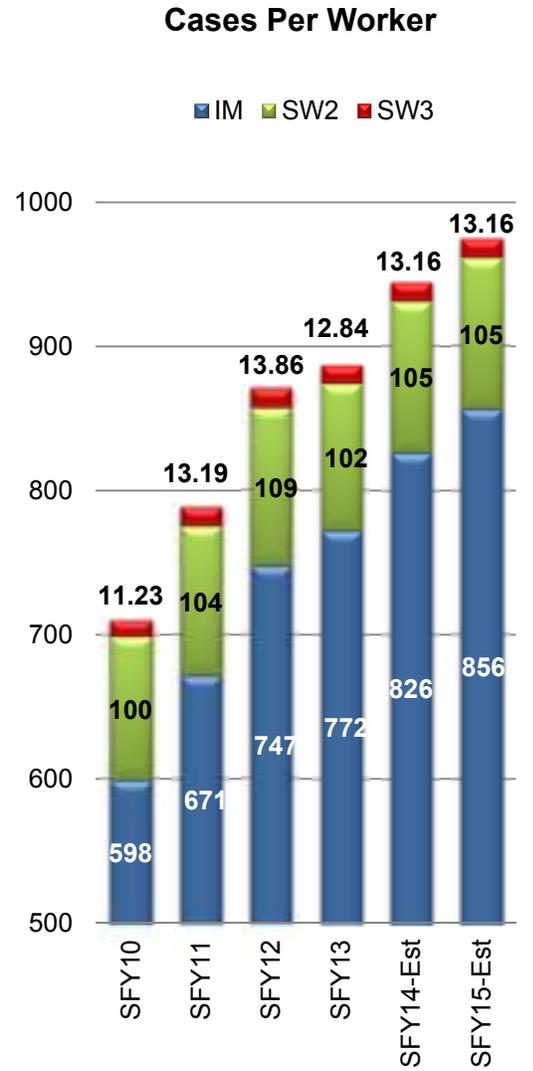
- **Service Intake Unit:** 35 staff accept reports of abuse by the public, determine the cases that meet child abuse criteria and refer the assessment to the appropriate Service Area.
- **Child Care Unit:** 71 staff determine eligibility for child care assistance, handle billing, and registration.
- **Nursing Facility Eligibility Unit:** 28 staff determine Medicaid eligibility for individuals in nursing homes.
- **IM Customer Service Center:** 59 staff receive and address reported changes in client eligibility information.
- **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:** 23 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. (This is a new unit in FY13.)
- **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:** 41 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.

Average Monthly Cases



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.



<p>Goals & Strategies</p>	<p>Goal: Improve Safety, Well-Being, and Permanency for Iowa's Children. Strategies:</p> <ul style="list-style-type: none"> • Victims of alleged abuse will be seen timely • Focus on best practice to assure children receive effective and timely services. <p>Goal: Improve Iowa's Health and Employment and Economic Security. Strategies:</p> <ul style="list-style-type: none"> • Provide timely and accurate Medicaid eligibility for Medicaid, FA, FIP and CCA <p>Goal: Provide Quality Child Care Services.: Strategies:</p> <ul style="list-style-type: none"> • Process CCA payments timely • Conduct annual CC licensure visits on all child care centers <p>Goal: Effectively Manage Resources and Prevent Fraud and Abuse. Strategies:</p> <ul style="list-style-type: none"> • Maintain current IVE eligibility penetration rates • Implement Integrated Claims Recovery Unit (ICRU) 	<p>Results in SFY12:</p> <ul style="list-style-type: none"> • 97 percent of assessment reports met timeliness requirements. • 95 percent of children alleged to be victims of abuse are seen within required 1 hour and 24 hour timeframes. • 91 percent of children are safe from re-abuse. • Iowa achieved a 138 rating in FFY11 for assuring children whose parental rights have been terminated are adopted within 2 years. This exceeds the national average of 106.4. • On average, 11,600 monthly medical applications are processed within 19.7 days of receipt. • Process 104,400 Medicaid nursing facility applications, review and case actions annually. • Iowa Food Assistance accuracy rates have reached 97 percent. • 99.5 percent of child care claims are paid timely. • 100 percent of child care centers were visited annually (1,367). • SFY12 Iowa earned \$45 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 is projected to recover \$1 million annually in inaccurate or fraudulently claimed benefits.
<p>Cost of Services</p>	<p>✓ <i>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.</i></p> 	<p><i>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.</i></p> <p>✓ <i>94 percent of the SFY13 Field operations budget is 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.</i></p>

Funding Sources

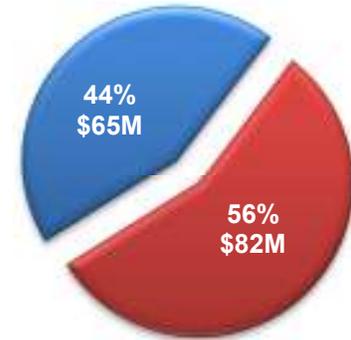
Field operations is funded by state general funds and a blend of federal funds including Title IV-B, Title IV-E, Title XIX, Food Assistance, TANF, CCDF, and SSBG.

The SFY14 total budget is \$146,886,825:

- \$64.8 million (44 percent) state general fund.
- \$81.7 million (56 percent) is federal funding.
- A nominal \$331,000 is other funding.

DHS Field Operations Funding

■ State General Fund ■ Federal



✓ *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.*

SFY 2014 & 2015 Budget Drivers

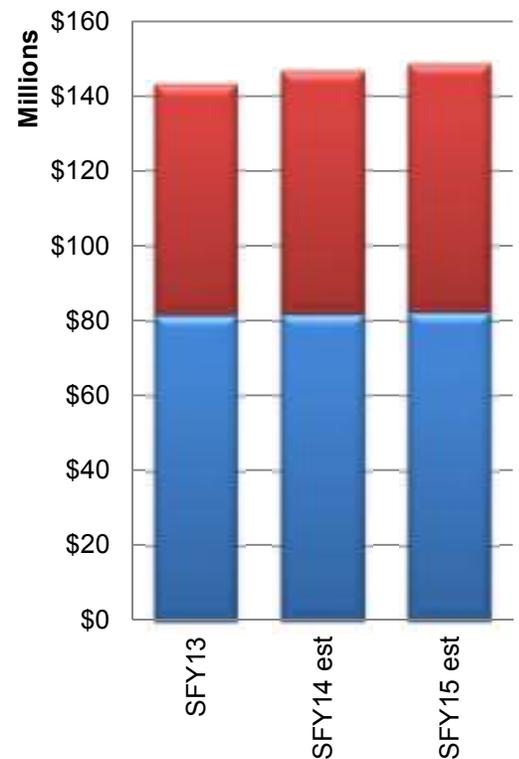
The total SFY14 budget reflects a \$3,180,572 (5.2 percent) general fund increase from SFY13. The FY15 budget reflects a \$1,438,828 (2.2 percent) general fund increase over SFY14.

The key budget drivers of increases are:

- 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:
 - To grow 121,330 (30 percent) for financial assistance and medical eligibility cases.
 - To grow 329 (14 percent) for abuse investigations
 - To decline 1,054 (minus 3 percent) for services to families.
- Increases in the Department of Administrative Services (DAS) rent utility fees.
- Increased cost of technology support and corporate technology budget.
- Replacement of Children's Health Insurance Program (CHIP) contingency funds for the Integrated Claims Recovery Unit is \$677,864 – this unit is expected to return a positive cash flow throughout the year, returning more than \$677,864 to the state general fund.
- Sustaining the funding level approved in SFY13 via carry forward authorization is \$680,000.

Total Budget Funding Mix

■ State General Fund ■ Federal



Legal Basis

Federal:

- 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

State:

- 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)