

# General Administration



<p><b>Purpose</b></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 \$5.2 billion budget and for program compliance and integrity for all state and federally funded programs administered by the Department.</p>	
<p><b>Who Is Helped</b></p>	<p>The current staff of <b>289 employees</b> provides leadership, management, and support for the delivery of quality human services to more than <b>949,268 individuals/families</b>.</p> <p><b>4,540 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.</b></p> <p>Approximately <b>\$4.7 billion (90 percent) of the \$5.2 billion DHS budget is paid to vendors, providers and lowans</b> in the form of provider claims, service/goods payments and program benefits.</p>	
<p><b>Services</b></p>	<p>General Administration is organized into seven divisions including the Director's office; other divisions include:</p> <ul style="list-style-type: none"> <li>• Iowa Medicaid Enterprise</li> <li>• MHDS</li> <li>• ACFS</li> <li>• Field/CSRU</li> <li>• DDM</li> <li>• Fiscal</li> <li>• Policy Coordination</li> </ul> <p>General Administration staff :</p> <ul style="list-style-type: none"> <li>• Design or update programs/service requirements to comply with state and federal law</li> <li>• Implement the service through DHS staff in the field or facilities or via community providers</li> <li>• Develop, monitor, and account for the budgets under more than 100 active appropriations and funds and approximately 59 federal funding sources.</li> <li>• Maintain and update 100 management information systems and support networks for DHS staff in all counties.</li> <li>• Oversee direct service delivery by Field, CSRU, and the nine facilities.</li> </ul>	

**IME:** 30 staff are responsible for Medicaid and Iowa Care with a \$4 billion budget and CHIP/hawk-i with a \$123 million budget; as well as oversight of nearly \$39 million in contracts and \$3.3 billion in provider payments annually.

**MHDS:** 22 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 \$10 million.

**ACFS:** 60 staff are responsible for policy and state/federal compliance for FA, FIP, JOBS, CCA, Child Abuse, and CFS programs and \$323 million in contracts for Basic Services, CCA and CFS.

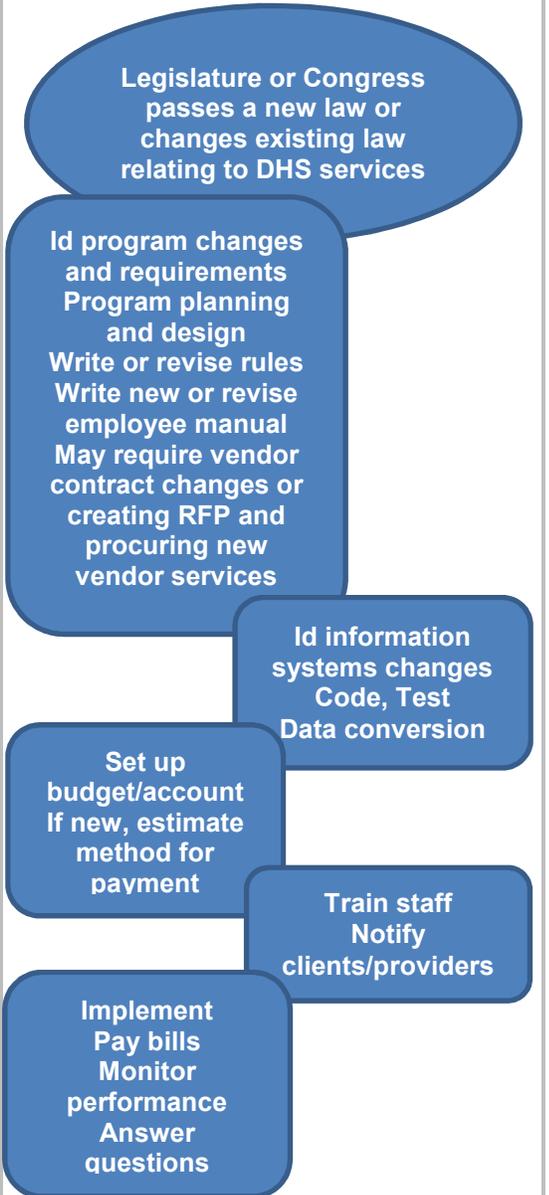
**Field:** 25 staff are responsible for oversight of all field operations, abuse registries, record check evaluations for all employee applicants for Iowa health care facilities and DHS staff, interstate compact on placement of children, help desks for case consultation and advice, quality improvement (Lean/Business Process Improvement) and monitoring and oversight of 138 contracts.

**DDM:** 150 staff and contractors support 100 management information systems; computer networks in all 99 counties and ensure DHS systems and data security are maintained in accordance with all state and federal law.

**Fiscal:** 45 staff budget, monitor, and account for a \$5.2 billion budget, process nearly 1.5 million checks annually, provide service contract support for 1,600 DHS contracts, coordinate all state and federal financial audits, manage the Department's federal cost allocation plan and submit more than 200 required federal reports annually.

**Policy Coordination Unit:** 10 staff process approximately 8,500 appeals and 4,300 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 \$5.2 billion budget, including \$2.8 billion in federal funding from approximately 59 separate federal sources.*
- ✓ *In SFY13, 53 percent of the General Administration operating budget is for staffing costs and 47 percent is for the support costs. Support costs have increased less than 1 percent in the past several years.*

<p><b>Goals &amp; Strategies</b></p>	<p>Goal: Effectively Manage Resources Strategies:</p> <p>Implementation of State and Federal law</p> <ul style="list-style-type: none"> <li>• Implement state and federal law accurately and timely</li> <li>• Assure program design and delivery are efficient and effective</li> <li>• Ensure program integrity</li> </ul> <p>Effective Budget management</p> <ul style="list-style-type: none"> <li>• Ensure cost management consistent with available resources</li> <li>• Sustain or improve Federal Financial Participation</li> </ul> <p>Customer service</p> <ul style="list-style-type: none"> <li>• Pay providers timely</li> <li>• Respond timely to client/provider appeals</li> <li>• Respond timely the inquiries from stakeholders including the Legislature and the public</li> </ul> <p>Resource management</p> <ul style="list-style-type: none"> <li>• Implement new ELIAS eligibility system and MIDAS new IME payment system</li> </ul>	<p>In SFY12:</p> <ul style="list-style-type: none"> <li>• 100 percent state and federal changes to programs were implemented timely.</li> <li>• DHS completed approximately 125,000 hours of changes in the management information systems used by DHS staff.</li> <li>• DHS established an active program of using data to evaluate performance and make informed decisions to improve results.</li> <li>• DHS achieved Iowa Medicaid savings of nearly \$30 million through program integrity cost avoidance or recoveries while maintaining essential healthcare services and provider rates.</li> <li>• 100 percent of DHS operational budgets were managed without deficits or supplementals.</li> <li>• Overall DHS expenditures included approximately \$3.0 billion in federal funding – approximately 58.9 percent of all expenditures</li> <li>• DHS processed 100 percent of vendor payments within 45 days.</li> <li>• DHS processed over 9,000 appeals and 4,300 exceptions to policy.</li> <li>• DHS prepared 1,800 responses to stakeholders including Legislators, Congressional delegates and others.</li> </ul> <p>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>
<p><b>Cost of Services</b></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 style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p><i>Since SFY11, less than One Cent of each dollar in the total DHS budget is allocated to General Administration.</i></p> </div> </div> <p>✓ <i>Since SFY11, the General Administration budget has been less than 0.90 percent of the total DHS budget.</i></p> <p>✓ <i>A review of comparable human services' budgets from surrounding Midwest states reveals the typical administrative overhead range is 2.98 percent (SD) to nearly 11 percent (NE).</i></p>

<p><b>Funding Sources</b></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 SFY14 is \$51,404,045:</p> <ul style="list-style-type: none"> <li>\$34,692,590 (68 percent) is federal funding</li> <li>\$16,711,455 (32 percent) is state general fund</li> </ul> <p>The total budget for SFY15 is \$51,697,751:</p> <ul style="list-style-type: none"> <li>\$34,825,750 (68 percent) is federal funding</li> <li>\$16,872,001 (32 percent) is state general fund</li> </ul>	<p><b>SFY14 Funding</b></p> <p>The General Administration budget has increased the federal share of funding from 59.7% in SFY11</p>
<p><b>SFY 2014 &amp; 2015 Budget Drivers</b></p>	<p>The total SFY14 General Administration budget reflects a \$1,164,711 (7.5 percent) general fund increase from the SFY13 total.</p> <p>The total SFY15 budget reflects a \$160,546 (less than one percent) general fund increase from the SFY14 total.</p> <p>The key budget drivers of the SFY14 increase are:</p> <ul style="list-style-type: none"> <li>Sustaining the funding level approved in SFY13 via carry forward authorization is \$689,000 (4.4 percent)</li> <li>Increased cost of services is \$476,000 (3.1 percent)</li> <li>Increased DAS charges due to temporary increased mainframe usage for new MMIS and integrated eligibility system is \$443,000 of the \$476,000 increased cost of services</li> </ul>	<p><b>Total Budget Funding Mix</b></p>
<p><b>Legal Basis</b></p>	<p><b>State:</b> Iowa Administrative Code, 441 IAC 11.11(1)(a)</p>	