

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 oversight for the \$6.0 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 282 employees provides leadership, management, and support for the delivery of quality human services to more than 1,002,587 unduplicated individuals/families.</p> <p>4,347 Field, CSRU, Facility and program staff responsible for actual delivery of service rely on General Administration for policy and technical expertise, support, and oversight.</p> <p>Nearly \$5.6 billion (94 percent) of the \$6.0 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 75 active appropriations, funds, and federal funding sources. • Maintain and update web-based and mainframe-based applications and network connection points to support DHS offices in all 99 counties. • Oversee direct service delivery by Field, CSRU, and six facilities. 	

IME: 41 staff are responsible for Medicaid and the IA Health Link \$5 billion budget, and CHIP/*hawk-i* with a \$150 million budget; as well as oversight of nearly \$70 million in contracts and nearly \$5 billion in provider payments annually.

MHDS: 19 staff are responsible for the MHDS redesign planning and implementation, oversight of the 6 DHS facilities, accreditation of more than 220 community providers annually, administrative oversight of DHS Targeted Case Management, and monitoring and oversight of 178 contracts with an annual operating budget of over \$110 million.

ACFS: 60 staff are responsible for policy and state/federal compliance for FA, FIP, PROMISE JOBS, CCA, Child Abuse, and CFS programs and over \$1.0 billion in contracts for basic services, CCA, and CFS.

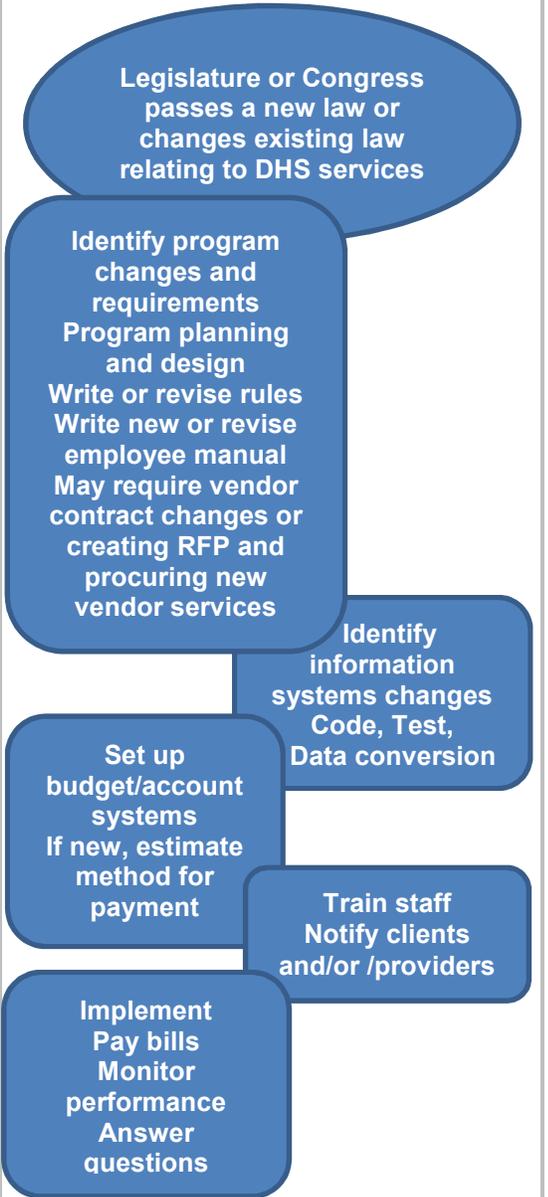
Field: 26 staff are responsible for oversight of all field operations, abuse registries, record check evaluations for all employee applicants for Iowa health care facilities and DHS staff, interstate compact on placement of children, help desks for case consultation and advice, quality improvement (Lean Business Process Improvement), and monitoring and oversight of 446 contracts.

DDM: 70 staff and contractors support 100 management information systems, 354 servers and support networks for DHS in all 99 counties, providing over 34,198 technical help desk inquiries annually to ensure DHS systems and data security are maintained in accordance with all state and federal law.

Fiscal: 44 staff budget, monitor, and account for a \$6.0 billion budget, process approximately 34,000 claims for payment to vendors and employee travel reimbursement and provide oversight for over 150,000 payments to clients and providers, provide service contract support for 1,521 DHS service contracts, coordinate all state and federal financial and program audits, manage the Department's federal cost allocation plan, and submit more than 175 required federal reports annually. Fiscal administration also provides agency human resources oversight.

Policy Coordination Unit: 7 staff process over 9,000 appeals and 3,500 exceptions to policy annually, manage and publish rules and the DHS employee manual, and provide public policy information as requested.

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.

	<ul style="list-style-type: none"> ✓ <i>General administrative staff comprise less than 6 percent of total DHS staff.</i> ✓ <i>Fiscal Management is responsible for a \$6.0 billion budget, including \$4.2 billion in federal and other funding from many different funding sources.</i> 	
<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 SFY16:</p> <ul style="list-style-type: none"> • DHS achieved Iowa Medicaid savings of nearly \$43.8 million through program integrity cost avoidance or recoveries while maintaining essential healthcare services and provider rates. • Overall DHS expenditures included over \$4 billion in federal funding which accounts for well over half of all expenditures. • DHS processed 100 percent of vendor payments within 45 days. • DHS processed changes to more than 240 forms, brochures, pamphlets, and reference cards. • DHS processed changes to more than 3,120 pages in more than 180 employee manual submissions. • DHS processed 322 pages of administrative rule changes in 21 administrative rule submissions. • DHS processed 522,937 words in 758 documents for translation into 36 distinct languages. • DHS prepared 2,562 responses to stakeholders including Legislators, Congressional delegates, constituents, FOIA-open record requests, and others. • Staff from all divisions worked with IME to procure managed care vendors to operationalize the Medicaid Modernization initiative. Today staff ensure program oversight and monitor managed care organization performance to ensure members receive necessary services and providers receive appropriate and timely payment.
<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>	 <p><i>Since SFY11, less than One Cent of each dollar in the total DHS budget is allocated to General Administration.</i></p>

	<ul style="list-style-type: none"> ✓ <i>Between SFY11 and SFY16, the General Administration budget has been less than 0.90 percent of the total DHS budget. The SFY18 General Administration budget request is just 0.8 of the total budget.</i> ✓ <i>The general administration team is also responsible for cost management efforts across the Department's programs and services. These efforts recognize the goals of a predictable and sustainable budget while supporting the Department's efforts to provide to help individuals and families achieve safe, stable, self-sufficient, and healthy lives.</i> 	
Funding Sources	<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 SFY17 is \$50,183,290:</p> <ul style="list-style-type: none"> • \$33,594,487 (67 percent) is federal funding • \$16,388,805 (33 percent) is state general fund 	<p style="text-align: center;">SFY17 Funding</p> <ul style="list-style-type: none"> ■ Federal (67%) ■ State (33%) <p>A 3D pie chart titled 'SFY17 Funding' showing the distribution of funding. The chart is divided into two segments: a larger blue segment representing 67% (Federal) and a smaller red segment representing 33% (State). A legend above the chart identifies the colors: blue for Federal (67%) and red for State (33%).</p>
	<ul style="list-style-type: none"> ✓ <i>General Administration manages the Department's federal cost allocation plan to ensure compliance with federal requirements while maximizing federal funding available to the state for human services programs.</i> 	
	<ul style="list-style-type: none"> ✓ <i>Federal financial participation and specified funding from selected program appropriations help fund the administrative needs of the department.</i> 	
Legal Basis	<p>State: Iowa Administrative Code, 441 IAC 11.11(1)(a)</p>	