

Effectively Manage Resources

**Field Operations
Refugee Services
Volunteers
General Administration
IT Modernization & Major Technology Projects**

Field Operations

DESCRIPTION

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.

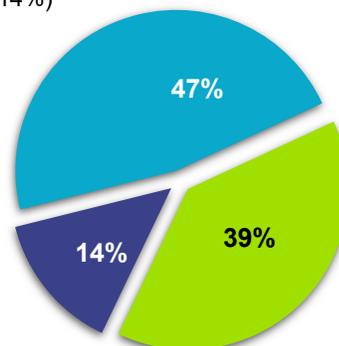
WHO IS HELPED

DHS Field Operations employees serve individuals and families by providing the following services in five field service areas:

- Abuse Assessment & Protective Services
- Child Welfare Case Management
- Eligibility determination services for Medicaid, FA, FIP and CCA to enable low-income lowans access to health care, food, basic supports, and child care
- Supports to child care, foster families, nursing and other health care facilities through licensing, on-site visits & monitoring, records checks, and payments

**Services by DHS Field Operations
SFY20**

- Social Work (47%)
- Eligibility Determinations (39%)
- Front Line Suppors (14%)



The centralized service area provides the following services & supports:

- Abuse referral and assignment
- Child Care eligibility, registration, licensing, and supports
- Nursing Facility Eligibility determination
- Client eligibility customer service
- Title IV-E funding and Medicaid eligibility for children in foster and adoptive care
- Investigation, and claims recovery for fraud and overpayments in assistance programs
- Oversight of movement of children in the child welfare and juvenile justice systems between states
- Central Abuse Registry inquiries and record check evaluations for employers and citizens

Central Office staff provide the following supports:

- Reviews and responds to client & family case inquiries
- Provides case consultation and support to front line staff and field service areas
- Monitors and provides assistance to improve Field performance

COST OF SERVICES & FUNDING SOURCES

Less than 3 cents of each dollar in the DHS general fund budget is spent on Field Operations -- the staff who provide protective, case management, eligibility determinations, and key provider support functions.



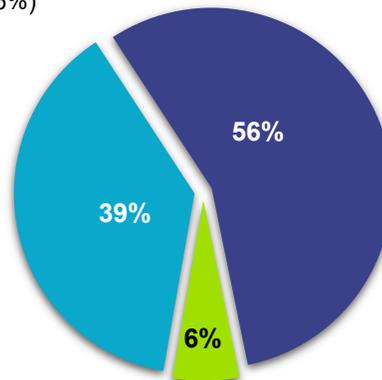
Field Operations is funded by state general funds and a blend of federal funds including Title IV-B, Title IV-E, Title XIX, Food Assistance, TANF, CCDF, and SSBG.

The SFY21 total budget is \$145,366,253

- \$55.6 million state general fund.
- \$81.7 million is federal funds.
- \$ 8.1 million is other funds.

SFY21 Funding

- State General Fund (38%)
- Federal (56%)
- Other Funding (6%)



Refugee Services

DESCRIPTION

Field Operations includes the Bureau of Refugee Services. The Bureau's Mission is: Through dedicated service and statewide coordination, the Bureau of Refugee Services empowers all refugees to meet their goals as they enrich Iowa.

WHO IS HELPED

Tens of thousands of refugees have settled in Iowa since the resettlement program began in 1975. The Bureau can serve refugees who have been in the United States for 5 years or less, and also serves as the PROMISE JOBS provider for all Iowa refugees who have not yet attained citizenship.

Services include:

- employment assessments;
- employer outreach, candidate screening, application and job retention assistance;
- work readiness training;
- referral to community support services;
- transportation and counseling or referral to alleviate any barriers to employment the refugee family may be experiencing.
- Assistance with accessing mainstream services and supports available to all Iowans.
- Family supports that allow refugees to gain and maintain economic self-sufficiency
- Consultation with refugee serving agencies regarding culture and language appropriate services

The Bureau also offers specialized services for refugees with serious health treatment needs and for older refugees, and funds many other supportive services provided by Iowa nonprofits. The Bureau serves as the designated State Refugee Coordinator for the State of Iowa, and is available to consult with or present to Iowa's communities, civic and nonprofit agencies who have an interest in learning more about the refugees who call Iowa home and routinely works with Iowa employers who hire refugees.

The caseload per worker fluctuates based on demand and the number of refugees approved for resettlement in Iowa each year. Success is measured by how many refugees were connected to employment, the average amount of pay, job retention rates for at least 90 days, proportion of jobs offering health insurance coverage, and removing refugees from public cash assistance programs like Temporary Assistance to Needy Families (TANF).

COST OF SERVICES & FUNDING SOURCES

Refugee Services is funded by a blend of federal funds, competitive grants, and PROMISE JOBS funds.

Volunteers

DESCRIPTION

The Volunteer Services Program enhances the delivery of services to lowans in need.

WHO IS HELPED

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.

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. Service types include direct service to clients/residents and indirect service, such as clerical assistance.

COST OF SERVICES & FUNDING SOURCES

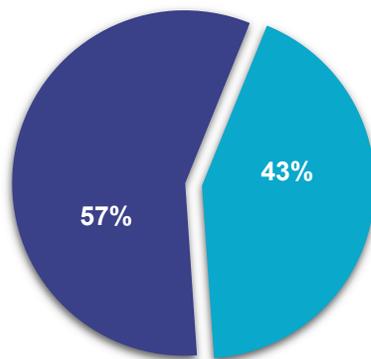
The average annual cost to recruit, coordinate, and support a single volunteer is \$18.99. The Volunteers program is funded by state dollars and federal funds, including the Social Services Block Grant.

The status quo budget for SFY20 is \$147,927:

- \$63,241 (43 percent) is federal funding.
- \$84,686 (57 percent) is state general fund.

SFY21 Funding

■ State (57%) ■ Federal (43%)



General Administration

DESCRIPTION

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 approximate \$7.6 billion budget and for program compliance and integrity for all state and federally funded programs administered by the Department.

WHO IS HELPED

The current staff of 295 employees provides leadership, management, and support for the delivery of essential services to more than 1,047,674 unduplicated individuals/families.

General Administration provides the foundation and infrastructure for the management and efficient delivery of the state's human services programs, supporting the Field, CSRU, Facility and program staff responsible for service delivery.



General administration staff activities include:

- Direct support for the Governor's administration
- Review, monitoring and implementation of federal legislation
- Informing the Iowa legislative process and implementing resulting legislative action
- Program planning, design, implementation and monitoring
- Administrative rules, employee manual, training
- Assessment of service delivery options and related procurement and service contracting
- Processing appeals and exceptions to policy
- Public information and communications, including responses to requests from legislators, stakeholders, and the public
- Information technology
- Human resources including Department policy and practice
- Fiscal management
- And much more

The following information provides sample statistics reflecting the level of activity supported by the general administration team in SFY20:

- Responding to 1,266 requests for information and FOIAs from legislators, stakeholders, and public; handling 127 bill reviews and fiscal notes; and tracking 317 pieces of legislation
- Processing 9,899 appeals and 1,199 exceptions to policy
- Managing and monitoring 1,300 service contracts
- Maintain and operate 95 distinct information technology systems

COST OF SERVICE & FUNDING SOURCES

Over 95 percent of the \$7.6 billion DHS budget is paid to vendors, providers, and lowans in the form of provider claims, service & goods payments, and program benefits.

General Administration accounts for less than 1 percent of the total DHS general fund budget. Since SFY11, less than One Cent of each dollar in the total DHS budget is allocated to General Administration.



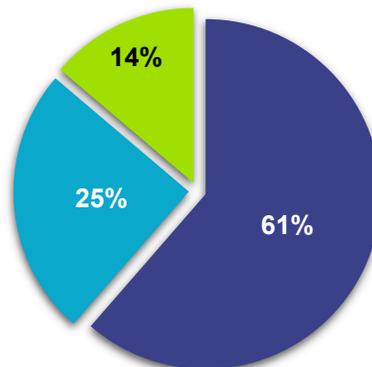
General Administration is funded by state general funds and federal funds, including federal financial participation, SSBG (Social Services Block Grant) and TANF (Temporary Assistance for Needy Families).

The total budget for SFY21 is \$55,477,717:

- \$34,063,559 (61 percent) is federal funding
- \$13,772,533 (25 percent) is state general fund.
- \$ 7,641,625 (14 percent) is other funds.

SFY21 Funding

- Federal (61%)
- State (25%)
- Other (14%)



IT Modernization & Major Technology Projects

DESCRIPTION

The Division of Information and Technology (DoIT) provides adaptable, secure, and cost-effective technology services and solutions across the Department of Human Services (DHS) Divisions as well as for partners and citizens. DoIT manages DHS's IT assets, policies, procedures, systems, and resources, and delivers technology and expertise to support citizens of Iowa and their families every day.

DoIT has six Bureaus and an Information Security and Privacy Office that supports and manages 100's of systems and applications, 1,000's of technology devices, and over 4,800 State staff and contractors with 24/7 support. When Iowans entrust the DHS with their personal information, DoIT uses the latest tools and privacy systems to guard that data against threats and vulnerabilities. This safeguarding is of paramount importance and is a central goal of all information technology efforts.

TECHNOLOGY VISION

The DHS technology vision is focused on building a modern and nimble organization centered on technologies that allow rapid deployment and consistent knowledge and delivery practices. This knowledge and delivery practice then supports outcomes across small and large scale projects.

A technology transformation has been implemented to support an enterprise focus by breaking down business silos. Reorganization of the siloes focused on business units to a division structured around Enterprise Agile delivery of world-class services across fundamental Information Technology Domains. This allows cost savings through the consolidation of services, systems, and software which can be reinvested in modernization.

DoIT has also focused on the agency's migration of hardware by evaluating new technologies, such as Virtual Desktops (VDI), with the goal of providing lower costs, improved dependability and centralized management. We continue to build a modernized work place, including migration to Microsoft 365 E5. We have also implemented a 3-year email retention policy, reducing storage costs and allowing utilization of cloud-based services.

TECHNOLOGY GOALS

- Replacement of cost intensive legacy systems utilizing soon to be extinct languages
- Consolidation of software and hardware purchases
- Standardization of enterprise technology and process
- Build an agile development organization with ability to scale small to large system projects
- Provide business with cost effective options for long-term system needs
- Collapse Technology and standardize platforms to remove duplication and extra cost
- Ensure Disaster Recovery and Business Continuity for essential IT systems and operations
- Ensure there are no failure points
- Mitigate "technology debt", upgrading technology when appropriate vs. waiting until end of life
- Facilitate knowledge transfer wherever possible
- Promote an enterprise wide data strategy that leverages the right data delivered at the right time to drive actionable programs and support the strategic initiatives of the Department including expanding data governance and data quality
- Broadening business intelligence capabilities including predictive analytics

MAJOR TECHNOLOGY INITIATIVES

MEME

Effective January 1, 2016, CMS revised the conditions and standards state Medicaid IT systems must meet to qualify for enhanced federal funding. These conditions and standards are intended to better support Medicaid eligibility, enrollment, and delivery systems, and require States to initiate modernization efforts to meet requirements. Iowa's goal is to develop the best overall Medicaid Management Information System (MMIS) strategy to achieve the most cost effective and administratively efficient MMIS modular solutions consistent with the guidance provided by CMS. The Modernizing the Exchange of Information within the Medicaid Enterprise (MEME) project encompasses the planning, design, development, and implementation activities needed to replace legacy IT solutions with modern, modularized applications leveraging a common enterprise architecture and data standards.

ELIAS

The ELIAS (Eligibility Integrated Application Solution) system is comprised of three modules: SSP, which allows applicants to apply online for Medicaid benefits or be referred to the Federal Marketplace; MPEP, which allows Qualified Entities the ability to assist clients in applying for presumptive Medicaid coverage; and ABMS, the worker portal used to determine Medicaid eligibility. The end goal is to have all Medicaid programs, Food Assistance, and Cash Assistance programs in ELIAS so that our customers and workers have one integrated system for eligibility programs.

FACS

The current child welfare system (FACS) is slow, relies on other semi-independent applications for case management, and is at risk of becoming obsolete in the short term. The purpose of this project is to enhance the IOWA Child Welfare system that serves our clients and will meet the new CCWIS guidelines. The new system will have the ability to track cases from initiation to completion, support identified data requirements (AFCARS, NYTD, NCANDS and other data requests) as well as have the ability to issue and allocate funding/payments (IV-E, IV-B, and SSI) to the state and federal government.

Ongoing Projects

DHS consistently runs more than 60 simultaneous technology projects at any given time. DoIT works directly with DHS business partners to prioritize this work to insure the most critical projects are addressed accordingly. DoIT works with fiscal management to determine appropriate funding streams for the prioritized initiatives and staffs projects based on priority and availability of resources.

Projects range from quick hit implementations to large-scale system replacements and thus can range from a couple thousand dollars to multi-million dollar initiatives. DoIT also maintains and operates all DHS infrastructure, platforms and applications.