



Governor's Public Budget Hearing

November 28, 2017



Vision

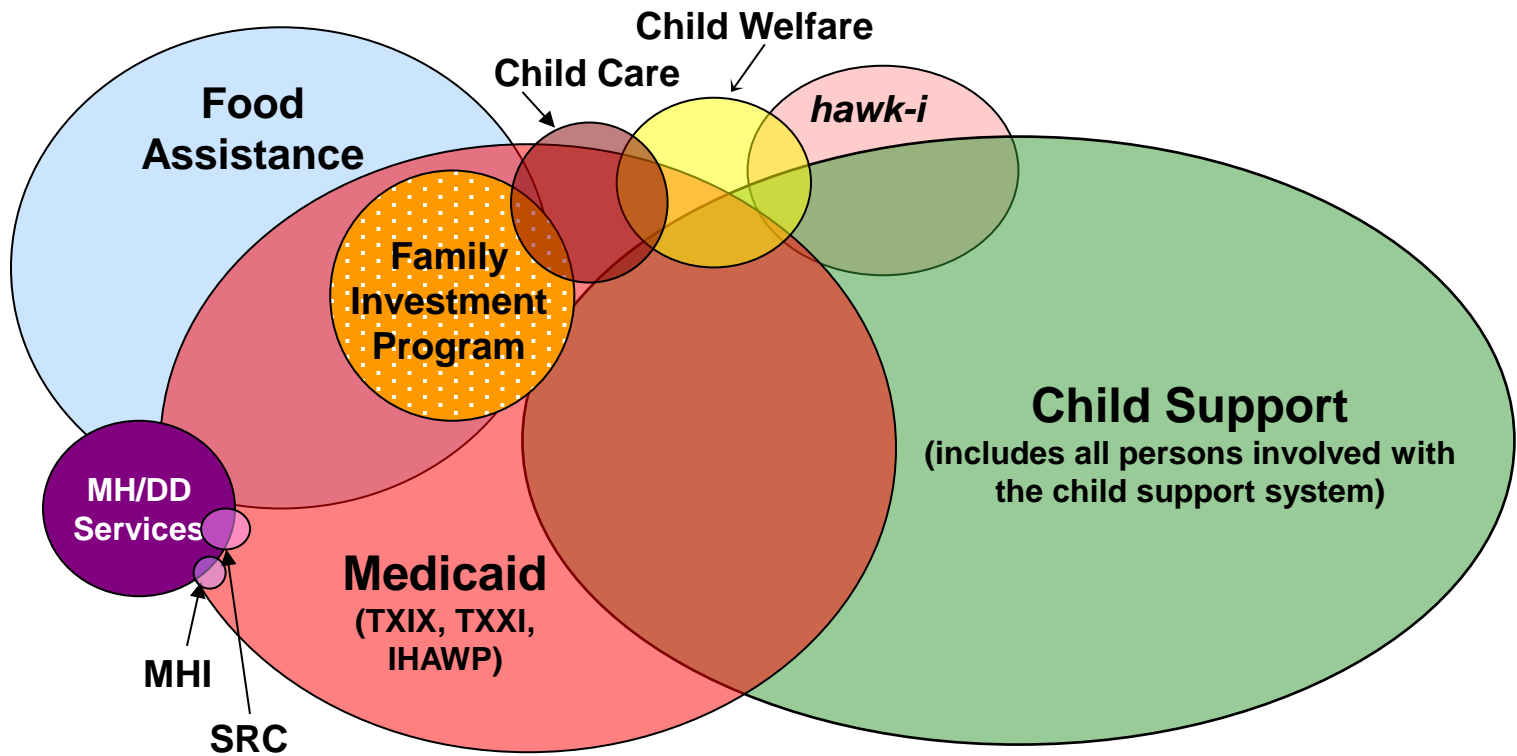
The Iowa Department of Human Services makes a positive difference in the lives of Iowans we serve.

Mission

The Iowa Department of Human Services helps Iowans achieve healthy, safe, stable and self-sufficient lives through the programs and services we provide.

Total DHS Clients Served

(1,025,680 unduplicated)



Data as of June 2017: This report shows Iowans served by DHS in a single month. Some individuals may be included in more than one program.

Report Generated – August 10, 2017

<p>Iowa Population 3,046,355 (2010 Census)</p> <p>% of Population Served: 34%</p>

Where Does the Money Go?

SFY19 Total Funds \$6,491,024,550



\$0.03	\$0.04	\$0.04	\$0.01	\$0.88	
					Health Programs (\$5,726,000,000)
					Behavioral & Disabilities Health Programs (\$ 79,000,000)
					Safety, Well-Being & Permanency for Children (\$ 245,000,000)
					Employment & Economic Security (\$ 264,000,000)
					Manage Resources & Service Delivery (\$ 177,000,000)

Strategic Goals

- The DHS 2017 to 2019 strategic plan identifies six goals
- DHS goals are centered on supporting one or more of the Governor's goals and initiatives

Helping Iowans achieve healthy, safe, stable, and self-sufficient lives through the programs and services we provide

**Goal 1:
Improve
Iowans' Health
Status**

Healthiest
State

Educate Our
Children

**Goal 2:
Promote
Iowans'
Behavioral
Health Status**

Healthiest
State

Educate Our
Children

**Goal 3:
Improve Safety,
Well Being and
Permanency for
Iowa's Children**

Healthiest
State

Educate Our
Children

**Goal 4:
Improve
Iowans'
Employment
and Economic**

Competitive
Business
Environment

Training
Iowans for
Jobs

**Goal 5:
Promote Choice
for Seniors and
Persons with
Disabilities**

Healthiest
State

Competitive
Business
Environment

**Goal 6:
Effectively
Manage
Resources**

Competitive
Business
Environment

Goal 1:
Improve Iowans'
Health Status

Healthiest
State

Educate Our
Children



Iowa named second best state for health care*

- **2nd highest Medicaid patient satisfaction**
- **5th best state for overall child well-being**
- **7th best state for mental health care**
- **Outpaced nation in overall well-being at twice the national average**

* By WalletHub.com



IA Health Link Goals

- Improve quality and access
- Promote accountability for outcomes
- Create a more predictable and sustainable Medicaid budget



J.D. Power 2017 Managed Medicaid Special Report

- Managed Medicaid customer satisfaction higher than commercial customers
- States with higher levels of satisfaction among Medicaid recipients are Iowa, Colorado and Arizona
- Provider choice a key driver of member experience
- Iowa, Tennessee, Arizona and Indiana have the easiest access to doctors and hospitals, compared with the other states included in the study.



Performance Requirements drive MCO Oversight

The objective of oversight efforts is to ensure the program is well managed and goals are achieved

Primary sources of performance requirements:

- Centers for Medicare & Medicaid Services
- Iowa Administrative Rule
- DHS contracts with the MCOs
- Seven professional contracts with experienced vendors



Comprehensive Reporting - Greater Transparency

- More than 1,000 data points and patient health outcomes are tracked, far greater than before
- Data reporting requirements designed to ensure MCOs meet federal, state and contract requirements
- Data is collected and reported monthly, quarterly, semi-annually and annually
- Reports are shared with the Council on Human Services, MAAC, *hawk-i*, MHDS Council, legislative oversight committees & posted on the DHS website



Ongoing Efforts - State Innovation Model (SIM)

- Center for Medicare and Medicaid Innovation (CMMI)
- \$43.1 million federal grant over a four-year period to support a statewide health system transformation
- Iowa is one of only 11 states to receive a SIM testing grant
- Aligns Iowa payers in value-focused payment reform
- Equips Iowa providers with tools to perform in value based, population focused models
- Aligns and integrates public health strategies around health care delivery



Progress toward Healthiest State

Iowa rated at the top in health of children

- Iowa ranked 5th overall in children's well-being and 7th in health of children and in the annual KIDS COUNT report issued by the Annie E. Casey Foundation

Fewer than 25,000 children uninsured in Iowa

- According to the Robert Wood Johnson Foundation

High marks in children's and women's health

- United Healthcare ranks Iowa 8th in the nation in its annual report in overall Health of Women and Children

Goal 2:

**Promote Iowans'
Behavioral Health
Status**

Healthiest
State

Educate Our
Children



Iowa a Top 10 State for Mental Health Care

- In the Mental Health in America 2017 Report, Iowa moved up six spots to 7th in the nation
 - For adults, Iowa ranks 3rd in the country for prevalence of mental illness with higher rates of access to care
 - For youth, Iowa ranks 11th in the country for prevalence of mental illness with higher rates of access to care
 - Iowa ranks 9th in the country for states providing relatively more access to insurance and mental health treatment
- Since 2013, local and state governments invested about \$2 billion in mental health and disability services



Mental Health and Disability Services Regions

14 MHDS regions administer locally delivered mental health and disability services based on statewide standards

Ending balances:

- SFY13 ending balance \$ 62.0 million
- SFY14 ending balance \$104.5 million
- SFY15 ending balance \$152.0 million
- SFY16 ending balance \$154.0 million
- SFY17 estimated ending balance \$111.6 million



MHDS Regions' Progress¹

- All 14 Regions provide required Core Services
- Regions meet 97% of Access Standards for all services
- 14 Regions provide additional Core Plus Services
- 13 Regions provide 14 Residential Crisis Facilities with 76 Beds
- 12 Regions have Jail Diversion Services in 81 Counties

1. As of 9/30/2017



Develop and implement effective services for individuals with more complex service needs

- DHS issued a progress report December 2016
- Statewide workgroup formed to develop recommendations
- MHDS regions formed local workgroups to develop and implement service plans
- MHDS regions and MCOs are working on establishing MOU to formally define roles and responsibilities
- DHS initiated Medicaid funding for an array of Mental Health Crisis Services and sub-acute treatment



Inpatient Psychiatric Hospital Bed Tracking

- DHS has implemented an Inpatient Psychiatric Hospital Bed Tracking System
 - 29 hospitals with psychiatric programs voluntarily report available beds in the tracking system to help locate available beds
 - Rules are in process to require hospitals to report twice daily and provide more specific information
- The number of staffed and available inpatient psychiatric hospital beds has grown this year
 - 721 in January 2016 to 747 in November 2017
- Hospitals have reported an average of 66 vacant beds per day during the last 12 months

Goal 3:

**Improve Safety,
Well Being and
Permanency for
Iowa's Children**

**Healthiest
State**

**Educate Our
Children**



Achievements in Child Well-being and Care

- 87% of youth who exited foster care and are involved in after care achieved a high school diploma in SFY17
- Contractors are now required to follow a one caseworker model
 - children & families have a single point of contact providing positive supports
- A holistic multi-user tool called TOP has been implemented to assess well being status and needs for children in foster care
 - provides DHS with critical information on what services help children get better
- The Boys' State Training School (STS) at Eldora achieved 100% compliance from the American Correctional Association (ACA) and the Prison Rape Elimination Act (PREA)



Promoting Safety, Permanency and Well-being

- Every Student Succeeds Act (ESSA) has been implemented statewide
 - state and district level education points of contact are in place to ensure systems work together for school stability and improved outcomes for children in foster care
- 85% of youth involved with achieving maximum potential (AMP) report having a significant and meaningful relationship with an adult
- New performance based contracts include outcome measurements to ensure children in foster care:
 - stay connected to their families
 - have shorter lengths of stay in care
 - are more likely to be diverted from entering shelter care

Goal 4:

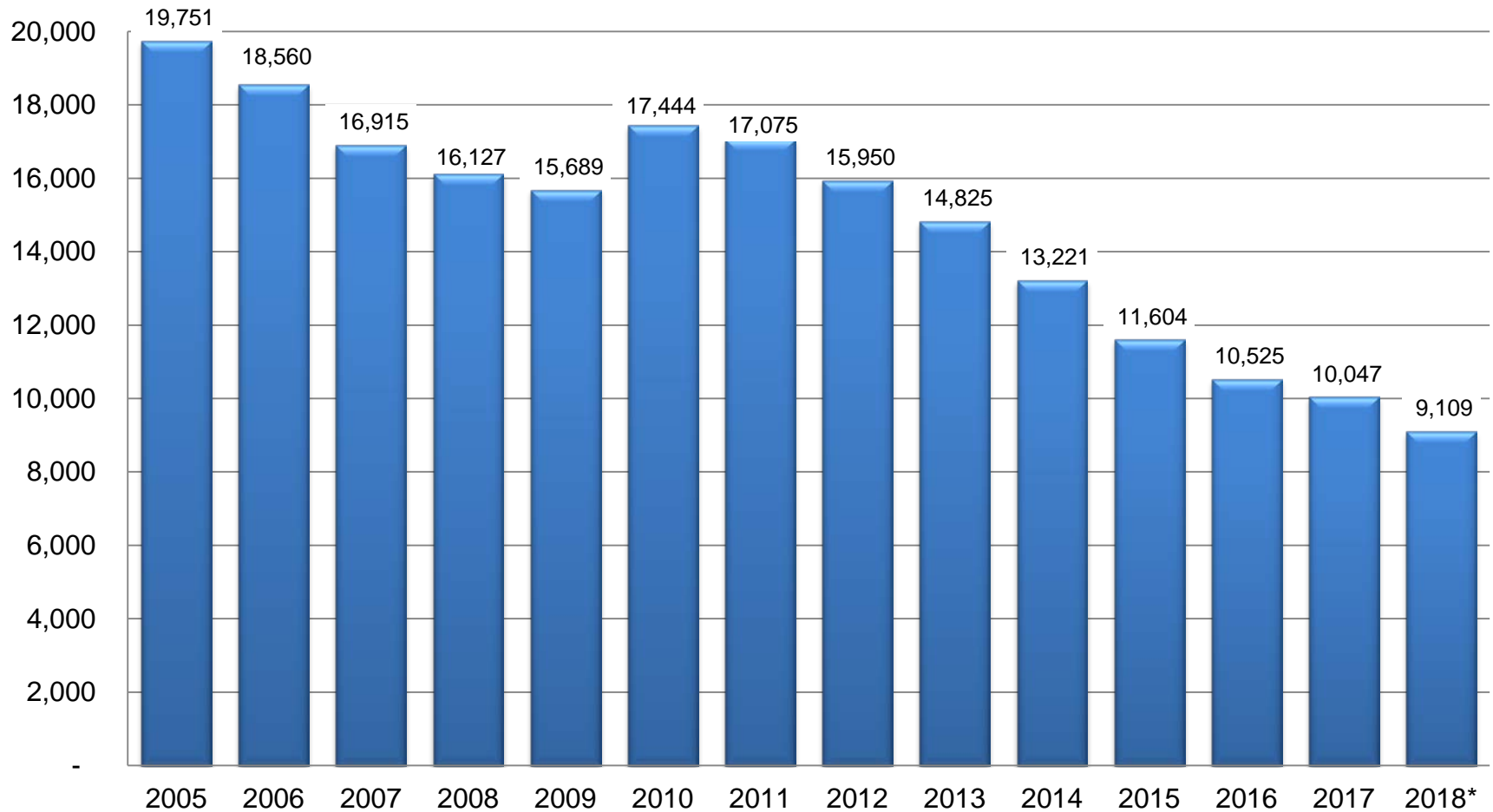
**Improve lowans'
Employment and
Economic**

Competitive
Business
Environment

Training lowans
for Jobs

Family Investment Program Monthly Caseload

FIP caseload has decreased dramatically since 2010



*SFY18 caseload reflects October 2017.



Child Care Assistance (CCA)

- Supports low-income families with working parents or parents going to school
 - CCA served an average 22,724 children per month in SFY17
- More working families:
 - Families receiving assistance due to work is up from 90 percent in SFY11 to 94.7 percent in SFY17
- In SFY17, DHS monitored nearly 100% of child development homes for safety and program compliance



Child Care Assistance (CCA)

- The federal Child Care Development Block Grant Act provides for specified quality improvement activities and extended continuity of care provision
 - QI requirements are met through the Quality Rating System for child care providers
 - Continuity of care provisions address the cliff effect
 - Result in state budget impacts
 - DHS is assessing options with federal partners



Child Support Recovery Unit

- Iowa ranks 6th nationally in child support recoveries
- In SFY17, \$322.3 M was collected for the 167,702 cases served
 - Includes \$6.8M recovered to offset the cost of public assistance (FIP)

Goal 5:

**Promote Choice
for Seniors and
Persons with
Disabilities**

Healthiest
State

Competitive
Business
Environment



Promoting Community Based Services

DHS and the IA Health Link MCOs have collaborated to manage waiver waitlists more efficiently

- Ensuring individuals sign up for the proper waitlist as opposed to multiple waitlists
- Extending hold period when waiver members are hospitalized/institutionalized for a period of time
- Maximizing filled slots within budget availability
 - As of 10/31/2017, 98% of available slots were filled



The Olmstead Decision

- Olmstead is a 1999 US Supreme Court decision directing individuals with disabilities should live and work in community integrated settings if:
 - Such services are appropriate
 - The person does not oppose community-based services
 - Community-based services can be reasonably accommodated
- Olmstead recommends States develop plans that demonstrate reasonable efforts to comply with principles of the decision



Iowa's Updated Olmstead Plan

- Goals that describe positive life experiences that should be available to all Iowans with disabilities and mental illnesses
- Objectives that define where we want to be and priority areas of focus
- Programs, activities and policies that support the objectives
- Indicators of progress from existing data already being collected

Goal 6:
**Effectively Manage
Resources**

Competitive
Business
Environment



Efficiently managing delivery of service

- Less than 3 cents of each dollar in the DHS budget is spent on Field Operations
 - Provides protective, case management, eligibility determinations, and key provider support functions
- Less than 1 cent of every dollar is spent on General Administration
 - Provides foundation & infrastructure for management and efficient delivery of human services programs
- In SFY17, the state cost per full-time CSRU employee was \$27,987
 - Along with fulfilling court orders, each FTE recovers nearly \$17,000 in public assistance (average/FTE)





Achieving greater efficiency and effectiveness

- Leveraging national best practice
- Leveraging technology
- Data driven management decision making
- Integrated service delivery
- Comprehensive performance monitoring and oversight
- Mission-driven priorities



***DHS is making a positive
difference in the lives of Iowans***