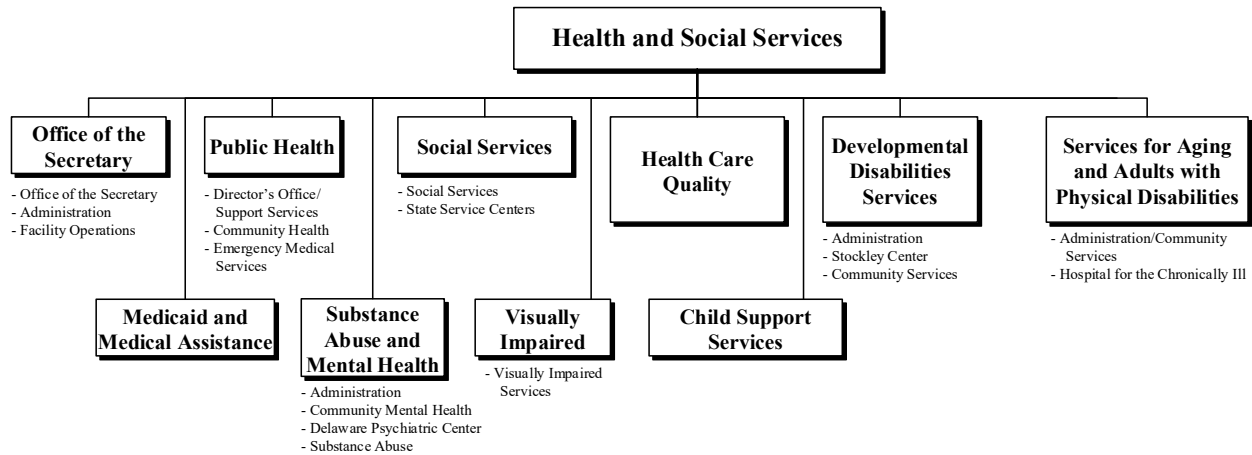
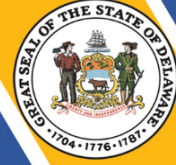
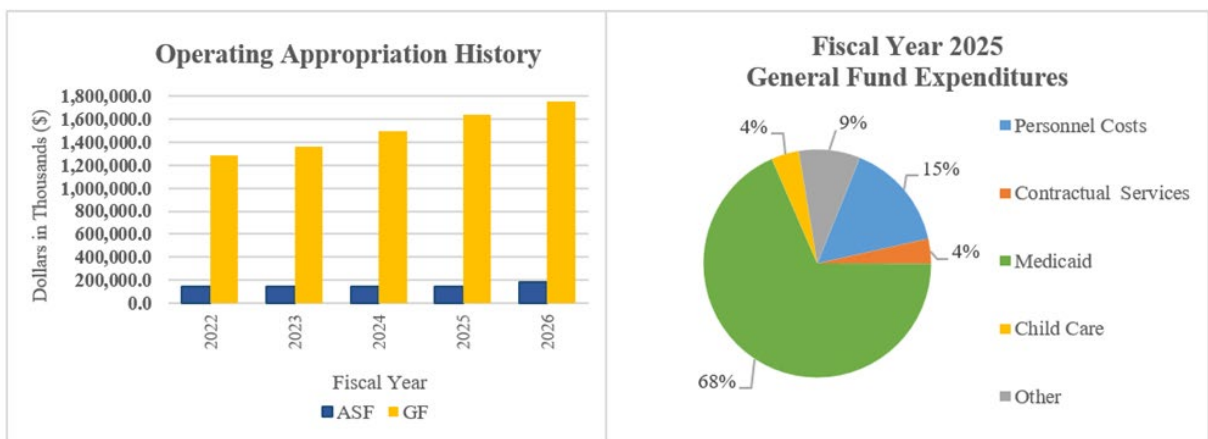


Health and Social Services

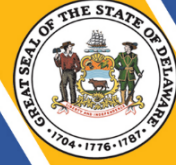


At a Glance

- Promote health and well-being by increasing access to mental and physical health care; promote preventive behaviors that can improve health status; and advance a public health agenda that promotes healthy lifestyles and healthy outcomes;
- Foster self-sufficiency by reducing dependency among low-income populations and those at risk for welfare dependency; providing family support to increase the earning potential of single parents; and providing community-based care and an appropriate continuum of services for individuals with disabilities, mental health and substance abuse issues, and the elderly; and
- Protect vulnerable populations by ensuring the quality of care, safety and security of individuals in long-term care facilities, residential programs and day services.



Health and Social Services



Overview

The Department of Health and Social Services (DHSS) plays a major role in meeting the basic needs of Delaware families and individuals. This is recognized by the department's mission to improve the quality of life for Delaware's residents by promoting health and well-being, fostering self-sufficiency, and protecting vulnerable populations.

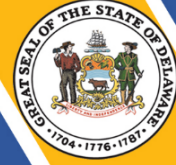
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

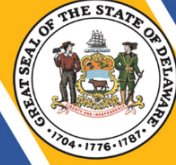
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
35-01-10	Office of the Secretary			
	# of Delawareans enrolled in the on-Exchange Individual Affordable Care Act (ACA) Marketplace with reinsurance program in effect (Delaware enrollment volume)*	45,214	39,182	32,370
	# of Primary Care Practitioners receiving Federal State Loan Repayment award	12	12	4
	<i>*Represents enrollment during a Plan Year</i>			
35-01-20	Administration			
	# of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications	276	250	250
35-01-30	Facility Operations			
	# of work orders open past 30 days (average)	5	5	5
	% of preventative maintenance activities per schedule	95%	95%	95%

Health and Social Services



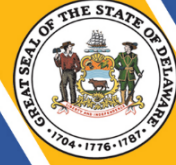
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
35-02-01	Medicaid and Medical Assistance			
	% of Managed Care Organization (MCO) spending in value-based purchasing arrangement*	70%	70%	70%
	Hemoglobin A1c Control for Patients with Diabetes (HbA1c Control <8%) - National Healthcare Effectiveness Data and Information Set Measure**	62%	63%	65%
	* Performance measures are based on calendar year and projected goals. ** HEDIS is based on CY data.			
35-05-10	Director's Office/Support Services			
	Number of dogs 6 months of age or older with a valid Delaware dog license and proof of current rabies vaccination or approved medical exemption*	46,074	47,456	48,405
	# of new calls for service responded to by Delaware Animal Services program*	21,879	22,317	22,763
	# of animals sprayed or neutered through the Spay Neuter Fund*	8,116	8,500	8,800
	# of annual all drug overdose deaths**	338	330	322
	*New performance measure * *338 is the amount for calendar year 2024 reported by Division of Forensic Science which is used for the current fiscal year's reporting (2025).			
35-05-20	Community Health			
	Percent of live births delivered before 37 weeks gestation*	10.8%	9.8%	9.0%
	% of tobacco use by Delawareans 18 years and older	18.5%	17.5%	17.0%
	% of high school students that report ever using electronic vapor products*	33.4%	32.1%	31.0%
	% of diabetes prevalence	13.3%	13.9%	14.0%
	% of adults who are obese	35.7%	36.5%	37.0%
	*New performance measure			

Health and Social Services



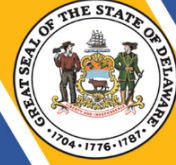
IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
35-05-30	<i>Emergency Medical Services</i>			
	% of paramedic responses less than eight minutes for the most serious categories of calls	60%	61%	61%
	% of automated external defibrillator usage prior to advanced life support arrival	80%	82%	82%
35-06-10	<i>Administration</i>			
	% of closed loop referrals in DTRN	24%	33%	46%
35-06-20	<i>Community Mental Health</i>			
	% of deficiency free PROMISE program client case reviews	46%	65%	85%
35-06-30	<i>Delaware Psychiatric Center</i>			
	# of clients (daily average)	68	68	68
35-06-40	<i>Substance Abuse</i>			
	Number of clients Served by DSAMH contracted addiction treatment providers	9,044	9,948	10,943
35-07-01	<i>Social Services</i>			
	\$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average)	\$18.37	\$18.40	\$18.50
	% of TANF participation rate in work training programs	16%	17%	20%
	% of SNAP Application Timeliness	88%	95%	95%
35-07-02	<i>State Service Center</i>			
	# of state service center client visits	317,302	377,000	450,000
	# of Volunteer Delaware 50+ volunteers	2,037	2,500	2,700
	# of volunteer service years	26	66	66

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
35-08-01	<i>Visually Impaired Services</i>			
	# of registry participants	3,468	3,560	3,596
	Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions)	\$2.11	\$2.20	\$2.26
	# of customers served by Vocational Rehabilitation	324	233	238
	# of customers served by education program (birth-22)	386	315	408
	# of customers served by independent living and older blind programs	493	396	408
35-09-01	<i>Health Care Quality</i>			
	% of long-term care survey reports issued within 10 days of exit	70%	95%	85%
	% of long-term care post-survey meetings completed	100%	100%	100%
	% of health facilities survey reports issued to non-deemed providers within 10 days of exit	68%	95%	90%
	% of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals	91%	85%	93%
35-10-01	<i>Child Support Services</i>			
	% of paternity establishment	92%	94%	96%
	\$ child support collection (millions)	\$78.9	\$80.5	\$82.1
	# of new support orders established	402	410	418
35-11-10	<i>Administration</i>			
	% of continuing providers in compliance with the Developmental Disabilities Services certification standards and state licensing regulations	99%	98%	98%

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2025 Actual	Fiscal Year 2026 Budget	Fiscal Year 2027 Governor's Recommended
35-11-20	<i>Stockley Center</i>			
	% of person-centered plans in which services facilitate progress toward individuals achieving personal goals	97%	100%	97%
35-11-30	<i>Community Services</i>			
	% of participants whose services were delivered in accordance with their person-centered plans with regard to scope, frequency and amount/duration of those services	81%	90%	90%
35-14-01	<i>Administration/Community Services</i>			
	Healthy Aging Program Participation	685	987	987
	Personal Attendant Services Recipients	558	558	558
	PC/Respite Waitlist Count	417	426	436
	Overall WL removals- accepted services	1,262	1,290	1,318
	Overall WL removals- DSHPP (Long-Term Medicaid)	186	146	115
35-14-20	<i>Hospital for the Chronically Ill</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	91.9%	91.1%	91.5%
	# Hours of non-pharmacological* support in previous Fiscal Year	8,215	9,037	9,940
	<i>* Non-pharmacological approaches are non-medication-based ways to manage, treat, or prevent mood and behavioral symptoms.</i>			