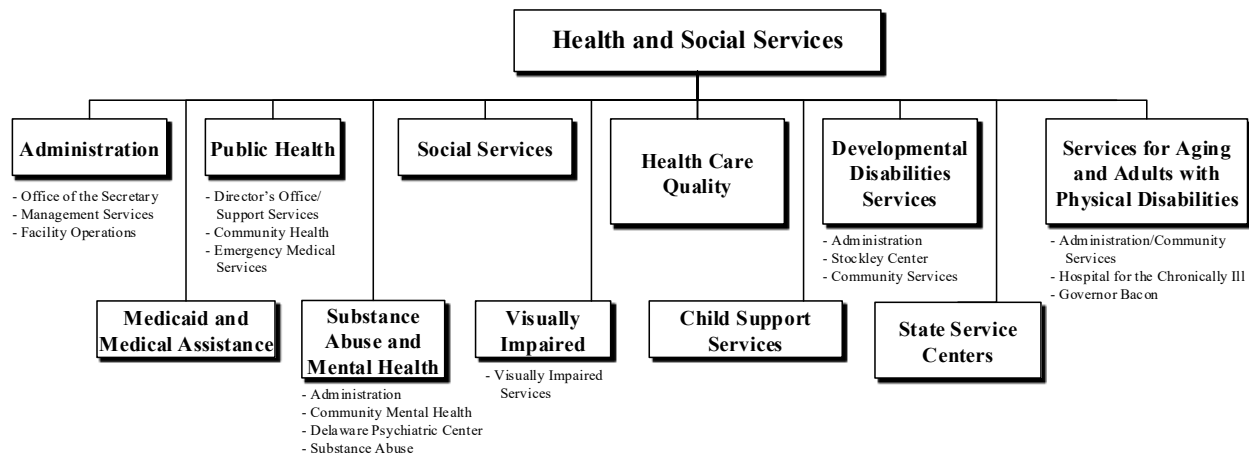
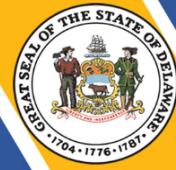
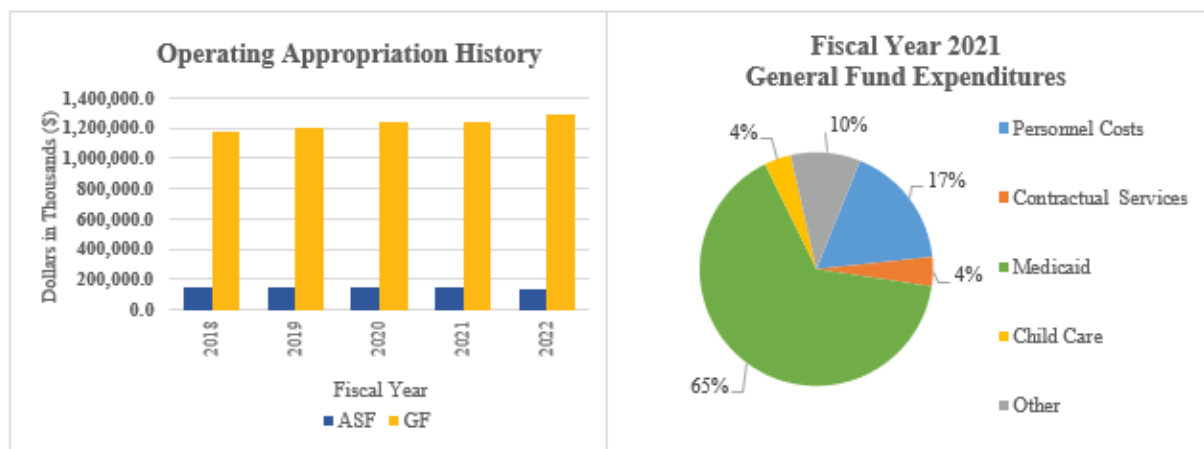


Health and Social Services

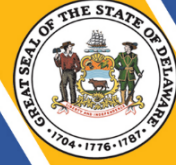


At a Glance

- 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.

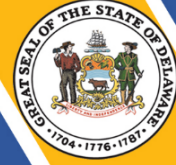
On the Web

For more information, visit dhss.delaware.gov.

Performance Measures

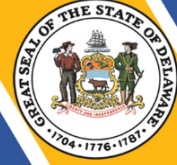
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
35-01-10	Office of the Secretary			
	# of Delawareans enrolled in the Marketplace with reinsurance program in effect	26,000	29,000	30,000
	# of Primary Care Practitioners receiving Federal State Loan Repayment award	6	7	7
	# of DIMER students attending a residency program in Delaware	7	9	11
35-01-20	Management Services*			
	# of Supplemental Nutrition Assistance Program (SNAP or food benefit program) adjudications	104	250	500
35-01-30	Facility Operations			
	# of work orders open past 30 days (average)	0	5	5
	% of preventative maintenance activities per schedule	97.0%	95.0%	95.0%

Health and Social Services



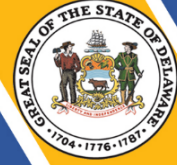
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
35-02-01	Medicaid and Medical Assistance			
	% of Managed Care Organization (MCO) spending in value-based purchasing arrangement	50	60	60
	% of Comprehensive Diabetes Care - National Healthcare Effectiveness Data and Information Set Measure	49	50	51
35-05-10	Director's Office/Support Services			
	# of annual all drug overdose deaths	447	435	420
	Infant Mortality disparity ratio (5-year average)	3	3	3
35-05-20	Community Health			
	% of tobacco use by Delawareans 18 years and older*	19.2%	19.0%	18.4%
	% of diabetes prevalence	12.4%	12.4%	12.6%
	% of adults who are obese	36.5%	36.5%	34.9%
	% of adolescents ages 12 through 17 who are physically active at least 60 minutes per day**	13.0%	13.5%	14.0%
	% of children ages 6 through 11 who are physically active at least 60 minutes per day**	30.1%	31.0%	31.5%
	*Fiscal Year 2021 actual uses Behavioral Risk Factor Surveillance System (BRFSS) Calendar Year 2020 Data. Excludes cigars, cigarillos, and hookahs			
	**Fiscal Year 2021 actual data from the 2017 National Survey of Children's Health. Fiscal Year 2021 actual data from the 2018 National Survey of Children's Health.			
35-05-30	Emergency Medical Services			
	% of paramedic responses less than eight minutes for the most serious categories of calls	51.0%	55.0%	57.0%

Health and Social Services



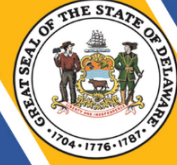
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	% of automated external defibrillator usage prior to advanced life support arrival	60.0%	60.0%	60.5%
35-06-10	Administration			
	# of referrals sent in the Delaware Treatment and Referral Network (DTRN)*	37,280	39,144	41,101
35-06-20	Community Mental Health			
	% of PROMISE clients with recovery plans*	99.0%	99.0%	99.0%
	*Federal assurance standard for PROMISE clients is 86 percent, set by the Centers for Medicare and Medicaid Services.			
35-06-30	Delaware Psychiatric Center			
	# of clients (daily average)	104	110	110
35-06-40	Substance Abuse			
	% of sober living beds utilized by clients in continuing treatment	75.0%	80.0%	80.0%
35-07-01	Social Services			
	\$ hourly wage for Temporary Assistance for Needy Families (TANF) job placements (average)	\$11.31	\$11.50	\$12.00
	% of TANF participation rate in work training programs	29.4%	30.0%	30.0%
	% of SNAP Application Timeliness	85.0%	95.0%	98.0%
35-08-01	Visually Impaired Services			
	# of registry participants*	3230	3251	3348
	Business Enterprise Program gross sales including vending and cafeteria sales (\$ in millions)**	1.01	1.1	1.2

Health and Social Services



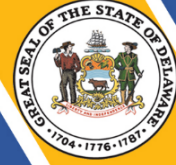
IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	# of customers served by Vocational Rehabilitation ***	166	170	176
	# of customers served by education program (birth-21)	283	292	302
	# of customers served by independent living and older blind programs***	364	373	385
	* Pandemic had impact on consumer willingness to pursue services (esp. 55+) and enrollments. Recovery is projected to be slow and steady until pandemic anxieties are lessened. **BEP suffered huge losses in sales since pandemic began because of virtual and hybrid work. Recovery has been slow. DVI is exploring new sites and locations. ***VR consumers were reluctant to seek work because of pandemic related issues such as fear and enhanced government benefits. VR should see slow steady growth throughout the remainder of FY22.			
35-09-01	Health Care Quality			
	% of long-term care survey reports issued within 10 days of exit	87.0%	90.0%	95.0%
	% of long-term care post-survey meetings completed	70.0%	95.0%	95.0%
	% of health facilities survey reports issued to non-deemed providers within 10 days of exit	100.0%	95.0%	95.0%
	% of surveys completed by non-deemed providers, that meet, or do not exceed the maximum intervals	22.0%	50.0%	50.0%
35-10-01	Child Support Services			
	% of paternity establishment	84.2%	86.2%	86.2%
	\$ child support collection (millions)	\$91.10	\$93.00	\$95.00
	% of payments sent to clients electronically	89.0%	91.0%	93.0%
	# of new support orders established	466	550	650

Health and Social Services



IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
35-11-10	Administration			
	% of continuing providers in compliance with the Developmental Disabilities Services certification standards and state licensing regulations: Residential providers Day service agencies			
		100.0%	98.0%	98.0%
*NOTE: For 35-11-10, we have consolidated Residential Providers and Day Service Agencies into one combined measure.				
35-11-20	Stockley Center			
	% of Plans of Care in which services facilitate progress toward individuals achieving personal goals	85.0%	98.0%	98.0%
35-11-30	Community Services			
	% of participants whose services were delivered in accordance with their Plans of Care with regard to scope, frequency and amount/ duration of those services	93.0%	96.0%	96.0%
35-12-30	State Service Centers			
	# of state service center client visits	698,982	733,931	770,627
	# of clients accessing emergency food	69,170	100,732	100,732
	# of Volunteer Delaware 50+ volunteers	2,539	3,000	3,500
	# of Volunteer Delaware 50+ volunteer hours	108,856	110,000	112,500
	# of volunteer service years	116	110	115
35-14-01	Administration/Community Services			
	# of unduplicated community nutrition services provided	9,951	14,472	14,805

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IPU	Performance Measure Name	Fiscal Year 2021 Actual	Fiscal Year 2022 Budget	Fiscal Year 2023 Governor's Recommended
	# of Personal Attendant Services	395	403	411
	# of community care services provided (Personal Care and Respite Care)	978	1,002	1,025
	# of Aging and Disability Resource Center contacts by phone	18,735	19,203	19,645
35-14-20	<i>Hospital for the Chronically Ill</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	97.8%	98.0%	98.3%
35-14-40	<i>Governor Bacon*</i>			
	% of residents assessed and appropriately given the seasonal influenza vaccine (national average 90 percent)	0.0%	0.0%	0.0%
	<i>*Governor Bacon closing in Fiscal Year 2021</i>			