

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

Core Function: Child and Adult Protection

SPA Number: 401_10004

SPA Name: Chafee Foster Care Independence Program

SPA Description:

Provides funds to assist foster care youth transition to young adulthood by providing a range of supportive services, including services to prepare youth for transition, Aftercare Services, and Education and Training Vouchers (ETVs). ETVs are used to assist youth, who have "aged out" of foster care or who were adopted from foster care after attaining the age of 16, by supporting post-secondary education and training programs. DHS provides these services through an inter-agency agreement with the Iowa College Student Aid Commission.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|------------------------|---------------------|---|
| 51 | Percent of youth, who age out of care at age 18 or older, that have a high school degree or GED at time of discharge. | N/A - measure inactive | 61% | 1) Provide needed supports as foster child moves into adulthood and tries to become self-sufficient. 2) Improve transition planning - implement transition planning committees. |
| 52 | Number of kids served in Aftercare Program. | 800 | 676 | To ensure each youth exiting foster care due to turning 18 years of age is equipped with the skills and resources needed for successful transition into adulthood and follow-up with services and supports as needed, up to the age of 21, for continued preparation to meet the challenges and opportunities of adulthood. |

SPA Number: 401_10007

SPA Name: Child Abuse Prevention

SPA Description:

Funds services and supports to families to prevent child abuse and neglect. Services and supports such as young parents, Health Opportunities for Parents to Experience Success (HOPES) program, crisis nursery, parent education, respite care, sexual abuse prevention are provided through Department of Public Health and Prevent Child Abuse Iowa.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|---|
| 57 | Rate of confirmed child abuse (per thousand). | 12 | 14 | 1) Community Care program, 2) Home visiting program, 3) Young parents program, 4) Crisis care, 5) Community Partnerships for Protecting Children. |

SPA Number: 402_10002

SPA Name: Child, Adult and Family Protection and Services

SPA Description:

Protection of children, adults, and families through the performance of child protective assessments, assessment of service needs and arrangement and monitoring of outcome achievement for children.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|--|
| 36 | Percent of children who do not experience re-abuse for at least 12-months from a previous occurrence. | 88% | 83% | Utilize standardized assessments, family engagement, and safety plans, reduce caseloads increase visits, and improve transitions. |
| 85 | Percent of maltreatment assessments that are initiated in a timely fashion. | 99% | 99% | 1) Train centralized intake units in each service area. 2) Maintain as focus in quality assurance reviews. |
| 86 | Percent of cases with monthly face-to-face visit with child. | 95% | 83% | 1) Improve clinical consultation. 2) Maintain a focus in quality assurance reviews. 3) Reduce caseloads when possible. |
| 100 | Number of CINA cases files in each SFY | 4,200 | 4,295 | Utilize standardized tools to assess safety and risk, evaluate strengths and needs of the family, communicate and collaborate with internal and external partners effectively, and engage families throughout the assessment and DHS services to address child safety and family functioning, without the courts aid when appropriate. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 406_10017

SPA Name: CCUSO

SPA Description:

The Civil Commitment Unit for Sexual Offenders (CCUSO) provides care and treatment for violent sexual offenders who have been civilly committed. This unit provides a secure, long term, and highly structured setting to treat sexually violent predators who have served their prison terms but who, in a separate civil trial, have been found by the courts likely to commit further violent sexual offenses.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|---------------------|---------------------|---|
| 152 | Number of clients served by CCUSO at close of SFY. | 150 | 140 | CCUSO receives patient admissions from the court system and does not have authority to deny admissions. |

SPA Number: 413_10006

SPA Name: Family Support Programs

SPA Description:

Provides family support subsidies to assist low- to moderate-income families whose children have a disability by providing a range of support services to prevent temporary or long-term residential placements. 700 children are served with family subsidies statewide and the children-at-home project in 23 counties.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|---------------------|---------------------|--|
| 54 | Annual number of children served in Family Support Programs. | 22 | 33 | Provide needed support for family to keep child at home rather than an out-of-home placement. |
| 55 | Percent of children served who remain at home. | 99% | 99% | Provide needed support for family to keep child at home rather than an out-of-home placement. |
| 158 | Number of children served by Children-At-Home. | 600 | 612 | Provide needed support for family to keep child at home rather than an out-of-home placement. NOTE: Children at Home moved to a single state-wide contract for FY17. We now are unable to use a comprehensive data system that shows unduplicated numbers of children served. We have seen a decrease in total number for the last year, however it continues to grow each quarter. The 2017 Actual and 2018 Target reflect a change in trend. |

SPA Number: 413_10008

SPA Name: Community Care

SPA Description:

Provides funding to community based child welfare providers to serve families diverted from the formal child welfare system. The main purpose is to keep families together in their home communities by developing and providing a range of flexible services with flexible funding that best meets the needs of the child and family and reduces the risk of child abuse and neglect without further or ongoing state agency involvement.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|--------------------------|---------------------|---|
| 58 | Rate of maltreatment for families referred to Community Care | N/A - measure inactivate | 7% | Contract with community based providers to link families to community services. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_10010

SPA Name: Child Welfare In-home Services

SPA Description:

Provides funding for an array of in-home services and supports to families in which there has been a confirmed child abuse assessment and the risk level is assessed as high or any founded child abuse assessment. Services focus on reducing the risk of abuse and increasing family protective capacities. DHS caseworkers provide case management and oversight of cases, while private providers deliver direct services under contract with DHS.

| PM | Performance Measure | SFY21Target | SFY20 Actual | Strategy |
|-----------|---|--------------------|---------------------|--|
| 36 | Percent of children who do not experience re-abuse for at least 12-months from a previous occurrence. | 92% | 84% | Utilize standardized assessments, family engagement, and safety plans, reduce caseloads increase visits, and improve transitions. |
| 100 | Percent of children safe from maltreatment during In-home family-centered services. | 92% | 98% | Strengthening Family, Safety, Risk and Permanency contracted services to support family preservation and prevent future episodes of abuse. |

SPA Number: 413_10011

SPA Name: Child Welfare Out-of-home Services

SPA Description:

Provides funding for an array of out-of-home services and supports to families in which there has been a confirmed child abuse assessment and the risk level is assessed as high or any founded child abuse assessment. Services are directed at reducing the risk of abuse and increasing family protective capacities, achieving permanency for children who cannot return home, and improving the well being of the child. DHS caseworkers provide case management and oversight of cases, while private providers deliver direct services under contract with DHS.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 38 | Percent of children who do not re-enter foster care within 12 months of last foster care episode (re-entry). | 91.7% | 91.6% | Improve family engagement, assessment of family needs, improve discharge planning and provision of after care to support successful reunification. |
| 99 | Rate of placement moves per 1,000 days in foster care. | 4.10% | 3.19 | 1) Increase recruitment of qualified foster and adoptive parents; increase use of concurrent planning. 2) Utilize standardized assessments, family engagement, focus on underlying conditions (parental issues), and improve transitions. 3) Improve family engagement, assessment of family needs; improve discharge planning and provision of after care to support successful reunification. 4) Utilize standardized assessments, family engagement, and safety plans, reduce caseloads, increase visits, and improve transitions. |
| 120 | Number of children in foster care. | 9,471 | N/A New Target | 1) Improve family engagement and assessment of family needs. 2) Utilize safety plans, standardized assessments, and family team meetings. 3) Utilize short-term, intensive crisis intervention services. |
| 130 | Percent of children in foster care who are placed with relatives or fictive kin. | 35% | 33.30% | 1) Increased family engagement around indentifying kin and fictive kin supports. 2) Prioritize kin and fictive kin placements when a child cannot safely remain in the home. 3) Improve family engagement strategies. |
| 140 | Length of stay in foster care of those leaving foster care. | 12 | 16.5 | 1) Improving family engagement strategies to support reunification. 2) Implementing trauma informed care to reduce length of stay. 3) DHS Director review and approval for foster group care stays of over 6 months for youth under age 13 and 12 months for youth over 13. |
| 148 | Number of finalized adoptions from foster care. | 1,150 | 1,050 | Improve concurrent planning. |
| 150 | Number of children who exit foster care for guardianship or subsidized guardianship. | 405 | 352 | 1) Improve family engagement. 2) Improve ongoing connection with kin and fictive kin throughout the life of the case. 3) Expand Aftercare Services to serve youth who age out relative care with the same level of support as youth who leave licensed placements. |

SPA Number: 413_10012

SPA Name: Juvenile Justice In-home Services

SPA Description:

Provides funding for an array of community based in-home services and interventions for youth that have committed a delinquent act. Services are directed at holding the youth accountable for their actions, rehabilitating the youth, and reducing future delinquency. Juvenile Court Officers supervise these cases, while private providers deliver direct services under contract with Juvenile Court Services and DHS.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 64 | The number of JCS children who received a group care service in the last 12 months. | 400 | 382 | Juvenile court services will utilize proven and research based programs to divert at risk children from the juvenile justice system and will engage the child and family to re-integrate delinquent youth into the community or keep youth from going deeper into the system. |
| 65 | The Number of Children served in the State Training School during the prior 12 months. | 180 | 181 | Juvenile court services will utilize proven and research based programs to divert at risk children from the juvenile justice system and will engage the child and family to re-integrate delinquent youth into the community or keep youth from going deeper into the system. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_10013

SPA Name: Juvenile Justice In-home Services

SPA Description:

Provides funding for an array of out-of-home services and interventions for youth that have committed a delinquent act. Services are directed at holding the youth accountable for their actions, rehabilitating the youth and reducing future delinquency. Juvenile Court Officers supervise these cases, while private providers deliver direct services under contract with DHS.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 38 | Percent of children who do not re-enter foster care within 12 months of last foster care episode (re-entry). | 91.7% | 91.9% | Improve family engagement, assessment of family needs, improve discharge planning and provision of after care to support successful reunification. |
| 99 | Rate of placement moves per 1,000 days in foster care. | 4.10 | 3.09 | 1) Increase recruitment of qualified foster and adoptive parents; increase use of concurrent planning. 2) Utilize standardized assessments, family engagement, focus on underlying conditions (parental issues), and improve transitions. 3) Improve family engagement, assessment of family needs; improve discharge planning and provision of after care to support successful reunification. 4) Utilize standardized assessments, family engagement, and safety plans, reduce caseloads, increase visits, and improve transitions. |

SPA Number: 401_22024

SPA Name: Supplemental Food Program

SPA Description:

Provides supplemental food for low-income families and the elderly. The Emergency Food Assistance program provided a monthly average of 128,180 people with 4.4 million pounds of food with an estimated value of \$2.8 million in SFY 2015. 865,588 pounds of food valued at \$355,578 of supplemental commodities were provided to Polk and 4 surrounding counties to a monthly average of 2,898 people ins SFY 2015. Federal regulations require state contributions for supplemental food programs.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|-------------------------------|-------------------------------|--|
| 72 | Average monthly number of people served through food banks and soup kitchens via the Emergency Food Assistance Program. | Data unavailable at this time | Data unavailable at this time | 1) Include information about emergency food programs as part of local DHS intake/interview process. 2) Make referrals to local community programs. |
| 73 | Average monthly number of people served through supplemental commodities in Polk and 4 surrounding counties. | 3,458 | 3,361 | 1) Include information about emergency food programs as part of local DHS intake/interview process. 2) Make referrals to local community programs. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 402_22018

SPA Name: Food Assistance, FIP, Child Care, and Medicaid benefit access

SPA Description:

Statewide eligibility determination for all Food Assistance, Cash Assistance (FIP), Title XIX Medical Assistance (Medicaid), and Child Care Assistance cases. In SFY 2015, 401,328 individuals living in 189,050 households received Food Assistance each month in Iowa. Also in SFY 2015, cash assistance was provided to over 11,604 households per month through the Family Investment Program. It was projected that nearly 725,000 individuals would be served through Iowa's Medicaid program (Title XIX Medical Assistance) in SFY 2015, and over 20,500 children are currently served for Child Care Assistance and referral to other services such as Child Support and work training. Caseloads for eligibility determination staff are currently at an average of 919 cases per worker.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|-------------------------------|---------------------|---|
| 17 | Number of Iowans receiving Food Assistance at the end of the SFY. | Data unavailable at this time | 308,227 | 1) Increase participation by continuing outreach efforts with a greater emphasis on the elderly. 2) Increase utilization of the on-line application through marketing. 3) Continue expanding EBT access at farmers' Markets. 4) Increase use of the Customer Service Call Center. 5) Implement process improvement projects. 6) Develop community partnerships. |
| 22 | Average monthly number of enrollees in Medicaid (includes Iowa Health and Wellness Plan, and Family Planning Waiver). | 612,836 | 605,767 | 1) Support federal outreach for programs offering limited Medicaid coverage for Medicare beneficiaries. 2) Increase enrollment due to implementation of Iowa Health and Wellness Plan. 3) Expanded MIYA (E-MIYA) coverage group for former foster care youth under age 26. 4) Implement policy on passive renewals. (Tentatively to be implemented SFY '17.) |
| 87 | Average monthly number of families receiving FIP. | Data unavailable at this time | 7,004 | 1) Improve customer service through process improvement projects. 2) Increase number of families attaining self-sufficiency through employment by increasing the earned income disregard. |
| 88 | Improve Food Assistance accuracy rate. | 94.1% | 87.53% | 1) Improve accuracy by focusing corrective action efforts on common error elements. 2) Implement data brokering system |
| 110 | Number of households receiving Food Assistance at the end of the SFY. | Data unavailable at this time | 154,233 | 1) Increase participation by continuing outreach efforts with a greater emphasis on the elderly. 2) Increase utilization of the on-line application through marketing. 3) Continue expanding EBT access at Farmers' Markets. 4) Increase use of the Customer Service Call Center. 5) Implement process improvement projects. 6) Develop community partnerships. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 402_22026

SPA Name: Establish/Enforce child support orders (CSRU)

SPA Description:

Child Support Recovery assists families of Iowa to achieve and maintain financial self-sufficiency by establishing and enforcing child and medical support orders, and by processing support payments. It is a national leader and ranks consistently among the top ten states in overall performance. CSRU establishes paternity and child support orders to establish a legal obligation for both parents to provide for their children. The goal of the program is to assist custodial parents to receive court-ordered child support payments, and to assist in determining paternity in out-of-wedlock births. Recoveries assist taxpayers by helping to reimburse government costs for custodial parents who receive public assistance. CSRU enforces the obligation to pay for over 606,450 individuals collecting over \$323.6 million for Iowans through the processing nearly 3 million payments per year.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|---|---------------------|---------------------|---|
| 19 | Percent of all active child support cases that have a court order establishing the legal obligation of both parents to provide for the financial support of the child(ren). | 90% | 93% | Child support will assist in securing self sufficiency by establishing orders for support and securing current support |
| 20 | Percent of all child support owed in the current state fiscal year which is collected in the current state fiscal year. | 73% | 73% | Child support will assist in securing self sufficiency by establishing orders for support and securing current support. |
| 123 | Total Child Support collections. | \$320,160,256 | \$347,982,181 | Child support will assist in securing self-sufficiency by securing current and delinquent support. |
| 164 | Percentage of cases with paternity established so that children have two parents legally responsible for their care. | 90% | 96% | Children will have two legal parents. |

SPA Number: 413_22019

SPA Name: Family Investment Program (FIP)

SPA Description:

FIP provides short-term cash assistance to low-income families with children to meet basic needs, including: food, clothing, shelter, and utilities while they try to become self-supporting. Also provides technology support to welfare reform related programs to ensure timely and accurate benefits and services are provided to families. The Family Investment program (FIP) provided cash assistance to a monthly average of 11,604 families with an average benefit of \$329.74 per family per month. All FIP participating families are required to enter into an agreement to actively seek employment and to participate in our employment and job training program referred to as "PROMISE JOBS". PROMISE JOBS is funded by DHS and contracted to Iowa Workforce Development.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|---------------------|-------------------------------|--|
| 153 | TANF work participation rate (target specified by TANF federal block grant). | 27.75% | Data unavailable at this time | 1) Increase work participation with staff focused on 2-parent families. 2) Short-term Family Investment Agreements. 3) Increase work participation rate with special supports for the disabled. 4) Support working families by issuing transportation allowance. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_22021

SPA Name: PROMISE JOBS - Promoting independence and self-sufficiency through employment job opportunities and basic skills.

SPA Description:

Provides training, education and employment services to families receiving cash assistance under the Family Investment program (FIP). PROMISE JOBS (Promoting Independence and Self Sufficiency through Employment) helps families become more economically self-sufficient and avoid long-term dependence on public assistance. Participation in PROMISE JOBS is required for most FIP recipients. Participants develop a Family Investment Agreement (FIA) that outlines what steps they will take to leave public assistance. Each FIA is individualized to a participant's needs. Persons who fail to participate or fail to comply with their FIA are considered to have chosen a Limited Benefit Plan (LBP), and lose their FIP benefits. Services include intensive job search activities for finding employment; employment; work experience or unpaid community service; basic education, including assistance with high school completion, GED, adult basic education, and English-as-a-second-language; post-secondary training; parenting skills improvement training; family development services to assist families in overcoming significant barriers to self-sufficiency; life skills training to support money management, nutrition, parenting information, and developing community resources; and some limited financial assistance for transportation and childcare, depending on the activity and available funding. Services are currently provided under a contract with the Iowa Department of Workforce Development. These services enable the state to meet federally mandated work participation requirements as a condition for receiving approximately \$131 million in federal funds annually under the Temporary Assistance for Needy Families (TANF) block grant. In SFY10, a monthly average of 14,527 persons were served through PROMISE JOBS.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|-------------------------------|--|
| 153 | TANF work participation rate (target specified by TANF federal block grant). | 27.75% | Data unavailable at this time | Increase work participation through a focus on a. Participants having no hours reported in federal reporting categories and increasing their involvement in either countable activities or self-sufficiency activities that will lead to participation in countable federal activities. b. Identifying strategies for 2-parent families c. Short-term FIAs or longer-term FIAs showing appropriate status reviews d. Special supports for participants with disabilities |

SPA Number: 413_22023

SPA Name: Food Assistance Program

SPA Description:

Food Assistance (FA), also known as Supplemental Nutrition Assistance Program (SNAP), is a federally funded program that provides food or benefits to purchase food for low-income lowans. Food Assistance benefits assure low-income lowans have access to food. Benefits may only be used to purchase unprepared food and non-alcoholic beverages. All food Assistance transactions occur electronically on Electronic Benefit Transfer (EBT) cards. The card does not have cash benefits and will not work at ATMs. The U.S. Department of Agriculture has estimated that every \$5 of benefits generates \$9 in local and state economic activity. Food Assistance outreach programs provide information on the nutritional benefits of Food Assistance; break down barriers to enrollment in the Food Assistance program; enhance partnerships; and increase older adult participation. Both outreach projects incorporate local volunteers who are thoroughly trained to provide the correct information. Since Implementation of outreach in FY 09 the percent of older lowans receiving FA has increased from 5.9% to 7.3% of all lowans receiving FA.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|-------------------------------|---------------------|--|
| 17 | Number of lowans receiving Food Assistance at the end of the SFY. | Data unavailable at this time | 308,227 | 1) Increase participation by continuing outreach efforts with a greater emphasis on the elderly. 2) Increase utilization of the online application through marketing. 3) Continue expanding EBT access at Farmers' Markets. 4) Increase use of the Customer Service Call Center. 5) Implement process improvement projects. 6) Develop community partnerships. |
| 162 | Monthly average number of elderly lowans receiving Food Assistance. | 32,861 | 32,286 | Outreach programs: 1) Food Pantries 2) Congregate meal sites 3) Commodity distribution |
| 174 | Improve Food Assistance error rate. | 94.1% | 87.53% | 1) Improve accuracy by focusing corrective action efforts on common error elements. 2) Implement data brokering system. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_22029

SPA Name: Early Childhood Funding

SPA Description:

Provides funding for the Early Childhood Iowa initiative to increase the availability of quality child care in support of parents obtaining or keeping employment. There are 51 Early Childhood Iowa Areas receiving early childhood funding.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|---------------------|---------------------|---|
| 56 | Number of providers at Level 2 or higher in Quality Rating System. | 1,123 | 1,123 | 1) Provide financial support through contracting for the recruitment and retention of child care providers. 2) Provide financial support through contracting to increase the knowledge of child care personnel in providing safe and high quality child care. |

SPA Number: 413_22030

SPA Name: Child Care Assistance

SPA Description:

Provides child care funding monthly for over 20,500 children of low-income parents who are working or in school, including children in protective child care and care needed due to parents participation in PROMISE JOBS. DHS also licenses and inspects over 1,400 child care centers throughout the state with a capacity to serve nearly 108,000 children. DHS also registers and monitors over 3,200 child development homes with a capacity to serve nearly 35,500 children.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|---|---------------------|---------------------|--|
| 21 | The average monthly number of children served in child care assistance for the fiscal year. | 23,556 | 22,841 | 1) Provide assistance to low income families so they can maintain or obtain work or training. 2) Simplify the application process. 3) Simplify the provider enrollment process. 4) Educate providers about the enrollment and payment process. |
| 66 | Percent of children receiving CCA who are in regulated settings. | 99% | 98% | 1) Provide assistance to low income families so they can maintain or obtain work or training. 2) Reduce the payment cycle to 10 days remittance with an accurate voucher; 3) Simply the payments and attendance records. |

SPA Number: 413_22031

SPA Name: Child Care Quality

SPA Description:

Provides funding to Child Care Resource and Referral network, as well as other organizations to improve child care quality.

| <u>PM</u> | <u>Performance Measure</u> | <u>SFY21 Target</u> | <u>SFY20 Actual</u> | <u>Strategy</u> |
|-----------|--|---------------------|---------------------|---|
| 119 | The number of registered child development homes. | 2,537 | 2,537 | 1.) Provide financial support through Child Care Resource and Referral contracts for child care consultants to recruit and retain registered homes. |
| 142 | Number of providers at Level 2 or higher in Quality Rating System. | 1,123 | 1,123 | 1.) Provide financial support through Child Care Resource and Referral contracts for child care consultants to encourage providers and offer support in participating in QRS. 2.) Provide financial support through ISU Extension contracts to ensure providers have access to training and assessments on environment rating scales. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 402_34044

SPA Name: Targeted Case Management

SPA Description:

Targeted Case Management operates as a Medicaid provider that receives no appropriation, but is reimbursed by Medicaid. The Unit employs professional Case Managers who plan, arrange, monitor and adjust services to eligible people. The Unit is designed to help consumers with Intellectual Disabilities (ID), Brain Injuries (BI), or Developmental Disabilities (DD), and other disabilities gain access to appropriate living environments, needed medical services, and interrelated social, vocational and educational service. To be eligible, individuals must be receiving Medicaid and have a condition of ID, BI, or have a DD.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|--|
| 103 | Number of consumers situations that improved after an intervention from the Safety Consultation Team (for example, no more incidents requiring law enforcement intervention). | 50% | 55% | Individuals are maintained in the community in their chosen living arrangement through provision of person-centered services and supports. |

SPA Number: 405_10016

SPA Name: Eldora

SPA Description:

The State Training School for Boys at Eldora provides residential care and treatment services for boys adjudicated delinquent. The State Training School also provides a basic education program for development of fundamental academic skills, and the attainment of life skills. Special education programs are offered based on a student's Individual Education Plan. Vocational programs are also offered.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|---|
| 186 | Percent of students who are in vocational programs. | 80% | 85% | Children are maintained in their homes through provision of support services. |

SPA Number: 407_34045

SPA Name: Cherokee Adult Psych; Cherokee Child/Adoles Psych

SPA Description:

Cherokee Mental Health Institute (MHI) provides acute psychiatric services for voluntarily and involuntarily committed adults. Cherokee MHI has 24 adult beds. Cherokee MHI provides outpatient mental health services and serves as a resource center to the community. Cherokee MHI provides acute psychiatric services for voluntarily and involuntarily committed adolescents & children. Cherokee MHI has 12 adolescent/child beds. Cherokee serves adolescents & children from 56 western Iowa counties. In addition, Cherokee MHI provides outpatient mental health services and serves as a resource center to the community.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|--|
| 100 | Number of hours per 1,000 patient hours spent in restraint or seclusion. | 0.13 | 0.16 | Improve the ability of persons with mental illness to function in the community by providing effective treatment to stabilize acute mental illness episodes. |
| 181 | Number of hours per 1,000 patient hours spent in restraint or seclusion. | 1.41 | 1.76 | Improve the ability of persons with mental illness to function in the community by providing effective treatment to stabilize acute mental illness episodes. |

SPA Number: 409_34048

SPA Name: Independence - Adult Psych

SPA Description:

Independence Mental Health Institute (MHI) provides acute psychiatric services for voluntarily and involuntarily committed adults. Independence MHI has 40 adult beds.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|--|
| 100 | Number of hours per 1,000 patient hours spent in restraint or seclusion. | 1.50 | 0.70 | Improve the ability of persons with mental illness to function in the community by providing effective treatment to stabilize acute mental illness episodes. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 409_34049

SPA Name: Independence - Child/Adoles Psych

SPA Description:

Independence Mental Health Institute (MHI) provides acute psychiatric services for voluntarily and involuntarily committed adolescents & children. Independence MHI has 20 adolescent/child beds. Independence serves adolescents & children from 43 eastern Iowa counties.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|--|
| 100 | Number of hours per 1,000 patient hours spent in restraint or seclusion. | 1.00 | 0.42 | Improve the ability of persons with mental illness to function in the community by providing effective treatment to stabilize acute mental illness episodes. |

SPA Number: 411_34054

SPA Name: Glenwood Comm.

SPA Description:

Glenwood Resource Center provides a variety of treatment and outreach services to people of all ages with intellectual disabilities or other developmental disabilities. Glenwood and Woodward's goal is to provide supports that allow individuals to successfully return to the community of their choice with the help of community-based supports. Nearly all of the residents at Glenwood have been denied admission to community-based providers of this level of care.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 180 | Percent of discharged clients who remain in the community for at least 180 days. | 90% | 100% | Careful transition and discharge planning |

SPA Number: 412_34056

SPA Name: Woodward Comm.

SPA Description:

Woodward Resource Center provides a variety of treatment and outreach services to people of all ages with intellectual disabilities or other developmental disabilities. Glenwood and Woodward's goal is to provide supports that allow individuals to successfully return to the community of their choice with the help of community-based supports. Nearly all of the residents at Woodward have been denied admission to community-based providers of this level of care.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 180 | Percent of discharged clients who remain in the community for at least 180 days. | 90% | 100% | Careful transition and discharge planning |

SPA Number: 413_34033

SPA Name: Acute Care Services

SPA Description:

Incentives to waiver premiums for the Iowa Wellness Plan.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|--|
| 93 | Percent of Iowa Wellness members who completed their healthy behaviors. | 40% | 5% | Increase awareness of available preventive health care resources to members through Medicaid. Continue to promote IME website and member newsletter regarding Medicaid benefits. Communication has been made to all members and appropriate practitioners, so there is the opportunity for all members to have this knowledge. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_34034

SPA Name: Pharmacy Services

SPA Description:

Provider Payments for Pharmacy.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|-------------------------------|-------------------------------|--|
| 100 | State funds saved through the Medicaid Preferred Drug List (PDL) Supplemental Rebate Program. | Data unavailable at this time | Data unavailable at this time | Promote and improve the use of the Preferred Drug List (PDL) |

SPA Number: 413_34036

SPA Name: Medicaid IME

SPA Description:

Payments Connected with administration of the Medicaid Program, including, but not limited to payments to contractors.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|-------------------------------|-------------------------------|--|
| 124 | Proportion of 15 month old children on Medicaid with six well-child visits. | Data unavailable at this time | Data unavailable at this time | Continue collaboration with MCO, the IDPH and provider organizations to encourage well-child checkups at appropriate intervals. |
| 125 | Proportion of children on Medicaid with a dental visit. | 52% | 49% | Work to complete the Dental Home concept. |
| 130 | Savings from Medicaid surveillance and utilization review compared to contract cost. | \$9,000,000 | \$10,080,175 | Conduct reviews to verify that covered health care services have been documented and that payments have been made in accordance with State and Federal policies, regulations, and statutes. |
| 131 | Increase over the prior year in Medicaid revenue collections from third parties. | Data unavailable at this time | Data unavailable at this time | Revenue Collection will research and verify other insurance coverage for Medicaid Members and add it to their record, so that claims can be cost-avoided, or they will bill other insurers for claims that Medicaid is obligated to pay ("pay and chase"). |
| 136 | Percent of clean Medicaid claims accurately paid or denied on time. | 100% | 100% | Maintain system accuracy through full testing of modifications. Maintain system availability via hardware and software monitoring (ITE), and the availability of redundant hardware. Develop contingency plan in the event of serious hardware/software failure. Included MCOs, Dental Wellness and FFS members. |

SPA Number: 413_34037

SPA Name: State Children's Health Insurance Program (SCHIP)

SPA Description:

Provides for health care coverage to children who live in families whose income is too high to qualify for Medicaid, but who do not have health care coverage. Eligible children are under the age of 19, have no health insurance and do not qualify for Medicaid, meet citizenship requirements, and live in a family whose income is less than 300% of federal poverty guidelines (prior to Oct. 2009 the FPL was 200%). As of June 30, 2009 the annual average number of children enrolled in Medicaid Expansion was 18,913, and 21,447 children in the hawk-i program.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|---|
| 175 | Number of children who are enrolled in hawk-i Supplemental Dental. | 3,700 | 4,525 | Continue to increase participation of hawk-i eligible children. |

SPA Number: 413_34038

SPA Name: Health Insurance Premium Payment (HIPP) Program

SPA Description:

Reduces Medicaid costs by obtaining or maintaining health insurance coverage for Medicaid-eligible persons, through the payment of third-party insurance premiums for third party coverage, through an employer or individual health plan, when it is determined cost-effective to do so. This allows the family to maintain a connection with the private insurance market and the other coverage then becomes the primary payer of their medical care. Provides health insurance for approximately 8,090 people on 1,966 Medicaid cases per month.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|-------------------------------|-------------------------------|-----------------------------|
| 97 | Number of Medicaid-eligible individuals who use employer provided insurance through HIPP. | Data unavailable at this time | Data unavailable at this time | Increase program awareness. |

SFY 2020/2021 DHS Performance Plan - SPAs and Measures

SPA Number: 413_34040

SPA Name: State Supplementary Assistance Program

SPA Description:

Provides for cash assistance to meet special needs of aged, blind and disabled people not met by the Supplemental Security Income (SSI) payment. Will provide support to people through in-home health care, family life, blind assistance, residential care facilities, and mandatory assistance to Medicare and Medicaid eligibles. Benefits provided through this program are required as a part of federal Medicaid Maintenance of Effort (MOE). Failure to meet MOE for this program would risk the loss of the Medicaid program.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|-------------------------------|---|
| 121 | Reduced State costs for Medicaid resulting from the SSA Supplemental for Medicare and Medicaid Eligibles. | \$16,367,634 | Data unavailable at this time | Continue identification of eligible people. |

SPA Number: 412_34042

SPA Name: MHDD Community Services

SPA Description:

Provides state level direction to Mental Health and Disability Services Regions as they create access to services to reduce the number of individuals entering hospitals who are experiencing a mental health crisis.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|---|---------------------|---------------------|--|
| 51 | Percentage of Regions meeting Core Service Access Standards | 95% | 98% | MHDS regions are provided with timely information and support. |

SPA Number: 401_67001

SPA Name: Service Delivery Support

SPA Description:

Provides the foundation and administrative support for the management, delivery and improvement of all DHS services and program. Service delivery across the array of programs and services depends on corporate accountability through performance management, goal setting, strategic planning, information technology, data management, fiscal accountability, revenue maximization, program direction and oversight, human resource management, and an effective liaison with federal and state policymakers.

| PM | Performance Measure | SFY21 Target | SFY20 Actual | Strategy |
|-----------|--|---------------------|---------------------|--|
| 6 | Percent of child support payments processed within 2 business days of receipt. | 100% | 99.9% | Shift resources and cross train to ensure adequate staffing during peak receipt times. |
| 14 | Availability (up-time) of DHS systems (includes DHS network and the various administrative systems). | 99% | 98.68% | Work with ITE to monitor and improve system availability. |
| 101 | Employee Turnover Rate. | 12% | 12.8% | 1) Develop programs to respond to identified causes of turnover. 2) Promote employee recognition and training programs.3) Establish core training requirements for agency staff. |
| 182 | Percent of Claims Paid within 30 days of initial receipt. | 95% | 96% | Direct staff resources to claims processing. |