



Mission:

Strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families.

Strategic Plan Outcomes:

Connections to Work

- For participants that must meet work requirements for Supplemental Nutrition Assistance (SNAP) and Temporary Assistance for Needy Families (TANF) - Percentage employed 30 days after starting job- majority full time:

- Child Care Subsidy – Supporting over 2100 families so they can work or attend school. 57% of families are at or below 100% FPL
 - Results: 96% of families reported ability to maintain full time employment.

Access to Healthcare

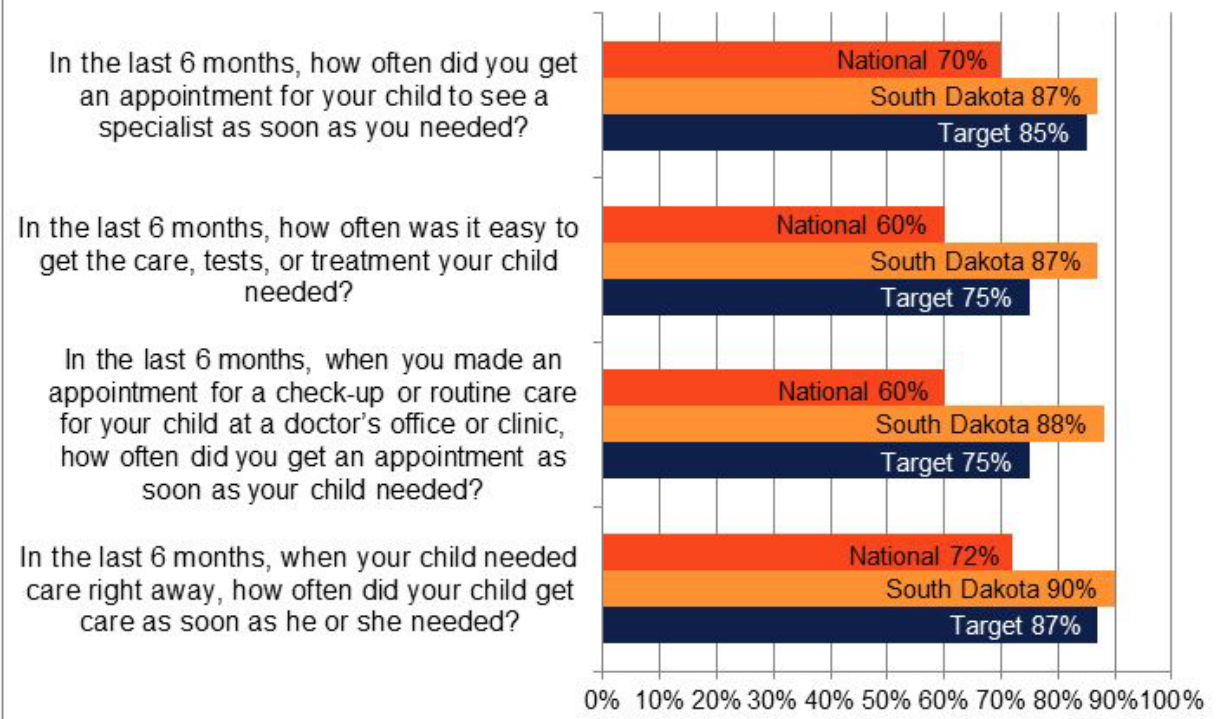
- Survey by Centers for Medicare and Medicaid Services indicates SD exceeds national average across four key measures of access.

Strategic Plan Goals:



	Outcome	Target
Connections to Work - SNAP	96%	97%
Connections to Work - TANF	81%	83%
Child Care Subsidy	96%	97%

2015 CAHPS Survey

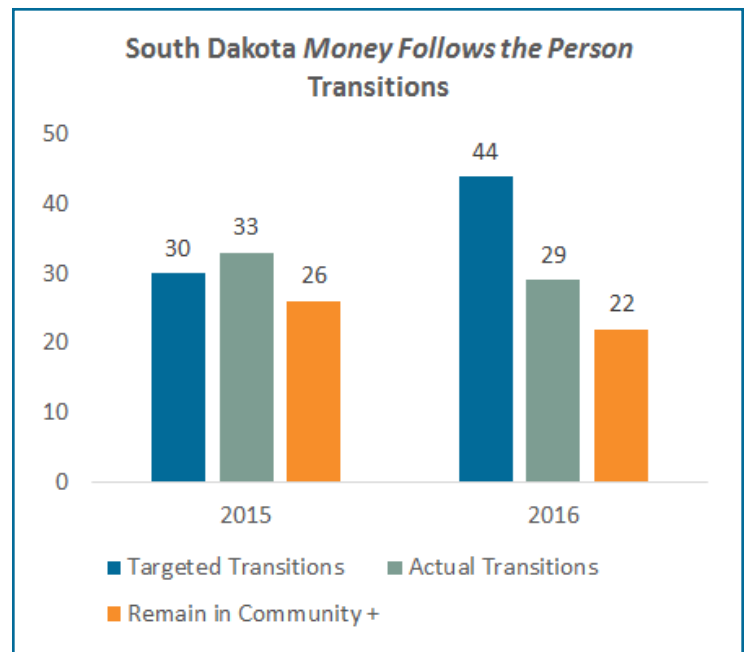


Caring for People in the Most Cost Effective Manner

- Health Homes program implemented in July 2013. Over 6,000 participants each month with high cost chronic or behavioral health conditions. Goal to improve care coordination, increase primary care and reduce emergency department usage. Improved health outcomes and net cost avoidance of \$4 - 5.6 million. 25% reduction in ED visits and 20% reduction in inpatient admissions. 6% increase in primary care.

Outcomes Measure	Prior to Health Home	After Health Home	Target
ED Visits per 1,000/ Percent reduction in utilization	499	375/25%	360/28%
Inpatient Admissions per 1,000/ Percent reduction in utilization	325	264/20%	251/23%
Increase in Primary Care Visits	-----	6%	8%
Net Cost Avoidance	-----	\$4 – 5.6 million	\$2.5 – 3 million

- Money Follows the Person implemented in 2014. Provides funding and supports to transition individuals from nursing home or other institutional settings back to their homes/communities.
 - Results: Transitioned 29 individuals with 18 partial transitions completed.
- Geriatric Psychiatric Treatment- Clinicians from the Human Services Center provided psychiatric review and consultation services for 29 individuals. There were 21 individuals (72%) diverted from admission to HSC. The target for diversions is 73% of cases reviewed.



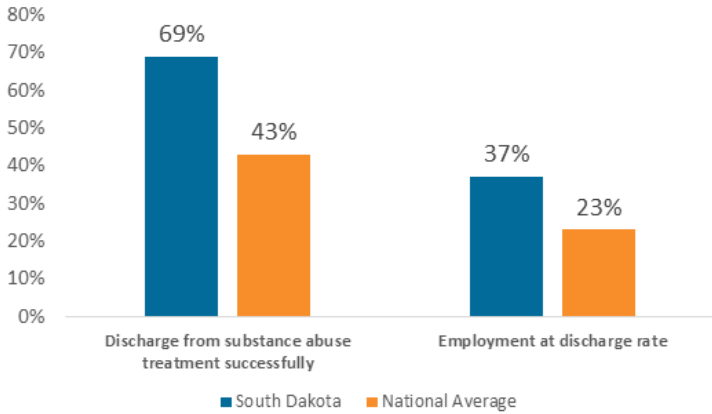
DSS utilized a stakeholder workgroup to develop outcome measures. The 2016 data is the baseline and the workgroup will be developing targets for each measure in fall 2017.

- Correctional Behavioral Health Services – Mental Health and Substance Use treatment services to individuals in custody of the Department of Corrections.
 - Results: 3,987 psychiatric contacts and 1,357 entered substance use treatment.
- Community Based Mental Health Services – Providing counseling, psychiatric treatment and wrap around services to over 7,000 recipients to prevent inpatient admissions and improving community involvement.
 - Results: 6.2% increase in employment outcomes, 9.4% reduction in ER visits and 14% reduction in inpatient admissions.

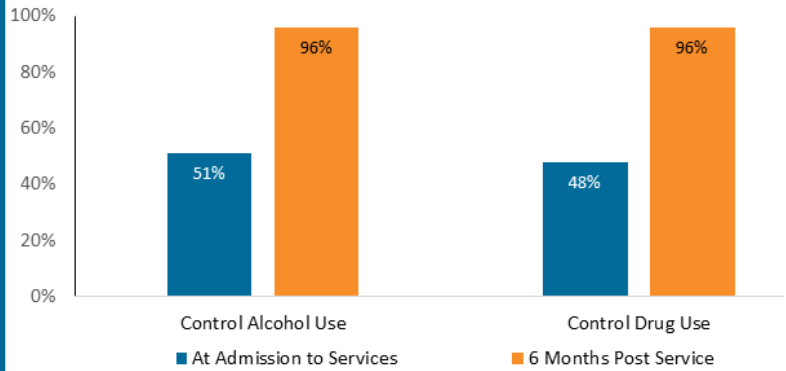
Outcomes Measure	Prior to CARE and IMPACT	After CARE and IMPACT
Clients reporting employment	19.7%	25.9%
Clients who visited an ER for a psychiatric or emotional problem	12.3%	2.9%
% of Clients who spent night in hospital	20.1%	6%

- Community Based Substance Use Treatment Services – Providing counseling, inpatient treatment and halfway house services and Cognitive Behavioral Intervention for justice involved populations.

Successful discharge from treatment – 26% higher than the national average, employment 14% higher than national average



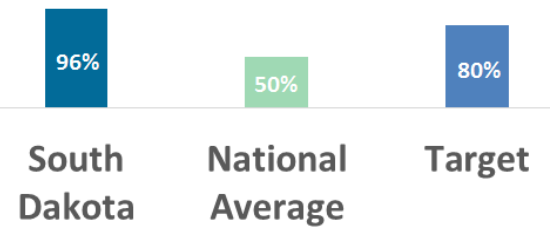
Justice involved population 96% report ability to control drugs or alcohol at discharge compared to national averages of 51% (alcohol) and 48% (drugs). 85% reported employment at discharge.



Permanency and Safety for Children

- Child Protection Services goal is to reunify families whenever possible.
 - Results: 77% of children return home within 12 months of removal.
 - When that is not possible, we work to establish guardianship or adoption to divert from foster care placement.
 - 96% of caseworker visits happen where the child resides – exceeding the national average by 46%.

CPS Visits Occurring in the Child's Home



Program Integrity – National Awards

- Nationally recognized for program quality:
 - Medicaid – only state in the nation to receive continuous exemption since 2010 from recovery audit contractor requirements. Collected \$8.7 million in third party liability, estate recovery and fraud collections. Less than 5% of collections are fraud related.
 - Supplemental Nutrition Program ranked #1 in the nation in 2015. Over 30 years of continuous financial program awards for high performance related to accuracy in determining eligibility, denials or suspensions of benefits, and timeliness of approval.
 - Child Support – Over \$115 million in collections in 2016 for over 60,000 cases. Ranked #2 in the nation in 2016 earning \$2 million in incentive payments. Ranked in the top 3 nationally for the last 15 years.
 - Child Care – 96% payment accuracy compared to national average of 94%.

Category	Outcome	Target
Medicaid		
Collections	\$8.7 million	\$8.9 million
SNAP		
Payment Accuracy	99.25%	98%
Case/Procedural Accuracy	98.09%	98%
Timeliness	94.39%	95%
Child Support		
Percent of Cases with Collections	66.94%	66%
Administrative Costs	\$11/\$1	\$11/\$1
Child Care		
Payment Accuracy	96%	94%