

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.

2019 Strategic Plan Outcomes:

- Goal 1: Ensure access to services for our customers
- Goal 2: Promote and support the health, wellbeing and safety of our customers
- Goal 3: Foster partnerships to maximize resources for our customers
- Goal 4: Support customers in achieving meaningful outcomes
- Goal 5: Strengthen and align our team to accomplish our mission

Connections to Work

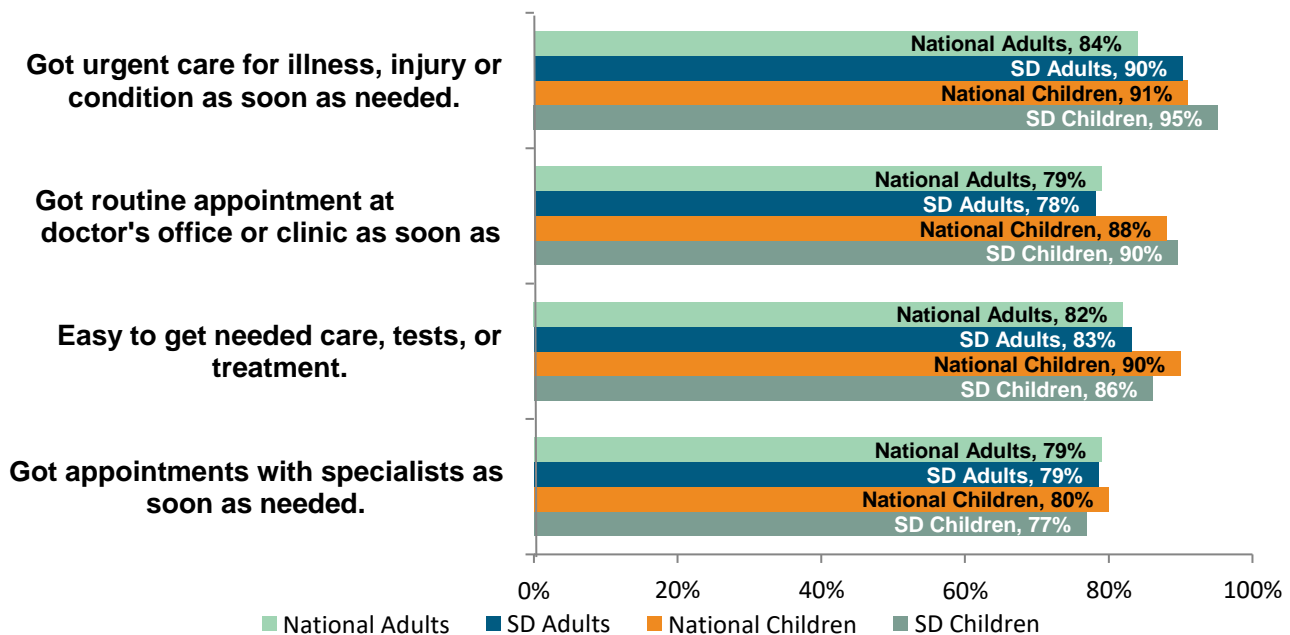
- For participants who must meet work requirements for **Supplemental Nutrition Assistance Program (SNAP)** and **Temporary Assistance for Needy Families (TANF)** – 92% and 85% respectively are employed 30 days after starting a job; the majority full-time.
- **Community Based Mental Health and Substance Use Disorder Treatment Services** – As a result of these services:
 - o **Mental Health:** 24% of clients reported employment compared to the national average of 22%.
 - o **Substance Use Disorder Treatment:** Employment rate at discharge is 6% higher than the national average (23%).

	Outcome	Target
Connections to Work - SNAP	92%	94%
Connections to Work - TANF	85%	89%
Community Based Mental Health	24%	22%
Community Based Substance Use Disorder Treatment Services	29%	23%

Access to Healthcare

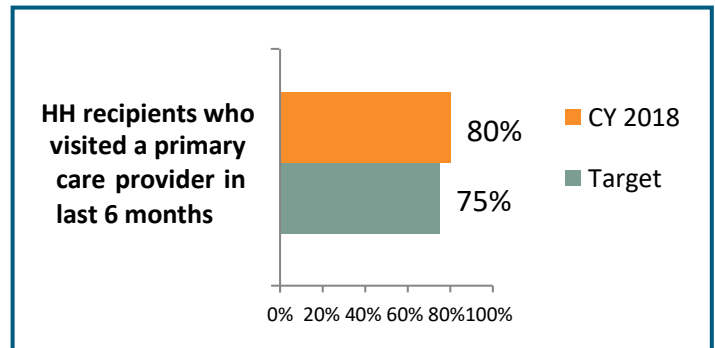
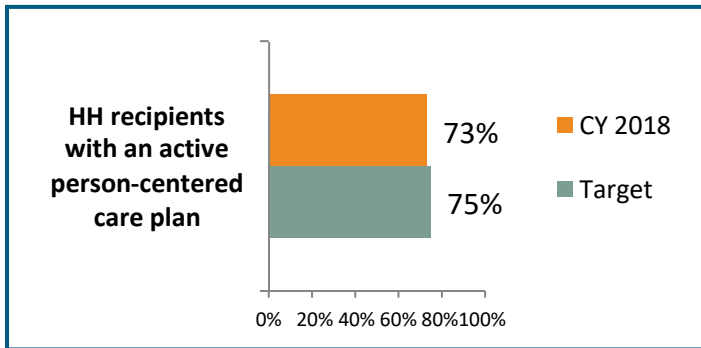
- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey by the Centers for Medicare and Medicaid Services indicates SD exceeds the national average for children across two key measures of access. SD meets or exceeds the national average for adults across three key measures of access.

2019 CAHPS Survey

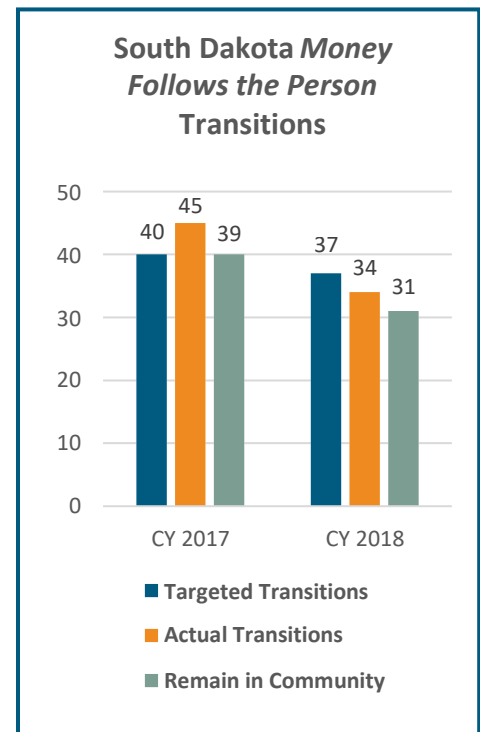


Caring for People in the Most Cost Effective Manner

- About 6,000 Medicaid recipients with high-cost chronic conditions and risk factors participate in the Health Home program. The goal of the program is to improve health outcomes and avoid high-cost care and includes incentive-based payments to high performing providers. Most recent results show the program is approaching the target for participants with a person-centered care plan, and for participants who visited a primary care provider (PCP) in the last six months. The program led to \$7.3 million in net cost avoidance in CY 2018, primarily due to a reduction in avoidable inpatient admissions and emergency department visits.
 - Compared to the control group, HH enrollees had 3.23 fewer inpatient visits per member per month (16% reduction) and 14.22 less ED visits per member per month (23% reduction).



- **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 and communities.
 - Results: Transitioned 34 individuals during CY 2018 with 31 partial transitions completed.
- **Geriatric Psychiatric Treatment** – Clinicians from the Human Services Center provided psychiatric review and consultation services for 17 individuals.
 - Results: Of those individuals, 82% were diverted from admission to HSC. The target for diversions is 74% of cases reviewed.
- **Community Based Adult Mental Health Services** – Provide specialized outpatient counseling, psychiatric treatment and case management services to 7,196 individuals to decrease the reliance on publicly funded services.
 - Results: 13% reduction in the percentage of individuals reporting ER visits and 17% reduction in the percentage of individuals reporting hospital admissions; 15% reduction in the percent of individuals who reported spending a night in jail; and 5% reduction in the percent of individuals who reported an arrest.

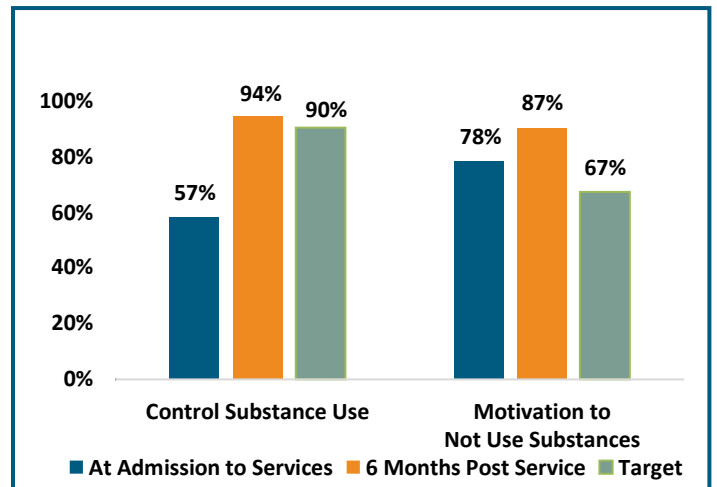
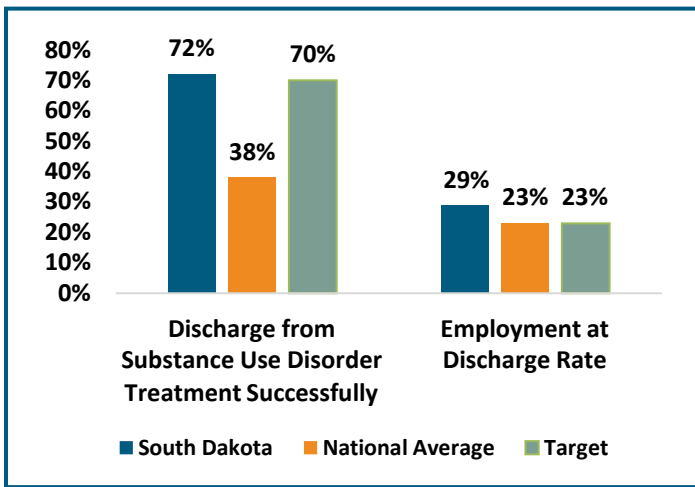


Outcome Measures CARE and IMPACT	Prior to Services	6 months After Start of Services	Percent Difference	Target
% of Clients who visited an ER for a psychiatric or emotional problem	23%	10%	13% Reduction	12% Reduction
% of Clients who spent night in hospital	26%	9%	17% Reduction	13% Reduction
% of Clients who reported spending at least one night in Jail	22%	7%	15% Reduction	11% Reduction
% of Clients who reported one or more arrests in the past 30 days	9%	4%	5% Reduction	5% Reduction

- **Community Based Substance Use Disorder Treatment Services** – Provide outpatient, inpatient and low-intensity residential treatment services; and specialized services for justice involved individuals.

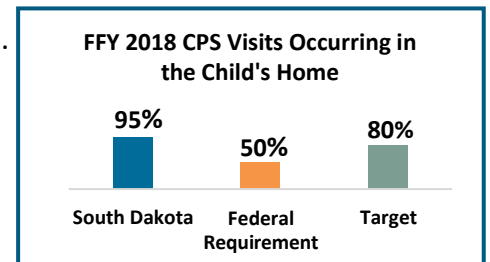
Adult Substance Use Disorder Treatment Services – Successful discharge from treatment is 34% higher than the national average, employment is 6% higher than the national average.

Adult Justice Involved Services – 94% report ability to control substance use six months after completing services compared to 57% at admission. 87% report they had motivation to not use substances six months after completing services.



Permanency and Safety for Children

- Child Protection Services’ goal is to reunify families whenever possible.
 - Results: Of children reunited, 75% were reunited within 12 months of removal during SFY 2019.
 - When that is not possible, we work to establish guardianship or adoption to divert from foster care placement.
- During FFY 2018, 95% of caseworker visits happened where the child resides – exceeding the federal requirement by 45%.



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 \$9.2 million in third party liability, estate recovery and fraud collections. Less than 1% of collections are fraud related.
 - **SNAP** – Ranked #1 in the nation in FFY 2018. Over 30 years of continuous program recognition for high performance related to accuracy in determining eligibility, denials or suspensions of benefits, and timeliness of approval.
 - **Child Support** – \$116 million in collections in SFY 2019 for 59,205 cases. Ranked in the top 9 nationally for the last 15 years. As a result, the program earned financial program awards for top performance each year.
 - **Child Care** – 99% payment accuracy compared to national average of 96%.

Category	Outcome	Target
Medicaid		
Collections	\$9.2 million	\$9 million
SNAP		
Payment Accuracy	98.96%	98%
Case/Procedural Accuracy	97.82%	98%
Child Support		
Percent of Current Support Collected	64%	64%
Administrative Costs	\$10.24/\$1	\$10.24/\$1
Child Care		
Payment Accuracy	99%	96%