



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.

2017 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 1,900 families so they can work or attend school. 60% of families are at or below 100% FPL. Of these families, 96% reported ability to maintain full-time employment.
- **Community Based Mental Health and Substance Use Disorder Services** – As a result of these services:
 - o Mental Health: 27% of clients reported employment compared to national average of 24.5%.
 - o Substance Use Treatment: employment rate at discharge 9% higher than the national average.

	Outcome	Target
Connections to Work - SNAP	93%	96%
Connections to Work - TANF	89%	83%
Child Care Subsidy	96%	97%
Community Based Mental Health	27%	27%
Community Based Substance Use Treatment	34%	25%

Strategic Plan Goals:



Access to Healthcare

- Survey by Centers for Medicare and Medicaid Services indicates SD exceeds national average for children across four key measures of access. Adults were surveyed for the first time in 2017.

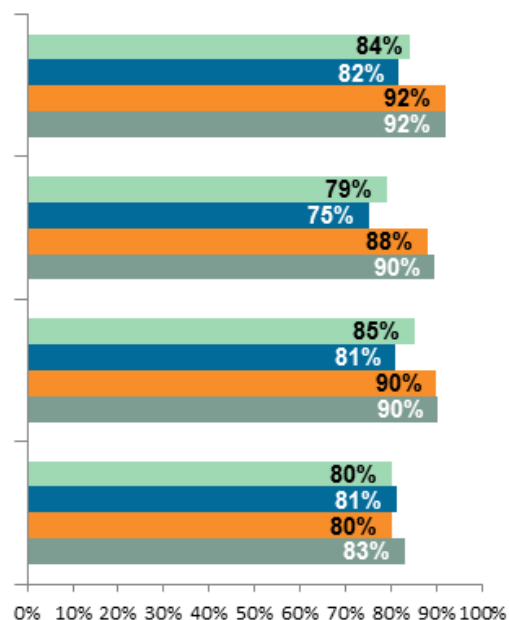
2017 CAHPS Survey

Got urgent care for illness, injury or condition as soon as needed.

Got routine appointment at doctor's office or clinic as soon as needed.

Easy to get needed care, tests, or treatment.

Got appointments with specialists as soon as needed.



Caring for People in the Most Cost Effective Manner

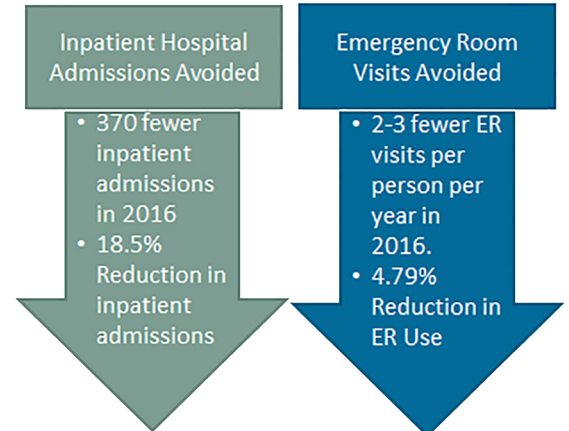
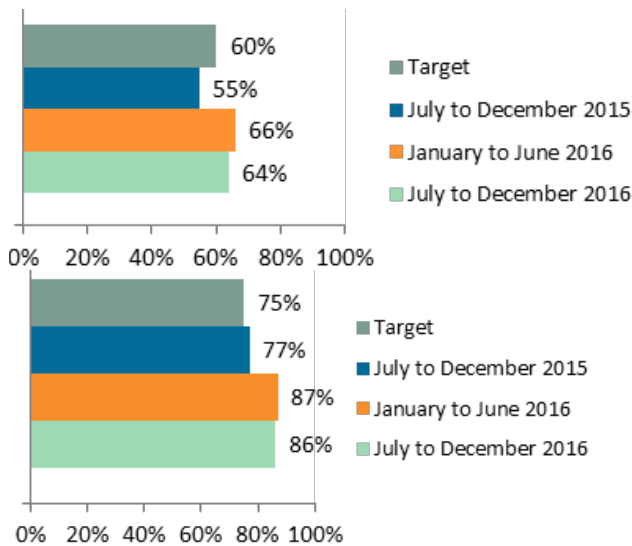
- About 6,000 participants each month with high cost chronic conditions and risk factors. Goal is to change patient behavior and improve health outcomes and avoid high cost care. As a result, increased primary care visits, reduced emergency department and inpatient stays yielding cost avoidance of \$7.7 million in CY2016.

Goal - Increase % with an active person-centered care plan

HH recipients with an active person-centered care plan

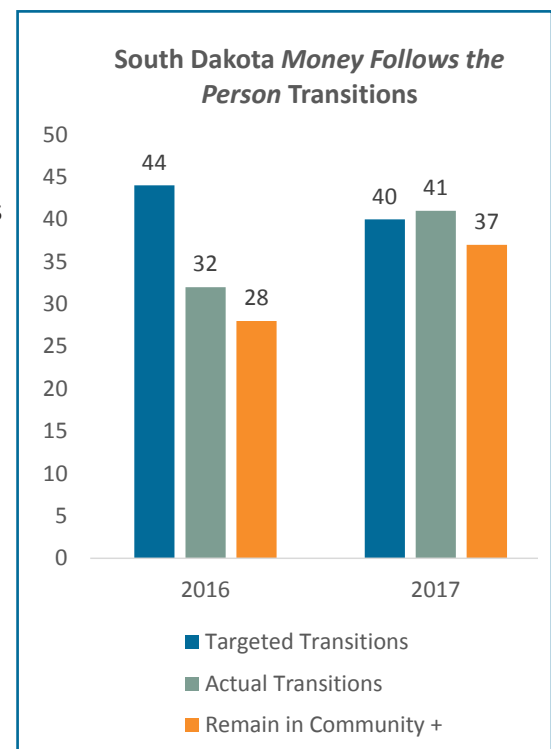
Goal - Increase % of visits with a PCP in the previous 6 months

HH recipients who visited a PCP in last 6 months



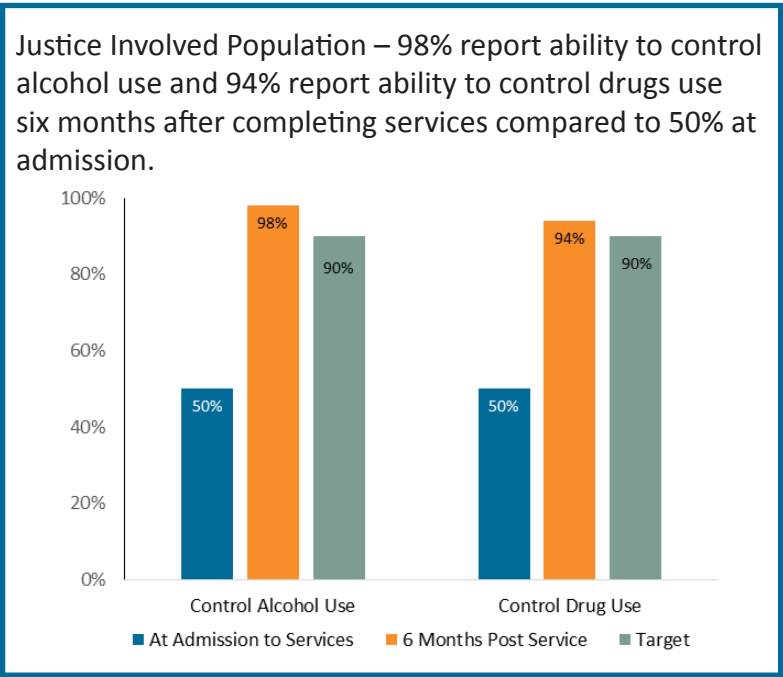
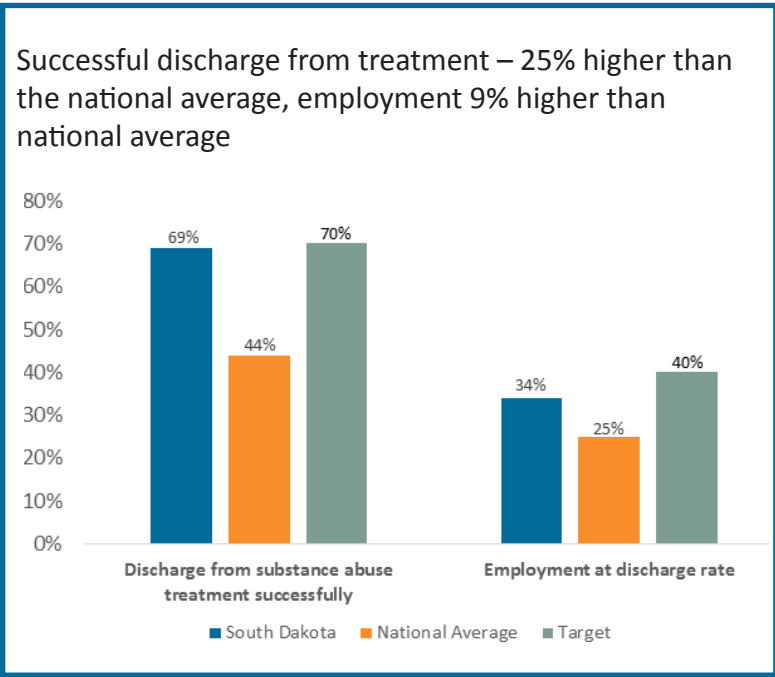
Goal - Decrease in Inpatient Hospital and Emergency Room use per person

- 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 41 individuals in 2017 with 37 partial transitions completed.
- Geriatric Psychiatric Treatment** – Clinicians from the Human Services Center provided psychiatric review and consultation services for 26 individuals. Of those individuals, 73% were diverted from admission to HSC. The target for diversions is 74% of cases reviewed.
- Correctional Behavioral Health Services** – Mental Health and Substance Use treatment services to individuals in custody of the Department of Corrections.
 - Results: 3,980 psychiatric contacts and 1,430 entered substance use treatment.
- Community Based Mental Health Services** – Providing counseling, psychiatric treatment and wrap around services to 7,300 recipients to prevent inpatient admissions and improving community involvement.
 - Results: 11.7% reduction in ER visits and 14.6% reduction in inpatient admissions. Reduction of 10.1% in days incarcerated and 5.2% reduction in number of arrests.



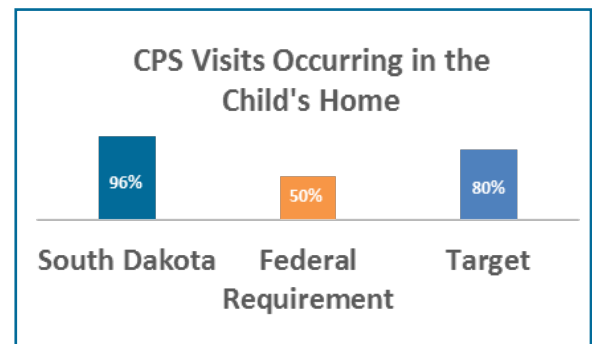
Outcome Measures CARE and IMPACT	Prior to Services	As a Result of Services	Target
Clients who visited an ER for a psychiatric or emotional problem	17.7%	6%	6%
% of Clients who spent night in hospital	23%	8.4%	8%
% of Clients who reported spending at least one night in Jail	16.3%	6.2%	6%
% of Clients reported one or more arrests in the past 30 days	9.3%	4.1%	4%

- **Community Based Substance Use Treatment Services** – Providing outpatient, inpatient and low-intensity residential treatment services as well as cognitive behavioral intervention for justice involved populations.



Permanency and Safety for Children

- Child Protection Services goal is to reunify families whenever possible.
 - o Results: Of children reunited, 72% were reunited within 12 months of removal.
 - o 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 federal requirement by 46%.



Program Integrity – National Awards

- Nationally recognized for program quality:
 - o **Medicaid** – Only state in the nation to receive continuous exemption since 2010 from recovery audit contractor requirements. Collected \$8.4 million in third party liability, estate recovery and fraud collections. Less than 1% of collections are fraud related.
 - o **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.
 - o **Child Support** – \$115 million in collections in 2017 for 59,800 cases. Ranked in the top 5 nationally for the last 15 years. As a result, the program earned financial program awards for top performance each year.
 - o **Child Care** – 96% payment accuracy compared to national average of 94%.

Medicaid	Outcome	Target
Collections	\$8.4 million	\$8.5 million
SNAP	Outcome	Target
Payment Accuracy	99.25%	98%
Case/Procedural Accuracy	98.09%	98%
Timeliness	94.39%	95%
Child Support	Outcome	Target
Percent of Cases with Collections	66%	66%
Administrative Costs	\$11/\$1	\$11/\$1
Child Care	Outcome	Target
Payment Accuracy	96%	94%