

JOINT FINANCE COMMITTEE HEARING
FISCAL YEAR 2025 BUDGET



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DIVISION OF HEALTH CARE QUALITY
Department of Health and Social Services
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Good Morning Senator Paradee, Representative Williams, members of the Joint Finance Committee and members of the public.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2025 Governor's Recommended Budget.

ACCOMPLISHMENTS

Long Term Care

- Surveys Completed:
 - Nursing Home: 94
 - Assisted Living: 40
- Complaints Investigated:
 - Nursing Home: 506
 - Assisted Living: 136
- New Providers:
 - Assisted Living Facilities: 2
 - Neighborhood Homes: 20
 - Group Homes: 2

Acute and Continuing Care

- Surveys Completed: 56
- Complaints Investigated: 342
- Initial Licensure: 11



Delaware, along with many other states nationwide, is seeing an increase in complaints and deficiencies that are more serious in nature. DHCQ has faced challenges recruiting and retaining staff. Therefore, in FY 2024 the Division began utilizing contracted surveyors. With their assistance, DHCQ has been able to complete significantly more surveys and investigate more complaints/intakes.

Increased volume continues to be a challenge as well. The total Nursing Home and Assisted Living Surveys for CY 2023 completed by the Office of Long-Term Residents Protection (OLTRP) represents double the annual surveys and 151 more intake investigations than in 2021. In addition, OLTRP completed 24 initial licensure and 362 routine surveys of family care homes, neighborhood homes and group homes.

During CY 2023 the Office of Health Facilities Licensing and Certification (OHFLC) completed:

- 11 initial licensure surveys and 56 routine acute and continuing care surveys
- 342 complaint investigations

The contractors have also assisted with the completion of these surveys and trained staff in areas where DHCQ lacked training resources.

Additionally, 280 home care agencies have contacted OHFLC seeking initial licensure; 34 binder reviews are in progress, 113 providers have requested to schedule a review, 73 are preparing their binders and the remainder are waiting to attend an initial provider meeting.

ACCOMPLISHMENTS

Certified Nursing Assistants

- **5,898** Individuals Active on the Certified Nursing Assistant Registry
- **29** Certified Nursing Assistant training programs



Background Check Center and Investigative Unit

- **19.6%** increase in individuals screened through the Background Check Center
- **51%** increase in reports investigated
- **75%** increase in individuals placed on the Adult Abuse registry



DHCQ also oversees the Certified Nursing Assistant (CNA) Training Programs and Registry, the Background Check Center and an Investigative Unit.

CNAs have a very challenging job as the work is both physically and mentally demanding. As such, it is very difficult to recruit and retain qualified individuals for these positions. Healthcare staffing shortages are a nationwide problem. To that end, DHCQ would like to thank the Division of Human Resources and Office of the Governor for their support to address issues related to healthcare staffing.

The investigative unit has also seen a significant increase in workload with the number of screenings through the Background Check Center increasing by 19.6% (4,587 more screenings) from 2021 to 2023. Similarly, 2,888 reports of alleged abuse, neglect, mistreatment or financial exploitation were investigated in 2023, a 51% increase (975 more cases) that were reported and investigated. Lastly, during CY 2023, 51 individuals were placed on the adult abuse registry which represents a 75% increase in just 2 years.

FY 2025 GOVERNOR'S RECOMMENDED BUDGET

FY 2025 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	40.3		29.7	70.0
Dollars (\$)	\$4162.5	\$1583.6	\$2465.7	\$8211.8



Budget Definitions:

GF – General Funds
 ASF – Appropriated Special Funds
 NSF – Non-Appropriated Special Funds
 FTEs – Full Time Equivalent Positions

The slide above shows the budget included in the FY 2025 Governor's Recommended Budget (GRB).

Our Division's FY 2025 GRB is:

- \$4,162.5 [Four Million, One Hundred Sixty-Two Thousand, Five Hundred dollars] in General Funds (GF);
- \$1,583.6 [One Million, Five Hundred Eighty-Three Thousand, Six Hundred dollars] in Appropriated Special Fund (ASF) spending authority; and
- \$2,465.7 [Two Million, Four Hundred Sixty-Five Thousand, Seven Hundred dollars] in Non-Appropriated Special Funds (NSF).

Our GRB includes \$207.7 [Two Hundred Seven Thousand, Seven Hundred dollars] in One-Time funds to support licensing surveys.