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JOINT FINANCE COMMITTEE HEARING  
FISCAL YEAR 2019 BUDGET



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DIVISION DIRECTOR

DIVISION OF SOCIAL SERVICES  
Department of Health and Social Services  
February 21, 2018  
Legislative Hall, Joint Finance Committee Hearing Room

Good Afternoon, Senator McDowell, Representative Smith, members of the Joint Finance Committee, and members of the public. I am Ray Fitzgerald, Director of the Division of Social Services (DSS). With me today are Thomas Hall who serves our Division as the Deputy Director, and Alexis Teitelbaum, our Chief of Administration.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2019 Governor's Recommended Budget.

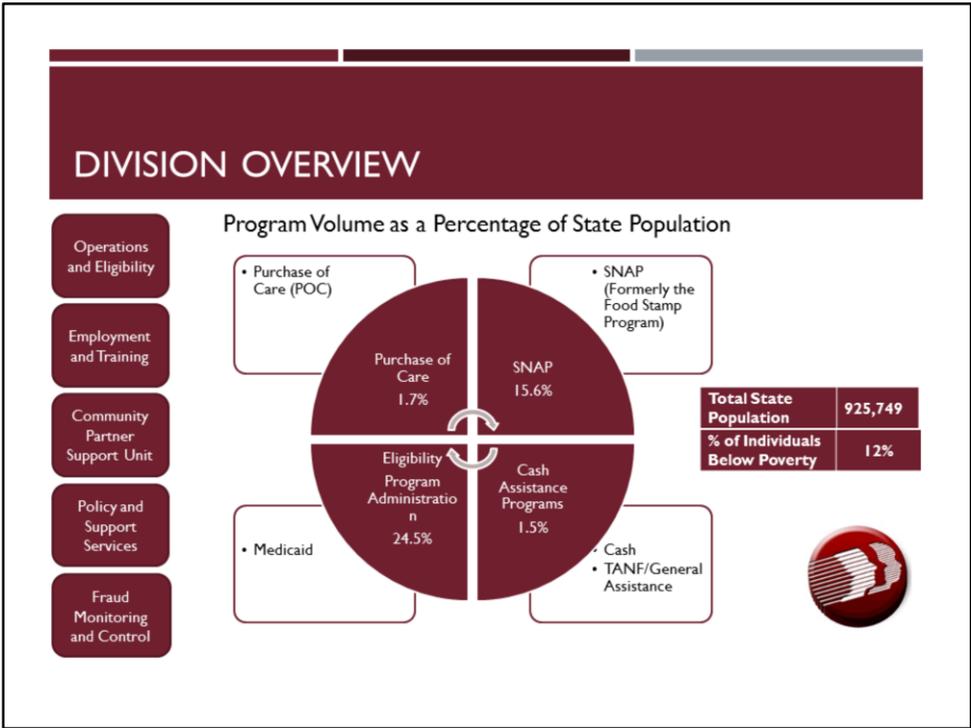
## DIVISION OVERVIEW

### MISSION STATEMENT

To provide prompt, respectful, and accurate services that promote the potential for self-sufficiency for all Delawareans.



Our Division manages the Temporary Assistance for Needy Families (TANF) Program, the Supplemental Nutrition Assistance Program (SNAP), the Purchase of Care (POC) or Child Care program, Medicaid Eligibility and Employment and Training (E&T) programs. We engage recipients by providing work supports to clients who are working and/or who are seeking employment. We also provide support to participants who volunteer.



The Division of Social Services provides multiple programs to our clients. We support four key program areas: SNAP; Childcare (POC); Medicaid Eligibility; and Cash Assistance Programs. The percentages shown for each program on the attached slide reflects program volume as a percentage of the total state population. Some people and families are in multiple programs with different policies and reporting requirements. To offer some perspective, in 2017 we served approximately 260,000 clients, which is more than a quarter of the state's population.

## NEED FOR THE SAFETY NET CONTINUES



- Work and Training supports for families
- Employment and Training
- Public-private partnerships
- Monitoring/reporting compliance and review



The economy has been consistently, yet slowly, recovering. Wage growth has also been slow to recover which means demand for some of our programs remains high. E&T programs are our primary tool to help clients transition from welfare to work. Our TANF cash assistance recipients and adults without children who receive SNAP benefits are required to participate in our E&T program offerings as a condition of continued eligibility, unless a disability is documented.

In collaboration with our various E&T partners, we helped over 1,300 clients find employment in 2017. The average wage for these jobs is \$10 - \$11 an hour. We also used our Federal funds to create partnerships with companies interested in hiring our clients. The goal of this initiative is to partner with employers who pay \$13 an hour or more.

SNAP is a work support that serves low income families. After removing elderly and disabled cases, data shows that approximately 75% of Delaware's SNAP cases include someone who is currently working or has worked in the last 12 months.

## NEED FOR THE SAFETY NET CONTINUES



- Work and Training supports for families
- Employment and Training
- Public-private partnerships
- Monitoring/reporting compliance and review



Beginning in October 2017, we created a partnership with the Division of Child Support Services to provide E&T services to their customers.

The Division's Quality Improvement Team (QIT) monitors and tracks staff work product for compliance with integrity as well as state and federal regulations. The QIT's efforts help us ensure staff members follow rules, procedures, and produce accurate and timely work.

## ACCOMPLISHMENTS

- Community Partner Support Unit
  - Leveraged over 200 business and community partnerships
  - Embedded social work services in communities throughout the state



- Customer Service Surveys
  - Over 1,000 Surveys Conducted
- Support for Clients with Disabilities
  - 46 clients found employment



In 2017, the Division created the Community Partner Support Unit (CPSU) which aligns with the Governor's Action Plan to emphasize government and non-government partnerships, strengthen the workforce in low-income areas, and support individuals who are re-entering communities. So far, the CPSU has developed approximately 200 business and community partnerships and has served over 1,000 low income families. The CPSU provides support for initiatives in the City of Wilmington; develops partnerships with libraries throughout the state; collaborates with Wilmington Police, State Probation, community centers, community agencies, employment programs, and other state agencies to create opportunities for vulnerable Delawareans.

We conduct client surveys in all of our offices twice each year. In 2017, we conducted over 1,000 surveys to get feedback about staff. 89.7% of our clients rated our staff either 9 or 10, with 10 being excellent.

DSS partners with the Department of Labor (DOL), Division of Vocational Rehabilitation to manage the Transitional Work Program (TWP). This program supports TANF and General Assistance (GA) clients who want to work or apply for Supplemental Security Income (SSI) if they cannot work. In 2017, we served 161 TANF and 52 GA disabled clients. Forty six (46) of these clients secured employment and 59 clients applied for SSI.

## LOOKING AHEAD

### FUTURE GOALS

- Partner with other agencies to develop an Integrated Data System
- Expand Private Employer Partnerships to increase employment opportunities
- Expand current collaboration with DOL to increase training opportunities for low-income families
- Focus on creating effective youth employment and training programs
- Expand social worker placement at probation offices statewide



The Centers for Disease Control and Prevention (CDC) produced a report outlining a number of strategies to reduce gun violence in Wilmington. They suggested creating an integrated data system, using data from various entities, as an effective strategy to prevent future violence in the city. The Governor tasked the Family Services Cabinet Council, which DHSS is a member, with the responsibility of ensuring that this integrated data system is effectively implemented.

Consistent with the Governor's plan to "Strengthen Delaware's World Class Workforce", we plan to aggressively pursue employment and training opportunities for young people age 16-24.

Our Division will work with formerly incarcerated citizens to help them meet probation mandates and engage them in our E&T and subsidized employment opportunities.

## FY 2019 GOVERNOR'S RECOMMENDED BUDGET

### FY 2019 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	185.3	0	191.4	376.7
Dollars (\$)	86,032.7	2,163.3	88,163.4	176,359.4



NOTE: Dollars may not add due to rounding

The slide above shows the budget included in the FY 2019 Governor's Recommended Budget (GRB).

Our Division's GRB is:

- \$86,032.7 [Eighty six million, thirty two thousand dollars] in General Funds (GF);
- \$2,163.3 [Two million, one hundred sixty three thousand dollars] in Appropriated Special Funds (ASF) spending authority; and
- \$88,163.4 [Eighty eight million, one hundred sixty three thousand dollars] in Non-Appropriated Special Funds (NSF).

This is an increase from the FY 2018 budget, with further information outlined on the next slide.

## FY 2019 GOVERNOR'S RECOMMENDED BUDGET

### FY 2019 Budget Request (\$ in thousands)

Line Item	Amount
SFY 2019 Base Budget	\$77,172.8
SFY 2019 Child Care Program Growth	<u>\$8,859.9</u>
SFY 2019 Governor's Recommended Budget	\$86,032.7

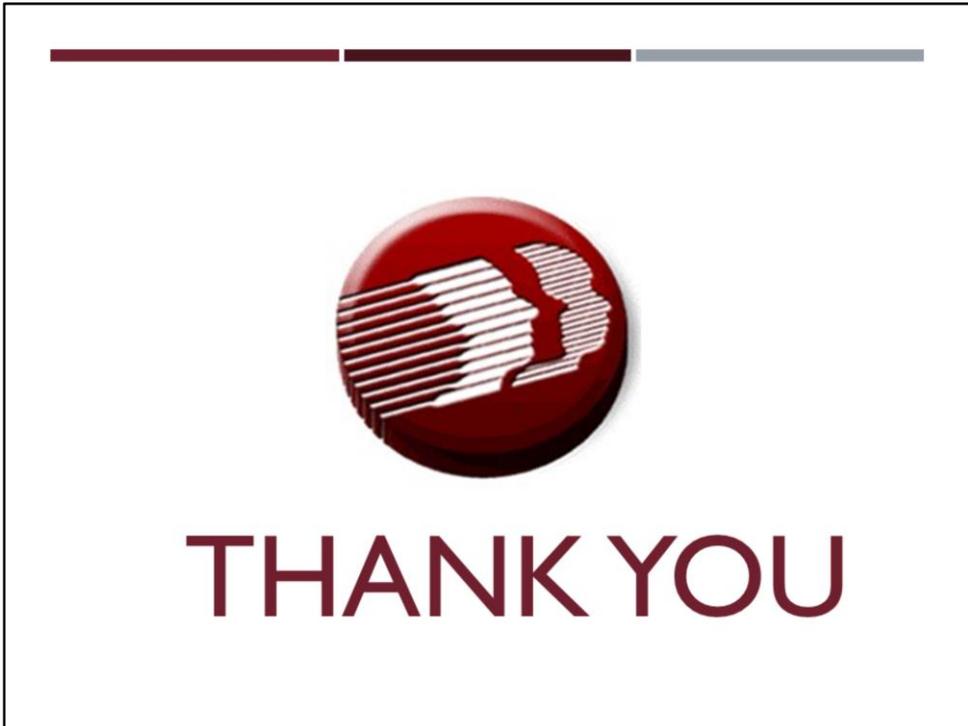


The FY 2019 Governor's Recommended Budget includes \$8,859.9 [eight million, eight hundred fifty nine thousand dollars] for child care program growth which will help us continue to provide this important work support to low-income Delawareans.

Delaware's POC Program provides support for families with children to enable parents to work, participate in training, or meet special needs of the parent. POC is a work support program that is awarded based on need.

The POC program grew by 5.6% in 2017. This growth is likely due to the improved economy which increases the demand for POC. There was a monthly average of 15,890 POC cases in 2017.

The Child Care and Development Block Grant requires states to fully implement a number of new requirements by October 1, 2018. The Department and our partners are working together to meet all of these new requirements.



Thank you for the opportunity to share with you the challenges and opportunities facing the Division of Social Services. I look forward to your questions.