
JOINT FINANCE COMMITTEE HEARING FISCAL YEAR 2021 BUDGET



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

Comments available online at <https://dhss.delaware.gov/dhss/pubs.html>

Good Afternoon Senator McDowell, Representative Johnson, 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 is Thomas Hall who serves our Division as the Deputy Director.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2021 Governor's Recommended Budget.

DIVISION OVERVIEW

MISSION STATEMENT

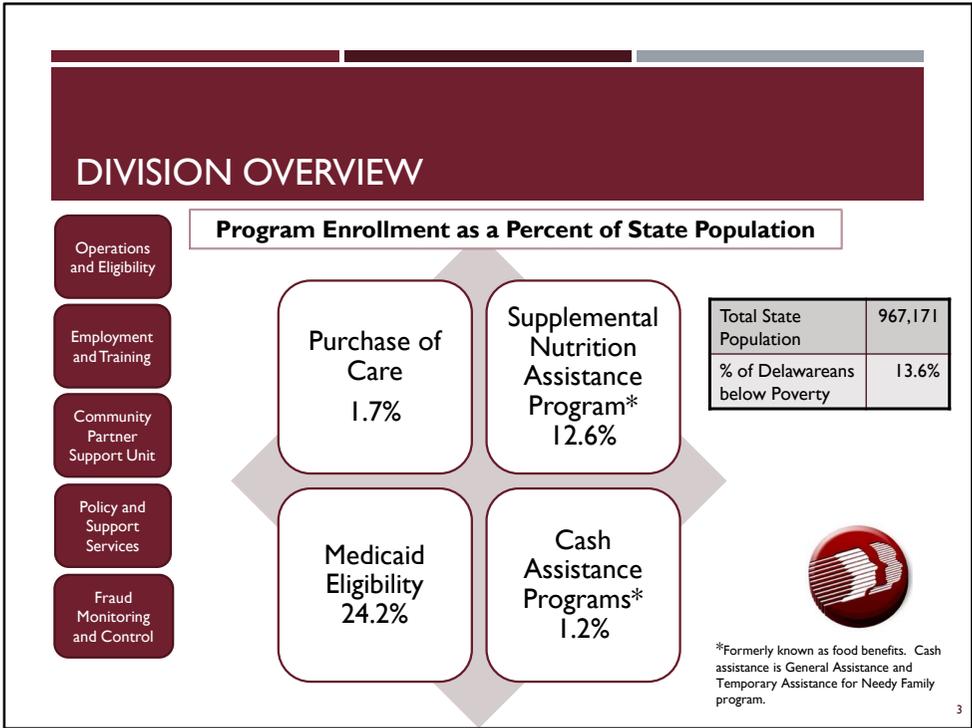
To provide prompt, respectful, and accurate services that promote the potential for self-sufficiency for all Delawareans.



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Our Division manages the Temporary Assistance for Needy Families (TANF) program, the General Assistance (GA) program, the Supplemental Nutrition Assistance Program (SNAP, formerly referred to as the Food Stamp Program), 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 to participate in our employment and training offerings.



DSS provides multiple programs to our clients. The percentages shown for each program above reflect 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 calendar year 2019, the Division served approximately 261,000 clients, which is more than a quarter of the state's population.

COMMUNITY SUPPORT

Community Partner Support Unit

- Statewide Rapid Service Response
- Enhanced Customer Service
- Improved supports and outcomes



Strengthen Communities:



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I would like to highlight our Community Partner Support Unit – or CPSU. The CPSU was created to strengthen partnerships with communities, employers and other state agencies to improve client outcomes. The CPSU helps to increase access to services by providing ongoing, personalized support to organizations that support those in need. This group goes where the clients are, and an area of focus for them is to support efforts to reduce gun violence in Wilmington.

The CPSU's main activities include:

- Serving as a bridge between DHSS divisions and community organizations that serve clients eligible for state benefits;
- Collaborating with businesses, community organizations and employment-and-training vendors to help Delawareans get, and keep, livable wage jobs;
- Supporting state and local governments in their efforts to stabilize neighborhoods, prevent youth violence and improve quality of life;
- Placing social workers in community hubs, such as libraries, community centers, and probation and parole offices; and
- Supporting programs to help ex-offenders succeed as they re-enter the community.

The unit has exceeded all expectations. A few 2019 accomplishments were; Assisting nearly 1,100 individuals at 16 libraries statewide; Partnering with behavioral health coordinators in 10 Wilmington schools to support students and their families to improve outcomes; and expanding school based services to Kent and Sussex counties. During 2019 the CPSU helped more than 700 Delawareans, including 140 youth, find employment. The average wage of those employed was \$11.70.

Additionally, CPSU is the tip of the spear for our efforts to support recommendations from the 2015 CDC report.

1. We focus services on youth age 16-24. Services include employment, training, case management, needs assessment, and resource identification.
2. We target supports to individuals most likely to be victims or perpetrators of gun violence (returning youth and adults).
3. We work closely with the Wilmington Community Advisory Council to identify and address gaps and create community linkages.

FAMILY SERVICES CABINET COUNCIL

- **Dual Generation Services:**
 - Dual Generation Center/Stubbs Early Education Center
- **Focus on Re-entry Supports: Social Workers in**
 - Parole Offices & Public Defender's Office Partnership
- **Group Violence Intervention (GVI)**



The Department of Health and Social Services (DHSS) has been involved in advancing several of the Governor's Priorities through our work in the Family Services Cabinet Council (FSCC). Through this work, and the Governor's Action Plan, we have a unique opportunity to review the services we already provide and develop creative and flexible ways to assist clients and their communities.

In 2019, DSS began providing services and supports at the Dual Generation Center located at Stubbs Early Education Center in Wilmington. This collaboration provides comprehensive supports to families in need from various state agencies at one location.

The CPSU also partners with the Department of Correction (DOC) to place Social Workers at probation and parole offices to support individuals who are seeking to re-establish themselves in their communities.

DSS is a partner in the Group Violence Intervention (GVI) initiative in Wilmington. The Division offers services and supports like: social service program eligibility, subsidized employment opportunities, housing and rental assistance, case management services, and employment and training services.

STRENGTHENING THE WORKFORCE

Strengthen Delaware World Class Workforce:

- Employment and Training
- Public Private Partnerships
- Employment Services for Individuals with Disabilities
- Youth Employment Initiatives



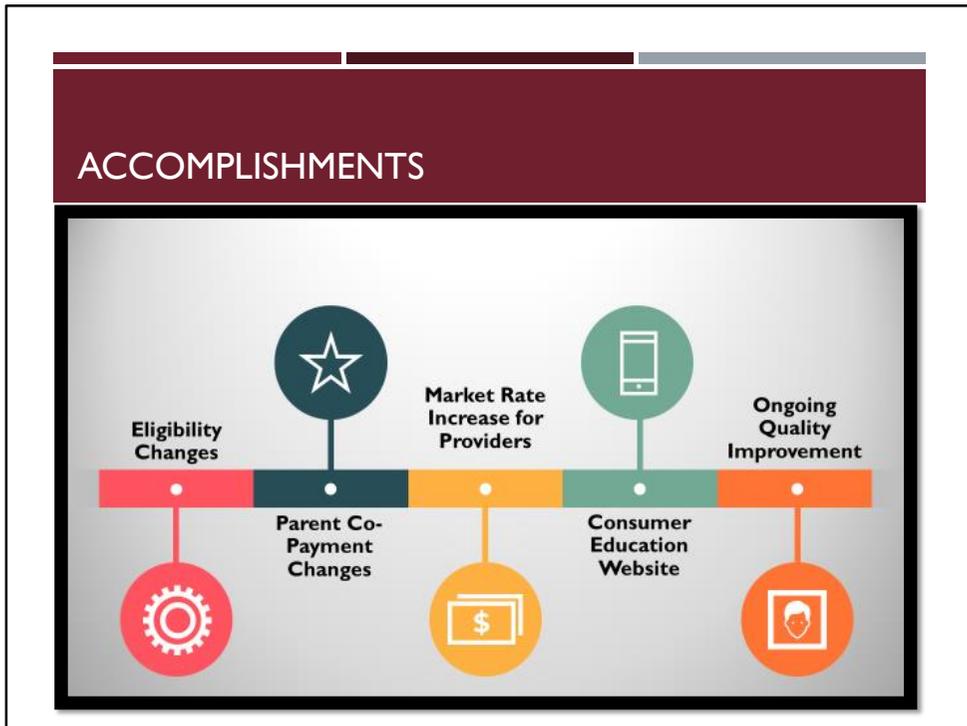
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One of the Governor's priorities is to strengthen Delaware's workforce. We have a parallel goal of promoting self sufficiency. One of the ways we do this is through employment and training programs.

Consistent with the Governor's Plan to Strengthen Delaware's World Class Workforce, staff and our partners were able to help more than 1,600 clients obtain employment in 2019. Some of our more successful initiatives were:

- Delaware WONDER Works, which is the Division's internal training and job placement program, engaged 1,052 individuals resulting in 192 clients obtaining employment in 2019.
- CPSU staff have maintained a productive relationship with United Parcel Service (UPS). That partnership has resulted in us placing over 100 employees in positions with UPS in 2019.
- The CPSU transportation team has provided free transportation to more than 1,300 clients to support employment.
- During 2019 some of the new employment initiatives included subsidized youth employment, culinary arts programming, and a Commercial Driver's License training program.

The Division has a partnership with a technology vendor to manage our document imaging work. This vendor, Computer Aid Incorporated (CAI), hires individuals on the autism spectrum to perform this work and they do an excellent job meeting the bulk of our document imaging needs.



This year, our staff have made tremendous strides in meeting new regulations that are required to in order to remain eligible for federal Child Care Development Funds. Our federal partners mandated a number of initiatives that all states were required to implement. The mandates focus on affordability, accessibility, quality of care and family stability.

We implemented multiple program changes, including a market rate increase for providers. DHSS implemented changes to the market rate paid to child care providers to bring rates in line with 65% of the 75th percentile of the 2018 Market Rate Study. Additionally, we made systems changes that allow our agency to make future changes to market rates much faster.

The Division spends over \$2 million annually on child care quality, and DSS partners with the Department of Education’s Office of Early Learning. Some of our initiatives include:

- Requiring licenses for unlicensed providers;
- TEACH program & Wilmington Early Care and Education Council;
- Partnership with the United Way for Parents as Teachers and Moving the Needle Programs; and
- Partnerships with providers for non-traditional hours.

LOOKING AHEAD

Focus on Social Determinants of Health



Childhood experiences



Housing



Education



Social support



Family income



Employment



Our communities



Access to health services



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Looking ahead, DHSS will be focused on supports that make a positive impact on social determinants of health. Social determinants of health are the conditions in which we are born, we grow and age, and where we live and work. The items listed represent important areas of focus for our Department now and in the future.

The Division will initiate or expand the following activities, all of which support initiatives outlined by the Governor's Action Plan and Family Services Cabinet Council:

- Strengthening communities by increasing supports to the social workers in the Libraries program, and by placing additional case managers in schools.
- Increasing re-entry services by providing social service support to various law enforcement partners statewide.
- Strengthening Delaware's world-class workforce by increasing the number of livable wage employers with which we partner.

Our goal is to be bold and creative in how we use our funding to support individuals who want to be self-sufficient to minimize or eliminate their service needs.

FY 2021 GOVERNOR'S RECOMMENDED BUDGET

FY 2021 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	191.3	0.0	194.4	385.7
Dollars (\$)	94,456.5	2,259.1	88,163.4	188,879.0

Budget Definitions:

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



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The slide above shows the budget included in the FY 2021 Governor's Recommended Budget (GRB).

Our Division's FY 2021 GRB is:

- \$94,456.5 [Ninety Four Million, Four Hundred Fifty Six Thousand, Five Hundred Dollars] in General Funds (GF);
- \$2,259.1 [Two Million, Two Hundred Fifty Nine Thousand, One Hundred Dollars] in Appropriated Special Fund (ASF) spending authority; and
- \$88,163.4 [Eighty Eight Million, One Hundred Sixty Three Thousand, Four Hundred dollars] in Non-Appropriated Special Funds (NSF).

FY 2021 GOVERNOR'S RECOMMENDED BUDGET

Child Care Request: \$3,000.0

	BUDGET			
	GF	ASF	NSF	Total
FY21	\$3,000.0	0	0	\$3,000.0

Indigent Burial Request: \$210.0

	BUDGET			
	GF	ASF	NSF	Total
FY21	\$210.0	0	0	\$210.0

One-Time: Group Violence Intervention: \$100.0

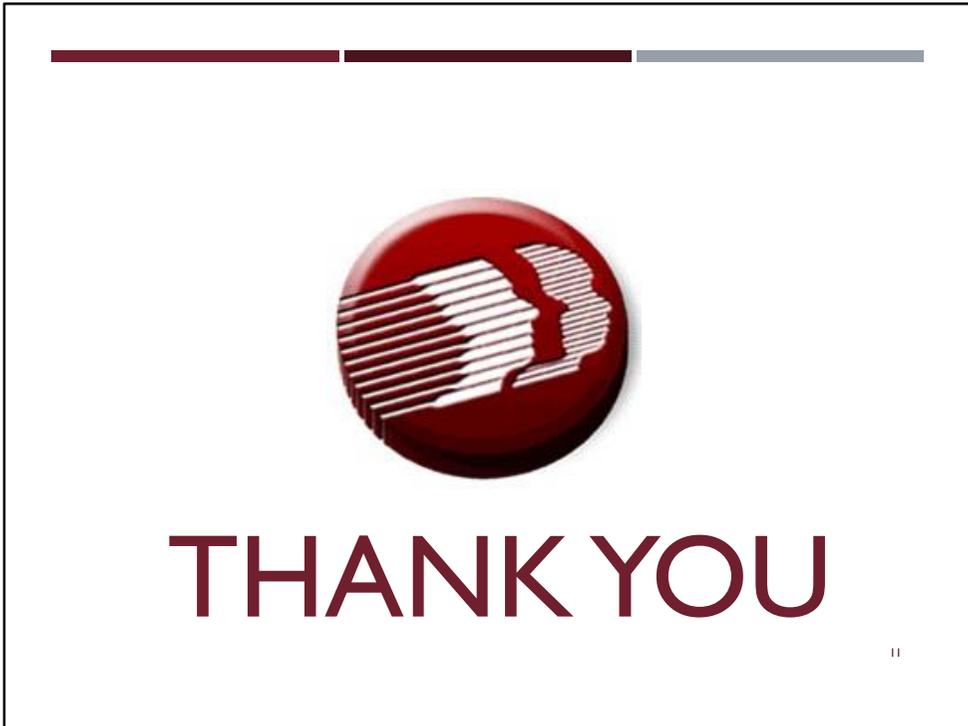
	BUDGET			
	GF	ASF	NSF	Total
FY21	\$100.0	0	0	\$100.0



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The FY 2021 GRB includes funding for three initiatives:

1. \$3 million for the Purchase of Care program. This increased funding will fund last year's market rate increase. This level of funding will allow us to address anticipated enrollment and continue to support the 2018 market rates.
2. \$210,000 to increase the funding available to the Indigent Burial Program. This increase is due to both an increase in demand for the program and costs related to burials.
3. Finally, there is a one-time add of \$100,000 for GVI services. We will use the lessons learned this year to develop a scope of services for these funds.



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.