



# *Missouri Department of* **SOCIAL SERVICES**

2019 Department Overview

January 29, 2019

Subcommittee on Appropriations – Health, Mental Health, and Social Services





# About DSS

## Aspiration

*We will lead the nation in building the capacity of individuals, families, and communities to secure and sustain healthy, safe, and productive lives.*





# About DSS

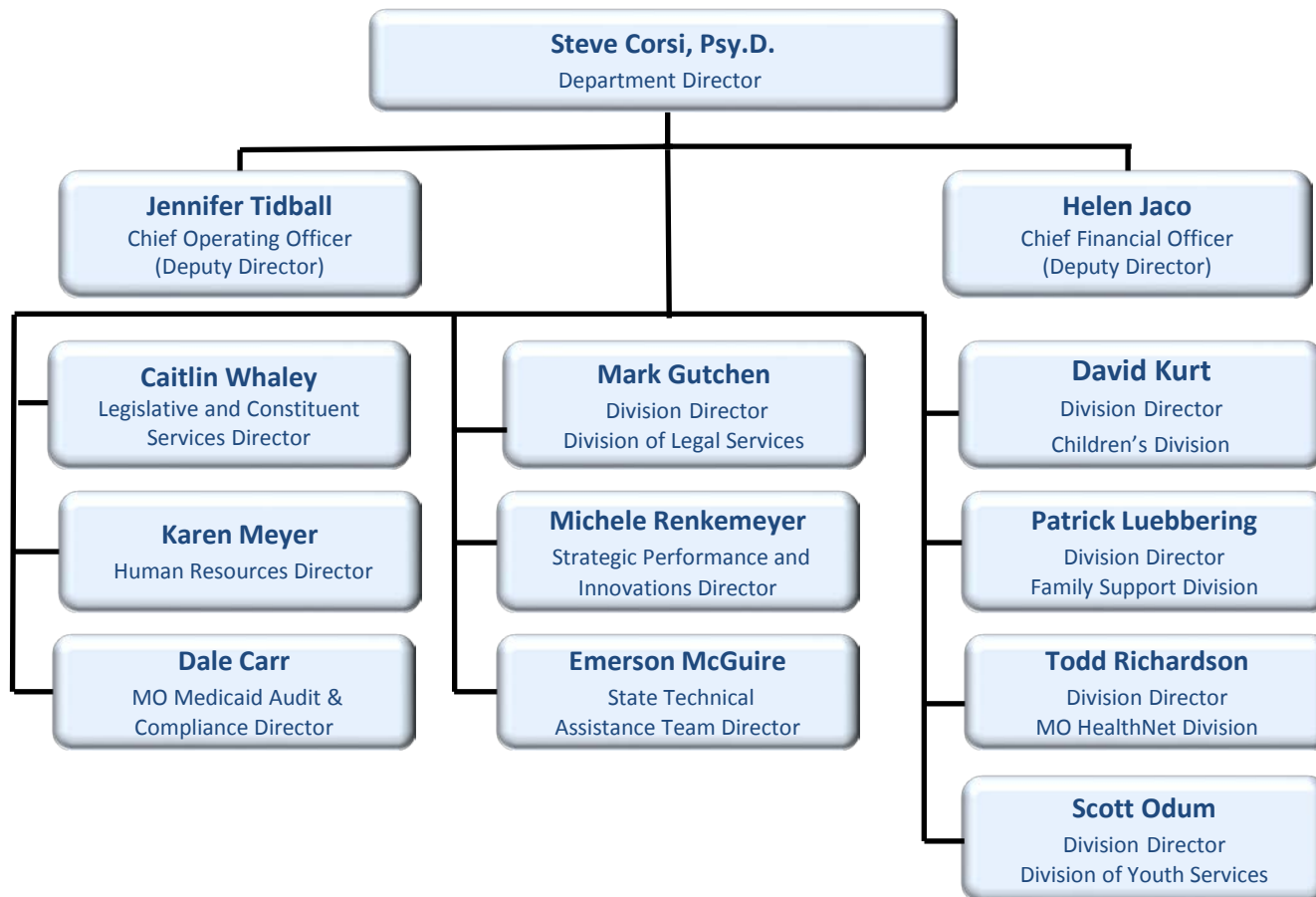
## Themes

- Combat Substance Use in Families
- Redesign the Child Welfare System
- Move Families to Economic Sustainability
- Transform Medicaid
- Revitalize Organizational Infrastructure



# About DSS

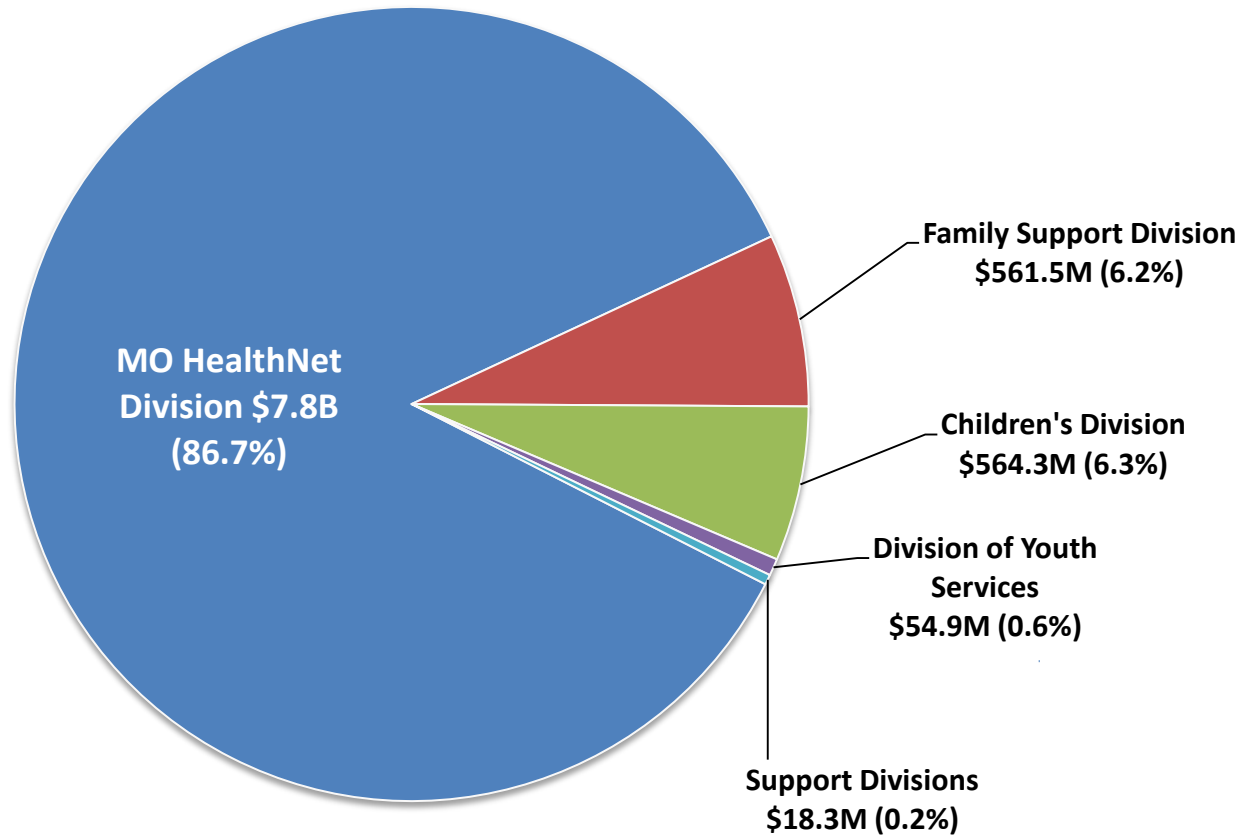
## Organizational Structure





# Department Expenditures

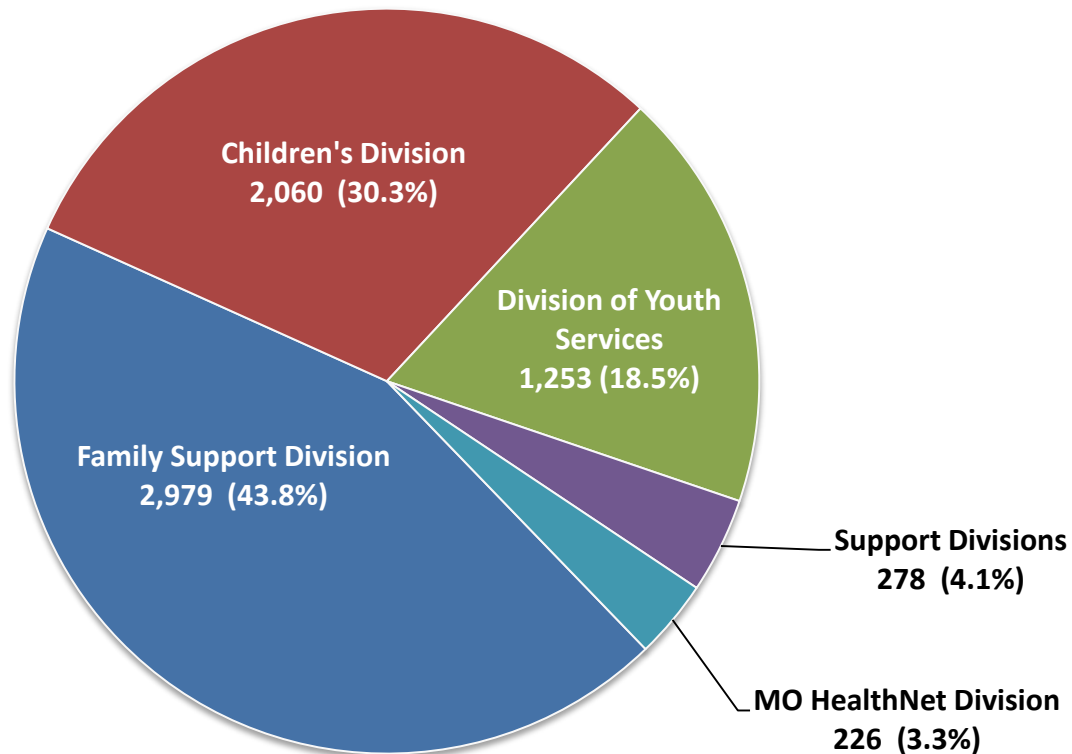
## SFY 2018 Expenditures - Total Funds by Division (\$9.1B)





# Budgeted Full Time Equivalents (FTE)

## SFY 2018 Total FTE by Division (6,796)



*Missouri Department of Social Services*  
**FAMILY SUPPORT DIVISION**





# Family Support Division (FSD)

## Programs and Services

### Food Stamp Program

- Helps families purchase eligible food items from grocers through an Electronic Benefit Transfer (EBT)

### Temporary Assistance for Needy Families (TANF)

- Provides cash and other assistance for basic family needs

### Medicaid (MO HealthNet)

- Eligibility determination

### Child Care

- Eligibility determination

### Low-Income Home Energy Assistance Program (LIHEAP)

- Provides heating and cooling assistance

### Blind Pension

- Provides cash assistance to the legally blind

### Community Services Block Grant (CSBG)

- Provides services to low-income individuals

### Victims of Crime Act (VOCA)

- Provides services to victims of crimes

### Call Centers

- Allows customers to obtain real-time case information and assistance processing applications over the phone





# Family Support Division (FSD)

## Programs and Services

**Child Support** provides assistance in the following areas:

- Locating non-custodial parents and alleged fathers
- Genetic testing
- Establishing paternity to provide a child with a legal father
- Establishing child and medical support orders
- Monitoring and enforcing compliance with child and medical support orders
- Reviewing support orders for modification
- Collecting and distributing support collections
- Providing child support outreach services to government and community agencies



# Family Support Division (FSD)

## Programs and Services

**Rehabilitation Services for the Blind** provides services in the following areas:

- Vocational Rehabilitation Program provides services for individuals to retain, maintain, or obtain employment that leads toward economic self-sufficiency
- Independent Living Program assists individuals under 55 to maintain their level of independence
- Older Blind Services Program assists individuals 55 and older to maintain independence by allowing them to stay in their homes through a variety of services
- Children Services Program provides early identification/intervention, school consultation, parent education and referral, resource information, and pre-employment transition services to visually impaired children
- Prevention of Blindness Program provides eye care services to medically indigent persons and community services include eye screening clinics and blindness education



# Family Support Division (FSD)

## Initiatives

### Workforce Innovation and Opportunity Act (WIOA)

- Combined State Plan provides opportunities for the public workforce system (Missouri Job Centers) and the Family Support Division programs to collaborate in meeting the employment and training needs of low-income individuals to promote employment and sustainability

### Rehabilitation Services for the Blind (RSB)

- Provides employment and independent living services. RSB has developed a referral system to engage an estimated 500 Blind Pension recipients with vocational rehabilitation training and services leading toward economic self-sufficiency through employment

### Missouri's Healthcare Industry Training and Education (HITE) Program

- Utilizes a wide array of job training and recruitment strategies to engage, train, employ, and serve the target population of TANF recipients and other low-income youth and adults in healthcare fields

### Missouri Work Assistance (MWA)

- Helps Temporary Assistance recipients become ready for a job, get real work experience, find employment, and keep a job. MWA services are provided through a partnership with the Family Support Division and local community agencies in the state

### SkillUP

- Missouri's Employment & Training Program for Food Stamp recipients, provides opportunities to gain skills, training or experience that will improve their employment prospects and assists them to obtain and retain sustaining employment



# Family Support Division (FSD)

## Workforce Development

- FSD created a Workforce Development Unit
- In FY2019, FSD is focused on workforce activities with funding provided in the budget
  - Increased provider locations from 40 to 270 through Temporary Assistance for Needy Families funds and FSD trained 400 provider staff
  - Providers include Community Action Agencies, Community Partnerships, Community Colleges, Missouri Work Assistance Providers, and the Division of Workforce Development
  - 97,000 clients have been contacted through text messages, postcards, phone calls, community events, and radio/television advertisement
  - Over the next week, nearly 300,000 postcards will be mailed to all Food Stamp recipients regardless of their status in the system (e.g. short-term and long-term disability, homeless, etc.) which will offer information regarding employment and training opportunities such as employer connections, work related supports, and a link to a participant's story



# Family Support Division (FSD)

## Workforce Development

- Coordination with the Department of Corrections on Reentry Efforts
- Focus on outcomes of obtaining credentials, training and employment
- Expand Missouri Work Assistance (MWA) to cover Food Stamp recipients with existing resources
- Works with the Missouri National Guard Foundation to conduct research



# Family Support Division (FSD)

## Business Process Improvements

- **Missouri Eligibility Determination and Enrollment System (MEDES)**
  - MEDES, the FSD case management system, manages 673,000 out of 906,000 Medicaid cases
  - FSD completed development and moved to maintenance and operations support for the Family Medicaid component of the system
  - The Office of Administration (OA) & DSS released an RFP to prequalified vendors to bid on Supplemental Nutrition Assistance Program (SNAP) development and is in the process of evaluating the proposals
  - FSD is currently working with the Food Nutrition Services (FNS) to streamline and improve outdated Food Stamps/SNAP application processes through Business Process Re-engineering (BPR) to allow for better efficiencies in the implementation of SNAP into MEDES
  
- **Electronic Content Management**
  - Phase I
    - Document imaging replaced paper case files
    - Allows work to be organized/distributed across offices for efficiency and accuracy
    - Provided some automation of work processes
  - Phase II implementation will include:
    - Forms recognition or Optical Character Recognition (OCR)
    - Connect/interface with other systems
    - New business processes and improved work flows will be implemented
    - Robust citizen portal to allow additional citizen self-service forms to upload



# Family Support Division (FSD)

## Business Process Improvements (cont'd)

- **Third-Party Eligibility Verification System (EVS)**
  - Staff currently use existing limited electronic sources to verify citizenship, property, employment, income
  - FSD currently receives real property and other data for MO HealthNet through an existing contract with LexisNexis
  - With the implementation of 2.2 functionality in MEDES, the system automatically accesses information from the federal hub for initial applications and annual renewals
  - The state awarded a contract for additional EVS services to Maximus, Inc.
  - The contract is effective February 11, 2019

*Missouri Department of Social Services*  
**DIVISION OF YOUTH SERVICES**







# Division of Youth Services (DYS)

## Programs and Services

DYS provides rehabilitative services and education to youthful offenders committed to the Division from the 46 judicial circuits in Missouri.

- **Treatment Services**

- DYS operates 29 residential facilities (secure, moderate and community based levels of care) and provides transitional aftercare services, including eight non-residential day treatment centers

- **Education**

- DYS provides a Department of Elementary and Secondary Education (DESE) approved program that allows youth to earn high school credits toward a traditional diploma or pursue a high school equivalency diploma (HiSet)

- **Juvenile Court Diversion (JCD)**

- DYS operates JCD as a grant-in-aid program in order to provide local juvenile courts with resources to create specific services or solutions for problems unique to their communities



# Division of Youth Services (DYS)

## Initiatives/Goals

### DYS strives to:

- **Provide a quality education to youth in residential care and community placements**
  - DYS continues to increase the use of technology and blended learning in classrooms and facilities to remain congruent with the public school system
  - Four DYS facilities currently utilize G Suites for Education (Google Education platform); three were added in the last twelve months
- **Help youth achieve productive community involvement**
  - Three years after discharge, 72% of DYS youth have avoided involvement with the Department of Corrections and in SFY 18, 88% of DYS youth discharged were employed and/or enrolled in an education program
  - In SFY 18, 461 DYS youth gained employment skills through the DYS jobs program, a specialized service available to residential and aftercare youth
  - DYS is working to identify additional post secondary opportunities and career readiness resources for youth who have completed high school (diploma/HiSet)
- **Provide professional development to all staff improving DYS retention rates**
  - DYS is developing and delivering a series of administrative processes trainings for supervisors and managers to assist them in being successful in their role
  - Focused on continuous improvement efforts to increase retention rates across DYS

*Missouri Department of Social Services*  
**CHILDREN'S DIVISION**





# Children's Division (CD)

## Programs and Services

- Child Abuse and Neglect Hotline (*answered 24/7*)
- Investigations
- Family Assessments
- Family-Centered Services
- Children's Treatment Services
- Foster Care
- Adoption/Guardianship
- Child Care Programs



# Children's Division (CD)

## Best Practices and Improving Outcomes

### Child and Family-Centered Practice Model

#### Five Domains of Wellbeing

- Universal needs critical to the wellbeing of individuals, families, and communities including social connectedness, stability, safety, mastery, and meaningful access to relevant resources

#### Trauma-Informed Practice

- Embedding trauma awareness and focus into its policies and practices based on the Missouri Model: A Development Framework for Trauma-Informed Care (<https://dmh.mo.gov/trauma/>)

#### Signs of Safety – 2017 Governor's Award for Quality & Productivity/Customer Service

- A child protection framework developed in Western Australia and based solution-focused therapy which stresses the importance of clear language and concrete action steps, safety networks and effective working relationships, child/youth voice, critical thinking, and child welfare workers as change agents

#### Team Decision Making (TDM)

- Expansion of evidence-informed decision-making process previously implemented in St. Louis and Kansas City/Jackson County to ensure informed and inclusive decisions related to child removal or placement changes



# Children's Division (CD)

## Best Practices and Improving Outcomes

- **Preventing & Investigating Child Abuse/Neglect**
  - Child Abuse and Neglect Hotline updates (e.g. “800” number and out-of-state calls, phone system, satellite locations, online reporting <https://dss.mo.gov/cd/can.htm>)
    - The Hotline has locations in Jefferson City, Columbia, Kansas City and Springfield
    - Online reporting allows mandated reporters to report non-emergencies



# Children's Division (CD)

## Best Practices and Improving Outcomes

- **Promoting and Researching Opportunities for Making Permanency Timely (PROMPT)**
  - Data dashboards deployed covering all local court circuit to identify trends and track progress over time <https://dss.mo.gov/cd/dashboard/>
  - Rapid Permanency Reviews (RPR) to identify and relieve bottlenecks in the system (e.g. Reunification -IFRS, Custody Modification, Termination of Parental Rights - TPR cases)
  - Judicial Engagement Teams (JET) and cross-system technical assistance supporting juvenile court/child welfare partnerships. Supported by DSS/CD/DYS, Mo. Supreme Court/OSCA, DMH, Casey Family Programs



# Children's Division (CD)

## Best Practices and Improving Outcomes

- **Health and wellbeing of children in foster care**
  - Implementation of Senate Bills 819 and 800:
    - Free birth certificates for children in Foster Care
    - 30 Days to provide proof of immunizations when enrolling a foster child in child care
    - Foster children age 16 and over may open a bank account without an adult co-signer
    - Allows Juvenile Courts to enter an order regarding custody of a child, establish a child support order, and establish rights of visitation for the parents of the child. These orders remain in effect after the court terminates its own jurisdiction
  - Contract with the Center for Excellence at the University of Missouri-Columbia to provide oversight and case consultation related to foster children's use of psychotropic medications
  - One of 7 states chosen to develop, pilot and evaluate National Training Development Curriculum for resource families
  - Reducing congregate (residential) care length of stays through alternative interventions (e.g. behavior interventionists, extreme recruitment, program redesign)





# Children's Division (CD)

## Best Practices and Improving Outcomes

- **Implementation of the federal Family First Prevention and Services Act (FFPSA)**
  - Statewide Convening's to gather community input held January 4-11, 2019
  - FFPSA Requirements
    - Focus on reinvestment in prevention services for children and families funded, in part, through Title IV-E dollars previously only available for children removed from their homes and placed in foster care
    - Emphasis on family-based placements with new requirements for children placed in congregate/residential care
    - Establish a Kinship Navigator program assisting grandparents and relatives who take primary responsibility of children in care with resources to support their needs and the needs of the children they are raising
- **Permanency Attorney Initiative**
  - Contract and staff attorneys are placed throughout the state to assist in the reduction of children in the care and custody of the state



# Children's Division (CD)

## Child Care – Program Integrity Measures

- **Child Care Subsidy Time and Attendance System**

- Child care providers receiving payment for families eligible for child care subsidy currently maintain paper attendance records
- DSS monitoring and compliance initiatives have found many providers without documentation or without adequate documentation to support the subsidy payments made to them
  - In some cases providers have been removed from the Child Care Subsidy Program or referred for criminal investigation
- Lack of documentation to support child care subsidy payments to providers has been a repeat Single State Audit finding
- Office of Administration (OA) in coordination with DSS awarded contract for electronic time and attendance system (Sept. 2017) to ensure child care subsidies are only paid when children are receiving care or according to absence and holiday policies in the contract



# Children's Division (CD)

## Child Care – Best Practices and Improving Outcomes

- **Early Childhood**

- Federal Child Care and Development Block Grant (CCDBG) Act of 2014 changes to Child Care Subsidy Program:
  - Applying additional health and safety requirements for non-licensed child care providers and fingerprint background checks for all providers, including licensed providers
  - Assuring provider accountability for compliance with health and safety requirements through on-site inspections
  - Improving the quality of child care by requiring the completion of specified training for providers
- HB 1839 (210.025, RSMo) requires child care providers and staff to submit fingerprints to the Missouri State Highway Patrol.

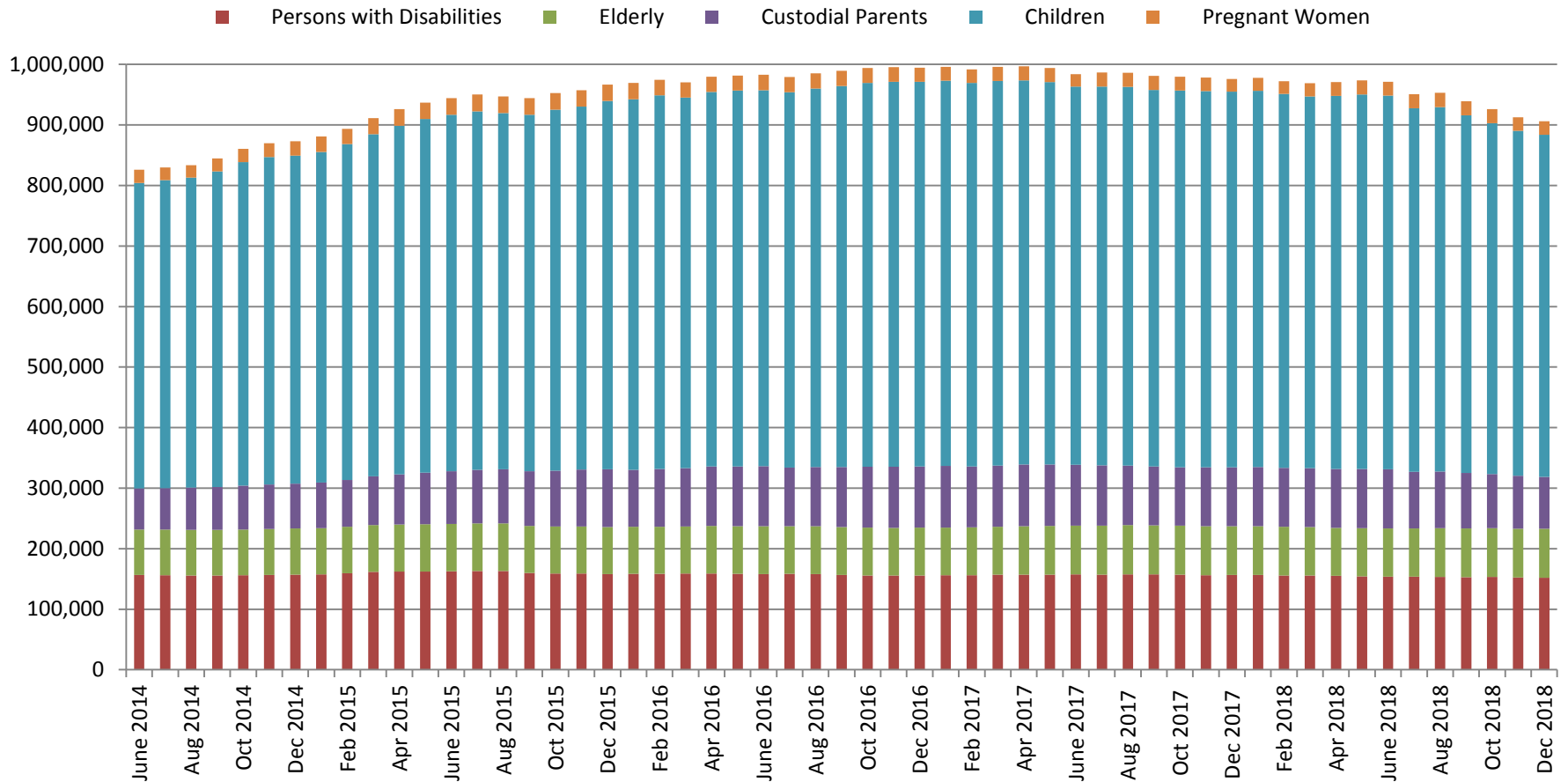


*Missouri Department of Social Services*  
**MO HEALTHNET DIVISION**



# MO HealthNet Enrollment at the End of the Month

## June 2014 – December 2018

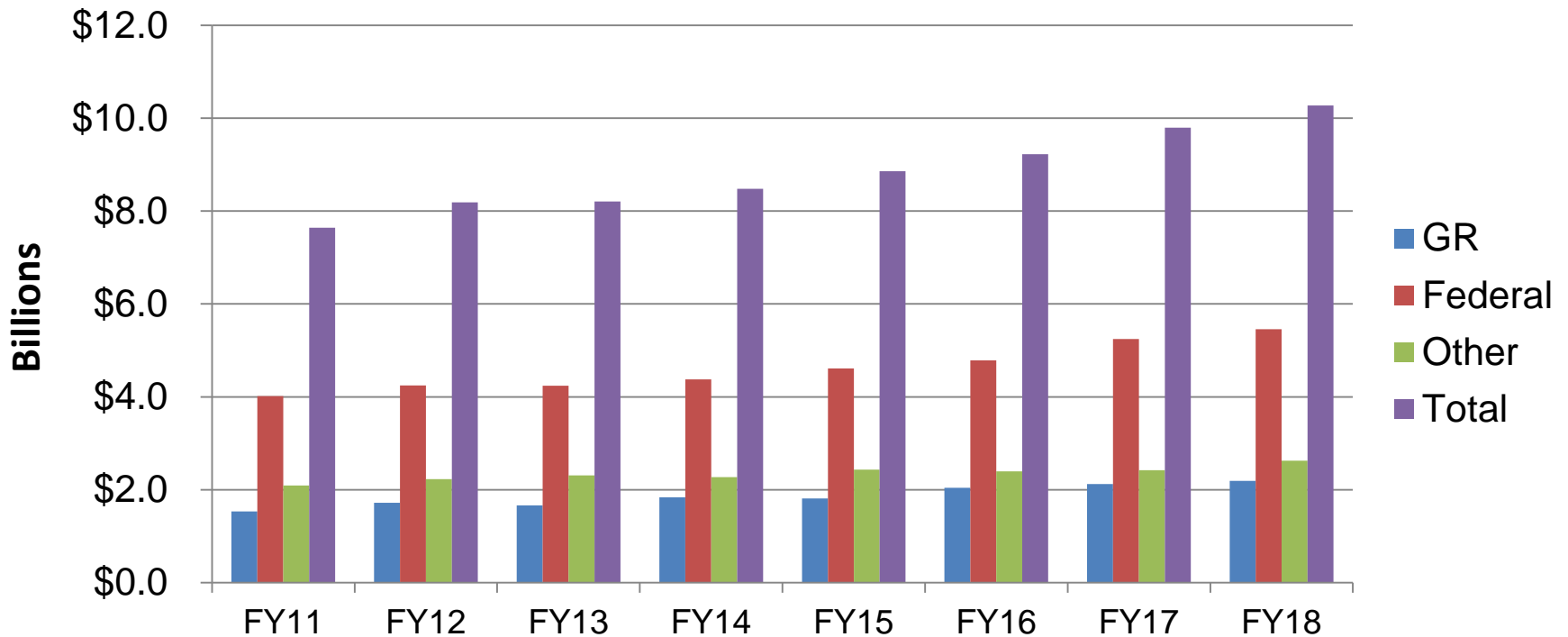


Does not include women enrolled the Women's Health Services category



# MO HealthNet Division (MHD)

## Total State Medicaid Expenditures: Annual GR Growth/GR



Medicaid GR Growth	7.7%	12.3%	-3.2%	10.3%	-1.4%	12.8%	4.1%	3.22%
Medicaid GR % of Total GR	20.2%	21.9%	20.9%	22.0%	20.9%	22.7%	23.3%	23.4%



# MO HealthNet Division (MHD)

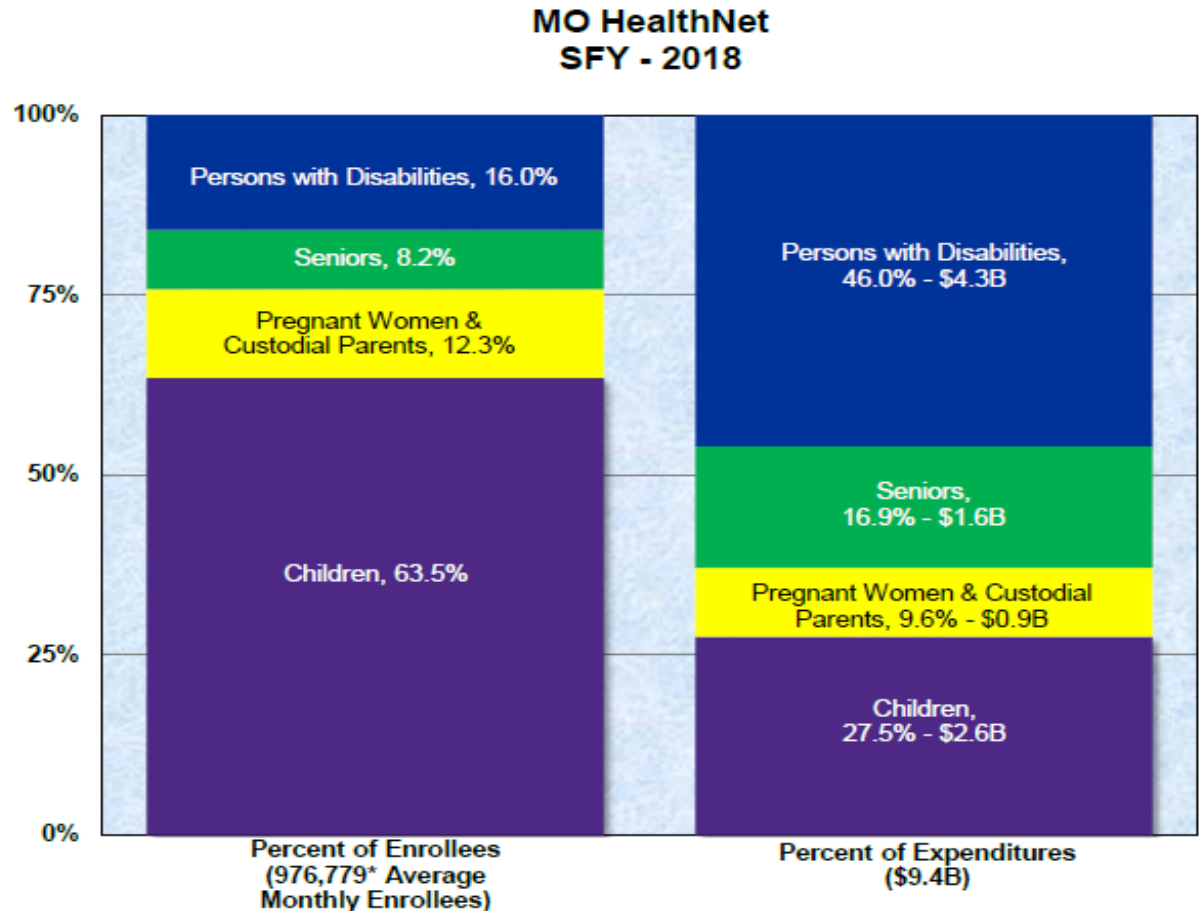
## Medicaid Enrollees & Expenditures

In SFY-2018, seniors and persons with disabilities comprised of 24% of enrollees, however, they accounted for 63% of MO HealthNet expenditures.

### Number of People SFY-2018

(Average Monthly)

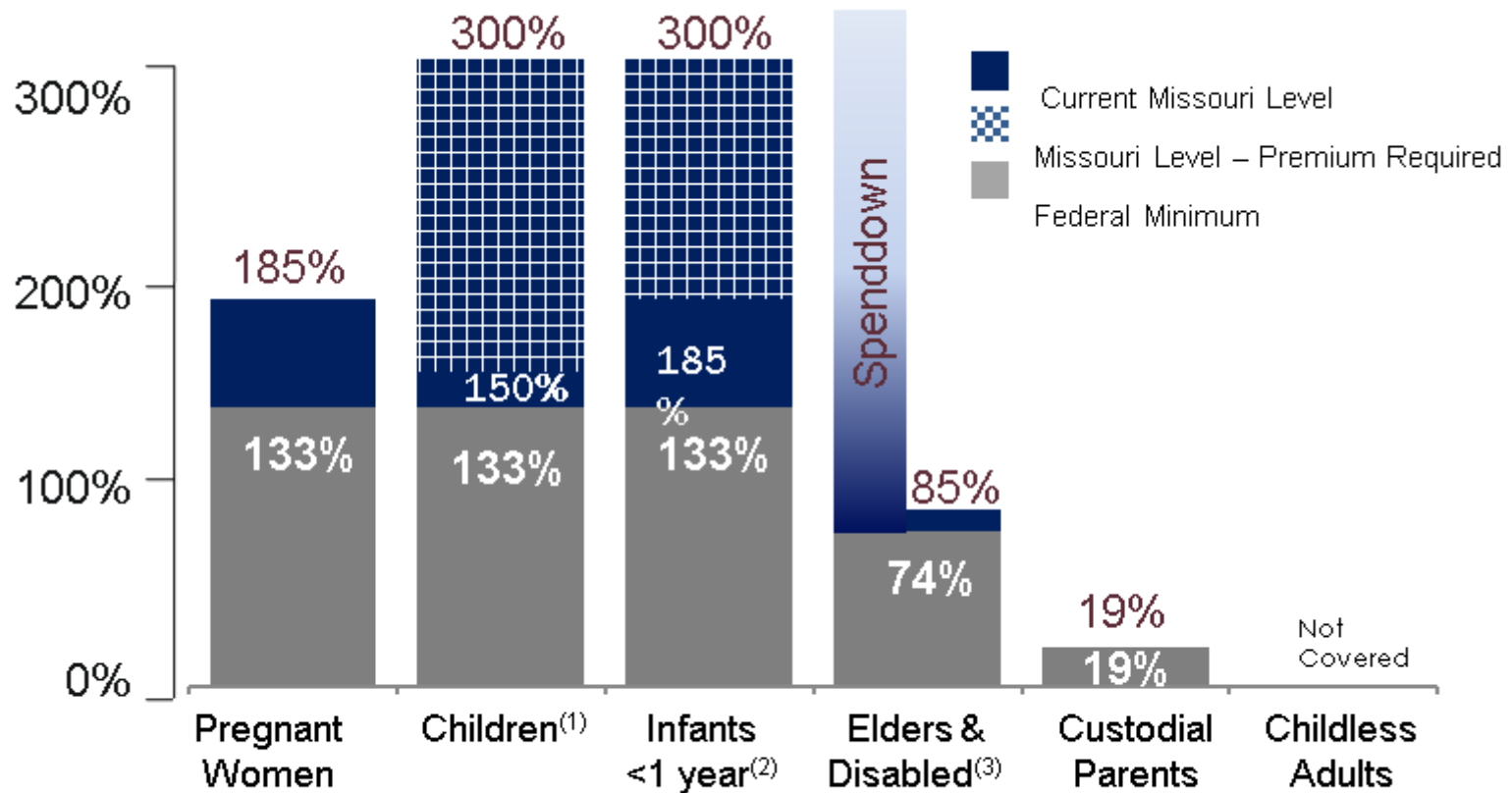
Persons With Disabilities	156,057
Seniors	80,509
Pregnant Women & Custodial Parents	119,919
Children	620,294
<b>Total</b>	<b>976,779</b>





# MO HealthNet Division (MHD)

## Income Eligibility Levels – Compared to Federally mandated Levels



(1) Families at incomes above 150% FPL pay a premium.

(2) Infants under age 1 includes unborn children through the Show Me Health Babies program (not subject to premiums).

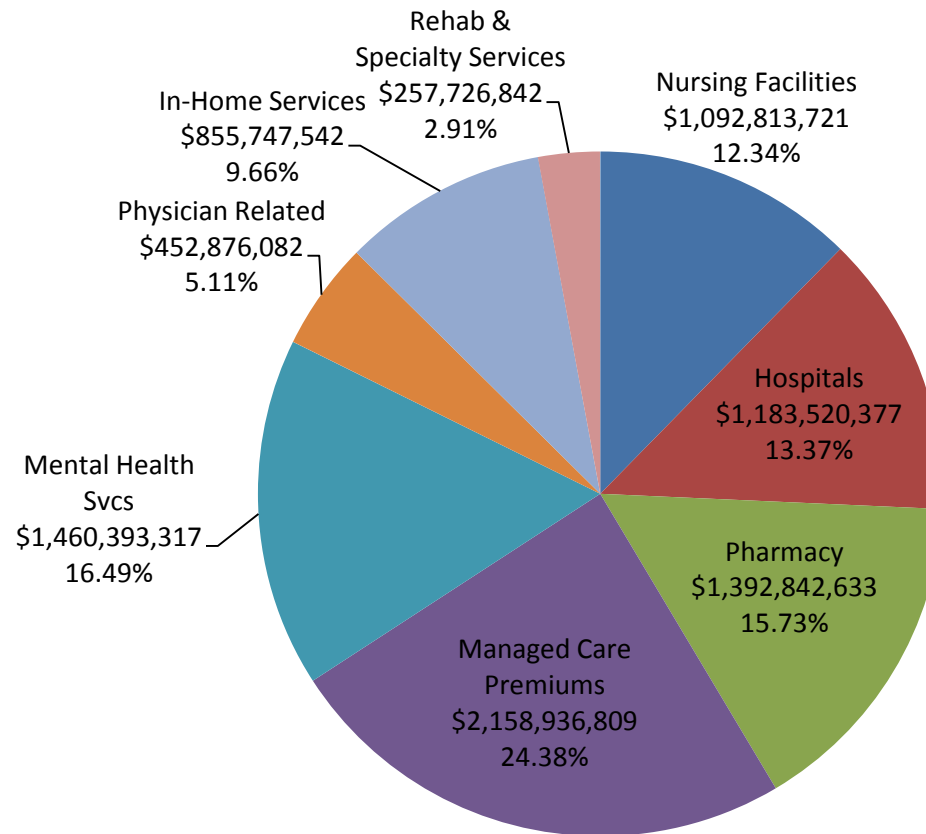
(3) Elders and the Disabled who are eligible except for income may spend down excess income to qualify.





# MO HealthNet Division (MHD)

## FY18 Medicaid Expenditures by Service





# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Combat Substance Use in Families

- **Alternative Therapies for Chronic Pain Management**
  - The State Plan Amendment is in final approval phase and the State Regulation final order has been filed
  - The program will become effective in March, 2019
  - The division plans a comprehensive education/promotion effort around the new program
  - The division is finalizing outcomes/measures and will track the program's utilization and effectiveness



# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Combat Substance Use in Families

- **Project ECHO (Extension for Community Healthcare Outcomes)**
  - Actual ECHO sessions for High-Risk OB in Rural areas began on 12/18/2018
  - Actual ECHO sessions for High-Risk OB in Urban areas began on 01/01/2019
  - Other ECHO sessions are in development



# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Combat Substance Use in Families:

- **Increase Medication Assisted Therapy (MAT) access and Substance Use Disorder coverage:**
  - Legislation passed to extend post-partum coverage for one year
  - Centers for Medicare and Medicaid Services (CMS) has not yet provided final guidance to MHD regarding a waiver submission



# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Transform Medicaid

- **Define Medicaid transformation roadmap and launch execution of the plan**
  - McKinsey & Company's first date on-site at MHD was October 10, 2018
  - The Rapid Response contract is to provide an in depth assessment of Medicaid programs and operations to identify opportunities and strategies to transform the Medicaid program
  - A final report will be published on February 11, 2019



# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Transform Medicaid

- **Implement an Electronic Health Record (EHR) for foster children:**
  - Continues to work with a vendor to implement a pilot program for an electronic health record platform
  - DSS is piloting a second “medical passport” platform
  - These concurrent pilots will enable MHD to determine the best access to health records for this population



# MO HealthNet Division (MHD)

## 2018 Department Placemat Theme: Transform Medicaid

- **Build a clinical team to support foster children:**
  - A contract was signed with the Center for Excellence and has been initiated
    - The contract provides clinical support for Children's Division front-line workers
    - The contract provides for peer-to-peer provider support if indicated and requested



# Support Services







# Support Services

## Other DSS Offices & Divisions

The following offices support DSS program divisions and DSS core functions:

- **Director's Office**
  - Leadership and direction
- **Division of Finance and Administrative Services (DFAS)**
  - Financial and administrative support
- **Division of Legal Services (DLS)**
  - Comprehensive legal support and fraud investigations
- **Human Resource Center (HRC)**
  - Human resource management
- **Missouri Medicaid Audit and Compliance (MMAC)**
  - MO HealthNet provider monitoring and compliance
- **State Technical Assistance Team (STAT)**
  - Investigates child abuse, child neglect, child exploitation/pornography and child fatality cases



# Contact Us

## Frequently Requested Contact Information

### **Report Child Abuse and Neglect**

1-800-392-3738

### **Report Fraud**

1-877-770-8055

[DLS.ReportFraud@dss.mo.gov](mailto:DLS.ReportFraud@dss.mo.gov)