

JOINT FINANCE COMMITTEE HEARING FISCAL YEAR 2023 BUDGET



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DIVISION DIRECTOR

The Division of Services for Aging and Adults with Physical Disabilities
Department of Health and Social Services
February 23, 2022
Virtual Conducted Via Zoom

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

Good Morning Senator Paradee, Representative Carson, and members of the Joint Finance Committee and members of the public.

I am Melissa Smith, Director of the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD).

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2023 Governor's Recommended Budget.



DSAAPD's mission is to promote dignity, respect and inclusion for older adults and people with disabilities.

Our Division's core services of nutrition, home health, adult day, attendant services, caregiver supports, and legal assistance drive our service delivery. The Division provides services and supports including information and assistance through the Aging & Disability Resource Center; case management and options counseling; community nursing; adult protective services; home and community-based service; and residential care in the Delaware Hospital for the Chronically Ill (DHCI).

ACCOMPLISHMENTS- EXCELLENCE IN LONG TERM CARE



I'll kick off my overview of our accomplishments by highlighting the excellent work that has been happening at our Delaware Hospital for the Chronically Ill. DHCI is a skilled nursing facility of last resort for Delawareans in need of that level of care. Our DHCI team never worked remotely and has been there every day, figuring out ways to improve the quality of life of our residents.

DHCI continues to maintain a 5-star facility rating. This is no small feat given the added challenges of the pandemic and is truly a testament to the caliber of this facility and the people who work there. We are so thrilled by the opportunities and improvements we will see when our new building is complete, and we have a facility worthy of our 5-star care.

DSAAPD's Neurobehavioral Health Team has been recognized for innovation in caring for individuals with dementia and neurological disorders. This has resulted in a drastic reduction in the need for psychotropic medication for DHCI residents.

In addition, our DHCI team has continued to provide innovative ways of serving our residents. This year we launched a variety of new alternative therapies so that we can continue to offer ones that appeal to the desires of our residents. DHCI also boasts a facility wide vaccination rate over 95%.

All of these achievements and our 5-Star rating came about through the teamwork and the fierce commitment of our staff.

ACCOMPLISHMENTS- ADVOCACY, PARTNERSHIPS AND EDUCATION

If you have a disability or are an older adult with questions about the COVID-19 vaccine ...

We'll meet you where you are.



DHSS Homebound Vaccination Line

1-888-491-4988



DELAWARE AGING EXPO



NCAPPS



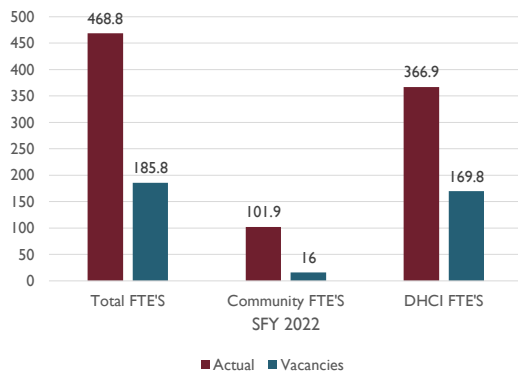
Advocacy is a critical obligation of our Division as the Delaware State Unit on Aging. This past year, we've engaged with program participants, vendors and service providers, legislators, advocates, staff, and other DHSS divisions to help us think creatively about how we can work together to meet national standards and achieve best practices in our work.

As a recipient of one of 10 national awards, our participation in the National Center on Advancing Person-Centered Practices and Systems will involve working with community partners to look at equity in service delivery and the improvement of policy and partnerships to move systems towards person-centered practices.

Vaccine outreach to people aged 60 and older and persons with disabilities was a focus of our advocacy and outreach this past year. We collaborated with our sister divisions to make the vaccine accessible to all Delawareans, including those at high risk of serious illness. I hope you've all seen the marketing campaign targeting older Delawareans and individuals with disabilities. We are also proud of the DHSS homebound vaccine hotline, which offers access to COVID-19 vaccines to any Delawarean who cannot leave their home. DHSS is partnering with local pharmacies who have volunteered to be a part of this incredibly important effort. We are welcoming new pharmacies, allowing us to expand coverage, and decrease wait time for this service. The toll-free number to request this is **1-888-491-4988**

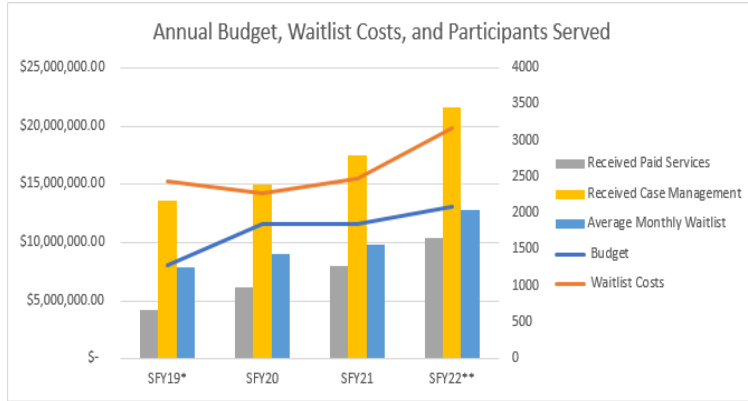
DSAAPD held the Delaware Aging Expo in May of 2021, featuring topics that are at the center of our modernization efforts, including positive aging, legal planning, caregiving, dementia resources and many more. We thank those of you who participated and were instrumental in promoting the expo.

WORKFORCE CHALLENGES



Like other employers in the State, DSAAPD is facing unprecedented staff shortages and difficulties recruiting qualified staff at all levels. The current staffing structure of the Division is based on the same structure that existed in the 1970's, when the Division was born. At that time, there were fewer services offered, and fewer people were served. In addition, low wages don't account for the complex nature of DSAAPD's work. At DHCI, as you can see, the vacancy rate has created a situation in which DSAAPD would not be able to provide adequate care when we are needed to serve more residents.

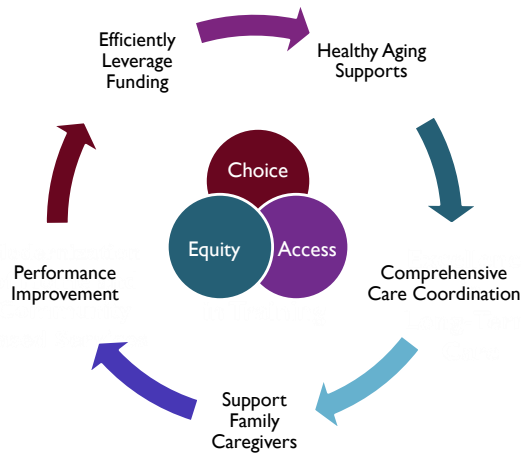
LOOKING AHEAD- MEETING THE NEED OF GROWING AGING POPULATION



I included this slide to show the growth in service needs we have seen over the last four years. We are grateful for the growth funding that has been allocated to our Division in some of the previous years. We can see here that it has been instrumental in addressing a growing demand. However, we know now that funding alone will not meet the growing needs of Delaware's aging population. We need to reconfigure how we deliver services so that we are best leveraging all funding available for this population and look for better solutions to offer Delawareans.

Our vision requires the braiding of funding so that we are maximizing all avenues to best serve Delaware's aging population, while providing supports, information, and programming that will support Delaware's younger, older population to age in place.

LOOKING AHEAD



As I reported last year, we have been planning for a systems change to modernize our service delivery model. Our goal is to serve more Delawareans by leveraging all funding sources available to do so. We are moving away from a medical model that focuses on the health conditions of participants to one that is strengths-based and focuses on the goals and choices of the person.

Our Division is moving towards a system of care that embraces the vitality of our older population. We want to change the conversation on aging and see all older Delawareans supported in their healthy aging strategies. Our vision is to encourage and assist older Delawareans to plan for aging in the community of their choice with linkages to informal and formal supports.

To be more person-centered, we will be rolling out a comprehensive one-time assessment with better care coordination for all services and options counseling for partner services in the community. To better support caregivers in the community, we will work with the legislative Aging in Place workgroup to leverage findings from our grant work.

Through our performance improvement efforts, we are committed to efficiency, care outcomes, and participant and resident satisfaction. As a self-correcting agency, we are looking forward to improved outcomes through new and innovative interventions.

An important part of work, supported by the Division of Medicaid and Medical Assistance, is to leverage entitlement programs, because our Older Americans Act funding is limited and does not grow with our population.

FY 2023 GOVERNOR'S RECOMMENDED BUDGET

FY 2023 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	621.6	0.0	27.0	648.6
Dollars (\$)	62,589.5	3,832.9	18,158.0	84,580.4



Budget Definitions:

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

The slide above shows the DSAAPD budget included in the FY 2023 Governor's Recommended Budget (GRB).

Our Division's FY 2023 GRB is:

- \$62,589.5 [Sixty-Two Million Five Hundred Eighty-Nine Thousand Five Hundred dollars] in General Funds (GF);
- \$3,832.9 [Three Million Eight Hundred Thirty-Two Thousand Nine Hundred dollars] in Appropriated Special Funds (ASF) spending authority; and
- \$18,158.0 [Eighteen Million, One Hundred Fifty-Eight Thousand dollars] in Non-Appropriated Special Funds (NSF).



THANK YOU

Thank you for the opportunity to share with you the challenges and opportunities facing the Division of Services for Aging and Adults with Physical Disabilities

I am happy to answer any questions you may have.