

JOINT FINANCE COMMITTEE HEARING
FISCAL YEAR 2025 BUDGET



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DIVISION DIRECTOR

DIVISION OF STATE SERVICE CENTERS
Department of Health and Social Services
FEBRUARY 20, 2024

Good Afternoon, Senator Paradee, Representative Williams, members of the Joint Finance Committee and members of the public.

I am Renee Beaman and I have the pleasure of serving as the Director of the Division of State Service Centers (DSSC).

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

ACCOMPLISHMENTS

604,837 - Client Visits to State Service Centers

11,093 - Emergency Services Provided (temporary housing, rent/mortgage, fuel, etc.)

1,147 - Supervised Family Visitations

82,352 - Community Food and Nutrition Program Client Visits



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We appreciate the support of the legislature in maintaining our budget in FY2024. This directly contributed to our ability to provide essential services to hundreds of thousands of Delaware residents.

I would like to highlight several key accomplishments from this past year:

- Our 15 State Service Centers recorded 604,837 client visits, underscoring the ongoing need in our communities for support and resources.
- A total of 11,093 households benefited from emergency services, including temporary housing assistance and shelter for 6,348 homeless individuals and families.
- We successfully conducted 1,147 supervised family visitations, offering a secure environment and a range of services to address issues related to custody and visitation within families affected by domestic violence and abuse; and
- We provided food assistance to 82,352 individuals and families through our Community Food and Nutrition Program.

FY 2025 GOVERNOR'S RECOMMENDED BUDGET

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

	GF	ASF	NSF	Total
FTEs	96.6	0.0	15.0	111.6
Dollars (\$)	12,859.1	663.1	22,242.4	36,082.0

Budget Definitions:

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



The slide above shows the Division of State Service Center's budget included in the FY 2025 Governor's Recommended Budget (GRB).

Our Division's FY 2025 GRB is:

- \$12,859.1 [Twelve Million, Eight Hundred Fifty-Nine Thousand, One Hundred dollars] in General Funds (GF);
- \$663.1 [Six Hundred Sixty-Three thousand, one hundred dollars] in Appropriated Special Fund (ASF) spending authority; and
- \$22,242.4 [Twenty-Two Million, Two Hundred Forty-Two Thousand, Four Hundred dollars] in Non-Appropriated Special Funds (NSF).

These funds will allow us to maintain the FY 2024 level of service while we continue to explore no and/or low-cost program improvements.

LOOKING AHEAD DHSS REIMAGINING OF SERVICE DELIVERY

“Reimagine Project” Initiatives

- Merger of Division of State Service Centers & Division of Social Services Training Units
- Enhanced Customer Service Experience
- Technological Advancements - Que Management and Kiosk System Pilot
- Modernization of our Client Database System
- State Service Center Beautification Plan

Strengthening of the Temporary Emergency Housing Placement Process



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The “Reimagine Project” is an ambitious initiative made possible through funding received from the Bond Bill. It is designed to transform our service delivery system to more effectively meet the needs of Delaware citizens

We began two years ago with outreach to obtain input and feedback from the community and DHSS staff members through surveys, focus groups and Town Hall Meetings. We are now in the implementation phase which consists of five focal areas: Client Service Delivery, Employees, Technology, Facilities and Meeting Evolving Client Needs; here are our current plans and accomplishments to date:

- Merger of the DSSC/DSS Training Units which will develop and implement a high caliber comprehensive cross training program.
- Enhancement of the front desk experience, ensuring a warm, swift, and effective engagement for all clients seeking services.
- Improvement of our technology for better efficiency including a new client intake assessment, introduction of a queue lobby management and kiosk system. We are modernizing our current client database system which will enhance data sharing, improve client tracking and increase accuracy; and
- Renovation of the entry and waiting areas at the Appoquinimink State Service Center, with similar plans for other locations in progress.

Lastly, we are proactively exploring new opportunities, resources and community partnerships to strengthen our current temporary emergency housing placement process to help address the needs of those we serve who are unhoused.

Thank you for the opportunity to present.