

JOINT FINANCE COMMITTEE HEARING
FISCAL YEAR 2020 BUDGET



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DIVISION DIRECTOR

DIVISION OF STATE SERVICE CENTERS
Department of Health and Social Services
FEBRUARY 19, 2019
Legislative Hall, Joint Finance Committee Hearing Room

Good Afternoon, Representative Johnson, Senator McDowell, members of the Joint Finance Committee and members of the public. I am Renee Beaman, Director of the Division of State Service Centers (DSSC). With me today is Cynthia Manlove, our Division Deputy, and Joanne Sunga our Fiscal Management Unit Senior Administrator.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year 2020 Governor's Recommended Budget.

OUR MISSION STATEMENT

Our mission is to provide convenient access to human services, assist vulnerable populations, support communities and promote volunteer and service opportunities.



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DSSC is distinctly unique in our service delivery through

1. The State Office of Volunteerism,
2. The Office of Community Services, and
3. The Family Support Services Unit.

Our priorities and our goals are:

- To target and provide services and resources to those individuals and families in greatest need;
- To effectively use public and private resources to mitigate the causes and conditions of poverty in Delaware;
- To deliver high impact services that support and meet the expectations of our internal and external customers and stakeholders to better advance our mission in the present with an eye toward the future;
- To increase access to information regarding services via effective communication networks and increased technological capacity; and
- To ensure operational effectiveness, efficiency and excellence for all of our Programs.

For most Delawareans, their first experience in seeking emergency services is walking through our State Service Center doors.

ACCOMPLISHMENTS



- 664,890 Client Visits to State Service Centers
- 12,281 households received emergency services
- 3,553 Individuals & families were housed through shelter partners
- 12,120 households assisted through Low-Income Home Energy Assistance Program (LIHEAP)
- State Office of Volunteerism recorded 647,848 volunteer hours (equal to \$15.9 million)
- 10,561 unduplicated low-income families were served through the Community Services Block Grant
- 138,624 food closet visits by individuals & families in need of emergency food



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Our Divisional priorities have also yielded positive initiatives and accomplishments in many areas. I'd like to share some of our accomplishments this past fiscal year:

- 664,890 client visits were recorded at our 15 statewide State Service Centers - approximately 48,000 more visits than last year.
- Last fiscal year we provided emergency housing, utility, rent, mortgage, and food assistance to more than 12,000 households and families.
- 3,553 homeless individuals and families were housed through our Emergency Shelter and Transitional Housing partners.
- More than 12,000 households received assistance through the Low Income Home Energy Assistance Program (also known as LIHEAP).
- Delawareans continue to put their passion into action with over 640,000 volunteer hours recorded which are, per the National Volunteer Calculator, equivalent to \$15.9 million.
- To address those experiencing poverty the Community Services Block Grant provided services to 10,561 low-income individuals.
- Our Community Food and Nutrition Program, food closets and community pantries, provided emergency food to 138,624 individuals and families.

FAMILY VISITATION PROGRAM

Family Visitation and Exchange Program – Provides a secure and supervised location for families transitioning child residency.



Family Visitation Centers provide safe, supervised visits between visiting parents and their children, as well as supervised exchanges of children between parents for off-site visits. The centers are equipped with age appropriate toys, games, crafts. Trained staff support parents in engaging children in activities and positive interactions. About 80% of the referrals to Family Visitation Centers are mandated by Family Court due to Protection from Abuse orders and 20% are referred by the Division of Family Services (DFS) or families can self-refer.

Last fiscal year, over 700 families with a history of domestic violence and abuse visited a safe and secure supervised access and visitation location at one of our six statewide locations. The program recorded 1,479 monitored exchanges, 1,709 individual visitations and 1,482 group visitations.

The Governor's Recommended Budget includes \$75,000 to secure the required security services at each visitation and exchange site, as these services are not included in the access and visitation grant funding.

TRAUMA INFORMED APPROACH



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Looking ahead to improve our quality of services for our clients, our division continues to focus our priorities and activities in alignment with the Governor's Action Plan.

Trauma is widespread, harmful and costly as a public health problem. It occurs as a result of violence, abuse, neglect, loss, disaster, war and other emotionally harmful experiences. Trauma has no boundaries with regard to age, gender, socioeconomic status, race, ethnicity, geography or sexual orientation. Trauma is an almost universal experience for persons with mental health and substance abuse disorders. The effects place a heavy burden on individuals, families and communities.

The need to address trauma is increasingly viewed as an important component of effective behavioral health service delivery. Additionally, it has become evident that addressing trauma requires a multi-pronged, multi-agency public health approach inclusive of public education, awareness, prevention and early identification.

With the Governor's signing of Executive Order #24 this past October to make Delaware a Trauma-Informed State, our Division served as the leader of the Department's Trauma Informed Approach training initiative. Staff training was conducted in partnership with our sister divisions, the Division of Social Services and the Division of Child Support Services, along with our academic partner, Wilmington University.

We also have a cross divisional collaborative pilot program with the Division of Social Services at the Porter State Service Center called the "Golden Ticket". This program provides specialized social service support for families and individuals with complex needs which are addressed through assessment, intensive 30 day case management and internal and external partners.

LOOKING AHEAD



- Trauma Informed Approach (TIA) Training
 - Phases I & II - Completed
 - Extensive 9 week "Train the Trainer" training of 26 DHSS employees
 - Trained 980 staff (Divisions of State Service Centers, Child Support, & Social Services)
 - Phase III
 - Inclusion of TIA training with new employee orientation
 - Development of Toolkits for Managers & Supervisors
 - Development of a Working TIA Committee
 - Family Services Cabinet Council
 - ACEs & Trauma Awareness Month Committee Representation
 - Trauma Awareness Month (May 2019)
 - Compassionate Champion Award (May 2019)
 - First Chance Delaware Initiative - First Lady Tracey Quillen Carney



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Over eight months in 2018, 980 staff were trained in addressing and assessing client needs by using a trauma informed approach (TIA). This approach will increase effectiveness in our services which can produce improved engagement, partnership and outcomes for those whom we serve and for staff.

We move now into Phase III which will focus on integrating this trauma informed approach within our policies and practices Division and Department wide.

Our Division is an active participant on the Governor's Family Services Cabinet Council's Subcommittees that are addressing trauma statewide as well as planning the inaugural trauma awareness month and compassionate champion awards scheduled for May. Our Division also serves on our First Lady Tracey Quillen Carney's, First Chance Initiative, which focuses on adverse childhood experiences and childhood trauma.

FY 2020 GOVERNOR'S RECOMMENDED BUDGET

FY 2020 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	102.0	0.0	18.6	120.6
Dollars (\$)	11,852.2	663.1	22,242.4	34,757.7



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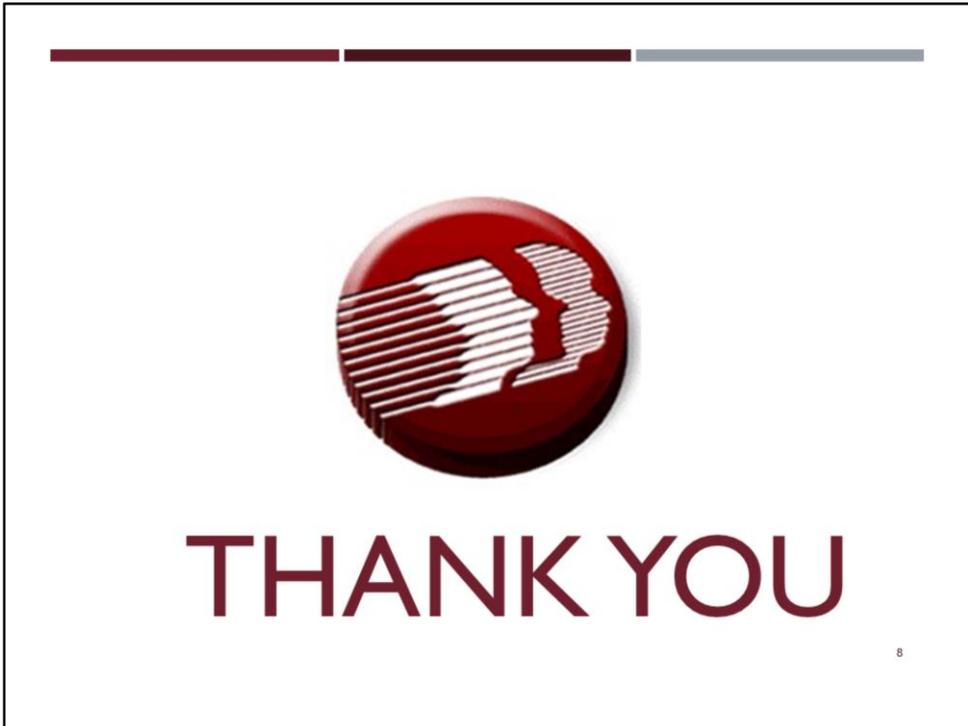
The slide above shows the budget included in the FY 2020 Governor's Recommended Budget.

Our Division's GRB is:

- \$11,852.2 [Eleven million eight hundred and fifty two thousand, two hundred dollars] in General Funds;
- \$663.1 [Six hundred sixty three thousand, one hundred dollars] in Appropriated Special Fund spending authority; and
- \$22,242.4 [Twenty two million two hundred and forty two thousand, four hundred dollars] in Non-Appropriated Special Funds.

As previously noted, the GRB also includes \$75,000 to continue to meet the increased demands for Family Access and Visitation Services.

These funds will allow us to maintain the FY 2019 level of service while we continue to explore no and low cost program improvements that meet the goals set by the Governor's Action Plan.



Thank you for the opportunity to share with you the challenges and opportunities facing the Division of State Service Centers.

I am happy to answer any questions you may have.