

JOINT FINANCE COMMITTEE HEARING

FISCAL YEAR 2022 BUDGET



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DIVISION DIRECTOR

DIVISION OF STATE SERVICE CENTERS
Department of Health and Social Services
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Virtual, conducted by Zoom

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

Good Afternoon Representative Carson, Senator Paradee, 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. With me today is Faith Mwaura, our Division Deputy and Joanne Sunga, our Chief Financial Officer.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2022 Governor's Recommended Budget.

DIVISION OVERVIEW

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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Our Division is distinctly unique in our service delivery utilizing three specific units: the State Office of Volunteerism, the Office of Community Services, and our Family Support Services Unit.

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

ACCOMPLISHMENTS



- 569,603 Client visits to State Service Centers
- 9,990 Emergency housing services provided
- 9,238 Emergency services (rent, mortgage, fuel, etc.)
- 2,999 Individuals & families were housed through shelter partners
- 11,206 Households assisted through the Low-Income Home Energy Assistance Program (LIHEAP)
- 643,863 Recorded volunteer hours (equal to \$17.5 million)
- 5,594 Low-income families and individuals served through the Community Services Block Grant
- 144,759 Food closet visits by individuals & families in need of emergency food



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I'd like to share some of our accomplishments from this past fiscal year:

- 569,603 client visits were recorded at our 15 State Service Centers.
- 9,990 homeless individuals and families were housed through our Emergency Housing Assistance Program with mass emergency housing needed and provided as a result of COVID-19 especially during the initial months of March-June and continues even unto today
- Last fiscal year we provided utility, rent, mortgage, food, heat and fuel assistance to support 9,238 households and families.
- 2,999 homeless individuals and families were housed through our shelter partner locations.
- More than 11,000 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 643,000 volunteer hours recorded, which is equivalent to \$17.5 million dollars.
- To address those experiencing poverty the Community Services Block Grant provided services to 5,594 low-income individuals.
- Our Community Food and Nutrition Program, utilizing our food closets and community pantries, provided emergency food to 144,759 individuals and families.

LOOKING AHEAD



- Increased Emergency Housing Partners Statewide
- Trauma Informed Approach Training for all Staff
- Establishment of Kiosk Management System
 - Locations-15 State Service Centers



Our top requested need from the community is emergency housing for individuals and families experiencing homelessness, especially during this COVID-19 pandemic. Though challenging the Division continues to play a central coordinating role across social, health, housing, and emergency management agencies to ensure the best resources and expertise support.

Trauma is widespread, harmful and costly as a public health problem. Many of the clients we serve experience trauma and its effect is widespread placing a heavy burden on individuals, families and communities. Our Division will continue to address trauma as an important component of effective behavioral health service delivery. All of our Division's staff have received basic trauma awareness and sensitivity training.

We are in the planning stage for the implementation of a Kiosk management system within our State Service Centers. This system will help our efficiency and service delivery processes during and post COVID-19 aimed at reducing consumer lobby waiting time, streamlining services, and allowing consumers to make appointments and submit documents from their electronic devices.

FY 2022 GOVERNOR'S RECOMMENDED BUDGET

FY 2022 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	102.5	0.0	19.1	121.6
Dollars (\$)	12,173.5	663.1	22,242.4	35,079.0



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Budget Definitions:

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

The slide above shows DSSC's budget included in the FY 2022 Governor's Recommended Budget (GRB).

Our Division's GRB is:

- \$12,173.50 [Twelve Million, One Hundred Seventy-Three Thousand, Five 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).

The GRB includes \$50.0 [Fifty Thousand dollars] increase in General Funds for the Hispanic Commission to continue their community outreach.

We will continue to leverage federal funding and work with our partners in the State to provide a flexible response in order to meet the community need.



THANK YOU

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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.