

**Department of Health and Social Services**

**Division of Health Care Quality**

**Amanda L. Levering, LMSW**  
**Division Director**

**Joint Finance Committee Hearing**  
**Fiscal Year 2027 Budget**

**March 2, 2026**

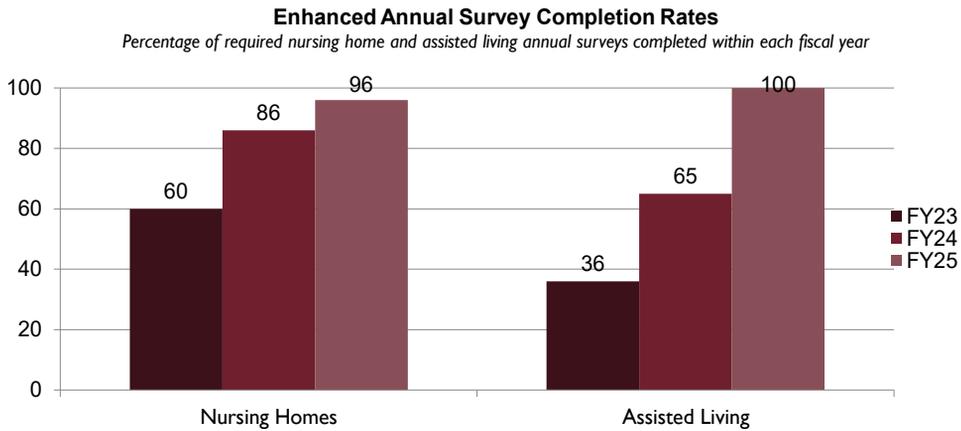


Good morning, Senator Paradee, Representative Williams, members of the Joint Finance Committee and members of the public.

Thank you for the opportunity to speak with you today as we share some of our recent efforts and present our Fiscal Year (FY) 2027 Governor's Recommended Budget (GRB).

My name is Amanda Levering, and I serve as the Director of the Division of Health Care Quality (DHCQ). DHCQ protects the health and safety of Delaware residents by overseeing licensed health care facilities and ensuring compliance with state and federal requirements.

# Accomplishments



This slide shows annual survey completion rates for nursing homes and assisted living facilities over a three-year period.

One of our core functions is to inspect health care facilities annually. As you can see, our ability to complete this work for nursing homes and assisted living facilities improved steadily from FY 2023 through FY 2025. These improvements reflect focused prioritization of overdue facilities, improved scheduling, and strengthened operational processes.

I also want to note that the Division appreciated the additional funding provided in recent fiscal years to support contracted surveyors, which helped increase survey capacity and contributed to improved timeliness during this period.



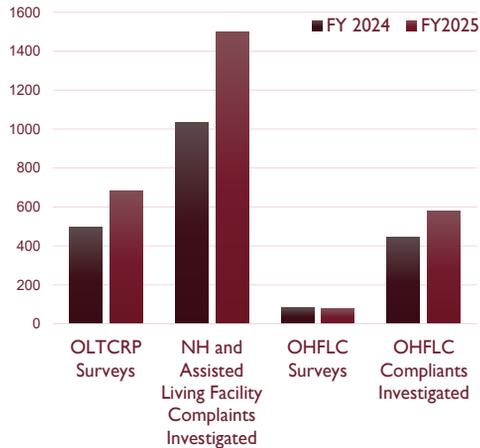
# Accomplishments

## **Office of Long-Term Care Resident Protection (OLTCRP)**

Surveys: 680  
Complaints Investigated: 1,501

## **Office of Health Facilities Licensing and Certification (OHFLC)**

Surveys: 76  
Complaints Investigated: 581  
Applications Reviewed: 62



In total, in FY 2025, the Office of Long-Term Care Resident Protection (OLTCRP) completed 680 surveys, reflecting a significant increase in overall oversight activity compared to FY 2024. Complaint investigations involving long-term care settings increased year over year, rising by approximately 31%, which reflects increased reporting volume and regulatory vigilance.

Oversight activity within the Office of Health Facilities Licensing and Certification (OHFLC) which oversees hospitals, home health agencies, and other entities remained stable in FY 2025, with increased complaint volume across regulated settings. OHFLC also reviews policy and procedure manuals for interested providers and due to increased efficiency and resource management, OHFLC has decreased the review time by nearly 90%.

It is important to note that a survey is an on-site regulatory review used to assess compliance with health and safety requirements and may include annual surveys, complaint investigations, and follow-up surveys to verify correction of deficiencies. The above data includes all types of surveys conducted.

Across both offices, high-risk complaints continued to be prioritized for timely response in coordination with our Investigative Unit.



## FY 2027 Governor's Recommended Budget

(\$ in Thousands)

	GF	ASF	NSF	Total
FTEs	46.3	0	29.7	76
Dollars(\$)	\$6,602.7	\$1,616.1	\$2,465.7	\$10,684.5

**Budget Definitions:**

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



This slide reflects the Governor's Recommended Budget (GRB) for FY 2027 for the Division of Health Care Quality.

- \$6 Million dollars in General Funds (GF);
- \$1 Million dollars in Appropriated Special Fund (ASF) spending authority; and
- \$2 Million dollars in Non-Appropriated Special Funds (NSF).
- For a total of \$10 Million dollars.

## Looking Ahead



Survey  
Prioritization



Civil Money Penalty  
Oversight



Operational  
Efficiency



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### **Survey Prioritization:**

In FY 2027, the Division will prioritize annual survey completion and high-risk complaints while managing a backlog of nearly 900 investigations which was exacerbated by the federal shutdown.

### **CMP Oversight:**

DHCQ will continue strengthened Civil Money Penalty (CMP) oversight, including monitoring, tracking, and accountability measures, as part of ongoing fiscal and programmatic stewardship. The Division has committed \$700,000 from the CMP collections in the Long-Term Care Residents' Trust Fund to support the Centers for Medicare & Medicaid Services (CMS) Nursing Home Staffing Campaign focused on nursing home workforce recruitment and retention.

### **Operational Efficiency:**

The Division will continue to streamline processes, improve data integrity, and enhance operational efficiency across regulatory programs to support effective oversight.

## Looking Ahead



Background Check  
Center Implementation



Legislation Rollout



Quality of Care

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DHCQ will continue implementation of the new Background Check Center (BCC), which is projected to go-live in 2026.

The Division will prioritize planning and phased rollout of the 2024 Long-Term Care legislative package.

DHCQ will continue to focus on strengthening provider compliance and improving quality through expanded training, workforce initiatives, and strategic use of CMP funds to support measurable system improvements across Delaware's healthcare continuum.

# THANK YOU



Thank you for your time, and your past and present support of DHCQ's mission. We are happy to answer any questions you may have.