

Part I – Agency Profile

Agency Overview

Mission: Dedicated to strengthening the health, safety, and independence of Idahoans.

Role in the Community: The Department of Health and Welfare's (DHW) primary role in the community is to provide services and oversight to promote healthy people, safe children, and stable families. The department accomplishes this through several core functions, including:

- Administering state and federal public assistance and health coverage programs, which includes Supplemental Nutrition Assistance Program (Food Stamps) and Medicaid;
- Providing direct-care services for disadvantaged or underserved populations;
- Protecting children, youth, and vulnerable adults;
- Licensing various types of care facilities;
- Promoting healthy lifestyles; and,
- Identifying and reducing public health risks.

Leadership: DHW serves Idahoans under the leadership of Gov. Brad Little. DHW Director Dave Jeppesen oversees all department operations and is advised by the Idaho Board of Health and Welfare. The board consists of seven voting members appointed by the governor, the chairmen of House and Senate Health and Welfare legislative committees, and the DHW director, who serves as the secretary.

Organization: Idaho is a leader in the integration of service delivery for health and human services. In some states, health and human services is divided into several departments with separate administrations. Idaho is fortunate to have these services under one umbrella with a single administration. This is not only cost-effective, but it allows the department to more effectively coordinate services for struggling families, so they can achieve self-sufficiency without government support.

The department has eight divisions: Medicaid, Behavioral Health, Public Health, Family and Community Services, Welfare, Management Services, Licensing and Certification, and Information and Technology Services. The Office of the Director also includes Human Resources and the Office of Communication.

The department has two deputy directors, who assist in managing the department's business. A third deputy director position is currently vacant, and those duties are being managed by the director. Deputy directors are responsible for the oversight and coordination of the eight divisions, grouped into three areas of business:

- Family and Community Services, Welfare Services, and Information Technology Services
- Medicaid, Behavioral Health, and Public Health
- Management Services and Licensing and Certification.

Each division contains individual bureaus and programs that provide services to help people in communities. For example, the Division of Family and Community Services provides direct services for child protection. It also contracts with community partners to assist people with developmental disabilities. These community services augment the services provided through Medicaid.

Locations and Authorized Positions: The Department operates in 51 locations, of which 19 are publicly accessible throughout the state. In addition to field and administrative offices, the Department also operates visitation and counseling offices, state institutions, the state lab and the Emergency Communications Center. There are 2,917 authorized full-time employees in Fiscal Year 2020 (FY 2020).

Core Functions/Idaho Code

Specific statutory responsibilities of the department are outlined in Idaho Code:

Title and Chapter	Heading
Title 6, Chapter 26	Clandestine Drug Laboratory Cleanup Act
Title 7, Chapters 10	Uniform Interstate Family Support Act
Title 7, Chapters 11	Proceedings to Establish Paternity
Title 7, Chapters 12	Enforcement of Child Support Orders
Title 7, Chapters 14	Family Law License Suspensions
Title 15, Chapter 3	Probate of Wills and Administrations
Title 15, Chapter 5	Protection of Persons Under Disability and their Property
Title 16, Chapter 1	Early Intervention Services
Title 16, Chapter 15	Adoption of Children
Title 16, Chapter 16	Child Protective Act
Title 16, Chapter 20	Termination of Parent and Child Relationship
Title 16, Chapter 21	Interstate Compact on Placement of Children
Title 16, Chapter 24	Children's Mental Health Services
Title 18, Chapter 2	Persons Liable, Principals, and Accessories
Title 18, Chapter 5	Pain-Capable Unborn Child Protection Act
Title 18, Chapter 6	Abortion and Contraceptive
Title 18, Chapter 15	Children and Vulnerable Adults
Title 18, Chapter 45	Kidnapping
Title 19, Chapter 25	§ 2524 Judgment
Title 19, Chapter 56	Idaho Drug Court and Mental Health Court Act
Title 20, Chapter 2	§ 216 State Board of Corrections
Title 20, Chapter 5	Juvenile Corrections Act
Title 31, Chapter 35	Medically Indigent
Title 31, Chapter 48	§ 4815 Emergency Communications Act
Title 32, Chapter 7	Divorce Actions
Title 32, Chapter 12	Mandatory Income Withholding for Child Support
Title 32, Chapter 16	Financial Institution Data Match Process
Title 32, Chapter 17	De Facto Custodian Act
Title 37, Chapter 1	Idaho Food, Drug, and Cosmetic Act
Title 37, Chapter 4	Syringe and Needle Exchange Act
Title 37, Chapter 31	Narcotic Drugs – Treatment of Addicts
Title 39, Chapter 2	Vital Statistics
Title 39, Chapter 3	Alcoholism and Intoxication Treatment Act
Title 39, Chapter 4	§ 418 Public Health Districts
Title 39, Chapter 6	Control of Venereal Diseases
Title 39, Chapter 9	Prevention of Blindness and other Preventable Diseases in Infants
Title 39, Chapter 10	Prevention of Congenital Syphilis
Title 39, Chapter 11	Basic Day Care License
Title 39, Chapter 12	Child Care Licensing Reform Act
Title 39, Chapter 13	Hospital Licenses and Inspection
Title 39, Chapter 14	Health Facilities
Title 39, Chapter 15	Care of Biological Products
Title 39, Chapter 16	Food Establishment Act
Title 39, Chapter 24	Home Health Agencies
Title 39, Chapter 31	Regional Behavioral Health Services
Title 39, Chapter 32	Idaho Community Health Center Grant Program
Title 39, Chapter 33	Idaho Residential Care or Assisted Living Act
Title 39, Chapter 34	Revised Uniform Anatomical Gift Act
Title 39, Chapter 35	Idaho Certified Family Homes

Title and Chapter	Heading
Title 39, Chapter 37	Anatomical Tissue, Organ, Fluid Donations
Title 39, Chapter 39	Sterilization
Title 39, Chapter 45	The Medical Consent and Natural Death Act
Title 39, Chapter 46	Idaho Developmental Disabilities Services and Facilities Act
Title 39, Chapter 48	Immunization
Title 39, Chapter 51	Family Support and In-Home Assistance
Title 39, Chapter 53	Adult Abuse, Neglect, and Exploitation Act
Title 39, Chapter 55	Clean Indoor Air
Title 39, Chapter 56	Personal Assistance Services
Title 39, Chapter 57	Prevention of Minors' Access to Tobacco
Title 39, Chapter 59	Idaho Rural Health Care Access Program
Title 39, Chapter 60	Children's Trust Fund
Title 39, Chapter 61	Idaho Conrad J-1 Visa Waiver Program
Title 39, Chapter 75	§ 7501 Adoption and Medical Assistance
Title 39, Chapter 77	Volunteer Health Care Provider Immunity
Title 39, Chapter 82	Idaho Safe Haven Act
Title 39 Chapter 91	Behavioral Health Community Crisis Centers
Title 39 Chapter 95	Abortion Complications Reporting Act
Title 39 Chapter 96	Maternal Mortality Review
Title 41, Chapter 3	§ 318 Cooperation with Department of Health and Welfare
Title 41, Chapter 60	§ 6003, Idaho Immunization Assessment Board
Title 41, Chapter 61	§ 6107 Idaho Health Insurance Exchange Act
Title 45, Chapter 19	§ 1902 (3) State Liens
Title 49, Chapter 3	Motor Vehicle Driver's License
Title 54, Chapter 11	Morticians, Funeral Directors, and Embalmers
Title 54, Chapter 17	Relating to Pharmacy
Title 54, Chapter 33	§ 3307 Freedom of Choice of Dentures Act
Title 55, Chapter 8	§ 819 Requirements Regarding a Request for Notice of Transfer or Encumbrance— Rulemaking
Title 56, Chapter 1	Payment for Skilled and Intermediate Services
Title 56, Chapter 2	Public Assistance Law
Title 56, Chapter 4	§ 402, 403 Cooperative Welfare Fund
Title 56, Chapter 8	Hard-To-Place Children
Title 56, Chapter 9	Telecommunications Service Assistance
Title 56, Chapter 10	Department of Health and Welfare
Title 56, Chapter 11	§ 1106 Idaho Family Asses Building Initiative
Title 56, Chapter 13	Long-Term Care Partnership Program
Title 56, Chapter 14	Idaho Hospital Assessment Act
Title 56, Chapter 15	§ 1504 Idaho Skilled Nursing Facility Assessment Act
Title 56, Chapter 16	Idaho Intermediate Care Facility Assessment Act
Title 57, Chapter 17	Central Cancer Registry Fund
Title 57, Chapter 20	Trauma Registry
Title 63, Chapter 30	Relating to Tax Information
Title 66, Chapter 1	State Hospitals
Title 66, Chapter 3	Hospitalization of Mentally Ill
Title 66, Chapter 4	Treatment and Care of the Developmentally Disabled
Title 66, Chapter 5	§ 502 State Asylum and Sanitarium Funds for Patients
Title 66 Chapter 10	§ 1007 Idaho Tuberculosis Hospital
Title 66, Chapter 13	Idaho Security Medical Program
Title 66, Chapter 14	Secure Treatment Facility Act
Title 67, Chapter 8	§ 832 Executive Administrative Officers

Title and Chapter	Heading
Title 67, Chapter 14	Attorney General
Title 67, Chapter 24	Civil State Departments—Organization
Title 67, Chapter 30	Criminal History Records and Crime Information
Title 67, Chapter 31	Department of Health and Welfare—Miscellaneous Provisions
Title 67, Chapter 50	§ 5009 Commission on Aging
Title 67, Chapter 65	§6532 Local Land Use Planning
Title 67, Chapter 67	§ 6704 Idaho State Council on Developmental Disabilities
Title 67, Chapter 69	§ 6904 Food Service Facilities
Title 67, Chapter 73	§ 7304 Idaho State Council for the Deaf and Hard of Hearing
Title 67, Chapter 74	Idaho State Lottery
Title 67, Chapter 81	§ 8106 Idaho Housing Trust Fund
Title 67, Chapter 88	§ 8802, 8806 Idaho Law Enforcement, Firefighting, and EMS Medal of Honor
Title 68, Chapter 14	Court-Approved Payments or Awards to Minors or Incompetent Persons
Title 72, Chapter 13	Employment Security Law (§1365 child support)
Title 72, Chapter 16	State Directory of New Hires (§1605 Public Assistance and Child Support)

Revenue and Expenditures

Revenue	FY 2017	FY 2018	FY 2019	FY 2020
Economic Recovery Funds	\$ 4,124,300	\$ 0	\$ 0	0
Technology Infrastructure Fund	0	0	8,222,200	5,752,000
Immunization Vaccine Fund	18,970,000	18,970,000	18,970,000	18,970,000
ID Health Ins. Access Card	0	2,273,700	0	0
Prev. Minors' Access to Tobacco	50,400	43,800	43,800	43,800
Domestic Violence Project	519,600	516,600	520,800	528,400
Cancer Control	342,500	344,500	344,200	345,700
Emergency Medical Services	2,970,000	2,886,200	2,894,200	2,938,400
Central Cancer Registry	135,000	120,000	120,000	130,000
Health and Welfare – EMS III	1,400,000	1,400,000	1,700,000	1,700,000
Time-Sensitive Emergency Fund	225,800	225,800	426,000	428,700
Hospital Assessment Fund	30,000,000	39,103,700	30,000,000	30,000,000
Coop.Welfare Acct – Federal	1,720,455,500	1,810,225,000	1,970,007,300	2,273,961,300
Coop.Welfare Acct – General	672,719,600	726,515,100	806,192,500	877,601,600
Coop.Welfare Acct – Other	319,098,000	308,763,400	251,112,400	249,885,300
Liquor Control	650,000	650,000	650,000	650,000
State Hospital Endowment	6,058,500	6,190,300	6,611,300	7,509,700
Millennium Fund	2,706,700	2,706,700	6,921,900	20,278,900
Total	\$ 2,780,425,900	\$ 2,920,934,800	\$ 3,104,736,600	3,490,723,800
Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs	\$ 203,061,300	\$ 205,156,700	\$ 206,208,200	214,872,000
Operating Expenditures	159,636,000	161,702,000	179,110,300	170,400,600
Capital Outlay	3,505,200	5,318,000	3,840,300	2,171,500
Trustee/Benefit Payments	2,277,191,700	2,473,527,900	2,622,674,600	2,974,109,900
Total	\$ 2,643,394,200	\$ 2,845,704,600	\$3,011,833,400	\$3,361,554,000

Note: Some revenue and expenditures do not show up on the table due to their small percentages relative to other financial figures. FY 2020 revenue is based upon the Total Appropriation for that year.

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
DIVISION OF MEDICAID				
1. Total Medicaid expenditures (w/ Admin)	\$2,122,265,800	\$2,316,908,000	\$2,462,921,600	\$2,797,328,154
2. Medicaid T&B expenditures only	\$2,066,506,600	\$2,255,047,600	\$2,400,908,100	\$2,735,645,610
3. Percentage spent as payments to providers	97.4%	97.3%	97.5%	97.8%
4. Total average Medicaid enrollees per month (adjusted to include retroactive enrollees)	301,433	291,710	280,453	265,714
5. Avg. monthly eligible basic plan children (0-20 yrs)	191,489	184,955	176,895	163,855
6. Avg. monthly eligible basic plan adults	32,302	30,477	28,586	28,451
7. Avg. monthly eligible enhanced plan children (0-20 yrs)	31,756	29,800	28,313	26,740
8. Avg. monthly eligible enhanced plan adults	18,948	18,943	18,482	18,455
9. Avg. monthly dual-eligible coordinated plan adults	26,938	27,535	27,925	28,059
DIVISION OF LICENSING AND CERTIFICATION				
1. Total number of initial licensing or certification surveys conducted	328	397	286	266
2. Total number of re-licensure or recertification surveys conducted	2,873	2,947	2,917	2,897
3. Total number of follow-up surveys conducted	422	345	294	265
4. Total number of fire/life safety surveys conducted	403	459	648	786
5. Total number of complaint-only surveys conducted	441	392	373	253
6. Total number of other surveys conducted	23	41	40	232 ¹
DIVISION OF BEHAVIORAL HEALTH				
Children's Mental Health Services				
1. Total children's mental health clients served	2,332	3,097	3,743	3,300
2. Court-ordered clients (I.C. § 20-511A)	509	466	473	373

¹ The dramatic increase in the number of "Other" surveys is due to the addition of targeted infection control surveys that CMS mandated be conducted frequently in nursing homes in response to the COVID-19 pandemic.

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
3. Total support services provided to children and families ²	219	197	271	348
Adult Mental Health Services				
4. Total adult mental health clients served	14,358	13,122	13,056	11,750
Substance Use Disorders Services				
5. Total adult and adolescent substance abuse clients served	4,995	3,444	3,695	3,360
State Hospital South				
Adult Psychiatric				
6. Patient days	27,734	28,753	28,521	29,080
7. Number of admissions	582	575	576	639
8. Percentage of occupancy	84.4%	87.5%	86.8%	88.3%
9. Cost per patient day	\$636	\$612	\$622	\$630
Syringa Skilled Nursing				
10. Patient days	9,989	10,294	10,345	10,276
11. Number of admissions	16	8	5	10
12. Percentage of occupancy	94.4%	97.3%	97.7%	96.8%
13. Cost per patient day	\$623	\$604	\$612	\$621
Adolescent Unit				
14. Patient days	3,997	4,088	4,289	4,273
15. Number of admissions	116	124	112	93
16. Percentage of occupancy	68.4%	70%	73.4%	73.0%
17. Cost per patient day	\$848	\$837	\$785	\$816
State Hospital North				
18. Patient days	17,644	16,115	16,407	18,493
19. Number of admissions	206	278	263	261
20. Percentage of occupancy	81%	74%	75%	84%
21. Cost per patient day	\$558	\$619	\$619	\$557
DIVISION OF PUBLIC HEALTH				
1. Children's vaccines distributed	726,730	711,257	714,552	706,330
2. Immunization rates (19-35 Months) (4:3:1:3:3:1 series) ³	75.2%	72.5%	No data available ⁴	Available Oct. 23, 2020
3. Immunization rates (school age children - kindergarten)	86.1%	85.8%	85.6%	87.1%
4. Total number of childhood vaccine preventable diseases (HIB, Measles, Mumps, Whooping Cough, Rubella)	118	197	264	244
5. Women, Infants, and Children (WIC) served monthly	37,209	34,422	31,507	30,421

² Support services included Wraparound, Functional Family Therapy, and Parenting with Love and Limits through the FY 2019 reporting period. Starting with the FY 2020 reporting period, Functional Family Therapy is no longer a part of the data and support services include Wraparound and Parenting with Love and Limits only.

³The 4:3:1:3:3:1:4 series includes 4+ doses DTaP, 3+ doses poliovirus vaccine, 1+ dose MMR vaccine, 3 doses Hib vaccine (of any type), 3+ doses HepB, 1+ dose varicella vaccinations given at age 12 months or older.

⁴In FY 2019 CDC changed the age group survey and methodology, therefore no data are available for that year.

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
6. (WIC) Average monthly voucher value	\$50.17	\$50.58	\$50.19	\$50.55
7. Women's Health Check (women screened)	3,645	2,683	2,634	2,215 ⁵
8. Women's Health Check (breast cancer diagnosed)	42	44	47	25 ⁶
9. Women's Health Check (cervical cancer diagnosed)	3	8	4	7 ⁶
10. New HIV reports ⁷	39	48	37	15
11. Idahoans living with HIV/AIDS ⁸	1,738	1,838	1,977	2,013
12. Acute Hepatitis B ⁹	7	4	9	4
DIVISION OF FAMILY AND COMMUNITY SERVICES				
Idaho CareLine/211				
1. Total number of calls received by CareLine/211 ¹⁰	103,881	130,719	93,261	98,847
Navigation Program				
2. Total referrals to navigation	8,363	8,369	7,394	6,602
Child Protection, Prevention, Foster Care, Adoptions				
3. Total child protection and prevention referrals	22,125	23,599	23,556	22,241
4. Number of children placed in foster care	2,714	2,936	3,111	2,934
5. Adoptions finalized	236	257	297	342
Infant Toddler Program				
6. Number of children served	3,863	4,088	4,295	4,250
Developmental Disabilities Services				
7. Service coordination utilization	3,455	3,695	4,176	4,199
8. Intervention for children ¹¹	2,269	2,569	2,794	2,335
Southwest Idaho Treatment Center				
9. Census	23	20	15	16
10. Crisis bed admissions	2	1	6	4
11. Cost per patient day	\$863	\$1,142	\$1,353	\$1,672
DIVISION OF WELFARE (SELF RELIANCE)				
Applications				

⁵ Due to COVID 19, preventive services were not prioritized by healthcare providers in March-June 2020. The decrease in women screened is related to this.

⁶ Some forms of precancers require treatment, those women get enrolled in BCC Medicaid along with the women who have a diagnosed invasive cancer. The Women's Health Check Program diagnosed 39 cases of treatable precancers.

⁷ Reports among residents of Idaho at first diagnosis with HIV infection. Data are preliminary.

⁸ Data are preliminary.

⁹ Data are preliminary.

¹⁰ The mechanism to report this number has been evolving over time, as we work on improving the accuracy and meaningfulness of data collection. We have identified that the better measures are separately identifying individual contacts and resource referrals. This will be reflected in current and future data reporting.

¹¹ Terminology for this service has changed from intensive behavior intervention for children.

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
1. Temporary Assistance for Families in Idaho (TAFI) applications processed	4,723	5,326	5,273	5,353
2. Aid to the Aged Blind and Disabled (AABD) applications processed	7,485	8,399	8,155	7,453
3. Medicaid applications processed	87,241	96,336	89,384	123,830
4. Child care applications processed	9,972	10,729	10,204	9,142
5. Food stamps applications processed	92,727	90,363	84,010	91,517
6. Total applications processed	202,148	211,153	197,026	237,295
Self-Reliance Benefit Programs				
7. TAFI cash assistance avg. monthly participants	2,933	3,045	3,127	3,020
8. TAFI annual benefits provided	\$7,115,161	\$7,231,866	\$7,499,850	\$7,294,647
9. AABD cash assistance avg. monthly participants	18,111	18,442	18,678	18,649
10. AABD annual benefits provided	\$9,726,906	\$9,824,469	\$9,985,101	\$10,094,897
11. Food Stamps avg. monthly participants	176,343	162,145	149,537	147,054
12. Food stamps annual benefits provided	\$238,394,706	\$207,593,145	\$193,890,560	\$216,775,851
13. Child care avg. monthly participants	8,004	8,619	8,678	8,293
14. Child care annual benefits provided	\$30,919,111	\$36,064,696	\$38,110,716	\$39,431,321
Self-Reliance Child Support Services				
15. Paternity established	3,224	1,659	2,705	Available Nov. 15, 2020 ¹²
16. Support orders established	5,480	3,571	2,841	Available Nov. 15, 2020 ¹²
17. Child support caseload	158,518	147,518	148,096	Available Nov. 15, 2020 ¹²
18. Total child support dollars collected	\$211,809,497	\$205,888,263	\$199,197,108	Available Nov. 15, 2020 ¹²
19. Collections through wage withholding	\$106,752,832	\$93,895,403	\$94,994,435	Available Nov. 15, 2020 ¹²
Community Services Grant				
20. Grant amount	\$3,635,009	\$3,674,199	\$3,691,318	\$5,167,844
21. Total served	85,965	77,950	65,891	57,154

DIVISION OF MANAGEMENT SERVICES
Financial Services – Electronic Payment System/Quest Card

¹² Data collected by Federal Fiscal Year. Data is reported November 15, 2020.

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
1. Child support electronic payments	\$195,489,261	\$191,482,035	\$184,213,907	\$192,360,381

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
Bureau of Compliance				
2. Fingerprints processed	27,704	29,190	31,217	28,557 ¹³
3. Medicaid Program Integrity: Identified overpayments and cost savings	\$10,400,000	\$5,800,000	\$4,700,000	3,200,000 ¹⁴
4. Internal audit reports issued	2	3	3	2 ¹⁵
5. Welfare Fraud Investigation Unit: Identified overpayments and cost savings	\$2,300,000	\$2,700,000	\$2,100,000	Not Reported ¹⁶

Licensing Freedom Act

Agencies who participate in licensure must report on the number of applicants denied licensure or license renewal and the number of disciplinary actions taken against license holders.

	FY 2017	FY 2018	FY 2019	FY 2020
DAYCARE FACILITY OPERATOR				
Total Number of Licenses ¹⁷	719	734	686	644
Number of New Applicants Denied Licensure ¹⁸	-	-	-	1
Number of Applicants Refused Renewal of a License ¹⁹	-	-	-	-
Number of Complaints Against Licensees ²⁰	377	411	517	357
Number of Final Disciplinary Actions Against Licensees	2	3	5	2
FOOD ESTABLISHMENT OPERATOR				

¹³ The Criminal History Unit disqualified 528 applicants in Fiscal Year 2020.

¹⁴ The Medicaid Program Integrity Unit overpayments confirmed were \$2.4 million, penalties were \$700K and cost savings were \$100K in FY 2020.

¹⁵ Internal Audit also evaluated 131 external reports (single audit reports, service organization reports, and indirect cost rate plans) and conducted 212 grant risk assessments in FY 2020.

¹⁶ Welfare Fraud operations were adapted during FY 2020 and have evolved into a more collaborative effort between the Division of Management Services and the Division of Welfare. The department is re-evaluating a proper methodology to measure performance.

¹⁷ The *Total Number of Licenses* (State licensed) for FY 2017, FY 2018, and FY 2019 are approximate due to the licensing data system’s report function being unavailable or in development. Numbers have been accessed from more than one record source. FY 2020 Total Numbers were resourced from our newest data system (RISE) and are accurate to that system.

¹⁸ The *Number of New Applicants Denied Licensure* dropped to zero after FY 2016 when a new process was implemented which notifies applicants of an approaching deadline or non-compliance and provides an option to withdraw the application prior to denial. FY 2020 incurred one denied licensure due to non-compliance.

¹⁹ The *Number of Applicants Refused Renewals of a License* has either not been recorded or other final disciplinary actions were taken prior to the renewal date.

²⁰ The *Number of Complaints Against Licenses* includes complaints received re: state licensed, city licensed and unlicensed daycare providers. The previous and current complaint tracking systems, at this time, do not provide a report function separating state licensed, city licensed or unlicensed complaints.

	FY 2017	FY 2018	FY 2019	FY 2020
Total Number of Licenses	9,839	9,993	10,314	10,181
Number of New Applicants Denied Licensure	0	0	0	0
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	569	613	698	692
Number of Final Disciplinary Actions Against Licensees	0	0	2	2
DIVISION OF PUBLIC HEALTH				
Total Number of Licenses	4,638	4,682	4,867	4,999
Number of New Applicants Denied Licensure	0	1	1	1
Number of Applicants Refused Renewal of a License	0	0	0	0
Number of Complaints Against Licensees	5	10	6	8
Number of Final Disciplinary Actions Against Licensees	2	3	1	1

Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019	As of July 1, 2020
Number of Chapters	71	65
Number of Words	784,554	694,369
Number of Restrictions	11,158	8,708

Part II – Performance Measures

Current Performance Measures

The performance measures outlined below are related to the FY 2020-2024 Strategic Plan.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Goal 1: Ensure affordable, available healthcare that works						
Objective 2: Shift toward making Medicaid spending payments to providers that deliver better health results and more efficient care, from 1% of payments to 50% by July 1, 2023						
Percentage of Medicaid dollars that are paid under a value-based payment. ²¹	actual	New for FY 2018	12%	12%	1%	-----
	target	New for FY 2018	12%	14%	14%	1%
Objective 3: Improve the children’s mental health system in Idaho by providing treatment and support to children, youth, and their families, evidenced by an increase in the number of children/youth whose functional impairment has improved upon completion of services from 30% to 50%, by June 30, 2024						
Percentage of children/youth in the YES system of care whose functional impairment has improved. ²²	actual	New for FY 2019	New for FY 2019	28.7% ²³	31.6% ²³	-----
	target	New for FY 2019	New for FY 2019	28.7% ²³	28.7% ²³	32%
Goal 2: Protect children, youth, and vulnerable adults						
Objective 1: Ensure children who have experienced abuse or neglect have safe, permanent homes by improving their time to permanency by 10%, by July 1, 2021						
Number of months to achieve permanency through reunification. Number of months to achieve permanency through adoption. Number of months to achieve permanency through guardianship. ²⁴	actual	New for FY 2019	New for FY 2019	8.2 27.3 17.9	8.3 28.9 19.3	-----
	target	New for FY 2019	New for FY 2019	7.4 24.6 16.1 ²⁵	7.4 24.6 16.1 ²⁵	7.4 24.6 16.1

Objective 2: Transform the behavioral healthcare system in Idaho for adults with serious mental illness and addition by implementing 75% of a comprehensive strategic plan by June 30, 2024

²¹ Full implementation of value-based payments has been delayed until FY 2021 (refer to [Healthy Connections](#)). Previous years’ numbers incorrectly included capitation payments to managed care vendors as value-based payments.

²² This measure has been updated to reflect the percentage of children/youth in the YES system of care whose functional impairment has improved. The percentage will closely align with reporting practices already in place in the YES system of care and provide a more detailed insight into the portion of children/youth who have experienced improvements in their mental health during their involvement with the YES system of care.

²³ Data for the FY 2019 Target, FY 2019 Actual and FY 2020 Target have been updated to match the new reporting methodology.

²⁴ The implementation of the process needed to achieve a reduction in permanency time are currently in development. Once full implementation has taken place, Family and Child Services expects a 10% decrease in months to achieve permanency.

²⁵ Corrected target numbers that were incorrectly documented on last years’ report.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Implementation percentage of a comprehensive strategic plan focused on transforming the behavioral health system in Idaho.	actual	New for FY 2020	New for FY 2020	New for FY 2020	Refer to footnote ²⁶	-----
	target	New for FY 2020	New for FY 2020	New for FY 2020	Refer to footnote ²⁶	Refer to footnote ²⁶
Objective 3: Implement an effective long-term system of care for individuals with developmental disabilities who exhibit severe behaviors, by July 1, 2022						
Percent of a long-term system of care established for individuals with developmental disabilities who exhibit severe behaviors.	actual	New for FY 2020	New for FY 2020	New for FY 2020	25%	-----
	target	New for FY 2020	New for FY 2020	New for FY 2020	25%	50%
Goal 3: Help Idahoans become as healthy and self-sufficient as possible						
Objective 1: Reduce Idaho's suicide rate by 20% by 2025, by implementing prevention and intervention initiatives from the Idaho Suicide Prevention FY20 Action Plan						
Number of Idaho Suicide deaths.	actual	New for FY 2020	New for FY 2020	New for FY 2020	388 ²⁷	-----
	target	New for FY 2020	New for FY 2020	New for FY 2020	388	375
Goal 4: Strengthen the public's trust and confidence in the Department of Health and Welfare						
Objective 1: Deliver a customer-centered innovation culture that increases a to be determined innovation measure by 10% by July 1, 2022						
Customer effort score for the customer experience project.	actual	New for FY 2020	New for FY 2020	New for FY 2020	3.11	-----
	target	New for FY 2020	New for FY 2020	New for FY 2020	3.11	3.11

Note: Prior Years Performance Measures which requires four years of data, per Idaho Code 67-1904, are listed by goal and objective and then from newest to oldest.

Prior Years' Performance Measures

The performance measures outlined below are from prior strategic plans and continue to be tracked and reported.

²⁶ At this time there is no target or actual data to report. The Division of Behavioral Health's goal is to implement 75% of the plan by FY 2025.

²⁷ Number of suicides source: Idaho Bureau of Vital Statistics and Health Statistics, preliminary data July 2019-June 2020.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Goal 1: Transform Idaho’s healthcare delivery system to promote healthier Idahoans while increasing healthcare quality and reducing costs						
Objective: Implement Youth Empowerment Services (YES) System of Care.						
Achievement of the Jeff D. implementation plan action items.	actual	10%	70%	75% ²⁸	80% ²⁹	-----
	target	No target set	50%	90%	95%	85%
The Child and Adolescent Needs and Strengths (CANS) comprehensive assessment will be used to establish a threshold of current class member functional impairment and levels of care.	actual	Data not available	47%	41%	73.7% ³⁰	-----
	target	No target set	50%	100%	65%	80%
Development of the YES Quality Management, Improvement, and Accountability Plan and full system performance measures.	actual	40%	48%	60%	80%	-----
	target	No target set	45%	60%	No target set	No target set ³¹
Objective: Address Gap Population Health Care and Access Needs						
Reduction in episodic and acute health care costs.	actual	New for FY 2018	-4.98%	1.40%	5.66%	-----
	target	New for FY 2018	-3%	-4%	-1.67%	-1.50%
Number of new lives attributed to routine sources of care.	actual	New for FY 2018	156	146	-1,127 ³²	-----
	target	New for FY 2018	100	200	139	135

²⁸ Data updated to reflect the annual report which was published in Dec. 2019. Updated reporting procedures allowed for FY 2020 progress to be reported at an earlier date.

²⁹ The achievement of the Jeff D. Implementation Plan action items has been revisited due to an identification that completion of all action items will be achieved by the revised date of December 2022.

³⁰ During FY 2020, a new requirement was implemented to require all Medicaid providers in the Optum Idaho network to use the CANS for their clients who meet eligibility criteria for YES. This resulted in more children/youth in the YES system of care receiving a CANS in FY 2020, and more children/youth who needed to be accounted for in YES system of care reporting. The majority of children/youth who received a CANS in FY 2020 were clients of Optum Idaho network providers.

³¹ The YES Quality Management Improvement, and Accountability Plan (QMIA Plan) was written and published in March of 2016. The planned date for completion of the QMIA Plan is 2022.

³² COVID-19 prevented many Medicaid participants from receiving preventive health services the last 3 months of FY 2020.

Performance Measure	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	
Goal 2: Protect children and vulnerable adults						
Objective: Develop a Therapeutic Stabilization and Transition Center for Clients with Developmental Disabilities.						
By 2020, develop the capacity for safe evaluation and treatment of individuals committed to the Department for placement, evaluation, and competency training. ³³	actual	Data not available	85%	85%	85%	-----
	target	No target set	100%	100%	85%	85%
Objective: Ensure Long-term Residential Care for Individuals with Chronic Mental Illness.						
Construction of a nursing home, on the State Hospital South campus that adequately meets the needs of those who qualify for nursing home care and with behavioral health needs, 65 years of age or older.	actual	5%	10%	60%	90%	-----
	target	5%	5%	40%	90%	100%
Objective: Transform Child Welfare Systems to Improve Outcomes for Children						
Ensure early and timely permanency for all children in foster care (maximums – 12 months to reunification, 13 months to guardianship, or 24 months to adoption).	actual	Reunified in 12 months – 78.8%; Guardianship in 13 months – 40.0%; Adoptions in 24 months – 38.5%	Reunified in 12 months - 75.7%; Guardianship in 13 months - 38.5%; Adoptions in 24 months - 44.0%	Reunified in 12 months - 75.3%; Guardianship in 13 months - 28.3%; Adoptions in 24 months - 36.0%	Reunified in 8 months – 54.9%; Guardianship in 17 months – 43.3%; Adoptions in 27 months – 53.3%	-----
	target	12 months to reunification, 13 months to guardianship, or 24 months to adoption	12 months to reunification, 13 months to guardianship, or 24 months to adoption)	12 months to reunification, 13 months to guardianship, or 24 months to adoption	8.2 months to reunification, 17.9 months to guardianship, or 27.3 months to adoption	Discontinued Measure ³⁴

³³ Without the development of the secure facility this goal continues to be at 85% with a target for completion being FY 2022 or FY 2023 with the development of SWITC’s new model.

³⁴ The FY 2019 measure related to Permanency has replaced this measure.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Goal 3: Promote stable and healthy individuals, families, and populations through medical coverage, program access, support services, and policy.						
Objective: Implement Comprehensive Suicide Prevention Strategies						
Number of Zero Suicide Health System Partners that have developed and/or implemented Zero Suicide action plans.	actual	New for FY 2018	21 partners committed to implementation ; no funding available	0	0 ³⁵	-----
	target	New for FY 2018	Maintain partnerships	Increase number of partners in 2 regions for potential pilot project	14	14
Number of middle and high schools trained in life-long resilience and well-being trainings.	actual	New for FY 2018	10 schools trained	17 schools trained	21 schools trained "Sources of Strength" program	-----
	target	New for FY 2018	Train 10 schools	Train 17 schools	Train 19 schools	Train 25 schools
Amount of financial support provided to the Idaho Suicide Prevention Hotline.	actual	New for FY 2018	\$293,000 provided	\$273,000 provided	\$348,000 provided ³⁶	-----
	target	New for FY 2018	Provide \$293,000	Provide \$273,000	Provide \$298,000	Provide \$348,000
Barriers and opportunities related to seeking help for mental health issues have been identified and documented.	actual	100% of research conducted	Actual for addressing Barriers not conducted	Plan was Updated	Task Completed	-----
	target	Conduct 100% of research barriers and opportunities	Complete a plan for addressing barriers	Planning for addressing barriers to help-seeking is integrated into the updated Idaho Suicide Prevention Plan	Task Completed	Task Completed

³⁵ Plans to begin training 14 health system partners in late FY 2020 were disrupted due to COVID-19 limitations.

³⁶ Provided an additional \$80,753 in April 2020 for enhanced deliverables and training.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
The number of behavioral health clinicians who have been trained in suicide assessment and management through university curricula and re-licensing training have been identified.	actual	Over 130 behavioral health providers trained in assessing and managing suicide risk	Over 400 BH providers were trained	344 clinicians trained	This work did not occur	-----
	target	<i>Train 100 existing behavioral health providers</i>	<i>Train 200 existing behavioral health providers</i>	<i>Train 300 behavioral health providers</i>	<i>Train 300 behavioral health providers³⁷</i>	<i>Train 300 behavioral health providers</i>
Gatekeeper training, including appropriate suicide prevention content, has been identified and implemented.	actual	100% of training and 25 trainings provided to a wide variety of professional groups	3,900+ trained at 78 trainings	38	260+ trained ³⁸	-----
	target	<i>Identify training and provide 20 trainings</i>	<i>Provide 25 trainings</i>	<i>Provide 30 trainings. Develop train-the-trainer model</i>	<i>Provide 50 trainings. Develop train-the-trainer model</i>	<i>Provide 21 Gatekeeper trainings and 5,000 additional QPR trainings³⁹</i>
Number of suicide survivor packets provided to survivors of suicide loss.	actual	Measure Revised	300+ packets distributed	1,464 packets distributed ⁴⁰	1,595 packets distributed	-----
	target	<i>Measure Revised</i>	<i>Distribute 200 packets</i>	<i>Distribute 300 packets</i>	<i>Distribute 3,000 packets</i>	<i>Distribute 3,000 packets</i>
Objective: Provide job training and education to low-income adults receiving state assistance, to help them gain stable, full time employment and eventually move to self-sufficiency.						
Percent of individuals who become employed or gain additional training or education as a result of working in the Employment and Training Program.	actual	New for FY 2019	New for FY 2019	42%	54%	-----
	target	<i>New for FY 2019</i>	<i>New for FY 2019</i>	42%	52%	<i>Task Completed</i>

³⁷ The Idaho Suicide Prevention Action Coalition Training and Technical Assistance Key Performance Area Team determined that they would train 300 behavioral health providers.

³⁸ Train the trainer model developed.

³⁹ The Training and Technical Assistance KPA is being revamped in August of 2020. The KPA will develop a cadre of trained trainers across the state as well as targets for number of individuals trained.

⁴⁰ FY 2019 actual updated to reflect actual distribution.

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Performance Measures supporting all three strategic goals						
Objective: Be a catalyst for implementation of a new statewide accounting system						
Coordinate, analyze, design and document a future statewide chart of accounts alongside SCO, DFM, and LSO.	actual	0%	25%	50%	Task Completed	-----
	target	0%	25%	100%	100%	Task Completed
Objective: "Live Better Idaho" Initiative						
Improve consumer access to information and services through the web.	actual	82%	3,000/week; 15% of goal	1600/week; 32% of goal	5,980/week	-----
	target	2,000 views per week	20,000 page views per week	5,000 page views per week	5,000 page views per week	Refer to footnote ⁴¹
Develop partnerships with other agencies to identify services that align with the vision of <i>Live Better, Idaho</i> and develop a community of resources.	actual	50%	24 additional services/ 42% increase	11 additional services/ 12% increase	11 additions	-----
	target	Double number of partnerships annually	Double number of partnerships annually	Service Additions 100%	Service Additions 25%	Refer to footnote ⁴¹

Tasks from Prior Performance Measures that have been reported as completed or discontinued and will not change in future years.

The measures in this section were reported as completed or discontinued in the [Prior Year's Performance Measures section of last year's report](#). All other measures are in the current report since they have not been reported as completed or discontinued.

For More Information Contact

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⁴¹ There is a project underway to redesign the Department website. Live Better Idaho will be incorporated (at least the internal services) into the new Department website. Live Better Idaho is expected to transition around the end of this calendar year. We are leaving it up as we transfer over some key functionality into the new website, but once that is done we will deactivate Live Better Idaho and all content will be available on the new DHW website.