

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 with as little government support as possible.

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.

Department business is managed by the Director with the assistance of three deputy directors. Together, they provide oversight and coordination of the eight divisions, grouped into four areas of business:

- Medicaid
- Family and Community Services, Behavioral Health, and Information Technology Services
- Welfare 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 49 locations, of which 18 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 2,972 authorized full-time employees in Fiscal Year 2021 (FY 2021).

Core Functions/Idaho Code

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

| Title and Chapter | Heading |
|--------------------------|---|
| Title 6, Chapter 2 | Waste and Willful Trespass on Real Property |
| 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 11, Chapter 6 | Exemption of Property from Attachment or Levy |
| Title 11, Chapter 7 | Garnishments |
| 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 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 9 | Assault and Battery |
| Title 18, Chapter 15 | Children and Vulnerable Adults |
| Title 18, Chapter 45 | Kidnapping |
| Title 18, Chapter 80 | Motor Vehicles |
| Title 18, Chapter 83 | Sexual Offender Registration Notification and Community Right-To-Know Act |
| Title 19, Chapter 25 | Judgment |
| Title 19, Chapter 48 | Criminal Justice Integrated Data System Act |
| Title 19, Chapter 56 | Idaho Drug Court and Mental Health Court Act |
| Title 20, Chapter 2 | State Board of Corrections |
| Title 20, Chapter 5 | Juvenile Corrections Act |
| Title 20, Chapter 7 | Interstate Corrections Compact |
| Title 22, Chapter 1 | Department of Agriculture |
| Title 22, Chapter 54 | Agriculture and Horticulture |
| Title 23, Chapter 10 | Beer |
| Title 31, Chapter 34 | Nonmedical Indigent Assistance |
| Title 31, Chapter 35 | Hospitals for Indigent Sick |
| Title 31, Chapter 48 | Emergency Communications Act |
| Title 32, Chapter 7 | Divorce Actions |
| Title 32, Chapter 12 | Mandatory Income Withholding for Child Support |
| Title 32, Chapter 13 | Parent Responsibility Act |
| Title 32, Chapter 16 | Financial Institution Data Match Process |
| Title 32, Chapter 17 | De Facto Custodian Act |
| Title 32, Chapter 18 | Temporary Caregivers and Temporary Care Assistance Programs |
| Title 34, Chapter 4 | Voters—Privileges, Qualifications, and Registration |
| Title 37, Chapter 1 | Idaho Food, Drug, and Cosmetic Act |
| Title 37, Chapter 27 | Uniform Controlled Substances |
| Title 37, Chapter 31 | Narcotic Drugs – Treatment of Addicts |
| Title 37, Chapter 34 | Syringe and Needle Exchange Act |
| Title 39, Chapter 1 | Environmental Quality--Health |
| Title 39, Chapter 2 | Vital Statistics |
| Title 39, Chapter 3 | Alcoholism and Intoxication Treatment Act |

| Title and Chapter | Heading |
|----------------------|---|
| Title 39, Chapter 4 | 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 39, Chapter 36 | Water Quality |
| 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 47 | Yellow DOT Motor Vehicle Medical Information 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 77 | Volunteer Health Care Provider Immunity |
| Title 39, Chapter 82 | Idaho Safe Haven Act |
| Title 39, Chapter 84 | Tobacco Master Settlement Agreement Complementary 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 40, Chapter 5 | Idaho Transportation Department |
| Title 41, Chapter 3 | Cooperation with Department of Health and Welfare |
| Title 41, Chapter 21 | Disability Insurance Policies |
| Title 41, Chapter 22 | Group and Blanket Disability Insurance |
| Title 41, Chapter 34 | Hospital and Professional Service Corporations |
| Title 41, Chapter 39 | Managed Care Reform |
| Title 41, Chapter 40 | Self-Funded Health Care Plans |
| Title 41, Chapter 41 | Joint Public Agency Self-Funder Health Care Plans |
| Title 41, Chapter 60 | Immunization Assessments [Effective Until July 1, 2024] |
| Title 41, Chapter 61 | Idaho Health Insurance Exchange Act |
| Title 42, Chapter 17 | Department of Water Resources—Water Resource Board |
| Title 45, Chapter 19 | State Liens |
| Title 46, Chapter 10 | State Disaster Preparedness Act |
| Title 49, Chapter 1 | Definitions |

| Title and Chapter | Heading |
|----------------------|---|
| Title 49, Chapter 3 | Motor Vehicle Driver's License |
| Title 49, Chapter 4 | Motor Vehicle Registration |
| Title 49, Chapter 9 | Vehicle Equipment |
| Title 54, Chapter 11 | Morticians, Funeral Directors, and Embalmers |
| Title 54, Chapter 14 | Nurses |
| Title 54, Chapter 17 | Pharmacists |
| Title 54, Chapter 26 | Plumbing and Plumbers |
| Title 54, Chapter 33 | Freedom of Choice of Dentures Act |
| Title 54, Chapter 50 | Installation of Heating, Ventilation and Air Conditioning Systems |
| Title 54, Chapter 58 | Barber and Cosmetology Services Act |
| Title 55, Chapter 8 | Requirements Regarding a Request for Notice of Transfer or Encumbrance— Rulemaking |
| Title 55, Chapter 10 | Homesteads |
| Title 56, Chapter 1 | Payment for Skilled and Intermediate Services |
| Title 56, Chapter 2 | Public Assistance Law |
| Title 56, Chapter 3 | County Councils of Public Assistance |
| Title 56, Chapter 4 | 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 | 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 | 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 | Time Sensitive Emergency (Tse) Registry |
| Title 59, Chapter 9 | Resignations and Vacancies |
| Title 59, Chapter 13 | Public Employee Retirement System |
| Title 63, Chapter 6 | Exemptions from Taxation |
| Title 63, Chapter 13 | Miscellaneous Provisions of Tax Law |
| Title 63, Chapter 30 | Income Tax |
| Title 63, Chapter 36 | Sales Tax |
| Title 65, Chapter 2 | Division of Veterans Services—Veterans Affairs Commission |
| 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 | State Asylum and Sanitarium Funds for Patients |
| Title 66, Chapter 13 | Idaho Security Medical Program |
| Title 66, Chapter 14 | Secure Treatment Facility Act |
| Title 67, Chapter 8 | Executive Administrative Officers |
| 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 34 | Civil State Departments—Amendments and Repeals |
| Title 67, Chapter 50 | Commission on Aging |
| Title 67, Chapter 53 | Personnel System (§ 5317 Petition for Review Procedure) |
| Title 67, Chapter 65 | Local Land Use Planning |
| Title 67, Chapter 69 | Food Service Facilities |
| Title 67, Chapter 73 | Idaho State Council for the Deaf and Hard of Hearing |

| Title and Chapter | Heading |
|----------------------|---|
| Title 67, Chapter 74 | Idaho State Lottery |
| Title 67, Chapter 79 | Restrictions on Public Benefits |
| Title 67, Chapter 81 | Idaho Housing Trust Fund |
| Title 67, Chapter 88 | 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 2 | Public Assistance Coverage |
| Title 72, Chapter 4 | Benefits |
| 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) |
| Title 74, Chapter 1 | Public Records Act |

Revenue and Expenditures

| Revenue | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
|---------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Technology Infrastructure Fund | 0 | 8,222,200 | 5,752,000 | 5,348,000 |
| Immunization Vaccine Fund | 18,970,000 | 18,970,000 | 18,970,000 | 18,970,000 |
| ID Health Ins. Access Card | 2,273,700 | 0 | 0 | 0 |
| Prev. Minors' Access to Tobacco | 43,800 | 43,800 | 43,800 | 43,800 |
| Domestic Violence Project | 516,600 | 520,800 | 528,400 | 530,800 |
| Cancer Control | 344,500 | 344,200 | 345,700 | 346,800 |
| Emergency Medical Services | 2,886,200 | 2,894,200 | 2,938,400 | 3,051,300 |
| Central Cancer Registry | 120,000 | 120,000 | 130,000 | 120,000 |
| Health and Welfare – EMS III | 1,400,000 | 1,700,000 | 1,700,000 | 1,700,000 |
| Time-Sensitive Emergency Fund | 225,800 | 426,000 | 428,700 | 430,100 |
| Hospital Assessment Fund | 39,103,700 | 30,000,000 | 30,000,000 | 45,203,200 |
| Coop.Welfare Acct – Federal | 1,810,225,000 | 1,970,007,300 | 2,273,961,300 | 2,844,406,000 |
| Coop.Welfare Acct – General | 726,515,100 | 806,192,500 | 877,601,600 | 820,953,300 |
| Coop.Welfare Acct – Other | 308,763,400 | 251,112,400 | 249,885,300 | 354,738,000 |
| Liquor Control | 650,000 | 650,000 | 650,000 | 650,000 |
| State Hospital Endowment | 6,190,300 | 6,611,300 | 7,509,700 | 8,070,000 |
| Millennium Fund | 2,706,700 | 6,921,900 | 20,278,900 | 17,553,000 |
| Total | \$ 2,920,934,800 | \$ 3,104,736,600 | \$ 3,490,723,800 | \$ 4,122,114,300 |
| Expenditures | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
| Personnel Costs | \$ 205,156,700 | \$ 206,208,200 | \$ 214,872,000 | \$ 209,851,800 |
| Operating Expenditures | 161,702,000 | 179,110,300 | 170,400,600 | 176,843,200 |
| Capital Outlay | 5,318,000 | 3,840,300 | 2,171,500 | 1,981,300 |
| Trustee/Benefit Payments | 2,473,527,900 | 2,622,674,600 | 2,974,109,900 | 3,519,688,700 |
| Total | \$ 2,845,704,600 | \$ 3,011,833,400 | \$ 3,361,554,000 | \$ 3,908,365,000 |

Note: Some revenue and expenditures do not show up on the table due to their small percentages relative to other financial figures. FY 2021 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 2018 | FY 2019 | FY 2020 | FY 2021 |
|--|-----------------|-----------------|---------------------|----------------------|
| DIVISION OF MEDICAID | | | | |
| Total Medicaid expenditures (w/ Admin) | \$2,316,908,000 | \$2,462,921,600 | \$2,797,328,154 | \$3,305,269,200 |
| Medicaid T&B expenditures only | \$2,255,047,600 | \$2,400,908,100 | \$2,735,645,610 | \$3,243,612,100 |
| Percentage spent as payments to providers | 97.3% | 97.5% | 97.8% | 98.1% |
| Total average Medicaid enrollees per month (adjusted to include retroactive enrollees) | 291,710 | 280,453 | 265,714 | 278,930 |
| Avg. monthly eligible basic plan children (0-20 yrs) | 184,955 | 176,895 | 163,855 | 172,416 |
| Avg. monthly eligible basic plan adults | 30,477 | 28,586 | 63,753 ¹ | 128,892 ² |
| Avg. monthly eligible enhanced plan children (0-20 yrs) | 29,800 | 28,313 | 26,740 | 26,939 |
| Avg. monthly eligible enhanced plan adults | 18,943 | 18,482 | 19,795 ³ | 22,546 ⁴ |
| Avg. monthly dual-eligible coordinated plan adults | 27,535 | 27,925 | 28,059 | 28,971 |
| DIVISION OF LICENSING AND CERTIFICATION | | | | |
| Total number of initial licensing or certification surveys conducted | 397 | 286 | 266 | 226 |
| Total number of re-licensure or recertification surveys conducted | 2,947 | 2,917 | 2,897 | 2,631 |
| Total number of follow-up surveys conducted | 345 | 294 | 265 | 231 |
| Total number of fire/life safety surveys conducted | 459 | 648 | 786 | 402 |
| Total number of complaint-only surveys conducted | 392 | 373 | 253 | 129 |
| Total number of other surveys conducted ⁵ | 41 | 40 | 232 | 593 |

DIVISION OF BEHAVIORAL HEALTH

¹ FY 2020 data updated to include Expansion eligibility numbers that began 1/1/2020. The inclusion of Expansion eligibility data resulted in a 124% increase.

² The number of eligible basic plan adults increased 102% from FY 2020 due to Expansion eligibility.

³ FY 2020 data updated to include Enhanced Expansion eligibility numbers that began 1/1/2020. The inclusion of Enhanced Expansion eligibility data resulted in a 7% increase.

⁴ The number of eligible enhanced plan adults increased 14% from FY 2020 due to Enhanced Expansion eligibility.

⁵ 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 2018 | FY 2019 | FY 2020 | FY 2021 |
|---|---------|---------|---------|-----------------------|
| Children’s Mental Health Services | | | | |
| Total children’s mental health clients served | 3,097 | 3,743 | 3,300 | 2,516 |
| Court-ordered clients (I.C. § 20-511A) | 466 | 473 | 373 | 319 |
| Total support services provided to children and families ⁶ | 197 | 271 | 348 | 356 |
| Adult Mental Health Services | | | | |
| Total adult mental health clients served | 13,122 | 13,056 | 11,750 | 11,816 |
| Substance Use Disorders Services | | | | |
| Total adult and adolescent substance use disorder clients served ⁷ | 3,444 | 3,695 | 3,360 | 1,176 ⁸ |
| State Hospital South | | | | |
| Adult Psychiatric⁹ | | | | |
| Patient days | 28,753 | 28,521 | 29,080 | 29,200 |
| Number of admissions | 575 | 576 | 639 | 666 |
| Percentage of occupancy | 87.5% | 86.8% | 88.3% | 86.2% |
| Cost per patient day | \$612 | \$622 | \$630 | \$636 |
| Syringa Skilled Nursing | | | | |
| Patient days | 10,294 | 10,345 | 10,276 | 12,023 |
| Number of admissions | 8 | 5 | 10 | 12 |
| Percentage of occupancy | 97.3% | 97.7% | 96.8% | 85.1% |
| Cost per patient day | \$604 | \$612 | \$621 | \$863 ¹⁰ |
| Adolescent Unit¹¹ | | | | |
| Patient days | 4,088 | 4,289 | 4,273 | 2,552 |
| Number of admissions | 124 | 112 | 93 | 63 |
| Percentage of occupancy | 70% | 73.4% | 73.0% | 51.0% |
| Cost per patient day | \$837 | \$785 | \$816 | \$1,053 ¹² |
| State Hospital North | | | | |

⁶ 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.

⁷ Changed measure wording from “substance abuse” to “substance use disorder”.

⁸ Many of the adult and adolescent substance use disorder clients who would have previously been served by the Division of Behavioral Health are now eligible to receive services through Medicaid, after implementation of Medicaid expansion in January 2020, which resulted in about a \$2.4 million reduction in total General Funds for the Substance Use Disorders program.

⁹ The high needs/high risk unit opened on May 17, 2021. This increased adult beds from 90 beds to 110 beds. This data is incorporated in the Adult Psychiatric data for FY 2021.

¹⁰ Syringa Skilled Nursing cost per patient day increased due to new facility bond payments.

¹¹ The State Hospital South Adolescent Unit officially closed on May 10, 2021.

¹² Adolescent Unit cost per patient day increased due to decrease in patient days. The Adolescent Unit closed one hall for remodel of the unit starting November 23, 2020 until the Adolescent unit closed on May 10, 2021.

| Cases Managed and/or Key Services Provided | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
|---|---------------------|---------------------|---------------------|-----------------------|
| Patient days | 16,115 | 16,407 | 18,493 | 18,236 |
| Number of admissions | 278 | 263 | 261 | 235 |
| Percentage of occupancy | 74% | 75% | 84% | 83% |
| Cost per patient day | \$619 | \$619 | \$557 | \$552 |
| State Hospital West¹³ | | | | |
| Patient days | New for FY 2021 | New for FY 2021 | New for FY 2021 | 309 |
| Number of admissions | New for FY 2021 | New for FY 2021 | New for FY 2021 | 11 |
| Percentage of occupancy | New for FY 2021 | New for FY 2021 | New for FY 2021 | 37.87% |
| Cost per patient day | New for FY 2021 | New for FY 2021 | New for FY 2021 | \$3,319 ¹⁴ |
| DIVISION OF PUBLIC HEALTH | | | | |
| Immunization Program | | | | |
| Children's vaccines distributed | 711,257 | 714,552 | 706,330 | 708,306 |
| Immunization rates (19-35 Months) (4:3:1:3:3:1 series) ¹⁵ | 69.8% ¹⁶ | 58.3% ¹⁷ | 74.3% ¹⁷ | 67.9% ¹⁷ |
| Immunization rates (school age children - kindergarten) | 85.8% | 85.6% | 87.1% | 89.0% |
| Total number of childhood vaccine preventable diseases (HIB, Measles, Mumps, Whooping Cough, Rubella) | 197 | 264 | 244 | 9 ¹⁸ |
| Women, Infants, and Children | | | | |
| Women, Infants, and Children (WIC) served monthly | 34,422 | 31,507 | 30,421 | 30,409 |
| (WIC) Average monthly voucher value | \$50.58 | \$50.19 | \$50.55 | \$45.30 ¹⁹ |

Cancer Prevention

¹³ State Hospital West opened for admissions on May 10, 2021.

¹⁴ State Hospital West admitted its first patient on May 10, 2021. As a result of the hospital being open for 52 days during State Fiscal Year 2021 and having an average census of 5.5 during its initial startup, the average cost per patient day is higher than that of State Hospital South. It is anticipated that the daily rate will approach that of State Hospital South in the coming State Fiscal Year.

¹⁵ The 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.

¹⁶ Data updated due to rates being adjusted from "19 to 35 month old" to "birth cohort" to align with newer data.

¹⁷ CDC changed data collection from "19 to 35 month old" to "birth cohort".

¹⁸ Due to the impacts of the pandemic and related isolation and mitigation efforts such as masking and social distancing, these diseases were not prevalent. Data are preliminary.

¹⁹ The decrease in FY 2021 is a result of the program's first full year issuing electronic benefits (previously issued checks) in addition to COVID-19 pandemic.

| Cases Managed and/or Key Services Provided | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
|--|---------|---------|----------------------|---------------------|
| Women’s Health Check (women screened) | 2,683 | 2,634 | 2,187 ²⁰ | 1,216 ²¹ |
| Women’s Health Check (breast cancer diagnosed) ²² | 44 | 47 | 33 ²³ | 14 |
| Women’s Health Check (cervical cancer diagnosed) ²² | 8 | 4 | 8 ²³ | 0 |
| HIV, STD, and Hepatitis | | | | |
| New HIV reports ²⁴ | 48 | 37 | 15 | 53 ²⁵ |
| Idahoans living with HIV/AIDS | 1,838 | 1,977 | 2,013 | 2,155 ²⁵ |
| Acute Hepatitis B | 4 | 9 | 4 | 1 ²⁵ |
| DIVISION OF FAMILY AND COMMUNITY SERVICES | | | | |
| Idaho CareLine/211 | | | | |
| Total number of calls received by CareLine/211 ²⁶ | 130,719 | 93,261 | 96,366 ²⁷ | 92,465 |
| Navigation Program | | | | |
| Total referrals to navigation | 8,369 | 7,394 | 6,602 | 4,791 |
| Child Protection, Prevention, Foster Care, Adoptions | | | | |
| Total child protection and prevention referrals | 23,599 | 23,556 | 22,128 ²⁷ | 23,092 |
| Number of children placed in foster care | 2,936 | 3,111 | 2,933 ²⁷ | 2,867 |
| Adoptions finalized | 257 | 297 | 342 | 388 |
| Infant Toddler Program | | | | |
| Number of children served | 4,088 | 4,295 | 4,250 | 3,831 |

Developmental Disabilities Services

²⁰ 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. FY 2020 numbers were also updated to reflect a change in search criteria that accounts for individuals who may have been deemed ineligible after the fact or started but did not finish.

²¹ The decrease in numbers is likely due to Medicaid expansion which started for many women in our program as of January 2020. It is difficult to discern how much of a role COVID played in this reduction as well.

²² Some forms of precancers require treatment, those women get enrolled in BCC Medicaid along with women who have a diagnosed invasive cancer.

²³ FY 2020 numbers were updated to reflect change in search criteria that accounts for individuals who may have been deemed ineligible after the fact or started screening but did not finish.

²⁴ Reports among residents of Idaho at first diagnosis with HIV infection.

²⁵ Data are preliminary.

²⁶ The mechanism to report this number has evolved 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 data reported in FY 2019 and beyond.

²⁷ Corrected FY 2020 numbers that were incorrectly documented on last years' report.

| Cases Managed and/or Key Services Provided | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
|--|---------------|---------------|---------------|---------------------------------------|
| Children's Case Management ²⁸ | 3,695 | 4,176 | 4,199 | 3,129 |
| Children's Habilitation Intervention Services ²⁹ | 2,569 | 2,794 | 2,335 | 3,772 |
| Southwest Idaho Treatment Center | | | | |
| Census | 20 | 15 | 16 | 18 |
| Crisis bed admissions | 1 | 6 | 4 | 5 |
| Cost per patient day | \$1,142 | \$1,353 | \$1,672 | \$1,728 |
| DIVISION OF WELFARE (SELF RELIANCE) | | | | |
| Applications | | | | |
| Temporary Assistance for Families in Idaho (TAFI) applications processed | 5,326 | 5,273 | 5,353 | 3,562 |
| Aid to the Aged Blind and Disabled (AABD) applications processed | 8,399 | 8,155 | 7,453 | 6,166 |
| Medicaid applications processed | 96,336 | 89,384 | 123,830 | 112,744 |
| Child care applications processed | 10,729 | 10,204 | 9,142 | 9,086 |
| Food stamps applications processed | 90,363 | 84,010 | 91,517 | 86,037 |
| Total applications processed | 211,153 | 197,026 | 237,295 | 217,595 |
| Self-Reliance Benefit Programs | | | | |
| TAFI cash assistance avg. monthly participants | 3,045 | 3,127 | 3,020 | 2,547 |
| TAFI annual benefits provided | \$7,231,866 | \$7,499,850 | \$7,294,647 | \$6,336,082 |
| AABD cash assistance avg. monthly participants | 18,442 | 18,678 | 18,649 | 18,416 |
| AABD annual benefits provided | \$9,824,469 | \$9,985,101 | \$10,094,897 | \$10,019,815 |
| Food Stamps avg. monthly participants | 162,145 | 149,537 | 147,054 | 137,202 ³⁰ |
| Food stamps annual benefits provided | \$207,593,145 | \$193,890,560 | \$216,775,851 | \$280,720,955 ³⁰ |
| Child care avg. monthly participants | 8,619 | 8,678 | 8,293 | 6,963 |
| Child care annual benefits provided | \$36,064,696 | \$38,110,716 | \$39,431,321 | \$35,519,140 |
| Self-Reliance Child Support Services | | | | |
| Paternity established | 1,659 | 2,705 | 4,248 | Available Nov. 15, 2021 ³¹ |
| Support orders established | 3,571 | 2,841 | 4,172 | Available Nov. 15, 2021 ³¹ |
| Child support caseload | 147,518 | 148,096 | 147,802 | Available Nov. 15, 2021 ³¹ |

²⁸ Terminology for this service changed from Service coordination utilization.

²⁹ Terminology for this service has changed from Intervention for children.

³⁰ SNAP continued to follow the trend of declining participation while we were given more dollars due to federal pandemic funding.

³¹ Data collected by Federal Fiscal Year. Data is reported November 15, 2021.

| Cases Managed and/or Key Services Provided | FY 2018 | FY 2019 | FY 2020 | FY 2021 |
|--|---------------|---------------|---------------|--|
| Total child support dollars collected | \$205,888,263 | \$199,197,108 | \$214,369,839 | Available Nov. 15, 2021 ³¹ Error! Bookmark not defined. |
| Collections through wage withholding | \$93,895,403 | \$94,994,435 | \$89,677,925 | Available Nov. 15, 2021 ³¹ |
| Community Services Grant | | | | |
| Grant amount ³² | \$3,674,199 | \$3,691,318 | \$5,167,844 | \$7,384,821 |
| Total served ³² | 77,950 | 65,891 | 57,154 | 44,055 |
| DIVISION OF MANAGEMENT SERVICES | | | | |
| Financial Services – Electronic Payment System/Quest Card | | | | |
| Child support electronic payments | \$191,482,035 | \$184,213,907 | \$192,360,381 | \$190,013,319 |
| Bureau of Compliance | | | | |
| Fingerprints processed | 29,190 | 31,217 | 28,557 | 29,557 ³³ |
| Medicaid Program Integrity: Identified overpayments and cost savings | \$5,800,000 | \$4,700,000 | \$3,200,000 | \$3,900.00 ³⁴ |
| Internal audit reports issued | 3 | 3 | 2 | 2 ³⁵ |
| Welfare Fraud Investigation Unit: Identified overpayments and cost savings ³⁶ | \$2,700,000 | \$2,100,000 | Not Reported | Discontinued ³⁶ |

Licensing Freedom Act

³² Community Services Grant continued to follow the trend of declining participation while we were given more dollars due to federal pandemic funding.

³³ The Criminal History Unit disqualified 486 applicants in FY 2021.

³⁴ The Medicaid Program Integrity Unit overpayments confirmed were \$1.8 million, penalties were \$800K and cost savings were \$1.3 million in fiscal year 2021.

³⁵ Internal Audit also evaluated 121 external reports (single audit reports, service organization reports, and indirect cost rate plans) and conducted 256 grant risk assessments in FY 2021.

³⁶ Welfare Fraud Investigations Unit was reorganized during FY 2020 and metric for performance are being re-evaluated. A new metric will be developed to measure successful outcomes from the unit.

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 2018 | FY 2019 | FY 2020 | FY 2021 |
|---|---------|---------|---------|---------|
| DAYCARE FACILITY OPERATOR | | | | |
| Total Number of Licenses ³⁷ | 734 | 686 | 644 | 682 |
| Number of New Applicants Denied Licensure ³⁸ | 0 | 0 | 1 | 0 |
| Number of Applicants Refused Renewal of a License ³⁹ | 0 | 0 | 0 | 0 |
| Number of Complaints Against Licensees ⁴⁰ | 411 | 517 | 357 | 334 |
| Number of Final Disciplinary Actions Against Licensees | 3 | 5 | 2 | 3 |
| FOOD ESTABLISHMENT OPERATOR | | | | |
| Total Number of Licenses | 9,993 | 10,314 | 10,181 | 10,084 |
| 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 | 613 | 698 | 692 | 569 |
| Number of Final Disciplinary Actions Against Licensees | 0 | 2 | 2 | 2 |
| DIVISION OF PUBLIC HEALTH | | | | |
| Total Number of Licenses | 4,682 | 4,867 | 4,999 | 5,081 |
| Number of New Applicants Denied Licensure | 1 | 1 | 1 | 1 |
| Number of Applicants Refused Renewal of a License | 0 | 0 | 0 | 0 |
| Number of Complaints Against Licensees | 10 | 6 | 8 | 12 |
| Number of Final Disciplinary Actions Against Licensees | 3 | 1 | 1 | 0 |

Part II – Performance Measures

³⁷ 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 forward total numbers were resourced from our newest data system (RISE) and are accurate to that system.

³⁸ 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.

³⁹ 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.

⁴⁰ 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.

Current Performance Measures

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

| Performance Measure | | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|---|--------|-----------------|---------------------|---------------------------------|---------------------------------|---------------------|
| Goal 1: Ensure affordable, available healthcare that works | | | | | | |
| Objective 1.2: By July 1, 2023, 50 percent of Medicaid payments will be tied to measurable outcomes of better health and cost-efficient care. | | | | | | |
| Percentage of Medicaid dollars that are paid under a value-based payment. ⁴¹ | actual | 12% | 12% | 1% | 1% | ----- |
| | target | 12% | 14% | 14% | 1% | 1% |
| Goal 2: Protect children, youth, and vulnerable adults | | | | | | |
| Objective 2.1: Ensure children who have experienced abuse or neglect have safe, permanent homes by increasing in-home safety services to prevent the entry of children into foster care by July 1, 2022 and improving children in foster care’s time to permanency by 10 percent, by July 1, 2023. | | | | | | |
| Number of months to achieve permanency through reunification. Number of months to achieve permanency through adoption. Number of months to achieve permanency through guardianship. ⁴² | actual | New for FY 2019 | 8.2 27.3 17.9 | 8.3 28.9 19.3 | 7.9 29.3 22.8 | ----- |
| | target | New for FY 2019 | 7.4 24.6 16.1 | 7.4 24.6 16.1 | 7.4 24.6 16.1 | 7.4 24.6 16.1 |
| Objective 2.2: Develop and implement a behavioral healthcare system in Idaho that provides the services that people need, when they need them through implementation of the YES implementation plan and the IBHC strategic action plan by July 1, 2024. | | | | | | |
| Number of proposed recommendations in the Idaho Behavioral Health Strategic Action Plan implemented to transform the Idaho Behavioral Healthcare System. ⁴³ | actual | New for FY 2020 | New for FY 2020 | Refer to footnote ⁴³ | Refer to footnote ⁴³ | ----- |
| | target | New for FY 2020 | New for FY 2020 | No target set ⁴³ | No target set ⁴³ | 1 |
| Percentage of children/youth in the YES system of care whose | actual | New for FY 2019 | 28.7% | 31.6% | 35.08% | ----- |

⁴¹ Full implementation of value-based payments has been delayed until FY 2022 (refer to [Healthy Connections](#)). Actual Value-Based payments will not be incurred until FY 2023. Previous years’ numbers incorrectly included capitation payments to managed care vendors as value-based payments.

⁴² 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.

⁴³ This measure has been updated upon completion of the Idaho Behavioral Health Strategic Action Plan by the Idaho Behavioral Health Council. The council prioritized nine recommendations, six of which are assigned to the Department of Health and Welfare. The measure was modified from a percentage of implemented recommendations to a count of implemented recommendations as a more accurate measure of completion and progress. Data previous to this change is unavailable.

| Performance Measure | | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|--|---------------|------------------------|------------------------|---------|-------------------|---------------------------------------|
| functional impairment has improved. ⁴⁴ | <i>target</i> | <i>New for FY 2019</i> | 28.7% | 28.7% | 32% | 37% |
| Customer effort score for the customer experience project. | <i>actual</i> | New for FY 2020 | New for FY 2020 | 3.11 | 3.54 | ----- |
| | <i>target</i> | <i>New for FY 2020</i> | <i>New for FY 2020</i> | 3.11 | 3.11 | <i>To Be Determined</i> ⁴⁵ |
| Objective 2.3: Establish a 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. | <i>actual</i> | New for FY 2020 | New for FY 2020 | 25% | 50% | ----- |
| | <i>target</i> | <i>New for FY 2020</i> | <i>New for FY 2020</i> | 25% | 50% | 100% |
| Goal 3: Help Idahoans become as healthy and self-sufficient as possible | | | | | | |
| Objective 3.1: Reduce Idaho's suicide rate by 20 percent by 2025 | | | | | | |
| Number of Idaho Suicide deaths. | <i>actual</i> | New for FY 2020 | New for FY 2020 | 388 | 398 ⁴⁶ | ----- |
| | <i>target</i> | <i>New for FY 2020</i> | <i>New for FY 2020</i> | 388 | 375 | 375 |

Prior Years' Performance Measures

The performance measures outlined below are from prior strategic plans and continue to be tracked and reported. Idaho Code 67-1904 requires four years of data to be published in the Performance Report. Measures in this section are listed by goal and objective and then from newest to oldest.

⁴⁴ This measure was updated in 2020 to reflect the percentage of children/youth in the YES system of care whose functional impairment has improved. The percentage closely aligns with reporting practices already in place in the YES system of care and provides 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.

⁴⁵ Beginning FY 2022 this measure will focus on the Dual Diagnosis project instead of the Katie Beckett project. A new customer effort score baseline will be established for the dual diagnosis project. The baseline will be used to show whether subsequent changes made to processes and systems that onboard dual diagnosis patients are helpful for these Idaho families.

⁴⁶ Number of suicides source: Idaho Bureau of Vital Statistics and Health Statistics, preliminary data July 2020-June 2021.

| Performance Measure | | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|--|--------|---------|---------|---------------|---------------------|-----------------------------|
| 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 | 70% | 75% | 80% | 80% ⁴⁷ | ----- |
| | target | 50% | 90% | 95% | 85% | 90% |
| 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 | 47% | 41% | 73.7% | 75.7% ⁴⁸ | ----- |
| | target | 50% | 100% | 65% | 80% | 90% |
| Development of the YES Quality Management, Improvement, and Accountability Plan and full system performance measures. | actual | 48% | 60% | 80% | 85% | ----- |
| | target | 45% | 60% | No target set | No target set | No target set ⁴⁹ |

| Performance Measure | | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|---|--------|---------|---------|---------|---------|---------|
| Objective: Address Gap Population Health Care and Access Needs | | | | | | |
| Reduction in episodic and acute health care costs. | actual | -4.98% | 1.40% | 5.66% | -16.50% | ----- |
| | target | -3% | -4% | -1.67% | -1.50% | -2% |

⁴⁷ There is on-going work on updating the Jeff D. Implementation Plan in progress. 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.

⁴⁸ During FY 2020, a new requirement was implemented to require all Medicaid providers in the Optum Idaho network to use the CANS to assess all children and youth for functional impairment and level of care. Based on the implementation of this new requirement the targeted goal for the number of initial CANS for 2020 (20,000) was established based on the expectation that many children and youth would be receiving the CANS for the first time. The goal for following years will be based on the number of unduplicated children and youth who are expected to receive a CANS during that time-period, which is expected to change annually based on population growth and other population changes (e.g. Number of Medicaid members under 18). For FY 2021, the goal for the number of children and youth to receive a CANS assessment was 15,000 and the actual assessed by the Optum Network by the end of 3rd quarter was 11,360 or 75.7%. FY 2021 year end data was not available at the time of this report. Based on projections the total number expected to receive a CANS by Optum network providers year end is 15,147 or 101% of the target.

⁴⁹ 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 December 2022.

| | | | | | | |
|---|---------------|--|---|-----------------|--------------------|--|
| Number of new lives attributed to routine sources of care. ⁵⁰ | <i>actual</i> | 156 | 146 | -1,127 | 1,071 | ----- |
| | <i>target</i> | 100 | 200 | 139 | 135 | 145 |
| 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. | <i>actual</i> | 85% | 85% | 85% | 85% | ----- |
| | <i>target</i> | 100% | 100% | 85% | 85% | <i>Discontinued Measure⁵¹</i> |
| 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. | <i>actual</i> | 10% | 60% | 90% | 100% ⁵² | ----- |
| | <i>target</i> | 5% | 40% | 90% | 100% | <i>Task Complete</i> |
| 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. | <i>actual</i> | 21 partners committed to implementation ; no funding available | 0 | 0 ⁵³ | 4 ⁵³ | ----- |
| | <i>target</i> | <i>Maintain partnerships</i> | <i>Increase partners in 2 regions for pilot project</i> | 14 | 14 | <i>1 pilot project / Maintain Partnerships</i> |

| Performance Measure | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
|---------------------|---------|---------|---------|---------|---------|
|---------------------|---------|---------|---------|---------|---------|

⁵⁰ COVID-19 prevented many Medicaid participants from receiving preventative health services the last 3 months of FY 2020. FY 2021 saw a dramatic increase due to members not being able to receive care at the end of FY 2020 and then getting services in FY 2021.

⁵¹ The FY 2020 measure related to a long-term system of care for individuals with developmental disabilities now addresses this measure.

⁵² Residents moved into Syringa Chalet on September 29th, 2021 with September 30th being the first full day the building was open.

⁵³ Plans to begin training 14 health system partners in late FY 20-21 were disrupted due to COVID-19 limitations.

| | | | | | | |
|--|--------|----------------|---|---|---|--------------------------------------|
| Number of middle and high schools trained in life-long resilience and well-being trainings. | actual | 10 | 17 | 21 ⁵⁴ | 143 ⁵⁵ | ----- |
| | target | 10 | 17 | 19 | 25 | 150 ⁵⁶ |
| Amount of financial support provided to the Idaho Suicide Prevention Hotline. | actual | \$293,000 | \$273,000 | \$348,000 ⁵⁷ | \$348,000 ⁵⁸ | ----- |
| | target | \$293,000 | \$273,000 | \$298,000 | \$348,000 | \$498,000 |
| 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 400 | 344 clinicians trained | 0 ⁵⁹ | 0 ⁶⁰ | ----- |
| | target | 200 | 300 | 300 | 300 | 200 ⁶¹ |
| Gatekeeper training, including appropriate suicide prevention content, has been identified and implemented. | actual | 3,900+ | 38 | 260+ ⁶² | 10,165 ⁶³ | ----- |
| | target | 25 | Provide 30 trainings. Develop train-the-trainer model | Provide 50 trainings. Develop train-the-trainer model | Provide 21 Gatekeeper and 5,000 QPR trainings | 1,000 DHW employees in QPR workshops |
| Number of suicide survivor packets provided to survivors of suicide loss. | actual | 300+ | 1,464 | 1,595 | 671 ⁶⁴ | ----- |
| | target | 200 | 300 | 3,000 | 3,000 | 750 ⁶⁵ |
| Performance Measure | | FY 2018 | FY 2019 | FY 2020 | FY 2021 | FY 2022 |
| Performance Measures supporting all three strategic goals | | | | | | |

⁵⁴ Schools trained in the “Sources of Strength” program.

⁵⁵ Schools trained in “Sources of Strength” or “Gizmo 4 Mental Health”. Count includes 24 elementary and 119 secondary schools receiving SDE regional coordinator support. Trainings in FY 21 were primarily offered in a virtual format due to COVID-19 precautions.

⁵⁶ Elementary and secondary schools.

⁵⁷ Provided an additional \$80,753 in April 2020 for enhanced deliverables and training.

⁵⁸ Providing an additional \$150,000 in September 2021 for staffing and training support of 988 transition.

⁵⁹ Planned training did not occur due to staff turnover and COVID-19 related scheduling disruptions.

⁶⁰ Planned training did not occur due to staff turnover and COVID-19 related scheduling disruptions. As part of the FY 2021 annual workplan, the Capacity Building & Infrastructure KPA has created a framework for clinical training for behavioral health professionals and students.

⁶¹ Behavioral health providers and students.

⁶² Train-the-trainer model developed.

⁶³ Figure includes QPR, SPFI, safeTALK, LivingWorks and St Luke's webinar gatekeeper trainings completed between FY 2020-2021 (not previously recorded in "Actual FY 2020" entry).

⁶⁴ Includes packets distributed to stock inventories in PHD community based programs.

⁶⁵ Reflects number of survivors actually reached with postvention materials during the measurement period.

| Objective: "Live Better Idaho" Initiative | | | | | | |
|---|--------|---|--|---------------------------------|------------------------------------|-------------------------|
| Improve consumer access to information and services through the web. | actual | 3,000/week; 15% of goal | 1600/week; 32% of goal | 5,980/week | 4,750/week | ----- |
| | target | 20,000 page views per week | 5,000 page views per week | 5,000 page views per week | No target set ⁶⁶ | Discontinued Measure |
| 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 | 24 additional services/ 42% increase | 11 additional services/ 12% increase | 11 additions | Refer to footnote ⁶⁶ | ----- |
| | target | Double number of partnerships annually | Service Additions 100% | Service Additions 25% | No target set ⁶⁶ | Discontinued Measure |

Prior Years' Performance Measures reported as completed or discontinued will not change in future years and will be removed from future reports.

Measures reported as completed or discontinued in past reports can be viewed on the [Division of Financial Management site, Performance Report archive](#).

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⁶⁶ 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.