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Department of Health and Human Services

Senate Committee on Health and Human Services Presentation
Division of Welfare and Supportive Services

February 11, 2019

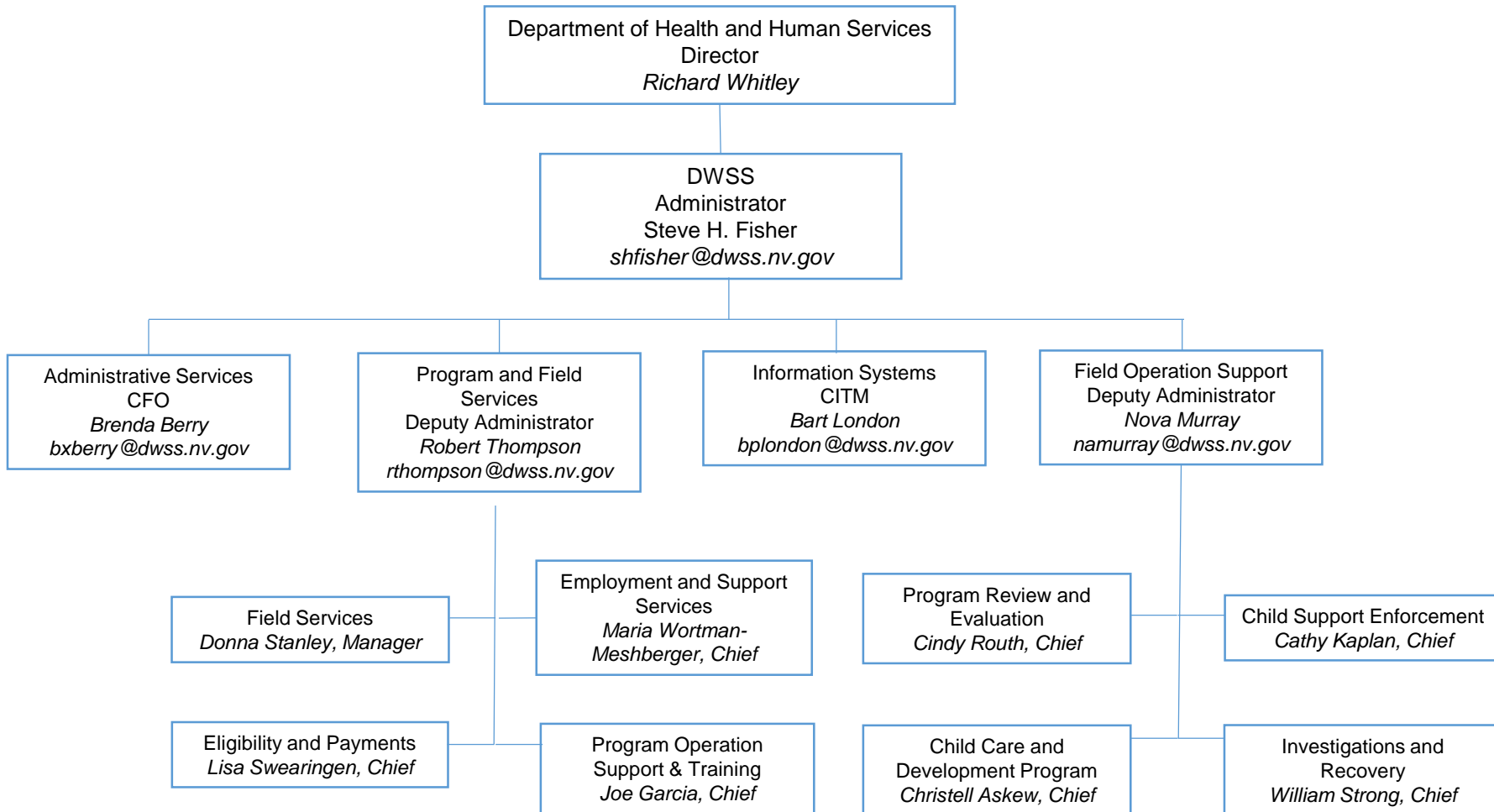


DWSS Mission

The mission of the Division of Welfare and Supportive Services is to engage clients, staff, and the community to provide public assistance benefits to all who qualify and reasonable support for children with absentee parents to help Nevadans achieve safe, stable, and healthy lives.

Statutory Authority: NRS 422A and 425.

DWSS Organizational Chart



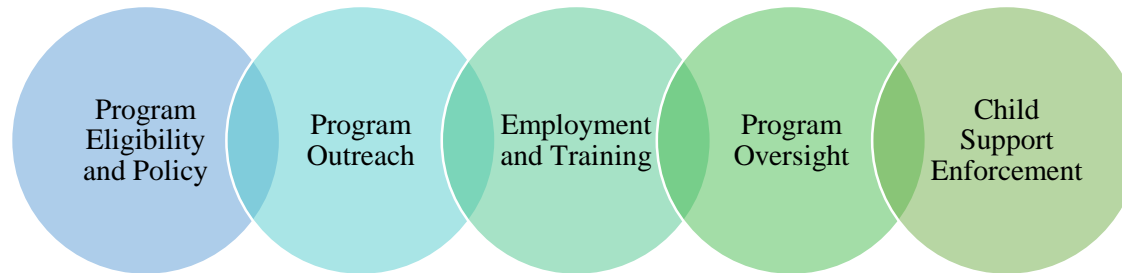
Position Summary

Budget	Current	Additional	Reduction	Total FTE
3228 - Welfare Administration	235	0	0	235
3233 - Field Services	1702.51	22	0	1724.51
3238 - Child Support Enforcement Program	121	0	-4	117
3267 - Child Care Assistance and Development	5	0	0	5
4862 - Energy Assistance Program	37	0	0	37
Total FTE	2100.51	22	-4	2118.51

Bill Draft Requests

BDR #	NRS	Description	Impact
19A4071982 Policy, SB33	686A.300	Insurance Claims data matching allows the Child Support Enforcement Program to identify and, if appropriate, seize assets of delinquent child support obligors.	States that have mandated insurance claims matching, report increased support collections for participating families.
19A4071991 Policy, SB17	425.540 502.114	Existing Nevada law provides for suspension of recreational licenses for failure to comply with child support orders. BDR removes the court order requirement. Additionally, existing law prohibits the suspension of recreational licenses that expire less than six months from the date of issuance. BDR removes the six month provision.	The Child Support Program may see an increase in collections for participating families.
19A4072091 Budget	425.3847	Increases the annual fee imposed on each case that receives Title IV-D child support services but have never received public assistance under Title IV-A of the Social Security Act. Relates to the M501 decision unit in BA 3238.	If implemented, this regulation increases the annual fee from \$25 to \$35 for custodial parents who have never received assistance under Title IV-A.

Summary of Agency Operations



Program Eligibility and Policy: provides program eligibility and associated policies for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid including Medical Assistance to the Aged, Blind and Disabled, Child Care Subsidy and Energy Assistance.

Program Outreach: providing staff in the community to better connect people with available state and community resources by providing program access to the population at entry/exit points within other community partners and entities. Additionally, provide support for Community Health and Wellness programs to encourage eating healthy and being active.

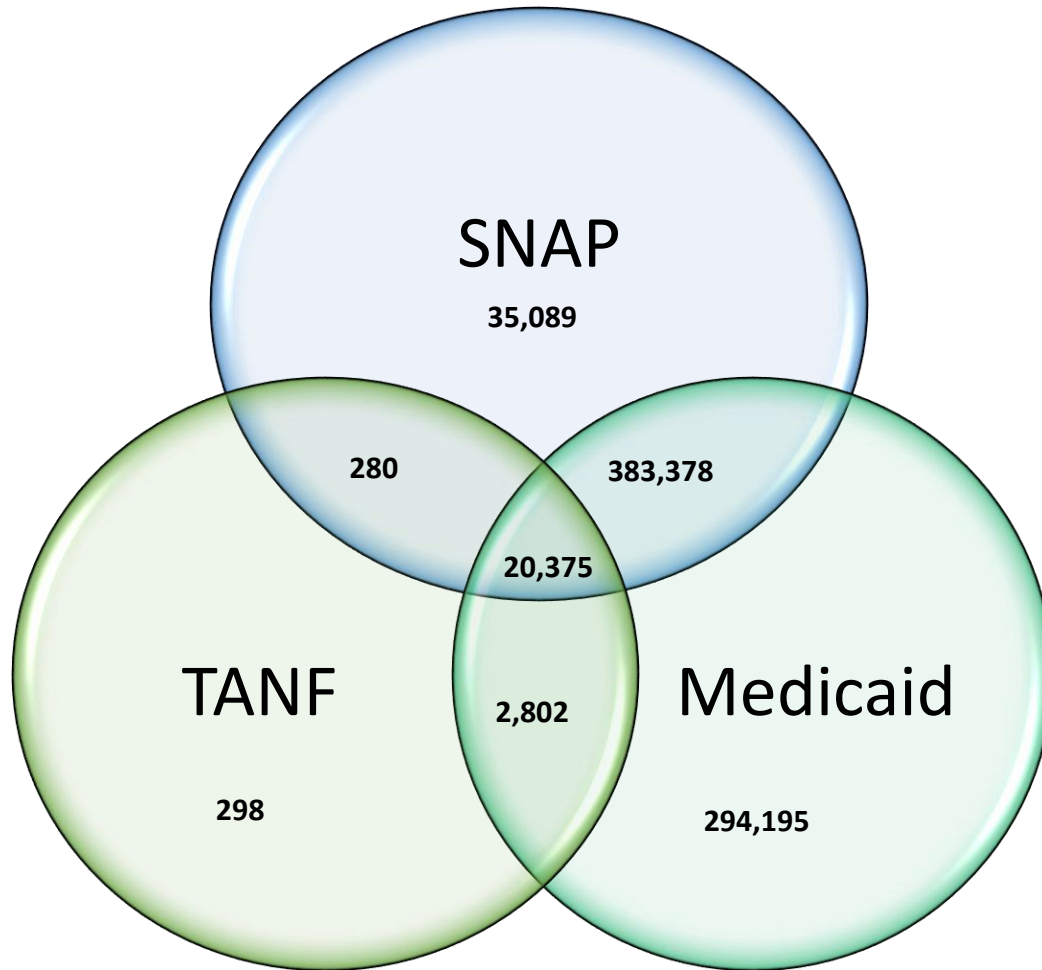
Employment and Training: provides employment, education development, job preparation, and training services to help individuals gain their highest level of self-sufficiency to reduce or eliminate their need for public assistance and to become employed in in-demand career pathways.

Program Oversight: provides detection, investigation, and prosecution for program fraud in all programs administered by DWSS and associated debt recovery. Measure casework errors and provide corrective action to improve local administration of programs, including evaluation of the results to develop training, improve staff feedback, and training delivery to improve the quality of products and services.

Child Support Enforcement: provides five basic services: (1) locating parents who have an obligation to support their children; (2) establishing paternity for children born outside of marriage; (3) establishing financial and medical support orders; (4) enforcing support orders; and (5) collecting and distributing support payments.

Administrative Services: provides agency wide support via fiscal services, human resources and information technology.

Recipients By Program

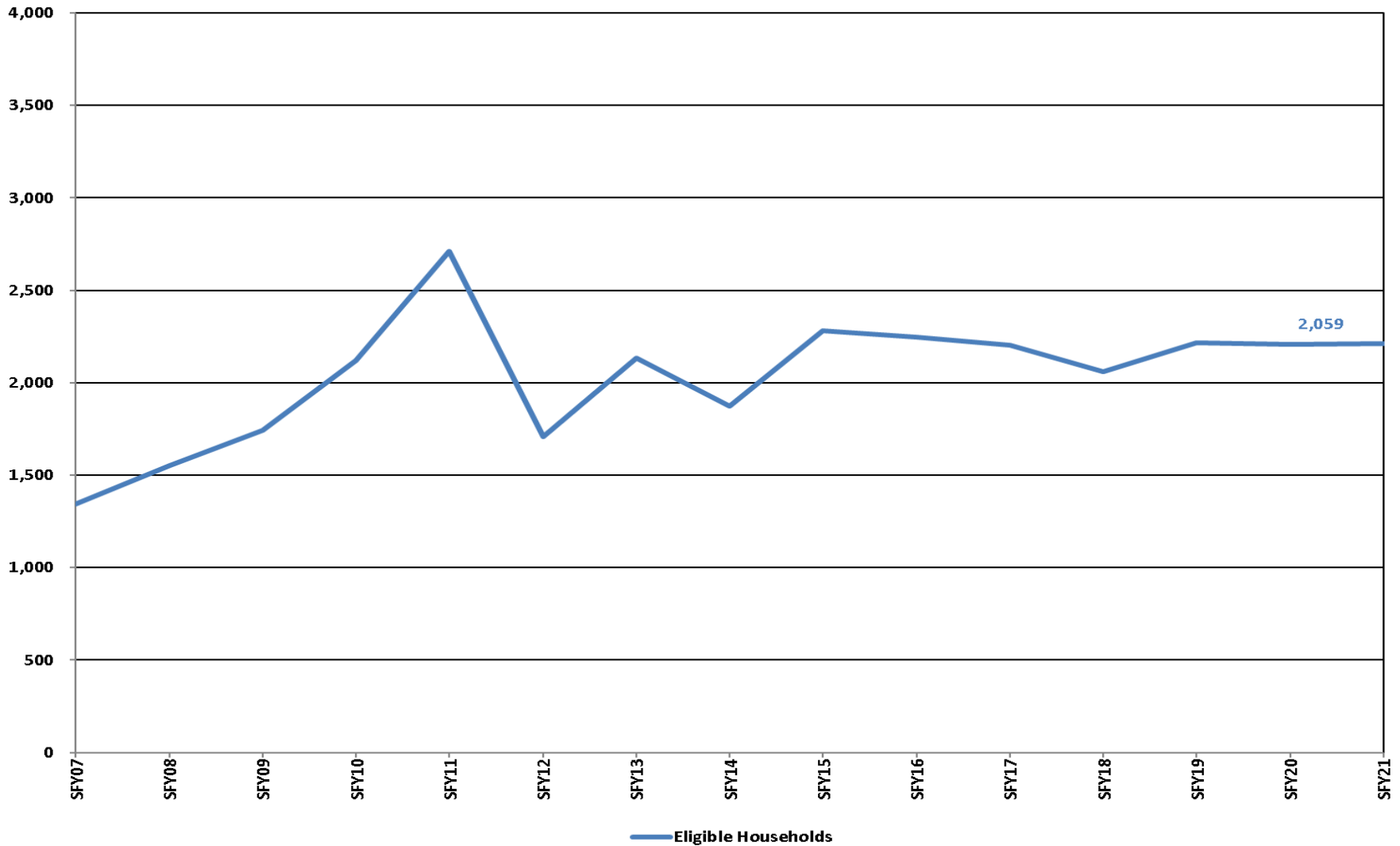


Program	Recipients
Medicaid	700,750
TANF	23,755
SNAP	439,122

Note: August 2018 data is used in the diagram above. 736,417 unique individuals are in at least one of the three programs. Medicaid totals include retroactive cases.

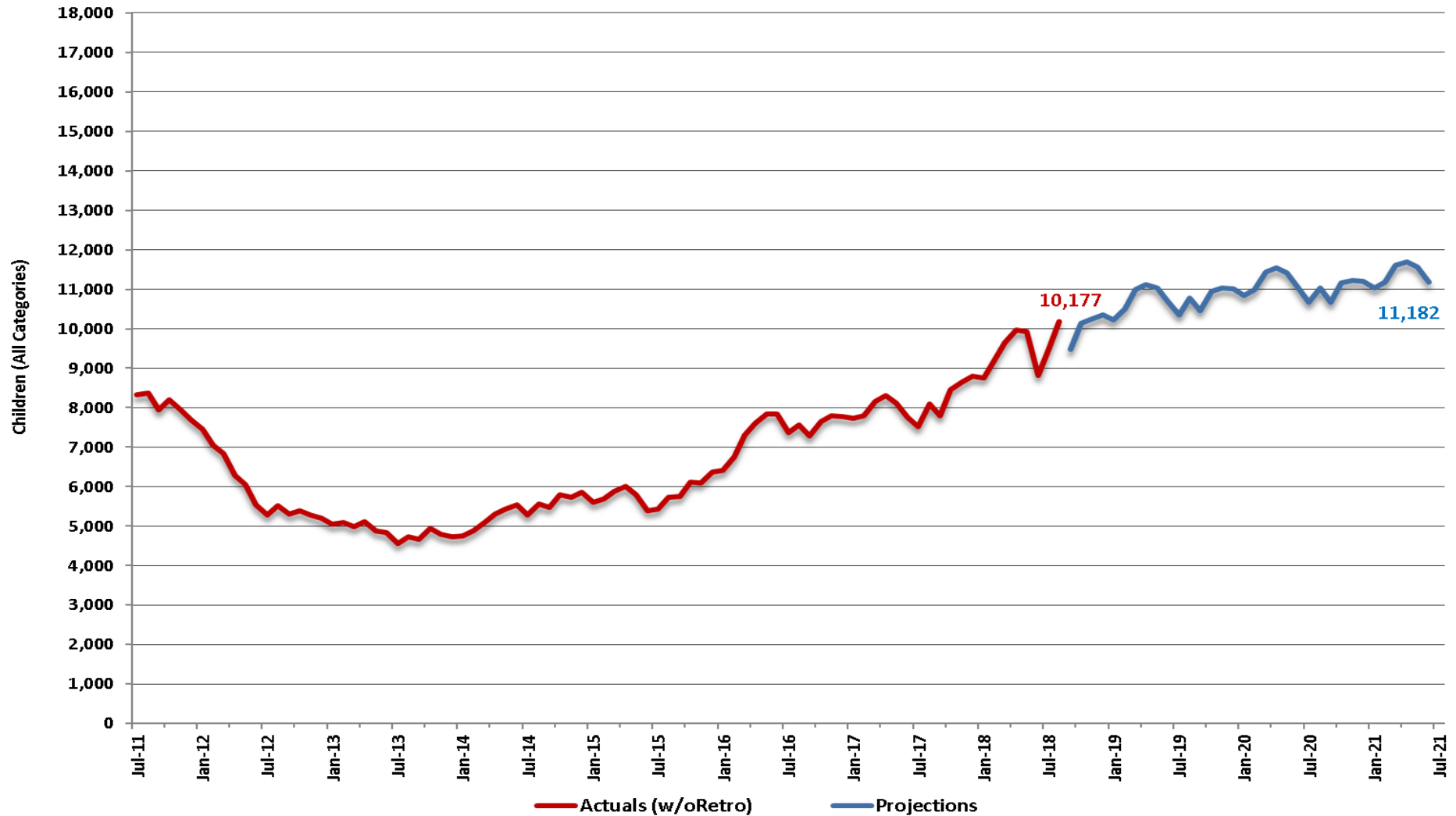
Energy Assistance Program

ENERGY ASSISTANCE PROGRAM HOUSEHOLDS
ACTUALS JULY 2007 - OCTOBER 2018 & PROJECTIONS NOVEMBER 2018 - JUNE 2021



Child Care Projections

CHILD CARE DEVELOPMENT FUND (w/o retros)
Actuals July 2011 - August 2018 & Projections September 2018- June 2021



Accomplishments

Program Improvements

- Child Support Enforcement Program improved from 25th to 13th in performance nationwide.
- TANF - Met the 2018 All Family Work Participation Rate.
- SNAP Access – Increased access to SNAP through outreach initiatives resulting in a \$739,060 bonus.
- SNAP Accuracy – Procedural accuracy increased by 4.23%; 8.17% above national average.
- Energy Assistance – Increased average annual benefit from \$602 to \$718 per household; 19% increase.
- Employment and Training program integration with the Workforce Innovation and Opportunity Act (WIOA) One-Stop system.

Customer Service Improvements

- Outreach Initiatives – 30 Case Managers provide SNAP, Medicaid, TANF, and Training in 105 non-traditional settings such as detention centers, court houses, libraries, medical facilities, the VA, and homeless shelters.
- Call Center – Phone Tree redesign increased direct access to Case Managers, increasing the number of telephonic applications, interviews, and case updates by 12,726 per month.
- SCaDU - Moneygram and payment kiosks were added as Child Support Payments options.

Efficiencies

- Master Client Index - Creates a Single Master Demographic Record for Each Client, Improves Data Quality and Enhances Worker Productivity.
- SNAP Timeliness – Ranked 6th in the nation in application processing timeframes, resulting in \$786,576 bonus.
- Access Nevada Modernization - Provides Application Status, Interactive Help, Resubmission, Mobile Device Support, and Updates with Spanish Language Support and ADA Compliance.

Strategic Priorities and Goals

- To make public assistance available to those most in need through an efficient and responsive system while ensuring program integrity and reducing fraud in the system.
- To create opportunities for increased self-sufficiency and independence through the delivery of employment and training opportunities for recipients of public assistance and through the establishment of paternity, support and medical orders and the collection of support for the children we serve.
- To enhance eligibility determination processes through technology improvements and process re-engineering to improve worker efficiency, client access and deliver the highest quality of customer service to the clients we serve.
- Seek collaborative opportunities for operations of DWSS programs to enhance efficiency, consistency, and responsiveness to customers while providing services in a manner designed to have a positive collective impact on public health.

Initiatives

Program Access

- Child Support Replacement System
- Transfer TANF Funding to DCFS and ADSD
- Add two Quality Rating and Improvement System (QRIS) Coaches
- Reimbursement to QRIS certified child care providers
- Increase annual fee for Custodial Parents

Program Efficiency

- Energy Assistance Program business process re-engineering
- Elimination of four vacant Administrative Assistant Positions

Program Administration

- Provide Hearings for the Silver State Health Insurance Exchange

Opportunities & Challenges

- Opportunities
 - 12/24/36 month certs
 - SNAP Multi day distribution
 - Relaxing TANF/Medicaid resource requirements
- Challenges
 - Federal
 - Federal Shutdown
 - Continuing Resolutions

DWSS Acronyms / Abbreviations

ABAWDs	Able Bodied Adults Without Dependents	FAME	Food Stamps, TANF, Medicaid Eligibility (non IV–D part of NOMADS)	PE	Presumptive Eligibility
ACA	Affordable Care Act	FFP	Federal Financial Participation	PERM	Patient Error Rate Measurement
ACF	Administration for Children & Families (HHS–FEDERAL)	FMAP	Federal Medical Assistance Percentages	PFO	Parental Financial Obligation
ADH	Administrative Disqualification Hearing	FNS	Food and Nutrition Services (FEDERAL; part of USDA)	PLS	Parent Locator Service (Child Support)
AGCF	Adult Group Care Facility	FPL	Federal Poverty Level	PRE	Program Review and Evaluation
AJS	Applicant Job Search	FPLS	Federal Parent Locator Services (Support Enforcement)	PRWORA	Personal Responsibility & Work Opportunity Reconciliation Act (1996)
AMPS	Application Modernization and Productivity Services	FTI	Federal Tax Information	QC	Quality Control
A/R	Authorized Representative	FY	Fiscal Year	QDWI	Qualified Disabled Working Individuals
BPR	Business Process Re-engineering	IEVS	Income & Eligibility Verification System (Data Networking of ESD, IRS, SDX, Buy-In, BENDEX with Welfare Systems)	QI-1s	Qualifying Individuals (MAABD)
BUY-IN	Payments by a Public Assistance Agency of Medicare Part A & B Insurance Premiums	IFG	Individual and Family Grant (Disaster Assistance)	QI-2s	Qualifying Individuals (MAABD)
CAP	Corrective Action Plan	IPV	Intentional Program Violation (SNAP)	QMB	Qualified Medicare Beneficiary
CCDBG	Child Care Development Block Grant	I&R	Investigations and Recovery (DWSS)	RC	Relative Caregiver
CCDF	Child Care Development Fund	LHEA	Low Income Home Energy Assistance	RD	Redetermination
COLA	Cost Of Living Adjustment	LPR	Lawful Permanent Resident	RMS	Random Moment Sampling
CR	Caretaker Relative	MAABD	Medical Assistance to the Aged, Blind and Disabled (Nevada's MEDICAID Program)	RDE	Review of Eligibility
CSEP	Child Support Enforcement Program	NCP	Noncustodial Parent	SAOR	State Agency Operations Review (SNAP)
CSU	Customer Service Unit	NCSEA	National Child Support Enforcement Association	SLMB	Special Low-Income Medicare Beneficiaries
CWEP	Community Work Experience Program (component of JOBS)	NEON	New Employees of Nevada	SNAP	Supplemental Nutrition Assistance Program
DFSP	Disaster Food Stamp Program	NOD	Notice Of Decision	SSG	Self Sufficiency Grant
DISC	Document Imaging System Center	NOMADS	Nevada Operations of Multi-Automated Data Systems	SSP	Self Sufficiency Plan
DO	District Office	NPLS	Nevada Parent Locator Service (SEP)	STARS	Serving Teens Achieving Real-Life Success
DWIP	Disabled Waiver Initiative Program	OASIS	Online Automated Self-Sufficiency Information Systems	SUA	Standard Utility Allowance (FS)
DWSS	Division of Welfare and Supportive Services	OCSE	Office of Child Support Enforcement (FEDERAL)	TANF	Temporary Assistance for Needy Families
EA	Emergency Assistance	PAO	Program Area Office (Child Support)	UIFSA	Uniform Interstate Family Support Act
EAP	Energy Assistance Program	PARIS	Public Assistance Reporting Information	USDA	U.S. Department of Agriculture
EBT	Electronic Benefit Transfer	PDC	Professional Development Center	VRU	Voice Response Unit
E-DRS	Electronic Disqualified Recipient System (SNAP)			IV-A	AFDC Eligibility Program (Title IV-Supplemental Security Act) (Title IV-D of the Social Security Act)
EFT	Electronic Funds Transfer			IV-D	AFDC Eligibility Program (Title IV-Supplemental Security Act) (Title IV-D of the Social Security Act)
EITC	Earned Income Tax Credit				
E&P	Eligibility & Payments Unit				
E&SS	Employment and Support Services Unit				
E&T	Employment and Training Programs				