

**AGENCY PERFORMANCE PLAN
FY 2024**

Name of Agency: Iowa Department of Health and Human Services				
Agency Mission: Iowa HHS provides high quality programs and services that protect and improve the health and resiliency of individuals, families, and communities.				
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Child & Adult Protection				GP: Promoting healthy families and communities
Desired Outcome(s):				
Provide appropriate and effective services and supports that help keep children and adults safe in both their homes and communities.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Cherokee Mental Health Institute (CMHI)	Number of hours (per 1,000 patient hours) spent in restraint or seclusion (17 and younger)	7.1	8.9 (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce hours spent in restraint or seclusion.
	Number of hours (per 1,000 patient hours) spent in restraint or seclusion (18 and older)	1.4	1.8 (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce hours spent in restraint or seclusion.
	Readmission rate (readmitted within 30 days)	0.0%	1.4% (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce readmissions.
2. Civil Commitment Unit for Sexual Offenders (CCUSO)	Number of returns from transitional setting — Release with Supervision (RWP) and Transitional Release Program (TRP) — to secure setting via a court order	3	4 (SFY23)	Improve the ability of individuals in the CCUSO to discharge from civil commitment back into the community and function successfully.
	Number of discharges for the CCUSO Program/civil commitment (excluding deaths)	3	3 (SFY23)	Improve the ability of individuals in the CCUSO to discharge from civil commitment back into the community and function successfully.
3. Foster Care	Length of stay in Qualified Residential Treatment Program (QRTP)	225 days	239 days (SFY23)	1. Implement specialized programming to address unique treatment needs. 2. Increase collaboration with recruitment, retention, training and

				support and family finding activities. 3. Improve family engagement strategies.
	Percent of children placed in the home of relatives or fictive kin	45%	42% (SFY23)	1. Increase family engagement around identifying kin and fictive kin supports. 2. Prioritize kin and fictive kin placements when a child cannot safely remain in the home. 3. Improve family engagement strategies.
4. Independence Mental Health Institute (IMHI)	Number of hours (per 1,000 patient hours) spent in restraint (17 and younger)	1.06	1.32 (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce hours spent in restraint.
	Number of hours (per 1,000 patient hours) spent in seclusion (17 and younger)	0.75	0.94 (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce hours spent in seclusion.
	Number of hours (per 1,000 patient hours) spent in restraint or seclusion (18 and older)	0.80	1.00 (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce hours spent in restraint or seclusion.
	Readmission rate (readmitted within 30 days)	0.00%	1.03% (SFY23)	Provide effective treatments to stabilize acute mental illness episodes and reduce readmissions.
5. State Resource Centers	Readmission rate (readmitted within 180 days)	95%	96% (SFY23)	Conduct careful transition and discharge planning to reduce readmissions.
6. State Training School	Number of hours (per 1,000 student hours) spent in room confinement	1.27	1.59 (SFY23)	Provide effective treatment and interventions to stabilize aggressive, maladaptive behaviors and reduce number of hours spent in room confinement.
	Number of hours (per 1,000 student hours) spent in restraint	0.009	0.011 (SFY23)	Provide effective treatment and interventions to stabilize aggressive, maladaptive behaviors and reduce number of hours spent in restraint.
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Community Coordination & Development				GP: Promoting healthy families and communities
Desired Outcome(s):				
Provide training and technical assistance to local governments to help them develop the organizational				

capacity needed for community improvement work.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Community based technical assistance	Number of communities and/or state and local governments receiving technical assistance.	38	57 (SFY23)	Provide federal funds to local entities and provide training and technical assistance to a diverse set of customers in the areas of energy assistance, positive youth development, and juvenile delinquency prevention and intervention.
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Economic Supports				GP: Promoting healthy families and communities
Desired Outcome(s):				
Provide targeted, economic supports that encourage economic self-sufficiency.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Child Care Assistance (CCA)	Number of children able to access care due to Child Care Assistance (CCA)	19,823	17,421 (SFY23)	<ol style="list-style-type: none"> 1. Provide assistance to low income families so they can maintain or obtain work or training. 2. Simplify the application process. 3. Simplify the provider enrollment process. 4. Educate providers about the enrollment and payment processes.
2. Family Development and Self-Sufficiency (FaDSS)	Percent increase in average monthly income from wages at program entry and exit	80%	446% (SFY22)	<ol style="list-style-type: none"> 1. Address the basic needs and emotional wellbeing of families through support and connection to resources such as housing, food, safety, and physical and mental health. 2. Leverage community partnerships to address the needs and interests of enrolled families.
3. Low Income Home Energy Assistance Program (LIHEAP)	Number of households served	77,000	83,633 (SFY22)	Provide assistance with winter heating costs to qualified households.
4. Supplemental Nutrition Assistance Program (SNAP)	Payment timeliness	95.00%	78.34% (SFY22)	<ol style="list-style-type: none"> 1. Review untimely cases for root cause. 2. Clarify timeliness requirements for all eligibility staff.

	Payment accuracy	94.00%	91.40% (SFY22)	<ol style="list-style-type: none"> 1. Complete corrective action plan upon approval from the U.S. Department of Agriculture Food and Nutrition Services (FNS). 2. Business process redesign through program vendor, Public Consulting Group (PCG).
	Case and Procedural Error Rate (CAPER)	33.99%	19.49% (SFY19)	Monitor and maintain current rate.
5. Weatherization Assistance Program	Number of households served	1,012	816 (SFY22)	Ensure access to Weatherization Program assistance for eligible households to reduce household energy costs and increase health and safety.
Core Function	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Health				GP: Promoting healthy families and communities
Desired Outcome(s):				
Provide effective programs and services that help individuals, families, and communities maintain or improve their health.				
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. 988 Suicide & Crisis Lifeline	Number of calls	30,382	21,701 (SFY23)	Statewide marketing campaign for 988 that includes partnering with all four major universities in the state.
	Number of chats	12,800	9,142 (SFY23)	Statewide marketing campaign for 988 that includes partnering with all four major universities in the state.
	Number of texts	7,085	5,061 (SFY23)	Statewide marketing campaign for 988 that includes partnering with all four major universities in the state.
	Average answer rate for calls	90%	89% (SFY23)	Build staff capacity to achieve a higher answer rate.
2. Caregiver Program	Number of lowans receiving assistance from at least one caregiver service.	5,000	5,036 (SFY23)	<ol style="list-style-type: none"> 1. Review program quality and outcome data to determine progress toward performance targets and compliance with area plan. 2. Consult with Iowa Area Agencies on Aging (AAA) on targeting at-risk caregivers that may be caring for individuals with dementia,

				<p>experiencing significant stress, reduced employment and/or developing health issues.</p> <ol style="list-style-type: none"> 3. Identify training opportunities through quarterly AAA collaborative meetings. 4. Participate in partner organization committees and other collaborations with providers to increase awareness of caregiver supports.
3. Medicaid	Percent of Amerigroup enrollees who are satisfied with their health plan (child Medicaid)	78.6%	73.6% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Iowa Total Care enrollees who are satisfied with their health plan (child Medicaid)	78.0%	73.0% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Amerigroup enrollees who are satisfied with their health plan (adult Medicaid)	66.1%	61.1% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the

				Customer.
	Percent of Iowa Total Care enrollees who are satisfied with their health plan (adult Medicaid)	65.3%	60.3% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Amerigroup enrollees who report receiving needed care (child Medicaid)	75.8%	70.8% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Iowa Total Care enrollees who report receiving needed care (child Medicaid)	70.5%	65.5% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Amerigroup enrollees who report receiving needed care (adult Medicaid)	60.0%	55.0% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration,

				Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Iowa Total Care enrollees who report receiving needed care (adult Medicaid)	63.8%	58.8% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of Long Term Support Services (LTSS) members receiving community based services	71.00%	66.89% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
	Percent of overturned Administrative Law Judge (ALJ) appeals	28.90%	33.92% (SFY23)	The Iowa Medicaid Managed Care Quality Assurance System's goal is to improve outcomes, improve patient experience, and ensure that Medicaid programs are financially sustainable. This goal has outlined actions in the following areas: Behavioral Health, Access to Care, Program Administration, Decrease Cost of Care, Improving Coordinated Care, Continuity of Care, Health Equity, and Voice of the Customer.
4. Medicaid Eligibility	Number of medical assistance enrollments	676,892	784,984 (SFY23)	Complete a redetermination of Medicaid eligibility for individuals whose coverage was maintained due to the continuous coverage requirement of the Families First Coronavirus Response Act of 2020.

	Number of medical assistance renewals	164,000	144,924 (SFY23)	Outreach using a variety of modalities to encourage the completion and return of Medicaid renewal forms.
	Percent of medical assistance applications processed within 45 days.	95.50%	94.22% (SFY23)	Complete a workforce assessment and implement work performance measures for income maintenance eligibility field staff.
5. Office of the State Medical Examiner	Percent of autopsies completed within 48 hours.	90%	57% (SFY23)	Recruit forensic pathology staff, contract with Locums company that provides temporary forensic pathology services.
	Percent of autopsies completed within 72 hours.	90%	78% (SFY23)	Recruit forensic pathology staff, contract with Locums company that provides temporary forensic pathology services.
6. Older Americans Act – Case Management	Number of older Iowans with an independent living impairment receiving Case Management service.	1,200	1,066 (SFY23)	<ol style="list-style-type: none"> 1. Review service quality and outcome data quarterly to determine the progress of each of the Iowa Area Agencies on Aging (AAA) progress toward achieving agency performance targets and compliance with the area plan. 2. Implement referral methods for consumers whose intake or assessment responses show indicators of social isolation and identify strategies to keep those consumers engaged. 3. Implement referral methods for consumers whose intake or assessment responses show indicators of risk for institutionalization or need for additional supports.
7. Sexually Transmitted Infection (STI) Program	Percent of congenital syphilis cases averted.	90%	81% (CY22)	<ol style="list-style-type: none"> 1. Raise awareness (particularly among women, pregnant women, and the medical providers who care for them) of statewide syphilis increases. 2. Issue recommendations for increased testing and distribute resources related to treatment. 3. Collaborate with other programs to increase access to early prenatal care.
8. Training, education, outreach	Number of individuals who received training on guardianship, conservatorship, and other substitute decision making	750	780 (SFY23)	<ol style="list-style-type: none"> 1. Establish and monitor local offices of public guardian. 2. Work with public partners, the Iowa

	topics.			<p>Developmental Disabilities Council, and other agencies to develop a referral system for the provision of guardianship and conservatorship services.</p> <ol style="list-style-type: none"> 3. Maintain a current list of public and private services and providers available to assist wards and their families. 4. Maintain relationships with public and private entities to assure the availability of effective guardianship and conservatorship services. 5. Provide information and referrals to the public regarding guardianship and conservatorship. 6. Develop a guardianship and conservatorship education and training program, in cooperation with the judicial council.
9. Your Life Iowa	Total number of contacts	47,278	46,933 (SFY23)	Since SFY 2018, YLI has seen a 610% increase in total Contacts, and 14% increase from SFY 2022. The challenge is to continue to build capacity during SFY 2024 and work on increasing answer rates and time to answer.
	Number of calls	41,313	40,094 (SFY23)	Since SFY 2018, YLI has seen a 610% increase in total Contacts, and 14% increase from SFY 2022. The challenge is to continue to build capacity during SFY 2024 and work on increasing answer rates and time to answer.
	Number of chats	2,584	3,984 (SFY23)	Since SFY 2018, YLI has seen a 610% increase in total Contacts, and 14% increase from SFY 2022. The challenge is to continue to build capacity during SFY 2024 and work on increasing answer rates and time to answer.
	Number of texts	3,379	2,885 (SFY23)	Since SFY 2018, YLI has seen a 610% increase in total Contacts, and 14% increase from SFY 2022. The challenge is to continue to build capacity during SFY 2024 and work on increasing answer rates and time to answer.
	Number of contacts about gambling	1,803	1,521	Most individuals contacting YLI have

			(SFY23)	more than one topic they are seeking information or help on. YLI will continue to work with the contractor on workforce development and recruitment to ensure adequate capacity.
	Number of contacts about mental health	19,789	20,238 (SFY23)	Most individuals contacting YLI have more than one topic they are seeking information or help on. YLI will continue to work with the contractor on workforce development and recruitment to ensure adequate capacity.
	Number of contacts about substance use	7,818	6,887 (SFY23)	Most individuals contacting YLI have more than one topic they are seeking information or help on. YLI will continue to work with the contractor on workforce development and recruitment to ensure adequate capacity.
	Number of contacts about suicide	10,233	11,651 (SFY23)	Most individuals contacting YLI have more than one topic they are seeking information or help on. YLI will continue to work with the contractor on workforce development and recruitment to ensure adequate capacity.
	Answer rate (phone)	95.00%	93.90% (SFY23)	Work with contractor on workforce development and recruitment to ensure capacity to meet increasing need.