

Dubuque Board of Supervisors
January 22, 2021

- **INTRODUCTIONS:** Nicole Uthoff, Personnel Business Manager for DHS EISA
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- **LOCATION:** Dubuque County DHS is located at: 799 Main St., Dubuque, IA 52001

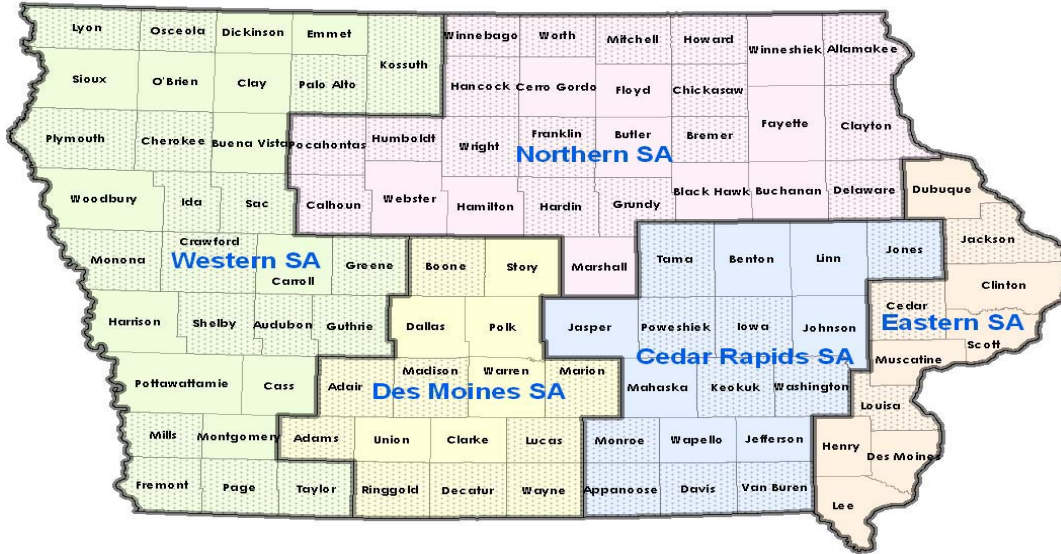
DHS' Mission: To help Iowans achieve healthy, safe, stable and self-sufficient lives through the programs and services we provide.

DHS' Vision: The Iowa Department of Human Services makes a positive difference in the lives of Iowans we serve.

PROGRAM DESCRIPTION

The Department of Human Services is a comprehensive human service agency providing a broad range of services to some of Iowa's most vulnerable citizens. Services and programs are grouped into four core functions: Economic Support, Health Care, Supportive Services, Child and Adult Protection and Resource Management. The focus of these services is to assist this population with achieving health, safety and self-sufficiency. The programs DHS provides are federally mandated and are supported by federal, state and county funding. A percentage of the county funding is reimbursed quarterly through the Local Administrative Expense (LAE) reporting (federal).

Dubuque County DHS is part of the Eastern Iowa Service Area.



✓ The Department of Human Services continues to operate under the COVID-19 emergency telework policies. It is unclear at this time if DHS will continue to telework after this emergency subsides. The continuation of telework post-COVID, will depend on many factors and will be determined by both law and policy makers.

✓ **COVID-19: Food Security**

The Iowa Department of Human Services (DHS) is deploying a comprehensive approach to address food insecurity due to the COVID-19 pandemic. DHS submitted federal waivers to Food and Nutrition Services (FNS) to ensure continued and expanded access to food. Food Assistance will continue for all current recipients.

COVID-19: Medical

Uninsured Iowans can apply for COVID-19 Testing Medical Coverage.

The Department has also expanded home delivered meals, homemaker and companion services for members who meet specific eligibility criteria. Members who meet the eligibility criteria may access these services. These expanded services are available March 13, 2020 through the duration of the federal public health emergency.

✓ **COVID-19: Service**

Due to school closures, foster group care and shelter care providers have incurred additional costs associated with caring for youth when they would normally be at school or on home visits. Foster parents with children who test positive for COVID-19 incur additional costs to provide appropriate care for the children in their homes. The Department of Human Services (DHS) is committed to assisting with the increased costs associated with the public health emergency. The federal Coronavirus Aid, Relief, and Economic Security (CARES) Act provided additional funds to the State of Iowa to prevent, prepare for and respond to the pandemic.

WHAT'S NEW

PHONE SYSTEM

- ✓ In July 2020, a new phone system was installed in the Dubuque DHS office. This is one of three counties in the Eastern Iowa Service Area now utilizing the same company for phone service, to include the following counties: Dubuque (July 2020), Des Moines / Burlington (June 2020) and Henry / Mt. Pleasant (November 2020).

Benefits:

- It is believed the last time the phone system was updated in Dubuque until most recently was in the 1990s. The new technology will have a positive impact on the ability to provide consistent customer service.
- We are saving on service call related costs. Previously with the old phone system, if we needed to change anything regarding the phones, the vendor charged at least \$90 per change.
- The new system has enabled DHS staff to work from anywhere with ease while maintaining:
 - Quality of service to our customers
 - Full functionality with no disruptions of customer service
- Elimination of long distance charges - staff can transfer and call all over the state without incurring ANY long distance charges.

POSTAGE

- ✓ We are moving forward with eliminating the use / cost of the PO Box for the Dubuque office by the end of FY21. This will result in a savings of \$200 per year. The cost of the annual renewal of a PO Box has gone up \$20 each year for the last 3 years; FY22's cost would have been \$216 for this renewal.
- ✓ Switching to a new postal machine has cut down on service calls and delays in sending mail, making this process more efficient.

SERVICES PROVIDED THIS YEAR

DHS services can be located at: <https://dhs.iowa.gov/a-z-services>

PROGRAM	SERVICES PROVIDED
Income Maintenance (Food Assistance, FIP and Medicaid)	<p>Food Assistance – The Supplemental Nutrition Assistance Program (SNAP) is a federal nutrition program. This program was previously called "food stamps."</p> <p>Family Investment Program (FIP) – FIP provides cash assistance to needy families as they become self-supporting so that children may be cared for in their own homes or in the homes of relatives.</p> <p>Medicaid – Medicaid is a joint Federal and State program that helps pay medical costs for individuals with limited income and resources.</p>
Food Assistance / FIP Applications processed by the Eastern Service Area 01/01/20-11/19/20	40,366
Medical Applications processed by the Eastern Service Area 01/01/20-11/19/20	34,015
Social Services (Child and Dependent Adult Protection)	<p>Child Welfare helps to ensure safety, permanency and well-being for children and families of Iowa.</p> <p>Dependent Adult Protective Services – DHS receives reports of abuse, neglect and exploitation of dependent adults. Concerns of possible abuse are evaluated or assessed by DHS. The program endeavors to provide for the safety and protection of adult who are, or suspected to be, victims of maltreatment.</p>
Child and Dependent Adult Intakes for Dubuque County 01/01/20-10/30/20	816
Social Service (Child Care Home Monitoring)	Any person providing child care in their home can apply to be registered through the State of Iowa. Those serving more than 5 children are required to register. The Department seeks to visit all child development homes at least once per fiscal year.
Child Care Homes visited 01/01/20 – 10/30/20	<ul style="list-style-type: none"> ➤ 51 of 53 existing registered homes visited this year. ➤ 3 of 4 new registered homes visited this year. ➤ 1 of 1 existing non-registered home visited this year. ➤ 55 of 58 total homes visited this year.

