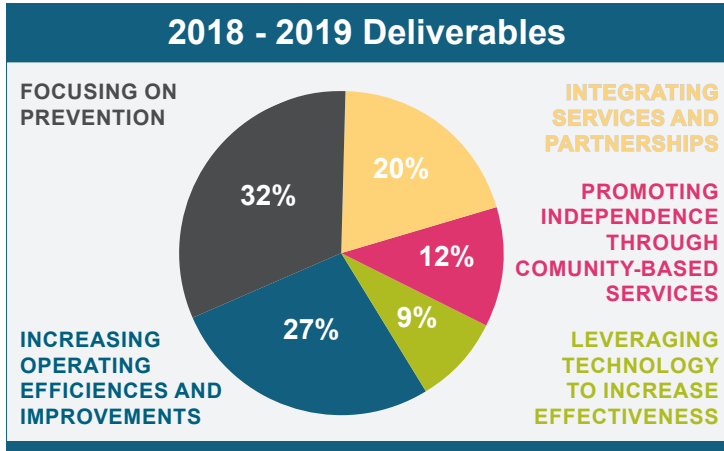


2018 - 2019 Quick Reference Guide



INTEGRATING SERVICES AND PARTNERSHIPS HERITAGE HEALTH, A QUALITY APPROACH TO MANAGED CARE

CONTINUED INITIATIVE FROM FIRST BUSINESS PLAN, 2016-2017

14 deliverables

The three goals of the initiative are:

1. To provide the best quality of care to Nebraskans, while being careful stewards of their tax dollars, and improve performance in identified quality measures.
2. To ensure that members will receive high-quality care and services, MLTC will deploy a Health Management Program.
3. MLTC will integrate non-emergency transportation services into Heritage Health to better serve members and improve the quality of their care.

KEEPING FAMILIES TOGETHER

CONTINUED INITIATIVE FROM 2017-2018

7 deliverables

It is widely understood that poverty is a major contributing factor to families becoming involved in the child welfare system and requiring public benefits, in the form of food stamps or assistance programs, to provide for their children and family. The goal of this initiative is to stabilize and strengthen families to, once stabilized, prevent intergenerational poverty, prevent intergenerational child welfare system involvement, and achieve self-sufficiency. More specifically, CFS has set the following goals for the pilot programs:

- SNAP/DOL: work with a minimum of 150 Nebraskans in the pilot and help 50 percent find higher paying jobs, benefits, and/or improved work hours.
- FFCM: work with 120 families and stabilize 50 percent of the families to avoid a formal intake into the child welfare system, thereby keeping more families together.
- FAST: expand program to Scotts Bluff, Lincoln, Buffalo, Hall, Gage, and Otoe counties to make program benefits more accessible to Nebraskans

NEBRASKA SYSTEM OF CARE, YOUTH & FAMILIES

CONTINUED INITIATIVE FROM 2017-2018

15 deliverables

Increase the percentage of youth who are supported in their home and community through improving youth and families' access to effective behavioral health services.

PROMOTING INDEPENDENCE THROUGH COMMUNITY-BASED SERVICES

MEDICAID LONG-TERM CARE (LTC) REDESIGN

CONTINUED INITIATIVE FROM 2017-2018

13 deliverables

To better serve Nebraskans who require long-term care, and to ensure their tax dollars are used responsibly, MLTC will work on foundational recommendations in the final long-term care redesign plan and work with stakeholders on reforms to the payment methodology of nursing facilities to tie payment to the quality of care delivered.

PROMOTING INDEPENDENCE THROUGH COMMUNITY-BASED SERVICES

CONTINUED INITIATIVE FROM 2017-2018

9 deliverables

Complete 100 percent of on-site assessments of provider workshops by December 31, 2018 to determine areas that impact compliance with the STP and identify any areas of non-compliance through remediation and education with providers, in order to increase the quality of Medicaid HCBS received by Nebraskans with intellectual and developmental disabilities.

FOCUSING ON PREVENTION TO CHANGE LIVES

ADDRESSING OPIOID ABUSE IN NEBRASKA, PREVENTION & CARE; PRESCRIPTION DRUG OVERDOSE PREVENTION & PRESCRIPTION DRUG MONITORING

CONTINUED INITIATIVE FROM 2017-2018

7 deliverables

The Prescription Drug Monitoring Program (PDMP) will register 40 percent of healthcare providers by March 2019 to assist in preventing opioid abuse, dangerous drug interactions, and unintentional drug overdose by Nebraskans. Additionally, the dispensing of Naloxone will increase by 20 percent through collaboration between the Division of Public Health and the Division of Behavioral Health to make the drug available to family and friends of those at risk of an unintentional drug overdose.

ADDRESSING OPIOID ABUSE IN NEBRASKA, PREVENTION & CARE; STATE TARGETED RESPONSE (STR) GRANT, OPIOID TREATMENT

NEW INITIATIVE

8 deliverables

Increase Nebraskans' access to clinically appropriate evidence-based practices for prevention, treatment, and recovery of opioid use disorder and reduce overdose related deaths for citizens through increasing access to Naloxone and providing additional education and training opportunities for service providers.

EQUIP & EMPOWER THE CHILD PROTECTION & SAFETY TEAM

NEW INITIATIVE

8 deliverables

Foster the continued safety and protection of Nebraska's children by creating a workplace environment that is supportive, trauma informed, embraces ongoing career development, and recognizes the complex work of CFSS professionals in the engagement and strengthening of families. Strive to create professional environments where CFSS professionals are treated as respected social services practitioners and thereby are incentivized to provide quality customer service to Nebraskans. Secure the continued effectiveness and efficiency of CFSS professionals by recognizing, acknowledging, and attaining a level of understanding as it relates to workload limitations and the difficulties associated with working to support children and families in crisis. Implement proactive measures aimed at reducing the CFSS turnover rate to 15 percent and maintain a vacancy rate of 10 percent or less annually to ensure CFSS professionals maintain a manageable caseload and are able to give each case the highest level of care and attention.

Helping People Live Better Lives

IMPROVE BIRTH OUTCOMES IN NEBRASKA

NEW INITIATIVE

21 deliverables

The four goals of this initiative, which will support positive birth outcomes for Nebraskans, are:

1. Improve Birth Outcomes in Nebraska, particularly within Douglas County.
2. Collaborate with partners to address multiple factors contributing to preterm births.
3. Reduce Nebraska infant mortality rate.
4. Address causes contributing to health disparities to provide health equity to communities.

SUPPORTING FAMILY PRESERVATION & SAFETY

CONTINUED INITIATIVE FROM 2017-2018

7 deliverables

To improve the overall well-being and development of Nebraskans, and prevent the trauma that results when parents and children are separated, by strengthening families and preventing out-of-home removals, when it is safe to do so. This will be accomplished by serving at least 45 percent of all families involved with a protection and safety case, with quality services in their family home. CFS will focus on serving these children and families in their home through enhanced family engagement and teamwork and guided decision-making for safety services, and by utilizing the prevention plan developed under the Families First Prevention Services Act (FFPSA). Use of plans developed under the FFPSA, which allows for reimbursement for prevention services provided to children and families, will facilitate the stewardship of federal dollars.

WALK/BIKE COMMUNITIES

NEW INITIATIVE

5 deliverables

Increase the number of communities from 14 to 17 that engage and implement walking, biking and active transportation activities through the Nebraska Walk/Bike Communities Initiative in order to promote healthy lifestyles and well-being.

LEVERAGING TECHNOLOGY TO INCREASE EFFECTIVENESS

DHHS PUBLIC WEBSITE REDESIGN

NEW INITIATIVE

10 deliverables

Launch the redesigned, mobile-friendly DHHS website to improve Nebraskans' experience in navigating for information and services.

STATEWIDE eWIC IMPLEMENTATION

CONTINUED INITIATIVE FROM 2017-2018

6 deliverables

The eWIC pilot will be successfully completed in July 2018 and approval will be received from the United States Department of Agriculture Food and Nutrition Service (FNS) to implement eWIC statewide. Statewide implementation of eWIC will be completed by December 2018. WIC customer satisfaction surveys will be completed at the pilot agency and statewide after all households in each phase are using eWIC cards. WIC customers will have greater satisfaction with using the eWIC card compared to using paper checks. Accepting the eWIC card at the register will be simpler for retailers than accepting paper checks and will shorten the payment time to the retailer.

INCREASING OPERATING EFFICIENCIES AND IMPROVEMENTS

INTERNAL AUDITS, INCREASE FISCAL PROFICIENCY

CONTINUED INITIATIVE FROM 2017-2018

7 deliverables

Proactively self-identify \$5 million in fiscal improvements based on a review of audit findings and questioned costs, financial, and program risk. To continue the Department's efforts to be good stewards of Nebraskans' tax dollars.

MAINTAIN & IMPROVE ACCESSNEBRASKA'S PERFORMANCE

CONTINUED INITIATIVE FROM 2017-2018

6 deliverables

Improve client outcomes by providing a positive client experience and quickly connecting them to the services and programs they need to achieve desired outcomes. These outcomes include increasing the self-sufficiency, independence, and wellness of Nebraska's most vulnerable citizens. In order to accomplish these outcomes, ACCESSNebraska must develop client relationships by offering accurate and timely eligibility decisions to applicants, quality in-person assistance and community outreach, and making sure call wait times continue to remain below 5 minutes each month. Lower call wait times allow ACCESSNebraska to serve more customers in an efficient, one-call resolution approach, enabling clients and potential clients to save valuable mobile minutes, and giving customers access to benefits when they are they required.

MAXIMIZING FUND MIX ADJUSTMENT

NEW INITIATIVE

5 deliverables

Improve the timeliness, consistency, and amount of fund mix adjustments to improve federal claiming, reduce the state general fund burden, and stabilize budgets and forecasts, in order to be great stewards of Nebraskans' tax dollars and deliver quality services.

QUALITY MANAGEMENT IN DEVELOPMENTAL DISABILITIES FOR THOSE WE SERVE

CONTINUED INITIATIVE FROM 2017-2018

17 deliverables

Develop quality management structures to review and improve the health and wellness, self-direction support for Nebraskans with intellectual and developmental disabilities compliance to DHHS, state and federal regulations and provider performance, as evidenced by a 15 percent improvement of the 13 categories in the 2017-2018 Adult In-Person survey of the National Core Indicators that will be reported by June 2019 and a 31 percent improvement of the 13 categories in the 2018-2019 Adult In-Person survey of the National Core Indicators that will be reported by June 2020.

YOUTH & COMMUNITY SAFETY

NEW INITIATIVE

12 deliverables

The goal of YRTC-K is to promote and improve safety and security by keeping our youth, team members, and the surrounding communities safe from any threat of harm. The construction of a fence around the campus will help the YRTC-K team achieve this public safety goal in many different ways. A perimeter fence will both prevent youth from escaping into the Kearney community and stop any unauthorized parties from entering our campus. The added safety contributes to the ultimate goal of youth leaving YRTC-K and returning to their communities as productive, contributing citizens who will help Nebraska grow.

Helping People Live Better Lives