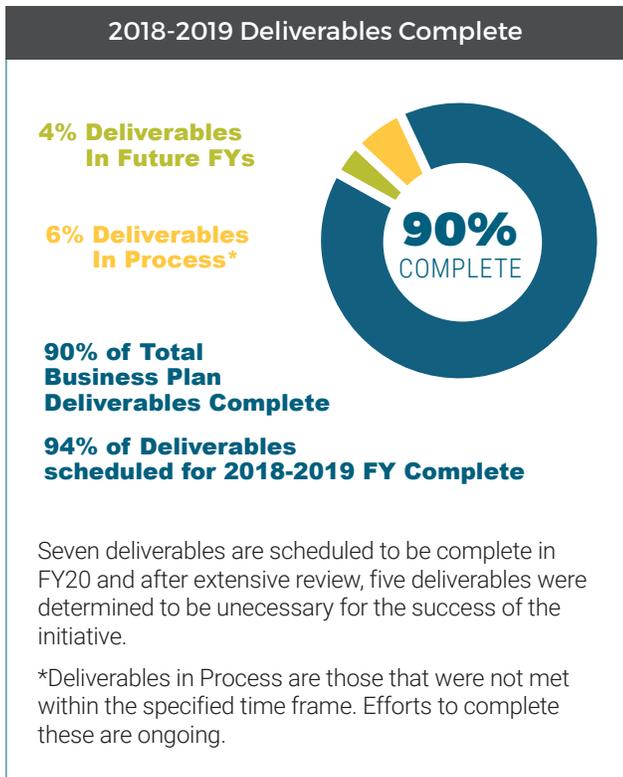


2018 - 2019 Business Plan Deliverables



● Completed ● In Progress ● Future FY

Integrating Services and Partnerships

Heritage Health, A Quality Approach to Managed Care
Continued Initiative From First Business Plan, 2016-2017
11 of 13 deliverables met
1 deliverable in future FY

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.



Status: Two deliverables not met are in regards to Tdap immunization levels. These deliverables were stretch goals. Nebraska Medicaid and the managed care organizations will continue outreach and education efforts to members and providers.

Keeping Families Together Continued Initiative From 2017-2018 7 of 7 deliverables met

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. 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 Next Step: work with a minimum of 150 Nebraskans in the pilot and help 50 percent find higher paying jobs, benefits, and/or improved work hours.
- Family Focused Case Management: work with 183 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 of 15 deliverables met

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 (MLTC) Redesign Continued Initiative From 2017-2018 6 of 6 deliverables met

3 deliverables in future FY
4 deliverables determined not needed

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 7 of 7 deliverables met 2 deliverables in future FY

Complete 100 percent of on-site assessments of provider workshops by December 31, 2018 to determine areas that impact compliance with the Statewide Transition Plan 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 6 of 7 deliverables met

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.

Status: The unmet deliverable is the PDMP registering 40 percent of healthcare providers. This deliverable was delayed due to updates to our registered provider list to ensure a more accurate view of those who have access to the PDMP system. The team will continue to work to increase the percentage of licensed healthcare providers with access to the PDMP.



Addressing Opioid Abuse in Nebraska, Prevention & Care; State Targeted Response (STR) Grant, Opioid Treatment New Initiative 8 of 8 deliverables met

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 7 of 8 deliverables met

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.

Status: The unmet deliverable is the enactment of the CFSS Career Path. The deliverable was delayed due to leadership turnover on the HR team. The team still plans to enact the Career Path in the future.

Improve Birth Outcomes in Nebraska New Initiative 21 of 21 deliverables met

Through the first year of this effort, 7 new Certified Lactation Counselors were trained and 26 hospitals became Abusive Head Trauma/Shaken Baby Syndrome Prevention Champions. Additionally 46 Nebraska hospitals became Safe Sleep Champion Hospitals, with another 8 pledge to complete the champion process. DHHS is also working with outside partners to complete a Statewide Birth Improvement Plan. These efforts all contribute to the goal of improving birth outcomes for all Nebraskans.



Supporting Family Preservation & Safety Continued Initiative From 2017-2018 7 of 7 deliverables met

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 Family 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 3 of 4 deliverables met

1 deliverable determined not needed

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.

Status: The unmet deliverable is regarding community summits. Two of the three communities are continuing their efforts to hold their summits.



Leveraging Technology to Increase Effectiveness

DHHS Public Website Redesign New Initiative 10 of 10 deliverables met

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 of 6 deliverables met

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 was completed by December 2018. WIC customer satisfaction surveys were completed at the pilot agency and statewide. The majority of eWIC users find the card easy to use, think the WIC shopper app is helpful, and clients are less embarrassed to use the card at the store compared to using paper checks. Accepting the eWIC card at the register is simpler for retailers than accepting paper checks and shortened the payment time to the retailer by three days.



Increasing Operating Efficiencies and Improvements

Internal Audits, Increase Fiscal Proficiency Continued Initiative From 2017-2018 6 of 7 deliverables met

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.



Status: The one deliverable not met was linked to the 2018 internal audit. Internal Audit delayed the completion of the 2018 audit to focus on areas of potentially higher risk.

Maintain and Improve ACCESSNebraska's Performance Continued Initiative From 2017-2018 5 of 7 deliverables met

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 five 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 required.

Status: The two unmet deliverables are: 1) EA processing of same day applications 35 percent of applications and 2) Process all EA applications in 10 days or less. The ACCESSNebraska team came very close to meeting both throughout the year and will continue their efforts to do so.

Maximizing Fund Mix Adjustment New Initiative 5 of 5 deliverables met

In order to be great stewards of Nebraskans' tax dollars we improved 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 15 of 17 deliverables met

DHHS developed a quality management structure 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 62 percent in the 2017-2018 Adult In-Person survey of the National Core Indicators. The Division of Developmental Disabilities' focus on overall customer service to individuals and their families, efforts to promote technical assistance to providers and an increased focus on keeping stakeholders informed are some of the factors that contributed to the notable improvement.



Status: The two unmet deliverables are the vendor award and subcontracting compliance for shared living arrangements. The RFP for the vendor award is still in process and the Division is waiting for CMS approval on the subcontracting.

Youth & Community Safety New Initiative 11 of 11 deliverables met 1 deliverable in future FY

The goal of Youth Rehabilitation and Treatment Center - Kearney (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 help 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.

