

2015 BUDGET SUBCOMMITTEE QUESTIONS

PROGRAM PERFORMANCE

- a. Do you have defined outcomes or measurements for your program(s)? What are they and are these measures listed somewhere so the public can see them? Please see attached document titled "Agency Performance Plan FY 2015" There is a link at www.resultsiowa.org, and on the DOM website to our Performance Plan and Report.
- b. What data is available to show lowans that your program(s) are an effective investment of taxpayer dollars? Where can lowans find this data? We submit data quarterly to IDOM that gets put on the Results Iowa website. Please see attached print out. This information can be found at www.resultsiowa.org.
- c. Can you provide the committee with performance data for your programs over the last 5 or 10 years? Please see the attached report from I3 data warehouse.

PROGRAM EFFICIENCY

- a. Have you examined what other states are doing to improve performance and reduce costs? Health Facilities Division - DIA meets every year in Kansas City with the Centers for Medicare and Medicaid Services (CMS) and the other 3 states (Missouri, Nebraska and Kansas) in our 4 state region to talk about what the states are doing. CMS also provides data on how Iowa is performing versus those in the region and nationally. DIA staff also attend the Association of Health Facilities Survey Agencies (AHFSA) conference annually where they are able to share best practices with staff from other states. Investigations Division – DIA staff attend the United Council on Welfare Fraud (UCOWF) conference where they are able to share best practices with staff from other states. Food and Consumer Safety Bureau – worked with Pennsylvania to modify the licensing application they use for food establishments. Iowa has modified the application to meet our need and is now using it to license Iowa establishments. Modifying and existing system was cheaper and quicker than starting from scratch. A new mobile app has been created to allow lowans to check the latest inspection reports of restaurants they are close to.
- b. Can you share with the committee what other states are doing? Our department is so diverse that we would need a specific area the committee is interested in hearing about to really answer this question.
- c. Which of these ideas are you considering for implementation here in Iowa? Same as b.
- d. Are there websites or organizations we could go to obtain more information on what other states' programs are doing to provide more efficient services? We regularly check www.governing.com and <http://www.innovations.harvard.edu/> to see what other entities are doing to make their processes more efficient.
- e. Do you have an email address or a comment section on your website where lowans can suggest improvements to your program or agency? We have a webmaster email (webmaster@dia.iowa.gov) account on our website that allows lowans to contact our office regarding any topic.

PROGRAM DUPLICATION

- a. Are there any other programs that are providing the same or similar services? **Not that we are aware of.**
- b. Is there a reason why we need more than one program providing the same or similar service? **Not that we can see.**
- c. Have you had any discussions with the other agencies or programs to find ways to maximize the use of the taxpayer's dollars? **DIA has conducted and/or participated in several Kaizens with DHS and between divisions within DIA. See list in PowerPoint presentation to the committee.**
- d. Are there any laws or administrative rules that would limit your ability to work with the other programs or departments? **We continually review our administrative rules and work with stakeholders to make updates as needed.**
- e. Are there any laws or administrative rules that could be changed to make your program or agency work better? **We continually review our administrative rules and make updates as needed. In the last four years we have filed 42 notices amending multiple chapters of the department's administrative rules. See attached list. This session we will be introducing a re-write of Chapter 99B to make the chapter less confusing.**

OTHER

- a. Would it be a burden to your agency to ask that your presentations be delivered to the Legislative Services Agency 48 hours in advance of your appearance before the committee? **We would make every attempt to meet the deadline.**
- b. If you are required to reduce your budget by 1%, 5%, or 10%, where would you suggest we focus our attention? **The legislature would need to decide what programs to cut. We are at a point where decisions would have to be made on the priority of statutory duties to see what areas don't get done.**

**AGENCY PERFORMANCE PLAN
FY 2015**

Name of Agency: Department of Inspections and Appeals			
Agency Mission: "Investigate, regulate and adjudicate to ensure program integrity and to protect the health, safety and welfare of lowans."			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
CF: Adjudication/Dispute Resolution			Division
Desired Outcome(s):			
Citizens are afforded due process in contested case proceedings involving adverse agency action.	Percentage of all cases conducted in accordance with due process requirements.	100%	DIA Goal #1 – Enhance customer-centered services and satisfaction. DIA Goal #3 – Meet all state and federal performance standards. EAB Goal #1 – Continue to increase compliance with state and federal laws.
Timely adjudication of the rights and duties of workers and employers under unemployment insurance (UI) laws.	Average age of pending Unemployment Insurance appeal cases compared to the federal Department of labor guidelines of 40 days.	24 days	EAB
Timely adjudication of contested OSHA violations.	Percentage of decisions not appealed to district court.	85%	EAB
	Percentage of decisions issued within 14 days of Board review.	90%	EAB
Timely adjudication of contested construction contractor registration violations	Percentage of decisions issued within 14 days of Board hearing.	90%	EAB
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Administrative Hearings Org # 3101, 3501, 3701 A. DHS all other hearings B. DOT OWI appeals	Percentage Judges' decisions issued within 60 days of the hearing.	90%	ALJ time standards decisions must be issued no later than 60 days of closing the hearing record.
	Number of substantiated complaints against Judges (Administrative Code of Judicial Conduct).	0	AHD

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	AHD
	Percentage of all hearings scheduled for new cases within 30 days of the receipt of the certified case.	90%	Timely docket and schedule contested case hearings.	AHD
	Percentage of case closures (hearings, settlements, dismissals, etc) within 60 days following the hearing.	85%	Timely adjudication of contested case hearings.	AHD
	Percentage of decisions reversed on appeal due to legal error or defect.	0%	Decisions made in conformance with governing standards.	AHD
2. Employment-Related Appeals Org. # 7200, 7700	Average age of pending Unemployment Insurance appeal cases compared to the federal Department of labor guidelines of 40 days.	24 days	Maintain daily agendas. Utilize new checkpoint system to download voice files from Iowa Workforce Development to save time and speed up transcription process. Board use of voice file recordings to alleviate transcript workload.	EAB
	Percentage of OSHA decisions issued within 14 days of review by Board.	90%	Schedule administrative law judge hearing within 20 days of receipt of answer.	EAB
3. Regulatory Appeals Org. #7700	Percentage of Contractor Registration decisions issued within 14 days of hearing by Board.	90%	Utilize temp staffing if needed to timely process case flow and decisions. Communicate importance of timeliness standards with staff.	EAB
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)	
CF: Child and Adult Protection			CAB Goal #1: All children involved with the CASA and ICFCRB programs will receive high quality services that contribute to their safety, well-being and permanency.	
Desired Outcome(s):				
Safety and permanency for children in the child welfare system.	Percent of children safe from re-abuse.	99.4%		CAB
	Percent of children re-unified timely.	83%		CAB
	Percent of children adopted timely.	57.5%		CAB

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	CAB
1. Foster Care Review Boards: Issue review findings & recommendations. Org# 0310, 0320, 0325	Percentage of required reviews conducted within specified timeframes.	98%	Provide for high quality volunteer recruitment, screening, training and support activities. Solicit program quality improvement suggestions from employees, volunteers and interested parties.	CAB
2. Court Appointed Special Advocates: Submit court report with recommendations. Org # 0310, 0400, 0420	Percentage of reports submitted to the court within specified timeframes.	98%	Provide for high quality volunteer recruitment, screening, training and support activities. Solicit program quality improvement suggestions from employees, volunteers and interested parties.	CAB
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)	
CF: Regulation, Compliance, Enforcement and Investigation			IRGC Goal #1 – Achieve the highest possible voluntary compliance of statutes, rules and regulations. DIA Goal #1 – Enhance customer-centered services and satisfaction. DIA Goal #3 – Meet all state and federal performance standards.	
Desired Outcome(s):				IRGC
To protect the public from incidence of fraudulent or illegal activities in pari-mutuel and excursion boat gambling and protect the health and welfare of the racing animals.	Percentage of horses inspected for health and fitness prior to a race.	80%		IRGC
	Percentage of occupational licensees receiving <u>no</u> serious violations after licensure.	80%		IRGC
To protect the public by ensuring only eligible applicants receive licenses/registrations/certifications in the areas of food establishments and processors, social and charitable gambling, amusement devices and targeted small bus.	Percentage of licenses/registrations/certifications requested that are issued by state fiscal year.	100%		TSB/ FOOD/ S&C/ AD

Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)	
To enhance the safety, security and general welfare of the persons served in licensed/certified facilities and programs.	Percentage of federal workload requirements met for Tier 1 and Tier 2.	95%		HFD
	Percentage of nursing facilities that are deficiency-free.	12%		HFD
To identify fraud, waste and abuse and restore accountability and integrity to the state public assistance programs to ensure that tax dollars are being used only as they are intended.	Percentage of completed investigations resulting in civil, administrative or criminal action.	85%		INVEST
To recover improper public assistance payments and save taxpayers millions of dollars each year.	Percentage of dollars collected.	13%		INVEST
To objectively investigate alleged violations received by professional licensing boards to assist the boards in determining whether a violation of board statute or rules has occurred.	Rate of completion of professional standards investigations (pending and new referrals).	50%		INVEST
To examine and verify accounts and records of DHS offices and to ensure compliance with federal regulations.	Percentage of local DHS offices in compliance within 45 days.	100%		INVEST
To examine and verify accounts and records of nursing facilities to ensure compliance with Iowa law and regulations.	Percentage of care facilities in compliance within 60 days.	90%		INVEST

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
<p>1. Pari-Mutuel and Excursion Gambling Boat Regulation Org# 0Q58, 0Q59</p> <ul style="list-style-type: none"> A Occupational license B Track or Boat license C Statute and rule compliance D Drug testing E Racing animal health and fitness inspections F. Revenue collection 	<p>Percentage of occupational licensees with initial issues receiving <u>no</u> serious violations after licensure.</p>	<p>75%</p>	<p>Streamline the eligibility determination process.</p>	<p>IRGC</p>
<p>2. Social & Charitable Gambling Regulation Org #0Q75</p> <ul style="list-style-type: none"> A. Process application B. Make licensing decisions C. License quality applications D. Conduct complaint investigations E. Audit records F. Take revocation action G. Make enforcement referrals 	<p>Percentage of completed social and charitable gambling applications/registrations acted upon within 30 calendar days including amusement devices.</p>	<p>99%</p>	<p>Develop and implement an electronic web-based registration system with ability to accept credit card payments and with an integrated database.</p> <p>Note: System has been implemented, now seeking to promote usage of system.</p>	<p>S & C/ AD</p>
<p>3. Targeted Small Business certification Org# 0Q75</p> <ul style="list-style-type: none"> A. Process complete applications B. Review files C. Certification decisions 	<p>Percentage of social and charitable gambling organizations including amusement devices required to file an annual report that complete the report for the current fiscal year.</p> <p>Percentage of applications processed within 30 calendar days of receipt of all required documentation.</p>	<p>80%</p>	<p>Make requirements easily understood and accessible to registrants to reduce noncompliance issues.</p> <p>DIA makes numerous attempts to notify the organizations that a report must be filed.</p>	<p>S & C/ AD</p>
		<p>95%</p>	<p>Continue to work with the Department of Economic Development and the Department of Administrative Services in providing education and information sessions.</p>	<p>TSB</p>

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
	The number of targeted small business (TSB) initial certifications issued this fiscal year.	160		TSB
4. Food and Consumer Safety Org # 0Q75 A. Application processing B. Inspections C. Complaint investigations D. Foodborne illness investigations E. Contract management F. Licensing decisions G. Enforcement actions	Percentage of Tier 3 (high risk level) establishments inspected annually during the calendar year.	95%	Continue standardization of all staff in FDA Model Food Code every three years. Acquire and train qualified inspectors to gain compliance with the FDA Food Code inspection frequency.	FOOD
	Number of performance reviews completed for local health departments contracting under Iowa 137F to enforce the Food Code. There are a total of 26 contracts in state fiscal year.	3 reviews	Continue standardization of all staff in FDA Model Food Code every three years. Acquire and train qualified inspectors to gain compliance with the FDA Food Code inspection frequency.	FOOD
	Number of complaint calls the Department received in the calendar year.	130	Educate the public about how to report a possible foodborne illness.	FOOD
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
5. Regulatory oversight of state licensed and federally certified long-term care and habilitation entities Org #5301, 5501, 5601, 5701, 5801, 5901 A. Application processing B. Surveys C. Complaint investigations D. Licensing/Certification decisions E. Enforcement actions	Ratio of the average number of months between Nursing Facility surveys in comparison with the federal timeframe guidelines.	11.9:12.9	Utilize updated database to track and monitor survey frequency. Utilize Aspen Enforcement Management (AEM) to insure enforcement guidelines are met. Secure additional training from the Abuse Coordinating Unit to improve efficiency of investigations and the quality of final memos. Utilize Program Coordinators to investigate complaints and assist with surveys when resource issues arise.	HFD
	Percent of ICF/MR surveys successfully completed within federally prescribed timeframe of 12.9 months since the last survey.	95%	Acquire and train qualified surveyors to secure and sustain a 100% survey frequency within 12.5 months.	HFD

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
	Percentage of nursing home immediate jeopardy complaint investigations initiated within required timeframes.	95%	Secure additional training from the Abuse Coordinating Unit to improve efficiency of investigations and the quality of final memos. Utilize Program Coordinators to investigate complaints and assist with surveys when resource issues arise.	HFD
6. Monitor and regulation of state certified community based environments Org #5101 A. Application processing B. Monitoring evaluations C. Complaint investigations D. Certification decisions E. Enforcement actions	Percentage of assisted living program re-certifications completed at least 10 days prior to certification expiration date.	50%	Ensure consistency and efficiency in dealing with corporately owned programs that cross Department prescribed geographical regions. Continue to triage DAA/complaints first, recertification visits second and certification visits last with limited resources.	HFD
	Percentage of immediate jeopardy complaint investigations initiated within 2 days.	99%	Input resolution of Adult Services Bureau complaints into the Health Facilities Division database. Retention of all ASB staff at 100%. Utilize Program Coordinators to investigate complaints and assist with monitoring when resource issues arise.	HFD
7. Investigations Services Org #4101, 4201, 4601, 4901 A. Economic Fraud B. Medicaid Fraud C. Professional Standards	Percentage of economic fraud investigation cases completed within statutory timeframes.	85%	Review and update investigative procedures/protocol. Prioritize cases. Employ the latest technology and investigative techniques to improve investigative efficiency.	INVEST
	Amount of cost savings resulting from front-end investigations.	\$4 million		INVEST
	Number of food assistance EBT cases referred by the public and other state and federal agencies for suspected fraud	300	Educate the public and other state and federal agencies about intentional misrepresentation, concealment or withholding of information in order to get any, or increased, food stamp benefits.	INVEST

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	INVEST
	Percentage of Medicaid fraud provider referrals reviewed and assigned or declined and referred back within statutory timeframes.	95%	Review and update case protocols, as necessary, and include in policies and procedures.	INVEST
	Number of dependent adult abuse and Medicaid provider fraud investigations referred for criminal prosecution.	70	Continue collaboration with the Abuse Coordinating Unit to deliver selected health care facilities investigation materials directly to county attorney for prosecution decision. Educate and coordinate with local law enforcement, county attorneys, licensing boards, SURS, and other entities on DAA law.	INVEST
	Ratio of professional licensing investigations completed to total cases (pending and new referrals).	1:3	Maintain current efforts and continually seek ways and means to expedite professional licensing investigations and reduce the backlog	INVEST
	Amount of cost savings resulting from EBT Investigations	\$2 million	Educate and coordinate efforts with other state and federal agencies to identify misuse of food assistance benefits.	INVEST
	Number of completed Intentional Program Violations (IPVs)	60	Continue to monitor rule changes through Food and Nutrition Service (FNS)	INVEST
	Amount of cost avoidance dollars and/or dollars pursued for collection as a result of Divestiture investigations.	\$5 million	Educate DHS, law enforcement, and the public on Iowa Code 249F.	INVEST
8. Collection Services Org # 4701, 4901	Dollars recovered from improper public assistance, resulting from client error, fraud, or agency error, per year compared to the dollars recovered the previous year.	\$3 million FY15	Maintain current collection efforts, accept online and credit card payments, employ better technology to increase the amount of moneys collected.	INVEST
	Dollars collected under the Divestiture Program.	\$500,000		INVEST
9. Audit Services Org# 4501, 4901	Average number of months between audits for care facilities.	36	Maintain current efforts and continually seek ways and means of increasing the number of audits conducted and decreasing the amount of money collected.	INVEST
A. DHS offices B. Health care facilities	Rate of collection for moneys owed to care facility residents.	99.5%	Maintain current collection rate and seek to raise percentage to 100%.	INVEST

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
	Rate of collection of moneys owed to the state.	100%	Maintain current collection rate.	INVEST
	Average number of hours spent on-site auditing per facility.	11	Collaborate with the Iowa Medicaid Enterprise to streamline facility history reports used in the conduct of the audit.	INVEST
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)	
CF: Resource Management			DIA Goal #1 – Enhance customer-centered services and satisfaction. DIA Goal #2 – Create a work environment that allows employees to maximize their talents and opportunities. DIA Goal #3 – Meet all state and federal performance standards.	
Desired Outcome(s):				
To provide consistently accurate and timely administrative and fiscal services to agency personnel so they can better provide their services to department constituencies.	Average rating of the resource management questionnaire regarding the accuracy and timeliness of services on a 5-point Likert Scale with 1 being poor and 5 being excellent.	4.25		ADMIN
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	
1. Resource Management Org# 0101, 0199, 2101, 2201, A. Claims Processing B. Budget C. Inventory D. Financial Management E. Public Information F. Personnel G. Government Relations H. Indian Gaming I. Purchasing J. Vehicle Coordination K. Communication Coordination L. Grant Management M. Enterprise Management N. Information Technology O. Space Management	Percent of federal and state financial reports completed and submitted by due date.	95%	Develop a schedule of reports with due dates and provide to pertinent staff. Identify technology enhancements to improve process for completing reports timely and accurately.	ADMIN

Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions	ADMIN
	Percent of media and public information inquiries responded to within prescribed timeframes.	80% within 24 hours	Maintain current and accurate information on the website. Identify opportunities for divisions and attached units at public events to share departmental information.	ADMIN
	Percent of budget funded by sources other than general fund.	68%	Redesign the website to provide additional public information and more user-friendly access. Identify and pursue grant opportunities for the department.	ADMIN
	Employee retention rate (non-retiree permanent employees).	97%	Performance evaluations will be conducted at three months for new employees to identify any workplace or satisfaction issues.	ADMIN



DEPARTMENT PERFORMANCE

[More Department Performance](#)

Inspections and Appeals

Rod Roberts, Director

Mission Statement:

The Department of Inspections and Appeals will administer and enforce state and federal laws to provide for the protection of the public interests and ensure program integrity in programs and services administered by the executive branch.

Measures:

- [Timeliness of Administrative Contested Case Decisions](#)
- [Collecting Misspent Public Assistance](#)
- [Addressing Nursing Facility Deficiencies](#)
- [Making Sure Restaurant Food is Safe](#)
- [Immediate Jeopardy Complaints and Incident Investigations Substantiated within Timeframe](#)
- [DIA-DHS Pre-eligibility Investigations Completed Timely](#)

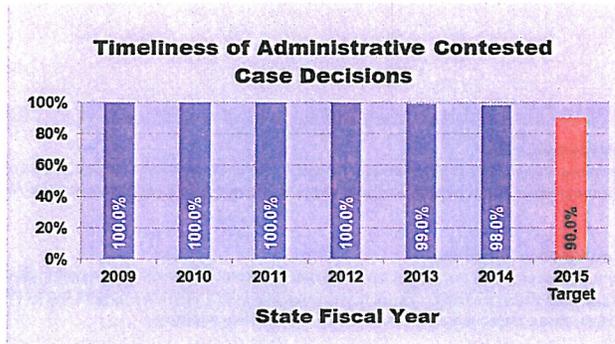
- Performance Plan - How we measure our progress
- Strategic Plan - How we plan for progress
- Performance Report - How we report our progress
- [Department Home Page](#) - Learn more about this department

Highlighted Measure:

Percentage of contested case decisions issued by an Administrative Law Judge within 60 days of the hearing.

Data Source: Department of Inspections & Appeals

Updated 08/18/2014



Why this is important:

This measure shows how the Department of Inspections and Appeals ensures recipients are afforded a timely due process for adverse actions taken by state departments.

What we're doing about this:

Improvements have been made in the scheduling and decision-issuance processes to ensure time delays are minimized or eliminated.

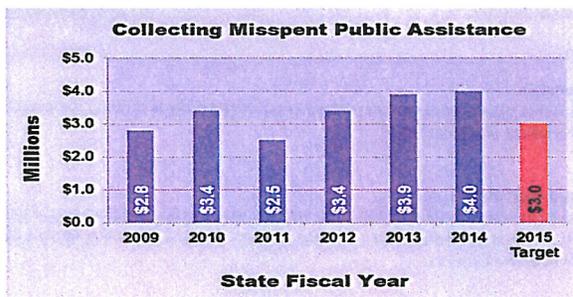
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Highlighted Measure:

Collections of debts owed the Department of Human Services for benefit programs.

Data Source: Department of Inspections & Appeals

Updated 08/18/2014



Why this is important:

This measure shows the results of the efforts by the department to recover money for the state and federal government from ineligible persons receiving benefit programs. In most cases, the recovered amount goes back into the benefit program to be used to provide benefits for eligible persons.

What we're doing about this:

The department continues to explore effective and efficient collection methods in collaboration with the Department of Human Services.

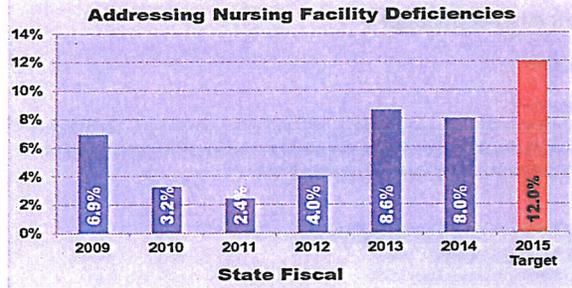
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Highlighted Measure:

Percentage of nursing facilities that are free of deficiencies.

Data Source: Department of Inspections & Appeals, Health Facilities Division

Updated 08/18/2014



Why this is important:

This measure shows the results of how the department's efforts in conducting regular surveys helps nursing facilities identify any areas for improvement and make those improvements to provide high quality care for the residents.

What we're doing about this:

During the survey process, DIA surveyors review a facility's compliance with state and federal guidelines. A report is provided to the facility of the final findings. The facility is able to use this information to improve the health, safety and security for residents. In many facilities, these improvements result in becoming deficiency-free.

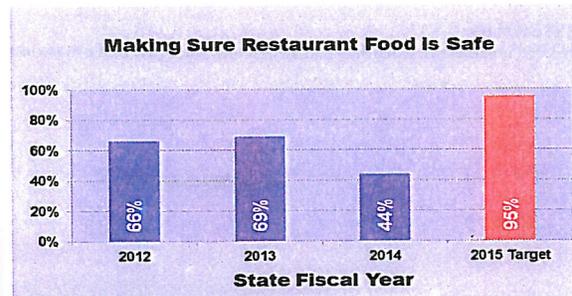
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Highlighted Measure:

Percentage of high-risk food establishments inspected twice during the year.

Data Source: Department of Inspections & Appeals, Investigations Division

Updated 08/18/2014



Why this is important:

There are several illnesses related to food establishments. Consistently inspecting the establishments that are the highest risk increases the safety of the public.

What we're doing about this:

A risk-based system has been established for the timeliness of inspections of food establishments. Those at the highest level of risk (Tier 3) will be conducted annually. This risk-based system was put into place April of 2011, Tier 3 went from inspection twice a year to annually in FY15.

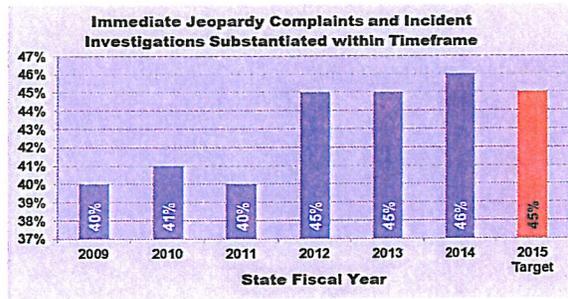
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Highlighted Measure:

Percentage of substantiated regulatory complaints investigated by the Health Facilities Division.

Data Source: Department of Inspections & Appeals, Investigations Division

Updated 08/18/2014



Why this is important:

This measure shows the results of the department's complaint unit investigations into complaints made by the public.

What we're doing about this:

The department provides a toll-free number for concerned citizens to call to report problems in health care facilities. Once received the complaints are investigated, and the findings of these investigations are posted on our website for review.

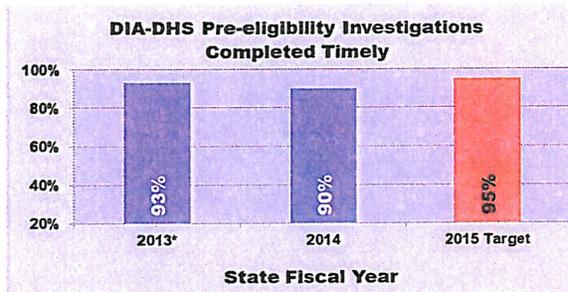
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Highlighted Measure:

Pre-eligibility investigations completed timely.

Data Source: Department of Inspections & Appeals

Updated 08/18/2014



*October 2012-June 2013

Why this is important:

Preventing the up-front payment of public assistance benefits to ineligible persons saves the state money and provides greater availability of resources for eligible persons.

What we're doing about this:

On October 15, 2012, DIA and DHS started a new pre-eligibility investigation process to determine if an applicant is eligible for the applied benefits. This process will stop public assistance money from being paid out to applicants who are not eligible for the public assistance. The new process allows for a shorter turnaround time that allows for verification of information before benefits are started.

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DIA Performance Measures

All Performance Measure Code	All Performance Measure Name	FY10	FY11	FY12	FY13	FY14	FY15 Targets
427_01_305	Percentage of cases conducted according to due process req.	0	0	100	100	100	100
427_01305_005	Number of Substantiated Complaints Against Judges	0	0	0	0	0	0
427_01305_006	% of Judge's Decisions Issued within 60 Days of Hearing	0	91	93	99	98	90
427_01305_007	Timely Docket & Schedule Contested Case Hearings	0	0	97	90	94	90
427_01305_008	Percent Timely Adjudication of Contested Case Hearings	0	0	97	99	97	85
427_01305_009	Percent Decisions Reversed on Appeal	0	0	0	0	0	0
427_01_701	UI Decisions Issued Timely	20	29	23	24	16	24
427_01_702	Percent of OSHA Decisions Not Appealed to District Court	85	85	85	85	100	85
427_01_703	Percent of Decisions Issued within 14 Days of Board Review	90	90	90	95	93	90
427_01_704	Percent of Decisions Issued within 14 Days of Board Hearing	90	90	90	95	100	90
427_01705_001	UI Appeals Time within 40 days	20	29	23	24	16	24
427_01705_003	Percent of OSHA Decisions Issued within 14 days of Review	90	90	90	90	93	90
427_01706_001	Percent of Contractor Registration Decisions within 14 Days	90	90	90	90	100	90
427_04_003	Percent of Children Safe from Re-abuse	91.4	99.8	99.5	92.3	0	0
427_04033_001	Percent of Required Reviews Conducted Timely	99	99	98	100	99.7	98
427_04033_004	Percent Of Children Re-unified Timely	62.9	60.6	68.7	56.8	0	0
427_04033_005	Percent Of Children Adopted Timely	59	58.2	62.7	66.1	0	0
427_04040_001	Percent of Written Reports Submitted to the Court Timely	98	98	98.5	98.8	97.7	98
427_61_007	Percent Licenses, Registrations, Certifications Issued	0	0	100	100	100	100
427_61_008	Percent of Federal Workload Requirements Met	0	0	100	100	91	95
427_61_010	Rate of Completion of Professional Standards Investigations	70.3	55	60.5	63	69.2	50
427_61_011	Percent of Local DHS Offices in Compliance Timely	100	100	100	100	100	100
427_61_012	Percent Care Facilities in Compliance Timely	92	95	93.77	95	94.4	90
427_61_014	Percent of Nursing Facilities that are Deficiency Free	0	0	4	8.6	8	12
427_61_015	Percent Investigations Resulting in Civil or Admin Actions	0	0	94	95	88	85

All Performance Measure Code	All Performance Measure Name	FY10	FY11	FY12	FY13	FY14	FY15 Targets
427_61_016	Percent of Dollars Collected	0	0	10	10	10	10
427_61264_001	Percent S&CG Applications Acted Upon Timely	99	99	100	99	99.5	99
427_61264_004	Percent Organizations Completing Annual Report for CY	0	0	90.3	90.4	95	80
427_61265_001	Percent TSB Application Determinations Made Timely	100	100	100	99	95	95
427_61265_004	Number of TSBs Issued this Fiscal Year	0	0	113	55	37	160
427_61407_001	Amount of Cost Savings Resulting from Front-end Investig	3100000	3500000	2350000	4000000	1E+07	4000000
427_61407_002	Percent Economic Fraud Investigation Cases Closed Timely	99	95	95	89	90	85
427_61407_003	Percent Medicaid Fraud Investigation Cases Disposed Timely	100	95	95	95	95	90
427_61407_004	Ratio of Professional Investigations Completed	70	34	0.6	0.17	69	34
427_61407_005	Number of Founded DAA Cases Referred for Prosecution	108	100	50	76	79	70
427_61407_006	Number of EBT Cases Referred to Law Enforcement	200	125	423	960	832	300
427_61407_007	Amount of Cost Savings Resulting from EBT Investigations	1400000	1000000	962549	494706	24162	2000000
427_61407_008	Number of Completed Intentional Program Violations (IPVs)	8	100	48	39	37	60
427_61407_009	Dollars Saved Due to Divestiture	0	5500000	4041305	4500000	156639	5000000
427_61408_001	Public Assistance Dollars Collected per Year	3400000	2500000	3399602	3900000	4E+06	3000000
427_61408_002	Dollars Collected Under the Divesture Program	724109	700000	942475	1300000	965933	500000
427_61409_001	Average Time Between Audits for Care Facilities	16	24	22.3	20.4	21.2	36
427_61409_002	Rate Collection of Moneys Owed to Care Facility Residents	96.8	96	95.27	92.2	98	99.5
427_61409_003	Rate of Collection of Moneys Owed to the State	99.6	100	100	100	100	100
427_61409_004	Average Number of Hours Spent On-site Auditing per Facility	10.8	17	11.5	11.45	11	11
427_61512_001	Percent ALP Certification Completed Timely	8	22	92	61	46	50
427_61512_002	Percent ALP Complaint Investigations Initiated Timely	44	89	100	100	88	99
427_61594_001	Ratio Average # Months for NF Survey vs Federal Guidelines	11.2	12.5	12.2	12.4	12.9	12.9
427_61594_002	Percent of ICF-MR Surveys Completed within Timetrames	100	100	100	100	100	95
427_61594_004	Percent of Complaint Investigations Initiated Timely	100	100	100	100	100	95
427_61631_001	Percent Risk-Based Food Inspections Conducted	75	55	66	69	65	95
427_61631_003	Number of Performance Reviews for Contracts	0	0	0	8	5	3

All Performance Measure Code	All Performance Measure Name	FY10	FY11	FY12	FY13	FY14	FY15 Targets
427_61631_004	Number of Complaint Calls Received	0	0	150	176	184	130
427_67_001	Rating of Accuracy and Timeliness of Services	4.3	4.05	4.16	4.14	4.32	4.25
427_67202_001	Percent of Financial Reports Submitted on Time	95	100	97.5	100	97.5	95
427_67202_002	Percent of Public Information Inquiries Responded Timely	99	99	65	85	85	80
427_67202_003	Percent of Budget Funded by Sources Other than General Fund	67	66.7	69.7	66.9	59.3	68
427_67202_005	Employee Retention Rate	97	95.6	95.8	96.75	95.4	97
429_61_001	Percentage of horses inspected for health and fitness prior to a race.	100	100	100	100	100	80
429_61_003	Percentage of occupational licensees receiving no serious violations after licensure.	91	92	93	93	92	80
429_61120_001	Percentage of occupational licensees with initial issues receiving no serious violations after licensure.	99	98	97	97	95	75

Inspections and Appeals Department [481]
Rulemaking Status Report

Proposed Rule Subject Matter	Notice Published	ARC#	Rules Review Committee	Public Hearing	Comment Period	Rules Adopted	Rules Published	ARC#	Rules Review Committee	Effective Date
Critical Access Hospitals – Minimum construction standards	April 4, 2012	ARC 0071C	May 8, 2012	N/A	April 24, 2012	May 9, 2012	May 30, 2012	ARC 0135C	June 12, 2012	July 4, 2012
TB Testing & Screening for Health Care Facilities	October 3, 2012	ARC 0353C	October 9, 2012	N/A	October 23, 2012	November 14, 2012	December 12, 2012	ARC 0484C	January 8, 2013	March 26, 2013 ¹
Minimum Physical Standards – Nursing Facilities	December 12, 2012	ARC 0514C	January 8, 2013	January 3, 2013	January 2, 2013	May 8, 2013	May 29, 2013	ARC 0763C	June 11, 2013	July 3, 2013
TB Testing – Technical Changes	December 12, 2012	ARC 0513C	January 8, 2013	N/A	January 2, 2013	March 13, 2013	April 3, 2013	ARC 0663C	April 12, 2013	May 8, 2013
Intellectual Disability – Chapter 63	February 6, 2013	ARC 0600C	March 8, 2013	N/A	February 26, 2013	May 8, 2013	May 29, 2013	ARC 0765C	June 11, 2013	July 3, 2013
Intellectual Disability – Chapter 64	February 6, 2013	ARC 0599C	March 8, 2013	N/A	February 26, 2013	May 8, 2013	May 29, 2013	ARC 0764C	June 11, 2013	July 3, 2013
Intellectual Disability – Technical Changes	February 6, 2013	ARC 0601C	March 8, 2013	N/A	February 26, 2013	May 8, 2013	May 29, 2013	ARC 0766C	June 11, 2013	July 3, 2013
TB Screening – Health Care Worker Definition Emergency Filing	N/A	N/A	N/A	N/A	N/A	March 13, 2013	April 3, 2013	ARC 0674C	April 12, 2013	March 26, 2013
TB Screening – Health Care Worker Definition	April 3, 2013	ARC 0675C	April 12, 2013	N/A	April 23, 2013	May 8, 2013	May 29, 2013	ARC 0761C	June 11, 2013	July 3, 2013

¹ Effective date of rule delayed 70 days by Administrative Rules Review Committee 01/08/2013

Proposed Rule Subject Matter	Notice Published	ARC #	Rules Review Committee	Public Hearing	Comment Period	Rules Adopted	Rules Published	ARC #	Rules Review Committee	Effective Date
Background Checks – Long-term Care Facilities	May 29, 2013	ARC 0776C	June 11, 2013	N/A	June 18, 2013	July 16, 2013	August 7, 2013	ARC 0903C	September 10, 2013	September 11, 2013
Background Checks – Assisted Living Programs	June 26, 2013	ARC 0808C	July 9, 2013	N/A	July 16, 2013	August 2, 2013	August 21, 2013	ARC 0963C	September 10, 2013	September 25, 2013
Nurse Delegation – Assisted Living Programs	June 26, 2013	ARC 0809C	July 9, 2013	July 17, 2013	July 16, 2013	August 2, 2013	August 21, 2013	ARC 0961C	September 10, 2013	September 25, 2013
Egg Handlers	July 10, 2013	ARC 0832C	August 6, 2013	N/A	July 30, 2013	August 14, 2013	September 4, 2013	ARC 0989C	October 7, 2013	October 9, 2013
Informal Conferences – Long-term Care Facilities	August 7, 2013	ARC 0922C	September 10, 2013	N/A	August 27, 2013	September 11, 2013	October 2, 2013	ARC 1047C	October 7, 2013	January 1, 2014
Physician Assistants – Skilled Nursing Facilities	August 7, 2013	ARC 0923C	September 10, 2013	N/A	August 27, 2013	September 11, 2013	October 2, 2013	ARC 1048C	October 7, 2013	November 6, 2013
Pharmacists Administering Injectable Medications	August 7, 2013	ARC 0907C	September 10, 2013	N/A	August 27, 2013	September 11, 2013	October 2, 2013	ARC 1050C	October 7, 2013	November 6, 2013
Interpretative Guidelines for Intermediate Care Facility for the Intellectually Disabled	N/A	N/A	N/A	N/A	N/A	N/A	August 7, 2013	ARC 0906C	September 10, 2013	November 6, 2013
Informal Conferences – Assisted Living Programs	August 7, 2013	ARC 0941C	September 10, 2013	August 28, 2013	August 27, 2013	September 11, 2013	October 2, 2013	ARC 1055C	October 7, 2013	January 1, 2014
Chapter 30 – Food & Consumer Safety Bureau	September 18, 2013	ARC 1026C	October 7, 2013	October 9, 2013	October 8, 2013	October 31, 2013	November 27, 2013	ARC 1190C	December 10, 2013	January 1, 2014

Proposed Rule Subject Matter	Notice Published	ARC #	Rules Review Committee	Public Hearing	Comment Period	Rules Adopted	Rules Published	ARC #	Rules Review Committee	Effective Date
Chapter 31 - Food Establishment and Food Processing Plant Inspections	September 18, 2013	ARC 1025C	October 7, 2013	October 9, 2013	October 8, 2013	October 31, 2013	November 27, 2013	ARC 1191C	December 10, 2013	January 1, 2014
Dependent Adult Abuse Technical Changes	October 2, 2013	ARC 1083C	October 7, 2013	N/A	October 22, 2013	November 13, 2013	December 11, 2013	ARC 1204C	January 10, 2014	January 15, 2014
Resident Advocate Committee Technical Changes	October 2, 2013	ARC 1082C	October 7, 2013	N/A	October 22, 2013	November 13, 2013	December 11, 2013	ARC 1205C	January 10, 2014	January 15, 2014
CIHQ Accreditation Organization	December 11, 2013	ARC 1230C	January 10, 2014	N/A	December 31, 2013	January 15, 2014	February 5, 2014	ARC 1305C	March 7, 2014	March 12, 2014
Hospital Employee Background Checks	December 11, 2013	ARC 1242C	January 10, 2014	N/A	December 31, 2013	January 15, 2014	February 5, 2014	ARC 1304C	March 7, 2014	March 12, 2014
Employment Appeal Board – Online Appeals	January 8, 2014	ARC 1269C	February 7, 2014	N/A	January 28, 2014	February 12, 2014	March 5, 2014	ARC 1358C	April 4, 2014	April 9, 2014
Child Advocacy Board – CASA Volunteer Coach	January 8, 2014	ARC 1285C	February 7, 2014	N/A	January 28, 2014	February 24, 2014	March 19, 2014	ARC 1375C	April 4, 2014	April 23, 2014
Assisted Living Programs & Adult Day Services – Food Licensure Rules	January 22, 2014	ARC 1291C	February 7, 2014	N/A	February 11, 2014	February 26, 2014	March 19, 2014	ARC 1376C	April 4, 2014	April 23, 2014
Chapter 58 Technical Changes/Clean Up	February 5, 2014	ARC 1313C	March 7, 2014	N/A	February 25, 2014	March 12, 2014	April 2, 2014	ARC 1398C	April 4, 2014	May 7, 2014
RCF Memory Care Units	April 2, 2014	ARC 1413C	April 4, 2014	N/A	April 22, 2014	May 14, 2014	June 11, 2014	ARC 1476C	July 8, 2014	July 16, 2014
Chapters 67 and 70 Technical Changes/Clean Up	May 28, 2014	ARC 1472C	June 10, 2014	N/A	June 17, 2014	July 2, 2014	July 23, 2014	ARC 1547C	August 5, 2014	August 27, 2014

Proposed Rule Subject Matter	Notice Published	ARC #	Rules Review Committee	Public Hearing	Comment Period	Rules Adopted	Rules Published	ARC #	Rules Review Committee	Effective Date
Chapter 50 Technical Changes	June 11, 2014	ARC 1502C	July 8, 2014	N/A	July 1, 2014	July 16, 2014	August 6, 2014	ARC 1566C	September 9, 2014	September 10, 2014
Assisted Living Program – Respite Care Services	June 25, 2014	ARC 1511C	July 8, 2014	N/A	July 15, 2014	September 24, 2014	October 15, 2014	ARC 1667C	November 18, 2014	November 19, 2014
EGH/ADS Informal Conferences	September 3, 2014	ARC 1616C	September 9, 2014	N/A	September 23, 2014	October 8, 2014	October 29, 2014	ARC 1701C	November 18, 2014	January 1, 2015
Subacute Mental Health Care Facilities	September 3, 2014	ARC 1615C	September 9, 2014	September 24, 2014	September 23, 2014	October 31, 2014	November 26, 2014	ARC 1740C	December 12, 2014	December 31, 2014
Hospitals – Abuse Record Checks	October 1, 2014	ARC 1650C	October 14, 2014	N/A	October 21, 2014	November 13, 2014	December 10, 2014	ARC 1751C	January 6, 2015	January 14, 2015
Chapter 57 Rewrite	October 1, 2014	ARC 1649C	October 14, 2014	October 21, 2014	October 21, 2014	November 13, 2014	December 10, 2014	ARC 1753C	January 6, 2015	January 14, 2015
Involuntary Discharge or Transfer Rules	October 1, 2014	ARC 1648C	October 14, 2014	N/A	October 21, 2014	November 13, 2014	December 10, 2014	ARC 1752C	January 6, 2015	January 14, 2015
Rescind Indigent Defense Fund Claim Processing	November 12, 2014	ARC 1727C	December 12, 2014	N/A	December 2, 2014	December 29, 2014	January 21, 2015	ARC 1829C	February 2015	February 25, 2015
ASB Application for Certification	February 4, 2015	ARC 1860C	February 2015	N/A	February 24, 2015					
Registered Amusement Device Updates	February 4, 2015	ARC 1859C	February 2015	N/A	February 24, 2015					
Chapter 31 Updates	February 4, 2015	ARC 1861C	February 2015	N/A	February 24, 2015					
Bingo Rules Update	February 4, 2015	ARC 1858C	February 2015	N/A	February 24, 2015					