

# 2015 LEGISLATIVE AND CONSUMER DIRECTORY



*Every Person Matters*

**A R K A N S A S  
D E P A R T M E N T O F**



**HUMAN  
SERVICES**

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# Department of Human Services (DHS)

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**John Selig** Director  
**Keesa M. Smith** Deputy Director  
**Vacant** Deputy Director  
(501) 682-8650

Dear legislators and consumers,

Thank you for your interest in the Department of Human Services. By creating a legislative and consumer directory, we hope to give the citizens of Arkansas a better idea of what our agency does and who we serve.



John Selig

Some may think of DHS as simply a “welfare” agency, helping people who are down on their luck. But the reality is we are largely serving your family and neighbors who need basic health care or, because of a disability or a tough economy, need assistance remaining as independent as possible.

Our programs connect the elderly and disabled to services that allow them to stay in their homes or communities; help people who are blind gain independence; provide safety and stability to abused and neglected children; support high-quality early childhood education; strengthen nonprofits through training and technical assistance; and much more.

#### Did You Know?

Most of the people DHS serves each day:

- Have a disability,
- Are elderly, or
- Are children in need of medical care or a safe place to grow and learn.

All of these programs help our hard-working and dedicated staff achieve our mission of improving the quality of life of Arkansans by fostering independence, protecting the vulnerable and promoting better health.

While carrying out our mission, we also strive to be good stewards of the money entrusted to the agency by partnering with businesses and nonprofit organizations, aggressively pursuing fraud and using technology to reduce the need for additional staff.

Thanks for reading.

Sincerely,

John Selig

# Executive Staff

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## **Division of Services for the Blind**

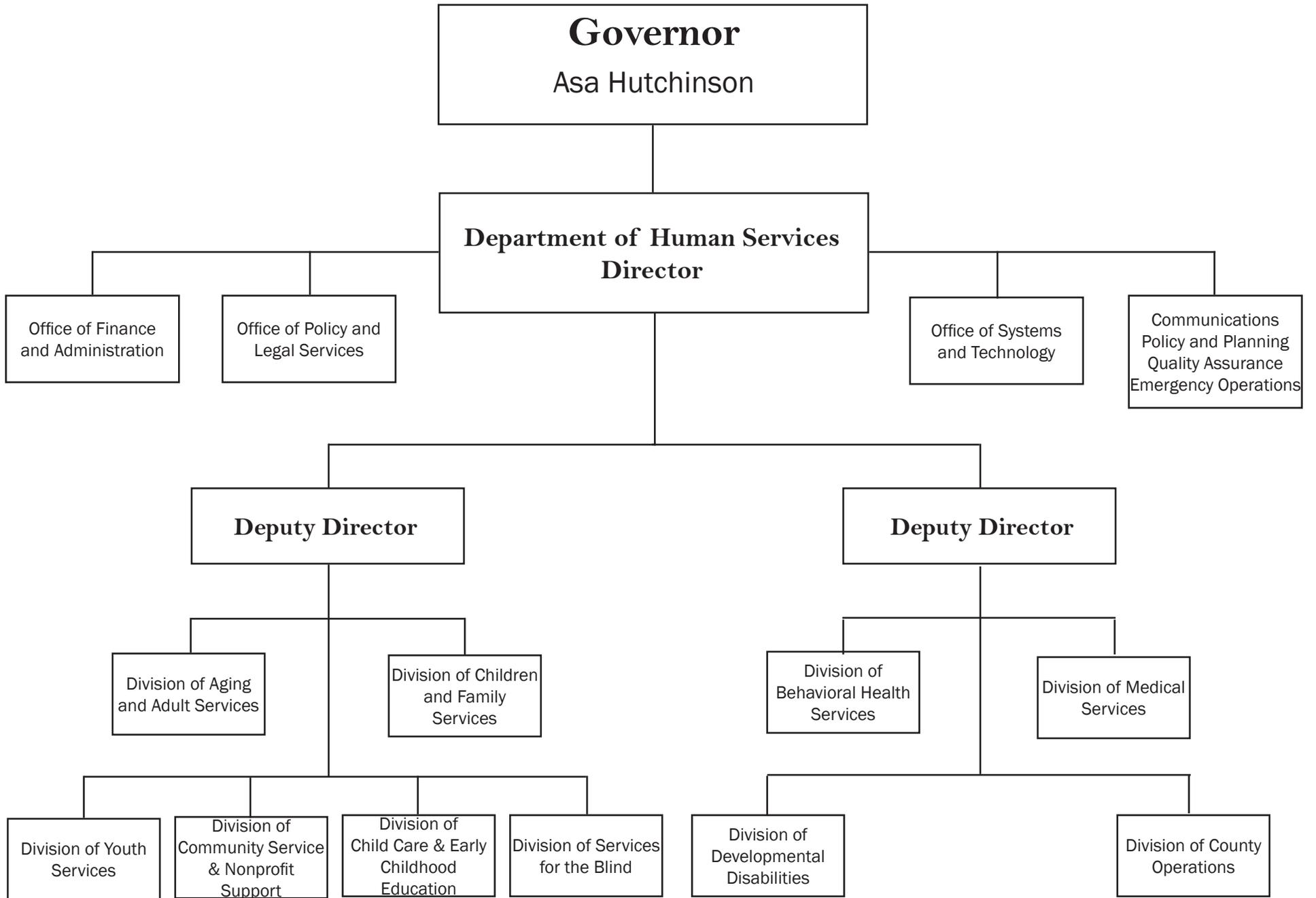
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Phone: 682-8755 Fax: 682-1351



# Division of Aging and Adult Services (DAAS)

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Krista Hughes

**Krista Hughes** Director

**Brad Nye** Assistant Director, Grants and Special Projects

**Connie Parker** Assistant Director, Support Services

**Stephenie Blocker** Assistant Director,  
Home- and Community-Based Services

**Debra Hope** Chief Financial Officer  
(501) 682-2441

## DAAS Program Overview

### Fast Facts

- 152,235 people served annually
- Division established 1977
- \$50.3 million budget
- 208 budgeted positions

### Advisory Boards

- Governor's Advisory Council on Aging

### Responsibility and Mission:

DAAS serves as the focal point for all matters concerning older Arkansans and adults with disabilities. This includes advocating for these populations; giving them a choice of how and where they receive long-term care services; and planning, coordinating, funding and evaluating home- and community-based programs and services. DAAS's mission is to promote the health, safety and independence of these populations.

**The Older Americans Act** provides federal funds to pay for home- and community-based long-term services and supports for adults 60 and older and their families. These programs help older adults remain in the community as independently as possible and are administered by the Area Agencies on Aging. Services include home-delivered meals; congregate meals; transportation services, health promotion services to help prevent disease or manage chronic illnesses; and operation of senior centers.

### Did You Know?

Adult Protective Services (APS) workers investigated 2,487 adult maltreatment allegations in the last fiscal year. More than 430 adults are in APS protective custody.

**Alternatives for Adults with Physical Disabilities** is a Medicaid waiver program for individuals age 21-64 with a physical disability based on Social Security criteria. It allows consumers to receive their in-home care through self-direction or through an agency. To participate, consumers must meet medical and financial eligibility criteria for Nursing Home Intermediate Level of Care.

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# Division of Aging and Adult Services (DAAS)

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## Program Overview Continued

**ElderChoices** is a Medicaid waiver program that provides assistance by allowing Medicaid reimbursement for certain home- and community-based services that are not routinely covered by Medicaid. Consumers in this program are age 65 or older and financially and medically eligible for Nursing Home Intermediate Level of Care. Among the services included in this program are homemaker services, assistance with chores, home-delivered meals and adult day care.

**Living Choices/Assisted Living** is a Medicaid waiver assisted living program that provides consumers the opportunity to live in Assisted Living Facilities with 24-hour supervision and services that support independence.

**IndependentChoices** is a Medicaid program that gives consumers choice and control by allowing them to both be the employer and budget authority. In addition to paying for the services of their employee, the consumer may also choose to use part of their budget for goods and services. The consumer is offered financial and counseling support.

**Adult Protective Services (APS)** investigates suspected abuse, neglect or exploitation of adults who are endangered as a result of lack of mental capacity, impaired from mental or physical disease or developmental disability. In SFY 14, APS conducted 2,487 adult maltreatment investigations; 435 adults are in APS custody.

**Aging and Disability Resource Center** provides information about services, resources and programs in areas such as living arrangements, support in caregiving, energy assistance, assistive technology and many other publicly-funded programs.

**The Alternatives Plus (A+) Program** is funded with tobacco settlement proceeds. The overall goal is to facilitate the transition of low-care Medicaid consumers from nursing home facilities to home- and community-based services.

**The Tri-County Rural Health Network Community Connector Program** was established to improve access to home- and community-based services for the Arkansas Delta region, which is one of the poorest, most rural areas in the nation.

**Money Follows the Person (MFP)** is a system to finance Medicaid long-term services and supports that enables eligible people from designated institutions to live in the most appropriate and preferred setting of their choice. There are two components involved in MFP. The first component involves sufficient Medicaid funding to be spent on qualified home- and community-based services when the person moves to the community from an institutional setting. The second component is the process of identifying people in institutions who wish to transition to the community, as well as assisting with their transition process.

**The State Long-Term Care (LTC) Ombudsman** provides statewide oversight, monitoring, development and maintenance of policies, procedures, training and certification of local LTC Ombudsmen. Ombudsmen advocate for resident rights; investigate concerns ranging from physical, sexual, emotional, mental abuse and financial exploitation; and empower residents to help themselves whenever possible.

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# Division of Aging and Adult Services (DAAS)

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## Program Overview Continued

**The Office of Public Guardian for Adults** provides guardianship services to individuals who lack the mental capacity to make informed health, placement or financial decisions. The Public Guardian serves when no private guardian is available. In SFY 14, the state had public guardianship of 239 people.

**Senior Community Service Employment Program** is a program for low-income persons age 55 and over who have poor job prospects. Program participants receive assignments at community and government agencies and are paid the Federal or State minimum wage, whichever is higher. Participants may also receive assistance in developing job search skills and locating permanent employment. During their training, participants work with their local employment and training coordinator to achieve permanent part-time or full-time unsubsidized employment either at their host agency or with other employment sources in their area.

**Senior Medicare Patrol** is a 100 percent federally-funded project that recruits and trains retired Arkansans as volunteers to educate Medicare beneficiaries and older consumers about preventing Medicare fraud. Volunteers help seniors learn to detect and report health care fraud, errors and abuse.

# Division of Behavioral Health Services (DBHS)



Dr. James C. Green

**Dr. James C. Green** Interim Director  
**Pam Dodson** Assistant Director for Adult Services  
**Paula Stone** Assistant Director for Children's Services  
**Elizabeth Childers** Director, Quality Assurance  
**Julie Meyer** Director, Policy and Research  
**Steve Henson** Director, Arkansas State Hospital  
**Jay Hill** Administrator, Arkansas Health Center  
(501) 686-9164

## Fast Facts

- 86,537 people served annually
- Division established 1977
- \$156.5 million budget
- 1,069 budgeted positions

## Facilities Operated

- Arkansas State Hospital (226 beds)
- Arkansas Health Center (290 beds)

## Advisory Boards

- State Institutional System Board
- Arkansas Behavioral Health Planning & Advisory Council
- Alcohol & Drug Abuse Coordinating Council
- Arkansas State Hospital Advisory

## DBHS Program Overview

### Responsibility and Mission:

DBHS supports, certifies, licenses and funds mental health and substance abuse prevention, treatment and recovery services throughout the state. Its mission is to provide leadership and resources to facilitate effective prevention, quality treatment and meaningful recovery.

**The Arkansas State Hospital (ASH)** is a psychiatric, inpatient facility and is a unit within DBHS. ASH's mission is to provide specialized psychiatric services, treatment for adolescent sex offenders and forensic services that promote recovery in a safe and caring environment. ASH is licensed by the Arkansas Department of Health and the Centers for Medicare and Medicaid Services and is accredited by The Joint Commission (TJC). The hospital has nine units and 226 patient beds in three service areas: General Adult, Forensic and Adolescent.

**The Arkansas Health Center**, formerly known as the Benton Services Center, is a 290-bed psychiatric nursing home licensed by the Office of Long-Term Care. It provides skilled nursing home care for qualified individuals who also have complicating psychiatric disorders and for others with special needs such as ventilator-dependent patients. It serves the needs of the elderly and persons with disabilities who require specialized services that are not generally available elsewhere. Services are available to all residents of Arkansas who meet admission criteria.

### Did You Know?

DBHS offers mental health treatment and alcohol and drug abuse prevention and treatment services to approximately 86,500 individuals each year. The services are offered either directly by DBHS or through community-based providers.

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# Division of Behavioral Health Services (DBHS)

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## Program Overview Continued

**Community-based Mental Health Services** are for both adults and children through contracts with the state's 13 Community Mental Health Centers. These services include emergency services, outpatient evaluation and treatment services, rehabilitative services for adults with serious mental illness and children with serious emotional disturbance, and screening and referral for state-funded inpatient psychiatric care at either the Arkansas State Hospital or in a local community hospital.

**Substance Abuse** prevention and treatment services are provided throughout the state through several different programs. Federal money is used to fund regional prevention providers, local service providers and community coalitions directly impacting the lives of Arkansans. Statewide prevention efforts focus on workforce development, ensuring compliance with laws on the sale of tobacco and data collection with the Arkansas Prevention Needs Assessment and Archival Risk Factors. Treatment services include residential outpatient detoxification services through a network of local providers. Drug, Alcohol and Safety Education Programs provide screening, referral and education services for offenders driving under the influence of alcohol and other drugs, along with those in juvenile drug courts. State lottery money funds the gambling helpline and treatment services through this office.

# Division of Child Care and Early Childhood Education (DCCECE)



Tonya Williams

**Tonya Williams** Director

**Arlene Rose** Assistant Director, Personnel/Child Development Fund

**Laura Webb** Assistant Director, Finance/Compliance

**William Lackey** Administrator, Child Health/Nutrition

**Mary K. McKinney** Administrator, Arkansas Better Chance (State Pre-K)

**David Griffin** Administrator, Child Care Licensing and Better Beginnings  
(501) 320-8911

## DCCECE Program Overview

### Responsibility and Mission:

DCCECE licenses and investigates complaints against child care centers, child placement and adoption agencies; administers the state Pre-K program, provides professional development for child care workers, oversees a federal child care assistance program for low-income families and administers the child nutrition program. The division's mission is to ensure that all Arkansas children and families have access to a safe, high-quality, appropriate learning environment by educating and assisting parents, child care providers, and communities to prepare our children for future success.

**Child Care Licensing** performs on-site reviews of child care and early childhood centers and family child care homes, conducts investigations of licensing complaints and assists with child maltreatment complaint investigations. Licensing is also responsible for maintaining the Child Care Criminal Records Check System.

**Placement and Residential Licensing** is responsible for licensing child placement agencies, youth residential and adoption agencies as well as conducting complaint investigations in these agencies and facilities.

### Fast Facts

- 48,679 people served annually
- Division established 1997
- \$143 million budget
- 194 budgeted positions

### Advisory Boards

- Arkansas Early Childhood Commission
- State Board of Education (State Pre-K)

### Did You Know?

DCCECE regulates the operation of 2,400 child care centers and homes. These child care centers are licensed to serve more than 179,000 children. The division also assists more than 10,000 low-income working families or students with the cost of child care.

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# Division of Child Care and Early Childhood Education (DCCECE)

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## Program Overview Continued

**Better Beginnings** is the state's Quality Rating Improvement system for child care and early childhood education. Better Beginnings is a resource designed to assist parents with locating quality child care and early childhood education programs and gives professionals in the field the tools and resources to achieve high quality levels of care.

**Child Care Development Fund (CCDF)** provides child care assistance to eligible low-income working families and students, Transitional Employment Assistance (TEA) clients and individuals transitioning from TEA. CCDF also provides support to child care and early childhood education providers through contracts and grants for training, resource and referral activities, printed materials and online resources that promote high quality.

**Arkansas Better Chance** administers the state funded Pre-K program in partnership with the Department of Education.

**Child Health Nutrition Unit** works with programs administered by DCCECE to ensure a child health focus and partners with other health-related organizations to promote collaboration and coordination. The unit administers several USDA programs that provide funding to child care and early childhood education and community partners for meals and snacks served to eligible children.

**Compliance Unit** administers programs that promote the efficient use of funds and holds accountable the core business effort of DCCECE.

# Division of Children and Family Services (DCFS)

**Cecile Blucker** Director

**Beki Dunagan** Assistant Director, Office of Community and Supports  
**Joe Cox** Assistant Director, Office of Finance and Administrative Support  
(501) 682-8772



Cecile Blucker

## Fast Facts

- 40,000 children served annually
- Division established 1985
- \$152 million budget
- 956 budgeted positions
- 4,000 average number of children in foster care on any given night
- 1,231 foster homes
- 587 children available for adoption

## Advisory Boards

- Child Welfare Agency Review Board
- Citizens Review Panel
- Youth Advisory Board
- DCFS Advocacy Council

## DCFS Program Overview

### Responsibility and Mission:

DCFS is responsible for the management of the child abuse hotline; conducting child maltreatment investigations; the safety, permanency and well-being of children in the foster care system and for those who can remain in their homes under DCFS's guidance; and for ensuring timely permanency for all children served including adoptions. DCFS's mission is to ensure children are safe and to help families. DCFS uses community-based services and supports to assist parents and relatives in successfully caring for their children.

**Child Maltreatment Investigations** are conducted when DCFS receives an allegation of abuse or neglect from the Child Abuse Hotline, law enforcement or other entities. In SFY14, there were 32,928 investigations conducted for alleged maltreatment. Of those DCFS was the primary investigator on 27,805 investigations. DCFS also worked with 3,840 families through the Differential Response program, where DCFS staff responds to low-risk child maltreatment allegations by strengthening and supporting the family and addressing their needs.

### Did You Know?

DCFS finalized the adoption of 724 children from the state foster care system in State Fiscal Year 2014.

**Child Protective Services** are designed to strengthen families and enhance their ability to care for their children. These services are most often for families in which an allegation of child maltreatment has been found true, but it has been determined the children can safely remain in the home. Services offered to assist families include counseling, in-home support, intensive family services, parenting education, homemaker assistance, language interpreters, support groups, therapies and assistance in budgeting, meal preparation and other supports.

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# Division of Children and Family Services (DCFS)

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## Program Overview Continued

**Foster Care** placement occurs when it is determined that a child cannot safely remain in his home. The child is usually placed in the home of foster parents and/or relatives. The goal is to ensure the child is safe. DCFS's overall goal for children who have been removed from their home is reunification with their parents when it is safe to do so.

**Adoption** is the most legal form of permanency should a child not be able to return to his parents and the parents' rights have been terminated. DCFS strives to find the appropriate "forever family" for children in its care. All children deserve to have a forever family. During SFY 14, 724 children found their forever home.

**Independent Living Skill Building for Foster Teens** is a program that teaches foster teens basic life skills as they transition to adulthood. The program has an educational focus and encourages youth to stay in school through high school graduation and then will assist them with post-secondary education and training.

# Division of County Operations (DCO)

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Delia Anderson

**Delia Anderson** Director

**Mary Franklin** Assistant Director, Administrative Support

**Robert Williams** Assistant Director, Field Operations

**Larry Crutchfield** Assistant Director, Program Planning and Development

**Lorie Williams** Assistant Director, Community Services

(501) 682-8375

## DCO Program Overview

### Fast Facts

- 1,126,514 people served annually
- Division established 1985
- 1,876 budgeted positions
- 60 tobacco tax-funded positions
- Approximately 1.1 million applications processed during SFY14

### Facilities Operated

- 83 County offices
- 1 Application Processing Center in Batesville

### Responsibility and Mission:

DCO accepts and processes applications for nearly a dozen public assistance programs and enrolls consumers in the programs for which they have been approved. Its mission is to ensure the delivery of quality human services that strengthen the health and well-being of Arkansas's children, families and adults. The following is a list of programs for which DCO processes applications.

**Medicaid** pays for medical services, prescription drugs, long-term care and other related services for eligible Arkansans. Coverage includes services for low-income children, families and adults, the elderly, disabled and pregnant women. Approximately 806,442 Arkansas children and adults were eligible for medical care through the Medicaid program during SFY 14.

**Transitional Employment Assistance (TEA)** provides time-limited cash assistance and employment-related services each month to low-income families with dependent children. There were 24,681 people receiving services during SFY 14.

**Work Pays** encourages working TEA clients to remain employed after closure of the TEA case while increasing their hours of work and/or hourly wage. Eligible families receive \$204 a month for up to 24 months. In SFY 14, services were provided to 6,803 people.

### Did You Know?

DHS distributes an average of \$57.15 million in food assistance benefits each month through Electronic Benefit Transfer, which can be used only to buy food at grocery stores and farmers markets.

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# Division of County Operations (DCO)

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## Program Overview Continued

**Supplemental Nutrition Assistance Program (SNAP)** provides a nutrition safety net for low-income children, families and adults. Recipients receive their benefits on an Electronic Benefits Transfer (EBT) card that works at most grocery stores, approved farmers markets and some smaller stores that sell food. SNAP recipients cannot get cash back from the cards. More than \$685.1 million in benefits were provided to 685,812 people during SFY14.

**Commodity Distribution/Emergency Food** provides more than 24.4 million pounds of U.S. Department of Agriculture and donated food to needy and unemployed people through school lunch programs, charitable and correctional institutions, child feeding programs, disaster organizations, soup kitchens and food banks.

**Refugee Resettlement** provides temporary cash and medical assistance to refugees and entrants to help them to become self-sufficient.

**Community Services Block Grant (CSBG) Program** supports 16 Community Action Agencies in the state that offer services and activities to help low-income families become self-sufficient. In SFY14, CSBG provided more than \$7.57 million in funding to these agencies.

**Low-Income Home Energy Assistance Program** provides financial assistance to approximately 113,000 low-income households each year to help pay utility bills. This program also provides case management activities designed to encourage and enable households to reduce energy costs and thereby the need for financial assistance.

**Shelter Plus Care Program** provides grants to community-based agencies that offer housing and supportive services for homeless people with disabilities (primarily serious mental illness, chronic problems with alcohol and/or drugs, Acquired Immune Deficiency Syndrome (AIDS) or related diseases). In SFY14, 296 people received rental assistance through this program.

**Emergency Shelter Program** provides grant funding to 68 local community homeless shelters. In SFY14, it provided shelters with more than \$1.67 million in grant funds.

# Division of Community Service and Nonprofit Support (DCSNS)



Sherry Middleton

**Sherry Middleton** Director  
**Edet Frank** Assistant Director  
(501) 682-7540

## DCSNS Program Overview

### Responsibility and Mission:

DCSNS provides assistance to build capacity in Arkansas's nonprofits through training and technical assistance consultation. It serves as the conduit for AmeriCorps federal funds. The mission is to strengthen community resources, volunteerism and national service in Arkansas.

**Nonprofit Capacity Building** is a focus of DCSNS as it provides established or customized training, consultations and workshops on nonprofit program design, organization, program development, finances, public outreach and evaluations.

**The Legal Guide for Arkansas Nonprofit and Volunteer Organizations** provides information about legal aspects of nonprofit formation and governance in a user-friendly format. It is published in partnership with the author Bonnie Johnson, Williams & Anderson PLC and the University of Arkansas at Little Rock Bowen School of Law.

**The Arkansas Mentors Network** trains, connects and supports youth and adult mentoring programs. DCSNS provides assistance to community leaders in designing new volunteer centers by providing volunteer start-up manuals, presentations and consultations.

**Arkansas Community Service Awards (CSA)** recognizes volunteers monthly and has an annual televised awards show. CSA is a partnership with the Office of the Governor and KARK-TV.

### Fast Facts

- Division established 1974
- \$3.9 million budget
- 24 budgeted positions responsible for 400 AmeriCorps members

### Advisory Boards

- Governor's Advisory Council on Volunteerism
- Governor's Advisory Commission on National Service

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# Division of Community Service and Nonprofit Support (DCSNS)

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## Program Overview Continued

**Arkansas Community of the Year Awards (COYA)** recognizes 12 communities annually for the engagement of volunteers in the local community. COYA is a partnership with the Office of the Governor and the Arkansas Municipal League.

**The Arkansas Service Commission** serves as a conduit for federal funds from the Corporation for National and Community Service to AmeriCorps state programs. In all, 14 AmeriCorps programs are funded in Arkansas for program year 2014-2015 at a level of \$2,417,646.

**Emergency Support Function 6 (ESF 6)** in State Disaster Management is assigned to DHS. DCSNS handles the Volunteer and Donation Management component. As a result DCSNS offers Volunteer Response Center (VRC) training. The training is designed to equip local communities to develop a centralized clearinghouse that matches community needs with people who want to help during a disaster. The local VRC will direct unaffiliated volunteers to locations where they are most needed as quickly as possible while freeing first responders and affiliated volunteers to assist those directly affected by the disaster. The trained local VRC is also able to better manage the outpouring of donations in their community.

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[www.humanservices.arkansas.gov/dcsns](http://www.humanservices.arkansas.gov/dcsns)  
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# Division of Developmental Disabilities Services (DDS)



Jim Brader

**Jim Brader** Interim Director

**Deborah Tenner** Assistant Director, Financial & Management Services

**Traci Harris** Assistant Director, Children's Services

**Shelley Lee** Assistant Director, Quality Assurance

**Melissa Stone** Assistant Director, Compliance

**Anna Lansky** Assistant Director, Policy and Planning

(501) 682-8665

## DDS Program Overview

### Responsibility and Mission:

DDS provides community and facility-based care and services to thousands of Arkansans with developmental disabilities. Its mission is to ensure the division, board and providers pursue the goals of: appropriate, individualized, quality services; protection of constitutional rights; uninterrupted services until no longer needed; involvement of individuals, families, communities and the public; strategic planning for the future; and adequate funding and staffing.

**Service Coordination and Case Management** serves as the initial and on-going liaison between individuals and services.

### Alternative Community Services

**Medicaid Waiver** provides services in the community for people who qualify for care in an institution.

Approximately 4,160 people are served daily through this home- and community-based waiver.

**Developmental Day Treatment Clinic Services (DDTCS)** is a center-based service for preschool children and adults. Centers are located in most communities.

**Human Development Centers** provide therapy and residential services for Arkansans with severe disabilities at five long-term care facilities in Arkadelphia, Booneville, Conway, Jonesboro and Warren. The centers employ 2,254 people who serve about 960 residents.

### Fast Facts

- 20,000 people served annually
- Division established 1955
- \$186 million budget
- 2,482 budgeted positions

### Advisory Boards

- Developmental Disabilities Services Board
- Early Intervention Interagency Coordinating Council
- Children's Services Parents' Advisory Council

### Did You Know?

More than 960 Arkansans with developmental disabilities are living in five DHS-operated human development centers located across the state.

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# Division of Developmental Disabilities Services (DDS)

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## Program Overview Continued

**First Connections/Early Intervention** provides services designed to reduce/ameliorate developmental delays in infants and toddlers from birth to three years of age. Approximately 3,130 children are served each year.

**Title V Children with Special Health Care Needs Program** provides children and youth up to age 18 (individuals age 18-21 are served as funding allows) with case management assistance and payment for medical and support services relative to the eligible condition. Approximately 80 percent of the individuals served by this program are not eligible to receive services from other DDS programs.

**Part B of IDEA (Individuals with Disabilities Education Act)– Early Childhood** serves children three to five years of age who are enrolled in DDS licensed pre-schools. Eligible children receive habilitation and therapeutic services such as speech, occupational and physical therapies. This program provides services to about 3,325 children annually.

**Developmental Disabilities Services Administration** contracts, licenses and oversees 81 center-based community day programs, 73 waiver providers, 22 center-based providers, and 64 independent Early Intervention providers that together serve children and adults in all 75 counties. Center-based services include pre-schools, adult development, work training and job development. Waivers allow individuals to receive assistance in their own homes and communities.

**Consultant Services** provides speech/language evaluations and consultation to children and families in all DDS programs.

### Facilities Operated:

- Arkadelphia Human Development Center
- Booneville Human Development Center
- Conway Human Development Center
- Jonesboro Human Development Center
- SE Arkansas Human Development Center

# Division of Medical Services (DMS)

**Dawn Stehle** Director

**Tami Harlan** Deputy Director

**Dr. William Golden** Medical Director

**Mark Story** Assistant Director, Program and Administrative Support

**Vacant** Assistant Director, Health Care Innovation Programs

(501) 682-8292



Dawn Stehle

## DMS Program Overview

### Fast Facts

- 934,239 people served annually
- Division established 1985
- \$5.3 billion budget
- 312 budgeted positions
- 437 facilities regulated

### Advisory Boards

- Medical Care Advisory Committee

### Responsibility and Mission:

DMS oversees the Medicaid, ARKids First, Health Care Independence Program and Long-Term Care systems in Arkansas including the licensing and inspection of nursing homes. DMS's mission is to ensure that high-quality and accessible health services are provided to citizens of Arkansas who are eligible for Medicaid and nursing home care.

**Medicaid** provides a variety of medical services including health care coverage, long-term care, mental health services, hospice, orthotics, prescription drugs and various home- and community-based services for certain eligible low-income and needy populations. Medicaid is jointly funded by federal and state funds.

#### Did You Know?

Medicaid covered \$837 million in long-term care costs during the most recent fiscal year.

### The Health Care Independence

**Program** (commonly called the "Private Option") allows the state to use federal Medicaid dollars to pay the monthly private health insurance premiums for eligible working-age Arkansans whose annual income is 138 percent or less of the federal poverty level. The program was approved by the State Legislature in 2013 and signed into law by former Gov. Mike Beebe. At the end of calendar year 2014, about 223,000 Arkansans had been determined eligible for the program.

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# Division of Medical Services (DMS)

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## Program Overview Continued

**Office of Long Term Care** licenses and inspects 227 nursing homes, 42 Intermediate Care Facilities for individuals with intellectual disabilities, five Human Development Centers, 61 Residential Care Facilities, 35 Adult Day Care and Adult Health Care Centers, two Post-Acute Head Injury Facilities, 82 Assisted Living Facilities and 14 Alzheimer's Special Care Units.

**Arkansas Health Care Payment Improvement Initiative** is a joint effort by Medicaid and private health insurance companies in Arkansas to transform the state's health care and payment system. The initiative is designed not only to make the Medicaid program financially sustainable in the long-term, but also to improve the quality of care that patients receive. Arkansas Medicaid launched the first component of episodes of care in SFY13. In SFY14, the second component, patient-centered medical homes (PCMH), was launched as the initiative's first population-based strategy for payment reform. PCMH invest in primary care and transform the current fragmented system to one where care is coordinated to create better patient outcomes and slower growth in costs.

**Medicaid Program Integrity** efforts are now administered by the Office of the Medicaid Inspector General (OMIG). The OMIG was established in the 2013 Legislative Session and took effect at the beginning of SFY14. The OMIG is a separate state agency from DHS and its purpose is to combat fraud, waste and abuse within the Medicaid program by reviewing enrollment applications, conducting provider screenings, and other state and federal reviews.

**Medicaid Management Information System (MMIS)** processes all Medicaid claims and provides Medicaid data for program management and various research and care planning activities. Arkansas Medicaid is currently leading an effort to replace our aging MMIS with a new, more capable and robust system to support the modern Medicaid environment. In SFY14, Medicaid processed 41 million provider-submitted claims from 11,785 providers for 934,239 Arkansans.

**Third Party Liability Unit** is one aspect of Arkansas Medicaid cost containment. As the payer of last resort, federal and state statutes require Medicaid agencies to pursue third party resources to reduce Medicaid payments. These sources include health and liability insurance, court settlements and absent parents. The unit also administers the department's Estate Recovery program, which recovers the costs of long term care from decedents' estates.

**Provider Enrollment Pre-Screening and Revalidation** ensures that providers are qualified to participate in the Medicaid program by meeting credentialing and licensure requirements, disclosing business relationships, ownership and conviction information, and having positive background check information. Medicaid staff and contractors are working diligently to ease administrative burden for providers, however, these pre-enrollment requirements help to prevent those with previous issues from becoming Medicaid providers. Additionally, currently enrolled providers are required to re-enroll at least every five years.

# Division of Services for the Blind (DSB)

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Katy Morris

**Katy Morris** Director  
**Cassandra Williams** Assistant Director  
(501) 682-0362

## Fast Facts

- 1,930 people served annually
- Division established 1983
- \$11 million budget
- 76 budgeted positions

## Governing Board

- Services for the Blind Board

## Advisory Boards

- Committee of Licensed Blind Vendors
- State Workforce Investment Board
- Friends of Arkansas Information Reading Services for the Blind (FAIRS)
- Older Blind Advisory Committee

## DSB Program Overview

### Responsibility and Mission:

DSB provides customized vocational rehabilitation services, independent living skills instruction, equipment, audio information and consultation services for people who are blind or severely visually impaired and those interested in employing them. DSB's mission is to promote the personal and economic independence of blind and severely visually impaired people of all ages in Arkansas.

**The Vocational Rehabilitation (VR)** program provides customized vocational rehabilitation services beginning at age 14 for people who are blind or severely visually impaired. Services are provided directly by qualified DSB staff members or are purchased from medical, educational and other specialists in the community to enable individuals to make the best use of existing vision or to learn how to function skillfully with little or no vision. The end goal is that individuals have jobs in their chosen fields that compensate them fairly for their knowledge and skill-level.

Such services may include surgery, training in vocational skills and alternative equipment and devices, academic education, training in independent living skills, technology instruction, equipment and initial supplies, job placement, small business development, youth transition to higher education or employment, coaching on identification of local resources to promote self-sufficiency, benefits counseling, instructional services to families as a natural support system, etc. Equipment and services provided are dependent upon individual need and eligibility for other local, state and federal programs. There is no upper age limit for VR as long as individuals have the capacity and willingness to work.

### Did You Know?

DSB offers services to more than 1,900 blind and severely visually impaired Arkansans. These services range from employment preparation to independent living skills and technology training.

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# Division of Services for the Blind (DSB)

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## Program Overview Continued

**Supported Employment** is a targeted outcome of the Vocational Rehabilitation (VR) program that is specifically directed toward developing the capacity of people who have serious visual impairment in addition to other significant disabilities. The services offered mirror those of VR, but are customized to the multiple employment-related needs of individuals with one or more disabling conditions in addition to vision loss and to the needs of their families as natural support systems.

**The Older Individuals Who Are Blind Program** is for people aged 55 and older who are blind or severely visually impaired. Individuals may receive low vision evaluation, appropriate instruction in their home area, initial equipment and supplies, etc., through contractual services purchased by DSB from qualified service providers such as World Services for the Blind. Such services enable individuals to function independently in their homes and communities and enhance the quality of life for themselves and their families.

**Information Access Services** provides job data, public notices, support group information and other items of interest to people who are blind or severely visually impaired via audio digital television broadcasts (in partnership with Arkansas Educational Television Network), web site information and the production of Braille and other alternatives to print. Additionally, DSB offers an information clearinghouse on vision and technology related information, along with consultation services to potential employers of people who are blind or severely visually impaired. These services are readily available to educational entities, healthcare providers, churches, restaurants, recreational service providers, hotels, workforce centers, and others seeking information on how to best and most efficiently serve the visual needs of their constituents with severe visual limitations.

# Division of Youth Services (DYS)

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**Keesa M. Smith** Interim Director

**Herman Williams** Assistant Director, Residential Services

**Carmen Mosley-Smith** Assistant Director, Community Services

**Steve Little** Assistant Director, Support Services/CFO

**James Walker** Clinical Director

**Brett Smith** Education Director

(501) 682-8654



Keesa M. Smith

## DYS Program Overview

### Responsibility and Mission:

DYS provides, in a manner consistent with public safety, a system of high-quality programs to address the needs of youth who come in contact with, or are at risk of coming in contact with, the juvenile justice system. The division's mission is to provide effective community-based prevention, diversion, and graduated sanctions; leadership for coordination, collaboration and improvement of the Arkansas juvenile justice system; supervision and effective treatment for youthful offenders in the community; and safe and secure facilities in a manner consistent with best practices and with effective treatment programming for the population served.

**Prevention and Diversion** includes efforts supported or managed by DHS to strengthen community support for youth. Prevention efforts target all Arkansas youth and seek to strengthen pro-social behavior to prevent their coming into contact with juvenile justice in the first place. Diversion programs include those designed specifically to help protect youthful offenders from penetrating more deeply into the system than is necessary. For these purposes DHS provides grants, technical assistance, and monitoring to community-based partners.

**Diagnosis and Evaluation Services** include a comprehensive evaluation of medical, psychological, social history, needs assessment and educational factors to determine the most appropriate placement for each youth.

### Fast Facts

- 5,333 people served in SFY14
- Division established 1993
- \$62 million budget
- 88 budgeted positions

### Advisory Boards

- DHS State Institutional System Board
- Juvenile Ombudsman
- DHS Stakeholder Cabinet
- Arkansas Coalition for Juvenile Justice

### Did You Know?

The number of youth committed to DHS by a judge in SFY14 was 486.

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# Division of Youth Services (DYS)

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## Program Overview Continued

**DYS Consolidated School District** provides specialized education and targeted career readiness to youth involved with the Arkansas juvenile justice system. The school district ensures that Individual Education Plans (IEPs) are designed and implemented for youth with disabilities, provides accredited education for youth, facilitates the transfer of educational records to and from students' home school districts, provides GED instruction and testing, and assistance with college and trade school preparedness.

**Arkansas Juvenile Assessment and Treatment Center** is operated by G4S. Initial intake, assessment, and placement functions for all youthful offenders committed to DHS are conducted at the Center. In addition to programs for the general population, special programs are conducted for serious and sex offenders.

**Seven Regional Centers** are operated by DHS and provide education, social skills development, structured work development, structured work projects, life skills development and cognitive behavioral therapy.

**Specialized Residential Programs** are contracted licensed residential treatment facilities for specialized, intensive treatment services. This includes sex offender treatment, substance abuse treatment and psychiatric residential treatment.

**Case Management** services include, but are not limited to, individual treatment plan development, aftercare plan development, community supervision, family counseling and liaison, resource development, service procurement and court reports/appearances.

**Community-Based Programs** provide services to the courts for at-risk and delinquent youth. Services include aftercare, electronic monitoring, emergency residential services, intensive supervision and tracking, restitution, day services and prevention services.

**Juvenile Justice Delinquency Prevention (JJDP) Programs** provide support to local delinquency intervention and prevention initiatives with focus upon targeted populations identified by the U.S. Department of Justice.

### Facilities Operated:

- Arkansas Juvenile Assessment and Treatment Center (AJATC)
- Dermott Juvenile Correctional Facility
- Mansfield Juvenile Treatment Center
- Mansfield Treatment Center for Girls
- Colt Juvenile Treatment Center
- Harrisburg Juvenile Treatment Center
- Lewisville Juvenile Treatment Center

# Support Offices

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## Office of Policy and Legal Services

**Mark White** Director  
(501) 320-6310



Mark White

The Office of Policy and Legal Services has attorneys who advocate for court-ordered protection of abused and neglected children; review eligibility for Department of Human Services programs; issue legal opinions; represent DHS in administrative hearings and in-state and federal courts; review contracts, guide policy writing; and draft legislation. Appeals and Hearings administrative law judges decide disagreements over DHS benefits or services. The Office of Employee Relations/Equal Opportunity monitors DHS civil rights compliance and processes employee grievances.

The Privacy Officer monitors DHS compliance with federal and state privacy laws, including the Health Insurance Portability and Accountability Act (HIPAA). The Policy Office develops and updates all DHS personnel and administrative policies and provides guidance to employees and managers regarding how DHS personnel policies are implemented.



Amy Webb

## Office of Communications

**Amy Webb** Director  
(501) 682-8650

The Office of Communications handles all media inquiries and media Freedom of Information Act requests that come to the agency; publishes the DHS TODAY electronic newsletter and the Legislative & Consumer Directory; manages outreach and education campaigns funded by the department; oversees the agency's website and social media outlets; and assists DHS divisions with internal and external communications projects.

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# Support Offices

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## Program Overview Continued

### Office of Systems and Technology

**Richard Wyatt** Director  
(501) 320-3993



Richard Wyatt

The Office of Systems and Technology (OST) provides, coordinates and manages information technology solutions in a manner that best supports DHS strategic objectives, and embraces a technological vision that makes DHS and its divisions integral partners in the delivery of human services to Arkansas citizens.



René Montgomery

### Office of Policy and Planning

**René Montgomery** Director  
(501) 682-8650

The mission of the Office of Policy and Planning is to ensure collaborative, department-wide policy and program decisions are based on research and promising practices to improve outcomes for Arkansans. The office serves four primary functions: 1) coordinates and helps define department-wide policy agenda; 2) anticipates state and federal policy changes, new demographic trends, or proposed program changes and their possible effects; 3) facilitates cross-division project opportunities; and 4) creates strategies to improve data utilization analysis.

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# Support Offices

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## Program Overview Continued

### Office of Finance and Administration

**Karen Fricke** Director  
(501) 682-5448



Karen Fricke

The Office of Finance and Administration (OFA) manages the department's \$6.2 billion budget and provides administrative and financial support to DHS's 10 divisions and 6 support offices. OFA is primarily focused on improving efficiency by using the latest technology to move to a paperless system for financial processing and reporting. OFA already has become an active participant in e-commerce with several electronic billing and data-transfer partners and an online policy certification system. OFA also has implemented automated processing systems for employee travel reimbursement and electronic invoicing in an effort to significantly reduce processing time and improve quality control. OFA's financial services include centralized accounts payable, payroll, accounts receivable functions, as well as support for purchasing, contracting, funds oversight and cost allocation. Accounting oversight and reporting for Arkansas's Comprehensive Annual Financial Report are also provided by OFA. Administrative support services include employee recruitment, training, personnel, policy/procedures, mail services, printing and warehouse/distribution functions.



Tim Lampe

### Office of Quality Assurance

**Tim Lampe** Director  
(501) 320-3988

The Office of Quality Assurance (OQA) is responsible for planning and directing the Quality Assurance program for DHS. The office provides leadership, oversight and general supervision for the department's Audit, Internal Audit, Fraud, Internal Affairs and Information Systems Coordinator Units. OQA brings together and analyzes quantitative program data housed in multiple databases and divisions across the agency to identify trends, performance and links across multiple programs. OQA also participates in evaluation of new technologies or solutions to improve service and efficiency of systems and/or sub-systems. Fraud Investigations identifies, investigates and refers for prosecution individuals (recipients and providers) accused of fraudulently receiving benefits through programs administered by DHS, and investigates allegations of employee misconduct. The Audit Section conducts performance, compliance and financial-related audits as well as consults on operational and program issues. It also coordinates the development of independent audit requirements and guidelines, monitors program resolution of independent audit findings, and reviews and disseminates independent audits to the appropriate funding divisions and offices.

# DHS Important Numbers

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**DHS Home Page:** <http://www.humanservices.arkansas.gov>

**Agency Facebook:** [www.facebook.com/ArkDHS](http://www.facebook.com/ArkDHS)

**Agency Twitter:** [www.twitter.com/ARHumanServices](http://www.twitter.com/ARHumanServices)

<b>Adoptions</b> .....	501-682-8437
<b>ARKids First</b> .....	501-682-8310
<b>Blind, Services for the</b> .....	501-682-5463
<b>Behavioral Health Services</b> .....	501-686-9164
<b>Child Care Licensing</b> .....	501-682-8590
<b>Child Welfare Licensing</b> .....	501-268-2714
<b>Children’s Medical Services</b> .....	501-682-2277
<b>ConnectCare (Primary Care Physicians)</b> .....	501-614-4689
<b>ConnectCare (Dental)</b> .....	501-614-5933
<b>Director’s Office</b> .....	501-682-8650
<b>Supplemental Nutrition Assistance Program (formerly Food Stamps)</b> .....	501-682-8233
<b>Foster Care</b> .....	501-682-8537
<b>Juvenile Justice Delinquency Prevention</b> .....	501-682-8654
<b>Medicaid Eligibility</b> .....	1-800-482-8988
<b>Medicaid Claims</b> .....	1-800-482-8988
<b>Nursing Home Complaints</b> .....	1-800-582-4887
<b>Press Inquiries</b> .....	501-682-8650
<b>State Long Term Care Ombudsman</b> .....	501-682-8952
<b>Transitional Employment Assistance (TEA)</b> .....	1-800-482-8988
<b>Volunteer Information</b> .....	501-682-7540

## Hotlines

<b>Adoptions</b> .....	1-888-736-2820
<b>Adult Protective Services</b> .....	1-800-482-8049
<b>ARKids First</b> .....	1-888-474-8275
<b>Child Abuse</b> .....	1-800-482-5964
<b>Child Care Assistance</b> .....	1-800-322-8176
<b>Child Care Resource and Referral</b> .....	1-800-445-3316
<b>Child Support Information</b> .....	1-877-731-3071
<b>ConnectCare (Primary Care Physicians)</b> .....	1-800-275-1131
<b>Gambling Helpline</b> .....	1-800-522-4700
<b>Choices in Living Resource Center</b> .....	1-866-801-3435
<b>Customer Assistance</b> .....	1-800-482-8988
<b>TDD</b> .....	1-501-682-8820
<b>Fraud and Abuse Hotline</b> .....	1-800-422-6641
<b>Medicaid Claims</b> .....	1-800-482-5431
<b>Medicaid Transportation Questions</b> .....	1-888-987-1200
<b>Senior Medicare Fraud Patrol</b> .....	1-866-726-2916