

**Department of Health and Social Services**

**Division of Health Care Quality (DHCQ)**

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Division Director**

**Joint Finance Committee Hearing  
Fiscal Year 2026 Budget**

**February 26, 2025**



Good Morning, Representative Williams, Senator Paradee, members of the Joint Finance Committee and members of the public.

Thank you for the opportunity to speak with you today and present our accomplishments and Fiscal Year (FY) 2026 Governor's Recommended Budget (GRB).

# Accomplishments

## **Office of Long-Term Care Resident Protection (OLTCRP)**

Surveys: 494 (20% increase)

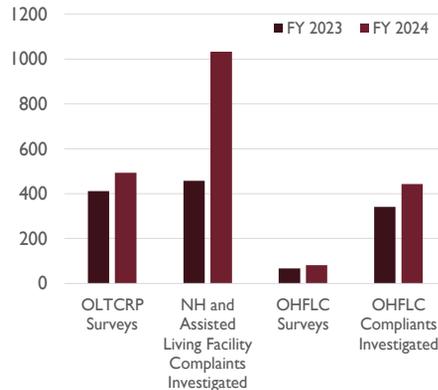
Complaints Investigated: 1,033 (126% increase)

## **Office of Health Facilities Licensing and Certification (OHFLC)**

Surveys: 81 (45% increase)

Complaints Investigated: 443 (30% increase)

Previous years' presentation data was reported based on the calendar year. This data is measured based on the fiscal year.



Delaware Code defines long-term care facilities as nursing homes, assisted living facilities, intermediate care facilities for persons with intellectual disabilities, neighborhood homes, group homes for persons with mental illness, group homes for persons with AIDS, family care homes and rest residential facilities. The Office of Long-Term Residents Protection (OLTCRP) completed a total of 494 surveys of long-term care facilities in FY 2024, which is 82 more surveys than FY 2023. This includes 321 annual surveys, 93 complaint surveys and 38 follow up surveys. In addition, 1,033 complaints for nursing home and assisted living facilities were investigated in FY 2024, an increase of 126% compared to FY 2023.

During FY 2024 the Office of Health Facilities Licensing and Certification (OHFLC) issued 13 initial licenses, completed 81 acute and continuing care surveys, and investigated 443 complaints. Compared to FY 2023, these numbers represent a 45% increase in the number of completed surveys and 30% increase in the number of complaints investigated.

As with recent years, Delaware continues to see an increase in complaints and deficiencies that are more serious in nature. Due to challenges recruiting and retaining staff, the Division began utilizing contracted surveyors in FY 2024. DHCQ is grateful for the additional funding to assist with the completion of facility surveys. Since the start of the current fiscal year, the contract surveyors have:

- Completed ten (10) annual nursing home surveys
- Investigated one hundred twelve (112) nursing home complaints
- Completed two (2) acute and continuing care surveys

In addition, there are several surveys pending completion.

# Accomplishments

## Certified Nursing Assistant Program

Approved Programs: **29**

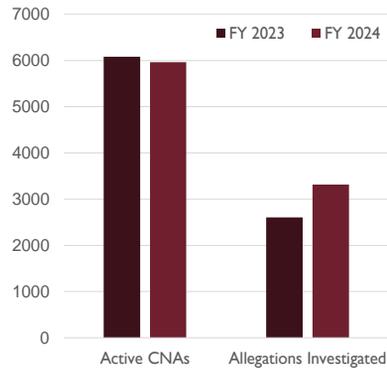
Active CNAs: **5,966**

## Investigative Unit

3,313 allegations investigated (27% increase)

## Background Check Center (BCC):

**28,114** individuals screened (4% increase)



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DHCQ also oversees the Certified Nursing Assistant (CNA) Training Programs and Registry, an Investigative Unit, and the Background Check Center.

The number of approved certified nursing assistant training programs remains at twenty-nine (29). Yet, there has been a slight decrease (approximately 1%) in the number of certified nursing assistants in contrast to FY 2023.

The Investigative Unit has seen an increase in workload, investigating 3,313 reports of alleged abuse, neglect, mistreatment, or financial exploitation in FY 2024, which is a 27% increase (709 more cases) than in FY 2023.

Lastly, The number of screenings through the Background Check Center (BCC) rose to 28,114, an increase of 4% (1,141 more screenings) from FY 2023.

## FY 2026 Governor's Recommended Budget

(\$ in Thousands)

	GF	ASF	NSF	Total
FTEs	40.3	0.0	29.7	70.0
Dollars (\$)	\$6,387.5	\$1,616.1	\$2,465.7	\$10,469.3



**Budget Definitions:**

GF – General Funds  
 ASF – Appropriated Special Funds  
 NSF – Non-Appropriated Special Funds  
 FTEs – Full Time Equivalent Positions

The slide above shows the budget included in the FY 2026 Governor's Recommended Budget (GRB).

Our Division's FY 2026 GRB is:

- \$6,387.5 [Six Million, Three Hundred Eighty-Seven Thousand, Five Hundred dollars] in General Funds (GF);
- \$1,616.1 [One Million, Six Hundred Sixteen Thousand, One Hundred dollars] in Appropriated Special Fund (ASF) spending authority; and
- \$2,465.7 [Two Million, Four Hundred Sixty-Five Thousand, Seven Hundred dollars] in Non-Appropriated Special Funds (NSF).
- For a total of \$10,469.3 [Ten Million, Four Hundred Sixty-Nine Thousand, Three Hundred dollars].

## **FY 2026 Governor's Recommended Budget**

- \$ 23.0 - Increase for long term care surveys
- \$ 32.5 - Spending authority for the fees collected from temporary staffing agencies



The FY 2026 Governor's Recommended Budget includes the following:

- \$23.0 [Twenty-Three Thousand dollars] in General Funds (GF) for anticipated inflationary contracted survey vendor costs.
- \$32.5 [Thirty-two thousand five-hundred dollars in Appropriated Special Fund (ASF) spending authority]. DHCQ anticipates collecting this amount through registration fees from temporary staffing agencies that provide staff to long-term care facilities. Revenue generated will be used to offset the cost of implementing this newly required program.

## Looking Ahead



Training and Education



Implementation of the new Background Check Center



Development of a new licensure system



Website improvements



Legislation Implementation



Looking ahead, DHCQ plans to continue to complete routine survey work and investigations. In addition, the Division intends to:

- Provide essential training and education to keep healthcare workers and Division staff up to date on the most current standards of practice;
- Implement the new BCC System which is being developed to support current information technology trends and capabilities, as well as interface with several other systems. Target implementation is Fall of 2025;
- Develop a new licensure system that will integrate with the new incident reporting system that was implemented in January 2025;
- Post additional information, such as nursing home staffing numbers and enforcement information on the Division website to allow easier access for the public.
- Implement legislation (SSI for SB 151 and SS2 for SB 150) that was passed and signed by the Governor August 1, 2024. Although the fiscal notes passed through this legislation included two (2) new positions, the Department was informed the positions would have to be filled from within its existing compliment of positions. The reclassification of these positions is still in progress.

# THANK YOU



Thank you for the opportunity to share our accomplishments and future plans. We are happy to answer any questions you may have.