



Minnesota Department of **Human Services**

What we do: By the numbers

A sample of the work done by DHS staff in a given year

Health Care Administration

- Recovered \$75,130,287 in Minnesota Health Care Program Recoveries (non-fraudulent)
- Received 359,578 calls to the Provider Call Center
- Received 271,963 calls to the Enrollee Help Desk
- Paid 93,943,717 claims

Aging Administration

- Provided assistance to 6,100 systems-users (counties, health plans, veterans counselors and service providers)
- 18 caregiver systems development trainings given
- 25 payment systems projects completed
- 52 Aging and Adult Services video conferences given with 13,387 people participating

Chemical and Mental Health Services, Disability Services and Deaf and Hard of Hearing Services

- Received 65,299 inquiries to the Disability Linkage Line
- 36,120 technical assistance requests received by the Disability Services Division from counties and tribes
- 22,000 requests received by Deaf and Hard of Hearing Services for direct service, information and referrals
- 2,874 new applications processed for eligibility & insurance determinations by the HIV/AIDS unit

Direct Care and Treatment

- 640,218 meals freshly prepared by the Nutritional Food Services Department for Security Hospital patients and Minnesota Sex Offender Program clients
- 7,464 “on-demand” work orders handled by the Security Hospital Physical Plant
- 5,889 preventative maintenance work orders handled by the Security Hospital Physical Plant

- 2,087,818 medication doses provided to Security Hospital patients

Children and Family Services

- Provided 6,600 households with one-on-one SNAP application assistance
- Supported 30 agencies with Homeless Youth Act funds
- Collected \$604 million in child support for families
- Provided more than 398,000 custodial and non-custodial parents with child support services

Policy and Operations

- Conducted more than 10,876 administrative fair hearings
- Investigated 950 maltreatment allegations
- Conducted more than 310,000 background studies on staff working with vulnerable adults and children
- Conducted more than 7,700 recipient fraud investigations, resulting in over \$5,400,000 in recoveries
- Licensed Over 23,000 service providers