

Business Area Report

Services to Citizens

1 Services to Citizens

Describes the mission and purpose of Virginia government in terms of the services it provides both to and on behalf of its citizens. It includes the delivery of citizen-focused, public and collective goods and/or benefits as a service and/or obligation of the Virginia government to the benefit and protection of the state's general population. This business area is reserved for those functions that describe the reason that the Virginia State Government exists. These are the services the citizen expects the government to deliver.

Line of Business (106) Education

Refers to those activities that impart knowledge or understanding of a particular subject to the public. Education can take place at a formal school, college, university or other training program. This Line of Business includes all government programs that promote the education of the public, including both earned and unearned benefit programs.

Function (30) Elementary, Secondary, and Vocational Education

Refers to the provision of education in elementary subjects (reading and writing and arithmetic); education provided by a high school or college preparatory school; and vocational and technical education and training. This includes those education services provided by the Department of Correctional Education.

<i>Agency</i>	<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
219 Deaf & Blind & Multi-Disabled at Hampton, Virginia School for the	No		VSDBMH provides assistive technology and also uses internal staff and a contractor (\$250K per year) to provide weekly transportation for students. Also provides health care and social services to students.	02/14/2005

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Line of Business (111) Health

Involves state programs and activities to ensure and provide for the health and well being of the public. This includes the direct provision of health care services and immunizations as well as the monitoring and tracking of public health indicators for the detection of trends and identification of widespread illnesses/diseases. It also includes both earned and unearned health care benefit programs.

Function (10) Access to Care

Involves activities focused on the population, including the under-served, receiving care and ensuring the care received is appropriate in terms of types of care. A successful implementation of these processes will result in the population receiving the appropriate guidance to care/appropriate care, at the right location for the most appropriate cost.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
163	Aging, Department for the	No		Provides counseling on health care to the elderly through the Virginia Insurance Counseling and Assistance program.	12/06/2004
720	Behavioral Health and Developmental Services, Dept. of	No			12/13/2004
601	Health, Department of	No		Medical and dental care through local health departments with a focus on prevention services such as family planning, childhood immunizations, prenatal services, sexually transmitted diseases clinics, and some provision of primary care services. Also includes some lab and pharmacy services.	01/30/2005

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602	Medical Assistance Services, Department of	No	The Department is responsible for ensuring that the provider network for the Medicaid and FAMIS programs is adequate to provide access to health care services for recipients throughout the Commonwealth. Furthermore, the Department is responsible for doing detailed utilization review and/or prior authorization for recipients served in hospitals, nursing facilities and by other health care providers.	01/25/2005
262	Rehabilitative Services, Department of	Yes	Medicaid eligibility determination.	12/22/2004

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765	Social Services, Department of	Yes		The Department of Medical Assistance Services contracts with DSS to administer the determination of eligibility for Medicaid through the 120 local Departments of Social Services. Approximately 460,000 individuals are served each month. In addition, DSS and local Departments contract with hospitals and other private health care providers to place local eligibility workers in those centers.	02/17/2005
912	Veterans Services, Department of	No			12/13/2004

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Function (20) Consumer Health and Safety

Supports activities associated with the inspection, education, and evaluation of facilities and consumer products (both consumable and non consumable) to ensure compliance with law and regulation and assess the potential risks and dangers they may present to the consumer (both humans and animals), (food, other consumer products, health care providers, etc.) in either the pre or post market environments. Includes the investigation and adjudication of allegations of violations of professional standards made against regulated health care providers.

<i>Agency</i>	<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
301	Agriculture & Consumer Services, Department of	No	Numerous inspection and education programs to protect consumer health (meat and poultry inspection in plants, food and dairy inspections in retail and manufacturing businesses, pesticide services inspections, animal inspections by the State Veterinarian).	01/25/2005
194	General Services, Department of	Yes	Consolidated labs	12/09/2004
223	Health Professions, Department of	No		12/13/2004

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601	Health, Department of	No		Restaurant inspections, regulation of private wells and septic systems, regulation of public water supplies, licensure and inspections of hospitals and nursing homes. VDH provides protection of health through environmental intervention that includes regulation of shellfish, growing areas and packing houses.	01/30/2005
222	Professional & Occupational Regulation, Dept. of	No		Regulation of barber shops, cosmetology, nail technician, hair braiding, wax technician salons, and tattooing and body piercing parlors.	01/05/2005

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Function (30) Health Advancement

Addresses the evolutionary process in healthcare, quality improvements, and delivery of services, methods, decision models and practices. These cover all aspects of health.

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720	Behavioral Health and Developmental Services, Dept. of	No		Mental health, mental retardation, substance abuse healthcare	12/13/2004
601	Health, Department of	No		Many VDH programs address this issue, including improvements in VDH provided services, applying lessons learned from disease outbreak investigations, and providing public health guidance to other providers.	01/30/2005

Function (40) Health Care Services

Involves programs and activities that provide delivery of health and medical care (inpatient and outpatient) to the public, including health care benefit programs.

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720	Behavioral Health and Developmental Services, Dept. of	No		16 state facilities including 5 training centers (mental retardation), 9 state mental health facilities, 1 medical center, and 1 sexually violent predator treatment program facility. Provides inpatient mental health, residential mental retardation training, and forensic (restoration to competency, not guilty by reason of insanity) services.	01/06/2005
702	Blind and Vision Impaired, Virginia Department for the	No		Vision exams and rehab services	12/09/2004
218	Deaf and the Blind - Staunton, Virginia School for the	No		Assistive technology	12/09/2004

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602	Medical Assistance Services, Department of	No		Develops programs to manage the delivery of care that improves health outcomes and is cost effective.	01/10/2005
262	Rehabilitative Services, Department of	No		Includes disability determinations of claims filed under the Social Security Act and Woodrow Wilson Rehabilitation Center (WWRC).	12/06/2004
912	Veterans Services, Department of	No			12/13/2004

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Function (50) Medical Examiner Services

Involves all activities related to conducting a thorough medical investigation of murders, suicides, accidents, and unexplained deaths that occur in the Commonwealth and providing the results of those investigations to the courts on an as needed basis.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
778	Forensic Science, Department of	Yes		The Department of Forensic Science provides forensic examinations for the Office of the Chief Medical Examiner (OCME) to support the OCME in determining the cause of death in cases under investigation by that office.	02/13/2006
601	Health, Department of	No		Office of the Chief Medical Examiner: VDH is the sole provider of these services in the Commonwealth.	01/30/2005

Function (60) Population Health Management

Involves activities associated with the management and monitoring of health, health planning, and health management of humans, animals, animal products, and plants, as well as tracking the spread of diseases and pests. It promotes a focus on population monitoring, health promotion, disease and injury prevention and wellness. As a result of these efforts, the services are delivered under Health Care Services.

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163	Aging, Department for the	No		For the elderly.	02/14/2005
301	Agriculture & Consumer Services, Department of	No		Laboratory and Veterinarian Services focus on animal health, Pesticide Services and Plant and Pest Services focus on human and plant health through inspections and training, and by monitoring and preventing the spread of pests and plant diseases.	01/25/2005
720	Behavioral Health and Developmental Services, Dept. of	No		Prevention and health promotion services.	12/13/2004
201	Education, Department of	No		Develop school health guidelines, train teachers on family life, and train school health advisory boards.	02/11/2005
403	Game and Inland Fisheries, Dept. of	No		Wildlife populations diseases.	11/18/2004

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601	Health, Department of	No	Many programs in VDH address this. It is a primary function of public health. Includes all the activities in disease investigation, control and surveillance.	01/30/2005

2 Mode of Delivery

Describes the mechanisms the Commonwealth uses to achieve the purpose of government or its services for citizens. It includes financial vehicles, direct government delivery, and indirect government delivery. Mode of delivery also is used to identify delivery mechanisms for the support delivery of services business area.

Line of Business (225) Financial Vehicles

Involves those monetary exchanges or transactions between government entities as well as between the state government and non-government entities as a means to accomplishing a State or Federal goal or objective.

Function (20) Direct Payments

Involves the disbursement of funds from or through the state Government directly to beneficiaries (individuals or organizations) who satisfy eligibility requirements. Direct Payments include both earned and unearned Federal Entitlement and state programs such as Medicare, emergency assistance, food stamps, unemployment benefits, etc.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
602	Medical Assistance Services, Department of	No		Health premiums for Medicaid, FAMIS, HIV positive individuals, court ordered mental detentions, assisted living payments, and the indigent health care trust fund.	01/10/2005

Function (90) Tax Credits

Allows a special exclusion, exemption, or deduction from gross income or which provide a special credit, a preferential rate of tax, or a deferral of tax liability designed to encourage certain kinds of activities or to aid taxpayers in special circumstances.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
182	Employment Commission, Virginia	No		Provides tax credits and/or administer tax credits for the Unemployment Insurance Tax, Work Opportunity Tax Credit, and Health Care Tax Credit.	01/21/2005

3 Support Delivery of Services

Provides the critical policy, programmatic and managerial underpinnings that facilitates the state government's delivery of services to citizens and to other state and local government agencies. All the functions in this business area can be used to identify agency specific and/or cross-agency activities.

Line of Business (328) Controls and Oversight

Ensures that the operations and programs of the state Government and its external business partners comply with applicable laws and regulations and prevent waste, fraud, and abuse.

Function (10) Corrective Action

Involves the enforcement of activities to remedy internal or external programs that have been found non-compliant with a given law, regulation, or policy.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
602	Medical Assistance Services, Department of	No		In response to utilization review and/or provider audit finding the Department communicates appropriate plans of care and billing procedures for health care providers.	01/25/2005

Function (20) Program Evaluation

Involves the analysis of internal and external program effectiveness and the determination of corrective actions as appropriate.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
602	Medical Assistance Services, Department of	No		The Department performs studies and evaluations to measure the impact of various initiatives that have been implemented within the health care programs operated by the agency. These evaluations measure the impact these initiatives have on health outcomes, health care utilization and expenditures.	01/25/2005

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Line of Business (328) Controls and Oversight

Ensures that the operations and programs of the state Government and its external business partners comply with applicable laws and regulations and prevent waste, fraud, and abuse.

Function (30) Program Monitoring

Involves the data-gathering activities required to determine the effectiveness of internal and external programs and the extent to which they comply with related laws, regulations, and policies.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
602	Medical Assistance Services, Department of	No		The Department carries out extensive utilization review activities to ensure that health care services are provided in accordance with state and federal regulation and current medical practice standards.	01/25/2005

Line of Business (335) Revenue Collection

Includes the collection of government income from all sources. Note: Tax collection is accounted for in the Taxation Management function in the General Government line of business.

Function (10) Debt Collection

Supports activities associated with the collection of money owed to the state government from both foreign and domestic sources.

<i>Agency</i>		<i>Cross Agency</i>	<i>External Provider</i>	<i>Notes</i>	<i>Verified</i>
602	Medical Assistance Services, Department of	No		Collects funds owed to the agency from health care providers.	01/10/2005