



Innovation Success

Human Services Licensing Programs Consolidation

Department of Public Welfare

Completed: July 2012

The Department of Public Welfare is increasing efficiency, improving service and reducing costs through the consolidation of three human service licensing functions into a single bureau.

DPW consolidated child residential and day treatment licensing, personal care homes, assisted living (residential, vocational, and day treatment), and intellectual disabilities licensing functions.

In doing so, the department was able to eliminate duplicative administrative structures and improve regulation. Previously, there was no central oversight or cross-referencing of licensees across program types. The increased consistency that comes with a centralized program is also a great benefit to licensees in terms of maintaining compliance and controlling costs.

As a result of the consolidation, DPW estimates it will need \$1.4 million less in funding to operate these programs.

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