

Meeting Summary
StateStat website, April 27, 2010

Agency: DHR
Date of Meeting: April 23, 2010
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Following is a summary of issues discussed at the DHR Stat on April 23, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

General Discussion

- **GDU Goals.** The GDU asked DHR to explain if all jurisdictions in Maryland have trained Family Investment Aide (FIA) workers to do interviews by phone with clients. DHR reported that all workers have been trained and they are currently in the process of implementing telephonic interviews in all counties. DHR stated that once there are updates within their database, all jurisdictions will be ready to do phone interviews.
- **Case Worker Productivity.** DHR was asked to track case worker productivity (ie. application processing, interviews, etc.) and report this data, by jurisdiction, to StateStat.
- **Implementation Strategies.** At the previous StateStat meeting, DHR was told to submit implementation strategies that will be used in jurisdictions where FIA applications (ie. food stamp, Medicaid) are not being processed in a timely manner. DHR submitted strategies for Baltimore County, Howard County, Prince George's County, Wicomico, and Montgomery County. After discussing the strategies, it was determined that DHR should have uniform strategies in all jurisdictions and that timelines and expectations for each jurisdiction would be submitted to StateStat for the next meeting.
- **Baltimore County Offices.** DHR provided data describing the efforts in Baltimore County to mimic the intake procedures that are taking place in Baltimore city when it comes to FIA processing. It should be noted that the Baltimore city model is being held as a standard for successful timely compliance.

**Application of Hilton Heights SAIL Intake Model
at Baltimore County DSS Offices**

TOWSON:

This office is readily adaptable to the SAIL intake model, so immediate action was taken. The county has installed three computers in a small office located in Towson's waiting area. There are a total of four computers in the room (one state computer). DHR is in the process of recruiting a Senior Aide to assist customers in applying but may use an FIA Aide instead. As of April 6, the office is averaging approximately 5-6 applications per day with the available terminals on a self-service basis. Once a dedicated person is assigned as the facilitator, DHR anticipates that usage will greatly increase. At this time SAIL is being offered as a service to customers instead of making it mandatory for applicants.

DUNDALK:

With some infrastructure upgrades, DHR believes that the Dundalk office is potentially an excellent location to offer SAIL services to customers. Dundalk has two conference rooms and one multi-purpose room, any of which can facilitate SAIL activity. According to Daniel Allotey (Dundalk District Manager) the conference room closest to the waiting area is preferred and can accommodate approximately eight computer terminals. However, additional data jacks will be needed to access the SAIL application, and office furniture will be required to complete the room and ensure privacy for users.

REISTERSTOWN:

Like Dundalk, DHR believes that the Reisterstown office space has good potential for the SAIL intake model. However, the primary step that must be taken is to move the Change Reporting Center (CRC) to Towson. The unit cannot move without its Automatic Call Distribution (ACD) tool, and the current ACD system used by the CRC is not compatible with the phone system in the Towson office. The ACD system is vital because it manages the incoming calls and will call customers back. The county is exploring getting a stand-alone ACD system so the CRC can move. If this takes place, the CRC will move, freeing up space for SAIL and other front end processes.

ESSEX:

The Essex office does not have space to accommodate SAIL activity. In addition to eligibility staff, the work program vendor and related staff are also utilizing the Essex office as a training and structured job search worksite.

CATONSVILLE:

The Catonsville office does not have space to accommodate SAIL activity. In addition to the Catonsville eligibility staff, the Bureau of Long Term Care (that serves Baltimore City, Baltimore County, Anne Arundel and Prince George's counties) is housed in that office.

- Compliance Reports.** DHR was asked to provide monthly jurisdictional compliance reports and provide an explanation as to how these reports are being used to encourage better compliance. DHR explained, first, that these rates, especially in jurisdictions where compliance has been poor will be higher once the data for April 2010 is ready. DHR also talked briefly about a monthly application compliance report that is being sent to the Baltimore County court system in relation to the Thompson case.

Application Compliance, "Regular" Food Supplement Program											
	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Allegany	99.6%	97.9%	97.1%	94.6%	97.4%	94.3%	98.9%	97.5%	97.1%	98.5%	96.6%
Anne Arundel	86.7%	88.7%	89.6%	91.8%	95.3%	87.2%	87.2%	81.2%	72.5%	70.6%	74.1%
Baltimore (City)	92.0%	92.7%	94.4%	93.7%	93.7%	94.0%	91.8%	89.7%	87.7%	90.8%	92.7%
Baltimore	70.8%	73.2%	79.4%	71.4%	69.1%	70.6%	65.5%	64.7%	58.2%	54.2%	52.4%
Calvert	97.8%	96.2%	99.0%	95.5%	95.5%	98.5%	97.3%	96.4%	95.8%	95.5%	96.5%
Caroline	79.2%	90.7%	88.0%	83.7%	85.9%	85.0%	81.1%	83.3%	82.1%	86.1%	91.0%
Carroll	89.8%	93.2%	91.5%	92.7%	84.5%	92.9%	89.3%	82.0%	77.5%	88.8%	77.7%
Cecil	92.2%	93.1%	92.8%	94.3%	92.3%	93.5%	93.7%	92.8%	91.2%	89.4%	93.7%
Charles	84.2%	89.0%	91.3%	83.4%	90.1%	90.2%	87.9%	82.3%	88.4%	80.4%	80.4%
Dorchester	86.6%	80.2%	83.8%	83.2%	81.8%	86.2%	88.7%	86.6%	78.7%	79.3%	81.4%
Frederick	55.8%	71.2%	79.2%	77.6%	76.2%	82.6%	78.3%	76.4%	68.9%	74.3%	74.7%
Garrett	100.0%	98.7%	100.0%	97.9%	100.0%	99.1%	100.0%	99.2%	100.0%	98.8%	100.0%
Harford	83.0%	82.1%	92.8%	94.0%	92.4%	93.6%	94.7%	89.2%	92.9%	89.1%	94.6%
Howard	60.6%	55.4%	76.7%	57.7%	68.3%	52.5%	67.3%	66.2%	44.5%	43.9%	57.6%
Kent	95.8%	92.0%	100.0%	97.1%	96.6%	98.7%	100.0%	96.9%	96.4%	97.2%	94.6%
Montgomery	77.9%	82.0%	87.7%	84.6%	76.9%	75.3%	83.5%	81.3%	79.3%	82.2%	82.1%
Prince George's	85.9%	80.6%	86.9%	84.5%	84.8%	83.4%	78.5%	82.6%	75.1%	75.8%	72.6%
Queen Anne's	89.7%	76.7%	87.4%	80.8%	88.5%	90.3%	86.4%	83.2%	78.3%	87.5%	85.0%
St. Mary's	82.6%	79.6%	90.0%	86.3%	82.6%	78.7%	86.0%	90.2%	92.2%	86.3%	82.4%
Somerset	99.0%	100.0%	99.1%	97.7%	98.1%	99.3%	96.0%	96.8%	99.1%	99.1%	98.0%
Talbot	96.5%	95.8%	95.0%	95.2%	96.5%	95.6%	96.1%	96.6%	98.7%	100.0%	98.8%
Washington	92.5%	92.9%	97.8%	99.4%	99.1%	98.3%	99.2%	99.3%	97.7%	98.1%	99.3%
Wicomico	82.8%	82.6%	80.1%	74.1%	74.4%	74.4%	77.8%	67.2%	85.8%	93.7%	97.0%
Worcester	89.1%	91.0%	97.1%	94.7%	91.2%	92.2%	89.6%	87.2%	86.9%	83.6%	88.1%