

Meeting Summary

Agency: DHR

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Following is a summary of issues discussed at the DHR Stat on May 10, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

General Discussion

- **Weekly Jurisdiction Goals. Most of the discussion at the meeting focused on the Family Investment Administration (FIA) and timely processing of benefits.** DHR has been submitting monthly reports to the plaintiffs in the Thompson v. Donald lawsuit. DHR's monthly reports to the plaintiffs show the compliance rates for the five types of benefits (Temporary Cash Assistance, the Food Supplemental Program, Expedited Food Supplemental Program, Medical Assistance-Family and Children, and the MD Children's Health Program). DHR was asked to complete a similar report weekly; these weekly reports will be a point of discussion at future Stat meetings.
- **Case Worker Productivity.** DHR was asked to examine the experience – and successful practices -- of states with timely compliance rates, especially states experiencing high volumes of applications for benefits, like Maryland.
- **Implementation Strategies.** DHR has begun to implement a uniform eight-step model of best practices in all jurisdictions in Maryland to process FIA applications in a timely manner. DHR provided an update on this statewide implementation process and is in the process of creating timelines for full implementation.
- **Guardianships.** DHR was asked to comment on the chart below and discuss the steps that are being taken to encourage more guardianships as a method of permanency for children. DHR stated that due to a lag in data, the rates will rise in the coming months. DHR is in the process increasing subsidies for those individuals who become guardians.

Guardianships, FY10 TD

