

## Meeting Summary

**Agency:** DHR

Following is a summary of issues discussed at the DHR Stat on May 21, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### **General Discussion**

- **Case Worker Productivity.** DHR was asked at the previous Stat to find out what other states, specifically successful states, are doing when it comes to average caseloads per worker and their correlation with compliance rates. DHR submitted data but the data that was submitted, although appreciated, was for states with poor compliance rates. DHR states that many of the states, who were asked for compliance information, use the same best practices that DHR is employing currently; but as reflected by average caseload per worker, higher caseloads also appear to be impacting the other states' compliance rate percentages as well. DHR is consulting further with Georgia to determine if there are any other strategies or innovations that they are utilizing that Maryland is not. DHR also notes that Pennsylvania will report data to Maryland soon, as will other states.
- **Helper Counties.** DHR was asked to explain how they would engage helper counties when it comes to compliance; ie. Transferring cases and personnel, etc. DHR reported that they will continue to transfer cases for processing to helper counties in areas with lower application volume, as they have done to clear the backlog. The Department is analyzing work load capacity during regular business operations to determine the feasibility of the number of cases that can be transferred without adversely impacting jurisdictional compliance rates. DHR stated that they would provide more information at the next Stat.
- **Implementation Strategies.** DHR was asked to provide the following items to StateStat in preparation for a discussion on Implementation Strategies: a summary of the protocol that is to be used by greeters at local offices, an example of how data watch is being used, an updated Best Practices Implementation form, and a summary for each best practice so that StateStat can see what all of the jurisdictions will be following in the coming months. DHR had a summary protocol for Greeters ready for today's Stat but they stated that they were continuing to work on the other summaries and will submit them by the June 4<sup>th</sup> Stat meeting.

- Food Stamps.** The following charts show *Regular* and *Expedited* Food Stamp Application Compliance. The data is through April of 2010. (All highlighted areas in the *Regular* compliance section show jurisdictions where rates have fallen below 80% and highlighted areas in the *Expedited* section show jurisdictions where rates have fallen below 90%). DHR commented on this data.

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	Apr-10
Allegany	99.6%	97.9%	97.1%	94.6%	97.4%	94.3%	98.9%	97.5%	97.1%	98.5%	96.6%	96.7%
Anne Arundel	86.7%	88.7%	89.6%	91.8%	95.3%	87.2%	87.2%	81.2%	72.5%	70.6%	74.1%	77.0%
Baltimore (City)	92.0%	92.7%	94.4%	93.7%	93.7%	94.0%	91.8%	89.7%	87.7%	90.8%	92.7%	94.0%
Baltimore	70.8%	73.2%	79.4%	71.4%	69.1%	70.6%	65.5%	64.7%	58.2%	54.2%	52.4%	61.1%
Calvert	97.8%	96.2%	99.0%	95.5%	95.5%	98.5%	97.3%	96.4%	95.8%	95.5%	96.5%	97.0%
Caroline	79.2%	90.7%	88.0%	83.7%	85.9%	85.0%	81.1%	83.3%	82.1%	86.1%	91.0%	97.7%
Carroll	89.8%	93.2%	91.5%	92.7%	84.5%	92.9%	89.3%	82.0%	77.5%	88.8%	77.7%	92.4%
Cecil	92.2%	93.1%	92.8%	94.3%	92.3%	93.5%	93.7%	92.8%	91.2%	89.4%	93.7%	91.8%
Charles	84.2%	89.0%	91.3%	83.4%	90.1%	90.2%	87.9%	82.3%	88.4%	80.4%	80.4%	79.1%
Dorchester	86.6%	80.2%	83.8%	83.2%	81.8%	86.2%	88.7%	86.6%	78.7%	79.3%	81.4%	83.6%
Frederick	55.8%	71.2%	79.2%	77.6%	76.2%	82.6%	78.3%	76.4%	68.9%	74.3%	74.7%	84.3%
Garrett	100.0%	98.7%	100.0%	97.9%	100.0%	99.1%	100.0%	99.2%	100.0%	98.8%	100.0%	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%	95.4%
Howard	60.6%	55.4%	76.7%	57.7%	68.3%	52.5%	67.3%	66.2%	44.5%	43.9%	57.6%	88.0%
Kent	95.8%	92.0%	100.0%	97.1%	96.6%	98.7%	100.0%	96.9%	96.4%	97.2%	94.6%	100.0%
Montgomery	77.9%	82.0%	87.7%	84.6%	76.9%	75.3%	83.5%	81.3%	79.3%	82.2%	82.1%	89.9%
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%	77.2%
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%	91.5%
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%	86.8%
Somerset	99.0%	100.0%	99.1%	97.7%	98.1%	99.3%	96.0%	96.8%	99.1%	99.1%	98.0%	99.2%
Talbot	96.5%	95.8%	95.0%	95.2%	96.5%	95.6%	96.1%	96.6%	98.7%	100.0%	98.8%	97.5%
Washington	92.5%	92.9%	97.8%	99.4%	99.1%	98.3%	99.2%	99.3%	97.7%	98.1%	99.3%	98.7%
Wicomico	82.8%	82.6%	80.1%	74.1%	74.4%	74.4%	77.8%	67.2%	85.8%	93.7%	97.0%	95.6%
Worcester	89.1%	91.0%	97.1%	94.7%	91.2%	92.2%	89.6%	87.2%	86.9%	83.6%	88.1%	89.2%
Overall	83.4%	83.7%	88.9%	85.8%	85.3%	84.2%	83.6%	82.1%	77.4%	77.9%	77.9%	83.2%

<b>Application Compliance, "Expedited" Food Supplement Program</b>												
	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Allegany	98.2%	96.3%	100.0%	95.9%	100.0%	100.0%	96.2%	98.2%	94.1%	94.7%	96.9%	98.7%
Anne Arundel	89.6%	87.4%	90.5%	88.3%	85.5%	85.9%	90.2%	84.6%	82.5%	81.7%	85.9%	83.9%
Baltimore (City)	97.7%	97.7%	97.0%	98.3%	95.6%	97.0%	96.7%	92.7%	94.6%	95.4%	96.8%	96.9%
Baltimore	83.6%	79.8%	83.9%	81.3%	79.2%	76.6%	75.4%	83.6%	79.6%	83.4%	83.9%	84.2%
Calvert	93.1%	94.4%	99.1%	98.9%	98.9%	97.2%	100.0%	97.4%	98.1%	96.2%	97.5%	100.0%
Caroline	97.2%	93.0%	96.2%	95.8%	98.5%	100.0%	91.1%	93.0%	97.0%	100.0%	100.0%	100.0%
Carroll	91.5%	97.1%	98.4%	94.0%	93.7%	98.2%	97.5%	93.3%	96.5%	98.7%	91.9%	97.0%
Cecil	95.5%	91.5%	89.0%	91.0%	87.9%	91.3%	89.2%	86.1%	92.7%	93.3%	94.8%	93.1%
Charles	90.1%	95.0%	96.6%	90.9%	92.9%	98.1%	94.0%	93.8%	91.6%	86.6%	88.6%	90.3%
Dorchester	90.7%	91.7%	91.8%	89.4%	90.0%	89.5%	90.0%	94.0%	92.4%	85.4%	89.1%	95.0%
Frederick	92.0%	94.5%	92.6%	91.8%	90.9%	92.8%	92.9%	93.0%	92.2%	92.1%	88.6%	92.5%
Garrett	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%
Harford	92.1%	91.8%	98.3%	94.4%	96.2%	86.0%	98.2%	93.6%	98.1%	95.2%	96.0%	95.0%
Howard	97.1%	94.7%	97.8%	94.4%	90.4%	96.6%	96.3%	87.6%	78.8%	84.1%	90.5%	98.3%
Kent	100.0%	96.8%	94.9%	98.0%	100.0%	100.0%	100.0%	97.7%	95.6%	100.0%	95.0%	92.5%
Montgomery	91.6%	94.8%	93.3%	90.2%	87.9%	89.3%	96.1%	92.6%	96.8%	91.9%	92.6%	94.3%
Prince George's	96.4%	94.9%	94.8%	81.4%	88.8%	96.0%	97.1%	97.7%	96.6%	98.5%	95.9%	96.7%
Queen Anne's	91.7%	93.9%	91.9%	93.3%	95.9%	90.5%	93.2%	89.7%	78.7%	88.2%	91.0%	90.7%
St. Mary's	95.5%	91.7%	94.1%	86.7%	95.1%	91.7%	96.4%	98.0%	95.0%	94.3%	90.6%	84.2%
Somerset	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Talbot	100.0%	100.0%	100.0%	97.2%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	96.9%	100.0%
Washington	94.5%	96.8%	98.7%	98.1%	98.0%	98.9%	98.5%	99.1%	99.6%	98.0%	98.8%	98.9%
Wicomico	94.9%	98.7%	96.2%	94.8%	96.1%	92.1%	92.2%	91.7%	94.8%	97.2%	100.0%	98.0%
Worcester	97.7%	100.0%	100.0%	100.0%	95.7%	97.1%	97.9%	98.5%	100.0%	100.0%	100.0%	100.0%
Overall	<b>94.5%</b>	<b>94.3%</b>	<b>94.7%</b>	<b>93.0%</b>	<b>92.0%</b>	<b>93.2%</b>	<b>94.1%</b>	<b>91.6%</b>	<b>91.7%</b>	<b>91.9%</b>	<b>93.1%</b>	<b>93.1%</b>