

Meeting Summary

Agency: DHR

Following is a summary of issues discussed at the DHR Stat on June 4, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

General Discussion

- **Food Stamps.** DHR has struggled to deal with the increasing demand for Food Stamps due to the ongoing economic downturn. To date, however, DHR has only provided data on overall FSP enrollment. As such, GDU asked DHR to provide specific, level-of-effort information on the implementation of its expanded/improved FSP enrollment activities. DHR was asked to make certain it is doing all that it should to ensure that it has the capacity to meet its current and out year (2011-2015) program enrollment targets. DHR stated that they will work to supply this data in the coming weeks.
- **Dashboard.** DHR was asked to provide their Dashboard protocols and give details as to how workers are using or will be using the Dashboard. They reported that at CPS Intake, LDSS Intake screeners check the Dashboard upon receipt of a report to determine whether the child is or has been served by DJS. Any relevant information in the Dashboard is summarized in the narrative section of the report, including the name and phone number of the DJS case manager. Communication between the two agencies is only permitted when both agencies have an active case involving the youth. If the child is referred for ongoing service by the LDSS, the LDSS caseworker is responsible for contacting the DJS case manager by telephone within two business days of being assigned the case and documenting this contact and all subsequent communication in contact notes. DHR was asked to follow-up with Baltimore city to see how the LDSS was using the data dashboard.

Family Investment Administration

- **Food Stamp/School lunch pilot program in Montgomery County.** DHR recently tested software (Multiview) that enabled them to identify about 1,400 additional children eligible for free school meals due to TCA or FSP participation than they had identified without regular direct certification matches. DHR also identified children in about 12,200 families who receive free meals, but are not participating in the FSP. DHR discussed their Proof of Concept report, which details their efforts to contact the schools to send information (which DHR will print) to those families to tell them of their potential eligibility and how to apply for the FSP. DHR stated that they will provide a better overview at the June 18th stat.
- **Weekly Jurisdiction Reports.** DHR discussed their efforts to meet 100% compliance in the processing of applications for Temporary Cash Assistance (TCA), The Food Supplement Programs (FSP, also known as Food Stamps) for Regular and Expedited compliance, Medical Assistance-Family and Children (MA-FAC), and the Maryland Children's Health Program (MCHP).

- **Implementation Strategies.** DHR discussed Best Practices Implementation and they discussed changes that had taken place since the last Stat. DHR was told to submit timelines for larger counties in terms of how far along they were towards the completion of SAIL labs. DHR was also asked to look into whether or not best practices that are used in Harford County can be used in other jurisdictions as well.
- **Food Stamps.** DHR discussed their *Regular* and *Expedited* Food Stamp Application Compliance. The data is presented below and goes through April of 2010. DHR stated they expect the data in May to show significant gains in all jurisdictions; most particularly the larger jurisdictions.

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%

Application Compliance, "Expedited" 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	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	94.5%	94.3%	94.7%	93.0%	92.0%	93.2%	94.1%	91.6%	91.7%	91.9%	93.1%	93.1%