

Meeting Summary

Agency: DHR

Following is a summary of issues discussed at the DHR Stat on November 5, 2010. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Social Services Administration (SSA)

(GDU Item)

- **PlaceMatters.** The following data is based on DHR's submission to the GDU template. DHR was asked to discuss implementation targets and a meeting has been arranged between the Governor's Delivery Unit (GDU) and DHR to confer about ongoing deliverables.

| Contributing Actions/Deliverables | Implementation Targets | Delivery Date | Progress to Date |
|--|--|---------------|---|
| Implement Phase 2 of <i>Maryland Cares</i> in Baltimore City: an initiative that utilizes a System of Care practice model based on strong collaboration among related agencies to tailor wraparound services to each family's needs. | Provide services to up to 40 youth at a time in Baltimore City. | 9/30/10 | Care Management Entity is up and running, partnering with DHR, Baltimore City DSS, Baltimore Mental Health Systems, the University of MD and the Family organization. |
| Implement Phase 1 of <i>Rural Cares</i> in rural, Southeastern Maryland: an initiative that utilizes a System of Care practice model based on strong collaboration among related agencies to tailor wraparound services to each family's needs. | Develop and submit a strategic plan to SAMHSA/CMHS | 9/30/10 | Progressing well through year 1, which is the planning year. Services anticipated to begin in year 2. Multiple planning meetings have been occurring, with all local DSS offices being represented on the planning committee. |
| Implement new Care Management Entity (CME) contracts to bring intensive care management and high fidelity Wraparound to jurisdictions statewide for eligible children. | Fully operational CMEs with all statewide slots filled. | 6/30/10 | CMEs are up and running in all 3 regions. They are the service delivery structure for the various populations served – including the MD Cares and Rural Cares grants from SAMHSA and the group home diversion slots. We are in the process of partnering with the CMEs and our local DSS offices statewide to enroll additional children into the group home diversion slots and to refer other populations of children to the CMEs. As of 9/15/10, there were 24 children enrolled in MD CARES. Capacity is 40, and we anticipate being at full capacity as of November, 2010. |
| Provide a continuum of in-home family preservation services to families in crisis whose children are at risk of out-of-home placement. Family preservation actively seeks to obtain or directly provide the critical services needed to enable the family to remain together in a safe and stable environment. | Provision of in-home family services is a core component of the services DHR provides to families in crisis. | Ongoing | # of families receiving in-home services: June 2008: 3743 June 2009: 3539 June 2010: 3266 July 2010: 3150 August 2010: 3,133 |

- **Long-Term Care (LTC).** DHR maintains that they are short of staff for LTC and that the location of LTC Division is not conducive to the caseload. DHR was asked to look into redeterminations in the Metro area. Also, DHR was asked to be prepared to discuss how Maryland is doing in comparison to other states in reference to caseloads.

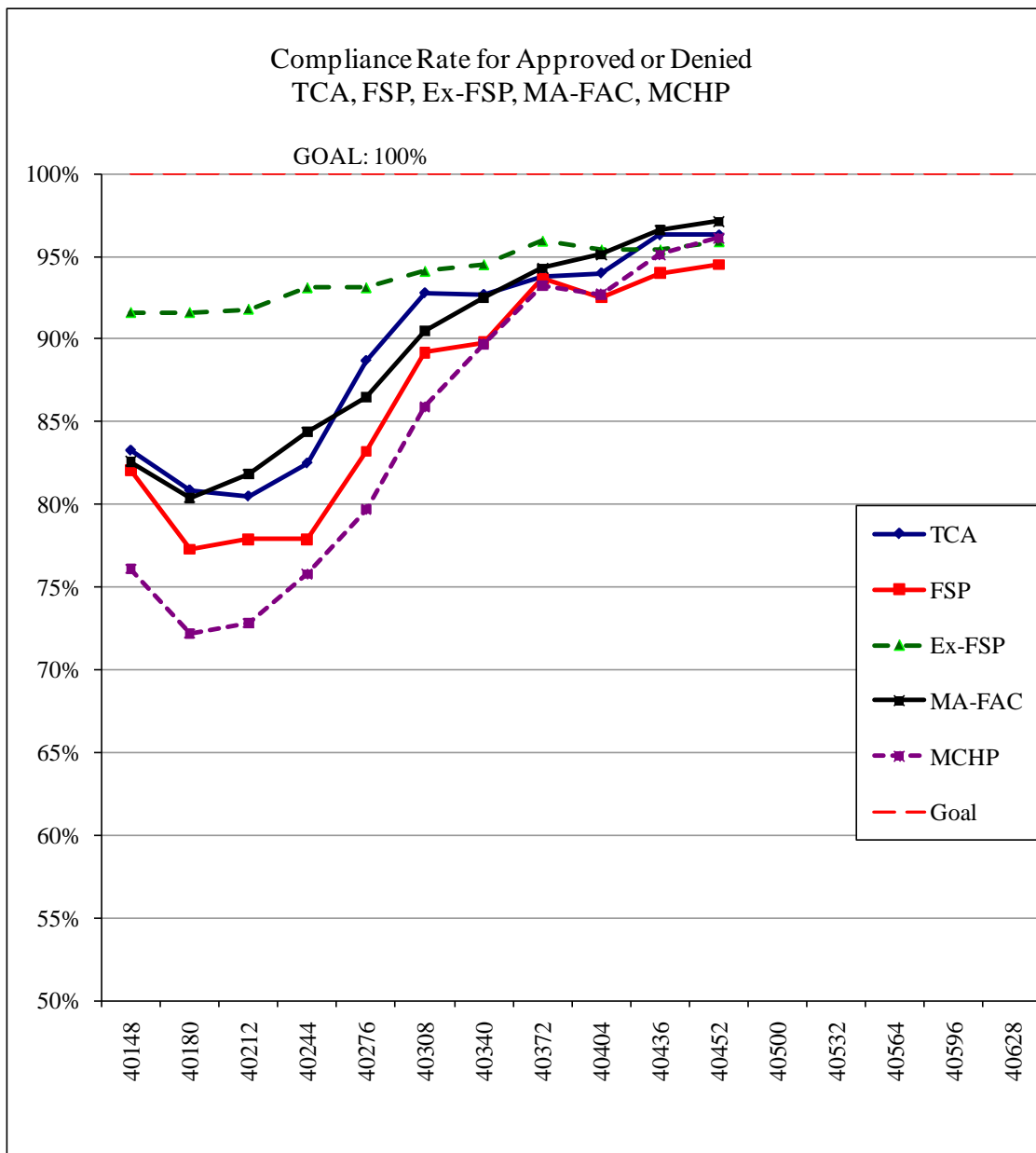
Family Investment Administration

- Energy Assistance.** DHR was asked to expand its monthly OHEP submission to include the number of applications received (which is already on the monthly report) and the number of Applications by processing status. Due to the time to generate the data and the impact on the overall system efficiency when running the report, DHR recommended that the data be provided on a monthly basis. However, DHR has been diligent in doing their best to provide an update that coincides with the Stat meetings every month (seen below). DHR reports that over 90,000 applications have been received so far this year and that is more than 2,000 more than this time last year. However, DHR says that the “to be entered” numbers are slightly lower than this time last year.

| Energy Assistance Applications (To Be Entered) through Nov. 2010 | | | | | | | |
|---|----------------|----------------|---------------|----------------|----------------|-----------------|----------------|
| Jurisdiction | 7/31/10 | 8/24/10 | 9/9/10 | 9/24/10 | 10/8/10 | 10/22/10 | 11/5/10 |
| Baltimore City | 1,656 | 3,304 | 3,078 | 3,902 | 3,677 | 3,304 | 3,600 |
| Somerset (Includes Worcester, Wicomico) | 60 | 151 | 163 | 249 | 215 | 336 | 366 |
| Frederick | 132 | 163 | 159 | 251 | 226 | 315 | 326 |
| Harford | 989 | 568 | 415 | 501 | 223 | 149 | 162 |
| Baltimore | 200 | 305 | 100 | 203 | 106 | 103 | 153 |
| Montgomery | 900 | 2,306 | 2,447 | 0 | 264 | 273 | 145 |
| Anne Arundel | 10 | 69 | 129 | 149 | 111 | 104 | 107 |
| Dorchester | 500 | 50 | 75 | 75 | 103 | 110 | 105 |
| Queen Anne's | 20 | 41 | 50 | 52 | 35 | 45 | 53 |
| Allegany | 0 | 6 | 80 | 0 | 0 | 51 | 38 |
| Caroline | 46 | 84 | 87 | 93 | 0 | 72 | 37 |
| Washington | 0 | 57 | 171 | 195 | 93 | 35 | 35 |
| Carroll | 50 | 30 | 25 | 31 | 70 | 25 | 30 |
| Kent | 122 | 77 | 88 | 76 | 52 | 34 | 25 |
| Prince George's | 901 | 721 | 166 | 115 | 101 | 180 | 19 |
| Talbot | 25 | 26 | 23 | 8 | 12 | 24 | 15 |
| Calvert (includes Charles, St Mary's) | 605 | 451 | 210 | 89 | 20 | 17 | 11 |
| Cecil Co. | 0 | 16 | 145 | 85 | 21 | 65 | 0 |
| Garrett | 67 | 28 | 20 | 41 | 0 | 40 | 0 |
| Howard | 59 | 197 | 16 | 23 | 0 | 0 | 0 |
| TOTAL | 6,342 | 8,650 | 7,647 | 5,900 | 5,288 | 5,160 | 5,216 |
| Sorted by most recent period | | | | | | | |
| Generally, numbers less than 50 represent what has been received within the last day. | | | | | | | |
| Notes 10/29/2010 | | | | | | | |
| Queen Anne's lost a staff member leaving one person to process applications. | | | | | | | |
| Montgomery County new staff have started. | | | | | | | |
| Frederick conducted two application fairs, took applications at a food bank and sent a renewal mailing. | | | | | | | |
| Notes 10/22/2010 | | | | | | | |
| Frederick mailed out and received back applications resulting in an increase. | | | | | | | |
| Colder weather in Western MD is bringing in more applicants. | | | | | | | |
| Shore Up has seen an influx of applications from college students. | | | | | | | |

- Overall Statewide Compliance.** The data below shows the overall statewide compliance rates 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). DHR reports that, statewide, the upward trend in monthly compliance rates for all of the aforementioned programs continued through September 2010.

| Approved or Denied Trends | | | | | | | |
|---|------------|------------|---------------|---------------|-------------|---------------------|-------------|
| Compliance Rate (Approved or Denied) | TCA | FSP | Ex-FSP | MA-FAC | MCHP | All Benefits | Goal |
| December-09 | 83.3% | 82.1% | 91.6% | 82.6% | 76.1% | 83.4% | 100% |
| January-10 | 80.9% | 77.3% | 91.6% | 80.4% | 72.2% | 80.5% | 100% |
| February-10 | 80.5% | 77.9% | 91.8% | 81.8% | 72.8% | 80.9% | 100% |
| March-10 | 82.5% | 77.9% | 93.1% | 84.4% | 75.8% | 82.5% | 100% |
| April-10 | 88.7% | 83.2% | 93.1% | 86.5% | 79.7% | 86.0% | 100% |
| May-10 | 92.8% | 89.2% | 94.1% | 90.5% | 85.9% | 90.6% | 100% |
| June-10 | 92.7% | 89.8% | 94.5% | 92.5% | 89.7% | 91.7% | 100% |
| July-10 | 93.8% | 93.6% | 95.9% | 94.3% | 93.2% | 94.2% | 100% |
| August-10 | 94.0% | 92.5% | 95.4% | 95.1% | 92.7% | 94.0% | 100% |
| September-10 | 96.3% | 94.0% | 95.4% | 96.6% | 95.1% | 95.3% | 100% |
| October-10 | 96.3% | 94.5% | 95.9% | 97.1% | 96.1% | 95.9% | 100% |



- Best Practices Matrices.** The charts below show the best practices being used in all jurisdictions to address the increases in FIA applications. DHR provided a presentation on the best practices at today's stat.

- **FSP Opt-out Legislation** (GDU Item). DHR has been working with the Governor’s DC Office to submit an amendment to the Child Nutrition Reauthorization Bill (introduced to Congress on June 10th) that would include an opt-out provision for SNAP. This would help remove the confidentiality obstacle to sharing data with DHR on the reverse match of FARMS caseloads with FSP, specifically focusing on increasing enrollment in FSP for households in which a child is receiving free or reduced meals.

Congress has adjourned until after Election Day, and before the recess the Bill had still not been heard. When GDU spoke with the Governor’s DC office, they were told that there was likely only a 50 percent chance of the Bill being heard given Congress’ lofty schedule.

- **FSP Opt-in Legislation** (GDU Item). DHR has been working with MSDE to include an “opt-in” section for FSP and the WIC program in the FARMS application. All jurisdictions have sent out the application with the opt-in language; however it was reported that no school system has the capacity to collect the opt-in information. As such, the LEA’s are unable to effectively record and forward any opt-in responses to DHR.

The Department and MSDE met with the LEA representatives on October 7th and discussed the possibility for WEX interns to work at the LEA’s and gather the data. Several LEA’s (Cecil, Garrett, Howard, Prince George’s, Washington, and Baltimore City) have already automated the opt-in data and are in the process of sharing it with DHR. Frederick, Kent, and Montgomery want to work with their local departments of social services to arrange for WEX interns to gather the data. DHR provided an update on the remaining LEA’s and they stated that they believe that they believe that more people will participate in the future.

- DHR also reported that they would distribute a flyer promoting FSP, so families can better understand the benefits of joining the program. This promotional strategy was tested with the Montgomery County Public School System on September 17th for students in Kindergarten through middle school. The decision to use this strategy in other jurisdictions is pending given the estimated cost associated with it (\$8-10,000 for material production and distribution, call center incoming calls, and application mailings); however, given the fact that DHR has received no calls in reference to this distribution, it is not likely they will continue this strategy in other jurisdictions.