

## Meeting Summary

Following is a summary of issues discussed at the DHR Stat on March 11, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Follow-Up

- **DHR IT Strategy.** DHR provided a list of IT improvements that are relevant to FIA compliance rates and those improvements are seen in the table below. DHR provided an update on this information.

<b>Initiative</b>	<b>Benefit for Lawsuit</b>	<b>Expected Timeframe</b>
CARES/SAIL enhancements	Streamlines workload by allowing clients to do redeterminations online and increasing edits.	<i>December 2011</i>
Enterprise Content Mgmt	Provides scanning and indexing of client records, which streamlines case processing and increases efficiency	<i>December 2012</i>
Enterprise Reporting	Allows data to be available near real-time at the local level providing better management of workloads, assignments, and load balancing	<i>May 2012</i>
Incremental Modernization	Will systematically replace components of a legacy system creating a modern platform for eligibility determination and case management.	<i>January 2014 forward</i>
Data Warehouse	Allows for data mining, analytics, predictive modeling, and outcome measurement	<i>June 2014</i>
Predictive Risk Modeling	Predictive risk modeling	<i>Phase I June 2011</i>

**Social Services Administration (SSA)**

- **PlaceMatters Metrics.** DHR was asked to internally discuss whether or not treatment foster homes should be tracked through StateStat and an update was provided at today’s Stat. DHR states that they have been reviewing additional measures to add to Place Matters metrics. While their review is still ongoing, they presented some of the options that they are considering.

DHR was also asked to provide data showing their goals for total caseloads per worker in all jurisdictions. DHR submitted the following:

<i>Caseload Type</i>	<i>Ratio</i>
Investigations	1:12
In-Home Services	1:12
Out-of-Home Care	1:15
Referrals	1:12
New Applications Public Family Foster Homes	1:14
Open Public Family Foster Home	1:36
ICPC	1:30
Supervisor to Worker	1:05

**Family Investment Administration**

- **Shortfall.** According to the article below, if Congress does not vote to provide additional TANF funds to Maryland, there will be a \$34 million dollar shortfall. According to the article, DHR planned their budget based on the fact they believed that they would be receiving these funds.

DHR was asked at the last Stat what the tangible impacts are if there were to be a federal shutdown in the future. DHR states that the largest factor in determining the impact of any federal government shutdown is its length. While a brief shutdown would be inconvenient, a longer term shutdown could prove to be significantly problematic. The table below highlights the impacts if a shortfall occurred. The panel may wish to inquire:

<b>Child Support Enforcement Administration</b>	<b>Family Investment Administration</b>	<b>Social Services Administration</b>
There should be minimum impact to the Child Support program in the event of a federal shutdown. States will be able to draw money through the PMS system even if a continuing resolution does not get approved. The Federal Grants Management office believes they are mission critical and would be there to ensure the money flows to the states. In 1995, the Federal Parent Locator Service (FPLS) was temporarily shut down and we had fewer sources to locate parents who either owe or receive child support. The FPLS sources include other states and federal agencies. We will receive additional information from the federal office of child support enforcement once available.	Effects on FIA customers are expected to be minimal based on a 1980 Office of Management and Budget (OMB) memorandum that defines “essential” government services and “essential” employees as those: Providing for benefit payments and the performance of contract obligations under no-year or multi-year or other funds remaining available for those purposes; According to reports, during the 1995 shutdown experience, policymakers substantially followed these definitions.	Since most Federal grant funds to SSA are in the form of re-imbursments, SSA believes services would be initially covered by State funds. We might anticipate the timeliness of Federal re-imbusement of the State might be affected, however.

## **Md. fund for needy families may have \$34M shortfall**

Posted: 7:00 pm Sun, January 30, 2011

By marylandreporter.com

Megan Poinski

If Congress does not approve additional funds for the Temporary Assistance for Needy Families program, the Maryland Department of Human Resources will be scrambling to offset a \$34 million shortfall.

The TANF program, funded by the federal government and administered here by Human Resources, helps families with short-term financial needs. Every year, Maryland receives a base grant of \$229 million, according to interim Human Resources Secretary Ted Dallas. The program has also received money from the federal stimulus program, as well as TANF contingency funds set aside for states with large caseload increases.

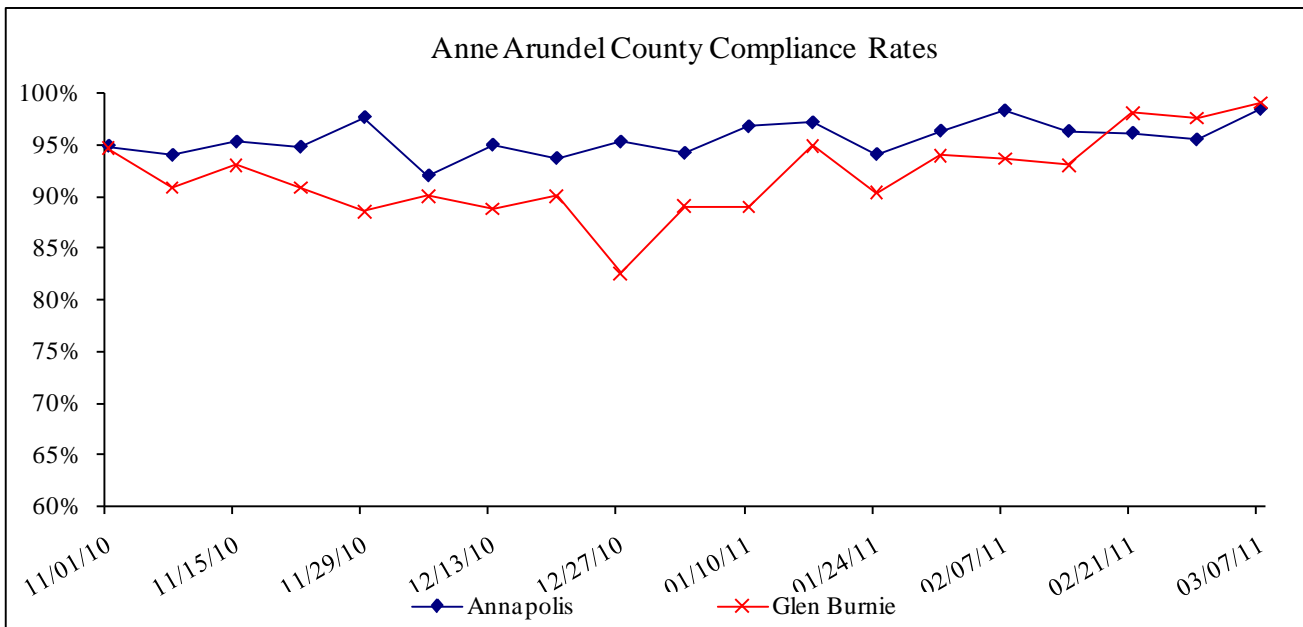
- **Anne Arundel Compliance.** DHR was asked to provide office breakdowns of output in Anne Arundel County FIA offices to StateStat (similar to reports that were previously submitted to StateStat involving Baltimore County). The data is shown below.

In reference to the data, DHR states that they are closely monitoring compliance trends in Anne Arundel County. Their overall compliance rate decreased 0.6% from 97% during the week ending February 18 to 96.4% during the week ending February 25. However, their rates increased for the week of 3/7 in both areas. DHR has approved funding for personal services contracts to assist Anne Arundel County with initial applications and re-certifications for a limited time period.

## Approved or Denied Trends Anne Arundel) -- All Benefits

Compliance Rate (Approved or Denied)

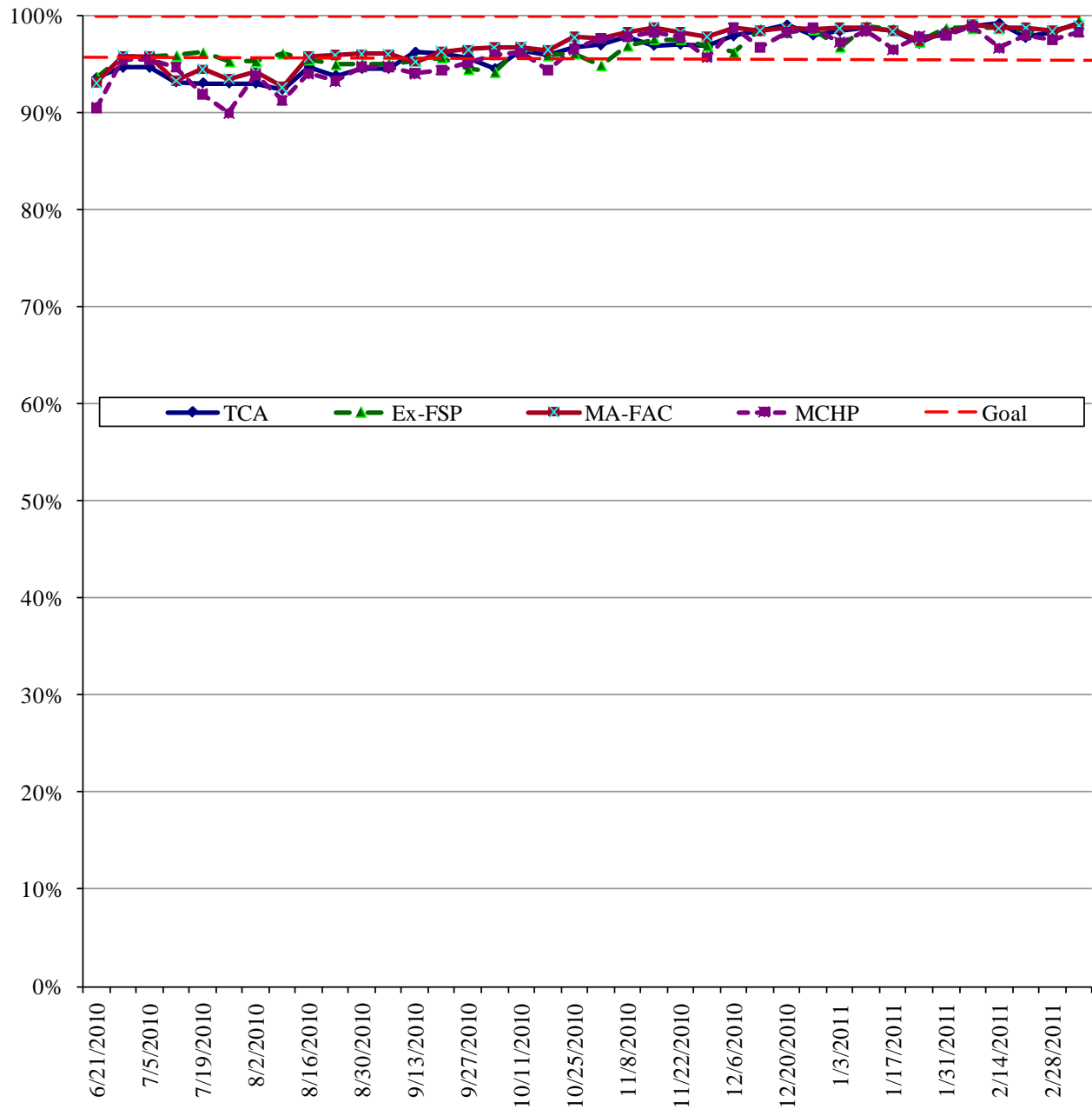
	Annapolis	Glen Burnie	Total AA. Co.
11/1/2010	94.9%	94.7%	94.8%
11/8/2010	94.0%	90.9%	92.5%
11/15/2010	95.3%	93.1%	94.2%
11/22/2010	94.8%	90.9%	93.0%
11/29/2010	97.7%	88.6%	93.5%
12/6/2010	92.0%	90.1%	91.1%
12/13/2010	95.0%	88.8%	91.8%
12/20/2010	93.7%	90.1%	92.1%
12/27/2010	95.3%	82.6%	89.4%
1/3/2011	94.2%	89.1%	91.2%
1/10/2011	96.8%	89.0%	93.2%
1/17/2011	97.2%	94.9%	96.1%
1/24/2011	94.1%	90.4%	92.6%
1/31/2011	96.4%	94.0%	95.3%
2/7/2011	98.4%	93.7%	96.2%
2/14/2011	96.3%	93.0%	94.8%
2/21/2011	96.2%	98.1%	97.0%
2/28/2011	95.5%	97.7%	96.4%
3/7/2011	98.5%	99.1%	98.8%



- 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 February of 2011. The data below the monthly report is through the week the ending before March 7, 2011.

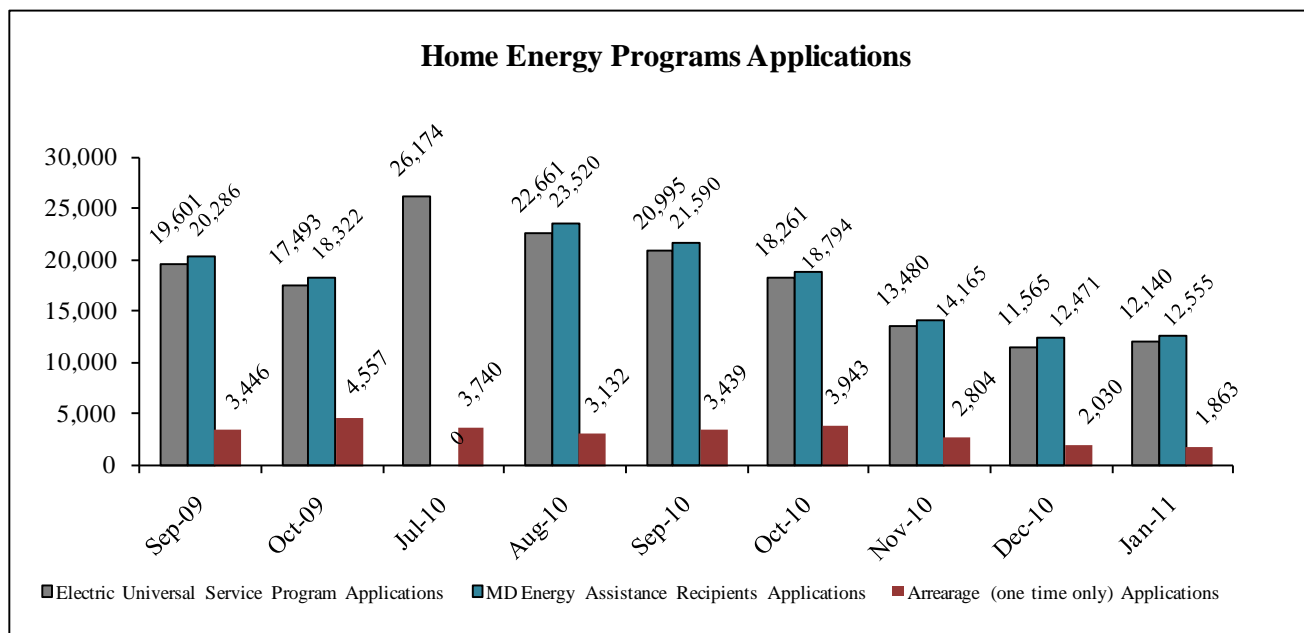
<b>Approved or Denied Trends</b>							
Compliance Rate (Approved or Denied)	TCA	FSP	Ex-FSP	MA-FAC	MCHP	All Benefits	Goal
6/21/2010	93.6%	89.6%	93.7%	93.1%	90.5%	91.9%	100%
6/28/2010	94.7%	93.5%	95.8%	95.9%	95.5%	95.0%	100%
7/5/2010	94.7%	93.5%	95.8%	95.9%	95.5%	95.0%	100%
7/12/2010	93.1%	93.1%	95.9%	93.3%	94.7%	93.8%	100%
7/19/2010	93.0%	93.5%	96.2%	94.5%	91.9%	94.3%	100%
7/26/2010	93.0%	93.1%	95.3%	93.5%	90.0%	93.5%	100%
8/2/2010	93.0%	93.1%	95.3%	94.2%	93.9%	93.9%	100%
8/9/2010	92.4%	92.0%	96.1%	92.6%	91.3%	93.0%	100%
8/16/2010	94.7%	92.9%	95.5%	95.8%	94.0%	94.4%	100%
8/23/2010	93.8%	91.6%	95.0%	96.0%	93.3%	93.8%	100%
8/30/2010	94.5%	93.6%	95.1%	96.1%	94.7%	94.7%	100%
9/6/2010	94.5%	93.6%	95.1%	96.1%	94.7%	94.7%	100%
9/13/2010	96.3%	94.2%	95.4%	95.2%	94.1%	95.0%	100%
9/20/2010	96.1%	94.4%	95.7%	96.3%	94.4%	95.4%	100%
9/27/2010	95.7%	93.9%	94.5%	96.5%	95.2%	95.0%	100%
10/4/2010	94.5%	93.5%	94.2%	96.7%	96.0%	95.1%	100%
10/11/2010	96.5%	93.9%	96.8%	96.8%	96.2%	95.8%	100%
10/18/2010	95.9%	94.8%	95.9%	96.5%	94.4%	95.6%	100%
10/25/2010	96.8%	94.5%	96.1%	97.8%	96.5%	96.2%	100%
11/1/2010	97.0%	95.0%	94.9%	97.7%	97.7%	96.2%	100%
11/8/2010	97.9%	94.8%	96.9%	98.3%	97.9%	97.0%	100%
11/15/2010	97.0%	97.1%	97.6%	98.8%	98.3%	97.8%	100%
11/22/2010	97.1%	97.9%	97.6%	98.3%	97.8%	97.9%	100%
11/29/2010	97.0%	97.2%	96.9%	97.8%	95.7%	97.2%	100%
12/6/2010	98.0%	96.8%	96.2%	98.8%	98.7%	97.6%	100%
12/13/2010	98.5%	97.2%	98.6%	98.5%	96.8%	98.0%	100%
12/20/2010	99.1%	97.0%	98.3%	98.7%	98.3%	98.2%	100%
12/27/2010	98.1%	97.3%	98.6%	98.7%	98.8%	98.2%	100%
1/3/2011	98.4%	94.9%	96.8%	98.7%	97.3%	97.2%	100%
1/10/2011	98.8%	96.9%	98.9%	98.7%	98.4%	98.3%	100%
1/17/2011	98.5%	96.3%	98.6%	98.4%	96.5%	97.7%	100%
1/24/2011	97.2%	96.3%	97.3%	97.6%	97.9%	97.1%	100%
1/31/2011	98.5%	95.6%	98.7%	98.1%	98.0%	97.5%	100%
2/7/2011	98.9%	96.9%	98.7%	99.2%	99.0%	98.4%	100%
2/14/2011	99.3%	97.6%	98.7%	98.7%	96.7%	98.3%	100%
2/21/2011	97.8%	97.8%	98.5%	98.8%	98.0%	98.3%	100%
2/28/2011	98.3%	97.9%	98.1%	98.4%	97.5%	98.1%	100%
3/7/2011	99.2%	97.9%	99.5%	99.0%	98.3%	98.8%	100%

### Compliance Rate for Approved or Denied TCA, FSP, Ex-FSP, MA-FAC, MCHP



- **Energy Assistance.** DHR, at a previous Stat, was asked to provide the average length of time to input cases by jurisdiction. They provided some data showing applications to be entered, as a percent of applications received. This is a good metric to track in future Stats but DHR did not provide that data for today's Stat.

Jurisdiction	11/5/10	11/19/10	12/3/10	12/17/10	1/14/11	1/28/11	2/11/11	2/25/11	3/11/11
Baltimore City	3,600	3,435	3,334	3,521	2,364	2,024	993	2,899	1,628
Harford	162	199	256	155	98	97	85	120	25
Frederick	326	285	282	202	113	107	51	76	80
Somerset (Includes Worcester, Wicomico)	366	391	326	276	126	103	70	74	22
Caroline	37	52	67	3	19	23	38	27	0
Talbot	15	19	28	23	64	43	33	23	8
Prince George's	19	91	25	30	35	40	21	20	20
Dorchester	105	50	40	51	25	21	31	20	25
Kent	25	35	40	21	24	25	24	17	13
Baltimore	153	213	203	71	23	0	0	15	0
Anne Arundel	107	37	33	85	115	87	61	0	29
Queen Anne's	53	50	20	47	30	18	10	0	0
Calvert (includes Charles, St Mary's)	11	5	34	2	1	1	0	0	0
Montgomery	145	0	0	0	145	0	0	0	0
Carroll	30	25	34	25	23	0	0	0	0
Allegany	38	0	0	32	0	0	0	0	0
Cecil Co.	0	0	4	22	0	0	0	0	0
Garrett	0	0	0	20	0	0	0	0	0
Washington	35	0	20	0	0	0	0	0	0
Howard	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>5,192</b>	<b>4,887</b>	<b>4,722</b>	<b>4,544</b>	<b>3,205</b>	<b>2,589</b>	<b>1,417</b>	<b>3,291</b>	<b>1,850</b>
Sorted by most recent period									
Generally, numbers less than 50 represent what has been received within the last day.									
Notes 2/25/11									
Balt City did not receive applications for 8 days from its district centers due to the unavailability of courier service.									



- **FSP Opt-in Provision** (GDU Goal 12- End Childhood Hunger in Maryland by 2015). The panel may recall that DHR has been working with MSDE to include an “opt-in” section for FSP in the FARMS application. All jurisdictions have sent out the application with the opt-in language; however, only 5 LEA’s have been able to effectively gather their opt-in data to date.

DHR last reported that they were working to create MOU’s for each of the 5 LEA’s, which are needed in order for the LEA’s to share their results with DHR. As for the remaining LEAs, Frederick, Kent, and Montgomery want to work with their local departments of social services to

arrange for WEX interns to gather the data. If this attempt is successful, DHR will discuss using WEX interns for the other 16 jurisdictions. DHR has submitted a written request to Under Secretary Concannon about the possibility of using USDA funding to help the LEAs who cannot currently automate their data, do so. They have not yet heard from the Secretary's office.

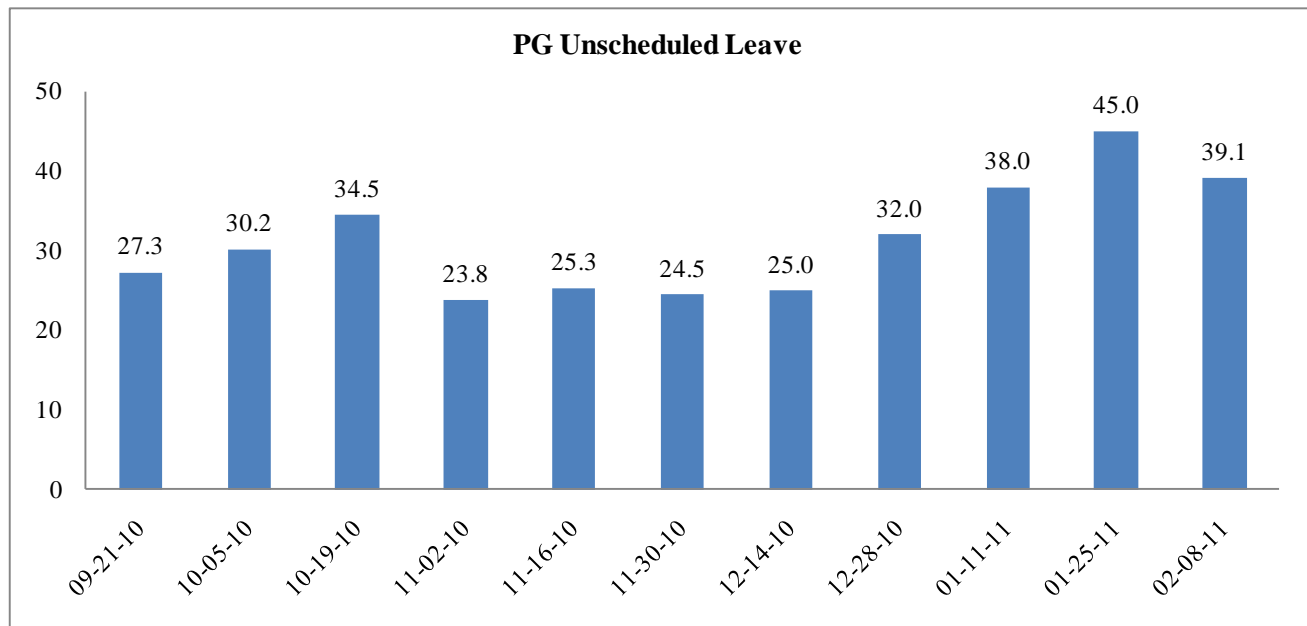
Contributing Actions/Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments
<b>A. Increase the Participation Rate for the Number of Children in the Food Supplemental Program by 9% by December 2010</b>				
FSP opt-in addition to FARMS Benefit Application	All jurisdictions distribute new application; automate and report data back to DHR; DHR target eligible population	TBD after we confer with LEAs.	All jurisdictions included the opt-in language in the application; 5 jurisdictions have the data automated and will send to DHR. We will work with 3 volunteer non-automated jurisdictions to use WEX interns to gather that data. Conference call scheduled 11/9/10 with 5 automated jurisdictions.	TBD- how remaining 16 jurisdictions will automate and report opt-in data back to DHR

- Accelerated Certification of Eligibility (ACE).** Strategies for early entry into prenatal care include expediting Medical Assistance enrollment for pregnant women in local health departments (LHD) and local Department of Social Services (DSS) sites. DSS compliance rates are consistently below those of LHDs. DHMH sent a memo on September 15 reiterating the importance of 10-day compliance. The chart below shows compliance with 10 day processing between June and December. DHR stated that they will work with DHMH to make sure that ACE applications are handled in a timely manner. DHMH will track the average length of time that it is taking for applications to be processed.

	Percentage of Pregnant Women's M.A. Applications Processed Within 10-Days					
	Baltimore City		Prince George's County		Somerset County	
	DSS	LHD	DSS	LHD	DSS	LHD
<b>June</b>	77.0%	96.3%	68.2%	95.2%	100.0%	100.0%
<b>July</b>	86.9%	92.4%	74.5%	97.4%	75.0%	100.0%
<b>August</b>	80.0%	97.2%	83.5%	98.4%	66.7%	100.0%
<b>September</b>	<b>88.4%</b>	<b>100.0%</b>	<b>82.1%</b>	<b>98.5%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>October</b>	<b>83.2%</b>	<b>95.5%</b>	<b>87.7%</b>	<b>97.8%</b>	<b>85.7%</b>	<b>85.7%</b>
<b>November</b>	<b>85.3%</b>	<b>98.7%</b>	<b>84.8%</b>	<b>99.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>December</b>	<b>78.6%</b>	<b>100.0%</b>	<b>82.7%</b>	<b>98.6%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Average</b>	<b>83%</b>	<b>97%</b>	<b>80%</b>	<b>98%</b>	<b>90%</b>	<b>98%</b>

## Personnel

- **Unscheduled Leave.** DHR was asked to describe why unscheduled leave was rising in Prince George's County. In their follow-up, DHR stated that the Prince George's County's Family Investment staff has been very much involved in ensuring compliance with the mandates of the Thompson law suit. Staff in that division have been working overtime and deferring leave in an effort to obtain and maintain timeliness rates in all of the mandated categories. As a result, many made the decision to use their personal leave days at the end of calendar year 2010 and the beginning of calendar year 2011. In addition, in anticipation of approval for the VSP, for which many had applied, personal leave days were used by staff to avoid loss of those days. The panel should note that the leave rate dropped during the 02/08/11 period.



## Miscellaneous

- **MTA.** At the last MTA StateStat meeting, the agency reported that it was meeting with the assistant secretary of the Department of Human Resources on February 21 to discuss offering free or reduced fares for children in the LDSS program. A meeting was held on February 23, 2011 with DHR to discuss discount options for children in foster care. Many of the DHR clients attend college so the idea of a \$39 college pass seemed to be of interest to them. Some of their clients are disabled and could take advantage of our disability fares. DHR acknowledged to MTA that tokens are already being used by their agency. The \$1.10 student fare was also discussed, as well as free transportation for students attending Baltimore City Schools. MTA discussed the problems with giving free transportation because of the farebox recovery mandate. MTA then led the discussion towards MTA programs whereby labor is provided in exchange for free transit services. The Police cadet program was mentioned DHR was encouraged to steer their clients toward that program. DHR has meetings planned with MTA to discuss this matter further.