



Department of Human Resources  
StateStat

Reporting Period: February 2011

**DHR Management Team**

Operations: **Vacant**  
 Programs: **Vacant**  
 Chief of Staff: **Vacant**

**Administrations:**

Social Services Administration: **Carnitra White**  
 Family Investment Administration: **Rosemary Malone (Acting)**  
 Child-Support Enforcement Administration: **Gina Higginbotham (Acting)**

**Interim Secretary Ted Dallas**  
 Appointed January 2011

PERSONNEL DATA

	TWO-WEEK REPORTING PERIODS				% Change	YEAR TO DATE				
	1/11/11	1/25/11	2/8/11	2/22/11		Average	Minimum	Maximum	Total	Periods
<b>OVERTIME (HOURS)</b>	13,161.4	10,043.9	10,972.8	12,862.0						
Office of the Secretary	102.0	24.2	86.0	111.5	0.0%	16.1	0.0	145.3	433.6	27
Operations	54.0	21.5	0.0	18.0	0.0%	55.0	0.0	262.5	1,485.0	27
Social Services	0.0	-12.0	0.0	0.0	0.0%	10.9	0.0	96.0	293.9	27
Family Investment	266.1	169.8	290.0	250.2	0.0%	0.1	0.0	3.5	3.5	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	0.0	0.0	0.0	30.0	0.0%	17.8	0.0	60.6	481.6	27
LDSS	12,739.3	9,840.4	10,596.8	12,452.3	17.5%	7,185.3	6,401.3	8,018.0	194,003.9	27
<b>SICK LEAVE (DAYS)</b>										
Office of the Secretary	34.8	37.0	73.9	66.2	-10.4%	65.1	27.4	112.7	1,758.8	27
Operations	107.6	118.9	164.9	161.8	-1.9%	141.1	99.0	180.2	3,809.1	27
Social Services	39.3	61.5	55.8	30.5	-45.3%	35.7	20.4	57.1	964.0	27
Family Investment	71.3	106.6	107.3	68.8	-35.9%	74.6	44.3	120.4	2,013.7	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	144.1	200.8	167.4	227.3	35.8%	215.9	153.2	286.8	5,828.7	27
LDSS	2,375.0	2,590.5	2,944.7	2,442.4	-17.1%	2,598.4	2,031.1	3,057.0	70,156.5	27
<b>ACCIDENT LEAVE (DAYS)</b>										
Office of the Secretary	0.0	0.0	0.0	0.0	0.0%	5.3	0.0	25.0	142.3	27
Operations	0.0	1.5	0.0	0.0	0.0%	4.4	0.0	12.0	118.2	27
Social Services	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	1.4	2.4	27
Family Investment	9.0	8.0	0.0	0.0	0.0%	0.2	0.0	4.2	4.7	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	19.4	20.4	20.4	13.8	0.0%	2.5	0.0	31.2	68.7	27
LDSS	101.8	114.1	93.2	84.1	-9.8%	76.4	38.0	152.4	2,062.5	27
<b>UNSCHEDULED LEAVE (DAYS)</b>										
Office of the Secretary	2.5	0.0	0.0	0.0	0.0%	12.3	0.0	27.0	331.7	27
Operations	10.4	2.0	0.0	14.5		6.5	0.0	21.6	175.8	27
Social Services	2.7	3.1	2.0	4.0	100.0%	4.2	0.0	16.4	113.8	27
Family Investment	12.1	0.2	3.9	9.9	153.8%	2.9	0.0	10.2	77.2	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	14.2	14.4	16.0	18.0	12.5%	21.3	0.0	42.8	575.2	27
LDSS	400.0	237.1	287.5	280.2	-2.5%	471.1	246.9	630.0	12,720.7	27
<b>FROI TO IWIF</b>						12.05555556	4	19	217	18
Secretary	0	0	0	0	0.0%	0.2	0.0	2.0	5.0	26
Social Services	3	12	18	11	-38.9%	12.0	3.0	23.0	311.0	26
Family Investment	1	1	2	0	0.0%	0.2	0.0	1.0	6.0	26
Community Services	0	0	0	0	0.0%	0.0	0.0	0.0	0.0	26
Child-Support Enforcement	0	0	0	0	0.0%	0.7	0.0	2.0	18.0	26
<b>FROI LAG &gt; 3 DAYS</b>						4.55555556	1	9	82	18
Secretary	0	0	0	0	0.0%	0.1	0.0	2.0	3.0	26
Social Services	1	6	3	0	0.0%	4.8	1.0	14.0	125.0	26
Family Investment	0	0	0	0	0.0%	0.1	0.0	1.0	2.0	26
Community Services	0	0	0	0	0.0%	0.0	0.0	0.0	0.0	26
Child-Support Enforcement	0	0	0	0	0.0%	0.1	0.0	1.0	3.0	26



## Department of Human Resources LDSS Personnel

Reporting Period: February 2011

### TOTAL OVERTIME BY JURSDICTION

	TWO-WEEK REPORTING PERIODS					% Change	YEAR TO DATE				
	1/11/11	1/25/11	2/8/11	2/22/11	Average		Minimum	Maximum	Total	Periods	
Allegany	559.5	301.2	282.5	262.0	-7.3%	263.6	123.0	380.0	7,118.2	27	
Anne Arundel	515.5	765.0	564.5	573.2	1.5%	547.0	279.0	906.0	14,769.0	27	
Baltimore City	4712.8	1845.0	2343.7	4677.0	99.6%	1,345.1	883.6	2,495.6	36,317.8	27	
Baltimore	992.0	1173.8	981.5	1028.0	4.7%	244.8	58.0	513.0	6,610.5	27	
Calvert	389.7	285.8	286.0	236.5	-17.3%	280.2	226.0	333.5	7,564.6	27	
Caroline	358.0	269.3	293.0	381.8	30.3%	273.6	231.0	355.0	7,386.6	27	
Carroll	291.8	314.6	303.0	278.3	-8.2%	276.8	260.2	297.0	7,473.8	27	
Cecil Co.	333.0	310.0	257.0	276.0	7.4%	262.5	239.0	332.0	7,087.1	27	
Charles	314.9	313.4	324.7	315.8	-2.7%	294.0	213.5	444.0	7,937.0	27	
Dorchester	313.0	271.5	329.5	261.0	-20.8%	266.9	240.0	312.5	7,207.1	27	
Frederick	313.6	293.2	342.6	290.7	-15.1%	277.7	244.5	374.6	7,497.3	27	
Garrett	284.0	284.9	277.5	260.2	-6.2%	258.0	251.0	273.0	6,965.3	27	
Harford	368.3	296.3	319.2	316.5	-0.8%	332.1	181.8	438.7	8,967.2	27	
Howard	532.0	410.8	631.1	517.3	-18.0%	282.7	183.0	451.8	7,633.2	27	
Kent	264.0	255.0	247.0	257.0	4.0%	256.2	246.0	275.5	6,916.5	27	
Montgomery	0.0	0.0	0.0	0.0		129.9	32.0	265.0	3,506.9	27	
Prince George's	566.8	632.3	896.1	892.0	-0.5%	244.9	138.5	368.0	6,612.5	27	
Queen Anne's	266.0	264.8	254.5	246.0	-3.3%	247.9	214.0	287.1	6,694.3	27	
Somerset	56.1	80.0	68.0	15.0	-77.9%	99.7	30.0	178.6	2,691.5	27	
St. Mary's	82.8	120.8	96.9	88.1	0.0%	3.6	0.0	55.3	96.0	27	
Talbot	239.8	264.0	285.0	246.0	-13.7%	249.6	63.0	375.0	6,738.3	27	
Washington	271.8	358.0	485.9	365.5	-24.8%	331.8	234.5	595.6	8,959.0	27	
Wicomico	345.3	321.1	364.0	333.0	-8.5%	257.8	231.0	299.0	6,959.7	27	
Worcester	368.6	409.6	363.6	335.4	-7.8%	159.1	69.0	216.0	4,295.9	27	
<b>TOTAL</b>	12739.3	9840.4	10596.8	12452.3							



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### ON CALL OVERTIME BY JURSDICTION

	1/11/11	1/25/11	2/8/11	2/22/11	% Change	Average	Minimum	Maximum	Total	Periods
Allegany	263.5	262.5	252.5	243.5	-3.6%	248.2	123.0	364.0	6,702.0	27
Anne Arundel	393.0	714.0	540.0	378.0	-30.0%	497.1	279.0	906.0	13,420.4	27
Baltimore City	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Baltimore	325.0	233.5	246.0	263.0	6.9%	230.8	58.0	513.0	6,232.5	27
Calvert	375.5	247.7	246.0	194.0	-21.1%	249.3	199.5	291.0	6,730.2	27
Caroline	263.0	225.0	216.0	285.0	31.9%	252.7	217.0	300.5	6,823.5	27
Carroll	280.8	286.3	268.0	264.0	-1.5%	276.8	260.2	297.0	7,473.8	27
Cecil Co.	264.0	264.0	255.0	249.0	-2.4%	250.7	183.0	327.0	6,767.6	27
Charles	262.5	254.0	254.0	254.0	0.0%	251.6	182.5	286.4	6,793.2	27
Dorchester	262.5	263.0	255.0	245.5	-3.7%	249.1	236.0	263.5	6,727.0	27
Frederick	264.0	264.0	255.0	246.0	-3.5%	250.6	244.5	273.0	6,767.5	27
Garrett	268.5	269.1	264.5	254.2	-3.9%	258.0	251.0	273.0	6,965.3	27
Harford	286.8	259.2	245.9	274.1	11.5%	258.7	140.5	360.0	6,986.0	27
Howard	264.0	207.6	262.0	236.5	-9.7%	257.3	183.0	440.0	6,946.8	27
Kent	264.0	255.0	246.0	255.0	3.7%	250.7	246.0	264.0	6,768.0	27
Montgomery	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Prince George's	250.5	212.5	188.0	190.5	1.3%	225.1	138.5	324.0	6,079.0	27
Queen Anne's	264.0	264.0	254.5	246.0	-3.3%	247.9	214.0	287.1	6,694.3	27
Somerset	0.0	0.0	0.0	15.0		92.0	30.0	177.1	2,483.8	27
St. Mary's	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Talbot	239.8	264.0	285.0	246.0	-13.7%	249.4	63.0	375.0	6,733.8	27
Washington	266.0	229.5	245.9	54.5	-77.8%	249.3	228.0	264.0	6,730.8	27
Wicomico	264.0	255.0	230.0	255.0	10.9%	250.2	231.0	279.0	6,754.5	27
Worcester	255.1	256.0	231.0	225.0	-2.6%	157.8	69.0	216.0	4,259.9	27
<b>TOTAL</b>	<b>5576.5</b>	<b>5485.9</b>	<b>5240.3</b>	<b>4873.8</b>						



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### SICK LEAVE BY JURISDICTION

	TWO-WEEK REPORTING PERIODS				% Change					
	1/11/11	1/25/11	2/8/11	2/22/11		Average	Minimum	Maximum	Total	Periods
Allegany	97.1	97.9	147.4	111.0	-24.7%	80.7	33.3	110.8	2,180.2	27
Anne Arundel	97.0	126.2	150.4	105.5	-29.9%	114.0	58.1	151.4	3,077.3	27
Baltimore City	924.0	955.0	1151.0	910.0	-20.9%	1,054.2	766.0	1,274.0	28,463.5	27
Baltimore	198.1	252.0	278.0	165.0	-40.6%	187.1	63.6	263.5	5,051.0	27
Calvert	44.2	40.9	42.1	45.5	8.1%	29.3	16.1	41.3	790.1	27
Caroline	24.0	46.0	37.0	41.0	10.8%	26.3	11.0	44.0	709.0	27
Carroll	50.9	44.0	49.0	67.8	38.4%	55.9	34.4	82.4	1,510.3	27
Cecil Co.	89.7	74.0	77.5	81.4	5.0%	83.4	50.6	125.6	2,251.4	27
Charles	55.0	65.0	67.8	65.0	-4.1%	31.5	10.0	81.5	850.0	27
Dorchester	26.6	45.5	49.9	36.5	-26.9%	48.3	29.1	71.8	1,305.3	27
Frederick	55.0	76.3	65.0	63.5	-2.3%	55.4	26.7	76.0	1,495.8	27
Garrett	26.0	23.0	29.5	38.0	28.8%	25.8	10.0	42.0	697.0	27
Harford	60.2	87.1	82.9	88.1	6.3%	79.3	49.8	102.1	2,141.0	27
Howard	41.0	51.3	50.4	64.0	27.0%	56.0	23.6	89.4	1,511.1	27
Kent	7.5	12.0	20.0	16.0	-20.0%	20.3	8.0	40.5	548.1	27
Montgomery	0.0	0.0	0.0	0.0		163.3	91.7	214.6	4,408.2	27
Prince George's	215.1	225.3	220.4	224.6	1.9%	157.0	73.5	420.7	4,240.1	27
Queen Anne's	14.5	30.6	41.0	29.5	-28.0%	26.7	8.1	57.5	720.3	27
Somerset	36.8	26.4	44.0	20.0	-54.5%	33.0	15.9	65.5	890.4	27
St. Mary's	48.8	60.2	63.3	45.6	-28.0%	44.9	22.8	88.9	1,212.4	27
Talbot	39.0	32.0	25.5	14.0	-45.1%	34.6	16.0	55.0	933.0	27
Washington	114.1	80.8	110.0	80.2	-27.1%	108.4	72.0	171.4	2,926.0	27
Wicomico	87.6	102.2	110.9	88.0	-20.6%	68.3	39.3	104.6	1,844.3	27
Worcester	22.8	36.8	31.7	42.2	33.1%	30.6	10.8	58.4	827.4	27
<b>TOTAL</b>	<b>2375.0</b>	<b>2590.5</b>	<b>2944.7</b>	<b>2442.4</b>						



## Department of Human Resources LDSS Personnel

Reporting Period: February 2011

### ACCIDENT LEAVE (DAYS)

	TWO-WEEK REPORTING PERIODS				% Change	Average	Minimum	Maximum	Total	Periods
	1/11/11	1/25/11	2/8/11	2/22/11						
Allegany	0.0	0.0	0.0	0.0	0.0%	0.6	0.0	10.0	15.1	27
Anne Arundel	9.5	10.3	10.3	0.0	-100.0%	1.6	0.0	40.0	44.3	27
Baltimore City	58.0	57.0	42.0	38.0	-9.5%	45.7	24.0	106.0	1,234.0	27
Baltimore	1.0	1.0	0.0	0.0	0.0%	5.2	0.0	28.0	139.9	27
Calvert	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Caroline	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Carroll	0.0	0.8	2.1	0.2	0.0%	0.3	0.0	3.0	7.6	27
Cecil Co.	0.1	0.0	0.0	0.6	0.0%	1.4	0.0	16.0	36.5	27
Charles	0.0	0.0	4.9	10.0	104.1%	2.3	0.0	24.0	63.0	27
Dorchester	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	3.3	3.3	27
Frederick	12.7	10.0	10.0	10.0	0.0%	0.3	0.0	6.0	9.0	27
Garrett	0.0	0.0	0.0	0.0	0.0%	0.2	0.0	3.5	6.1	27
Harford	0.0	0.0	0.0	0.8	0.0%	2.5	0.0	18.0	67.9	27
Howard	0.0	0.0	0.0	1.0	0.0%	3.3	0.0	10.0	90.0	27
Kent	0.0	0.0	0.0	0.0	0.0%	1.8	0.0	10.0	49.4	27
Montgomery	0.0	0.0	0.0	0.0	0.0%	3.9	0.0	17.0	106.4	27
Prince George's	20.0	18.0	13.5	0.0	0.0%	3.5	0.0	53.4	95.0	27
Queen Anne's	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.3	0.3	27
Somerset	0.0	10.0	10.0	10.0	0.0%	0.0	0.0	0.0	0.0	27
St. Mary's	0.0	5.5	0.0	7.5	0.0%	1.9	0.0	15.4	50.1	27
Talbot	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Washington	0.0	0.0	0.4	0.0	0.0%	1.7	0.0	12.0	44.6	27
Wicomico	0.5	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Worcester	0.0	1.5	0.0	6.0	0.0%	0.0	0.0	0.0	0.0	27
<b>TOTAL</b>	<b>101.8</b>	<b>114.1</b>	<b>93.2</b>	<b>84.1</b>						



## Department of Human Resources LDSS Personnel

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### UNSCHEDULED LEAVE (DAYS)

	TWO-WEEK REPORTING PERIODS				% Change					
	1/11/11	1/25/11	2/8/11	2/22/11		Average	Minimum	Maximum	Total	Periods
Allegany	0.3	1.3	1.0	1.0	0.0%	8.8	0.0	13.0	238.0	27
Anne Arundel	8.3	0.0	2.5	0.0	-100.0%	15.2	0.6	51.8	409.2	27
Baltimore City	243.0	104.0	155.0	180.0	16.1%	182.9	57.0	291.0	4,939.0	27
Baltimore	17.0	17.0	24.0	18.0	-25.0%	15.5	1.0	31.0	417.9	27
Calvert	0.2	0.0	0.0	0.0	0.0%	2.4	0.0	22.4	66.1	27
Caroline	0.6	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Carroll	0.0	1.0	0.0	0.0	0.0%	5.5	2.4	11.4	149.0	27
Cecil Co.	21.2	14.9	18.5	11.5	-37.8%	18.7	2.5	38.5	505.0	27
Charles	2.0	1.0	0.4	0.5	0.0%	4.7	0.0	20.0	126.8	27
Dorchester	13.0	6.6	7.0	7.5	7.1%	5.9	0.0	29.0	158.4	27
Frederick	2.9	0.7	4.0	2.0	0.0%	5.1	0.0	40.0	138.6	27
Garrett	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Harford	2.0	2.6	10.5	20.0	0.0%	14.1	0.3	60.0	380.4	27
Howard	21.0	20.0	0.0	3.0	0.0%	4.8	0.0	15.8	128.3	27
Kent	0.0	2.5	2.0	6.5	0.0%	2.5	0.0	13.0	66.5	27
Montgomery	0.0	0.0	0.0	0.0		22.7	1.8	49.1	612.3	27
Prince George's	38.0	45.0	39.1	14.4	-63.2%	140.4	53.0	275.1	3,789.8	27
Queen Anne's	0.0	0.0	0.0	0.0	0.0%	0.9	0.0	4.5	24.4	27
Somerset	0.0	0.0	0.0	0.0	0.0%	2.7	0.0	12.0	72.3	27
St. Mary's	14.0	4.0	7.0	2.5	-64.3%	7.9	0.0	22.0	214.5	27
Talbot	0.5	3.5	11.7	0.0	0.0%	1.6	0.0	20.0	42.0	27
Washington	15.0	3.0	0.4	1.3	0.0%	1.0	0.0	10.0	26.6	27
Wicomico	0.0	10.0	2.0	3.0	0.0%	6.9	0.0	52.3	185.1	27
Worcester	1.0	0.0	2.4	9.0	0.0%	0.8	0.0	6.0	20.5	27
<b>TOTAL</b>	<b>400.0</b>	<b>237.1</b>	<b>287.5</b>	<b>280.2</b>						



Department of  
StateStat  
Reporting Period: February 2011

	B	C	D	E	F	G	H	I	J	K	L	M	N
1													
2													
3													
4													
5													
6													
11	<b>Administrations:</b>												
12	Social Services Administration: Camitra White										Interim Secretary B Ted Dallas		
13	Family Investment Administration: Rosmary Malone (acting)										Appointed January 2011		
14	Child Support Enforcement Administration: Gina Higginbotham (Acting)												
15													
16													
17													
18		<b>Goal Achieved:</b>	<b>1.99%</b>	# Waivers requested:	4	# Waivers granted:	4	<b>Goal Achieved:</b>	<b>4.52%</b>	# Waivers requested:	4	# Waivers granted:	4
19		<b>Feb-11</b>						<b>YEAR-TO-DATE</b>					
20	<b>PROCUREMENT/CONTRACT AWARDS</b>	<b>Agency Total</b>	<b>Ethnic</b>	<b>Women</b>	<b>Disabled / Non-Profit / Sheltered Workshon</b>	<b>Total MBE/WBE</b>	<b>%</b>	<b>Agency Total</b>	<b>Ethnic</b>	<b>Women</b>	<b>Disabled / Non-Profit / Sheltered Workshon</b>	<b>Total MBE/WBE</b>	<b>%</b>
21	<b>Payment Totals</b>	\$8,337,831.00	\$119,940.00 1.44%	\$216,846.00 2.60%	\$3,981.00 0.05%	\$340,767.00	4.09%	\$147,235,536.00	\$782,401.00 \$0.01	\$2,523,435.00 \$0.02	\$144,344.00 \$0.00	\$3,450,180.00	<b>2.34%</b>
22													
23	<b>Awards Totals</b>	\$10,870,443.00	\$122,159.00 1.12%	\$73,585.00 0.68%	\$20,589.00 0.19%	\$216,333.00	1.99%	\$44,009,960.00	\$452,720.00 1.03%	\$1,389,907.00 3.16%	\$147,490.00 0.34%	\$1,990,117.00	<b>4.52%</b>
24													
25	Architectural and Engineering					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
26	Construction					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
27	Construction Related					\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
28	Maintenance					\$0.00		\$6,294.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>0.00%</b>
29	Services	\$4,463,956.00	\$12,956.00	\$26,551.00	\$1,335.00	\$40,842.00	0.91%	\$8,909,817.00	\$154,483.00	\$83,959.00	\$23,440.00	\$261,882.00	<b>2.94%</b>
30	Supplies and Equipment	\$1,494,566.00	\$4,954.00	\$18,474.00	\$13,574.00	\$37,002.00	2.48%	\$2,835,439.00	\$81,405.00	\$282,981.00	\$71,624.00	\$436,010.00	<b>15.38%</b>
31	IT Services					\$0.00		\$1,348,397.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>0.00%</b>
32	IT Supplies and Equipment	\$24,247.00				\$0.00	0.00%	\$2,040,193.00	\$50,299.00	\$700,374.00	\$0.00	\$750,673.00	<b>36.79%</b>
33	Human, Cultural, Social & Educational	\$4,223,713.00				\$0.00	0.00%	\$20,332,648.00	\$3,902.00	\$142,309.00	\$1,650.00	\$147,861.00	<b>0.73%</b>
34	Corporate Credit Card	\$86,996.00	\$4,220.00	\$1,846.00	\$367.00	\$6,433.00	7.39%	\$904,981.00	\$38,070.00	\$58,344.00	\$7,774.00	\$104,188.00	<b>11.51%</b>
35	Direct Vouchers	\$576,965.00	\$100,029.00	\$26,714.00	\$5,313.00	\$132,056.00	22.89%	\$7,632,191.00	\$124,561.00	\$121,940.00	\$43,002.00	\$289,503.00	<b>3.79%</b>
36													
37													
38													
39													
40													
41	<b>SBR INDICATORS</b>	<b>Agency Total</b>	<b>Total SBR</b>	<b># Designated Procurements</b>	<b>%</b>			<b>Agency Total</b>	<b>Total SBR</b>	<b># Designated Procurements</b>	<b>%</b>		
42	<b>Payment Totals</b>	\$41,058,164	\$1,059,296	19	2.58%			\$337,790,334	\$10,242,846	156	3.03%		



**Department of Human Resources  
Family Investment Administration  
Reporting Period: February-11**

**FOOD SUPPLEMENT PROGRAM**

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
<b>Total Food Supplement Program Recipients</b>	<b>643,651</b>	<b>653,293</b>	<b>654,721</b>	<b>657,518</b>	<b>0.4%</b>	631,406	588,726	657,518	787,104	SFY 2011	
Recipient Households	311,476	317,394	319,704	322,160	0.8%	305,070	279,977	322,160	407,640	SFY 2011	
\$ Value Disbursed	\$82,846,223	\$84,071,402	\$83,276,906	\$84,144,656	1.0%	81,332,768	75,973,484	84,144,656	\$650,662,141	SFY 2011	
Cases Closed	14,805	14,958	19,566	17,374	-11.2%	16,949	14,162	21,172	\$135,589	SFY 2011	
Applications Taken	24,653	22,388	26,709	22,172	-17.0%	25,819	22,172	31,096	\$206,551	SFY 2011	
Approvals	22,522	20,876	21,876	19,830	-9.4%	22,818	19,830	25,943	\$182,543	SFY 2011	
Denials	6,178	5,590	5,438	5,227	-3.9%	6,766	5,227	8,311	\$54,127	SFY 2011	
	Aug-10	Sep-10	Oct-10	Nov-10	% Change	Average	Minimum	Maximum	Total	Periods	
<b>Payment Error Rate</b>	8.26%	7.91%	8.11%	6.56%	-19.1%	6.56%	6.56%	8.45%	6.56%	Y 2010; 10/-11/10	
Overpayment Error Rate	6.77%	6.46%	6.25%	5.09%	-18.6%	5.09%	5.09%	7.47%	5.09%	Y 2010; 10/-11/10	
Underpayment Error Rate	1.49%	1.45%	1.86%	1.46%	-21.5%	1.46%	0.39%	1.86%	1.46%	Y 2010; 10/-11/10	
<b>State-reported Negative error rate</b>	19.70%	18.43%	16.67%	19.15%	14.9%	19.15%	14.40%	20.25%	19.15%	Y 2010; 10/-11/10	

**MEDICAID**

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
Applications Taken (CC, LTC & SSI)	28,107	25,891	29,248	27,584	-5.7%	28,719	25,891	30,609	229,751	SFY 2011	
Approvals (CC, LTC & SSI)	20,331	19,249	19,665	20,963	6.6%	21,152	19,249	22,599	169,217	SFY 2011	
Denials (CC, LTC & SSI)	16,639	15,315	15,257	15,803	3.6%	16,848	15,257	18,564	134,784	SFY 2011	
<b>Community Care Cases</b>	<b>303,822</b>	<b>294,325</b>	<b>295,052</b>	<b>305,332</b>	<b>3.5%</b>	297,152	290,392	305,332	///	SFY 2011	
Applications Taken	26,740	24,765	27,892	26,288	-5.8%	27,351	24,765	29,053	218,805	SFY 2011	
Approvals	17,964	16,968	17,258	16,885	3.6%	18,673	16,968	20,095	149,381	SFY 2011	
Denials	15,185	13,878	13,707	14,099	2.9%	15,314	13,707	16,978	122,508	SFY 2011	

**TEMPORARY CASH ASSISTANCE**

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
Recipients	72,524	75,341	72,975	72,424	-0.8%	72,072	68,678	75,341	98,621	SFY 2011	
Recipient Families	28,678	29,637	28,762	28,657	-0.4%	28,536	27,431	29,637	39,674	SFY 2011	
% of TANF 60 Month Families	6.9%	6.9%	7.2%	7.0%	-3.4%	7.0%	6.9%	7.2%	///	SFY 2011	
\$ Value Disbursed	\$12,612,943	\$13,135,504	\$13,041,250	\$12,659,826	-2.9%	\$12,608,764	\$11,885,007	\$13,135,504	\$100,870,108	SFY 2011	
Cases Closed	3,562	3,321	3,046	3,180	4.4%	3,281	2,877	3,727	26,246	SFY 2011	
Applications Taken	6,420	5,772	5,946	4,947	-16.8%	6,275	4,947	7,227	50,202	SFY 2011	
Approvals	2,871	3,181	2,322	2,225	-4.2%	2,828	2,225	3,184	22,627	SFY 2011	
Approved and "New" to the TCA Program	680	747	570	553	-3.0%	692	553	789	5,537	SFY 2011	
Approved and Returning to the TCA Program	2,191	2,434	1,752	1,672	-4.6%	2,136	1,672	2,451	17,090	SFY 2011	
Denials	4,300	4,107	3,699	3,509	-5.1%	4,300	3,509	4,791	34,402	SFY 2011	
<b>Payment Accuracy Rate</b>	96.36%	96.10%	94.68%	94.68%	0.0%	94.68%	94.68%	98.23%	///	Y 2010; 10/-11/10	
<b>Federal Work Participation Rate</b>	41.4%	41.2%	39.6%	39.1%	-1.3%	40.54%	39.1%	41.4%	39.1%	Y '10; FFYTD '11	
<b>YTD Job Placements</b>	3,396	4,348	5,043	5,796	14.9%	828	672	5,796	5,796	SFY 2011	
	QUARTERLY MEASURES	Apr-Jun 09	Jul-Sep 09	Oct-Dec 09	Jan-Mar 10	% Change	Average	Minimum	Maximum	Total	Periods
<b>Earnings Gain Rate</b>	51%	33%	55%	57%	3.8%	49%	33%	57%		Closed Cases Apr '09-Mar '10	
<b>Employment Retention Rate</b>	73%	74%	72%	81%	13.1%	75%	72%	81%		Closed Cases Apr '09-Mar '10	



**Department of Human Resources  
Family Investment Administration  
Reporting Period: February-11**

**TEMPORARY DISABILITY ASSISTANCE PROGRAM**

	REPORTING PERIOD					YEAR-TO-DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
Recipients	20,303	20,564	20,121	20,761	3.2%	20,372	20,059	20,761	29,189	SFY 2011
\$ Value Disbursed	\$3,085,505	\$3,525,669	\$3,574,509	\$3,637,886	1.8%	\$3,256,403	\$2,726,050	\$3,637,886	\$26,051,225	SFY 2011
Cases Closed	1,534	1,702	1,615	1,357	-16.0%	1,594	1,357	1,761	12,748	SFY 2011
Applications Taken	3,951	3,936	4,228	3,589	-15.1%	4,099	3,589	4,459	32,788	SFY 2011
Approvals	1,542	1,658	1,432	1,641	14.6%	1,650	1,432	1,819	13,201	SFY 2011
Denials	2,932	2,864	2,800	2,659	-5.0%	3,038	2,659	3,695	24,301	SFY 2011

**HOME ENERGY PROGRAMS**

	REPORTING PERIOD					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
<b>Electric Universal Service Program</b>										
Recipient Households	12,712	15,964	9,836	9,905	0.7%	12,430	0	18,117	99,439	SFY 2011
\$ Value Disbursed	\$5,620,863	\$7,096,009	\$4,490,146	\$4,511,468	0.5%	\$5,507,620	\$0	\$7,763,028	\$44,060,961	SFY 2011
Applications	13,480	11,565	12,140	9,543	-21.4%	16,852	9,543	26,174	134,819	SFY 2011
Approvals	11,621	12,140	11,535	9,543	-17.3%	11,161	0	17,826	89,291	SFY 2011
Denials	1,601	1,815	2,665	2,504	-6.0%	1,842	0	2,665	14,732	SFY 2011
<b>MD Energy Assistance Recipients</b>										
Recipient Households	66,027	14,544	10,094	10,247	1.5%	12,614	0	66,027	100,912	SFY 2011
\$ Value Disbursed	\$29,742,237	\$6,627,989	\$4,730,549	\$4,746,508	0.3%	\$5,730,910	\$0	\$29,742,237	\$45,847,283	SFY 2011
Applications	14,165	12,471	12,555	10,013	-20.2%	14,139	0	23,520	113,108	SFY 2011
Approvals	13,238	12,102	13,107	10,039	-23.4%	13,028	0	55,738	104,224	SFY 2011
Denials	1,705	1,872	2,965	2,884	-2.7%	2,089	0	3,511	16,715	SFY 2011
<b>Arrearage (one time only)</b>										
Recipient Households	2,531	3,099	1,716	1,799	4.8%	2,236	0	3,133	17,887	SFY 2011
\$ Value Disbursed	\$2,345,376	\$2,850,971	\$1,528,538	\$1,585,034	3.7%	\$2,063,530	\$0	\$2,850,971	\$16,508,237	SFY 2011
Applications	2,804	2,030	1,863	554	-70.3%	2,688	554	3,943	21,505	SFY 2011
Approvals	2,270	2,345	1,873	402	-78.5%	1,859	0	3,714	14,872	SFY 2011
Denials	300	300	250	90	-64.0%	435	90	1,156	3,477	SFY 2011

**REFUGEES AND ASYLEES**

	REPORTING PERIOD					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
<b>Refugee Employment Program Clients</b>										
New Clients	70	99	114	151	32.5%	130	68	186	1,043	SFY 2011
# of Employment Placements	43	41	48	65	35.4%	50	37	68	401	SFY 2011
Average Wage	76	67	73	81	11.0%	79	65	99	628	SFY 2011
% with Health Benefits	\$9.23	\$9.45	\$9.28	\$9.29	0.1%	\$9.37	\$9.01	\$9.81	\$9.37	SFY 2011
Job Retention >90 Days	55%	62%	65%	75%	15.4%	69%	55%	83%		SFY 2011
	57	85	72	66	-8.3%	68	55	85	543	SFY 2011



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

**APPLICATION COMPLIANCE, EXPEDITED FOOD SUPPLEMENT PROGRAM**

Expedited Food Supplement Program Benefits, % Processed On Time	REPORTING PERIOD					M/M change in rate	FISCAL YEAR-TO-DATE				Periods
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum			
	97.0%	98.2%	98.4%	98.8%	0.4%	96.9%	95.4%	98.8%		8	
Allegany	98.6%	96.6%	100.0%	100.0%	0.0%	98.1%	94.4%	100.0%		8	
Anne Arundel	91.2%	90.3%	95.9%	96.8%	0.9%	93.0%	90.3%	96.8%		8	
Baltimore (City)	98.3%	98.9%	99.1%	99.5%	0.4%	98.3%	95.9%	99.5%		8	
Baltimore	97.2%	98.5%	98.2%	98.9%	0.7%	95.8%	92.4%	98.9%		8	
Calvert	99.1%	99.1%	100.0%	98.8%	-1.2%	98.9%	97.6%	100.0%		8	
Caroline	100.0%	100.0%	100.0%	100.0%	0.0%	99.6%	98.2%	100.0%		8	
Carroll	97.3%	98.5%	96.5%	98.4%	2.0%	96.8%	95.1%	98.5%		8	
Cecil	100.0%	98.9%	100.0%	98.3%	-1.7%	99.1%	98.3%	100.0%		8	
Charles	96.2%	100.0%	97.3%	98.5%	1.2%	96.8%	90.4%	100.0%		8	
Dorchester	100.0%	100.0%	100.0%	96.6%	-3.4%	97.4%	90.6%	100.0%		8	
Frederick	96.6%	97.9%	97.5%	99.3%	1.8%	96.1%	91.7%	99.3%		8	
Garrett	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%		8	
Harford	94.9%	99.0%	98.1%	98.7%	0.6%	96.4%	93.8%	99.0%		8	
Howard	99.1%	99.3%	100.0%	99.1%	-0.9%	99.0%	97.3%	100.0%		8	
Kent	97.6%	100.0%	100.0%	96.8%	-3.2%	97.8%	95.4%	100.0%		8	
Montgomery	97.2%	99.0%	97.8%	96.8%	-1.0%	97.8%	96.8%	99.0%		8	
Prince George's	99.0%	99.6%	99.1%	98.2%	-0.9%	98.6%	97.6%	99.7%		8	
Queen Anne's	100.0%	100.0%	100.0%	100.0%	0.0%	98.9%	95.1%	100.0%		8	
St. Mary's	98.4%	100.0%	99.2%	100.0%	0.8%	98.3%	93.9%	100.0%		8	
Somerset	100.0%	100.0%	97.2%	100.0%	2.9%	99.7%	97.2%	100.0%		8	
Talbot	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%		8	
Washington	100.0%	100.0%	99.7%	99.6%	-0.1%	99.9%	99.6%	100.0%		8	
Wicomico	99.5%	100.0%	100.0%	100.0%	0.0%	99.5%	98.5%	100.0%		8	
Worcester	100.0%	100.0%	100.0%	97.3%	-2.7%	99.1%	97.0%	100.0%		8	



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

**APPLICATION COMPLIANCE, "REGULAR" FOOD SUPPLEMENT PROGRAM**

"Regular" Food Supplement Program Benefits, % Processed On Time	REPORTING PERIOD					M/M change in rate	FISCAL YEAR-TO-DATE				Periods
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum			
	96.7%	97.0%	96.5%	97.5%	1.0%	95.3%	92.5%	97.5%		8	
Allegany	99.6%	100.0%	99.4%	100.0%	0.6%	98.5%	91.1%	100.0%		8	
Anne Arundel	89.8%	88.1%	91.2%	96.5%	5.8%	91.7%	88.1%	96.5%		8	
Baltimore (City)	98.0%	98.0%	98.0%	97.3%	-0.7%	97.5%	95.8%	98.0%		8	
Baltimore	98.3%	98.9%	99.1%	98.9%	-0.2%	95.5%	87.5%	99.1%		8	
Calvert	98.9%	98.2%	99.4%	98.7%	-0.7%	98.0%	96.5%	99.4%		8	
Caroline	100.0%	100.0%	98.9%	99.0%	0.1%	98.1%	91.4%	100.0%		8	
Carroll	98.8%	97.0%	94.5%	98.0%	3.7%	94.7%	90.1%	98.8%		8	
Cecil	98.0%	99.4%	99.2%	99.4%	0.2%	98.6%	96.3%	99.4%		8	
Charles	98.4%	96.0%	95.6%	98.0%	2.5%	93.3%	83.9%	98.4%		8	
Dorchester	99.0%	96.4%	96.0%	91.4%	-4.8%	94.7%	89.1%	99.0%		8	
Frederick	97.0%	98.8%	99.0%	95.9%	-3.1%	95.8%	91.1%	99.0%		8	
Garrett	100.0%	100.0%	100.0%	98.5%	-1.5%	99.7%	98.5%	100.0%		8	
Harford	94.6%	98.3%	97.8%	96.6%	-1.2%	96.3%	92.0%	98.3%		8	
Howard	98.9%	99.3%	99.3%	100.0%	0.7%	99.3%	98.1%	100.0%		8	
Kent	98.6%	96.9%	100.0%	100.0%	0.0%	97.0%	92.0%	100.0%		8	
Montgomery	97.3%	96.9%	98.1%	100.0%	1.9%	97.3%	95.9%	100.0%		8	
Prince George's	98.6%	98.8%	98.2%	96.7%	-1.5%	95.8%	88.4%	98.8%		8	
Queen Anne's	100.0%	100.0%	99.1%	98.9%	-0.2%	98.9%	96.4%	100.0%		8	
St. Mary's	98.5%	99.1%	99.4%	99.6%	0.2%	98.3%	96.1%	99.6%		8	
Somerset	98.2%	100.0%	100.0%	100.0%	0.0%	98.9%	97.2%	100.0%		8	
Talbot	97.6%	98.7%	95.3%	98.8%	3.7%	98.3%	95.3%	100.0%		8	
Washington	99.2%	99.4%	100.0%	100.0%	0.0%	99.6%	99.2%	100.0%		8	
Wicomico	99.7%	100.0%	99.7%	100.0%	0.3%	99.3%	97.9%	100.0%		8	
Worcester	100.0%	99.5%	99.5%	100.0%	0.5%	99.4%	97.6%	100.0%		8	



**Department of Human Resources**  
**Family Investment Administration**  
**Monthly Application Compliance Report with Average Delay**  
**for February 2011**

As of Date: 2/28/2011

Run Date: 3/2/2011

Status	Category	TCA	FSP	EX-FSP	MA-FAC	MCHP*
Pending	Timely	3115	5993	173	1775	374
Pending	Ag Delay	22	108	27	37	10
Pending	CI Delay	45	1076	20	143	9
Pending	No Fault	3	1	0	11	1
	<b>Total</b>	3185	7178	220	1966	394
	<b>Compliance</b>	99.2%	98.2%	86.5%	97.9%	97.3%
<b>Denied</b>	<b>Timely</b>	2675	2707	142	3580	850
<b>Denied</b>	<b>Ag Delay</b>	36	84	8	50	23
<b>Denied</b>	<b>CI Delay</b>	362	1428	17	499	76
<b>Denied</b>	<b>No Fault</b>	10	6	0	28	13
	<b>Total</b>	3083	4225	167	4157	962
	<b>Compliance</b>	98.6%	96.9%	94.6%	98.6%	97.3%
<b>Approved</b>	<b>Timely</b>	2054	10386	8270	9322	2923
<b>Approved</b>	<b>Ag Delay</b>	29	248	91	103	67
<b>Approved</b>	<b>CI Delay</b>	67	413	201	459	173
<b>Approved</b>	<b>No Fault</b>	32	60	11	51	44
	<b>Total</b>	2182	11107	8573	9935	3207
	<b>Compliance</b>	98.6%	97.6%	98.9%	98.9%	97.7%
<b>A+D</b>	<b>Timely</b>	4729	13093	8412	12902	3772
<b>A+D</b>	<b>Ag Delay</b>	65	332	99	153	90
<b>A+D</b>	<b>CI Delay</b>	429	1841	218	958	249
<b>A+D</b>	<b>No Fault</b>	42	66	11	79	57
	<b>Total</b>	5265	15332	8740	14092	4168
	<b>Compliance</b>	98.6%	97.5%	98.8%	98.8%	97.6%
<b>Avg Agency Delay, in days</b>		20	27	12	40	60

\* P03 coverage code MCHP transactions removed.



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

**Food Supplement Program Households With One or More Children Age 18 and Under FY 2011**

COUNTY	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	FY11 AVG
Allegany	2,471	2,486	2,487	2,513	2,541	2,538	2,529	2,520					2,511
Anne Arundel	6,861	7,162	7,328	7,407	7,561	7,734	7,774	7,720					7,443
Baltimore City	36,455	37,372	37,691	38,196	38,634	38,780	38,535	38,409					38,009
Baltimore	16,951	17,612	18,077	18,746	19,317	19,693	19,704	19,742					18,730
Calvert	1,624	1,656	1,693	1,711	1,730	1,750	1,769	1,786					1,715
Caroline	1,159	1,179	1,182	1,245	1,273	1,291	1,275	1,285					1,236
Carroll	1,969	2,040	2,087	2,116	2,160	2,168	2,210	2,243					2,124
Cecil Co.	2,826	2,892	2,938	2,990	3,031	3,056	3,065	3,039					2,980
Charles	2,839	2,927	2,953	3,025	3,076	3,082	3,061	3,057					3,003
Dorchester	1,574	1,602	1,613	1,631	1,632	1,615	1,612	1,629					1,614
Frederick	3,267	3,362	3,377	3,487	3,578	3,656	3,638	3,656					3,503
Garrett	817	833	834	854	879	872	905	901					862
Harford	4,153	4,230	4,261	4,338	4,407	4,410	4,405	4,410					4,327
Howard	2,866	2,904	2,957	3,061	3,116	3,143	3,132	3,135					3,039
Kent	543	557	552	549	563	570	580	577					561
Montgomery	11,134	11,417	11,625	12,045	12,376	12,649	12,710	12,876					12,104
Prince George's	21,009	21,557	21,779	22,212	22,443	22,666	22,260	22,061					21,998
Queen Anne's	751	761	778	800	823	838	832	830					802
St. Mary's	2,343	2,390	2,435	2,457	2,507	1,081	2,515	2,508					2,280
Somerset	1,022	1,041	1,046	1,074	1,088	2,521	1,090	1,096					1,247
Talbot	699	693	694	701	718	737	756	757					719
Washington	4,063	4,175	4,247	4,336	4,368	4,383	4,405	4,394					4,296
Wicomico	3,714	3,799	3,813	3,859	3,906	3,931	3,948	3,957					3,866
Worcester	1,250	1,273	1,283	1,326	1,373	1,402	1,417	1,433					1,345
<b>TOTAL</b>	<b>132,360</b>	<b>135,920</b>	<b>137,730</b>	<b>140,679</b>	<b>143,100</b>	<b>144,566</b>	<b>144,127</b>	<b>144,021</b>					<b>140,313</b>



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

**Food Supplement Program Recipients Age 18 and Under FY 2011**

COUNTY	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	FY11 AVG
Allegany	4,751	4,773	4,779	4,810	4,855	4,864	4,858	4,856					4,818
Anne Arundel	13,879	14,438	14,742	14,847	15,116	15,415	15,507	15,364					14,914
Baltimore City	72,087	73,753	74,245	75,089	75,835	76,118	75,646	75,358					74,766
Baltimore	32,895	34,026	34,791	35,965	36,971	37,589	37,525	37,657					35,927
Calvert	3,153	3,208	3,285	3,328	3,341	3,388	3,419	3,473					3,324
Caroline	2,409	2,451	2,464	2,597	2,636	2,672	2,643	2,660					2,567
Carroll	3,809	3,939	4,029	4,059	4,133	4,156	4,234	4,278					4,080
Cecil Co.	5,694	5,766	5,855	5,912	5,966	6,007	6,006	5,959					5,896
Charles	5,642	5,835	5,927	6,051	6,144	6,123	6,057	6,042					5,978
Dorchester	3,018	3,046	3,074	3,132	3,133	3,090	3,065	3,097					3,082
Frederick	6,682	6,838	6,876	7,075	7,248	7,366	7,323	7,365					7,097
Garrett	1,559	1,580	1,571	1,619	1,662	1,650	1,699	1,696					1,630
Harford	8,303	8,449	8,478	8,636	8,763	8,778	8,728	8,735					8,609
Howard	5,685	5,776	5,877	6,018	6,119	6,157	6,167	6,144					5,993
Kent	1,015	1,050	1,038	1,029	1,052	1,052	1,062	1,059					1,045
Montgomery	22,760	23,290	23,764	24,622	25,231	25,806	25,946	26,259					24,710
Prince George's	42,007	42,989	43,365	44,069	44,573	44,981	44,241	43,731					43,745
Queen Anne's	1,517	1,545	1,568	1,615	1,639	1,677	1,674	1,660					1,612
St. Mary's	4,807	4,902	4,977	5,011	5,084	2,179	5,110	5,107					4,647
Somerset	2,083	2,119	2,130	2,178	2,192	5,125	2,187	2,191					2,526
Talbot	1,314	1,307	1,305	1,301	1,330	1,369	1,399	1,423					1,344
Washington	8,327	8,532	8,687	8,880	8,957	9,010	9,036	9,015					8,806
Wicomico	7,633	7,767	7,772	7,855	7,920	7,983	8,014	8,019					7,870
Worcester	2,455	2,488	2,531	2,597	2,677	2,728	2,740	2,767					2,623
<b>TOTAL</b>	263,484	269,867	273,130	278,295	282,577	285,283	284,286	283,915					277,605



FIA LDSS Vacant PINS

# of Vacant FIA PINS, statewide	REPORTING PERIOD					FISCAL YEAR-TO-DATE					
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods	
	128	119	126	141	12.4%	131	119	141	1,048	8	
Allegany	1	1	1	1	0.0%	2	1	3	14	8	
Anne Arundel	8	7	7	3	-57.1%	6	3	8	49	8	
Baltimore (City)	77	71	74	91	23.0%	73	61	91	583	8	
Baltimore	4	3	3	6	100.0%	6	3	12	51	8	
Calvert	1	0	0	0	0.0%	1	0	1	5	8	
Caroline	0	0	0	0	0.0%	0	0	0	0	8	
Carroll	1	1	0	0	0.0%	1	0	2	8	8	
Cecil	3	4	5	3	-40.0%	3	2	5	25	8	
Charles	2	3	3	3	0.0%	2	1	3	17	8	
Dorchester	2	2	1	0	-100.0%	1	0	2	6	8	
Frederick	1	2	2	3	50.0%	1	0	3	11	8	
Garrett	0	0	0	0	0.0%	0	0	0	0	8	
Harford	3	3	4	2	-42.9%	3	2	6	26	8	
Howard	5	5	8	8	0.0%	6	5	8	50	8	
Kent	0	0	0	0	0.0%	1	0	2	6	8	
Montgomery*											
Prince George's	12	11	12	15	25.0%	17	11	21	134	8	
Queen Anne's	0	0	0	0	0.0%	1	0	2	5	8	
St. Mary's	5	3	2	2	0.0%	3	2	5	21	8	
Somerset	0	0	0	0	0.0%	0	0	1	2	8	
Talbot	0	0	0	0	0.0%	0	0	0	0	8	
Washington	2	1	2	2	0.0%	3	1	5	21	8	
Wicomico	1	2	1	1	0.0%	1	1	2	10	8	
Worcester	0	1	1	1	0.0%	0	0	1	3	8	

# of Vacant FIA PINS	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	Feb-11	FY 2012
Statewide	151.5	166	114.5	76.5	150	200	117	144.5	141	
Allegany	1	0	0	0	2	1	2	2	1	
Anne Arundel	6	10	10	6	12	18	7	7	3	
Baltimore (City)	80	77	61	28	59.5	84.5	57	73	91	
Baltimore	14	20	6.5	10.5	26.5	24	14	10	6	
Calvert	2	4.5	3.5	1	0	2	0	2	0	
Caroline	2	1	0	1	0	1	1	0	0	
Carroll	1	0	1	1	1	2.5	0	1	0	
Cecil	1	0	0	2	3	4	2	5	3	
Charles	4	2	2	1	3.5	5	1	2	3	
Dorchester	0	3	0	0	0	0	3	0	0	
Frederick	7	0	1	1.5	5	5	0	3	3	
Garrett	0	1	0	0.5	0	1	0	0	0	
Harford	8	4	0	1	0	4	2	2	2	
Howard	3	2	1	3	3	5	3	6	8	
Kent	2	0	0	0	1.5	0	0	2	0	
Montgomery*										
Prince George's	11.5	28.5	23.5	13	22	27	22	21	15	
Queen Anne's	0	0	0	0.5	0	2	0	2	0	
St. Mary's	0	4	1	2	3	6	1	2	2	
Somerset	0	1	0	1	0	0	0	1	0	
Talbot	1	0	0	1	0	0	0	0	0	
Washington	5	7	2	1	4	3	1	1	2	
Wicomico	3	1	2	1	4	5	0	2	1	
Worcester	0	0	0	0.5	0	0	1	1	1	

\*Montgomery County HHS staff are not State employees



**Department of Human Resources  
Family Investment Administration**

Reporting Period: February-11

**LOCAL FIA POSITIONS**

FIA	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FYTD 2011	FY 2012
Total PINS	2092.8	2003.8	1955.8	1959.8	1950.3	1943.48	1808.3	1768.9	1763.8	
# of Filled PINS	1941.3	1837.8	1841.3	1883.3	1800.3	1743.48	1691.3	1624.4	1622.8	
# of Vacant PINS*	151.5	166	114.5	76.5	150	200	117	144.5	141	
FIA Caseload**	481,487	523,279	551,789	558,895	562,722	587,735	666,798	731,811	810,357	
LDSS PINS Eliminated since 2002	266	355	403	399	408.5	415.32	550.5	550.5	550.5	

Notes on Fiscal Year to Date (FYTD) 2011: FY 2011 vacancy data as of 2/01/11. Data reflects FTEs and does not include the 120 new grant-funded PINS.

"Filled PINS" includes workers on long-term sick leave.

\*Vacancies as of June 30 for FY 2003-FY 2010.

\*\*Caseload in this context represents total households that receive TCA, FSP, TDAP and/or Community MA, LTC-MA or SSI-MA.

While there are households that receive more than one of these benefits, the number provides a reasonable representation of the increase in overall workload. We say this because the total LDSS workload includes applications received but denied, interim changes, EAFC and flex fund grants, TCA and FSP work activities and other programs not included, such as MCHP Medical Assistance and PAA.



## Department of Human Resources

### Family Investment Administration

Reporting Period: February-11

#### Energy Assistance Applications, by month, for applicants who applied in that month, for FY 2011

COUNTY	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	FY11 TOTAL	2011 Goal
Allegany	971	703	686	724	677	569	468	343					5,141	6,243
Anne Arundel	1,409	1,457	1,570	1,058	768	507	580	567					7,916	9,172
Baltimore City	5,083	4,002	4,302	5,335	3,577	2,929	3,721	2,501					31,450	44,936
Baltimore	3,418	3,688	2,197	1,873	2,147	1,499	1,728	1,383					17,933	22,202
Calvert	249	322	266	140	116	72	103	62					1,330	1,819
Caroline	808	519	311	158	141	110	136	131					2,314	2,676
Carroll	691	629	791	607	297	203	184	183					3,585	4,430
Cecil Co.	670	712	904	740	439	271	270	229					4,235	5,154
Charles	758	408	297	390	157	121	148	156					2,435	3,091
Dorchester	1,004	607	339	323	251	160	191	140					3,015	3,614
Frederick	1,171	526	450	419	441	501	451	337					4,296	5,685
Garrett	629	668	491	396	290	172	130	112					2,888	3,563
Harford	1,336	1,480	942	659	348	342	429	345					5,881	7,284
Howard	1,228	1,015	444	319	293	197	351	221					4,068	4,513
Kent	433	246	165	114	70	68	65	66					1,227	1,429
Montgomery	1,005	1,597	3,188	1,695	1,008	735	702	779					10,709	13,547
Prince George's	3,664	2,540	2,119	1,706	1,445	983	1,193	1,206					14,856	17,932
Queen Anne's	290	238	180	154	134	124	160	106					1,386	1,609
St. Mary's	693	440	329	286	189	121	114	120					2,292	2,761
Somerset	170	150	239	167	181	340	280	126					1,653	1,955
Talbot	207	249	227	202	155	118	256	134					1,548	1,815
Washington	424	797	748	612	308	255	261	291					3,696	4,401
Wicomico	907	860	716	731	622	887	516	455					5,694	6,388
Worcester	263	293	215	411	372	281	310	179					2,324	2,738
<b>TOTAL</b>	<b>27,481</b>	<b>24,146</b>	<b>22,116</b>	<b>19,219</b>	<b>14,426</b>	<b>11,565</b>	<b>12,747</b>	<b>10,172</b>					<b>141,872</b>	<b>178,957</b>



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

**Energy Assistance Applications, by month, for applicants who applied in that month, for FY 2010**

COUNTY	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	FY10 TOTAL	2010 Goal
Allegany	1,049	837	699	723	588	460	437	269	254	222	108	0	5,646	5,988
Anne Arundel	1,226	1,446	950	828	625	604	591	446	594	537	450	26	8,323	7,195
Baltimore City	5,136	5,536	3,105	4,309	2,875	3,432	3,286	2,734	4,743	3,595	1,917	81	40,749	43,551
Baltimore	3,587	2,451	2,209	2,529	1,905	1,503	1,395	901	1,382	1,282	1,032	157	20,333	19,800
Calvert	55	289	244	374	166	123	86	72	104	89	51	1	1,654	2,043
Caroline	562	545	384	249	146	104	111	93	135	66	38	0	2,433	2,398
Carroll	647	514	558	424	365	507	333	253	193	141	91	1	4,027	3,981
Cecil Co.	489	836	996	764	425	301	259	185	226	131	77	1	4,690	4,403
Charles	649	318	421	251	376	158	138	110	172	138	77	1	2,809	2,324
Dorchester	1,354	441	333	326	172	181	155	92	114	73	41	1	3,283	3,373
Frederick	1,006	417	545	409	496	425	539	342	479	298	185	24	5,165	4,539
Garrett	619	660	581	501	241	191	153	84	91	92	26	0	3,239	3,295
Harford	755	1,300	858	764	596	496	494	348	336	397	255	2	6,601	6,126
Howard	500	376	496	560	464	424	375	232	265	209	189	25	4,115	3,506
Kent	294	197	215	181	108	74	53	58	66	29	24	1	1,300	1,273
Montgomery	2,336	1,529	2,929	1,070	704	689	649	637	726	643	363	14	12,289	11,479
Prince George's	3,083	1,843	1,863	1,740	1,231	1,100	1,301	753	1,333	1,130	854	53	16,284	15,045
Queen Anne's	399	240	186	184	90	85	107	50	68	47	8	0	1,464	1,332
St. Mary's	163	619	473	344	300	176	78	70	135	102	49	0	2,509	2,066
Somerset	264	354	309	230	104	95	111	115	106	70	23	0	1,781	2,293
Talbot	242	226	311	241	159	122	99	61	196	53	33	0	1,743	1,550
Washington	445	898	726	510	317	256	281	179	234	93	41	7	3,987	3,985
Wicomico	632	884	804	705	574	503	531	329	457	305	102	0	5,826	4,794
Worcester	243	486	379	361	201	207	184	119	186	97	26	0	2,489	2,103
<b>TOTAL</b>	<b>25,735</b>	<b>23,242</b>	<b>20,574</b>	<b>18,577</b>	<b>13,228</b>	<b>12,216</b>	<b>11,746</b>	<b>8,532</b>	<b>12,595</b>	<b>9,839</b>	<b>6,060</b>	<b>395</b>	<b>162,739</b>	<b>158,440</b>



## Department of Human Resources

### Family Investment Administration

Reporting Period: February-11

OHEP Application Weatherization Requests, by month for FY 2011													
COUNTY	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	FY11 TOTAL
Allegany	371	259	293	326	280	235	172	132					2,068
Anne Arundel	567	536	616	482	327	225	214	243					3,210
Baltimore City	935	735	810	932	576	394	551	397					5,330
Baltimore	416	408	201	258	266	213	170	198					2,130
Calvert	53	93	65	34	29	23	33	16					346
Caroline	290	204	146	58	43	37	59	31					868
Carroll	126	110	128	147	55	37	33	28					664
Cecil Co.	52	85	113	81	50	32	30	20					463
Charles	193	122	83	113	48	27	43	37					666
Dorchester	49	45	31	28	18	18	15	17					221
Frederick	121	43	53	57	45	57	70	32					478
Garrett	190	161	136	133	137	109	56	42					964
Harford	524	584	367	270	123	160	179	122					2,329
Howard	37	45	36	53	68	54	44	59					396
Kent	51	28	14	9	5	8	6	2					123
Montgomery	272	440	799	512	305	190	195	142					2,855
Prince George's	430	223	231	212	216	151	160	146					1,769
Queen Anne's	40	29	19	20	36	29	25	16					214
St. Mary's	169	117	80	96	45	29	33	27					596
Somerset	15	15	17	17	21	24	17	2					128
Talbot	28	43	39	27	23	10	34	22					226
Washington	133	292	268	223	129	117	100	71					1,333
Wicomico	42	65	49	67	53	55	25	16					372
Worcester	41	47	24	37	32	7	11	10					209
TOTAL	5,145	4,729	4,618	4,192	2,930	2,241	2,275	1,828	0	0	0	0	27,958





## Department of Human Resources

### Family Investment Administration

Reporting Period: February-11

Energy Assistance Applications (To Be Entered), by month, for FY 2011												
Jurisdiction	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Allegany	0	80	0	38	0	32	0	0				
Anne Arundel	10	129	111	107	33	85	61	29				
Baltimore City	1,656	3,078	3,677	3,600	3,334	3,521	993	1,628				
Baltimore	200	100	106	153	203	71	0	0				
Calvert	605	210	20	11	34	2	0	0				
Caroline	46	87	0	37	67	3	38	0				
Carroll	50	25	70	30	34	25	0	0				
Cecil Co.	0	145	21	0	4	22	0	0				
Charles	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert
Dorchester	500	75	103	105	40	51	31	25				
Frederick	132	159	226	326	282	202	51	80				
Garrett	67	20	0	0	0	20	0	0				
Harford	989	415	223	162	256	155	85	25				
Howard	59	16	0	0	0	0	0	0				
Kent	122	88	52	25	40	21	24	13				
Montgomery	900	2,447	264	145	0	0	0	0				
Prince George's	901	166	101	19	25	30	21	20				
Queen Anne's	20	50	35	53	20	47	10	0				
St. Mary's	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert	See Calvert
Somerset	60	163	215	366	326	276	70	22				
Talbot	25	23	12	15	28	23	33	8				
Washington	0	171	93	35	20	0	0	0				
Wicomico	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset
Worcester	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset	See Somerset
<b>TOTAL</b>	<b>6,342</b>	<b>7,647</b>	<b>5,329</b>	<b>5,227</b>	<b>4,746</b>	<b>4,586</b>	<b>1,417</b>	<b>1,850</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
# of Individuals who indicate they want to register*	1,760	1,603	1,907	1,735	-9.0%	2,039	1,603	2,516	16,313	8	
Allegany	9	4	7	2	-71.4%	7	2	16	59	8	
Anne Arundel	38	45	33	27	-18.2%	78	27	159	623	8	
Baltimore (City)	711	654	814	684	-16.0%	815	654	983	6,521	8	
Baltimore	294	244	268	257	-4.1%	330	244	426	2,636	8	
Calvert	4	3	14	2	-85.7%	7	2	14	56	8	
Caroline	6	4	5	3	-40.0%	5	1	6	36	8	
Carroll	8	5	14	4	-71.4%	9	4	14	68	8	
Cecil	5	6	6	5	-16.7%	8	5	15	64	8	
Charles	25	19	31	25	-19.4%	40	19	78	323	8	
Dorchester	2	7	2	2	0.0%	4	2	8	31	8	
Frederick	9	8	7	11	57.1%	13	7	23	104	8	
Garrett	6	1	2	3	50.0%	3	1	7	27	8	
Harford	19	17	13	17	30.8%	19	13	32	155	8	
Howard	16	18	26	25	-3.8%	26	16	47	208	8	
Kent	2	3	3	0	-100.0%	2	0	4	17	8	
Montgomery	296	310	355	279	-21.4%	331	279	394	2,645	8	
Prince George's	246	209	247	331	34.0%	280	209	331	2,243	8	
Queen Anne's	7	4	6	6	0.0%	5	1	11	43	8	
St. Mary's	20	11	16	22	37.5%	18	11	22	140	8	
Somerset	5	5	6	4	-33.3%	4	2	6	33	8	
Talbot	2	1	1	2	100.0%	3	0	8	26	8	
Washington	10	9	10	10	0.0%	12	4	21	93	8	
Wicomico	14	12	15	12	-20.0%	16	12	23	124	8	
Worcester	6	4	6	2	-66.7%	5	2	6	38	8	



## Department of Human Resources

### Family Investment Administration

Reporting Period: February-11

Voter Registration	REPORTING PERIOD					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
# of Individs. applying for benefits, recertifying, or changing addresses*	28,553	26,918	28,558	25,270	-11.5%	29,914	25,270	34,210	239,308	8
Allegany	469	366	469	378	-19.4%	466	366	573	3,728	8
Anne Arundel	1553	1653	1692	1471	-13.1%	1,748	1,471	2,087	13,980	8
Baltimore (City)	9,925	9,436	9,818	8,328	-15.2%	10,327	8,328	11,941	82,615	8
Baltimore	3221	2833	3014	2742	-9.0%	3,342	2,742	4,016	26,736	8
Calvert	316	311	336	303	-9.8%	338	303	374	2,705	8
Caroline	170	150	181	154	-14.9%	177	150	209	1,418	8
Carroll	299	278	348	302	-13.2%	314	278	348	2,508	8
Cecil	512	579	582	489	-16.0%	535	489	582	4,282	8
Charles	564	490	616	536	-13.0%	606	490	727	4,846	8
Dorchester	273	216	291	230	-21.0%	301	216	372	2,408	8
Frederick	692	691	659	608	-7.7%	731	608	866	5,850	8
Garrett	186	149	177	143	-19.2%	172	143	195	1,375	8
Harford	827	837	839	742	-11.6%	890	742	1,058	7,123	8
Howard	689	549	617	578	-6.3%	666	549	773	5,325	8
Kent	113	130	121	95	-21.5%	116	95	130	930	8
Montgomery	2102	2081	1907	2073	8.7%	2,147	1,907	2,313	17,175	8
Prince George's	3799	3561	3917	3664	-6.5%	4,130	3,561	4,904	33,037	8
Queen Anne's	192	155	212	202	-4.7%	180	155	212	1,436	8
St. Mary's	631	557	657	512	-22.1%	635	512	717	5,077	8
Somerset	184	243	264	203	-23.1%	237	184	265	1,896	8
Talbot	147	120	154	135	-12.3%	138	120	154	1,102	8
Washington	756	687	795	679	-14.6%	829	679	983	6,631	8
Wicomico	659	613	618	486	-21.4%	628	486	735	5,026	8
Worcester	274	233	274	217	-20.8%	262	217	299	2,099	8



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
# of New Registration Forms Taken Home by beneficiary* (person is undecided on whether to register)	181	185	220	202	-8.2%	219	181	282	1,753	8	
Allegany	3	9	4	2	-50.0%	8	2	17	62	8	
Anne Arundel	3	3	12	11	-8.3%	7	1	12	52	8	
Baltimore (City)	34	25	32	32	0.0%	30	19	39	239	8	
Baltimore	18	21	35	28	-20.0%	32	18	55	259	8	
Calvert	5	3	4	4	0.0%	11	3	21	84	8	
Caroline	5	3	5	3	-40.0%	3	1	5	24	8	
Carroll	2	6	9	11	22.2%	5	0	11	37	8	
Cecil	2	4	6	7	16.7%	6	2	10	47	8	
Charles	0	1	2	4	100.0%	2	0	4	12	8	
Dorchester	6	4	3	5	66.7%	4	1	8	33	8	
Frederick	16	17	19	13	-31.6%	16	13	19	125	8	
Garrett	0	0	0	0	0.0%	0	0	1	2	8	
Harford	7	9	9	16	77.8%	8	2	16	60	8	
Howard	3	1	0	1	100.0%	3	0	7	26	8	
Kent	0	0	0	0	0.0%	0	0	2	3	8	
Montgomery	5	7	9	10	11.1%	7	2	10	52	8	
Prince George's	9	9	10	2	-80.0%	8	2	13	62	8	
Queen Anne's	2	6	8	12	50.0%	6	2	12	50	8	
St. Mary's	9	3	14	7	-50.0%	7	3	14	58	8	
Somerset	4	6	3	4	33.3%	4	2	6	35	8	
Talbot	3	0	0	0	0.0%	1	0	3	5	8	
Washington	25	20	19	21	10.5%	30	17	66	237	8	
Wicomico	12	21	11	7	-36.4%	13	7	21	100	8	
Worcester	8	7	6	2	-66.7%	11	2	26	89	8	



## Department of Human Resources

### Family Investment Administration

Reporting Period: February-11

Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
<b># Already Registered to Vote*</b>	<b>16,268</b>	<b>15,231</b>	<b>16,092</b>	<b>13,816</b>	<b>-14.1%</b>	<b>16,858</b>	<b>13,816</b>	<b>19,202</b>	<b>134,862</b>	<b>8</b>	
Allegany	275	186	227	194	-14.5%	239	186	278	1,914	8	
Anne Arundel	765	760	855	758	-11.3%	897	758	1,051	7,172	8	
Baltimore (City)	6739	6499	6654	5558	-16.5%	7,063	5,558	8,262	56,503	8	
Baltimore	1604	1452	1542	1400	-9.2%	1,642	1,400	1,865	13,134	8	
Calvert	212	200	215	192	-10.7%	211	192	223	1,688	8	
Caroline	94	87	91	79	-13.2%	97	79	114	777	8	
Carroll	181	153	205	183	-10.7%	179	153	205	1,428	8	
Cecil	280	327	303	270	-10.9%	295	270	327	2,361	8	
Charles	323	324	360	290	-19.4%	351	290	397	2,804	8	
Dorchester	155	131	184	150	-18.5%	196	131	255	1,569	8	
Frederick	279	244	265	200	-24.5%	284	200	356	2,272	8	
Garrett	105	67	93	79	-15.1%	88	67	105	700	8	
Harford	578	573	574	457	-20.4%	594	457	674	4,751	8	
Howard	319	267	273	257	-5.9%	295	257	363	2,356	8	
Kent	74	77	77	54	-29.9%	66	54	77	531	8	
Montgomery	584	536	476	577	21.2%	586	476	643	4,687	8	
Prince George's	2007	1798	1931	1705	-11.7%	2,042	1,705	2,432	16,334	8	
Queen Anne's	102	88	116	116	0.0%	105	88	116	840	8	
St. Mary's	360	306	356	283	-20.5%	360	283	432	2,882	8	
Somerset	129	168	190	132	-30.5%	162	129	190	1,294	8	
Talbot	75	82	97	84	-13.4%	87	75	105	698	8	
Washington	427	384	452	367	-18.8%	468	367	559	3,747	8	
Wicomico	402	352	368	282	-23.4%	375	282	464	2,999	8	
Worcester	199	170	188	149	-20.7%	178	149	199	1,421	8	



**Department of Human Resources**  
**Family Investment Administration**  
 Reporting Period: February-11

Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
<b># of Individuals who Decline Registration Form*</b>	<b>10,344</b>	<b>9,899</b>	<b>10,339</b>	<b>9,517</b>	<b>-8.0%</b>	<b>10,798</b>	<b>9,517</b>	<b>12,291</b>	<b>86,380</b>	<b>8</b>	
Allegany	182	167	231	180	-22.1%	212	167	267	1,693	8	
Anne Arundel	747	845	792	675	-14.8%	767	637	875	6,133	8	
Baltimore (City)	2441	2258	2318	2054	-11.4%	2,419	2,054	2,677	19,352	8	
Baltimore	1305	1116	1169	1057	-9.6%	1,338	1,057	1,698	10,707	8	
Calvert	95	105	103	105	1.9%	110	95	127	877	8	
Caroline	65	56	80	69	-13.8%	73	56	91	581	8	
Carroll	108	114	120	104	-13.3%	122	104	151	975	8	
Cecil	225	242	267	207	-22.5%	226	192	267	1,810	8	
Charles	216	146	223	217	-2.7%	213	146	270	1,707	8	
Dorchester	110	74	102	73	-28.4%	97	73	110	775	8	
Frederick	388	422	368	384	4.3%	419	368	483	3,349	8	
Garrett	75	81	82	61	-25.6%	81	61	91	646	8	
Harford	223	238	243	252	3.7%	270	223	361	2,157	8	
Howard	351	263	318	295	-7.2%	342	263	404	2,735	8	
Kent	37	50	41	41	0.0%	47	37	56	379	8	
Montgomery	1217	1228	1067	1207	13.1%	1,224	1,067	1,334	9,791	8	
Prince George's	1537	1545	1729	1626	-6.0%	1,800	1,537	2,218	14,398	8	
Queen Anne's	81	57	82	68	-17.1%	63	47	82	503	8	
St. Mary's	242	237	271	200	-26.2%	250	200	286	1,997	8	
Somerset	46	64	65	63	-3.1%	67	46	84	534	8	
Talbot	67	37	56	49	-12.5%	47	29	67	373	8	
Washington	294	274	314	281	-10.5%	319	274	381	2,554	8	
Wicomico	231	228	224	185	-17.4%	225	185	238	1,803	8	
Worcester	61	52	74	64	-13.5%	69	52	89	551	8	

\*Data provided are for DHR local offices only.



**Department of Human Resources  
Child Support Enforcement Administration**

Reporting Period: Feb-11

Total Caseload	REPORTING PERIODS					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
Total Active Caseload at the Beginning of the Month	248,395	248,545	248,783	249,099	0.1%	248,564	248,027	249,099	N/A	8	
Number of Active Cases Added during the Month	3,228	3,211	3,366	3,133	-6.9%	3,540	3,133	4,122	28,316	8	
Number of Active Cases Subtracted during the Month	3,078	2,973	3,050	2,767	-9.3%	3,421	2,767	4,327	27,368	8	
Total Active Caseload at the End of the Month	248,545	248,783	249,099	249,465	0.1%	248,683	248,027	249,465	N/A	8	
In-state Caseload	217,623	217,781	218,017	218,368	0.2%	217,745	217,136	218,368	N/A	8	
Interstate Caseload	30,922	31,002	31,082	31,097	0.0%	30,938	30,790	31,097	N/A	8	
Interstate Cases Initiated By Maryland to Another State	15,587	15,611	15,624	15,610	-0.1%	15,585	15,551	15,624	N/A	8	
Interstate Cases Received By Maryland from Another States	14,961	15,017	15,080	15,112	0.2%	14,971	14,812	15,112	N/A	8	

Paternity Establishment	REPORTING PERIODS					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
# of Children in the Caseload Born Out-of-Wedlock	164,950	165,178	165,450	165,763	0.2%	164,657	163,286	165,763	N/A	8	
# of Children in the Caseload with Paternity Established	141,669	141,665	141,851	142,025	0.1%	141,283	139,843	142,025	N/A	8	
% of Children in the Caseload with Paternity Established	85.9%	85.8%	85.7%	85.7%	0.0%	85.8%	85.6%	86.1%	N/A	8	
# of Children Needing Paternity Established at the Beginning of the Month	23,189	23,281	23,513	23,599	0.4%	23,360	22,832	23,627	N/A	8	
# of Children Needing Paternity Established Added during the Month	9,724	10,358	10,882	11,417	4.9%	9,199	6,416	11,417	73,593	8	
# of Children Needing Paternity Established Subtracted during the Month	11,002	11,404	11,842	12,238	3.3%	10,384	7,532	12,238	83,073	8	
# of Children Needing Paternity Established at the End of Month	23,281	23,513	23,599	23,738	0.6%	23,374	22,832	23,738	N/A	8	

Support Order Establishment	REPORTING PERIODS					% Change	YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	Average		Minimum	Maximum	Total	Periods	
# of Cases With a Support Order	205,274	205,374	205,463	205,595	0.1%	205,192	203,650	205,595	N/A	8	
% of Cases in Caseload with a Support Order	82.6%	82.6%	82.5%	82.4%	-0.1%	82.5%	82.0%	82.8%	N/A	8	
# of Cases Needing a Support Order Established at the Beginning of Month	43,083	43,271	43,409	43,636	0.5%	43,201	42,620	43,636	N/A	8	
# of Cases Needing a Support Order Established Added during the Month	2,657	2,652	2,799	2,581	-7.8%	3,005	2,581	3,747	24,037	8	
# of Cases Needing a Support Order Established Subtracted during the Month	2,469	2,514	2,572	2,347	-8.7%	2,715	1,622	3,824	21,717	8	
# of Cases Needing a Support Order Established at the End of the Month	43,271	43,409	43,636	43,870	0.5%	43,491	42,620	44,745	N/A	8	

**Department of Human Resources  
Child Support Enforcement Administration**

Reporting Period: Feb-11



Current Support Collections	REPORTING PERIODS					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
Amount of Current Support Due	\$ 51,210,135	\$ 51,574,094	\$ 51,574,492	\$ 51,127,578	-0.9%	\$ 51,399,540.88	\$ 51,127,578.00	\$ 51,702,434.00	\$ 411,196,327	8
Amount Distributed toward Current Support	\$ 32,955,319	\$ 32,364,014	\$ 32,258,784	\$ 31,736,172	-1.6%	\$ 31,836,802.13	\$ 30,722,149.00	\$ 32,955,319.00	\$ 254,694,417	8
Percent of Current Support Distributed	64.4%	62.8%	62.5%	62.1%	-0.4%	61.9%	59.8%	64.4%	N/A	8
Number of Cases with Current Support Due	131,031	131,024	131,004	131,127	0.1%	131,224	131,004	131,483	N/A	8
Number of Cases that had a Distribution toward Current Support	82,707	82,178	81,587	83,092	1.8%	82,368	81,587	83,092	N/A	8
# of Cases that did not have a Distribution toward Current Support	48,324	48,846	49,417	48,035	-2.8%	48,856	48,035	49,425	N/A	8
% of Cases that had a Distribution toward Current Support	63.1%	62.7%	62.3%	63.4%	1.1%	62.8%	62.3%	63.4%	N/A	8

Arrears Collections	REPORTING PERIODS					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
Amount of Arrears Owed	\$ 1,734,979,045	\$ 1,742,013,878	\$ 1,747,089,040	\$ 1,747,840,896	0.0%	\$ 1,732,552,667.63	\$ 1,715,589,022.00	\$ 1,747,840,896.00	N/A	8
Amount Distributed toward Arrears	\$ 8,950,104	\$ 8,171,795	\$ 8,174,526	\$ 13,208,896	61.6%	\$ 8,815,576.75	\$ 7,326,065.00	\$ 13,208,896.00	\$ 70,524,614	8
Percent of Arrears Distributed	0.5%	0.5%	0.5%	0.8%	0.3%	0.5%	0.4%	0.8%	N/A	8
Number of Cases in Arrears	164,981	165,413	165,075	164,604	-0.3%	164,996	164,107	165,950	N/A	8
Number of Cases in Arrears that had a Distribution toward Arrears	50,738	47,456	49,293	47,703	-3.2%	47,981	45,305	50,738	N/A	8
Number of Cases in Arrears that did not have a Distribution toward Arrears	114,243	117,957	115,782	116,901	1.0%	117,015	114,243	120,098	N/A	8
Percent of Cases in Arrears that had a Distribution toward Arrears	30.8%	28.7%	29.9%	29.0%	-0.9%	29.1%	27.4%	30.8%	N/A	8

Disbursed Collections	REPORTING PERIODS					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
Total Child Support Disbursed in the Month	\$ 42,024,749	\$ 42,797,570	\$ 37,501,552	\$ 38,277,439	2.1%	\$ 40,601,613.25	\$ 37,501,552.00	\$ 42,800,676.00	\$ 324,812,906	8
Total Number of Paying Cases	101,164	100,441	100,191	102,328	2.1%	100,857	100,191	102,328	N/A	8
Percent of Paying Cases	53.5%	53.1%	52.9%	54.1%	1.2%	53.3%	52.9%	54.1%	N/A	8
Number Children in Cases Receiving Support	105,745	105,053	104,475	107,379	2.8%	105,498	104,475	107,379	N/A	8
Total Payment Issued (Transactions)	212,255	205,136	206,961	192,094	-7.18%	205,757	192,094	214,400	1,646,054	8
Checks Issued in Error	21	17	23	16	-30.43%	24	16	33	193	8
Dollar Value of Payments Issued in Error	\$19,746	\$11,463	\$6,741	\$15,743	133.55%	\$17,867	\$6,741	\$29,576	\$142,932	8



**Department of Human Resources  
Child Support Enforcement Administration**  
Reporting Period: February 2011

Non-Custodial Parent Employment Program (NPEP)	REPORTING PERIODS					YEAR TO DATE				
	Nov-10	Dec-10	Jan-11	Feb-11	% Change	Average	Minimum	Maximum	Total	Periods
# of Referrals	125	224	191	286	49.7%	224	125	436	1,788	8
# of cases receiving payments from referrals	164	144	112	184	64.3%	167	112	267	1,332	8
% of cases receiving payments from referrals	131.20%	64.29%	58.64%	64.34%	9.7%	81.19%	58.64%	131.20%	74.50%	8
# of payments made via wage-withholding	100	49	75	74	-1.3%	82	49	134	652	8
% of payments made via wage-withholding	60.98%	34.03%	66.96%	40.22%	-39.9%	49.38%	34.03%	66.96%	48.95%	8
NPEP total payments made	\$1,199,805	\$ 1,164,826	\$ 1,154,124	\$1,161,549	0.6%	\$1,146,199	\$1,073,147	\$1,214,070	\$9,169,594	8

**GDU Agency Goals and Actions Assessment Dashboard- DHR**  
(Contributing Actions, Benchmarks, and Progress to Date)

<b>GDU III. Increase the Number of Marylanders Who Receive Skills Training by 20% by 2012</b>					
<b>Contributing Actions/ Deliverables</b>	<b>Implementation Targets</b>	<b>Delivery Date</b>	<b>Progress to Date</b>	<b>Explanatory Comments</b>	<b>GDU Delivery Assessment</b>
<b>B. Launch the Competitive Skills Initiative to Advance 1,800 workers by 2010</b>					
<b>B2. Strengthen Skills &amp; Employment Opportunities for TANF Recipients, Foster Youth &amp; Non-custodial Parents</b>					
Plan and implement MD Rise by 2010	Achieve below targets by 6/10:	6/10			
Establish MD Rise training partnerships in targeted sectors.	Develop 10 training partnerships	6/10	<p><i>Target Achieved</i></p> <ol style="list-style-type: none"> <li>1. Family Investment Aide Initiative</li> <li>2. DHCD/Weatherization Assistance Program</li> <li>3. Biotechnical Institute of Maryland, Inc.</li> <li>4. CVS/pharmacy</li> <li>5. Maryland Center for Arts and Technology (MCAT)</li> <li>6. BCCC - Workforce Pipeline Solutions Interagency "Jump Start Program</li> <li>7. Open Society Institute - Baltimore Adult Workforce Development Initiative with Center for Urban Families, Civic Works, Group Ministries and Job Opportunities Task Force</li> <li>8. Survive and Thrive</li> <li>9. Baltimore Ex-Offender Re-entry Employment Program (BERE) Program</li> <li>10. DLLR</li> <li>11. BGE</li> <li>12. DGS</li> <li>13. DBED</li> <li>14. Policy Studies, Inc.</li> </ol>	<p><i>Partnership Name/# hired to date/# trained to date or in training</i></p> <p>Family Investment Aide Initiative hired - 100</p> <p>DHCD - Weatherization Assistance Program hired - 7 trained/in training - 11</p> <p>Biotechnical Institute of Maryland, Inc. trained/in training - 1</p> <p>CVS/pharmacy hired: 18 trained/in training - 41</p> <p>MCAT hired - 51 trained/in training - 71</p> <p>DLLR hired - 2</p> <p>Survive and Thrive hired - 67</p> <p>OSI - DHR Partnership hired: 6 trained/in training: 44</p> <p>BERE Program hired: 7 trained/in training: 0</p> <p>TOTAL HIRES: 258 TOTAL TRAINED OR IN TRAINING: 168</p>	
Increase the number of customers who obtain job-specific training and certifications in targeted sectors identified by the GWIB.	Target will be set after partnerships have been negotiated.	6/10	Baseline as of June 1, 2009: 190 training completions and certifications received SFY 2010: 496 training completions and 261 certifications received. SFY 2011 through 2nd quarter: 215 training completions and 145 certifications received.		
Increase number of customers entering unsubsidized jobs at or above \$10 per hour.	Target of 200 customers for FY 2010.	6/10	FY 2009 through May 2009 - 2,092 (21.8%) placements were \$10/hr or more and at least 30 hours per week FY 2010 through April 2010 (Note: The entire month of April was not covered) - 1,709 (23.4%) placements were \$10/hour or more and at least 30 hours per week		

**GDU Agency Goals and Actions Assessment Dashboard- DHR**  
(Contributing Actions, Benchmarks, and Progress to Date)

**GDU V. Reduce Violent Crimes Committed Against Women and Children by 25% by the End of 2012**

Contributing Actions/Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments	GDU Delivery Assessment
<b>F. Achieve Child Safety Related Place Matters Goals by 2010 (DHR)</b>					
<b>F1. FY 2011 Goal: Reduce by 9% the number of children in out-of-home placement.</b>			# of Children in OOH placement: June 2008: 9569 June 2009: 8757 June 2010: 8013 July 2010: 7978 August 2010: 7952 September 2010: 7905 October 2010: 7889 November 2010: 7774 December 2010: 7703		
			# Reunifications: 08: 1548 SFY 09: 1616 10: 1958 June 2010: 256 July 2010: 196 August 2010: 171 September 2010: 186 October 2010: 165 November 2010: 161 December 2010: 168	SFY SFY	
			# Families receiving In-Home Services: June 2008: 3743 June 2009: 3539 June 2010: 3266 July 2010: 3150 August 2010: 3,133 September 2010: 3,218 October 2010: 3289 November 2010: 3259 December 2010: 3269		
Implement Family Centered Practice (FCP): Under FCP, the family is viewed as a partner in deciding what happens and where a child goes when he or she has to be removed from the family. This new social work practice involves a range of family members and matches those family members with available community resources to reduce the likelihood of bringing a child into foster care.	Train all jurisdictions in FCP: 7/09-5/10 according to below schedule:	5/10	24 jurisdictions are trained to date. The 3266 families who are receiving in-home services and 8013 youth in out-of-home care in these jurisdictions are benefitting from FCP.		
	7/14/09 - 11/30/09: Baltimore City	11/24/09		Trainings rolled out according to schedule. 90 days after training, the LDSS submits a finalized FCP implementation plan.	
	9/8/09 - 11/3/09: Allegany, Carroll, Frederick, Garrett, Washington	11/3/09	6 jurisdictions trained.		
	11/17/09-12/15/09: Calvert, Charles, St. Mary's	12/15/09	3 jurisdictions trained.		
	1/5/10 - 2/2/10: Caroline, Kent, Queen Anne's, Talbot	2/2/10	4 jurisdictions trained.		
	1/5/10 - 2/9/10: Dorchester, Somerset, Wicomico, Worcester	2/9/10	4 jurisdictions trained.		
	2/9/10 - 3/30/10: Anne Arundel, Howard, Montgomery, Prince George's	3/30/10	4 jurisdictions trained.		
	4/6/10 - 5/25/10: Baltimore County, Cecil, Harford	5/25/10	3 jurisdictions trained.		
Develop implementation plan to deliver the training to the provider community.	12/31/10	As of December 2010, we've held 12 Family Centered Practice 2-day training sessions for the provider community. There have been 64 agencies/261 provider staff trained. In 2011, we will offer the training quarterly across the state.	All of the sessions are co-facilitated by a DHR/SSA staff person and a provider community staff person. About 25 provider staff attended the train-the-trainer session in December 2009 and have partnered with SSA to offer the training in their communities.		
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: 3133 September 2010: 3218 October 2010: 3289 November 2010: 3259		
<b>F2. FY 2011 Goal: Facilitate 562 adoptions.</b>			FY 2008: 619 adoptions FY 2009: 770 adoptions FY 2010: 738 adoptions July 2010: 23 adoptions August 2010: 34 adoptions September 2010: 34 adoptions October 2010: 35 adoptions November 2010: 80 adoptions December 2010: 42		
Implement FCP (see above).	(see above)	(see above)	(see above)	(see above)	
Implement new MOU with Citizen Review Board for Children (CRBC) whereby CRB will independently review cases for all children with a plan of adoption at 15 months.	Cases that met the following criteria were reviewed: children with: 1) a newly established primary permanency plan of adoption, or 2) an existing plan of adoption established for 12 months or longer.	June 2010	FY10 2Q Report: 1) Reviewed 75 adoption cases 2) 84% of permanency plans were established timely 3) TPR had been granted in 62% of existing adoption cases and 37% of newly established plans 4) 74% of youth reviewed resided in a pre-finalized adoptive home		
PIP strategy: with TA from National Resource Center for Organizational Development, assess current policy and practice and identify best practices for concurrent permanency planning. Develop a "Case Plan Policy" to ensure the documentation of concurrent planning.**	Assessment and identification of best practices to occur during spring and summer of 2010.	9/30/10	Schedule for development of Case Plan Policy to be decided, probably to begin in fall 2010.	**This strategy is intended to increase all permanency options, not just adoptions, including: guardianships, reunifications and adoptions.	
<b>F3. FY 2011 Goal: Ensure that No More than 11% of Children are Placed in Group Homes by End of FY 2011</b>				November 2010: 10.9% Total # Children in Group Homes: 850 Total # Children in OOH placement: 7774	
Implement FCP (see above).	(see above)	(see above)	(see above)	(see above)	
<b>Implement Transitioning Youth to Families (TYTF) in 4 Jurisdictions:</b> TYTF is an individualized, family-centered effort to appropriately transition youth from congregate care settings into family care and achieve permanency.	Issue State policy for TYTF (9/09). Implement Phase II in four targeted jurisdictions.	12/09	State policy issued September 2009. Progress in the 4 jurisdictions participating in Phase II: Wicomico - 25% reduction (8 of 28 children); Anne Arundel - 17.7% reduction (11 of 62 children); Harford - 13.4% reduction (9 of 67 children); and Montgomery - 16.6% reduction (18 of 108 children).	Frederick and Queen Anne's were initially targeted to participate in the roll out but did not. Frederick had no Assistant Director when the roll-out began, and Queen Anne's had too few children in group homes.	
Issue new Placement policy. This policy provides guidance to Local Departments of Social Services (LDSS) concerning best practices to help prioritize the placement of children in family settings.	The policy was issued, completing this action.	10/09	Policy was issued in September.		
		10/09	# of children coming into care after policy was issued: Cumulative total since Oct 09: 2303		
Implement Maryland Cares (see above).	(see above)	(see above)	(see above)	(see above)	
Implement Rural Cares (see above).	(see above)	(see above)	(see above)	(see above)	
<b>F4. FY 2011 Goal: Increase to 76% the percent of children placed in family homes.</b>			June 2009: 76.6% June 2010: 76.5% July 2010: 76.4% August 2010: 76.1% September 2010: 76.2% October 2010: 76.0% November 2010: 75.5% December 2010: 76.0%	December 2010: 76.0% Total # Children in Family Homes: 5828 Total # Children in OOH placement: 7703	
Implement FCP (see above).	(see above)	(see above)	(see above)	(see above)	

Placement policy (see above).	(see above)	(see above)	(see above)	(see above)	
Implement MD Cares (see above).	(see above)	(see above)	(see above)	(see above)	
Implement Rural Cares (see above).	(see above)	(see above)	(see above)	(see above)	
<b>F5. FY 2011 Goal: Pending (Under construction--percent placed in/out of home or adjacent jurisdiction for all placements)</b>			Family Homes: March 2009: 53% March 2010: 57% (3634 of 6377)	Group Homes: March 2009: 38% March 2010: 44% (413 out of 940)	
Implement FCP (see above). FCP includes a focus on placing a child near his/her home community in order to better facilitate family involvement.	(see above)	(see above)	(see above)	(see above)	
Placement policy (see above).	(see above)	(see above)	(see above)	(see above)	
Utilize the competitive procurement process for contracting with residential child care providers to ensure adequate capacity of group home beds for each local jurisdiction.	Issue RFP and hold pre-proposal conference	11/09	RFP issued 11/9/09. Pre-proposal conference was held 11/16/09. Answers to offerors' questions were posted online. Proposals were due 1/15/10.		
	Evaluate submitted Offers.	01/10 - 9/10	Offers received and in evaluation process.		
	Award contracts.	11/1/2010			
<b>F6. Maintain the % of Children Who Experience a Recurrence of Maltreatment Within 6 Months at 5.4% or less</b>			FY09 2Q: 4.4% (88 of 2019 children) FY09 3Q: 3.6% (77 of 2141 children) FY09 4Q: 3.6% (85 of 2380 children) FY10 1Q: 3.6% (93 of 2604 children) FY10 2Q: 3.8% (105 of 2800) FY10 3Q: 4.0% (116 of 2933) FY 10 4Q: 3.6% (105 of 2944) FY 11 1 Q: 3.6% (93 out 2604) FY 11 2Q: 3.8% (105 out of 2800)		
Implement MD Cares (see above).	(see above)	(see above)	(see above)	(see above)	
Implement Rural Cares (see above).	(see above)	(see above)	(see above)	(see above)	
Implement Care Management Entities (CME) contracts	(see above)	(see above)	(see above)	(see above)	
Develop and implement Integrated In-Home Services model, which is a new approach to family preservation work that utilizes an assessment of child safety and risk of maltreatment to determine the level of services provided.	Work of developing model targeted to occur 2010.	12/31/10	In the summer of 2010, the Social Services Administration partnered with the Children's Research Center (CRC) to evaluate its safety and risk assessment tools, as one of the first steps in the implementation of a revised Integrated In-Home Services model. This work was funded by Casey Family Programs. The evaluation highlighted areas of the assessments which needed improvement prior to implementing the new service model, to better ensure the best assessment which helps determine the appropriate type and level of service needed. SSA is now working on the major revisions in the safety assessment known as SAFE-C. At present, revisions to SAFE-C are under review by CHESSIE/ACS to determine the cost and timing of the work. Once completed we will turn to needed revisions in the Maryland Family Risk Assessment. We are hopeful that the SAFE-C revisions to CHESSIE can be completed in early SFY'12.		
PIP strategy: work with Children's Research Center to evaluate risk and safety assessments for reliability and appropriate use and implement recommendations.	Evaluation work targeted to occur during 2010.	12/31/10	(see above)		

**GDU XII. End Childhood Hunger in Maryland by 2015**

Contributing Actions/Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments	GDU Assessment
<b>A. Increase the Participation Rate for the Number of Children in the Food Supplemental Program by 9% by December 2010</b>				DHR exceeded its Partnership to End Childhood Hunger goal by increasing the number of children participating in FSP by 9% in August 2010 from the base month of December 2009 (242,328). In December 2010, DHR served 285,283 children 18 and younger in the FSP, an increase of over 17% for the year.	
Use telephone interviews for all applications and redeterminations to the maximum extent possible in each jurisdiction.	Telephone interviews utilized for all hardship reasons in all jurisdictions starting in July 2010 when programming for scheduling is done. DHR will ensure that families waiting in lines are informed of the option of a telephone interview. DHR will report to StateStat the percentage of eligibility determinations and redeterminations made with telephone interviews each month by jurisdiction.	Completed	Step 1: All jurisdictions have been trained for telephonic interviewing		
			DHR has provided support to barriers listed by jurisdictions: identified funds in local budgets, implemented best practices, and BOLO, OAS and OTHS are working with locals to mail out applications		
			Step 2: Completed automated system programming by ACS to support scheduling of telephone interviews in June	The expansion of the case information form to all redeterminations is currently on hold	
			Step 3: Since July, fully implementing telephone interviews for all hardship reasons in all jurisdictions.	Only Kent does not regularly schedule telephone interviews, but does use them for hardship cases.	
Increase use of group redeterminations	Group redeterminations used by 18 jurisdictions by September 2010. DHR working with locals to build SAIL labs.	Completed	SAIL labs are completed in 31/36 Family Investment District Offices. The district offices without SAIL labs do not have space for a lab.	CARES enhancement allowing scheduling for group redets is on schedule for FY 11.	
Increase number of community and faith-based organizations included in the Food Supplemental Program Outreach Plan.	Add CBO partners in 10 additional jurisdictions.	Sept 2010 Added two new CBOs.	Step 1: The geographical reach has been mapped and the demographic focus of the 5 CBOs in the 2010 plan has been analyzed.		
			Step 2: Identified 10 jurisdictions that were not covered by existing CBO partners.		
			Step 3: Cultivating relationships with prominent CBOs in regions where additional partners in the plan are needed.- Sent an addendum to 2010 FSP Outreach Plan, which would add Associated Catholic Charities and Crossroads Farmers Market to the plan.	In September we added the two new CBOs to the Outreach Plan for FY 2011. Associated Catholic Charities covers Baltimore City and County. Crossroads Farmers Market covers Montgomery County.	

Expand No Wrong Door Project to include representatives from other agencies and two legislators to meet requirements of budget language.	Final report to budget committees on outcome of efforts	June 2011	First meeting of expanded workgroup chaired on June 30th.		
Increase utilization of SAIL by training CBOs to help families apply for benefits.	Increase total SAIL applications for FSP to 4500 per month.	September 2010	We have now trained 57 CBOs. FSP applications via SAIL - September 2010: 6,189; October 2010: 6,799.	Increase in CBOs trained is based on expected interest from CBOs and may not increase as much as planned. Do not have access to later SAIL report. Should receive October numbers shortly.	
Implement customer care center in Baltimore that will handle SAIL applications for metro area.	Fully functional customer care center.	June 2010	Center opened and fully functional by 11/30/09. June 2010: 1,102, July: 1,135, August: 1,137, September: 995, October 1,090 applications from Baltimore County filed via SAIL and handled by CCC.	Currently evaluating operations of first center and considering to expand Western MD. We have decided not to open regional centers.	
Test in Montgomery County implementation of software to notify families whose children receive free and reduced lunches of their potential eligibility for FSP.	Reports produced and FSP information sent to potentially eligible families. The flyers were distributed to students by the Montgomery County School system in October.	Sept 2010	12,277 households identified. FIA to provide literature for schools to distribute to families. Funding being sought to expand to additional jurisdictions.		
Work with GOC and Maryland Out of School Time Network to develop a strategy targeting families to utilize after school programs to promote FSP.	To be decided. Continuing to work with MOST. They received Mott grant October 1.	TBD	MOST Network to receive Mott Foundation award again this year. Next steps under development.		
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	