

Meeting Summary

Following is a summary of issues discussed at the DHR Stat on May 6, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Follow-Up

- **Audit.** During a recent OLA Audit of DHR, a Finding (#2) reports that from April 2008 to June 2010, there were 6 providers who cared for 32 children even though there was credible evidence of abuse or neglect against the provider prior to, or during, these placements. The OLA recommended that DHR establish procedures to ensure that children are not placed with providers with evidence of prior abuse or neglect unless LDSS has reviewed and approved the specific circumstances of the case. DHR responded to the OLA by stating that SSA notified LDSSs (as of April 1st) that these issues occurred. Also, SSA would query CHESSIE to find the cases that fall in this category and they would work with LDSS staff to review these matters. SSA would also maintain reports of this monitoring activity for review in future audits. At the previous Stat, DHR were asked to see what the sample size for Finding 2 in the OLA Audit was and why exceptions were made? DHR reported in their follow-up that all active providers from 07/1/07-12/31/09 were included in the sample size; which would be nearly 3,000 providers.

DHR did an analysis of the six homes that were listed in the audit and four had neglect findings and two had physical abuse findings. The neglect findings included failure to protect, failure to provide medical care, and lack of supervision. The two physical abuse findings related to the use of physical discipline where the children sustained minor bruising to a limb. Only one of the providers was not related to the children being placed in the home. Exceptions were made because in the five relative homes, the best needs of the specific children that were being placed were being met after a finding was made. In each case, the court approved the placement of the children in the home with full disclosure of the prior CPS findings. DHR reports that none of these homes is currently open.

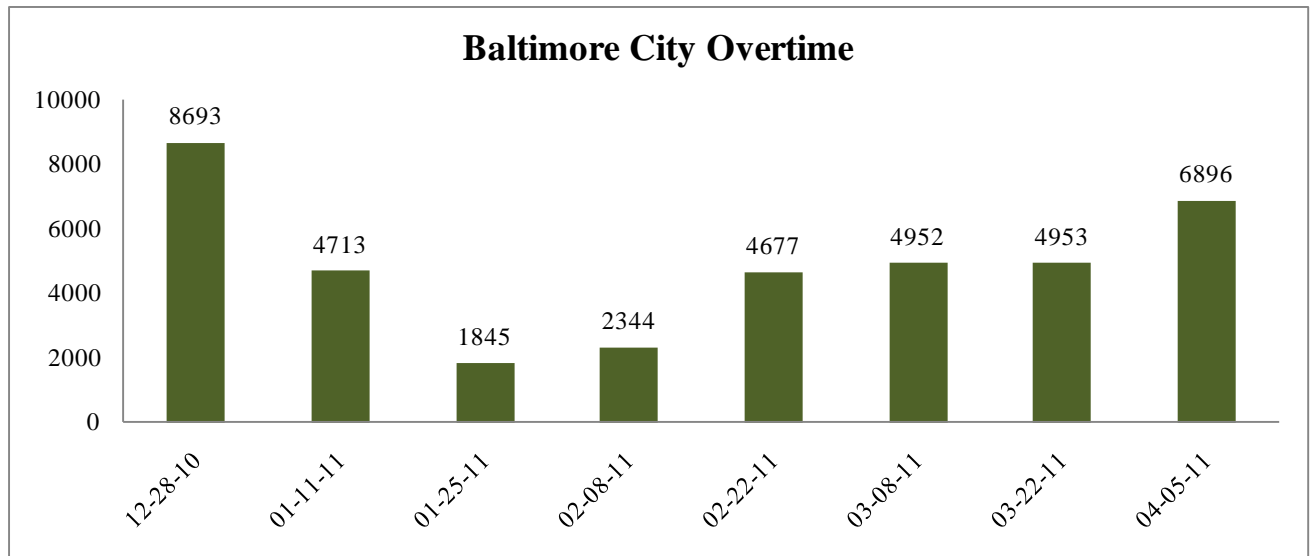
The non-related foster home was kept open without director approval due to a misunderstanding, according to DHR. The resource staff thought the neglect finding was ruled out. The finding was a supervision issue which was addressed with the provider at the time of the initial report (she had left a cognitively limited 18 yr old foster child home alone with other foster children for a short period of less than 60 minutes and no injuries were sustained as a result of her failure to provide appropriate supervision). Subsequent placements with that provider occurred with no further reports of abuse or neglect. All assessments concluded that the provider was a safe resource for foster children. BCDSS director approved home to remain open on 10/12/10, when it came to light that approval had not been obtained.

Finding 2:

SSA did not establish procedures to effectively monitor foster and kinship care placements to ensure that children were not placed with certain providers.

Personnel

- **Baltimore City Overtime.** The Overtime use in Baltimore city is at its highest point since December of 2010. It should be noted that in the template, the On-Call Overtime Rate in Baltimore city has always been at zero. DHR reported that voluntary separations and additional work to handle redeterminations were the reasons behind the rate increase. DHR anticipates the numbers to decrease.

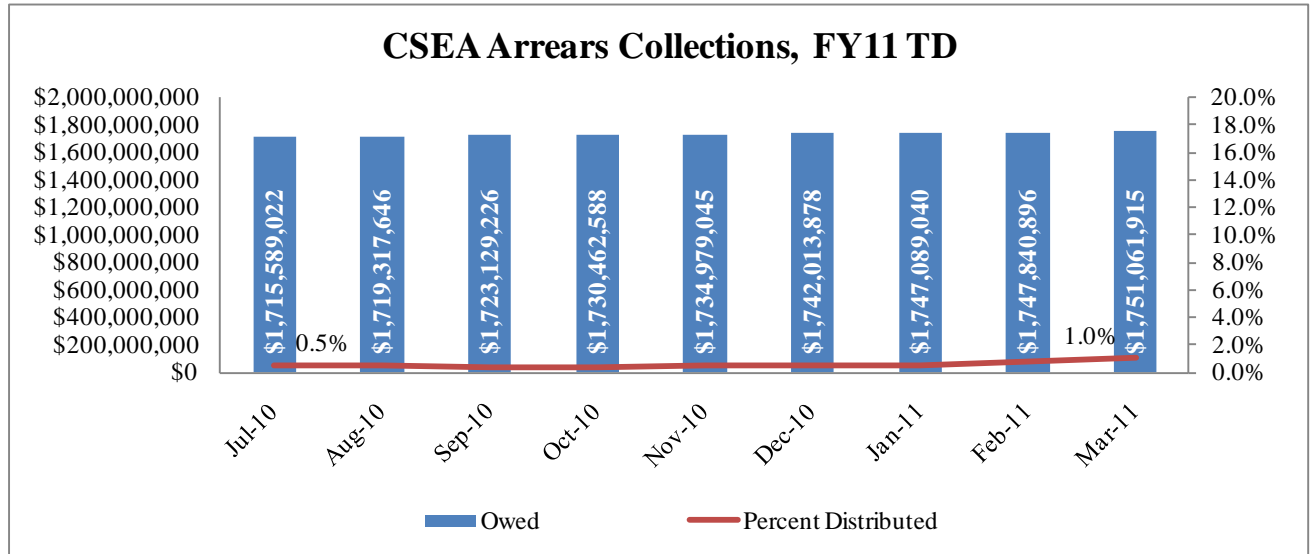


Child Support Enforcement Administration (CSEA)

- **Child Support Collection.** The attached charts below show Maryland child support collection data compared to that of other states for FY10. It should be noted that Maryland ranks #16 in “% of Current Support Paid”. DHR stated that they are in the process of gathering data to determine how to increase their “support paid” rates and they will give an update in the coming month.

Support Rank	State	Total Number of Cases	Support Rank	State	Support Orders	Paternity Rank	State	State-wide PEP	Paternity Rank	State	IV-D Paternity
1	California	1,509,144	1	South Dakota	92.4%	1	Oklahoma	107.0%	1	Georgia	121.1%
2	Texas	1,236,852	2	Wyoming	91.0%	2	California	102.6%	2	Arizona	118.3%
3	Ohio	992,344	3	Vermont	90.1%	3	Connecticut	98.9%	3	Wyoming	114.7%
4	Michigan	965,638	4	Pennsylvania	89.9%	4	Pennsylvania	98.2%	4	South Carolina	113.2%
5	New York	906,724	5	North Dakota	89.8%	5	Colorado	97.4%	5	Utah	110.2%
6	Florida	860,183	6	Washington	89.5%	6	Utah	97.2%	6	Montana	108.3%
7	Illinois	530,682	7	Alaska	89.4%	7	New Jersey	95.6%	7	North Dakota	108.1%
8	Tennessee	441,655	8	Kentucky	88.7%	8	Virginia	95.5%	8	New Hampshire	107.1%
9	Pennsylvania	439,530	9	Maine	88.3%	9	Hawaii	95.2%	9	Pennsylvania	105.6%
10	North Carolina	430,873	10	Colorado	88.1%	10	Nebraska	94.8%	10	Maine	105.1%
11	Georgia	392,525	11	Montana	87.6%	11	Texas	94.7%	11	West Virginia	104.9%
12	New Jersey	384,709	12	Utah	87.6%	12	West Virginia	94.4%	12	South Dakota	104.4%
13	Wisconsin	361,339	13	Missouri	86.4%	13	Michigan	94.3%	13	Vermont	104.0%
14	Washington	356,394	14	Virginia	86.4%	14	New Hampshire	94.2%	14	Kansas	103.3%
15	Missouri	351,161	15	West Virginia	86.2%	15	Ohio	93.9%	15	Indiana	102.2%
16	Indiana	346,337	16	Wisconsin	85.3%	16	Montana	93.3%	16	Washington	101.4%
17	Mississippi	343,125	17	Minnesota	85.3%	17	Massachusetts	92.9%	17	Minnesota	100.4%
18	Virginia	342,051	18	Iowa	85.1%	18	Alaska	92.7%	18	Nevada	100.3%
19	Kentucky	300,742	19	New Hampshire	85.0%	19	Iowa	92.6%	19	Wisconsin	100.2%
20	Louisiana	285,824	20	Arkansas	84.7%	20	Oregon	92.2%	20	North Carolina	99.8%
21	Massachusetts	258,327	21	Georgia	84.3%	21	Georgia	92.0%	21	Alaska	99.5%
22	Maryland	248,027	22	Nebraska	83.9%	22	Florida	91.5%	22	Iowa	99.3%
23	Minnesota	242,102	23	Arizona	83.8%	23	Illinois	90.8%	23	Florida	97.5%
24	South Carolina	232,650	24	Maryland	82.8%	24	Missouri	90.7%	24	Arkansas	97.2%
25	Alabama	228,780	25	California	82.5%	25	New York	90.6%	25	Virginia	97.1%
26	Oregon	225,262	26	Idaho	82.4%	26	Kansas	90.5%	26	Tennessee	96.9%
27	Arizona	195,779	27	Alabama	82.4%	27	South Carolina	90.5%	27	Missouri	96.6%
28	Oklahoma	195,701	28	Texas	82.1%	28	Tennessee	90.3%	28	Massachusetts	96.2%
29	Connecticut	193,909	29	Massachusetts	81.9%	29	Maryland	89.5%	29	Alabama	94.8%
30	Iowa	190,736	30	North Carolina	81.2%	30	Dist. Of Columbia	88.3%	30	Kentucky	94.5%
31	Colorado	141,912	31	New Jersey	81.0%	31	Wyoming	85.0%	31	Nebraska	94.4%
32	Kansas	129,351	32	Kansas	80.3%	32	Idaho	70.0%	32	Connecticut	93.9%
33	West Virginia	124,916	33	New York	80.1%	33	Alabama	NA	33	Ohio	93.4%
34	Idaho	121,340	34	Michigan	79.2%	34	Arizona	NA	34	New Mexico	93.1%
35	Arkansas	119,629	35	Louisiana	78.5%	35	Arkansas	NA	35	Colorado	93.0%
36	Nevada	109,351	36	Ohio	77.7%	36	Delaware	NA	36	Rhode Island	92.9%
37	Nebraska	106,937	37	Illinois	77.7%	37	Guam	NA	37	Maryland	92.5%
38	Utah	81,908	38	Nevada	76.5%	38	Indiana	NA	38	New Jersey	92.0%
39	Hawaii	81,457	39	Indiana	76.0%	39	Kentucky	NA	39	Illinois	91.9%
40	Delaware	74,902	40	Oregon	74.7%	40	Louisiana	NA	40	Idaho	90.6%
41	Maine	66,395	41	Oklahoma	74.6%	41	Maine	NA	41	Louisiana	90.3%
42	New Mexico	62,699	42	Florida	73.5%	42	Minnesota	NA	42	Michigan	89.5%
43	Rhode Island	57,776	43	Connecticut	73.2%	43	Mississippi	NA	43	California	88.6%
44	Dist. Of Columbia	53,781	44	Hawaii	69.3%	44	Nevada	NA	44	Texas	83.8%
45	Alaska	46,217	45	Tennessee	68.9%	45	New Mexico	NA	45	New York	83.1%
46	Montana	37,405	46	New Mexico	68.3%	46	North Carolina	NA	46	Mississippi	82.1%
47	North Dakota	37,030	47	Delaware	66.9%	47	North Dakota	NA	47	Delaware	81.3%
48	New Hampshire	35,929	48	South Carolina	66.8%	48	Puerto Rico	NA	48	Oklahoma	69.6%
49	South Dakota	34,975	49	Rhode Island	65.0%	49	Rhode Island	NA	49	Dist. Of Columbia	66.7%
50	Wyoming	31,673	50	Dist. Of Columbia	64.8%	50	South Dakota	NA	50	Guam	NA
51	Vermont	20,230	51	Mississippi	56.9%	51	Vermont	NA	51	Hawaii	NA
52	Guam	NA	52	Guam	NA	52	Virgin Islands	NA	52	Oregon	NA
53	Puerto Rico	NA	53	Puerto Rico	NA	53	Washington	NA	53	Puerto Rico	NA
54	Virgin Islands	NA	54	Virgin Islands	NA	54	Wisconsin	NA	54	Virgin Islands	NA
	Total	15,564,918		Weighted National Average/Total	80.08%		Weighted National Average/Total	94.73%		Weighted National Average/Total	94.05%

- Arrears Collections.** As indicated in the chart below, Arrears Collections and Distributions are rising through this fiscal year. This trend seems to follow previous years' collections but March of 2011 was the highest Distribution month since March of 2009. However, as indicated in the rankings data above, Maryland was ranked #26 out of 51 in "Percent of Cases Paying Arrears". DHR reported that they have collected at a higher rate this year and they are in the process of applying some best practices to further increase their rates.

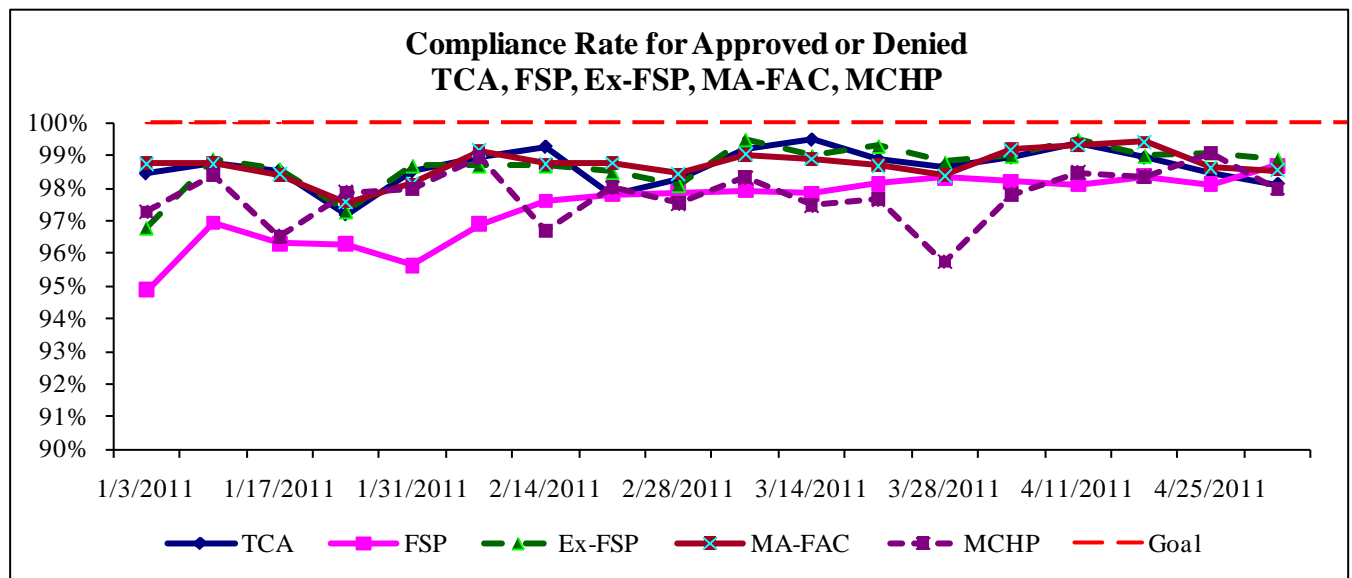


Family Investment Administration

- Overall Statewide Compliance.** The compliance chart below shows the overall statewide 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 monthly compliance rates for all aforementioned programs stayed steady through April of 2011. The data below the monthly report is through the week the ending before May 2, 2011.

During the previous Stat, DHR was asked if a comparison can be made between Maryland's SNAP percentage and the rates for other states. DHR reports that the most recent data on SNAP application processing timeliness on the USDA/FNS website is for Federal Fiscal Year 2009 (see below). Maryland's FFY 2011 SNAP timeliness to date (October 2010 through March 2011) is at 96.7%. The panel may wish to inquire:

Approved or Denied Trends							
Compliance Rate (Approved or Denied)	TCA	FSP	Ex-FSP	MA-FAC	MCHP	All Benefits	Goal
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%
3/14/2011	99.5%	97.8%	99.0%	98.9%	97.5%	98.5%	100%
3/21/2011	98.9%	98.1%	99.3%	98.7%	97.7%	98.6%	100%
3/28/2011	98.7%	98.3%	98.8%	98.4%	95.7%	98.3%	100%
4/4/2011	98.9%	98.2%	99.0%	99.2%	97.8%	98.7%	100%
4/11/2011	99.4%	98.1%	99.5%	99.3%	98.5%	98.9%	100%
4/18/2011	98.9%	98.4%	99.0%	99.4%	98.4%	98.9%	100%
4/25/2011	98.5%	98.1%	99.1%	98.6%	99.1%	98.6%	100%
5/2/2011	98.1%	98.7%	98.9%	98.5%	98.0%	98.5%	100%



Application Processing Timeliness, FFY09					
Rank	State/Territory	Timeliness	Rank	State/Territory	Timeliness
1	DC	97.14	28	HI	88.08
2	WV	96.27	29	NV	86.58
3	KY	96.14	30	VT	86.36
4	MA	96.11	31	AZ	85.29
5	SD	96.00	32	NJ	84.04
6	LA	95.90	33	DE	83.58
7	NM	95.85	34	NE	82.96
8	MO	95.74	35	AL	82.94
9	UT	95.24	36	FL	82.76
10	ID	95.05	37	GA	82.76
11	WY	94.63	38	MD	82.56
12	OR	93.45	39	Virgin Islands	81.67
13	ME	92.99	40	CO	81.15
14	NH	92.51	41	OH	80.76
15	MT	92.38	42	AR	80.51
16	WA	91.92	43	AK	80.26
17	IA	91.64	44	WI	79.74
18	NC	91.61	45	CT	79.11
19	OK	91.50	46	TN	78.35
20	MN	91.42	47	CA	77.59
21	VA	90.20	48	IL	76.17
22	ND	89.54	49	IN	73.73
23	PA	89.45	50	MI	73.25
24	SC	89.17	51	Guam	69.09
25	MS	88.89	52	TX	68.37
26	NY	88.17	53	RI	63.64
27	KS	88.14			

Social Services Administration (SSA)

- **Long-Term Care.** In November of 2010, DHR was asked to explain how Maryland compares to other states in terms of delays of service. At that time, DHR reported that Louisiana, New York, North and South Carolina have 45-day timeframes for determining eligibility but those states were still having delays due to the increased look back period in the Deficit Reduction Act. DHR continues to have difficulty processing LTC applications timely due to the increased look back period. The percentage of applicants transferring assets during the look back period for less than the FMV (10.4%) was highest in Maryland.

DHR, then, stated that they would be working with two groups on best practices in other states. DHR was also planning joint site visits, which were proposed for December of 2010. In January 2011, DHMH and DHR initiated a long-term care plan in order to address concerns raised by the nursing industry. The plan includes streamlining the application and redetermination processes. An item that would be done in the short-term would be change the color of

redetermination forms in order to help workers quickly identify and sort them and figuring out better ways to address SSI redeterminations. Long-term actions would include implementing a pre-populated redetermination form so that clients can be verified as well as looking into a potential two-year redetermination period for cases deemed low risk.

- **Processing of Medicaid Applications.** At the last Stat, DHR stated that they would do an analysis on ACE applications that were not processed within ten days. DHR is in the process of shortening the time it takes to determine whether or not a case should be an ACE application.