

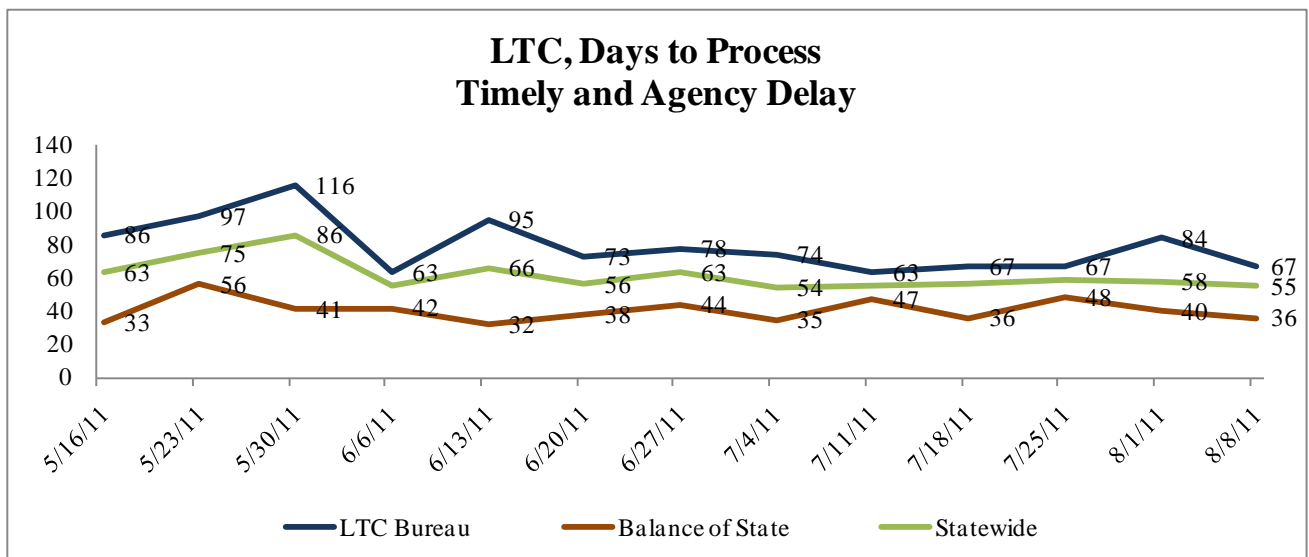
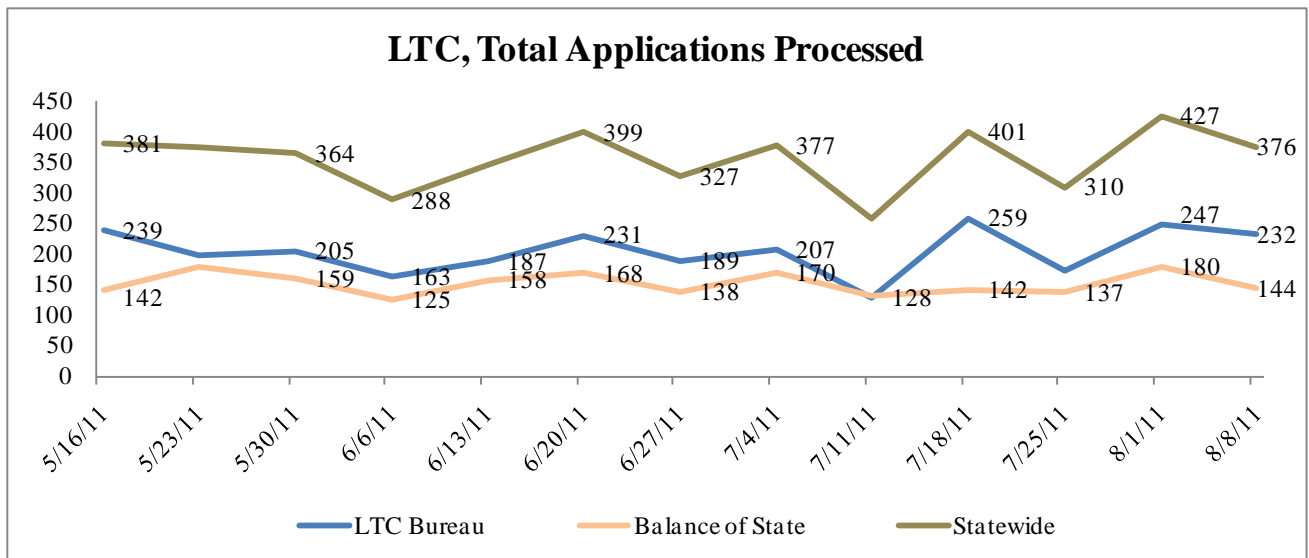
## Meeting Summary

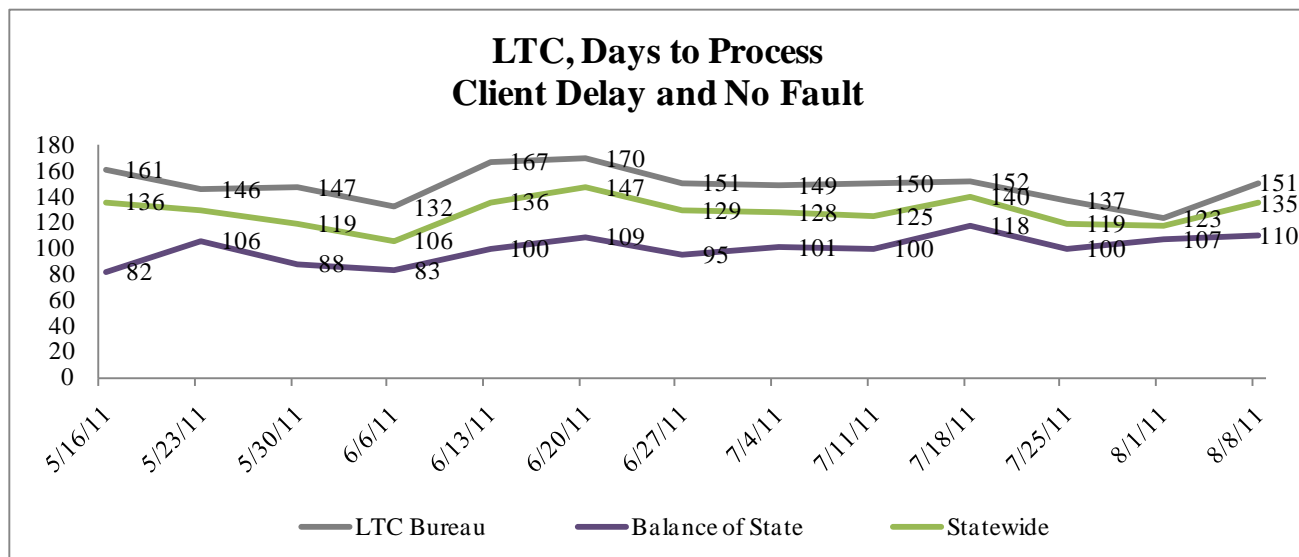
Following is a summary of issues discussed at the DHR Stat on August 12, 2011. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

### Follow-Up

- Long-Term Care (LTC).** DHR has reported over the previous months that the concerns dealing with LTC compliance are driven by the timeliness of payments, the amount of time spent on the application process, and the number of pending applications statewide that are late due to agency delays, or in other words, the “backlog.”

StateStat recently received data from DHR entitled the “LTC Dashboard” and the data is shown below in chart form. DHR provided an update on the metrics that they will be using to track application processing.





### Family Investment Administration

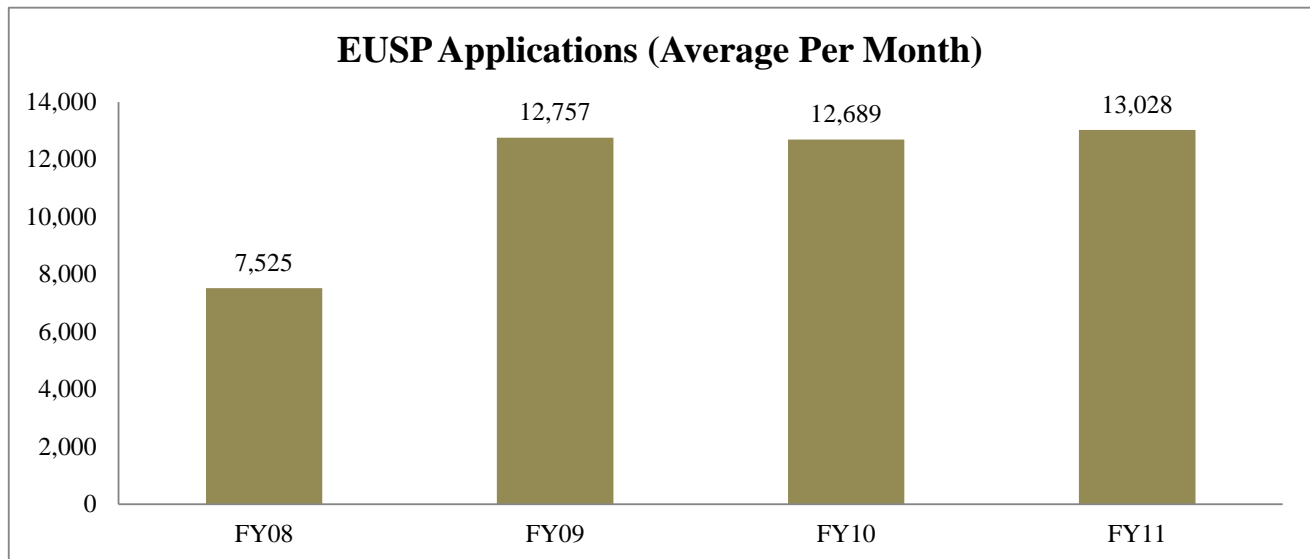
- Electric Universal Service Program (EUSP) Plan.** As discussed at the last Stat, according to the operating plan for EUSP, payments to help low-income Marylanders to cover their electric bills will decrease next year. DHR was asked to provide an update on their efforts to address this issue at today's meeting.

DHR reports in their follow-up that through August 2nd, 33,514 applications have been received for FY12; of which 27,693 have been entered into the OHEP Data System. For the same period a year ago, 30,125 applications had been received with 23,783 having been data entered.

DHR projects that with the current proposals before Congress, the funding would be reduced from \$4.7 billion in 2011 to \$2.57 billion in 2012. Maryland's base allocation of LIHEAP funds in FY 2011 was \$85 million. The estimate for 2012 is \$31.3 million (*a 63 percent reduction in funds*). With this amount of funding, there is a great challenge not only in the provision of an adequate benefit to those in need and the capacity to receive and process applications.

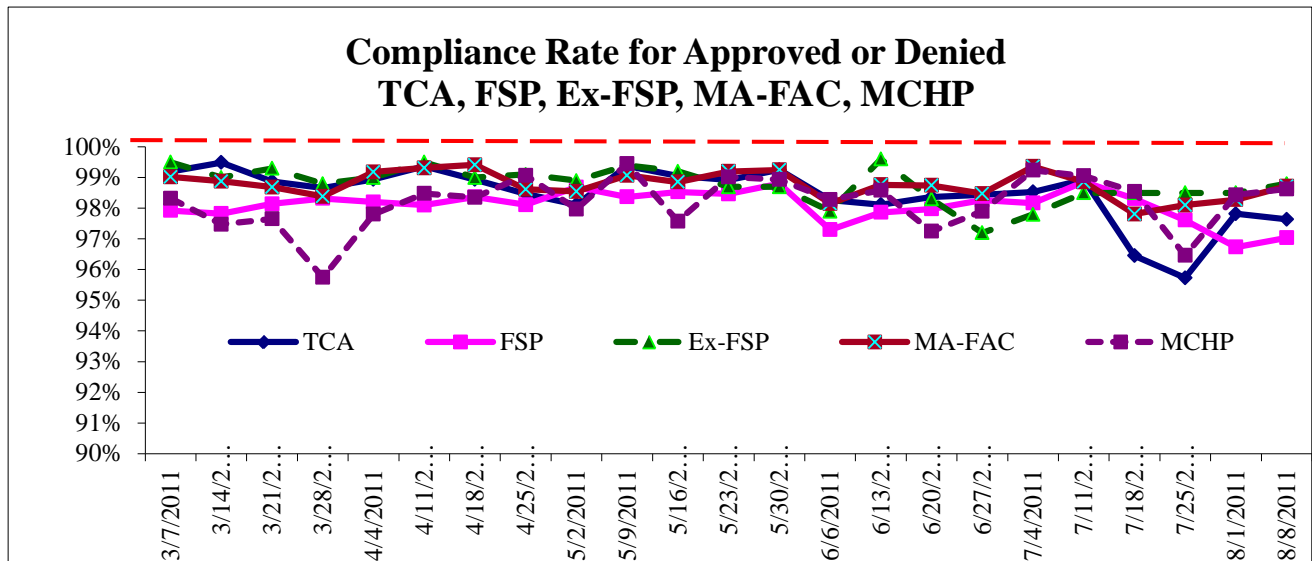
Administrative funds are restricted to a maximum of 10 percent of the state's total LIHEAP allocation. DHR will be working with more utilities as well as non-profits to see how they can make up for any impending shortfalls.

% of Electric Cost Paid by EUSP Benefit					
Income Level	2008	2009	2010	2011	2012
0-75%	75%	75%	65%	48%	35%
>75-110%	60%	60%	50%	36%	30%
>110-150%	50%	50%	40%	27%	25%
>150-175%	30%	30%	30%	17%	17%
Subsidized Housing	25%	25%	20%	19%	14%
Total % of Electric Cost Paid by EUSP (Benefit Level Including MEAP)					
Income Level	2008	2009	2010	2011	2012
0-75%	90%	90%	80%	83%	60%
>75-110%	74%	74%	64%	66%	53%
>110-150%	63%	63%	53%	52%	43%
>150-175%	42%	42%	42%	36%	29%
Subsidized Housing	36%	36%	31%	37%	24%



- 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 of the aforementioned programs stayed steady through June of 2011. The data below the monthly report is through the week ending on August 1, 2011.

<b>Approved or Denied Trends</b>							
Compliance Rate (Approved or Denied)	TCA	FSP	Ex-FSP	MA-FAC	MCHP	All Benefits	Goal
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%
5/9/2011	99.4%	98.4%	99.4%	99.1%	99.5%	99.0%	100%
5/16/2011	99.1%	98.5%	99.2%	98.9%	97.6%	98.7%	100%
5/23/2011	98.9%	98.5%	98.7%	99.2%	99.0%	98.8%	100%
5/30/2011	99.3%	98.8%	98.7%	99.2%	98.9%	99.0%	100%
6/6/2011	98.3%	97.3%	97.9%	98.2%	98.3%	97.9%	100%
6/13/2011	98.1%	97.9%	99.6%	98.8%	98.6%	98.6%	100%
6/20/2011	98.4%	98.0%	98.3%	98.7%	97.2%	98.3%	100%
6/27/2011	98.4%	98.3%	97.2%	98.5%	97.9%	98.1%	100%
7/4/2011	98.5%	98.2%	97.8%	99.4%	99.2%	98.7%	100%
7/11/2011	98.9%	98.9%	98.5%	98.9%	99.1%	98.8%	100%
7/18/2011	96.5%	98.3%	98.5%	97.8%	98.5%	98.1%	100%
7/25/2011	95.7%	97.6%	98.5%	98.1%	96.5%	97.6%	100%
8/1/2011	97.8%	96.7%	98.5%	98.3%	98.4%	97.8%	100%
<b>8/8/2011</b>	<b>97.6%</b>	<b>97.0%</b>	<b>98.8%</b>	<b>98.7%</b>	<b>98.6%</b>	<b>98.1%</b>	<b>100%</b>



### Social Services Administration (SSA)

- Permanency (Prince George’s County).** The table below shows Permanency data for Prince George’s County. As indicated, Prince George’s County had decreases in permanency for Reunifications and Adoptions from FY10 to FY11. Although DHR has indicated at several previous Stats that the number of children in care has been reducing every year, the permanency dips in Prince George’s County are significant in comparison.

Place Matters -- Exits from Foster Care					
Jurisdiction	FY08	FY09	FY10	FY11	Current
Reunification					
Prince George's County	49%	49%	59%	55%	53%
<b>Statewide</b>	<b>39%</b>	<b>43%</b>	<b>51%</b>	<b>52%</b>	<b>52%</b>
Guardianship					
Prince George's County	5%	1%	3%	5%	3%
<b>Statewide</b>	<b>11%</b>	<b>13%</b>	<b>15%</b>	<b>18%</b>	<b>17%</b>
Adoption					
Prince George's County	12%	11%	14%	9%	10%
<b>Statewide</b>	<b>16%</b>	<b>21%</b>	<b>19%</b>	<b>13%</b>	<b>12%</b>

DHR was asked to provide data showing the number of youth on APPLA status in Prince George’s County and a synopsis of the work that is being done to encourage permanency in Prince George’s County as well.

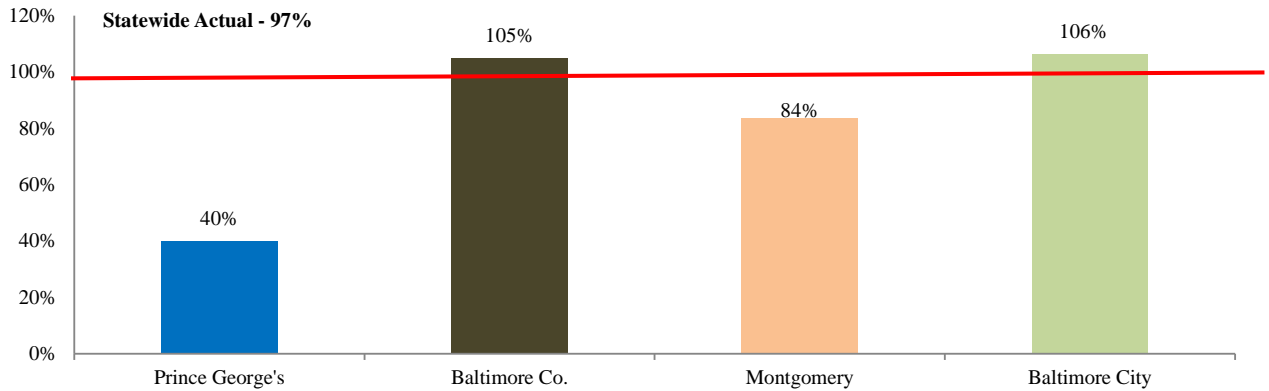
DHR reports that 27 percent of children/youth in foster care in the State have a plan of APPLA. Currently, reviews of children with plans of adoption are done monthly to discern issues and to check progress on barriers. Identified barriers include: contested TPRs; last minute identification of an absent parent; and placement disruptions. The local department is working with the courts and staff to remove and/or lessen identified barriers. For example, the Family Court has secured funding from the Administrative Office of the Courts to hire a private detective for absent parent location and notification.

In July, SSA staff conducted training on the guardianship policy and procedure with supervisors and staff. SSA will continue to provide technical assistance to the local department who has set a goal of increasing guardianships by 20 percent in FY12.

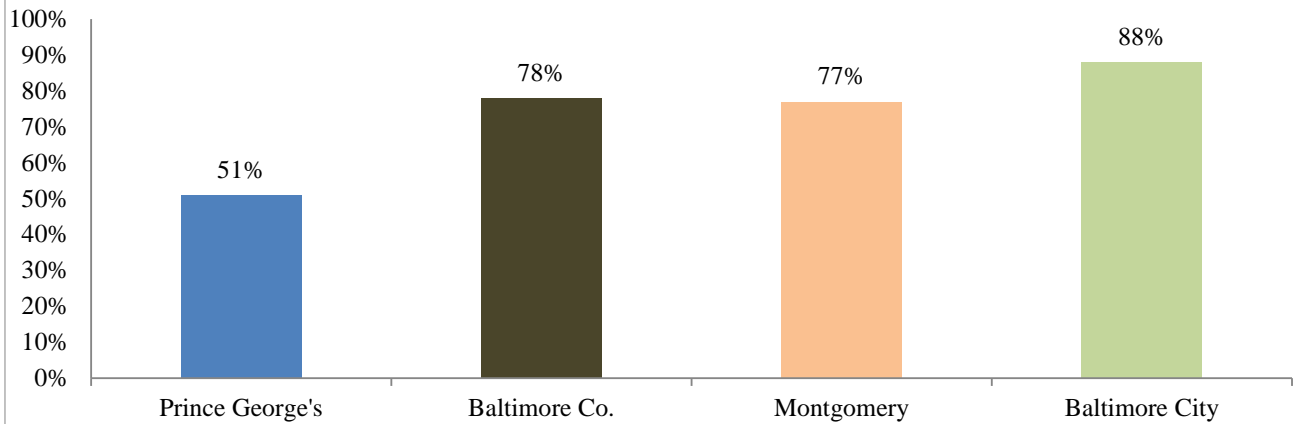
In addition listed below are several other initiatives Prince George's County is engaged in to improve permanency outcomes for children in foster care including reunification and guardianships as well as comparisons to other large jurisdictions.

<b>Prince George's County Permanency Initiatives and Actions</b>	
<b>Initiatives</b>	<b>Actions</b>
<b>Model Court Project</b>	<ul style="list-style-type: none"> <li>• Improve educational outcomes for children in care;</li> <li>• Improve outcomes for youth aging out;</li> <li>• Increase successful family connections;</li> <li>• Reduce racial disproportionality;</li> <li>• Reduce the number of children in Prince George's County not living in families;</li> <li>• Judges to add more frequent status meetings with Judges for children age 16 and older</li> </ul>
<b>Staff Education around Permanence and Least Restrictive but Appropriate Placements</b>	<ul style="list-style-type: none"> <li>• Train all child welfare staff on the vital importance of permanent connections for all children;</li> <li>• The County developed a training curriculum for all staff to ensure that the formal transition planning policy would be correctly and uniformly implemented;</li> <li>• Progress: At the beginning of FY2011, Prince George's had 364 children in family settings; At the end of FY2011, there were 402 children in family settings with an average of 390 children per month in these least restrictive settings</li> </ul>
<b>Family Advocates</b>	<ul style="list-style-type: none"> <li>• Developed the Family Advocate program, intended to decrease time in care and increase resources to families;</li> <li>• Matches trained volunteers from the community with families with children in care to assist them in navigating and coordinating services, debriefing on facilitation meetings, and ensuring quality to families served</li> </ul>

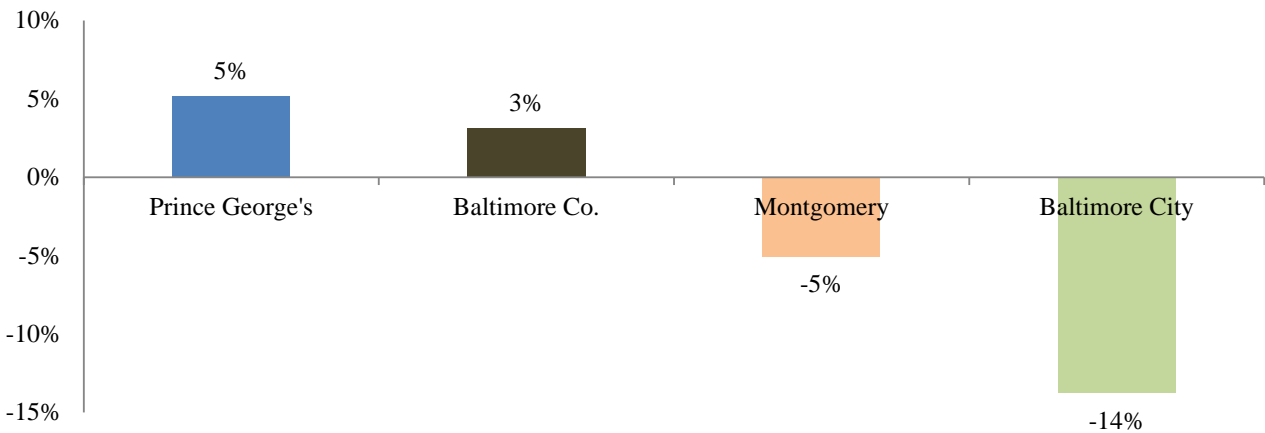
### Adoption - Percentage of Goal July 2010 - June 2011



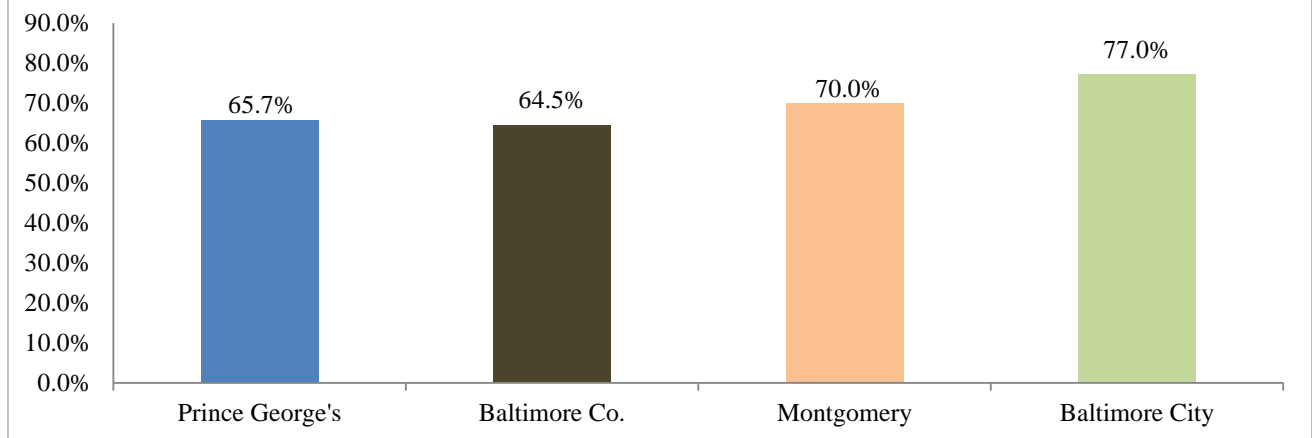
### % Investigations Open Less than 60 Days, Goal 85% + June 2011



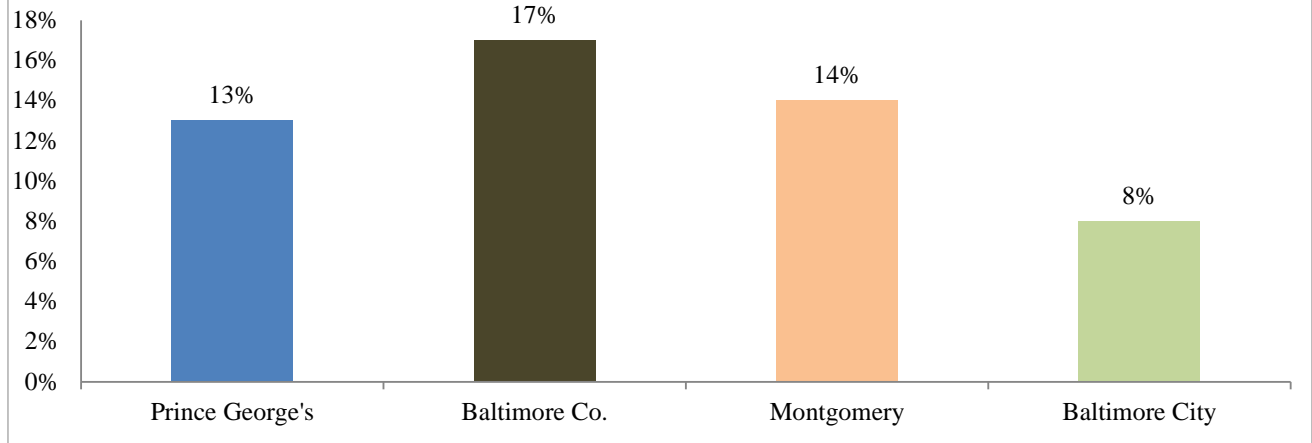
### Out of Home Placements % reduced, Goal -9% July 2010 - June 2011



**Percent Placed in Family Homes, Goal 76% +  
June 2011**



**Percent Placed in Group Homes, Goal 11% or less  
June 2011**



- Caseworker Visitation.** According to the PlaceMatters portion of the DHR template, the Federal Standard for “Caseworker Visitation per Month” is 90 percent. Through June of this year, DHR is at 82 percent. At the previous Stat, DHR stated that Prince George’s County was having severe problems with their visitation rate. DHR was asked at the previous Stat meeting to provide an update at today’s meeting on how Caseworker Visitations are being tracked and fixed in Prince George’s County.

DHR reports that weekly individual meetings with supervisors are held to review unit progress, monitoring of mandatory office day activities and monitoring of all unit performance improvement plans. An internal spreadsheet has been developed to track caseworker visitation entries for all cases. Supervisors update this spreadsheet and bring it to their weekly review meeting.

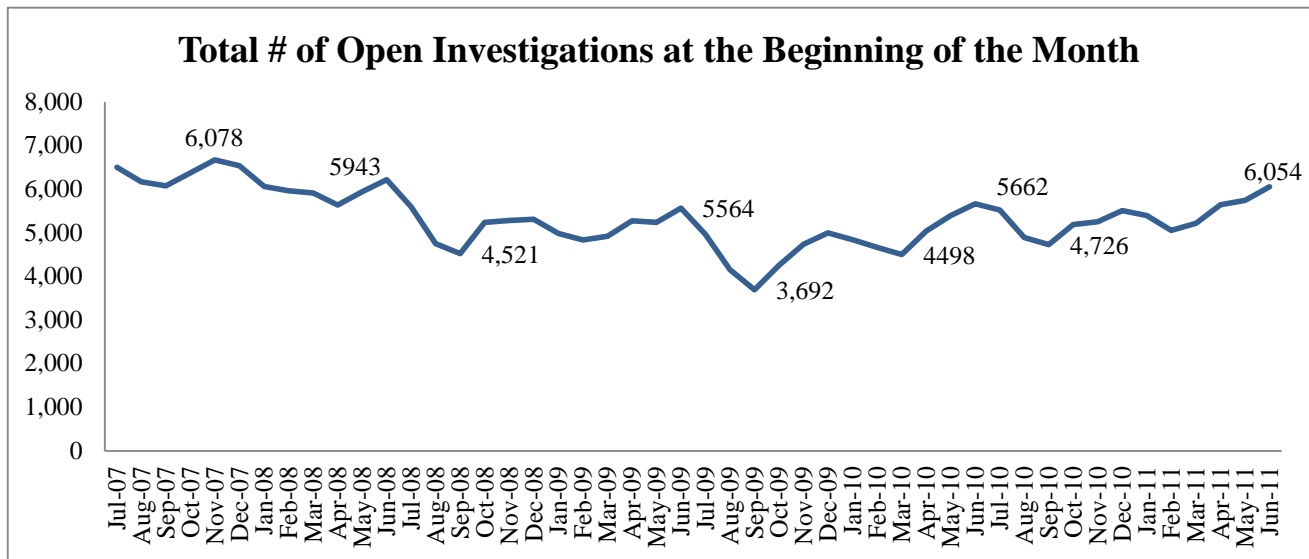
All supervisors conducted a random CHESIE review of 5 cases for each member of their units. Staff who have less than 90 percent of the required elements in the cases have been required to develop a Performance Improvement Plan.

A “Documentation Support Center” with computers has also been established. This Center provides an isolated environment and additional assistance for staff identified with a large

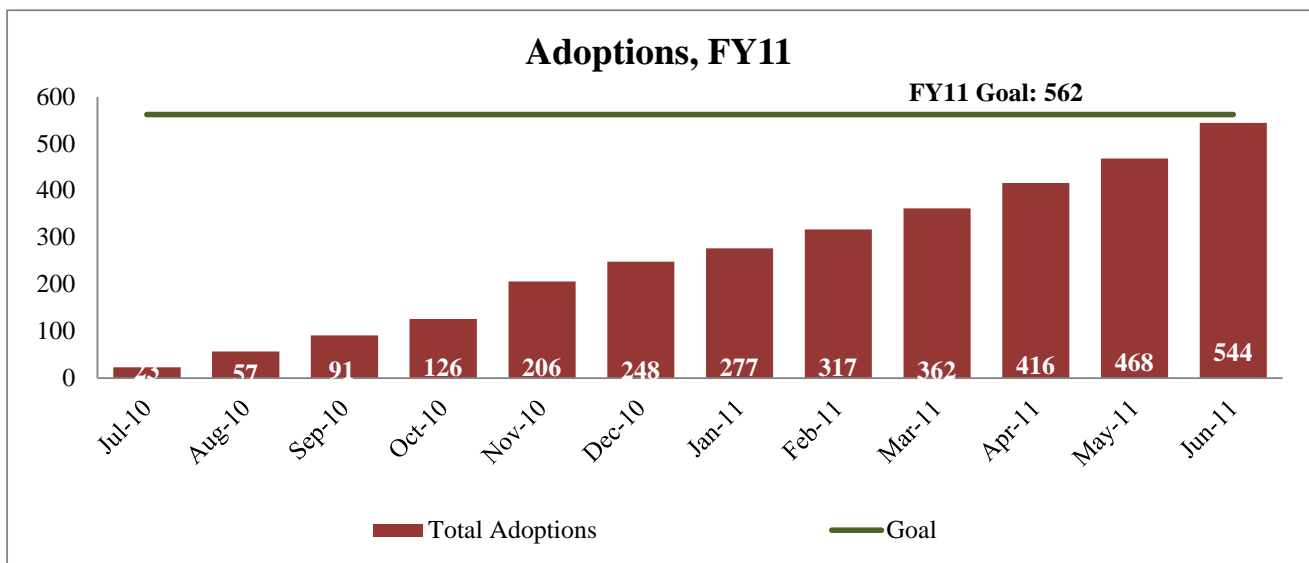
backlog of work. Supervisors are completing a “referral for electronic support” along with a work plan for all individuals assigned to the Support Center. The Support Center is operational on Mandatory Office days.

<b>Caseworker Visitation</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>
Allegany	96%	96%	97%
Anne Arundel	81%	88%	90%
Baltimore City	86%	88%	88%
Baltimore	70%	78%	90%
Calvert	35%	38%	72%
Caroline	38%	38%	86%
Carroll	81%	88%	94%
Cecil	76%	87%	94%
Charles	31%	34%	47%
Dorchester	65%	65%	72%
Frederick	92%	95%	100%
Garrett	71%	80%	94%
Harford	77%	78%	81%
Howard	44%	70%	71%
Kent	77%	85%	85%
Montgomery	58%	63%	84%
Prince George's	24%	27%	32%
Queen Anne's	94%	94%	100%
St. Mary's	45%	58%	61%
Somerset	62%	75%	72%
Talbot	100%	100%	100%
Washington	72%	73%	78%
Wicomico	90%	90%	97%
Worcester	90%	93%	95%
<b>Cumulative Percent Fully Visited</b>	<b>74%</b>	<b>78%</b>	<b>82%</b>

- Open Investigations.** As indicated in the table below, the number of “Open Investigations at the Beginning of the Month” is at its highest point since September of 2007. It should be noted that there seems to be a jump during June of every year. DHR was asked at a previous Stat why June always has a higher carryover of Open Investigations. DHR will provide an update on this data at the next Stat meeting.



- Adoptions.** The chart below highlights Total Finalized Adoptions for FY11. DHR was 18 adoptions short of reaching their goal for FY11. For the last two fiscal years, there was a push in adoptions in June (104 and 90, respectively) however this year, there were 76 adoptions statewide. DHR is working on their plan for the FY12 goal and updates will be given at the next Stat meeting.



## Personnel

- Prince George's County Overtime.** As indicated in the chart below, Overtime usage has gone up gradually since tracking began at StateStat. During the most recent reporting period, the rate reached its highest point. DHR will look to see if this is FIA or SSA personnel data and they will have an update at the next meeting.

### Prince George's County, OT Use

