

## Meeting Summary

Following is a summary of issues discussed at the DHR Stat on October 21, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Follow-Up

- **Domestic Violence Data.** At the meeting, StateStat suggested that DHR work with DPSCS to data match violent offenders who were charged with a domestic violence incident. DPSCS could report to DHR the homes where these specific incidents are taking place to see if there are any DSS open cases in that home. This would allow for DHR to make timely visits after a warrant incident. In addition, DHR could train the DPSCS Warrant Teams in how to deal with children of domestic violence households. To start, StateStat agreed to send DHR data on Domestic Violence Cases. DHR has said that they will contact DPSCS to arrange training opportunities.
- **Child Support Enforcement Administration (CSEA) Audit.** DHR was asked to provide to StateStat any results or corrective actions based upon internal reviews that are being done by CSEA in reference to the recent OLA audit. Corrective actions have already been completed for Findings #10 and #11 (shown below). The actions for #10 involved verifying that the rates charges on invoices are consistent with related contracts and pursuing any overpayments; and obtaining and reviewing documentation supporting invoices. The actions for #11 called for making sure that CSEA used available security features to ensure that employees are not assigned conflicting and/or unnecessary access capabilities involving critical functions. DHS stated at the meeting that proper controls have been put into place to prevent employees from inappropriately accessing unrelated information. A new policy to address the issue will go into effect in December.

Finding 10:	CSEA did not adequately verify billings for services provided by local government agencies
Finding 11:	CSEA did not establish adequate access controls in the automated child support enforcement system

Based upon Finding #2 (shown below) in the CSEA audit, DHR was asked to provide a list to StateStat of the agencies which are taking the longest to sign the MOUs. The chart that DHR provided indicates that several agencies have signed their respective MOUs and DHR has had contact with the remaining agencies. Two agencies in particular have been slow in responding. Secretary Dallas has stated that he himself will call the two agencies to follow up.

Finding 2:	Occupational license suspensions were not effectively used as an enforcement tool
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- **Arrears Ranking.** DHR provided for StateStat, at a previous session, the data shown below which reports the percentages of cases paying Arrears by state; as well as statewide rankings (from 2009). The ranking list was created by DHR and was asked to provide a 2010 list as well.

Total Number of Cases	Rank	State	% of Cases Paying Arrears	Total Number of Cases	Rank	State	% of Cases Paying Arrears
1,509,144	1	Pennsylvania	83.1%	195,701	28	Illinois	61.3%
1,236,852	2	West Virginia	71.4%	193,909	29	Massachusetts	60.7%
992,344	3	Minnesota	70.0%	190,736	30	Virginia	60.5%
965,638	4	Colorado	69.7%	141,912	31	California	60.3%
906,724	5	New Hampshire	69.4%	129,351	32	Florida	59.9%
860,183	6	Vermont	69.2%	124,916	33	Mississippi	59.7%
530,682	7	Wyoming	68.9%	121,340	34	Oregon	59.3%
441,655	8	Iowa	68.8%	119,629	35	Connecticut	59.3%
439,530	9	North Dakota	68.7%	109,351	36	New York	59.2%
430,873	10	Georgia	68.2%	106,937	37	Kentucky	59.0%
392,525	11	Nebraska	68.1%	81,908	38	Missouri	58.2%
384,709	12	New Mexico	67.1%	81,457	39	Maine	58.0%
361,339	13	South Dakota	66.8%	74,902	40	Delaware	58.0%
356,394	14	Arkansas	66.4%	66,395	41	Tennessee	57.5%
351,161	15	Alaska	65.9%	62,699	42	Louisiana	57.3%
346,337	16	Montana	65.9%	57,776	43	Idaho	57.2%
343,125	17	Utah	64.9%	53,781	44	Michigan	57.1%
342,051	18	Texas	64.5%	46,217	45	Nevada	56.8%
300,742	19	Indiana	64.1%	37,405	46	Rhode Island	56.0%
285,824	20	Ohio	64.0%	37,030	47	Alabama	55.4%
258,327	21	North Carolina	63.7%	35,929	48	Arizona	54.1%
248,027	22	Kansas	63.3%	34,975	49	South Carolina	54.0%
242,102	23	Washington	62.9%	31,673	50	Dist. Of Columbia	49.7%
232,650	24	New Jersey	62.4%	20,230	51	Hawaii	45.6%
228,780	25	Wisconsin	62.1%	NA	52	Guam	NA
225,262	26	Maryland	61.6%	NA	53	Puerto Rico	NA
195,779	27	Oklahoma	61.4%	NA	54	Virgin Islands	NA

Weighted Average for all states is 62.11 percent

### **Family Investment Administration**

- **FSP Opt-in Provision.** DHR last reported they were waiting to receive back MOUs for each of the five LEA's that were able to automate opt-in data. At the meeting, DHR reported that the number of enrolled children in the summer meal program was decreasing.
- **Food Banks.** An article published recently by the Gannett News Service discusses the fact that several smaller jurisdiction food banks may face a shortage in food received due to high food prices. The high food prices call for a subsequent pull back from the USDA in that a different equation is being used as far as food distribution to states. Larger jurisdictions, with more need, will receive a higher percentage of food, according to the article. Also, as had been mentioned in previous Stats, the USDA program could face additional cuts in coming months. A spending bill for USDA, passed by the House, would slash the food-assistance program to nearly \$300 million, according to Feeding America. Prince George's County is also not receiving as much food as they need.
- **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). The data below the monthly report is through the week ending on October 14, 2011. DHR reports that they processed 10,936 of the aforementioned applications last week; of which 10,684 applications (approximately 97.7 percent) were processed timely and 252 applications (approximately 2.3 percent) were processed beyond 30 days or seven days, depending on the type of benefit.

<b>Approved or Denied Trends</b>							
Compliance Rate (Approved or Denied)	TCA	FSP	Ex-FSP	MA-FAC	MCHP	All Benefits	Goal
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%
8/8/2011	97.6%	97.0%	98.8%	98.7%	98.6%	98.1%	100%
8/15/2011	98.0%	98.0%	99.1%	98.7%	98.9%	98.5%	100%
8/22/2011	97.3%	97.8%	98.9%	99.1%	97.8%	98.4%	100%
8/29/2011	97.6%	97.4%	98.2%	98.5%	99.0%	98.0%	100%
9/5/2011	97.1%	97.2%	98.0%	98.7%	97.2%	97.8%	100%
9/12/2011	97.6%	98.1%	97.8%	98.7%	98.0%	98.1%	100%
9/19/2011	96.9%	97.4%	96.9%	98.2%	97.0%	97.5%	100%
9/26/2011	97.4%	97.5%	95.3%	98.1%	97.5%	97.2%	100%
10/3/2011	97.1%	98.1%	97.5%	97.9%	96.5%	97.7%	100%
10/10/2011	98.1%	97.7%	98.2%	98.3%	97.3%	98.0%	100%
<b>10/17/2011</b>	<b>97.4%</b>	<b>97.1%</b>	<b>97.9%</b>	<b>98.3%</b>	<b>97.4%</b>	<b>97.7%</b>	<b>100%</b>

### **Social Services Administration (SSA)**

- **Caseworker Visitation.** DHR has stated at previous Stat sessions that they are working on addressing the fact that several jurisdictions are lagging in terms of reaching the 90 percent goal of Caseworkers making monthly visits to the children on their respective caseloads. The template submission is still showing July data.

DHR reported that according to their September data, the percent of caseworker visits increased drastically from 62 percent to well into the 80 percent range. In addition, the percent for cases closed in 60 days increased to 91 percent. Cumulative numbers for Prince George's is trending upwards.

Charles County's caseworker visitation rate shot up from 49 percent to 84 percent. DHR attributes this improvement to better data recordation using CHESSIE. In addition, because Charles County has a relatively smaller case load compared to other counties, small changes in data will cause large percentage changes.

Cumulative Percent Fully Visited	Apr-11	May-11	Jun-11	Jul-11
Allegany	96%	96%	97%	97%
Anne Arundel	81%	88%	90%	92%
Baltimore City	86%	88%	88%	88%
Baltimore	70%	78%	90%	88%
Calvert	35%	38%	72%	91%
Caroline	38%	38%	86%	88%
Carroll	81%	88%	94%	94%
Cecil	76%	87%	94%	92%
Charles	31%	34%	47%	49%
Dorchester	65%	65%	72%	67%
Frederick	92%	95%	100%	96%
Garrett	71%	80%	94%	93%
Harford	77%	78%	81%	81%
Howard	44%	70%	71%	92%
Kent	77%	85%	85%	91%
Montgomery	58%	63%	84%	85%
Prince George's	24%	27%	32%	62%
Queen Anne's	94%	94%	100%	100%
St. Mary's	45%	58%	61%	88%
Somerset	62%	75%	72%	65%
Talbot	100%	100%	100%	100%
Washington	72%	73%	78%	78%
Wicomico	90%	90%	97%	95%
Worcester	90%	93%	95%	100%
Statewide	74%	78%	82%	85%

- Prince George's County.** Based upon discussions about discussions about PlaceMatters at previous Stat meetings, there has been a concern about low permanency rates in Prince George's County; as well as concerns, based on low result rates, about the type of work that is being done at the DSS level in Prince George's County Social Services Administration overall. DHR stated at the last Stat that they are working on several best practice strategies in Prince George's County and they will be providing updates as practices are implemented.

At the previous Stat, DHR was asked as a follow-up item to provide an update on the actions being taken, individually, for the youths who are eligible for adoption in Prince George's County.

DHR reports that they continue to meet twice a month with the child welfare leadership of Prince George's County. The County has reviewed the adoption cases as reported in the September 21, 2011 EBM. Prince George's County has two adoptions scheduled for the month of October.

DHR was also asked to follow-up on why Guardianships and Reunifications are taking longer than expected in Prince George's County.

DHR reports that they continue to meet twice a month with the child welfare leadership of Prince George's County. At their last meeting on October 11<sup>th</sup>, the child welfare staff was asked to review the adoption cases and for each case identify the length of time each child has had a plan of adoption, if an adoptive placement has been identified, if the child is residing in the adoptive placement, if TPR has been filed, trail date and/or granted, if an appeal is in process, and the projected finalization date.

A complete summary of this information will be available at the next meeting. However, to date there are 24 cases that have a TPR granted, 9 youth are currently residing with an adoptive resource who has agreed to adopt or are in the process of being adopted by an out of state relative. These adoptions are being scheduled throughout the year. Also the projections for finalizations for the months of October, November and December are 2, 3 and 3 respectively.

Similarly, the county is reviewing the 284 cases with a plan of reunifications. This review will provide details on the length of time in the plan; whether there has been adequate progress towards goal, the estimated return home date, if the plan is changing, if so to what plan type and the permanency plan hearing date. In addition this review will identify actions that must be taken on cases where reunification remains the best plan for the youth to expedite the permanency. DHR plans to meet with Prince George's County child welfare leadership this Tuesday to discuss preliminary results from the review.

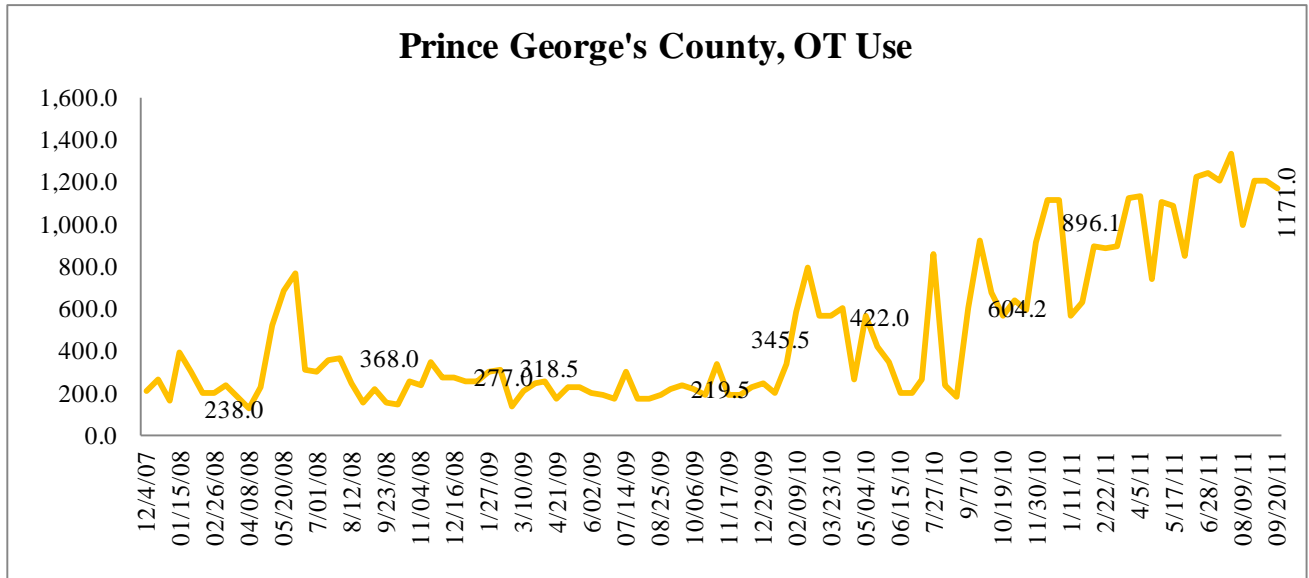
It is expected to take one month to complete this work. However at the meeting DHR reported that Prince George's County is being asked to look at how long the work is taking and has proposed new plans. One of the goals that Prince George's County has is 29 adoptions for FY12. However, the county must increase the adoption pool in order for this goal to be attainable.

	Apr-11	May-11	Jun-11	Jul-11
<b>Percent Open under 60 Days</b>				
Prince George's	55%	50%	51%	53%
Statewide	73%	69%	71%	73%
<b>Monthly Caseworker Visitation*</b>				
Prince George's	24%	27%	32%	62%
Statewide	74%	78%	82%	85%
<b>Number of Finalized Adoptions</b>				
Prince George's	0	0	0	0
Statewide	54	52	76	33
<b>Statewide AVG Caseload Volume (Out-of-Home Placements)</b>				
Prince George's	16.1	16.0	16.0	17.0
Statewide	11.6	11.5	11.5	11.5
<b>Exits to Reunification</b>				
Prince George's	8	4	5	10
Statewide	160	141	154	162
<b>Guardianships</b>				
Prince George's	3	1	5	0
Statewide	72	86	87	55

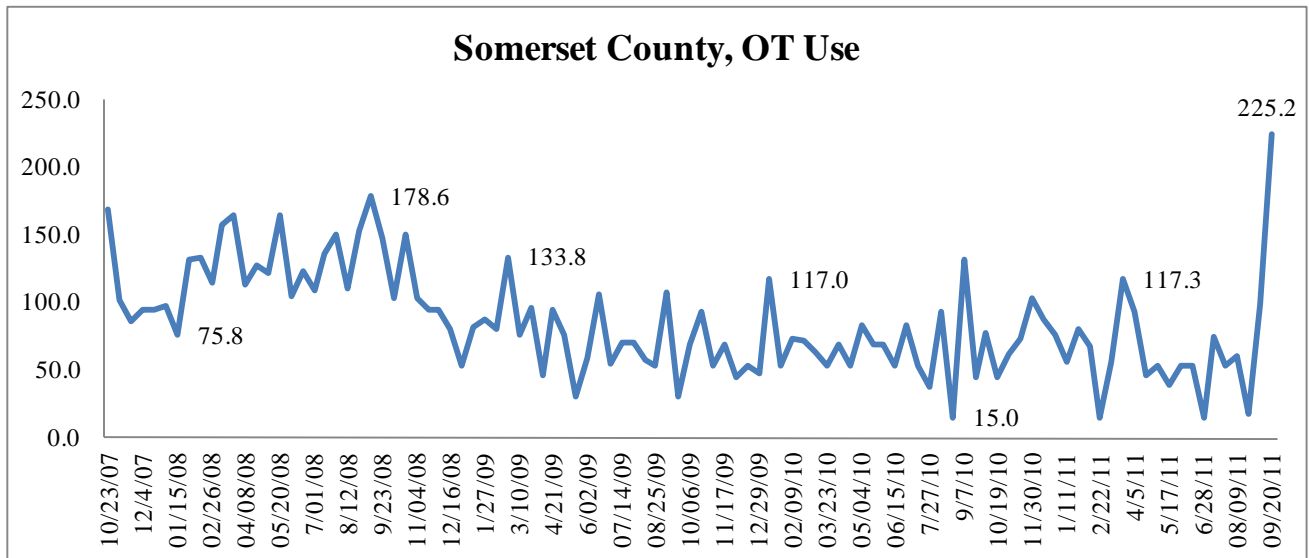
## Personnel

- Prince George's County Overtime.** As indicated in the chart below, Overtime usage in Prince George's County has gone up gradually since tracking began at StateStat. During the most recent reporting period, the rate reached its highest point. At a previous Stat, DHR was asked to address whether or not the over time rates that are reported are for the Family Investment Administration (FIA) or the Social Services Administration (SSA). In their follow-up, DHR stated that the rates are for FIA.

As to why the OT rate so high in Prince George's County, DHR indicated in their follow-up that The overtime rates for the Prince George's County Family Investment Program have increased in large part because of the continued processing of cases for the backlog project (Thompson v. Donald). In addition to that project, a recent system error occurred that incorrectly closed some Food Stamp Assistance Units (AU). The Family Investment Administration directed local departments to immediately reactivate and process the Food Stamp AUs timely; which required staff to take immediate action to work on correcting the problem and to avoid any delays in customers receiving benefits. Staff who would normally have handled processing was reassigned to handle the high volume of traffic resulting from this problem, while trying to continue to meet compliance standards. For the next meeting, DHR was asked to do a comparison between overtime use and outcomes by personnel to better understand the upward trend of overtime use in the county.



- Somerset County.** Somerset County had their largest use of Overtime since tracking began at StateStat (5/22/07). For the next meeting, DHR will provide an update on the high overtime use during the 9/2/11 pay period.



- Large Jurisdictional Overtime Use.** The chart below highlights FIA Overtime use in several large jurisdictions in the state. As indicated, jurisdictions such as Howard and Baltimore County had increases through 2010 due to the Thompson case. Both jurisdictions, however, have trended downwards recently in their overtime use.

