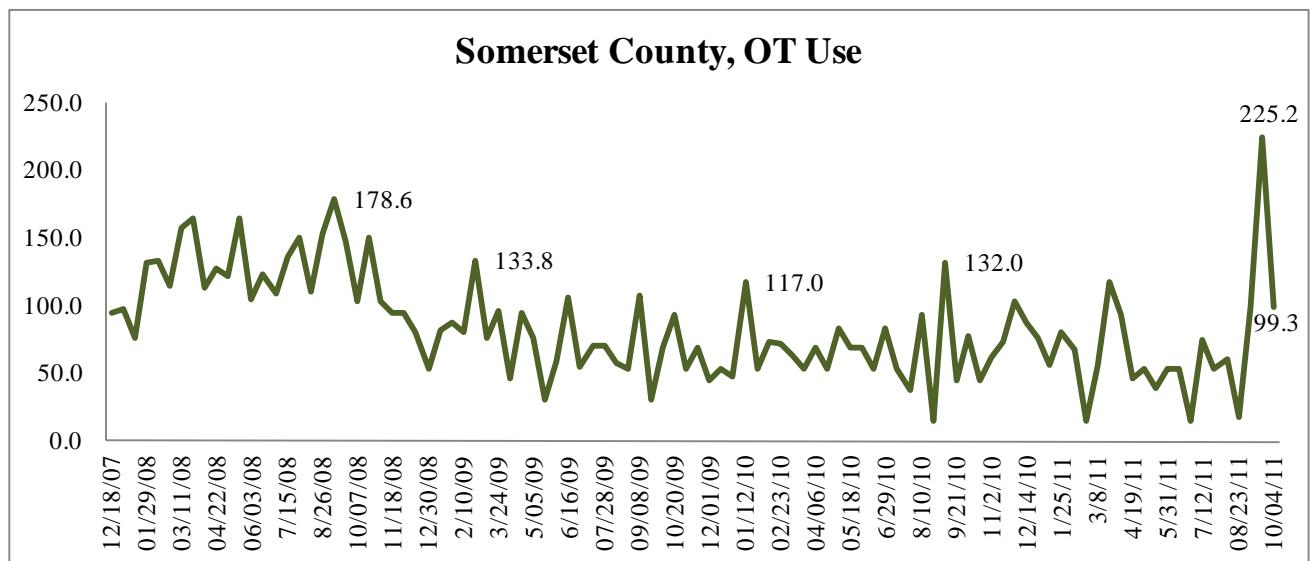


Meeting Summary

Following is a summary of issues discussed at the DHR Stat on November 4, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

Follow-Up

- **Somerset County.** Although the recent DHR template submission showed a decrease in Overtime use in Somerset County, the previous pay period showed the largest use of Overtime since tracking began at StateStat (5/22/07). DHR was asked to follow-up on why this increase took place. They are reporting that 79 percent of the Overtime reported for 09/20/11 (177.7 hours) was due to Hurricane Irene staff and shelter management. These costs will be included in the Department's FEMA claim and are expected to be reimbursed at 75 percent of eligible costs.



Child Support Enforcement Administration (CSEA)

- **State Licensing Agencies.** Based upon Finding #2 (shown below) in the Child Support Enforcement Administration 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. DHR provided an update at the previous Stat but the Department of Transportation, the Court of Appeals, DHMH, and the OAG were yet to have the MOUs finalized.

Finding 2: Occupational license suspensions were not effectively used as an enforcement tool

- **Arrears and Collections Rankings.** The statewide Percentage of Cases Paying Arrears Rankings (below) were highlighted at the previous Stat. DHR indicated that they, themselves collected this data and it shows data from FFY 2010.

DHR also gathered data for Percentage of Support Paid and, as indicated below, as of FFY 2010, Maryland ranked 16th in the nation. However, it should be noted that since StateStat began tracking child support data (the beginning of FY08), the Percentage of Current Support Distributed has increased by almost 6 percent (through September 2011).

Rank	State	% of Cases Paying Arrears	Rank	State	% of Cases Paying Arrears
1	Pennsylvania	83.1%	28	Illinois	61.3%
2	West Virginia	71.4%	29	Massachusetts	60.7%
3	Minnesota	70.0%	30	Virginia	60.5%
4	Colorado	69.7%	31	California	60.3%
5	New Hampshire	69.4%	32	Florida	59.9%
6	Vermont	69.2%	33	Mississippi	59.7%
7	Wyoming	68.9%	34	Oregon	59.3%
8	Iowa	68.8%	35	Connecticut	59.3%
9	North Dakota	68.7%	36	New York	59.2%
10	Georgia	68.2%	37	Kentucky	59.0%
11	Nebraska	68.1%	38	Missouri	58.2%
12	New Mexico	67.1%	39	Maine	58.0%
13	South Dakota	66.8%	40	Delaware	58.0%
14	Arkansas	66.4%	41	Tennessee	57.5%
15	Alaska	65.9%	42	Louisiana	57.3%
16	Montana	65.9%	43	Idaho	57.2%
17	Utah	64.9%	44	Michigan	57.1%
18	Texas	64.5%	45	Nevada	56.8%
19	Indiana	64.1%	46	Rhode Island	56.0%
20	Ohio	64.0%	47	Alabama	55.4%
21	North Carolina	63.7%	48	Arizona	54.1%
22	Kansas	63.3%	49	South Carolina	54.0%
23	Washington	62.9%	50	Dist. Of Columbia	49.7%
24	New Jersey	62.4%	51	Hawaii	45.6%
25	Wisconsin	62.1%	52	Guam	NA
26	Maryland	61.6%	53	Puerto Rico	NA
27	Oklahoma	61.4%	54	Virgin Islands	NA
Weighted Average for all states is 62.11 percent					

Rank	State	% of Current Support Paid	Rank	State	% of Current Support Paid
1	Pennsylvania	83.2%	28	Maine	60.4%
2	North Dakota	74.2%	29	Rhode Island	60.3%
3	Wisconsin	70.6%	30	Alaska	60.0%
4	Iowa	69.8%	31	Delaware	60.0%
5	Minnesota	69.6%	32	Oregon	59.3%
6	Nebraska	69.0%	33	Connecticut	58.5%
7	South Dakota	68.9%	34	Indiana	58.3%
8	Massachusetts	67.9%	35	Dist. Of Columbia	58.1%
9	Vermont	67.6%	36	Idaho	58.1%
10	New York	66.9%	37	Kentucky	57.9%
11	Ohio	66.6%	38	Illinois	57.9%
12	Washington	65.8%	39	Missouri	56.7%
13	North Carolina	65.2%	40	Louisiana	56.7%
14	Wyoming	65.1%	41	California	56.0%
15	New Jersey	65.1%	42	Mississippi	55.3%
16	Maryland	64.5%	43	Kansas	55.3%
17	West Virginia	64.2%	44	New Mexico	55.0%
18	Texas	63.4%	45	Oklahoma	54.7%
19	Colorado	62.7%	46	Florida	52.2%
20	Michigan	62.5%	47	South Carolina	51.9%
21	Arkansas	62.3%	48	Tennessee	51.9%
22	Virginia	62.0%	49	Arizona	50.8%
23	Hawaii	61.6%	50	Alabama	50.2%
24	Utah	61.0%	51	Nevada	49.1%
25	New Hampshire	60.9%	52	Guam	NA
26	Montana	60.8%	53	Puerto Rico	NA
27	Georgia	60.7%	54	Virgin Islands	NA

Weighted Average for all states is 62.05 percent

- Bounced Check Delays.** An excerpt from a recent article (below) discusses an incident in Washington County where more than 40 custodial parents did not receive their child support payments after a check could not be processed. The article indicates that DHR helped to resolve the matter. The problem began when Unilever, a Hagerstown ice-cream plant's parent company, sent a company check of wages garnished from Good Humor-Breyers employees to Affiliated Computer Services, a private company that processes collections under a contract with the state, and the check bounced. DHR will provide an update at the next Stat.

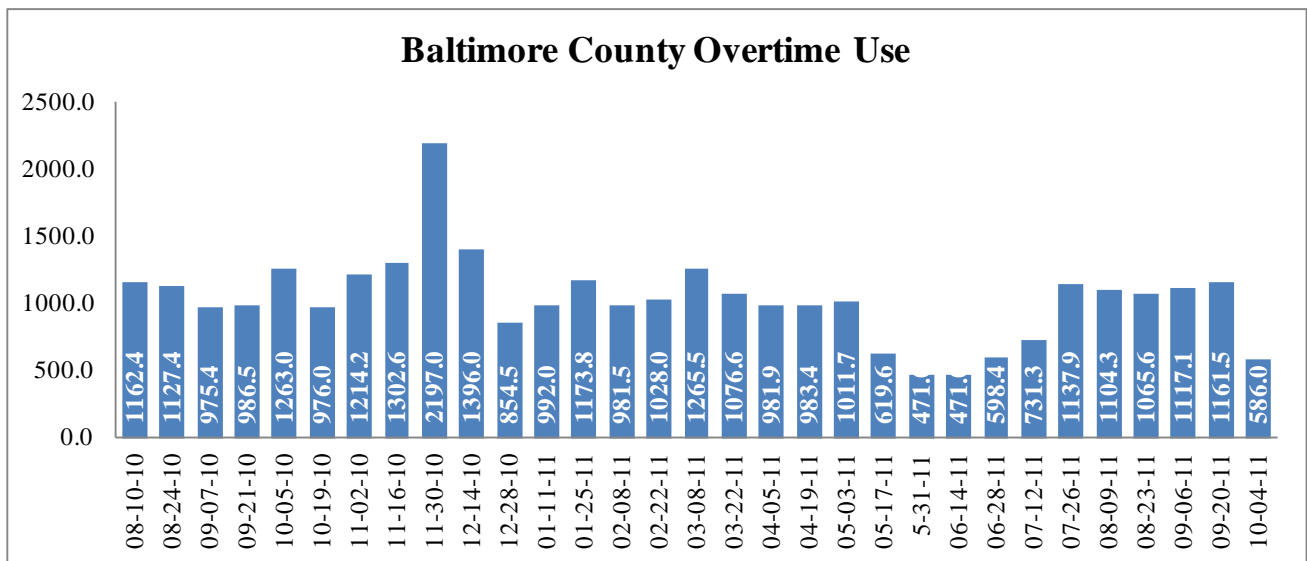
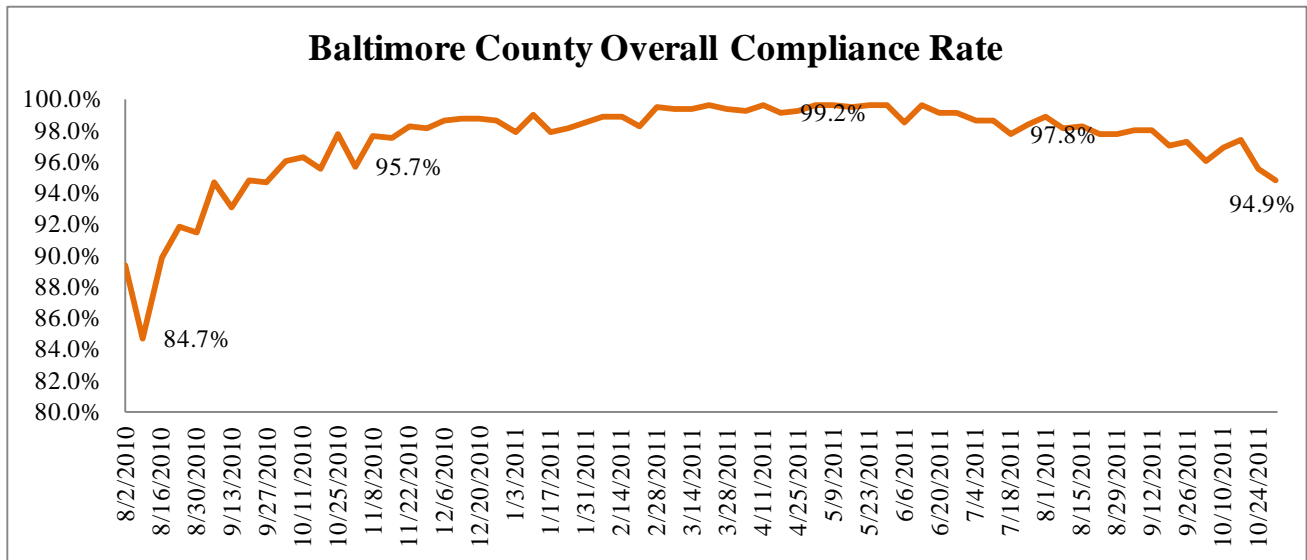
Bounced check delays some child-support Payments
 October 27, 2011 | By DON AINES | dona@herald-mail.com

HAGERSTOWN — More than 40 custodial parents in Maryland did not receive their child-support payments in recent months after a check written by the parent company of Good Humor-Breyers could not be processed, according to a spokesman for the Maryland Department of Human Resources.

However, the situation appears to have been resolved after Unilever sent a cashier's check to the company that collects payments for the state, human resources spokesman Ian Patrick Hines said Thursday. "Those payments are going out beginning today," Hines said.

Family Investment Administration

- Baltimore County Compliance.** DHR reports that Baltimore County's overall compliance rate decreased recently from 95.6 percent to 94.9 percent (the lowest point since 9/27/10). It should be noted that overtime use has decreased at the beginning of October but the DHR reporting template does not indicate whether or not overtime hours declined during the pay period of 10/24/11.



Social Services Administration (SSA)

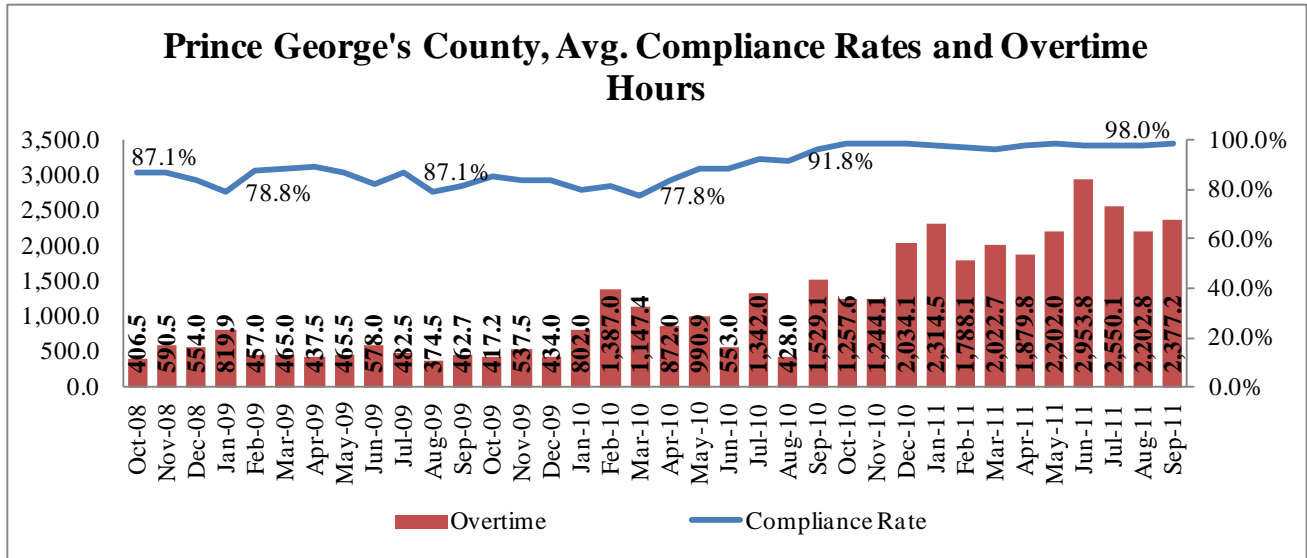
- Caseworker Visitation.** DHR has stated at previous Stat sessions that they are working on addressing the fact that several jurisdictions are lagging in terms of reaching the 90 percent goal of Caseworkers making monthly visits to the children on their respective caseloads. The template submission has been updated to show data through August. However, contrary to what DHR has stated at previous Stats, the overall statewide number actually decreased by one percent from July to August. DHR has stated that once hand counts end, these rates will rise significantly.

Cumulative Percent Fully Visited	Apr-11	May-11	Jun-11	Jul-11	Aug-11
Alegany	96%	96%	97%	97%	98%
Anne Arundel	81%	88%	90%	92%	93%
Baltimore City	86%	88%	88%	88%	76%
Baltimore	70%	78%	90%	88%	97%
Calvert	35%	38%	72%	91%	93%
Caroline	38%	38%	86%	88%	100%
Carroll	81%	88%	94%	94%	100%
Cecil	76%	87%	94%	92%	95%
Charles	31%	34%	47%	49%	95%
Dorchester	65%	65%	72%	67%	100%
Frederick	92%	95%	100%	96%	99%
Garrett	71%	80%	94%	93%	86%
Harford	77%	78%	81%	81%	94%
Howard	44%	70%	71%	92%	94%
Kent	77%	85%	85%	91%	100%
Montgomery	58%	63%	84%	85%	97%
Prince George's	24%	27%	32%	62%	80%
Queen Anne's	94%	94%	100%	100%	87%
St. Mary's	45%	58%	61%	88%	84%
Somerset	62%	75%	72%	65%	93%
Talbot	100%	100%	100%	100%	100%
Washington	72%	73%	78%	78%	97%
Wicomico	90%	90%	97%	95%	97%
Worcester	90%	93%	95%	100%	96%
Statewide	74%	78%	82%	85%	84%

Personnel

- Prince George's County Overtime.** Overtime Rates in Prince George's County have been quite high since the start of CY 2011. As to why the OT rate so high in Prince George's County, DHR indicated in a previous 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 (FIA) 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.

DHR provided the data shown below. The data compares overtime use and overall timely processing rates; in addition to overtime use and the total amount of applications coming in to Prince George's County FIA office. DHR reports that the overtime in Prince George's County is largely associated with Family Investment activities as a result of the Thompson Case.



- Baltimore (City) Overtime Use.** The chart below highlights FIA Overtime use in Baltimore City. The Thompson Case did not affect Baltimore City as much as other jurisdictions due to the fact that Baltimore City is accustomed to receiving large amounts of applications for FIA services on a weekly basis. DHR stated that they will see where the overtime rates are being used and a report will be given at the next Stat.

