

## Meeting Summary

Following is a summary of issues discussed at the DHR Stat on November 18, 2011. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Follow-Up

- **Public Safety Session with the Governor.** As a follow-up item, DJS was asked to provide any updates on work they are doing in reference to the discussions that took place at recent session with the Governor. DHR has provided the following updates:
  - **Violence Prevention Initiative (VPI) for Child Protective Services.** The Department of Health and Mental Hygiene (DHMH) manages youth fatality review teams and posts an annual report online. The Baltimore City Health Department and the Governor's Office of Crime Control and Prevention (GOCCP) are reviewing the files from the child fatality review. DHR and DJS were asked to contact the Health Department and GOCCP for the results of the review so that the agencies can begin to identify the families who would be eligible for the Violence Prevention Initiative (VPI) for child protective services program.

DHMH and GOCCP agreed to share the results of their review with DHR. As of November 14, the report was not yet available.

In the interim, DHR reviewed the standard operating procedures in the event of a child death. The Baltimore City Local Director is notified by her staff every time a child dies, typically within several hours of the death. The BCDSS immediately decides whether or not to open a child protection investigation based on the facts of the case. If there was trauma or foul play on the part of an adult and there are other children in the home, the BCDSS will open an investigation. If there are other children in the home, the BCDSS still takes the precaution of sending someone out to check on the family even if there was no evidence of foul play. The Baltimore City Local Director also sits on the Baltimore City Child Fatality Review Committee, which reviews the deaths of children to identify systemic or procedural changes that can be made to keep children safer.

- **Domestic Violence Teams.** DHR, at the meeting with the Governor, was asked to provide training to the Domestic Violence team workers at DPSCS in order to make sure that these workers are aware of possible abuse and neglect situations. DHR was also asked to look into seeing if they are allowed to provide information to DPSCS about homes where there is an open Department of Social Services (DSS) case before DPSCS Domestic Violence agents make in-home contact with the offenders.

Also, SB 892, passed during the 210 General Assembly Session, allows DHR to share identifying information with DPSCS if an individual under investigation for child abuse and neglect is listed on the Sexual Offender Registry for an offense against a child. The purpose of sharing this information must be to determine if the individual is under supervised parole/probation and, if so, to further identify provisions that forbid the individual from being around children. A change in state law would be required to permit sharing family specific-information for cases that do not involve a person listed on the Sexual Offender Registry. DHR can use information from DPSCS on domestic violence-related situations to alert DHR

In-Home staff on potential issues in the home.

- **Mapping.** DHR was asked to take domestic violence offender data and data showing families receiving in-home services from DHR and map these data points. DHR mapped the locations of these data points in Baltimore City as of September 2011. The results are summarized in the table below and on the attached maps. There were 21 instances of an exact address match, including apartment number.

State and federal law prohibits DHR from releasing the names or other identifying information about clients receiving in home services to outside agencies. However, DHR can inform local departments that there is a domestic violence offender living in the home. While the mere presence of a known offender is not grounds for removing children from a home, it is relevant for caseworkers to consider when working with families.

- **Bounced Check Delays.** The article below refers to Washington County, where there was an issue with child support checks not being distributed properly. DHR was asked to be prepared to discuss the safeguards that are in place to make sure that this does not occur regularly.

DHR reports that, as the plant manager confirmed in the article, the issue with the 40 checks has been resolved. Unilever appears to be an outlier and their difficulty may have been due to other internal issues at the company. The Herald-mail.com article notes that layoffs at Unilever are impending due to an announced plant closure.

Overall, there are relatively few problems with returned employer checks. The total number of returned checks from employers decreased from 459 in 2006 to 298 in 2011, a 35 percent decrease over the last five years.

In order to further reduce the number of returned checks, DHR provides personalized service via conference call, email instructions, or on site assistance to employers to assist them to sign up for ExpertPay or Electronic Funds Transfer (EFT). DHR's vendor, ACS, has a full time specialist that works with employers to transition them to an electronic payment source. The ACS IT Director is available to assist employers when necessary. The project manager and all ACS senior staff are also trained to be able to assist customers with their electronic payment resource requests. DHR's CSEA staff on site is also trained and available to assist.

#### **Bounced check delays some child-support Payments**

October 27, 2011 | By DON AINES | [dona@herald-mail.com](mailto:dona@herald-mail.com)

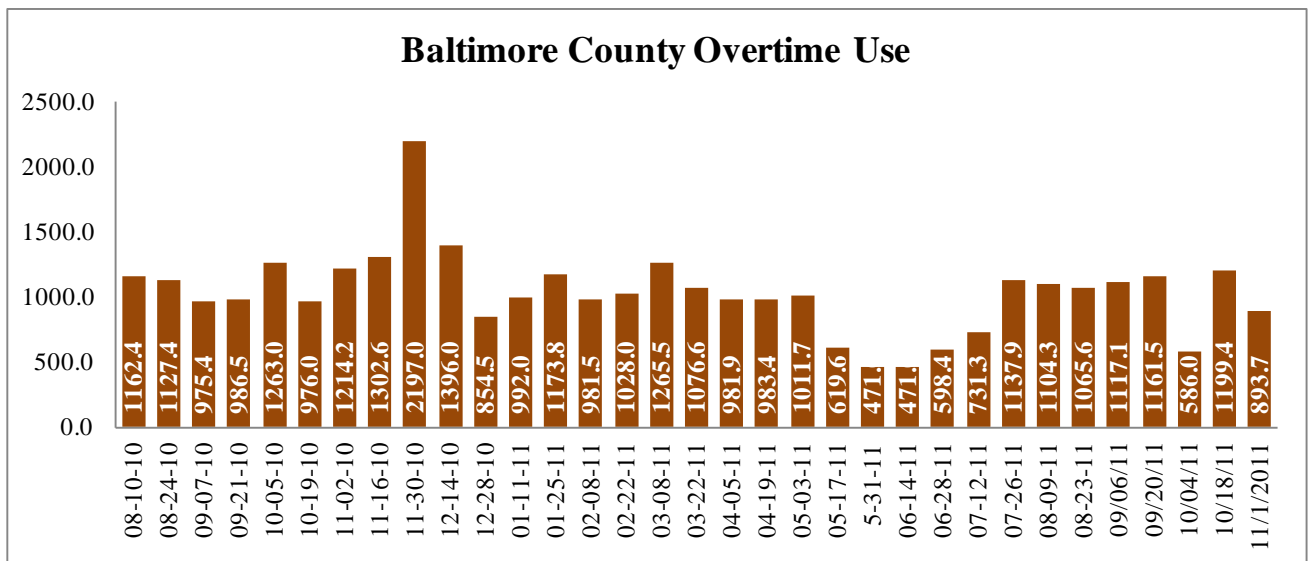
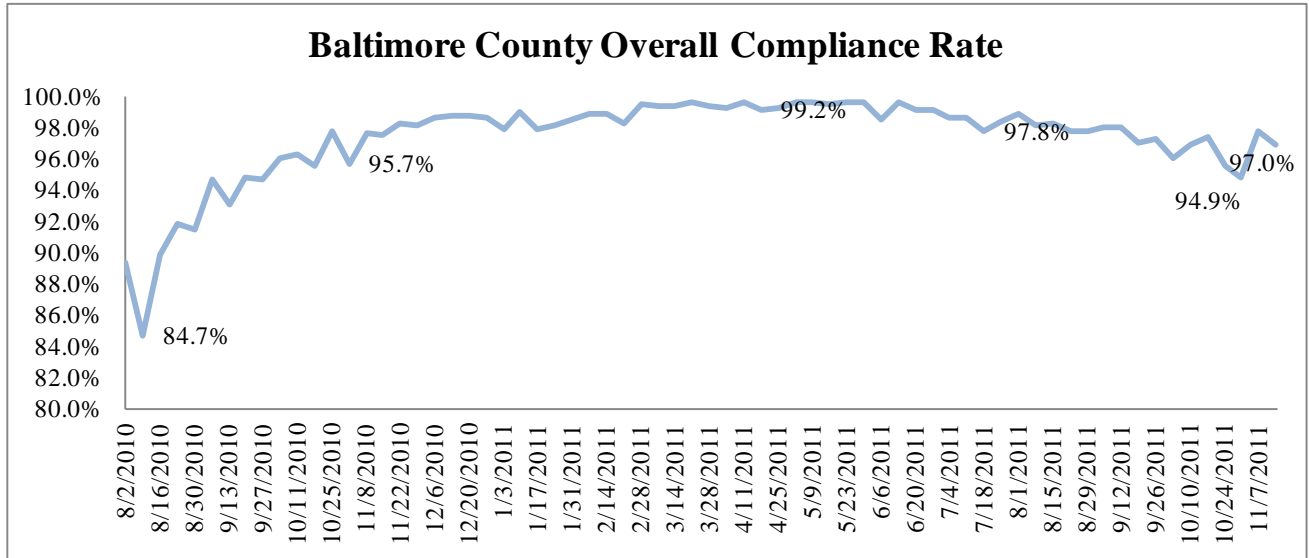
HAGERSTOWN — More than 40 custodial parents in Maryland did not receive their child-support payments in recent months after a check written by the parent company of Good Humor-Breyers could not be processed, according to a spokesman for the Maryland Department of Human Resources.

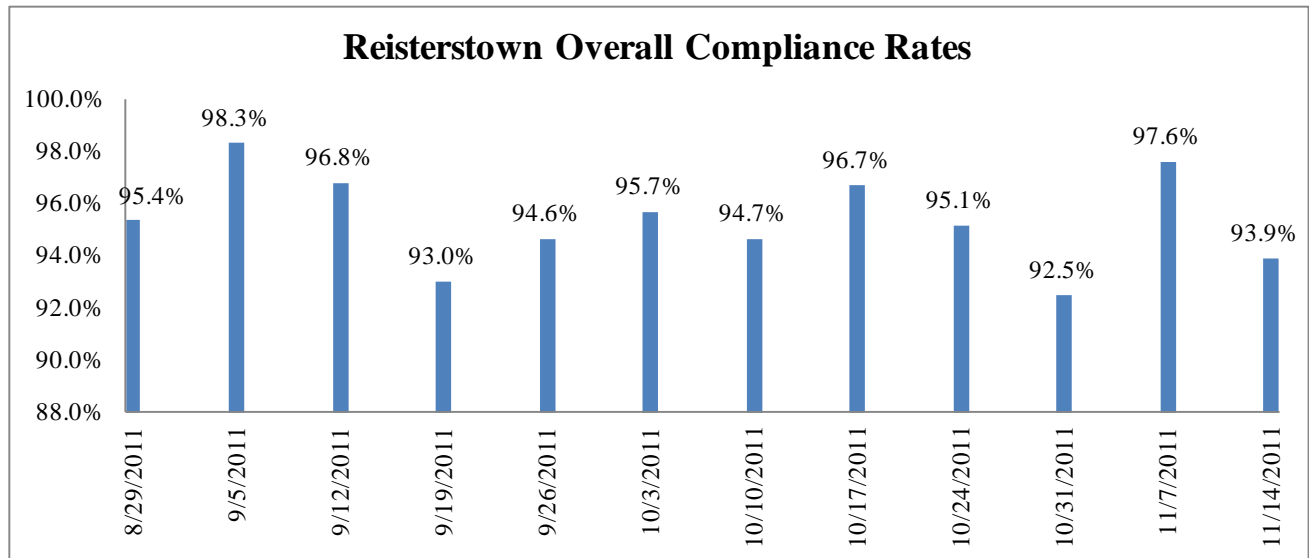
However, the situation appears to have been resolved after Unilever sent a cashier's check to the company that collects payments for the state, human resources spokesman Ian Patrick Hines said Thursday. "Those payments are going out beginning today," Hines said.

### **Family Investment Administration**

- **Baltimore County Compliance.** DHR reported at the last Stat that Baltimore County's overall compliance rate decreased recently from 95.6 percent to 94.9 percent (the lowest point since 9/27/10). Overtime use, concurrently, had been decreasing at the beginning of October. However,

as indicated below, the overall compliance rate has gone back over 97 percent during the recent reporting period. The Reisterstown office, though, has been having compliance issues since the end of August 2011.

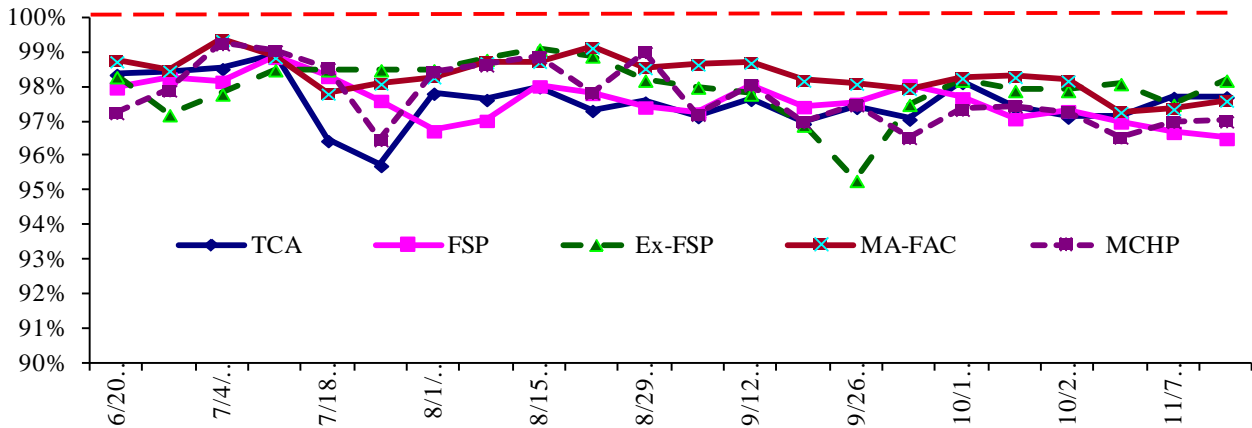




- Overall Statewide Compliance.** The compliance chart below shows the overall statewide rates for Temporary Cash Assistance (TCA), The Food Supplement Programs (FSP, also known as Food Stamps) for Regular and Expedited compliance, Medical Assistance-Family and Children (MA-FAC), and the Maryland Children’s Health Program (MCHP). The data below the monthly report is through the week ending on November 7, 2011. DHR reports that they processed 14,528 applications last week, of which 14,152 applications (approximately 97.4 percent) were processed timely and 376 applications (approximately 2.6 percent) were processed untimely. It should be noted that the 97.2 percent overall compliance rate shown for the week of 11/07/11 was the lowest rate since January 24, 2011.

Approved or Denied Trends							
Compliance Rate (Approved or Denied)	TCA	FSP	Ex-FSP	MA-FAC	MCHP	All Benefits	Goal
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%
10/17/2011	97.4%	97.1%	97.9%	98.3%	97.4%	97.7%	100%
10/24/2011	97.1%	97.3%	97.9%	98.2%	97.3%	97.7%	100%
10/31/2011	97.2%	97.0%	98.1%	97.3%	96.5%	97.3%	100%
11/7/2011	97.7%	96.7%	97.5%	97.4%	97.0%	97.2%	100%
<b>11/14/2011</b>	<b>97.7%</b>	<b>96.5%</b>	<b>98.2%</b>	<b>97.6%</b>	<b>97.0%</b>	<b>97.4%</b>	<b>100%</b>

### Compliance Rate for Approved or Denied TCA, FSP, Ex-FSP, MA-FAC, MCHP



### Monthly Application Compliance Report with Average Delay for October 2011

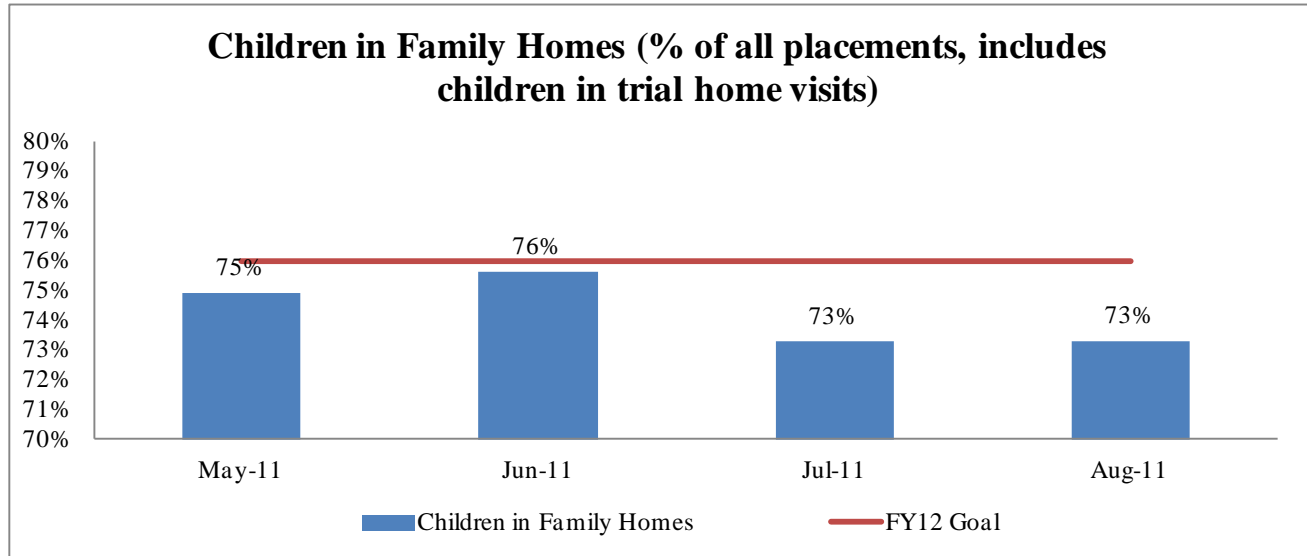
As of Date: 10/31/2011

Run Date: 10/31/2011

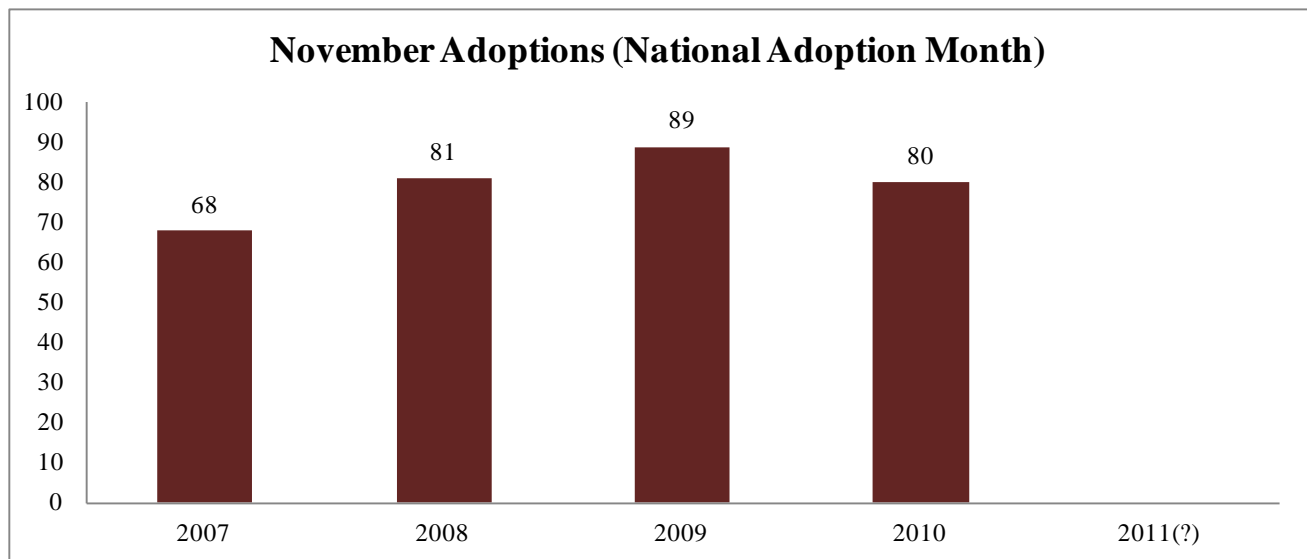
Status	Category	TCA	FSP	EX-FSP	MA-FAC	MCHP
Pending	Timely	4194	8743	313	2313	364
Pending	Ag Delay	79	491	146	155	9
Pending	CI Delay	182	1614	18	291	34
Pending	No Fault	5	1	0	9	0
<b>Total</b>		<b>4460</b>	<b>10849</b>	<b>477</b>	<b>2768</b>	<b>407</b>
<b>Compliance</b>		<b>98.1%</b>	<b>94.6%</b>	<b>68.1%</b>	<b>93.7%</b>	<b>97.5%</b>
Denied	Timely	2987	3027	128	4001	878
Denied	Ag Delay	99	123	15	125	24
Denied	CI Delay	667	2445	9	752	108
Denied	No Fault	7	8	2	28	8
<b>Total</b>		<b>3760</b>	<b>5603</b>	<b>154</b>	<b>4906</b>	<b>1018</b>
<b>Compliance</b>		<b>96.7%</b>	<b>96.1%</b>	<b>89.6%</b>	<b>96.9%</b>	<b>97.3%</b>
Approved	Timely	2462	11556	9359	9880	2860
Approved	Ag Delay	45	278	158	156	57
Approved	CI Delay	206	780	172	749	235
Approved	No Fault	49	70	11	36	22
<b>Total</b>		<b>2762</b>	<b>12684</b>	<b>9700</b>	<b>10821</b>	<b>3174</b>
<b>Compliance</b>		<b>98.2%</b>	<b>97.6%</b>	<b>98.3%</b>	<b>98.4%</b>	<b>98.0%</b>
A+D	Timely	5449	14583	9487	13881	3738
A+D	Ag Delay	144	401	173	281	81
A+D	CI Delay	873	3225	181	1501	343
A+D	No Fault	56	78	13	64	30
<b>Total</b>		<b>6522</b>	<b>18287</b>	<b>9854</b>	<b>15727</b>	<b>4192</b>
<b>Compliance</b>		<b>97.4%</b>	<b>97.3%</b>	<b>98.2%</b>	<b>98.0%</b>	<b>97.8%</b>
<b>Avg Agency Delay, in days</b>		<b>14</b>	<b>22</b>	<b>7</b>	<b>24</b>	<b>26</b>

## Social Services Administration (SSA)

- **Children in Family Homes.** The chart below highlights a PlaceMatters metric showing the percentage of children, under DHR supervision, who are residing in family homes. The baseline/goal that was set for FY12 was 76 percent and as indicated, through August the rate is at 73 percent. DHR is in the process of finalizing new PlaceMatters goals.



- **National Adoption Month.** November is “National Adoption Month” and as indicated in the chart below, adoptions during the month of November seem to be high in their corresponding years. Data for 2011, so far, is through August so this matter will be discussed at a future Stat.



- **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. DHR reports that Caseworker Visitation has increased significantly.

## Personnel

- **Anne Arundel Overtime.** The chart below indicates that there was a significant jump in overtime use in Anne Arundel County over the previous four months. DHR will provide an update at the next meeting.

