

## Meeting Summary

Following is a summary of issues discussed at the DHR Stat on January 13, 2012. Analysis is provided by StateStat and the Governor's Delivery Unit (GDU).

### Follow-Up

- **Food Stamp Fraud.** DHR was asked to provide baseline data and timeframes for how food stamp fraud is being addressed by the Department. This request was made because a report released in December of 2011 stated that Maryland was one of the top five worst states when it comes to Food Stamp fraud.

DHR reports that they would like to reiterate the distinction between fraud and processing errors. Misleading media reports on Food Supplement Program use the term "fraud" – which garners more attention – when they are actually talking about processing errors. The chart below indicates baseline data for FY 2011 fraud investigations for the Food Supplement Program:

<b>FSP FRAUD INVESTIGATIONS</b>	<b>INVESTIGATION COMPLETED</b>		
	<b>NEGATIVE</b>	<b>POSITIVE</b>	
<i>Pre and Post-certification</i>	<i>364</i>	<i>122</i>	
<i>RESULTS OF POSITIVE FINDINGS</i>	<i>WAIVERS SIGNED, ADMIT GUILT</i>	<i>DECISION UPHELD/ GUILTY</i>	<i>ACQUITTED</i>
<i>Administrative hearings</i>	<i>47</i>	<i>17</i>	<i>3</i>
<i>Prosecutions</i>	<i>1</i>	<i>3</i>	<i>0</i>

DHR reports that they are using a multiple strategy approach to error reduction for federal FY 2012:

- Large numbers of new applications and re-certifications run through the "Pre-review" tool
- Web-based refresher training and policy/practice reinforcement
- Improved management reports
- A focus on large jurisdictions as these are most likely to "move the needle" due to their high volume of customers.

## **Family Investment Administration (FIA)**

- **ACE Applications.** DHR should be prepared to provide a more comprehensive look at how ACE applications are currently being handled.

DHR reports that the following data points add some additional detail into how ACE applications are being handled.

- The average days to process an MA and ACE application is 4.9 days.
- The average days to process ACE applications in the DSS offices was 9.1 days.
- For pregnant women's applications that were decided more than 10 days after date of application there was an average delay of 5.8 days.

From a policy perspective, the overall goal is to ensure that pregnant women receive pre-natal care on a timely basis. As a follow up to the last StateStat meeting, DHR reviewed a sample of cases from December 2011 where applications were not processed within the 15 day window.

In many of the sample cases, the ACE applications were not needed because customers received MA from another program. As a result, processing separate Maryland Children's Health Program (MCHP) applications for the pregnant women was not a barrier to receiving MA benefits. In addition, other ACE applications were actually duplicate applications that were received from different sources from the same client. DHR also released an Information Memorandum in December to clarify processing time and the declaratory program requirements to reduce policy-related delays.

The following data, however, shows that Local Departments of Social Services (LDSS) are processing Medicaid applications at a slower rate than Local Health Departments (LHDs), despite DHR's commitment to work with DHMH on expediting this process. DHR will provide updates from here going forward on processing days.

<b>Medicaid Application Processing, November 2011</b>	
	<b>% Processed within 10 Days</b>
<b>ALL LDSS</b>	75%
<b>All LHD</b>	97%
<b>Total State</b>	87%

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

- **Monthly Case Worker Visitation.** DHR, earlier this year, revised their PlaceMatters goals and one new metric that is being tracked is Monthly Case Worker Visitation. The data that has been submitted over the previous months has been disheartening considering that the goal for this metric is a 90 percent success rate for case workers seeing their clients on a monthly basis. However, new data that has been submitted (below) indicates that DHR has been able to fix several data entry problems and, thus, the numbers have increased significantly. It is indicated, though, that several smaller jurisdictions are still having problems reaching the 90 percent goal. DHR stated that they will speak with the smaller jurisdictions and remedy these concerns.

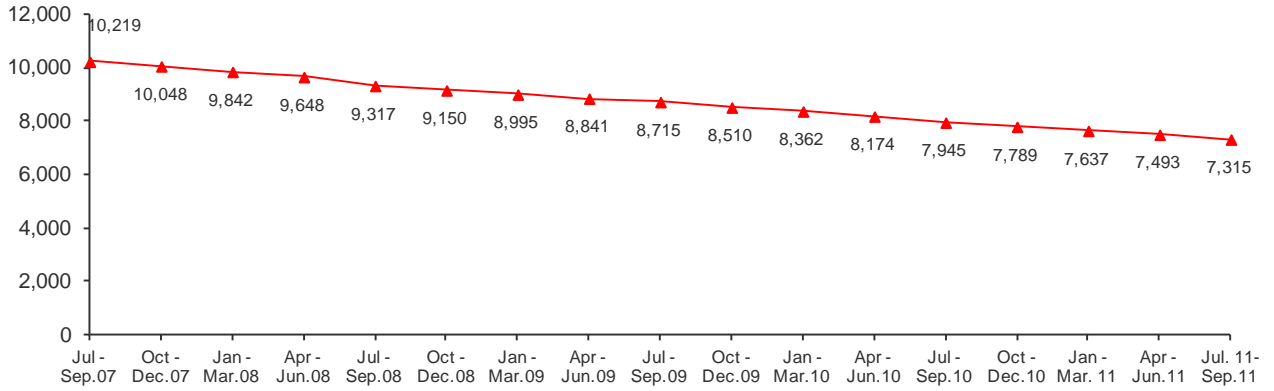
Monthly Caseworker Visitation- Goal 90%	Aug-11	Sep-11	Oct-11	Nov-11
Allegany	96%	97%	100%	99%
Anne Arundel	93%	94%	98%	98%
Baltimore City	87%	91%	84%	76%
Baltimore	88%	92%	98%	93%
Calvert	90%	92%	93%	93%
Caroline	93%	98%	100%	95%
Carroll	96%	96%	97%	71%
Cecil	93%	96%	98%	96%
Charles	84%	91%	89%	74%
Dorchester	92%	90%	100%	100%
Frederick	97%	100%	99%	97%
Garrett	90%	98%	96%	94%
Harford	82%	90%	96%	90%
Howard	90%	94%	100%	95%
Kent	91%	91%	100%	100%
Montgomery	84%	92%	98%	97%
Prince George's	57%	83%	96%	95%
Queen Anne's	100%	100%	91%	100%
St. Mary's	79%	83%	98%	99%
Somerset	86%	90%	89%	47%
Talbot	100%	100%	96%	93%
Washington	80%	84%	97%	89%
Wicomico	95%	97%	100%	100%
Worcester	100%	100%	97%	97%
<b>Percent Fully Visited</b>	<b>85%</b>	<b>91%</b>	<b>90%</b>	<b>84%</b>

- Child Protection Services (CPS) Open Investigations under 60 Days.** The table below provides a jurisdictional breakdown of the percentage of CPS investigations that stay open below 60 days. The statewide PlaceMatters goal for this metric is 85 percent or above and DHR has maintained a rate over 85 percent since July of 2011. Although, it is a small jurisdiction, Garrett County has had difficulties staying above 85 percent. DHR will address this concern with officials in Garrett County and an update will be given in a future Stat.

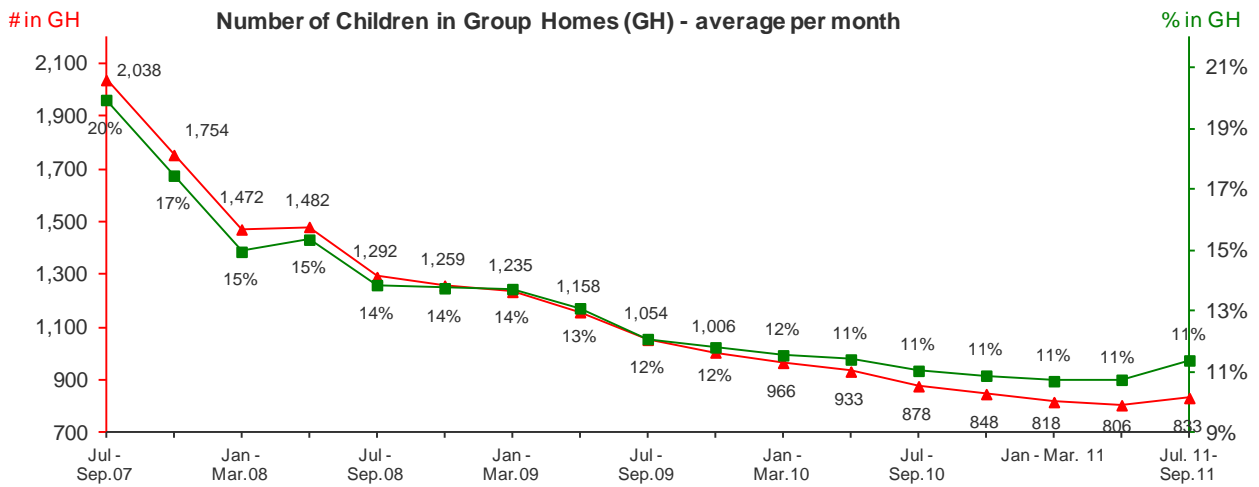
<b>Open Investigations Under 60 Days</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Oct-11</b>	<b>Nov-11</b>
Allegheny	96%	100%	100%	100%
Anne Arundel	97%	97%	99%	100%
Baltimore City	87%	88%	90%	88%
Baltimore	90%	90%	89%	92%
Calvert	96%	100%	100%	96%
Caroline	90%	94%	95%	94%
Carroll	99%	98%	99%	99%
Cecil	89%	94%	88%	92%
Charles	81%	92%	94%	93%
Dorchester	100%	98%	89%	93%
Frederick	90%	92%	100%	100%
Garrett	85%	79%	87%	78%
Harford	97%	96%	98%	96%
Howard	59%	94%	99%	96%
Kent	86%	91%	80%	93%
Montgomery	97%	98%	96%	93%
Prince George's	74%	91%	95%	92%
Queen Anne's	81%	86%	92%	81%
St. Mary's	66%	99%	100%	87%
Somerset	64%	100%	100%	95%
Talbot	100%	100%	100%	100%
Washington	94%	92%	88%	81%
Wicomico	95%	100%	97%	92%
Worcester	58%	74%	98%	97%
<b>Percent Open under 60 Days</b>	<b>86%</b>	<b>93%</b>	<b>94%</b>	<b>92%</b>

- Quarterly PlaceMatters Metrics.** DHR was asked to provide the following charts in order to highlight PlaceMatters work through the end of CY 2011. However, these charts show data through September of 2011. New data will be provided soon and DHR reports that they have been focusing on their “Ready by 21” program for older youth. DHR also stated that many of the target goals may be adjusted because they have less youth in care.

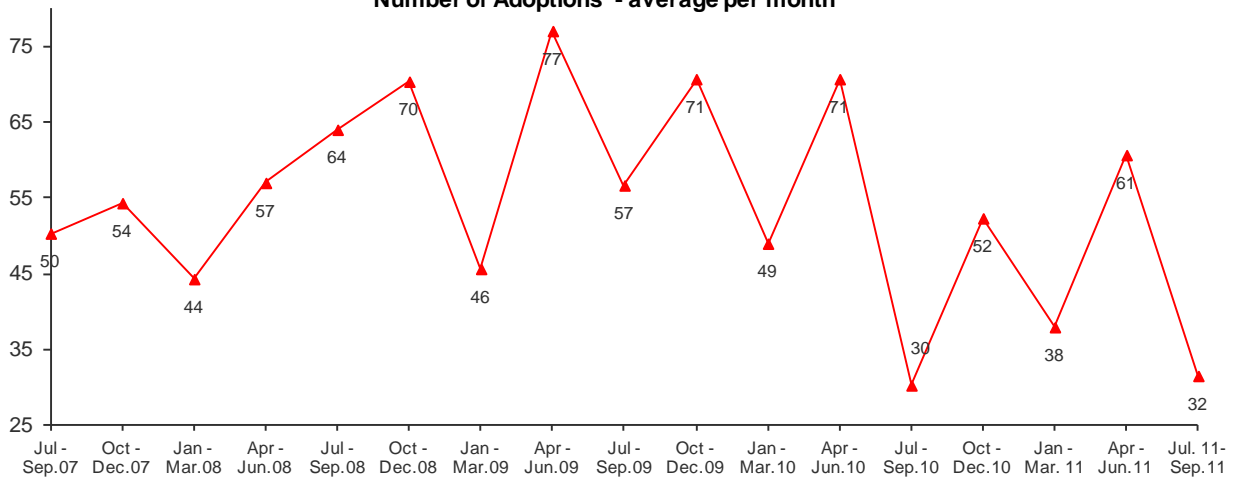
**Average Number of Children in Out-of-Home Care**

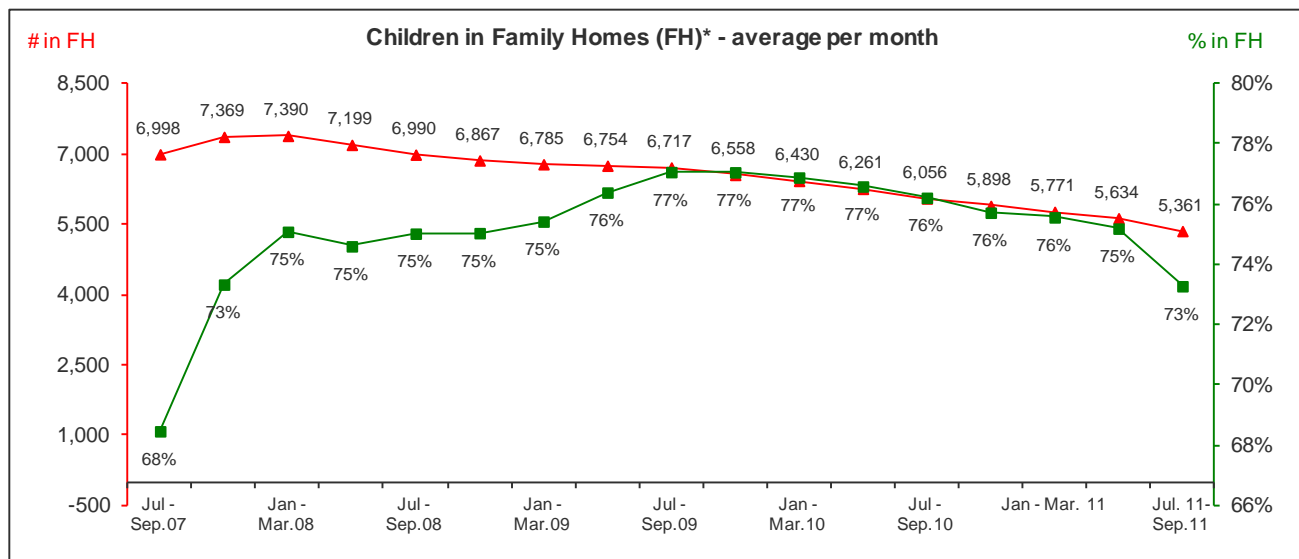


**Number of Children in Group Homes (GH) - average per month**



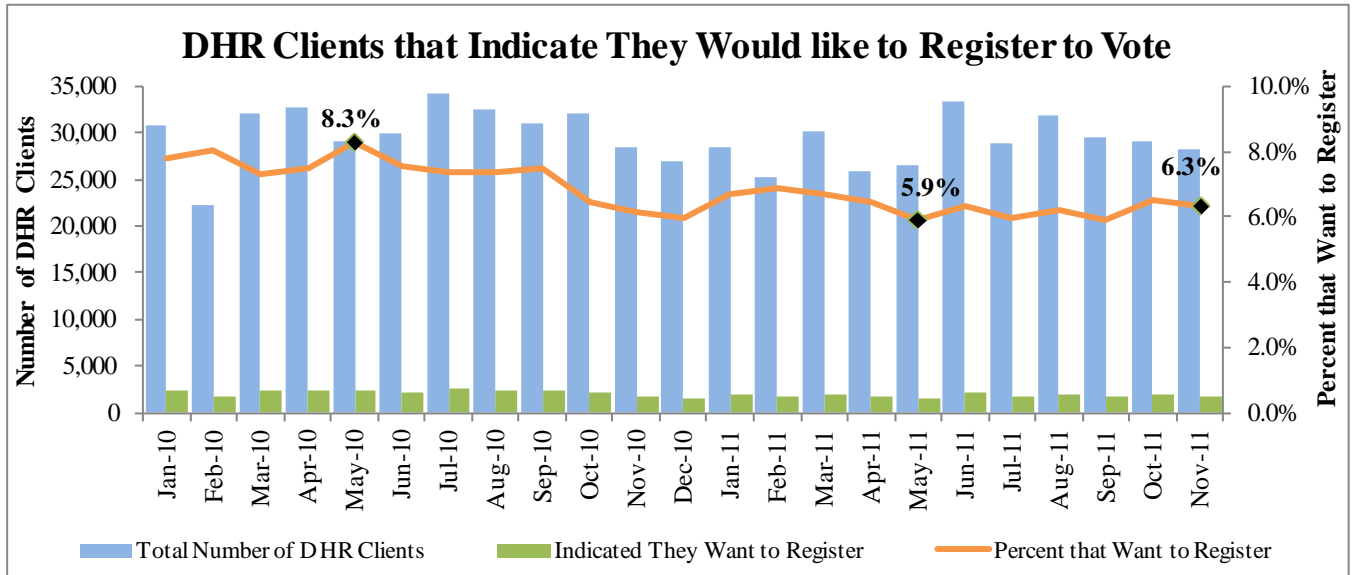
**Number of Adoptions - average per month**





## Voter Registration

- National Voter Registration Act.** Under the National Voter Registration Act (NVRA) of 1993, all states must provide the opportunity to register to vote with every application for public assistance and every recertification, renewal, and change of address. DEMOS, a 501(c)3 organization, expressed concern at least as far back as May 2010 that Maryland's voter registration numbers for social service organizations were lower than expected. In response, DHR, SBE, DHMH, the Governor's Legal Office, and recently StateStat have been participating in a conference call with DEMOS. DEMOS has identified two areas of concern that arise from the DHR's voter registration data: 1) the proportion of clients that indicate they would like to register to vote is low, and 2) under 10 percent of those that indicate they would like to register actually submit a registration form at DHR.
- Proportion that indicate they would like to register.** DHR tracks the total number of individuals that apply for benefits, recertification, or change of address as well as the number of individuals that indicate they would like to register during their visit. This data is coded into the CARES database by the client's caseworker. Based on its comparative work, DEMOS expects the proportion that indicates that individuals would like to register to vote to be closer to 20 percent, instead of below 10 percent. The percent of clients that indicate they would like to register to vote has been declining over the past two years, from a high point of 8.3 percent in May 2010 to 6.3 percent in November 2011. Further, nearly 37 percent of clients are not registered to vote and not interested in registering. DHR is currently working with SBE to devise a matching test to determine if there is a caseworker coding issue. DHR also will contact DEMOS after today's meeting.



- Proportion that actually register to vote.** According to the DHR NVRA manual, individuals coded as being interested in registering to vote are individuals that would like to register to vote that day, at a DHR facility (the take a form home category is for those undecided). In November 2011, only 8.9 percent of those that indicated they wanted to register to vote actually submitted a registration form at DHR that day. A spike of 19.3 percent is observed in October 2010, which may be because of the client interest for the November 2010 election or possibly because of increased scrutiny during the August–November 2010 period. This data is collected by DHR and submitted to SBE for tracking.

