

Martin O'Malley
Governor

Anthony Brown
Lt. Governor

Theodore Dallas
Secretary

STATEMENT OF THEODORE DALLAS
SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
SENATE BUDGET AND TAXATION COMMITTEE
HEALTH AND HUMAN SERVICES SUBCOMMITTEE
FY 2013 BUDGET

THURSDAY, JANUARY 26, 2012

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HOUSE APPROPRIATIONS COMMITTEE
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WEDNESDAY, FEBRUARY 1, 2012

GOOD AFTERNOON, CHAIRMAN ROBEY. FOR THE RECORD, I AM TED DALLAS, SECRETARY OF THE MARYLAND DEPARTMENT OF HUMAN RESOURCES. THANK YOU FOR HAVING ME HERE TODAY.

WITH ME TODAY IS DEPUTY SECRETARY FOR OPERATIONS, LEONARD HOWIE ALONG WITH STAFFORD CHIPUNGU, OUR BUDGET AND FINANCE DIRECTOR. WE ALSO HAVE CARNITRA WHITE, EXECUTIVE DIRECTOR OF THE SOCIAL SERVICES ADMINISTRATION; ROSEMARY MALONE, EXECUTIVE DIRECTOR OF THE FAMILY INVESTMENT ADMINISTRATION; AND JOSEPH DIPRIMIO, THE NEW EXECUTIVE DIRECTOR OF THE CHILD SUPPORT ENFORCEMENT ADMINISTRATION.

AS YOU MAY KNOW, DHR IS RESPONSIBLE FOR THREE PRIMARY SERVICE AREAS: WE ADMINISTER THE STATE'S CHILD WELFARE PROGRAM INCLUDING FOSTER CARE AND ADOPTION; WE PROVIDE ECONOMIC ASSISTANCE TO THOSE IN NEED; AND WE COLLECT CHILD SUPPORT MONEY FROM THOSE WHO OWE. DURING THE LAST FISCAL YEAR, WE ESTIMATE THAT AT LEAST ONE MILLION MARYLANDERS USED ONE OR MORE OF OUR SERVICES.

THE FISCAL YEAR 2013 ALLOWANCE FOR DHR TOTALS \$2.47 BILLION, A DECREASE OF \$153 MILLION OR 5.8 PERCENT COMPARED TO THE FISCAL YEAR 2012 ALLOCATION. THE YEAR-OVER-YEAR DECREASE LARGELY REFLECTS AN UPDATED FORECAST FOR OUR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM IN LIGHT OF THE IMPROVING ECONOMY.

I'D LIKE TO TAKE A MOMENT TO HIGHLIGHT A COUPLE OF THE NUMBERS THAT ILLUSTRATE THE VALUE OF THE SERVICES THAT WE ARE DELIVERING TO MARYLAND CHILDREN AND FAMILIES. LET'S START WITH THE SOCIAL SERVICES ADMINISTRATION THAT RUNS OUR CHILD WELFARE SYSTEM.

A FUNDAMENTAL CHANGE IN THE CHILD WELFARE SYSTEM SINCE FY 2007 HAS BEEN THE SUCCESSFUL IMPLEMENTATION OF "PLACE MATTERS," AN INITIATIVE FOCUSING ON FINDING THE BEST AND MOST APPROPRIATE PERMANENT PLACEMENTS FOR VULNERABLE CHILDREN.

AS A RESULT OF PLACE MATTERS, TODAY THERE ARE FEWER MARYLAND CHILDREN IN FOSTER CARE, ADOPTIONS HAVE INCREASED, AND OVERALL OUTCOMES FOR CHILDREN HAVE IMPROVED. THE NUMBER OF CHILDREN LIVING IN FOSTER CARE DECLINED BY 7.5% AND 544 MORE CHILDREN WERE ADOPTED IN FISCAL YEAR 2011. THESE ACCOMPLISHMENTS HAVE ALSO PRODUCED COST SAVINGS FOR THE FIRST TIME IN TWENTY YEARS, WITH EXPENDITURES FOR FOSTER CARE DECLINING FROM \$351 MILLION IN FY 2009 TO \$316 MILLION IN FY 2013.

ONE OF THE MAJOR RESPONSIBILITIES OF OUR FAMILY INVESTMENT ADMINISTRATION IS TO HELP LOW INCOME MARYLANDERS FIND JOBS AND BECOME SELF SUFFICIENT. SINCE JULY 1, 2008, OVER 29,000 LOW INCOME ADULTS RECEIVING TEMPORARY CASH ASSISTANCE GAINED EMPLOYMENT. NEARLY ONE IN FOUR (23%) OF THE JOBS WERE FULL-TIME AND PAID AT LEAST \$10 PER HOUR.

IN ADDITION, LAST YEAR NEARLY 2,500 LOW INCOME ADULTS BECAME MORE JOB READY BY ENROLLING IN OCCUPATIONAL SKILLS TRAINING, NEARLY TWICE AS MANY JOBSEEKERS AS IN THE PRIOR YEAR. THIS

EXPANSION IS PART OF THE GOVERNOR'S SUCCESSFUL *SKILLS2COMPETE MARYLAND* INITIATIVE.

UNDER FIA'S LEADERSHIP, THE DEPARTMENT HAS MET OR EXCEEDED THE 96% TIMELINESS STANDARD FOR APPLICATION REQUIRED BY THE THOMPSON COURT ORDER EVERY MONTH SINCE NOVEMBER 2011. THIS MEANS THAT 96 OUT OF 100 FAMILIES WHO APPLIED FOR SAFETY NET SERVICES -- INCLUDING FOOD, HEALTH CARE AND CASH ASSISTANCE -- HAD THEIR APPLICATIONS PROCESSED ON TIME.

THE DEPARTMENT CONTINUES TO MEET THE GROWING NEED TO HELP LOW INCOME FAMILIES KEEP THEIR HOMES WARM IN THE WINTER. THE GOVERNOR'S FISCAL 2013 BUDGET WILL PROVIDE ENERGY ASSISTANCE TO APPROXIMATELY 274,640 HOUSEHOLDS.

FINALLY, I WANT TO NOTE THAT THE CHILD SUPPORT ENFORCEMENT ADMINISTRATION COLLECTED OVER \$519 MILLION ON BEHALF OF MARYLAND'S CHILDREN IN FFY2011, AN INCREASE OF \$8 MILLION INCREASE OVER THE PREVIOUS YEAR. WITH ME TODAY IS OUR NEW

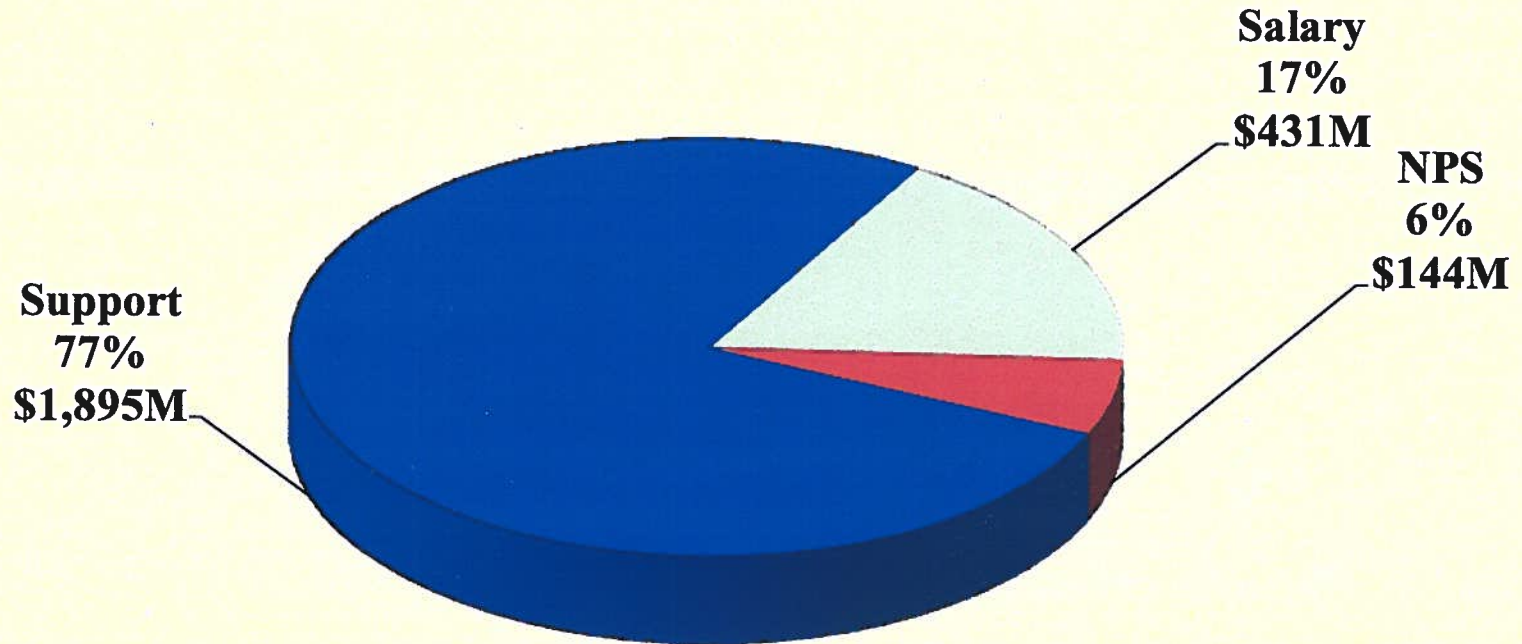
EXECUTIVE DIRECTOR, JOE DIPRIMIO, WHO ARRIVES WITH MANY YEARS OF EXPERIENCE AND HAS HIT THE GROUND RUNNING HERE IN MARYLAND. WE HAVE A GOAL OF BEING ONE OF THE TOP TEN STATES IN CHILD SUPPORT COLLECTIONS IN THE NEXT 18 MONTHS.

CONCLUSION

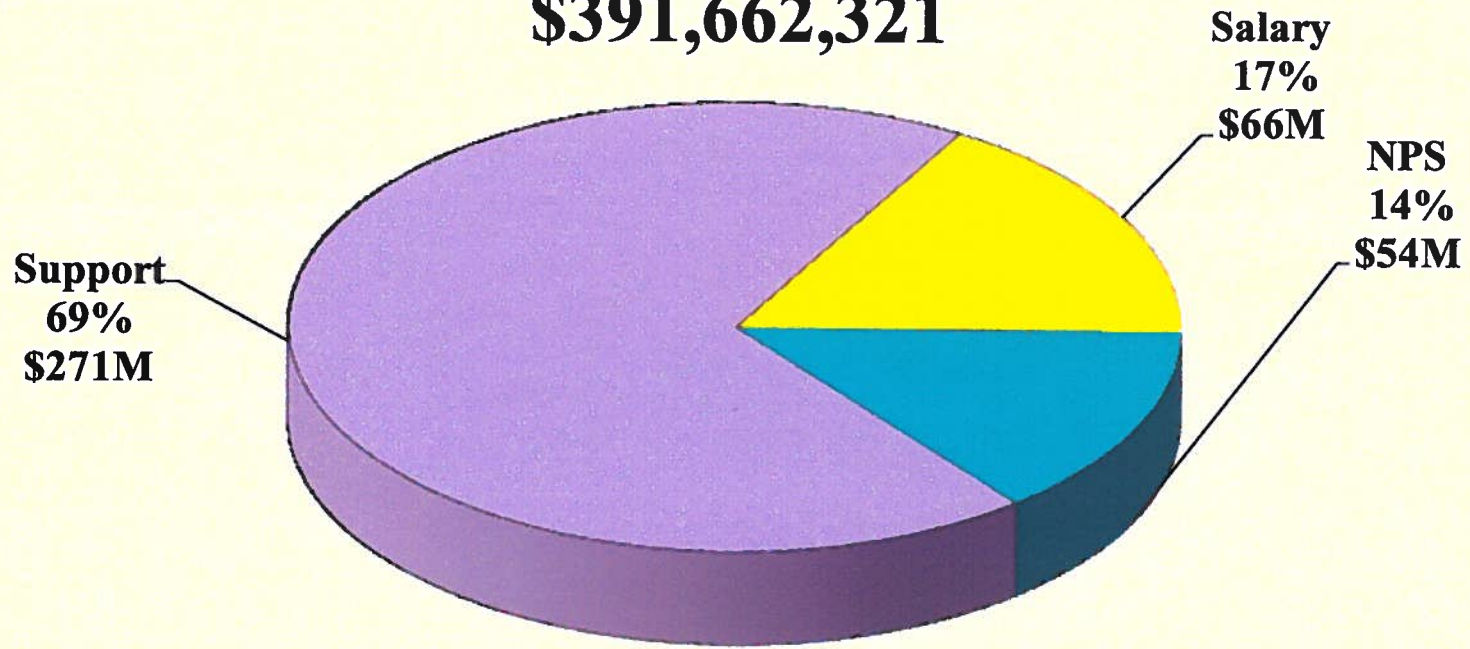
ON BEHALF OF GOVERNOR O'MALLEY, I THANK YOU FOR YOUR TIME AND ATTENTION. WE WOULD BE HAPPY TO ANSWER ANY QUESTIONS YOU MAY HAVE.

FY 2013 Total Budget Allowance

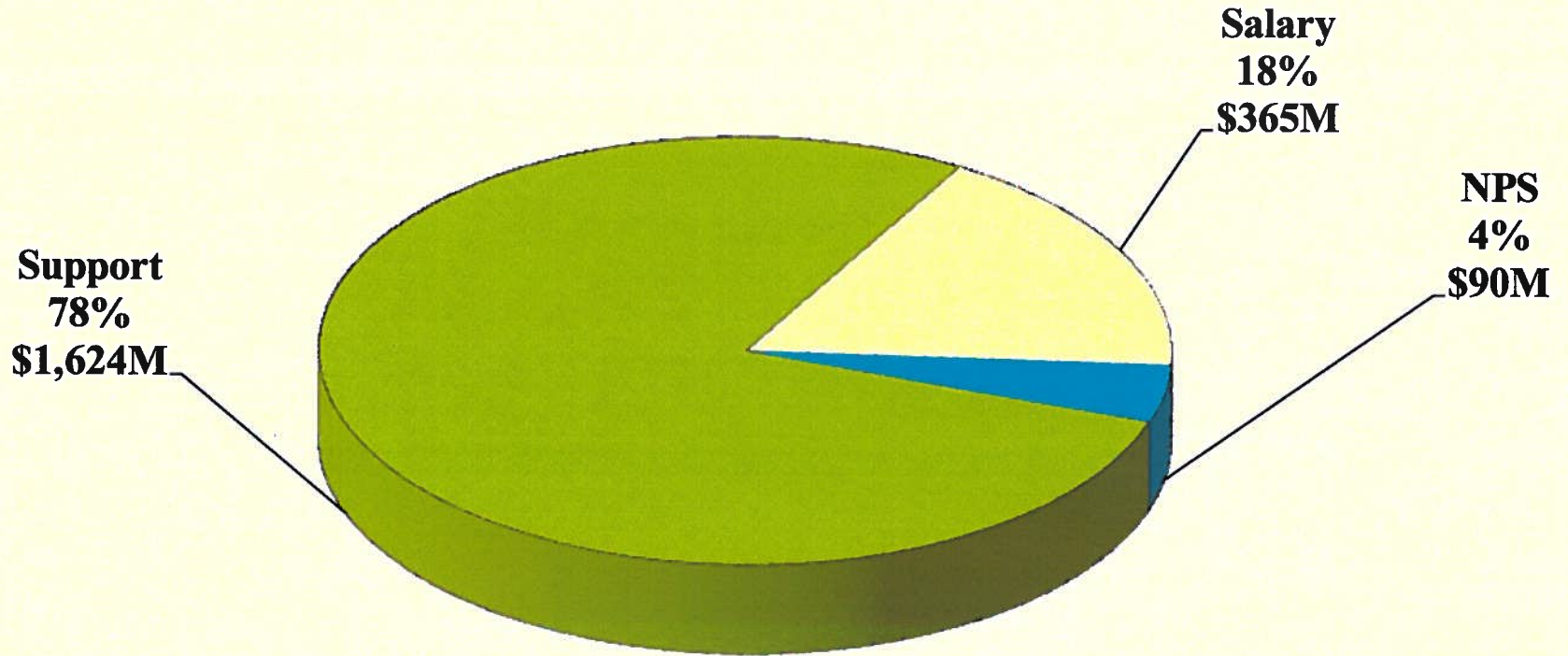
\$2,470,426,806



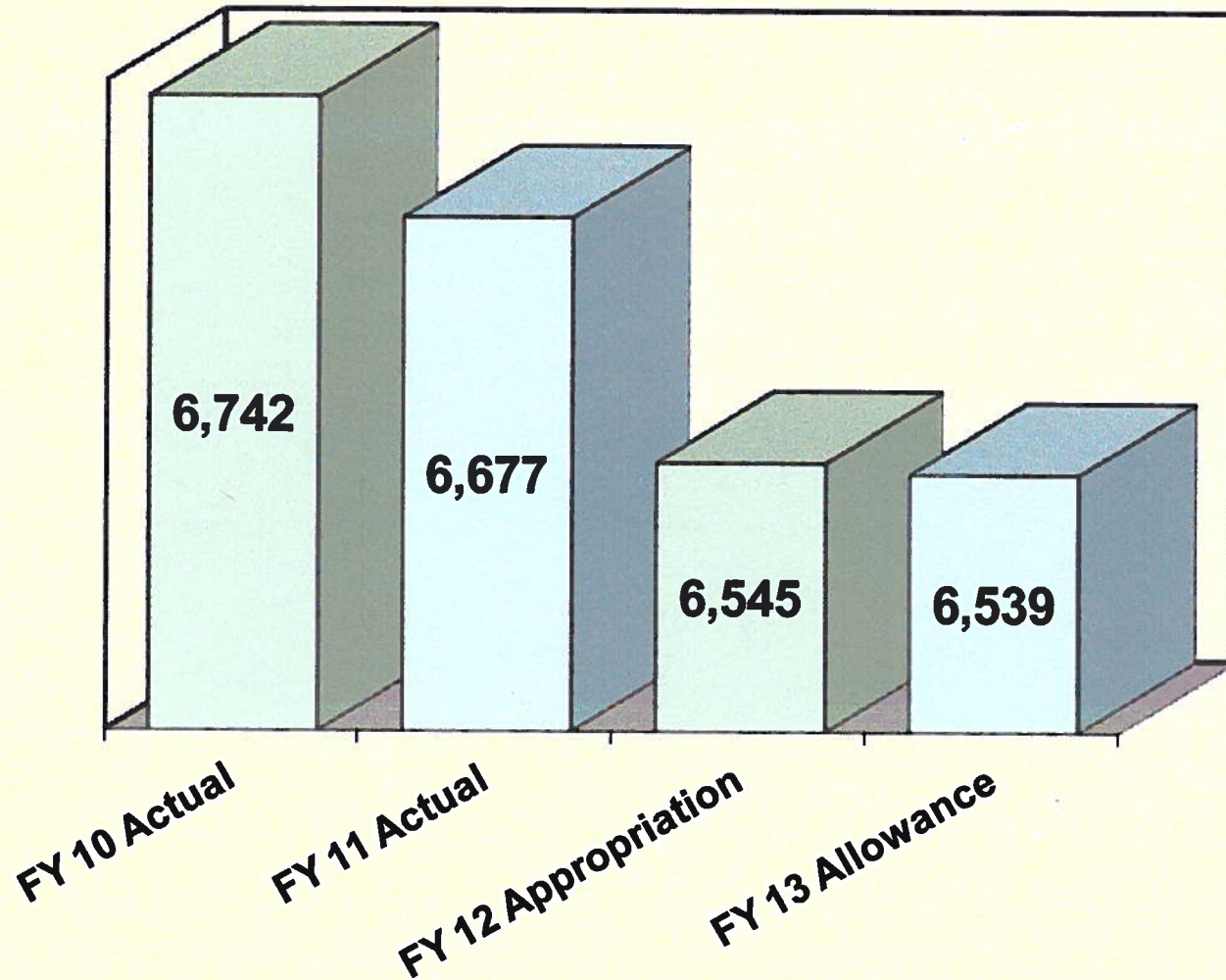
FY 2013 Budget Allowance Central Administrations \$391,662,321



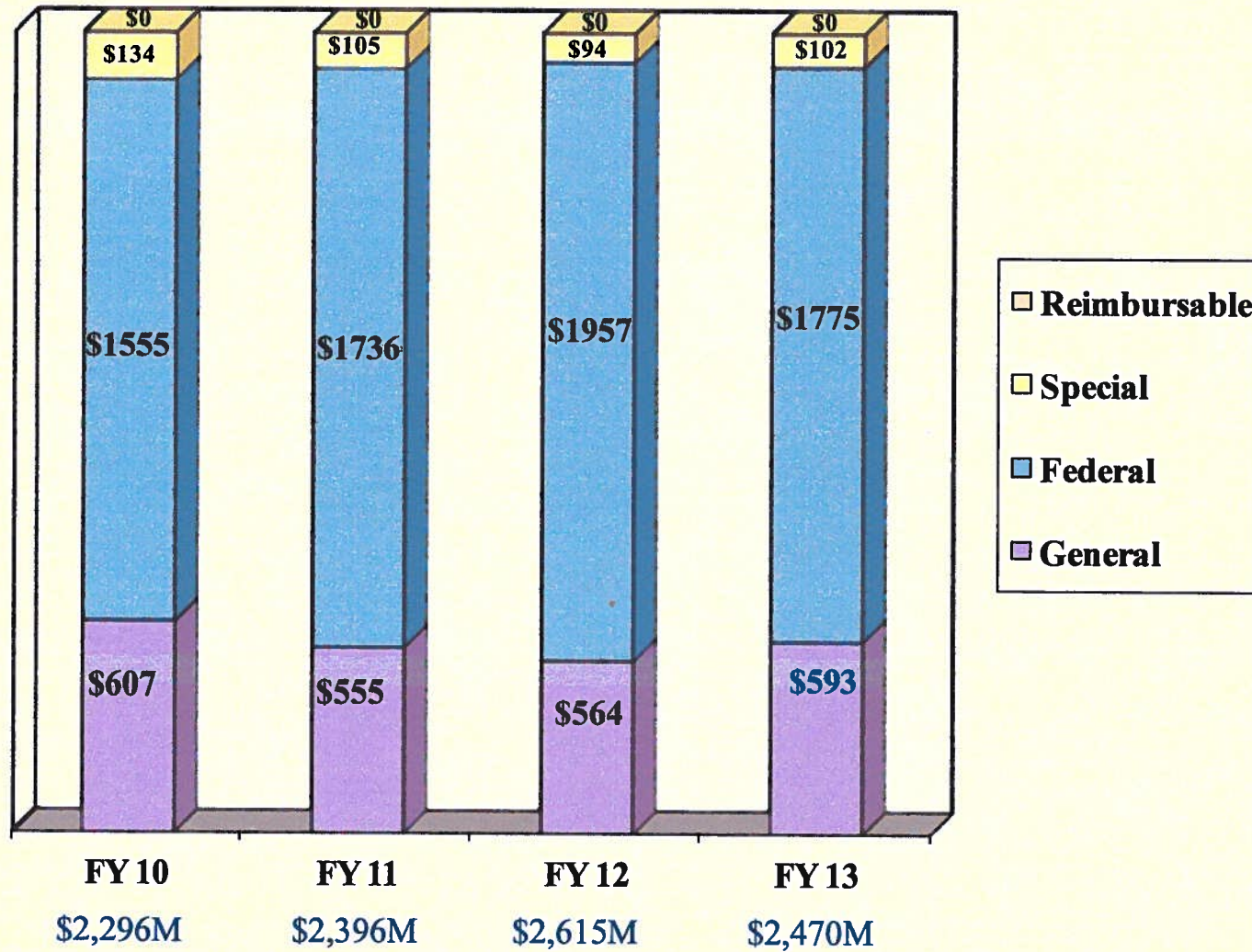
**FY 2013 Local Operations Budget
Allowance
\$2,078,764,485**



Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



OUR VISION, MISSION AND ORGANIZATIONAL VALUES

VISION

We envision a Maryland where people independently support themselves and their families and where individuals are safe from abuse, neglect and exploitation.

MISSION

We will aggressively assist and empower people in economic need, provide prevention services, and protect vulnerable children and adults.

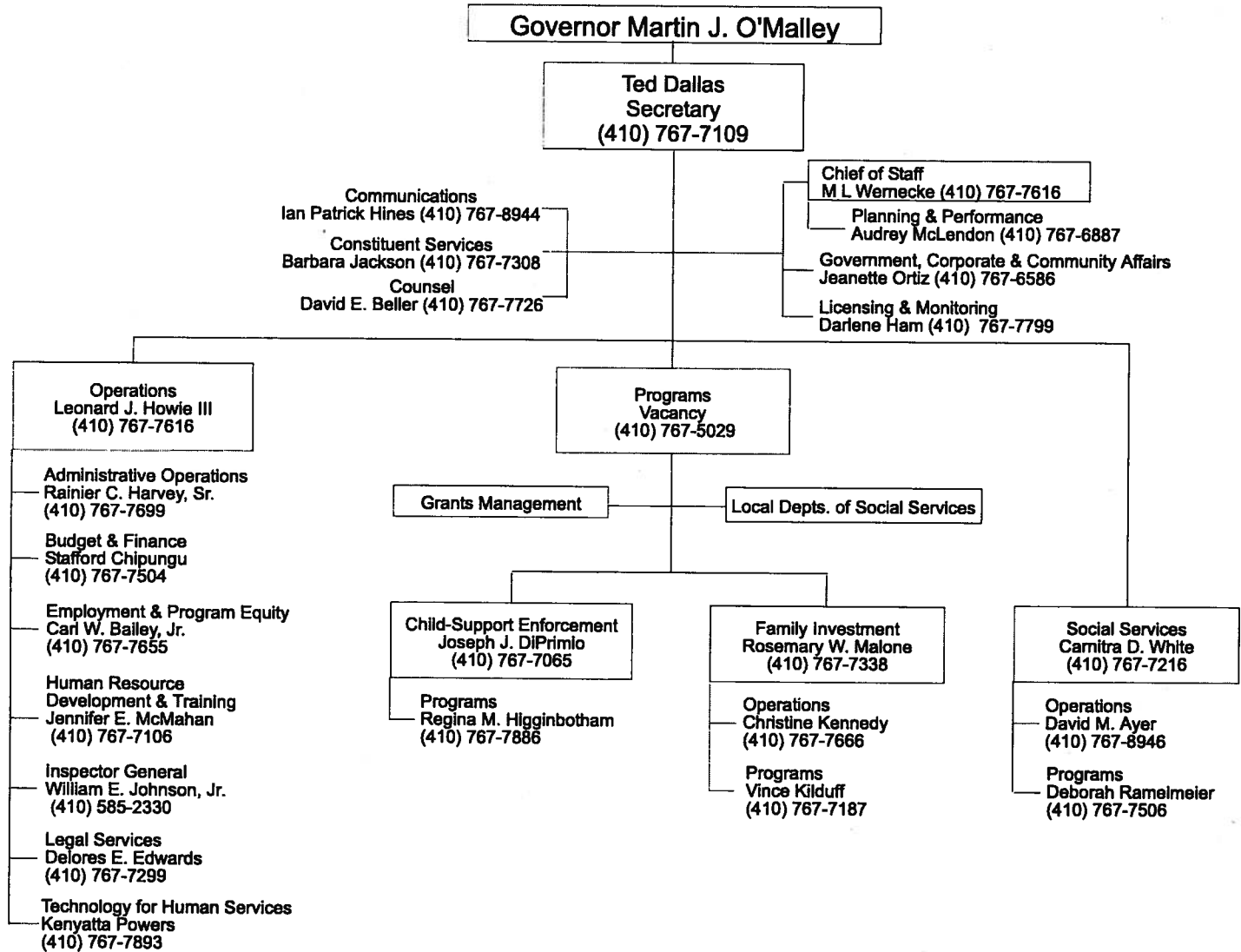
PRINCIPLES

- Work is indispensable for achieving independence.
- Partnerships and alliances with business and the community are critical to our customers' ability to achieve and maintain independence.
- Families should be the first resource for the emotional and financial support of their children and other family members.
- Assistance is provided to people while honoring individual and group differences.
- Empowerment is essential to the provision of human services.

ORGANIZATIONAL VALUES

- Valuing and acquiring knowledge and tools to support the professional growth and development of staff.
- Following ethical principles and acting with honesty and integrity.
- Ensuring participation of the people we serve, our staff, and the community.
- Investing in technology to support our mission.
- Measuring outcomes and being accountable for results.
- Investing in teamwork to accomplish our mission.
- Valuing each other and respecting different views, opinions, and experiences.
- Seizing opportunities for organizational excellence through innovation and creativity.
- Learning from our experiences and celebrating our accomplishments.
- Promoting employee well-being.

DEPARTMENT OF HUMAN RESOURCES



**Department of Human Resources
FY 2013 Budget Highlights
Office of the Secretary
NA01**

	<u>FY 2012</u>	<u>FY 2013</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING*			
General Funds	26,743,083	25,073,680	(1,669,403)
Special Funds	411,798	2,679	(409,119)
Federal Funds	14,317,163	14,465,681	148,518
Reim. Funds	375,000	-	(375,000)
Total	<u>41,847,044</u>	<u>39,542,040</u>	<u>(2,305,004)</u>
II. PERSONNEL*			
Regular Positions:	153.00	151.00	(2.00)
Contractual Positions:	0.65	0.65	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(244)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012 (2 FTE), (\$505K); Salary Adjustments, (\$106K); and Reclassifications, (\$12K); Offset by an increase in Turnover Adjustments, \$162K; Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$98K; Health Insurance, \$48K; Fringe Benefits, \$42K; and Accrued Leave Payments, \$29K.			
03 Communications			31
Decrease in Communications due to Regular Telephone Service to reflect current experience, \$30; and Postage, \$1K.			
07 Vehicles			(18)
Decrease in Vehicles due to Motor Vehicle Insurance, (\$35K); Offset by an increase in Adjusting Mileage Debit and Credit to reflect current experience, \$17K.			
08 Contractual Services			(2,469)
Decrease in Contractual Services due to Legal Services contracts for Children in Need of Assistance (CINA), (\$2,161K); Adult Services, (\$198K); and Court Appointed Attorneys, (\$142K); Rental of Meeting Space, (\$4K); and Printing - Reports, Pamphlets and Publications, (\$4K); Offset by an increase in Software Licenses in the Office of Planning and Performance, \$37K; and Newspaper Clipping Services in the Office of Communications, \$4K.			
09 Supplies			19
Increase in Supplies and Materials due to Office Supplies, \$9K; Promotional Expenses, \$6K; and Data Processing Supplies to reflect current experience, \$4K.			
12 Grants, Subsidies & Contributions			625
Increase in Grants, Subsidies and Contributions for the Maryland Food Bank to purchase food to assist needy individuals and families, \$1,000K; Offset by a decrease due to the transfer of Reimbursable Fund grants by the Department of Health and Mental Hygiene (DHMH) for the Rape Crisis program to the Governor's Office of Crime Control and Prevention (GOCCP), (\$375K).			
13 Fixed Charges			(249)
Decrease in Fixed Charges due to Lease Escalation, (\$159K); Non Department of General Services (DGS) Rent, (\$138K); and Subscription and Dues, (\$15K); Offset by an increase in Insurance for Non-Motor Vehicles, \$62K; and DGS Rent, \$1K.			
Total			<u>(2,305)</u>

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 342 - 353.

**Department of Human Resources
 FY 2013 Budget Highlights
 Office of the Secretary
 NA01.01**

	FY 2012 Appropriation	FY 2013 Allowance	Changes
I. FUNDING*			
General Funds	5,566,654	5,542,821	(23,833)
Special Funds	-	-	-
Federal Funds	6,425,683	6,529,302	103,619
Reim. Funds	-	-	-
Total	11,992,337	12,072,123	79,786
II. PERSONNEL*			
Regular Positions:	125.00	123.00	(2.00)
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(26)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012 (2 FTE), (\$271K); Salary Adjustments, (\$84K); and Reclassifications, (\$14K); Offset by an increase in Turnover Adjustments, \$121K; Health Insurance, \$99K; Fringe Benefits, \$60K; Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$36K; and Accrued Leave Payments, \$27K.			
03 Communications			27
Increase in Communications due to Regular Telephone Service mainly in the Office of Constituents Services to reflect current experience.			
04 Travel			3
Increase in Travel due to In-State Travel - Business in the Office of the Inspector General to reflect current experience.			
07 Vehicles			(18)
Decrease in Vehicles due to Motor Vehicle Insurance, (\$35K); Offset by an increase in Adjusting Mileage Debit and Credit to reflect current experience, \$17K.			
08 Contractual Services			32
Increase in Contractual Services due to Software Licenses in the Office of Planning and Performance, \$37K; and Newspaper Clipping Services in the Office of Communications, \$4K; Offset by a decrease in Rental of Meeting Space, (\$4K); Printing - Reports, Pamphlets and Publications, (\$4K); and Advertising to reflect current experience, (\$1K).			
09 Supplies			14
Increase in Supplies and Materials due to Office Supplies, \$8K; Promotional Expenses \$3K; and Data Processing Supplies to reflect current experience, \$3K.			
13 Fixed Charges			48
Increase in Fixed Charges due to Insurance for Non-Motor Vehicles, \$62K; and Department of General Services (DGS) Rent, \$1K; Offset by a decrease in Subscription and Dues, (\$15K).			
Total			80

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 343 - 344.

**Department of Human Resources
 FY 2013 Budget Highlights
 Citizen's Review Board for Children
 NA01.02**

	<u>FY 2012</u> <u>Appropriation</u>	<u>FY 2013</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	698,104	540,993	(157,111)
Special Funds	-	-	-
Federal Funds	408,083	305,478	(102,605)
Reim. Funds	-	-	-
Total	<u>1,106,187</u>	<u>846,471</u>	<u>(259,716)</u>
II. PERSONNEL^a			
Regular Positions:	10.00	10.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			33
Increase due to Annualization of the Voluntary Separation Program, \$62K; Turnover Adjustments, \$9K; and Fringe Benefits, \$3K; Offset by a decrease in Salaries due to the Voluntary Separation Program, (\$32K); Salary Adjustments, (\$8K); and Health Insurance, (\$1K).			
03 <u>Communications</u>			2
Increase in Communications due to Regular Telephone Service to reflect current experience, \$1K; and Postage, \$1K.			
04 <u>Travel</u>			(1)
Decrease in Travel due to Volunteer Travel to reflect current experience.			
09 <u>Supplies</u>			4
Increase in Supplies and Materials due to Promotional Expenses, \$2K; Office Supplies, \$1K; and Data Processing Supplies to reflect current experience, \$1K.			
13 <u>Fixed Charges</u>			(297)
Decrease in Fixed Charges due to Lease Escalation, (\$159K); and Non-Department of General Services (DGS) Rent, (\$138K).			
Total			<u>(259)</u>

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 345 - 347.

**Department of Human Resources
 FY 2013 Budget Highlights
 Maryland Commission for Women
 NA01.03**

	<u>FY 2012 Appropriation</u>	<u>FY 2013 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	180,753	190,229	9,476
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>180,753</u>	<u>190,229</u>	<u>9,476</u>
II. PERSONNEL^a			
Regular Positions:	2.00	2.00	0.00
Contractual Positions:	0.27	0.27	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			10
Increase in Salaries due to Regular Salaries, \$5K; Fringe Benefits, \$4K; Health Insurance, \$2K; and Turnover Adjustments, \$1K; Offset by a decrease in Salary Adjustments, (\$2K).			
04 Travel			(2)
Decrease in Travel due to Volunteer Travel to reflect current experience.			
09 Supplies			1
Increase in Supplies and Materials due to Promotional Expenses to reflect current experience.			
Total			<u>9</u>

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 348 - 349.

**Department of Human Resources
 FY 2013 Budget Highlights
 Maryland Legal Services Program
 NA01.04**

	<u>FY 2012</u>	<u>FY 2013</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	10,870,587	8,378,547	(2,492,040)
Special Funds	-	-	-
Federal Funds	4,935,917	4,935,917	-
Reim. Funds	-	-	-
Total	<u>15,806,504</u>	<u>13,314,464</u>	<u>(2,492,040)</u>
II. PERSONNEL^a			
Regular Positions:	3.00	3.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			9
Increase in Salaries due to Fringe Benefits, \$4K; Health Insurance, \$3K; and Turnover Adjustments, \$2K.			
08 Contractual Services			(2,501)
Decrease in Contractual Services due to contracts for Children in Need of Assistance (CINA), (\$2,161K); Adult Services, (\$198K); and Court Appointed Attorneys, (\$142K).			
Total			<u>(2,492)</u>

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 350 - 351.

**Department of Human Resources
 FY 2013 Budget Highlights
 Office Of Grants Management
 NA01.05**

	<u>FY 2012</u> <u>Appropriation</u>	<u>FY 2013</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	9,426,985	10,421,090	994,105
Special Funds	411,798	2,679	(409,119)
Federal Funds	2,547,480	2,694,984	147,504
Reim. Funds	375,000	-	(375,000)
Total	<u>12,761,263</u>	<u>13,118,753</u>	<u>357,490</u>
II. PERSONNEL^a			
Regular Positions:	13.00	13.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			(270)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012, (\$207K); Health Insurance, (\$55K); Fringe Benefits, (\$29K); and Salary Adjustments, (\$12K); Offset by an increase in Turnover Adjustments, \$29K; Accrued Leave Payments, \$2K; and Reclassifications, \$2K.			
03 <u>Communications</u>			2
Increase in Communications due to Regular Telephone Service to reflect current experience.			
12 <u>Grants, Subsidies & Contributions</u>			625
Increase in Grants, Subsidies and Contributions due to Maryland Food Bank to purchase food to assist needy individuals and families, \$1,000K; Offset by a decrease in Reimbursable Funds from the Department of Health and Mental Hygiene (DHMH) for the Rape Crisis Program, (\$375K).			
Total			<u>357</u>

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 352 - 353.

Department of Human Resources
FY 2013 Budget Highlights
Operations & Administrative Operations
NE01

	<u>FY 2012</u> <u>Appropriation</u>	<u>FY 2013</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	12,939,179	17,217,398	4,278,219
Special Funds	-	-	-
Federal Funds	13,006,877	13,816,693	809,816
Reim. Funds	-	-	-
Total	<u>25,946,056</u>	<u>31,034,091</u>	<u>5,088,035</u>
II. PERSONNEL^a			
Regular Positions:	197.00	197.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			40
Increase due to the Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$509K; Turnover Adjustments, \$133K; Health Insurance, \$97K; Accrued Leave Payments, \$53K; Fringe Benefits, \$46K; and Overtime, \$8K; Offset by a decrease in Salary due to the Voluntary Separation Program and Section 47 of FY 2012, (\$592K); Salary Adjustment, (\$151K); and Reclassifications, (\$63K).			
02 Technical and Special Fees			(13)
Decrease in Technical and Special Fees due to Consultant Fees for services to maximize federal fund claims, (\$16K); Special Payments Payroll (SPP), (\$3K); and Consultant Fees for services to increase Minority Business Enterprise (MBE) participation, (\$2K); Offset by an increase in Interpreter Fees in Accounting Operations, \$6K; and Turnover Adjustments, \$2K.			
03 Communications			(37)
Decrease in Communications due to Postage, (\$39K); Offset by an increase in Regular Telephone Service to reflect current experience, \$2K.			
04 Travel			3
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			30
Increase in Motor Vehicles due to Gas and Oil, \$34K; and EZ-Pass Charges, \$1K; Offset by a decrease in Maintenance and Repairs, (\$5K).			
08 Contractual Services			4,746
Increase in Contractual Services due to the Statewide Personnel System, \$3,102K; DoIT IT Service Allocation, \$834K; Office of Attorney General Administrative Fees, \$821K; Copier Rentals, including leasing costs for Mail Sorter, \$116K; Service Contracts - Equipment, \$76K; Retirement Administrative Fees, \$51K; Interactive Voice Application contract, \$17K; Advertising, \$2K; Banking Fees, \$2K; Service Contracts - Buildings and Grounds, \$1K; Medical Examinations, \$1K; and Repairs and Maintenance - Equipment, \$1K; Offset by a decrease in Printing of Reports Pamphlets, and Publications, (\$82K); DGS Lease Compliance, (\$80K); Data Cabling Upgrades, (\$53K); Alterations to Buildings and Grounds, (\$24K); Leave Accounting System (LAS) contract, (\$16K); Software Licenses, (\$5K); e-Maryland Market Place, (\$6K); Freight and Delivery, (\$4K); Rental of Meeting Space, (\$3K); contract with Arc Environmental Inc., (\$3K); and Outside Data Entry Services, (\$2K).			
09 Supplies and Materials			27
Increase in Supplies and Materials due to Office Supplies, \$20K; and Data Processing Supplies, \$7K; Uniforms, \$4K; Offset by a decrease in Promotional Expenses, (\$3K); and Printing Supplies, (\$1K).			
10 Office Equipment - Replacement			(64)
Decrease in Replacement of Office Equipment due to a decrease in the purchase of Microcomputers to be used for the Financial Management Information System (FMIS), (\$91K); Offset by an increase for purchase of an Electric Forklift for the Central Warehouse, \$27K.			
11 Equipment - Additional			(139)
Decrease in Equipment - Additional for Mail Sorter lease now budgeted under Contractual Services in Agency Object 08.			
13 Fixed Charges			495
Increase in Fixed Charges due to Department of General Services (DGS) Rent for Saratoga State Center, \$490K; Subscriptions and Dues, \$3K; and Insurance for Non-Motor Vehicle, \$2K.			
Total			<u>5,088</u>

^aReference Source: FY 2013 Maryland State Budget Book - Part II: Pages 357 - 362.

Department of Human Resources
FY 2013 Budget Highlights
Operations
Budget and Finance & Human Resources Development & Training
NE01.01

	<u>FY 2012</u> <u>Appropriation</u>	<u>FY 2013</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	8,947,944	13,326,970	4,379,026
Special Funds	-	-	-
Federal Funds	8,269,946	9,066,651	796,705
Reim. Funds	-	-	-
Total	17,217,890	22,393,621	5,175,731
II. PERSONNEL^a			
Regular Positions:	142.00	142.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(9)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012, (\$569K); Salary Adjustments, (\$107K); and Reclassifications, (\$23K); Offset by an increase due to Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$427K; Turnover Adjustments; \$151K; Health Insurance, \$49K; Accrued Leave Payments, \$49K; and Fringe Benefits, \$14K.			
02 Technical and Special Fees			(13)
Decrease in Technical and Special Fees due to Consultant Fees for services to maximize federal fund claims, (\$16K); Special Payments Payroll (SPP), (\$3K); and Consultant Fees for services to increase Minority Business Enterprise (MBE) participation, (\$2K); Offset by an increase in Interpreter Fees in Accounting Operations, \$6K; and Turnover Adjustments, \$2K.			
03 Communications			(7)
Decrease in Communications due to Postage in Accounting Operations to reflect current experience, (\$8K); Offset by an increase in Regular Telephone Service to reflect current experience, \$1K.			
08 Contractual Services			4,800
Increase in Contractual Services due the to Statewide Personnel System, \$3,102K; DoIT IT Service Allocation, \$834K; Office of Attorney General Administrative Fees, \$821K; Retirement Administrative Fees, \$51K; Interactive Voice Applications contract, \$17K; Service Contracts - Equipment, \$2K; Advertising, \$2K; Banking Fees, \$2K; Medical Examinations, \$1K; and Repairs and Maintenance - Equipment to reflect current experience, \$1K; Offset by a decrease in the Leave Accounting System (LAS) contract, (\$16K); Software Licenses, (\$8K); e-Maryland Market Place, (\$6K); Outside Data Entry Services, (\$2K); and Rental of Meeting Space, (\$1K).			
09 Supplies and Materials			3
Increase in Supplies and Materials due to Office Supplies, \$4K; and Data Processing Supplies, \$2K; Offset by a decrease in Promotional Expenses, (\$3K).			
10 Office Equipment - Replacement			(91)
Decrease in Replacement of Office Equipment due to a decrease in the purchase of Microcomputers to be used for the Financial Management Information System (FMIS).			
13 Fixed Charges			493
Increase in Fixed Charges due to Department of General Services (DGS) Rent for Saratoga State Center, \$490K; Subscription and Dues, \$1K; and Insurance for Non-Motor Vehicles, \$2K.			
Total			5,176

^aReference Source: FY 2013 Maryland State Budget Book - Part II: Pages 358 - 360.

**Department of Human Resources
 FY 2013 Budget Highlights
 Operations
 Administrative Operations
 NE01.02**

	<u>FY 2012 Appropriation</u>	<u>FY 2013 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	3,991,235	3,890,428	(100,807)
Special Funds	-	-	-
Federal Funds	4,736,931	4,750,042	13,111
Reim. Funds	-	-	-
Total	8,728,166	8,640,470	(87,696)
II. PERSONNEL*			
Regular Positions:	55.00	55.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			49
Increase due to Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$82K; Health Insurance, \$48K; Fringe Benefits, \$32K; Overtime, \$8K; and Accrued Leave Payments, \$4K; Offset by a decrease in Salary Adjustments, (\$44K); Reclassifications, (\$40K); Salary due to the Voluntary Separation Program, (\$23K); and Turnover Adjustments, (\$18K).			
03 Communications			(30)
Decrease in Communications due to Postage.			
04 Travel			3
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			30
Increase in Motor Vehicles due to Gas and Oil, \$34K; and EZ-Pass Charges, \$1K; Offset by a decrease in Maintenance and Repairs, (\$5K).			
08 Contractual Services			(54)
Decrease in Contractual Services due to Printing of Reports, Pamphlets, and Publications, (\$82K); Department of General Services (DGS) Lease Compliance, (\$80K); and Data Cabling Upgrades, (\$53K); Alterations to Buildings and Grounds, (\$24K); Freight and Delivery to reflect current experience, (\$4K); contract with Arc Environmental Inc., (\$3K); and Rental of Meeting Space, (\$2K); Offset by an increase in Copier Rentals, including leasing costs for Mail Sorter, \$116K; Service Contracts - Equipment, \$74K; Software Licenses, \$3K; and Service Contracts - Buildings and Grounds, \$1K.			
09 Supplies and Materials			24
Increase in Supplies and Materials due to Office Supplies, \$16K; Data Processing Supplies, \$5K; and Uniforms, \$4K; Offset by a decrease in Printing Supplies, (\$1K).			
10 Equipment - Replacement			27
Increase in Equipment - Replacement due to the Purchase of an Electric Forklift for the Central Warehouse.			
11 Equipment - Additional			(139)
Decrease in Equipment - Additional for Mail Sorter lease now budgeted under Contractual Services in Agency Object 08.			
13 Fixed Charges			2
Increase in Fixed Charges due to Subscriptions and Dues.			
Total			(88)

*Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 361 - 362.

**Department of Human Resources
 FY 2013 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00**

	<u>FY 2012 Appropriation</u>	<u>FY 2013 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	30,115,020	29,667,967	(447,053)
Special Funds	1,006,269	725,769	(280,500)
Federal Funds	38,633,824	38,050,172	(583,652)
Reim. Funds	-	-	-
Total	69,755,113	68,443,908	(1,311,205)
II. PERSONNEL*			
Regular Positions:	112.00	109.00	(3.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(328)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012 (3 FTE), (\$512K); Salary Adjustments, (\$78K); and Reclassifications, (\$33K); Offset by an increase in Turnover Adjustments, \$131K; Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$103K; Accrued Leave Payments, \$36K; and Health Insurance, \$25K.			
02 Technical and Special Fees			(4)
Decrease in Technical and Special Fees for Court Transcript Services.			
03 Communications			427
Increase in Communications due to Data Processing (DP) Telecommunications Lines, \$409K; Department of General Services (DGS) Telecommunications Reimbursements, \$180K; Cellular Telephones, \$56K; and DP Modem/Direct Lines, \$1K; Offset by a decrease in Regular Telephone Service to reflect current experience, (\$219K).			
04 Travel			(11)
Decrease in Travel due to In-State Travel Business.			
06 Utility			(8)
Decrease in Utilities due to Electricity for the Department of Human Resources Information System (DHRIS) facility in Essex.			
08 Contractual Services			(1,453)
Decrease in Contractual Services due to funds not budgeted for development costs for the Business Process Management System (BPMS), (\$1,414K); Software Licenses, (\$880K); Application Maintenance for the Office of Home Energy Program (OHEP) system, (\$550K); Annapolis Data Center Charges, (\$60K); Audit Fees, (\$22K); Enterprise Project Management Office (EPMO) contract, (\$12K); Security Guard contract for the DHRIS facility, (\$1K); and Outside Data Processing Services, (\$1K); Offset by an increase in Contractual Services due to Application Hosting and Maintenance contract costs, \$681K; Network Engineering Technology Integration, \$531K; Health Care Reform, \$100K; Service Contracts - Equipment, \$78K; Hardware Maintenance, \$55K; and Electronic Benefit Transfer (EBT) contract, \$42K.			
09 Supplies and Materials			2
Increase in Supplies and Materials due to Data Processing Supplies, \$4K; Offset by a decrease in Office Supplies, (\$2K).			
10 Equipment - Replacement			128
Increase in Equipment - Replacement due to Microcomputers, \$126K; and Microcomputer Peripherals, \$2K.			
11 Equipment - Additional			(13)
Decrease in Equipment - Additional due to Data Processing Equipment, (\$49K); Offset by an increase in Tools and Machinery, \$17K; Purchase of New Software, \$12K; and Microcomputers, \$7K.			
13 Fixed Charges			(51)
Decrease in Fixed Charges due to Non-Department of General Services (Non-DGS) Rent for DHRIS Facility in Essex, (\$88K); Insurance for Non-Motor Vehicles, (\$4K); and Subscriptions and Dues, (\$1K); Offset by an increase in Lease Escalation, \$42K.			
Total			(1,311)

*Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 363 - 366.

**Department of Human Resources
 FY 2013 Budget Highlights
 Major Information Technology Development
 NF00.02**

	<u>FY 2012 Appropriation</u>	<u>FY 2013 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	2,313,575	1,000,000	(1,313,575)
Reim. Funds	-	-	-
Total	<u>2,313,575</u>	<u>1,000,000</u>	<u>(1,313,575)</u>

II. PERSONNEL^a

Regular Positions:	0.00	0.00	0.00
Contractual Positions:	0.00	0.00	0.00

III. MAJOR CHANGES (In Thousands)

08 Contractual Services	(1,314)
Decrease in Contractual Services due to funds not budgeted for development costs for the Business Process Management System (BPMS) (\$1,414K); Offset by an increase for development costs for Health Care Reform, \$100K.	
Total	<u>(1,314)</u>

^aReference Source: FY 2013 Maryland State Budget Book - Part II: Page 364.

**Department of Human Resources
 FY 2013 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00.04**

	<u>FY 2012</u>	<u>FY 2013</u>	
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	30,115,020	29,667,967	(447,053)
Special Funds	1,006,269	725,769	(280,500)
Federal Funds	36,320,249	37,050,172	729,923
Reim. Funds	-	-	-
Total	<u>67,441,538</u>	<u>67,443,908</u>	<u>2,370</u>
II. PERSONNEL*			
Regular Positions:	112.00	109.00	(3.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(328)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012 (3 FTE), (\$512K); Salary Adjustments, (\$78K); and Reclassifications, (\$33K); Offset by an increase in Turnover Adjustments, \$131K; Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$103K; Accrued Leave Payments, \$36K; and Health Insurance, \$25K.			
02 Technical and Special Fees			(4)
Decrease in Technical and Special Fees for Court Transcript Services.			
03 Communications			427
Increase in Communications due to Data Processing (DP) Telecommunications Lines, \$409K; Department of General Services (DGS) Telecommunications Reimbursements, \$180K; Cellular Telephones, \$56K; and DP Modem/Direct Lines, \$1K; Offset by a decrease in Regular Telephone Service to reflect current experience, (\$219K).			
04 Travel			(11)
Decrease in Travel due to In-State Travel Business.			
06 Utility			(8)
Decrease in Utilities due to Electricity for the Department of Human Resources Information System (DHRIS) facility in Essex.			
08 Contractual Services			(139)
Increase in Contractual Services due to Application Hosting and Maintenance contract costs, \$681K; Network Engineering Technology Integration, \$531K; Service Contracts - Equipment, \$78K; Hardware Maintenance, \$55K; and Electronic Benefit Transfer (EBT) contract, \$42K; Offset by a decrease in Software Licenses, (\$880K); Application Maintenance for the Office of Home Energy Program (OHEP) system, (\$550K); Annapolis Data Center Charges, (\$60K); Audit Fees, (\$22K); Enterprise Project Management Office (EPMO) contract, (\$12K); Security Guard contract for the DHRIS facility, (\$1K); and Outside Data Processing Services, (\$1K).			
09 Supplies and Materials			2
Increase in Supplies and Materials due to Data Processing Supplies, \$4K; Offset by a decrease in Office Supplies, (\$2K).			
10 Equipment - Replacement			128
Increase in Equipment - Replacement due to Microcomputers, \$126K; and Microcomputer Peripherals, \$2K.			
11 Equipment - Additional			(13)
Decrease in Equipment - Additional due to Data Processing Equipment, (\$49K); Offset by an increase in Tools and Machinery, \$17K; Purchase of New Software, \$12K; and Microcomputers, \$7K.			
13 Fixed Charges			(51)
Decrease in Fixed Charges due to Non-Department of General Services (Non-DGS) Rent for DHRIS Facility in Essex, (\$88K); Insurance for Non-Motor Vehicles, (\$4K); and Subscriptions and Dues, (\$1K); Offset by an increase in Lease Escalation, \$42K.			
Total			<u>3</u>

*Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 365 - 366.

**Department of Human Resources
FY 2013 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2012 Appropriation</u>	<u>FY 2013 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	21,807,701	21,312,720	(494,981)
Special Funds	2,692,658	2,631,723	(60,935)
Federal Funds	17,598,504	17,156,244	(442,260)
Reim. Funds	-	-	-
Total	42,098,863	41,100,687	(998,176)
II. PERSONNEL^a			
Regular Positions:	434.00	432.00	(2.00)
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(261)
Decrease in Salaries due to the Voluntary Separation Program and Section 47 of FY 2012 (2 FTE), (\$783K); Salary Adjustments, (\$326K); Reclassifications, (\$97K); Accrued Leave Payments, (\$74K); and Overtime, (\$2K); Offset by an increase due to Annualization of the Voluntary Separation Program and Section 47 of FY 2012, \$460K; Health Insurance, \$271K; Fringe Benefits, \$147K; and Turnover Adjustments, \$143K.			
03 Communications			6
Increase in Communications due to Postage, \$48K; Offset by a decrease in Regular Telephone Service, (\$41K); and Cellular Telephones to reflect current experience, (\$1K).			
06 Utilities			(272)
Decrease in Utilities due to Electricity for Baltimore City, (\$321K); Offset by an increase mainly for Baltimore County, \$22K; Washington County, \$13K; Prince George's County, \$7K; Carroll County Departments of Social Services, \$5K; and Non-Allocated LGA Local Only Programs to reflect current experience, \$2K.			
08 Contractual Services			(4)
Decrease in Contractual Services due to Mortgage Subsidies for Non-Allocated Local Funds Only Program, (\$46K); Collection Expenses, (\$31K); Contracts for Non-Allocated Local Funds Only Programs in Charles County and Frederick County Departments of Social Services, (\$30K); Service Contracts - Equipment, (\$12K); Senior Care Services, (\$10K); Advertising, (\$7K); Alteration to Buildings and Grounds, (\$5K); Shelter Beds, (\$4K); Family Day Care Vouchers for Lodging for Non-Allocated LGA Local Only Programs in Frederick County Departments of Social Services, (\$4K); Rental of Copiers, (\$4K); Freight and Delivery, (\$2K); and Equipment Repairs and Maintenance, (\$2K); Offset by an increase in Purchase of Services for Non-Allocated Local Funds Only Program in Cecil County, Frederick County and St. Mary's County Departments of Social Services, \$123K; Service Contracts - Buildings and Grounds, \$18K; Printing Reports, Pamphlets and Publications, \$6K; and Banking Fees to reflect current experience, \$6K.			
09 Supplies			41
Increase in Supplies due to Office Supplies and Materials, \$49K; and Copier Services, \$2K; Offset by a decrease in Cleaning and Custodial Supplies, (\$5K); Uniforms, (\$2K); Building and Household Supplies, (\$2K); and Printed Forms to reflect current experience, (\$1K).			
12 Grants, Subsidies & Contributions			21
Increase in Grants, Subsidies and Contributions due to Grant for Montgomery County Department of Health and Human Services, \$43K; and Background Checks, \$4K; Offset by a decrease in grants for Non-Allocated LGA Local Only Programs in Baltimore City Departments of Social Services, (\$26K).			
13 Fixed Charges			(529)
Decrease in Fixed Charges due to Non-Department of General Services (DGS) Rent mainly for Prince George's County, Baltimore City, Kent County, and Anne Arundel County Departments of Social Services, (\$420K); Multi-Service Centers mainly for Wicomico County, Cecil County, and Caroline County Departments of Social Services, (\$60K); Allocation for Local/Federal Administration costs, (\$45K); Insurance for Non-Motor Vehicles, (\$17K); Lease Escalation, (\$3K); and Subscriptions and Dues, (\$1K); Offset by an increase in DGS Rent mainly for St. Mary's County, \$14K; and Record Storage Fees, \$3K.			
Total			(998)

^a Reference Source: FY 2013 Maryland State Budget Book - Part II: Pages 378 - 379.

DEPARTMENT OF HUMAN RESOURCES

N00

Division of Administrative Operations

2011 Accomplishments

Asset Management

- Reconciled the control account to the detail records.
- Processed over 150 Excess Property Declarations (EPD).
- Identified and disposed of excess equipment and furniture in the following DHR Facilities: Baltimore City DSS, Calvert County DSS, Howard County DSS Prince George's County DSS Baltimore County DSS, Allegany County DSS, Garrett County DSS, Somerset County DSS, and DHR Central.
- Revised the DHR Internal Inventory Control Standards procedures.

Distribution Services (CDC & Mail Room)

- Acquisition of one Pitney Bowes Olympus II Mail Sorter – eliminating the vendor used to pre-sort mail.
- Obtained United States Postal Service Mailer ID, used as an identifier to track mail through the post office.
- Procedures were implemented to handle suspicious mail.

Emergency Operations

- Successfully implementing OC-ISW plan for Hurricane Irene that was Maryland's largest evacuation and State shelter event.
- Successfully implementing Repatriation plan for Haiti earthquake victims
- DHR organized and conducted the following exercises:
 - Hurricane Zulu 2 TTX and Functional (OC-ISW plan)
 - Operation Zephyr -the first state shelter TTX and functional exercise

Facilities Management

- Relocated Long Term Care Unit from the Baltimore County Department of Social Services located in Catonsville to DHR Central.
- Relocated staff from the Bureau of Disability Services (FIA) to comply Social Security Administration procedures to safeguard medical records of alcohol and drug abuse patients as stated in the Health Insurance Portability Accountability Act (HIPPA).

Fleet Management

- Established a MVA database for (DHR & 24 LDSS) State-owned and registered vehicles to comply with House Bill 125 (HB 125) which became effective October 1, 2011.

Office of Risk Management (ORM)

- 100% compliance with Accident Leave policy administered by IWIF.
- Continued implementation of "Plan Do Study Act" model in carrying out ORM functions.
- Established, implemented and coordinated mandatory Driver Improvement Program training.
- Drafted and submitted Violence in the Workplace Prevention policy.

Security and Public Safety

- Conducted Emergency Preparedness Training for Frederick County DSS and Baltimore City DSS.
- Revised Emergency Evacuation Policy to include earthquake procedures.
- Developed Security Contract Compliance policy to ensure that the same standard of quality performance is followed through the Department.

Support Operations

- Prepared for and provides maintenance for the storage of emergency supplies in DHR's Central Warehouse to be used for a major weather event or disaster situation.

DEPARTMENT OF HUMAN RESOURCES

N00

Office of Technology for Human Services

2011 Accomplishments

Infrastructure Optimization: In 2011 OTHS installed 125 new switches and 75 rack-mounted UPS' in DHR Local Department of Social Services (LDSS) across the state. This initiative was to required to replace legacy/end of life (EOL) hardware and improve performance, reliability, and availability of systems in the LDSS.

MD-RISE: To fully implement the MD RISE project requirements, five (5) system modifications were completed in CARES in November 2011 (CARES MISC Screen Modification, CARES Group Interviews, CARES/SAIL Review Print Application, Improve System Performance through SPA record enhancement, Generate Reports)

Enterprise Content Management System (ECMS): OTHS released an RFP for contractor support to implement an enterprise-wide content management solution to capture, maintain, manage, and share documentation electronically across DHR. The ECMS project kicked off in August 2011 and two pilot sites (Anne Arundel County & Charles County) were implemented by December 2011. The first phase of statewide rollout to DHR's Family Investment Administration and Child Support Enforcement Administration is scheduled to be completed by September 2012. The second phase will begin in October 2012 and consists of integrating LDSS stand-alone document imaging systems into ECMS.

Online Work Readiness Assessment (OWRA): In order to assist localities in their employment assessment and placement activities, the Federal Office of Family Assistance (OFA) developed Online Work Readiness Assessment (OWRA) as a comprehensive and targeted online resource to improve the assessment of TANF participants. OTHS successfully implemented two (2) system modifications (Skills2Compete and Improve WORKS System Performance) by December 2011 to meet the OWRA initiative requirements.

Health Care Reform: By Federal statute, Maryland is required to have a Health Care Exchange system operational by January 2014. To support the Affordable Care Act, the Department of Human Resources and OTHS must plan, design, develop, test, validate and provide post-deployment support of changes to CARES and SAIL Applications (FIA) and create an overall rules engine to determine and manage eligibility for Health Care Reform. CARES and SAIL Applications as they exist today have to be modified to fit and interoperate with the new Health Information Exchange (HIX). DHR is currently working collaboratively with DHMH to develop processes and procedures of how the CARES and SAIL systems will interoperate with the HIX system.

Data Center Renovation: DHR's network infrastructure aggregates all local office connections through DHR's single core Data Center located in the DHR Headquarters office at the Saratoga State Center (SSC-311 W. Saratoga Street. In 2011, OTHS worked with DGS to successfully complete upgrades to the Data Center power and cooling systems.

Ongoing Data and Network Security Enhancements: DHR successfully implemented Computrace which is a tool that allows OTHS to monitor DHR laptops and enforce security requirements.

GLOSSARY OF COMMONLY USED ACRONYMS AND TERMS

<i>Term</i>	<i>Explanation</i>
ACF	[Federal] Administration for Children and Families
ACP	Attendant Care Program
ACY	Advocates for Children and Youth
ADA	American Disabilities Act
ADC	Annapolis Data Center
ADPICS	Advanced Purchasing and Inventory Control System (Sub-system of statewide FMIS)
AFC	Adult Foster Care
AFCARS	Adoption and Foster Care Analysis and Reporting System
AFDC	Aid to Families of Dependent Children - replaced in 1996 by TANF (with Cash Assistance component called TCA.
AFU	Automated Income Maintenance System Fiscal Unit
AG	Attorney General
AIMS	Automated Maintenance System - Computerization of the income maintenance eligibility and payment process. Operating since December 1985. Replaced by CARES.
ALJ	Administrative Law Judge
AMF	Automated Master File
AOP	Affidavit of Parentage
AOR	Authorized Organizational Representative
AP	Absent Parent also known as Noncustodial Parent

<i>Term</i>	<i>Explanation</i>
APD	Advanced Planning Document - A document required by the federal funding agencies, such as the Department of Health and Human Services, in order to receive federal funding for computer systems.
APEP	Absent Parent Employment Program
APGRD	Adult Public Guardianship Review Boards - Recommend to the court whether guardianship should be continued, modified or terminated.
APHSA	American Public Human Service Association
APS	Adult Protective Services
APWA	American Public Welfare Association - now called APHSA
AR	Active Reception
ARF	Assistance Request Form - Request form to apply for Public Assistance Programs (For use with CARES eligibility system).
ARRA	American Recovery and Reinvestment Act of 2009
ASP	Adult Services Program
AT	Action Transmittal
Attendant Care	Program targeted to working disabled clients. Operating in DHR since October 1992.
AU	Assistance Unit - Term used in CARES to denote the group of individuals receiving a program service (AFDC, MA, FS, etc.) and for whom eligibility is established.
BA	Body Attachment
BCOCSE	Baltimore City Office of Child Support Enforcement
BENDEX	Beneficiary and Earnings Data Exchange (of Federal SSI and Social Security Client Data)
BSW	Bachelor of Social Work
BW	Bench Warrant
C/O	Court Order

<i>Term</i>	<i>Explanation</i>
C/S	Child Support
CAA	Corrective Action Agreement
CACFP	Child & Adult Care Food Program - Provides subsidies for food purchased by licensed child care & adult providers.
CAF	Combined Application Form - The application for Public Assistance Programs.
CAN	Child Advocacy Network
CAPTA	Child Abuse Prevention and Treatment Act
CARE	Certified Adult Residential Environments (Care Homes) - A Department of Human Resources supportive housing program for disabled adults (also known as Project HOME).
CARES	Clients' Automated Resource and Eligibility System, an application program of the CIS computerization of the income maintenance eligibility process. Replaced AIMS and AMF.
CASA	Court Appointed Special Advocate
CCR	Call Center Representative
CCR	[Federal] Central Contractor Registration
CCRT	Children's Cabinet Results Team
CCU	Central Collection Unit of the Department of Budget and Management. Responsible for collecting overpayments in closed AFDC and FS cases/AU's.
CCWO	Call Center Work Order
CDB	Client Data Base - Common data base, under development, to support all major DHR systems.
CDC	Central Distribution Center - DHR's mass mail facility.
CFDA	Catalog of Federal Domestic Assistance
CFO	Chief Financial Officer
CFR	Code of Federal Regulations

<i>Term</i>	<i>Explanation</i>
CFSRs	Child and Family Services Reviews
CHC	Community Home Care
CICS	Customer Information Control System
CINA	Child in Need of Assistance - Term used in Maryland law to describe a child who is not receiving proper care and whose parents are unable or unwilling to provide care.
CINS	Child in Need of Supervision - Term used in Maryland law to describe a child who requires guidance, treatment or rehabilitation because of improper conduct.
CIO	Chief Information Officer
CIS	Client Information System - Over-arching management information system which will tie together all major DHR computer systems.
CJIS	Criminal Justice Information System
CLTC	Central Long Term Care Unit
CMIA	Cash Management Improvement Act
COMAR	Code of Maryland Regulations
Commissions	Governor's Commission on Hispanic Affairs, Governor's Commission of Asian and Pacific Affairs, Governor's Commission of Migratory and Farm Labor, Maryland Commission for Women
Communications	Office of Communications
CP	Custodial Parent
CPS	Child Protective Services
CQI	Continuous Quality Improvement
CR	Caretaker Relative
CRA	Cooperative Reimbursement Agreement - Child Support Enforcement agreement between DHR and local government agencies.
CRBC	Citizen Review Board for Children (Formerly Foster Care Review Board)

<i>Term</i>	<i>Explanation</i>
CRS	Client Registration System
CSA	Community Services Administration (DHR)
CSBG	Community Services Block Grant
CSE	Child Support Enforcement
CSEA	Child Support Enforcement Administration (DHR)
CSES	Child Support Enforcement System - Computerized system for child support
CSPC	Community Screening and Placement Committee - A subcommittee of the Family to Family Steering Committee that has oversight responsibility for reviewing and monitoring services.
CSW	Certified Social Worker
CU	Custodial parent/custodian of minor child(ren)
CVA	Crime Victim Assistance
CWA	Child Welfare Agency
CWLA	Child Welfare League of America
CWS	Child Welfare Services
DAO	[DHR] Division of Administrative Operations
D&B	Dun & Bradstreet
DBED	(Maryland) Department of Business and Economic Development
DBM	(Maryland) Department of Budget and Management
DEAP	Disability Entitlement Advocacy Program - Provides special services to help TDAP, TCA, Public Assistance to Adults, and Foster Care children recipients qualify for Federal Supplemental Security Income.
DGS	(Maryland) Department of General Services
DHMH	(Maryland) Department of Health and Mental Hygiene

<i>Term</i>	<i>Explanation</i>
DHP	Displaced Homemaker Program
DHP	Department of Human Resources
DJJ	(Maryland) Department of Juvenile Justice -Administers services to delinquent youth and youth who require supervision (Name changed to Department of Juvenile Services).
DJS	(Maryland) Department of Juvenile Services (formerly Department of Juvenile Justice)
DLLR	(Maryland) Department of Labor, Licensing and Regulation
DLS	Department of Legislative Services
DMAR	Division of Medical Assistance Recoveries, a unit of DHMH
DMO	Disability Management Operations - Includes the State Review Team, Medical Assistance Waiver Unit, and Medical Assistance Appeals.
DNA	Deoxyribonucleic Acid (Genetic Testing used for Paternity)
DNR	(Maryland) Department of Natural Resources
DOB	Date of Birth
DOC	Department of Corrections
DOCGEN	Document Generation
DOD	(Maryland) Department of Disabilities
DOT	(Maryland) Department of Transportation
DPSCS	(Maryland) Department of Public Safety and Correctional Services
DRS	Division of Rehabilitation Services (part of State Department of Education)
DSI	Division of Special Investigations (DHR)
DSS	Department of Social Services - Twenty- four local DHR agencies in Baltimore City and the counties.
DV	Domestic Violence
EA	Emergency Assistance

<i>Term</i>	<i>Explanation</i>
EAFC	Emergency Assistance to Families with Children - One grant a year (12 month period) available to families with children, faced with specific emergencies, who have exhausted all available funds.
EBTS	Electronic Benefit Transfer System - Provides public assistance and food stamp benefits to clients using a debit card. System implemented statewide during FY1992/1993.
EITC or EIC	Earned Income Tax Credit
EOO	Equal Opportunity Office
EPSDT	Early and Periodic Screening Diagnostic and Treatment - A federal health program for children administered by DHMH.
ESFC	Emergency Services to Families with Children
ESL	English as a second language
ETHS	Emergency and Transitional Housing Services - Homeless Program
ETV	Chafee Education and Training Vouchers Program
EUSP	Electric Universal Service Program
EWO	Earnings Withholding Order AKA WWO
EZ	Empowerment Zone
F2F	Family to Family - Casey Grant developed to revamp the foster care system to make it community-based.
FACTS	[Automated] Foster Care Tracking System - FACTS II will add foster care payment capacity.
Families Now	Family Preservation Initiative
FAMIS	Family Assistance Management Information System.
FC	Foster Care
FCR	Federal Case Registry
FCRB	Foster Care Review Board (now CRBC)

<i>Term</i>	<i>Explanation</i>
FCS	Food and Consumer Service of the US Department of Agriculture (formerly Food and Nutrition Service)
FDS	Financial Systems Development - A division within the Office of Budget and Finance responsible for the implementation and support of FMIS for DHR.
FEMA	Federal Emergency Management Agency
FFATA	Federal Funding Accountability and Transparency Act of 2008
FFC	Full Faith and Credit
FFIS	Federal Funds for States
FFP	Federal Financial Participation
FFY	Federal Fiscal Year - October 1 through September 30.
FH	Foster Home
FI	Financial Institution
FIA	Family Investment Administration (formerly the Income Maintenance Administration)
FIDM	Financial Institution Data Match
FIP	Family Investment Program - Maryland's Welfare Reform Program
FIPNET	Family Investment Program Network
FIPS	Federal Information Processing Standard, A FIPS code may have seven digits, the first two digits are the state code, the next three digits are the local code, and the last two digits are local code for large jurisdictions.
FMA	Federal Medical Assistance
FMIS	Financial Management Information System
FPLS	Federal Parent Locator Service
FR	Federal Register

<i>Term</i>	<i>Explanation</i>
FS	Food Stamps - Federal program providing food benefits to families and individuals with gross incomes at or below 130% of the federal government's annually adjusted poverty level. For households with an elderly or disabled member, net income must not exceed 100% of poverty guidelines. Food Stamps are distributed through the Electronic Benefits Transfer System (EBTS).
FSIP	Food Stamp Investment Plan - Maryland's initiative to reduce the error rate and improve payment accuracy.
FSP	Food Stamp Program
FTA	Failure to Appear
FTE	Full Time Equivalent
FUTA	Federal Unemployment Tax Act
FVPS	Family Violence Prevention and Services/Grants
FY	(State) Fiscal Year - July 1 to June 30
GAAP	Generally Accepted Accounting Principles
GF	General Funds
GGO	Governor's Grants Office
GOC	Governor's Office for Children (formerly Office of Children, Youth and Families)
GOCCP	Governor's Office of Crime Control and Prevention
Group Care	Homes which provide 24-hour residential care for a number of children
Guardian Ad Litem	A person, usually an attorney, legally placed in charge of the affairs of a minor or someone incapable of managing their own affairs during a period of litigation.
GWIB	Governor's Workforce Investment Board
HCFA	[Federal] Health Care Financing Administration
HHS	[Federal] Department of Health and Human Services
HMRF	Health Marriage/Responsible Fatherhood

<i>Term</i>	<i>Explanation</i>
HPP	Homelessness Prevention Program
HRDT	Human Resource Development and Training
HS	Homemaker Services
HSP	Homeless Services Program
HUD	[Federal] Department of Housing and Urban Development
IAC	Inter-Agency Committee on Aging
ICAMA	Interstate Compact on Adoption and Medical Assistance
ICM	Intensive Case Manager
ICPC	Interstate Compact on the Placement of Children
ICR	Interstate Central Registry
IDEX	Inter-jurisdictional Data Exchange
IEVS	Income Eligibility Verification System - Federally mandated system using computer data maintained by state and federal agencies to help verify eligibility for public assistance.
IFS	Intensive Family Services
IGA	Intergovernmental Agreement
IHAS	In-Home Aide Services
IHOP	In Hospital Paternity
INS	Immigration & Naturalization
IPV	Intentional Program Violation
IRN	Individual Registration Number
IRS	Internal Revenue Service
ISSC	Integrated Systems Solutions Corporation
JARC	Job Access Reverse Comment

<i>Term</i>	<i>Explanation</i>
JTPA	Job Training Partnership Act
KEEP	KEEPing Foster and Kinship Parents Trained and Supported
Kinship Care	When caretaker of child is a relative of the child
LAB	Legal Aid Bureau
LBSS	Local Board of Social Services
LCC	Local Coordinating Council
LCSW	Licensed Certified Social Worker
LCSW-C	Licensed Certified Social Worker - Clinical
LDSS	Local Department of Social Services
LGA	Local Department General Administration
LIHEAP	Low Income Home Energy Assistance Program
LMB	Local Management Board
LOC	Letter of Compliance
Lottery Intercept	Program to divert lottery winnings for payment of child support arrears
LSWA	Licensed Social Work Associate
LTC	Long Term Care
MA	Medical Assistance - Medical benefits, through vendor payment, for all public assistance recipients and for other low-income persons. Program administered jointly by DHMH with eligibility determined by DHR.
MA Card	Medical Assistance card mailed to each individual authorizing payment for medical care.
MABS	Maryland Automated Benefit System - A record of wages paid to establish unemployment benefits.
MAC	Maryland Access to Care - DHMH program responsible for assigning most public assistance recipients to a primary care provider.
MARC	Maryland Association of Retarded Citizens

<i>Term</i>	<i>Explanation</i>
MARE	Maryland Adoption Resource Exchange
MARFY	Maryland Association for Residential Facilities for Youths
MARO	Mid-Atlantic Regional Office of the Food and Consumer Service
MASSB	Maryland Association of Social Service Boards
MASSD	Maryland Association of Social Services Directors
MCHIP	Maryland Children's Health Insurance Program
MCW	Maryland Commission for Women
MD CHESSIE	Maryland Children's Electronic Social Services Information Exchange (formerly SACWIS)
MDLC	Maryland Disability Law Center - Private, non-profit agency that provides legal services in court proceedings to disabled residents, especially in areas of guardianship, foster care, and children in need of assistance. This agency is a strong advocate for the protection and rights of disabled individuals.
MEAP	Maryland Energy Assistance Program (also referred to as the Low Income Home Energy Assistance Program - LIHEAP)
Medicaid	Another name for Medical Assistance
Medicare	Medical insurance program administered by the Social Security Administration
MEFP	Maryland Emergency Food Program
MEMA	Maryland Emergency Management Agency
MFPA	Maryland Foster Parent Association
MKC	Maryland Kids Count - Produced by the Anne E. Casey Foundation. Identifies State profiles of child well being.
MLIS	Maryland Legislative Information System
MLSC	Maryland Legal Services Corporation - Receives Interest on Lawyers Trust Account (IOLTA) funds for civil legal devices to low-income.

<i>Term</i>	<i>Explanation</i>
MLSP	Maryland Legal Services Program
MMIS	Medicaid Management Information System - Administered by DHMH
MML	Minimum Living Level
MONA	Maryland Office for New Americans
MPAP	[DHMH] Maryland Pharmacy Assistance Program
MSDE	Maryland State Department of Education
MSFI	Multi State Financial Institution
MSFIDM	Multi State Financial Institution Data Match
MSFL	Migratory and Seasonal Farm Labor Commission
MSO	Monthly Support Order
MSW	Master of Social Work (graduate program)
Multi-Disciplinary Team or Multi-D	Professionals working together on child abuse and neglect problems
MVA	Motor Vehicle Administration
MVP	Mandatory Vendor Payment
NAFDC	Non-Aid to Families with Dependent Children - Sometimes used to distinguish services to families not receiving AFDC.
NCANDS	National Child Abuse and Neglect Database System
NCEP	Non Custodial Employment Program
NCP	Noncustodial Parent also known as Absent Parent
NDNH	National Directory of New Hires
NEL	Non-Expiring License
NGA	National Governor's Association
NGMA	National Grants Management Association

<i>Term</i>	<i>Explanation</i>
NH	New Hire
NPA	Non - Public Assistance - sometimes used to distinguish services to recipients not receiving Public Assistance.
NPS	Non - Personnel Services - Used to distinguish personnel expenditures (salary and fringe benefits) from all other expenditures (e.g., supplies)
OAG	Office of the Attorney General
OAH	Office of Administrative Hearings
OAPAA	Office on Asian-Pacific American Affairs
OAS	[DHR] Office of Adult Services
OBF	[DHR] Office of Budget and Finance
OCI	{DHR} Office of Community Initiatives
OCSE	[Federal] Office of Child Support Enforcement
OCYF	Office of Children, Youth and Families (now Governor's Office for Children)
OEPE	[DHR] Office of Employment and Program Equity
OGCCA	[DHR] Office of Government, Corporate and Community Affairs (formerly Office of Legislation)
OHEP	Office of Home Energy Programs
OIG	Office of the Inspector General
OL	[DHR] Office of Legislation (now Office of Government, Corporate and Community Affairs)
OLA	Office of Legislative Audits
OMB	[Federal] Office of Management and Budget
OPAS	Office of Personal Assistance Services
OPS	Order of Protective Supervision

<i>Term</i>	<i>Explanation</i>
OS	Office of the Secretary
OSC	Order of Shelter Care
OTHS	[DHR] Office of Technology for Human Services (formerly OIM)
OTS	[DHR] Office of Transitional Services
OVS	[DHR] Office of Victim Services
PA	Public Assistance - Cash grant to families or individuals through TCA, etc.
PAA	Public Assistance to Adults - Cash grants to adults over 65 in a licensed domiciliary care facility; also supplement to certain recipients covered by SSI. Includes Project HOME for budget purposes.
PASP	Parent Aide Services Program
PC	People's Counsel
PIA	Public Information Act
PIC	Private Industry Council
Planning	DHR Office of Planning
PLS	Professional License Suspension
POC/Subsidy	Purchase of Care - Child care or other service by one government entity from another public or private agency, usually by contract.
POS	Purchase of Services - Purchase of Care or other service by one government entity Terminal from another public or private agency, usually by contract.
Project HOME	A DHR supportive housing program for disabled adults, also known as C.A.R.E.
PS	Protective Services (for adults and for children)
PSC	Public Service Commission
PWC	Pregnant Women & Children program
QC	Quality Control

<i>Term</i>	<i>Explanation</i>
QMB	Qualified Medicare Beneficiary program
QW	Quarterly Wage
RAP	Rental Allowance Program
RCA	Refugee Cash Assistance
Re-determination or Re-det	Federally mandated review of client eligibility for benefits and services, also referred to as reconsideration or (recon) recertification.
RESI	Regional Economic Studies Institute of Towson State University
Respite Care	Program provides short-term rest and relief to family member
RF	Reimbursable Funds
RICA	Regional Institute for Children and Adolescents
RMA	Refugee Medical Assistance
RMDS	Report Management and Distribution System
RPP	Representative Payee Program - Uses trained volunteers to handle finances for selected benefits for incapable adults or children.
RSTARS	Relational Statewide Accounting and Reporting System (the accounting subsystem of FMIS)
SACWIS	Statewide Automated Child Welfare Information System (now MD CHESSIE)
SAO	State's Attorney's Office
SAVE	Systematic Alien Verification for Entitlements
SAVP	States for Access and Visitation Programs
SCC	State Coordinating Council
SCCAN	State Council on Child Abuse and Neglect
SCR	State Case Registry
SDA	Service Delivery Area

<i>Term</i>	<i>Explanation</i>
SDU	State Disbursement Unit
SDX	State Data Exchange. DHHS/SSA provides data on SSI beneficiaries
Sealed Files	Case records for children whose adoptions have been finalized are kept in special restricted files.
SESA	State Employment Security Agency
SF	Special Funds
SFC	Services to Families with Children
SFH	Specialized Foster Homes - Foster homes for children with special emotional, physical, or age handicaps.
SFY	State Fiscal Year
Shelter Care	Temporary foster care in a shelter home until a plan can be made for permanent placement.
SHP	Supportive Housing Program - HUD grant program
SIDS	Sudden Infant Death Syndrome
SIP	Special Improvement Projects – Grants by ACF/OCSE
SNAP	Supplemental Nutrition Assistance Program
SOA	Support Obligation Amount - Basic periodic amount due for child support.
SOP	Service of Process
SP	(Maryland) State Police
SPLS	State Parent Locator Service
SRI	Systems Reform Initiative
SRS	Supervisory Review System
SRT	State Review Team
SSA	Social Services Administration (DHR); also Social Security Administration (federal agency); also Social Services Act

<i>Term</i>	<i>Explanation</i>
SSBG	Social Services Block Grant (formerly known as “Title XX” program)
SSC	Saratoga State Center (DHR Headquarters location)
SSI	Supplemental Security Income (Federal)
SSTA	Social Services to Adults
SSTS	Social Services Time Study
STARS	Statewide Accounting and Reporting System. This is the State’s central accounting system.
Subcabinet Fund	Interagency fund in the MSDE Budget. OCYF manages and distributes the Fund.
Subsidized Adoption	Cases in which adoptive parents are assisted financially by the State to care for the child(ren) they have legally adopted.
SVES	State Verification Exchange System
TAD	Technical Assistance Division
TANF	Temporary Assistance for Needy Families (In MD aka TCA)
TCA	Temporary Cash Assistance
TCM	Targeted Case Manager
TDAP	Temporary Disability Assistance Program
TEFAP	The Emergency Food Assistance Program
TEMHA	Temporary Emergency Medical and Housing Assistance Program (Formerly DALP - now TDAP)
Title II	United State Code (USC) Grants and Agreements - includes circulars
Title IV-A	Social Security Act Title which deals with TANF
Title IV-B	Social Security Act Title which deals with child welfare services.
Title IV-C	Social Security Act Title establishing the Work Incentive Program (WIN); replaced by Title IV-F.

<i>Term</i>	<i>Explanation</i>
Title IV-D	Social Security Act Title establishing the Child Support Enforcement program.
Title IV-E	Social Security Act Title which deals with foster care payments.
Title IV-F	Social Security Act Title, established by the Family Support Act of 1988, which deals with job opportunities and basic skill training.
Title VII	Food Stamp Program
Title XVIII	Medicare Program
Title XIX	Social Security Act, Title established the Medicaid program.
Title XX	Social Security Act Title which funds social services (see SSBG).
TOP	Treasury Offset Program
TPR	Termination of Parental Rights
TRIP	Tax Refund Intercept Program - Program to divert State tax refunds otherwise due to absent parents, for payment of child support.
TROP	Tax Refund Offset Program - Program to divert federal tax refunds otherwise due to absent parents, for payment of child support.
UAT	User Acceptance Testing
UB	University of Baltimore
UCIS	Unemployment Compensation Interface System
UIB	Unemployment Insurance Benefits
UIBIP	Unemployment Insurance Benefit Intercept Program
UIFSA	Uniform Interstate Family Support Act
UMAB	University of Maryland at Baltimore
UMCP	University of Maryland at College Park
URPA	Unreimbursed Public Assistance

<i>Term</i>	<i>Explanation</i>
USC	United States Code
USDA	United States Department of Agriculture (federal agency responsible for the food stamp program)
USPP	Utility Services Protection Plan - Utility program to assist with the prevention of utility shut-off.
VA	Veteran's Administration
VOCA	Victims of Crime Assistance
VOP	Violation of Probation
WA	Welfare Advocates
WAG	Welfare Avoidance Grant
WCC	Workers Compensation Commission
WIA	Workforce Investment Act of 1998
WIC	Women, Infants and Children (food supplemental program)
WO	Work Opportunities
WOMIS	Work Opportunities Management Information System
WRO	Welfare Rights Organization
WS	Wage Screen
WSP	Women's Services Program (defunct - all services now covered under Office of Victim Services)
WTW	Welfare to Work
WVO	Wage Withholding Order
YF/RFP	Young Fathers/Responsible Fathers Program

Department of Human Resources
N00

Response to Issues

DHR should brief the committees on how the remaining negative TANF balance is to be addressed.

Response to Issue

The Department plans to reduce the TANF shortfall gradually using a balanced approach to ensure that benefits and services to needy families are maintained without interruption. The number of Maryland families who need assistance grew significantly during the severe economic downturn that began in 2008 and many families still need our help.

Our approach will allow us to avoid slashing benefits or taking other actions that would hurt vulnerable Maryland children and adults. We will continue to closely coordinate with DBM to make sure that we can provide adequate funding for these services.

The Department carried a TANF shortfall of \$49.6 million into FY2012, primarily because Congress failed to approve as much TANF Contingency Funding as we anticipated. The Department was among the states that submitted application for the TANF Contingency award in fiscal 2012 for the maximum of \$45.8 million to cover growing caseloads that were the result of the national economic slowdown.

DHR has been awarded been awarded \$15.3 million in Contingency Funding as of January 2012. We have recently been notified that we will receive an additional \$3.8 million in February 2012 for a total of \$19.1 million.

While the Contingency Funding will help close the gap, the DLS analysis correctly notes that this approach will require that a portion of each year's TANF grant be used to cover prior year-spending. Attempting to eliminate the negative balance in a single year would put the Department in the position of making changes at a time when caseloads are elevated due to the weak national economy and take vital funding away from our clients when they need it most.

Ultimately, the success of this approach depends on the Department's ability to prepare our TANF caseload to join the workforce and to take advantage of opportunities that arise as the economy recovers. To that end, the Department's strategy focuses on the following three steps:

- ***Performance based contracting to stretch scarce training dollars further.*** DHR is accelerating the implementation of performance based contracting for all job training programs in order to make sure that we are paying for training that leads to jobs that pay family sustaining wages, not training for training's sake.

- ***Job Training and Education.*** One of the major uses of TANF dollars is to fund targeted job training programs that help our clients get and keep jobs. In FY 2011, the Department helped nearly 2,500 clients find jobs, up from 1,357 in the previous year.
- ***Maximizing Participation.*** TANF clients often have multiple barriers to entry into the workforce. Therefore, a critical part of Maryland's approach must be to make sure that we address those barriers – whether they are physical disabilities, mental illness, substance abuse or domestic violence – comprehensively with our clients. As a result, the Department will also make sure that all of our clients are participating to the level they are able. Even if they are unable to work full-time, we believe participation in the level to which they are able is critical part of planning for their future.

DHR should discuss its understanding of how the new system will interact with CARES and how, from its perspective, a customer may experience the process of applying for Medicaid or a subsidy or a tax credit.

Response to Issue

DHR has been working closely with both the Department of Health and Mental Hygiene (DHMH) and the Health Exchange to implement the Affordable Care Act (ACA). To meet the eligibility requirements under ACA, the Health Exchange issued a multi-phased request for proposals (RFP) that is currently under review. The evaluation team consists of members for all of three agencies as well as the Department of Information Technology (DoIT).

The first phase of the RFP, which is the only mandatory phase of the RFP, provides for the hiring of a systems integrator and a base technology platform for the Exchange and MAGI Medicaid eligibility determinations. Maryland must successfully develop and test its new eligibility and enrollment system no later than the spring of 2013. The Exchange must be certified as on track by HHS by January 1, 2013 and start enrolling individuals on October 1, 2013 with full implementation by January 1, 2014.

The RFP also includes optional phases for integrating non-MAGI Medicaid eligibility determinations and integration of other social services programs such as TANF and SNAP (also known as food stamps). Both of these optional phases will be available in 2016 at the earliest.

Until that time, the new system must interface with DHR's existing CARES and SAIL systems to provide for a seamless experience for the customer. DHMH, DHR and the Exchange fully expect that the transition will not be without its challenges but we are committed to minimizing any problems and making the process as easy as possible for the consumer. As noted in the analysis, the DHR budget includes \$6.25 million in total funds to build those interfaces.

While no final decisions have been made concerning the operation and management responsibilities under the new system – both during the initial phase and after the subsequent phases are complete -- Maryland's goal for the customer's experience is clear. Namely, that the customer will have a single cohesive State of Maryland eligibility determination and enrollment

experience that allows them to access all benefits to which they are entitled regardless of their point of entry into the system.

While these determinations will require the sharing of information between the new system being procured through the Health Exchange and existing systems in DHMH and DHR, our goal is to minimize the amount of work that the customer do to apply and that as much of the work as possible occur behind the scenes. Such an approach is consistent with Maryland's commitment to a "no wrong door" approach and the federal vision of a seamless system described in the ACA legislation.

Under such an approach, whether or not the customer first seeks assistance via the "navigators" required by ACA, an existing local DSS office, a local health department or online, the system will be designed to capture as much of the required information as possible and make the appropriate eligibility determinations. The details of these interfaces and the operations of this approach will make up a portion of the vendor who will be hired under the first phase of the RFP.

**DHR - ADMINISTRATION
N00**

Response to Issues

The department should explain the types of activities that have occurred, any activities that are planned including a timeline for action, and why more actions have not been undertaken to address potential operational efficiencies through the consolidation of certain local department administrative functions.

Response to Issue

The initial FY 2011 budget bill required that the department achieve a savings of \$450,000 through the abolition of 15 local department functions by October 1, 2010. Since the FY 2011 budget bill, DHR has eliminated over 27 local department positions as part of consolidation and reorganization for a savings of over \$1.6 million.

These savings came from learning ways to do more with less and from the consolidation or centralization of many administrative functions. For example:

- **Procurement:** Staffing for procurement is centralized in our main office. The centralized personnel perform most technical parts of the process and handle most procurements except very small routine purchases.
- **Information Technology:** Information Technology is centralized in our Office of Technology for Human Services (OTHS). Centralization allows us to standardize processes and purchases and provide services as efficiently as possible.
- **Warehousing/Storage/Stockroom:** Centralization and consolidation of the Baltimore City Department of Social Services (BCDSS) Stockroom with DHR's Division of Administrative Operations Central Warehouse that produced additional BCDSS storage space and better operational efficiency due to a realignment of staff.
- **Real Estate:** All real estate functions are centralized with the Department of General Services.

While the Department has made progress in centralizing many of the administrative functions, we are always looking for additional opportunities for further consolidations.

Currently, the last major function that remains to be centralized is human resources. To that end, DHR has been working with the Department of Budget and Management (DBM) to take advantage of its planned migration to PeopleSoft software. DHR believes that, due to the number of field and local offices we have, we are in a great position to

take advantage of the software to consolidate HR functions and are working with DBM to help make the transition as quick as possible.

In addition, the Department is always looking for opportunities to consolidate further. While we do not have any concrete plans to further centralize, we are exploring potential opportunities in asset management, fleet management and security operations.

DHR should comment on how it will fund the project in fiscal 2012 and 2013 with a limited appropriation for the project in fiscal 2012 and no appropriation in fiscal 2013. The department should also explain how the current funding situation will impact the ongoing pilot and the planned statewide roll-out.

Response to Issue

DHR is committed to the ECMS/BPMS project as part of ongoing efforts to modernize how we do business, improve cost-efficiency and deliver better customer service. The Department plans to use the TANF Contingency Funds that were recently received to fund the project to the fullest extent possible. We are also looking at delaying the purchase of computer hardware and software to FY 2013 and utilize those savings to fund any shortfalls that may occur. In FY 2013, the Department may need to discuss the possibility of a deficiency request with DBM.

**Department of Human Resources
Administration
N00**

Responses to Recommended Actions

Recommendation #1:

Adopt committee narrative requesting additional information on the major information technology project related to health care reform. **(Page 3 and 21)**

Response: Concur

The Department concurs with the committee narrative on requesting a report on the project scope and additional costs for CARES and SAIL changes. The Department will work in conjunction with the Department of Information Technology (DoIT) to provide additional information on the project scope, including the changes that will be made to CARES and SAIL, and will provide information on the amount of funding that will be needed beyond fiscal 2013 to complete the changes that are needed.