



**STATEMENT OF GREGORY S. JAMES
ACTING SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
HOUSE APPROPRIATIONS COMMITTEE
HEALTH AND HUMAN RESOURCES SUBCOMMITTEE
FY 2018 BUDGET**

WEDNESDAY, JANUARY 25, 2017



**STATEMENT OF GREGORY S. JAMES
ACTING SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
SENATE BUDGET AND TAXATION COMMITTEE
HEALTH AND HUMAN SERVICES SUBCOMMITTEE
FY 2018 BUDGET**

THURSDAY, JANUARY 26, 2017

Good afternoon, Chairman Reznik and members of the Committee. It is a pleasure to be here today.

With me today are: Craig Eichler, Deputy Secretary for Strategy and Administration; Ann Flagg, Acting Deputy Secretary for Programs; and Stafford Chipungu, our Chief Financial Officer.

Also, we have available Rebecca Jones Gaston, Executive Director of the Social Services Administration; Tracey Paliath, Executive Director of the Family Investment Administration; and Leyla Layman, Acting Executive Director of the Child Support Enforcement Administration and Lance Schine, Chief Technology Officer.

As you are aware, the Department of Human Resources (DHR) is responsible for three primary 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 2018 Allowance for DHR totals \$2.6 billion, an increase of \$2.8 million or 0.1 percent compared to the FY 2017 Appropriation.

I'd like to take a moment to highlight some of our accomplishments in the past year. I am happy to say that last year was another record setting year for the Department.

- For the third consecutive year, DHR placed over 13,000 people who were receiving welfare into jobs and surpassed our internal target of placements in the last

federal fiscal year. This is an increase of 4.4 percent over the same time in FY 2013 even though the caseload declined by approximately 16 percent. Over the last three years, nearly 38,277 individuals moved from welfare to work. Additionally, DHR exceeded its federal Work Participation Rate requirement by achieving an overall rate of 51.5%.

Through the combined efforts of the campaign to end childhood hunger, FIA, the local departments of social services, and our community organization partners, 744,343 individuals enrolled in the FSP in FFY 2016. Of those individuals, 309,682 were children under the age of 18; approximately 42 percent of our total FSP population consists of children who will not go hungry tonight.

Though the improving economy has reduced the Food Supplement Program rolls, Maryland made great strides in the take up rate for FSP among low-income State residents in recent years. Maryland received a bonus of \$2.7 million from the US Department of Agriculture for increasing access to the Food Supplement Program in calendar year 2015 due to our strong outreach efforts. Maryland is among the States with the highest penetration rates in the nation for program access.

- The Office of Home Energy Programs continues to provide critical benefits to thousands of households in Maryland. Through December 31, 2016:

- 56,651 households have received a total of \$30.7 million in heating benefits with an average benefit of \$543;

- 55,513 households received a total of \$27.3 million in total electric bill assistance with an average benefit of \$493; and

7,660 households received a total of \$6.8 million in electric arrearage retirement benefits with an average benefit of \$889.

- DHR remains committed to achieving positive outcomes for children and families by providing services that keep children safely at home and assist families in meeting their needs. Since 2007, over 23,500 children have been adopted, moved to guardianship, or safely returned home. These outcomes are largely a result of the Department's Place Matters initiative and the hard work of the staff in the Local Departments of Social Services (LDSS).

Currently Maryland has the fewest number of youth in care in over 28 years. The count of children in care continues to decline. Currently there are 4,709 children in out-of-home placement. This is a 3% decrease from last year. SSA projects to continue to be able to reduce the number of children in foster care while maintaining safety as a priority: throughout the years of reducing foster care, the absence of recurrence of maltreatment within 12 months has actually increased (e.g. 86.1% for FY2011 and 87.6% for FY2016). In FY2016, over 2,050 children achieved permanency, which represents 79% of total exits from foster care. More specifically, 349 children were adopted, 468 went to a permanent guardianship home, and 1,242 were reunified with their families in the last year. We expect to continue to be able to reduce the number of children in foster care while maintaining safety as a priority.

Families Blossom, Maryland's Title IV-E Waiver Demonstration Project, has been building on current foundations to create a trauma-informed system of care, increase the utilization of evidence based practices, enhance parental substance abuse services,

strengthen partnerships and collaborations, and enhance the continuous quality improvement processes with the goal of strengthening families so that children are safe, healthy, happy, and able to grow and thrive.

SSA's Office of Adult Services applied for and was awarded a competitive federal grant to enhance our Adult Protective Services (APS) program in August 2016. One of the primary proposed activities funded by the grant was the adaptation and piloting of an assessment instrument to be used by local APS staff once an investigation of maltreatment is initiated.

Currently, each of the 24 local APS programs uses a different assessment process. A validated, standardized assessment instrument will give the ability to make sure vulnerable adults are afforded the same quality of assessment and intervention by APS, regardless of where they reside in the State.

- Child support collections continue to grow and set records for the State of Maryland. The Department collected \$566 million last federal fiscal year. Over the last two years, the Department has improved the collection of child support payments to families by \$7 million - setting consecutive State records in 2015 and 2016 for the most child support collected in Maryland for each year. Furthermore, during that same time period, the amount collected per case has increased by \$175 from \$2,605 to \$2,780 – an increase of 7 percent over the last two years.

While we had a great 2016, we still have a lot of work to do. Our yardstick remains: “if the services we provide are not good enough for our own families, they are not good enough for the

people we serve.” To get there, we must continue to recognize and seek to understand the specific challenges our clients face and – instead of treating them all the same – introduce smarter strategies that are tailored to these differences so that they can succeed.

One such strategy that we believe will be beneficial to all State clients is integrating all human services programs into the Maryland Total Human-services Integrated NetworK (MD THINK). Maryland believes that moving to a shared health and human services platform will provide multiple benefits for clients, the State, and our federal partners, including significant improvements in the efficiency and effectiveness in program operations, continuous system enhancement, and reduced cost for system maintenance. The State of Maryland has submitted the Implementation Advanced Planning Document (IAPD) to secure the approval and support of its federal partners at the Department of Health and Human Services (the Centers for Medicare and Medicaid Services and the Administration for Children and Families) and the Department of Agriculture (Food and Nutrition Service) for the creation, implementation, and operation of MD THINK. MD THINK will be a new shared health and human services platform – a system of modular, interconnected components – a common data repository, shared service elements and resources, and mission specific applications – capable of supporting multiple programs and missions. The ultimate goal of this effort is to create a data system that can support a more integrated, client-centric approach to health and human services delivery and management.

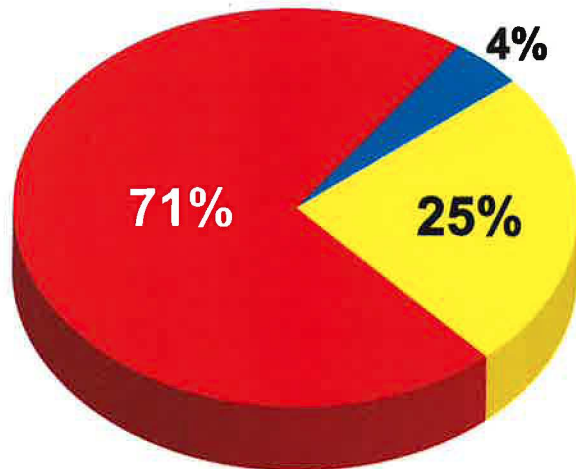
Thank you for the opportunity to be here today. We are of course happy to answer any questions you may have.



DHR BUDGET WHERE \$'S COME FROM

FY 2018 ALLOWANCE

Total DHR Budget \$ 2,584,340,195



SPECIAL FUNDS **110,590,156**

Child Support Offset	8,630,732
CSEA Reinvestment Funds	6,764,555
Coop Reimb Monitor and Fees	289,750
Local Government Payments	10,285,171
Child Support Foster Care Offset	1,923,336
Universal Services Benefit	37,257,377
Foster Care Education	826,567
Strategic Energy Investment Fund	37,000,000
Interim Assistance Reimbursement	6,038,324
Cost of Care Reimbursement	1,574,344

GENERAL FUNDS **645,553,060**

FEDERAL FUNDS **1,828,196,979**

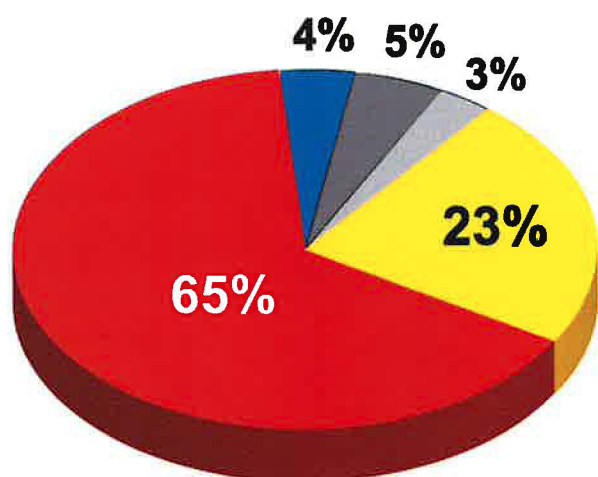
Supplemental Nutrition Assistance Program (SNAP)	1,102,997,385
State Administrative Matching Grants for Food Stamp Program	54,421,451
Stephanie Tubbs Jones Child Welfare Services Program	3,791,667
Foster Care Title IV-E	40,141,800
Child Support Enforcement	88,011,997
Social Services Block Grant	30,340,292
Medical Assistance Program	97,968,918
Refugee and Entrant Assistance-State Administered Program	13,316,057
Refugee and Entrant Assistance-Directionary Grants	250,000
Low Income Home Energy Assistance	72,255,000
Title IV-E Waiver Funding	65,035,760
Promoting Safe and Stable Families	4,397,441
Grants to States for Access and Visitation Programs	159,005
Temporary Assistance for Needy Families (TANF)	249,874,105
Child Abuse and Neglect State Grants	458,466
Chafee Foster Care Independence Program	2,863,540
Refugee Targeted Assistance Grants	1,163,610
Emergency Food Assistance Program (Administration Costs)	750,485



DHR BUDGET WHERE \$'S GO

FY 2018

Total DHR Budget \$ 2,584,340,195



- Family Investment Administration
- Social Services Administration
- Child Support Enforcement
- IT Support
- Administration

SOCIAL SERVICES

Foster Care Placement	200,884,086
Adoption Placement	61,813,787
Child Welfare Services	236,357,420
Adult Services	46,903,480
Legal Services	13,087,212
Central Administration/Support	28,688,149

FAMILY INVESTMENT ADMINISTRATION

Cash Assistance	173,172,807
SNAP Benefits	1,102,997,385
Workforce Development	31,650,929
Eligibility Services	162,948,855
Energy Assistance	144,088,791
Central Administration/Support	36,566,087
Refugees	14,643,916
Grants-Special State Funds	12,621,953

CHILD SUPPORT ENFORCEMENT 92,174,666

IT SUPPORT (F002, F004) 135,595,309

ADMINISTRATION 90,145,363



DHR BUDGET \$2,584,340,195

WHERE \$'S COME FROM { FY 2018 ALLOWANCE }

Federal Funds
1,828,196,979

General Funds
645,553,060

Special Funds
110,590,156





DHR BUDGET AMOUNT RECEIVED AND WHERE SPENT

\$ 2,584,340,195

1,678,690,723

Family Investment Administration

587,734,134

**Child
Welfare
Services**

92,174,666

**Child
Support
Enforcement**

Energy Assistance Temporary Cash Assistance Food Stamps Work Force Development Eligibility Determination Grants

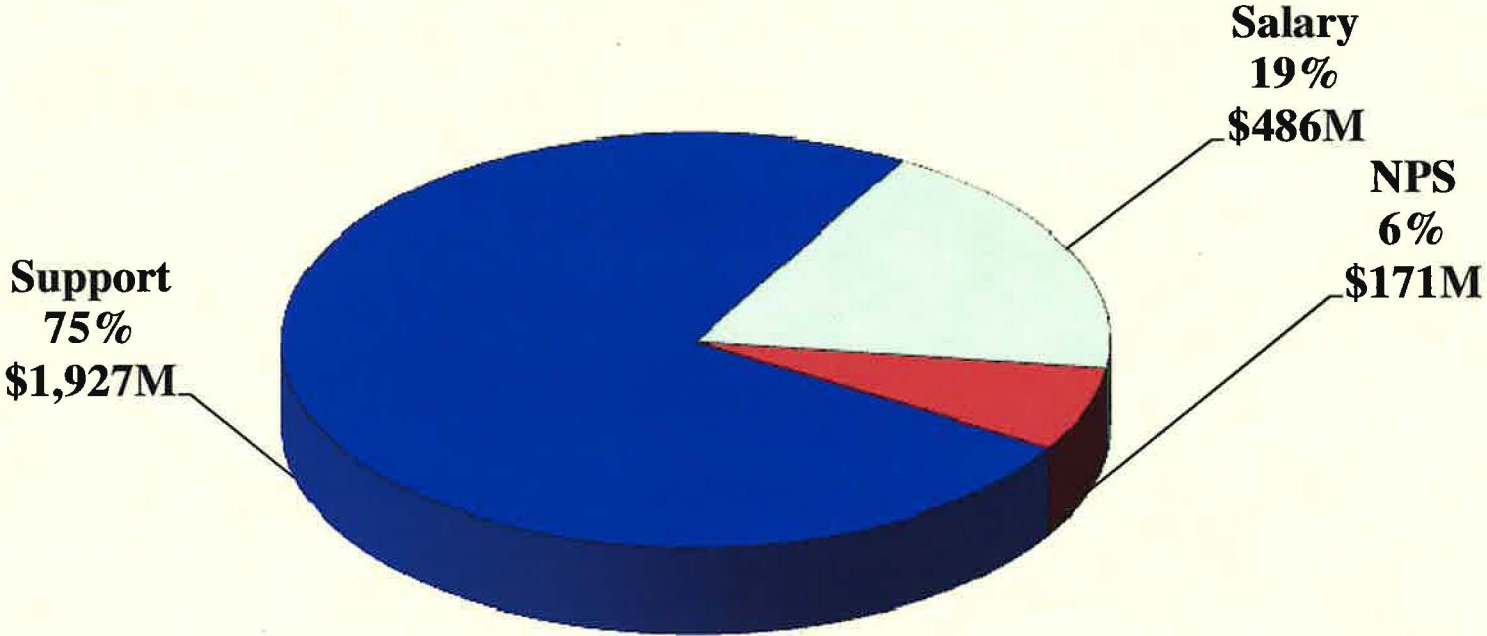


IT Systems 135,595,309

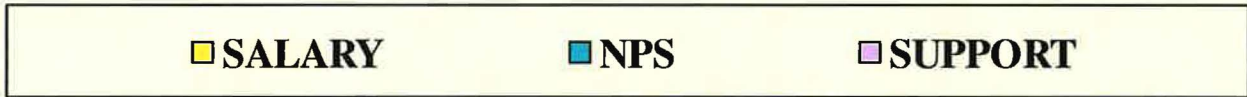
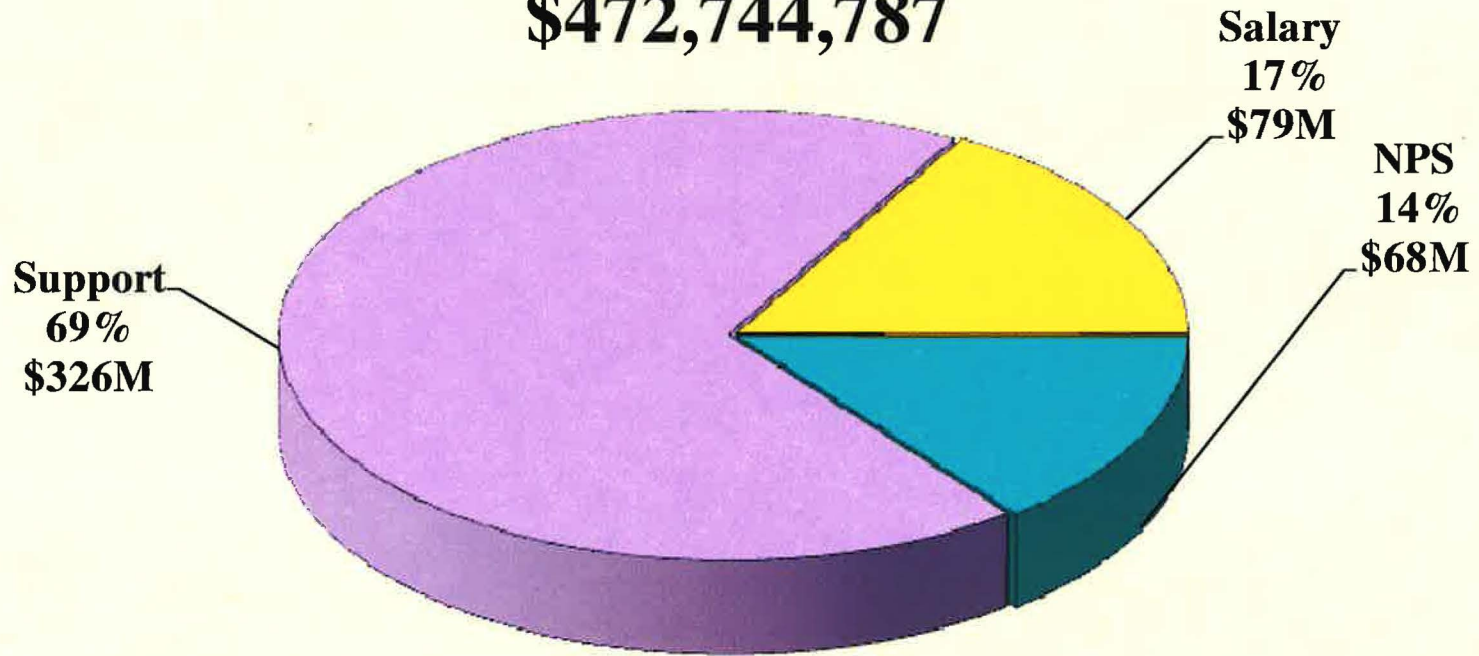
Administration 90,145,363

FY 2018 Total Budget Allowance

\$2,584,340,195

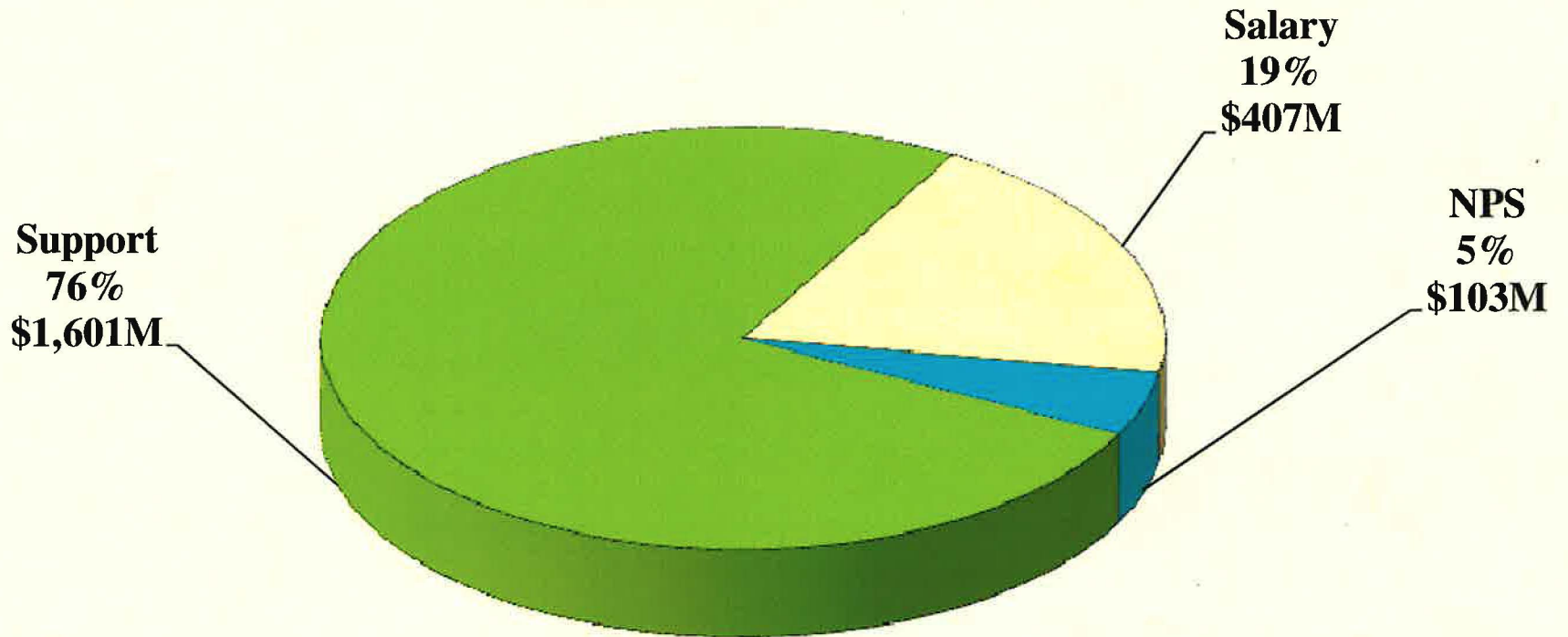


FY 2018 Budget Allowance Central Administrations \$472,744,787

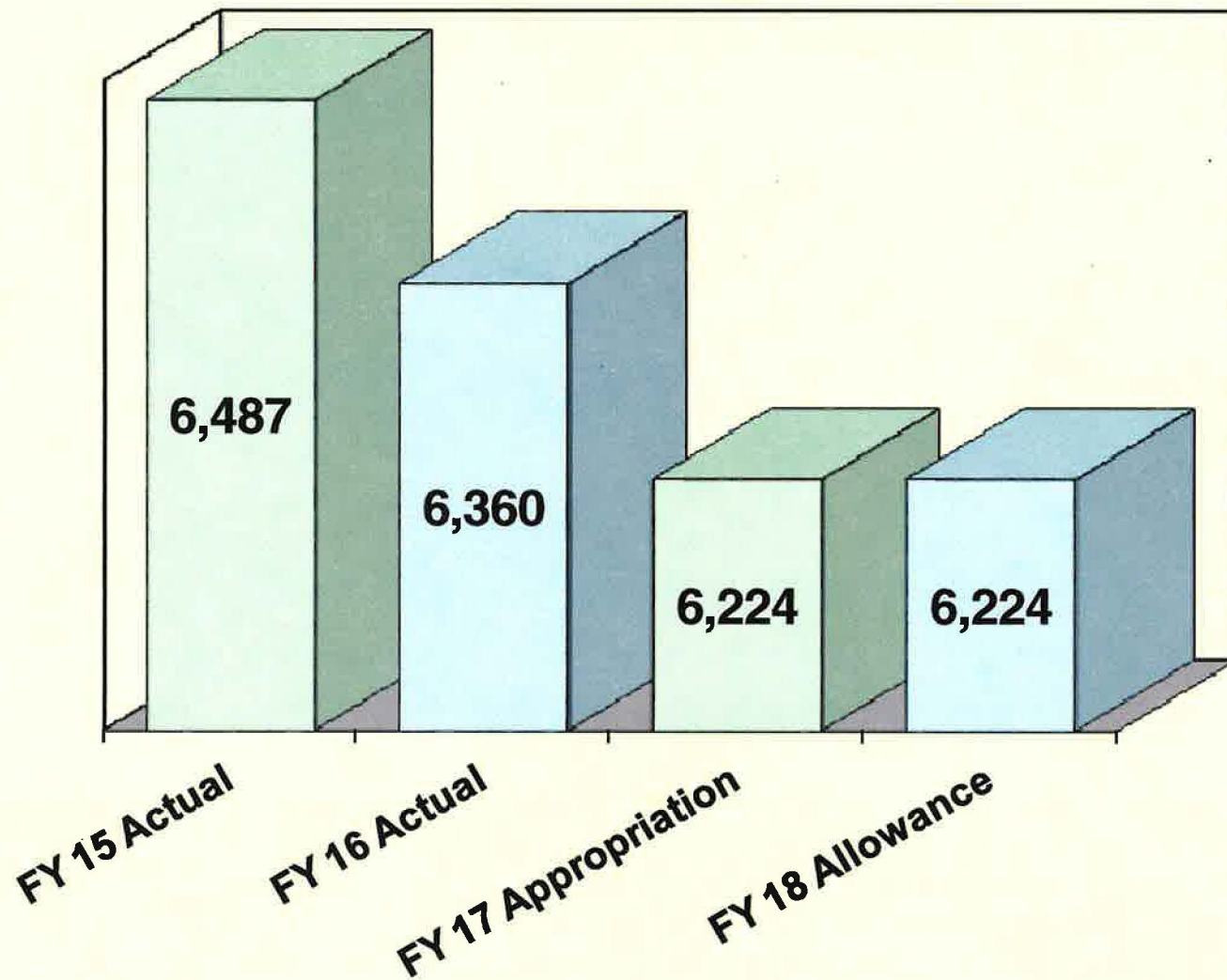


FY 2018 Local Operations Budget Allowance

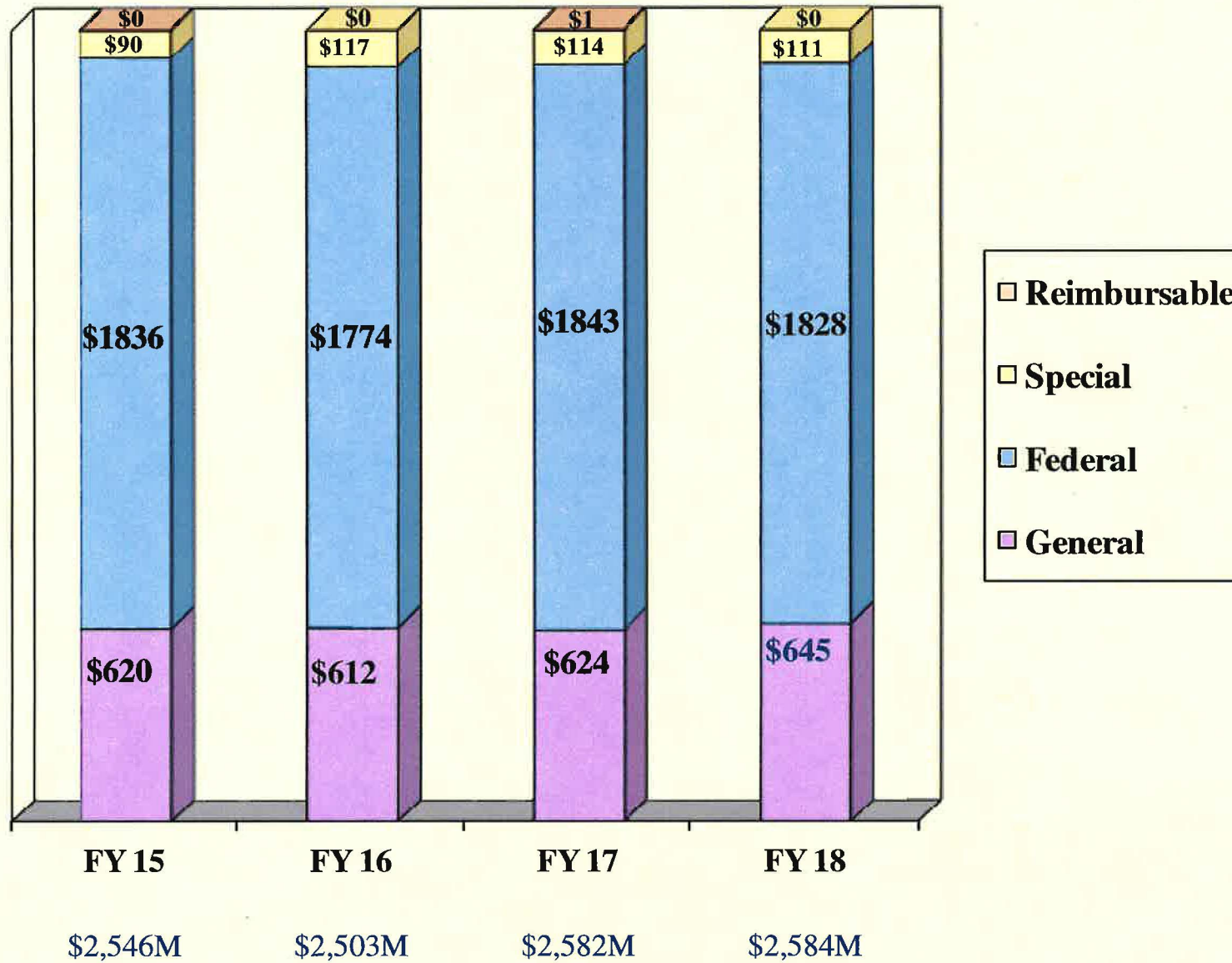
\$2,111,595,408



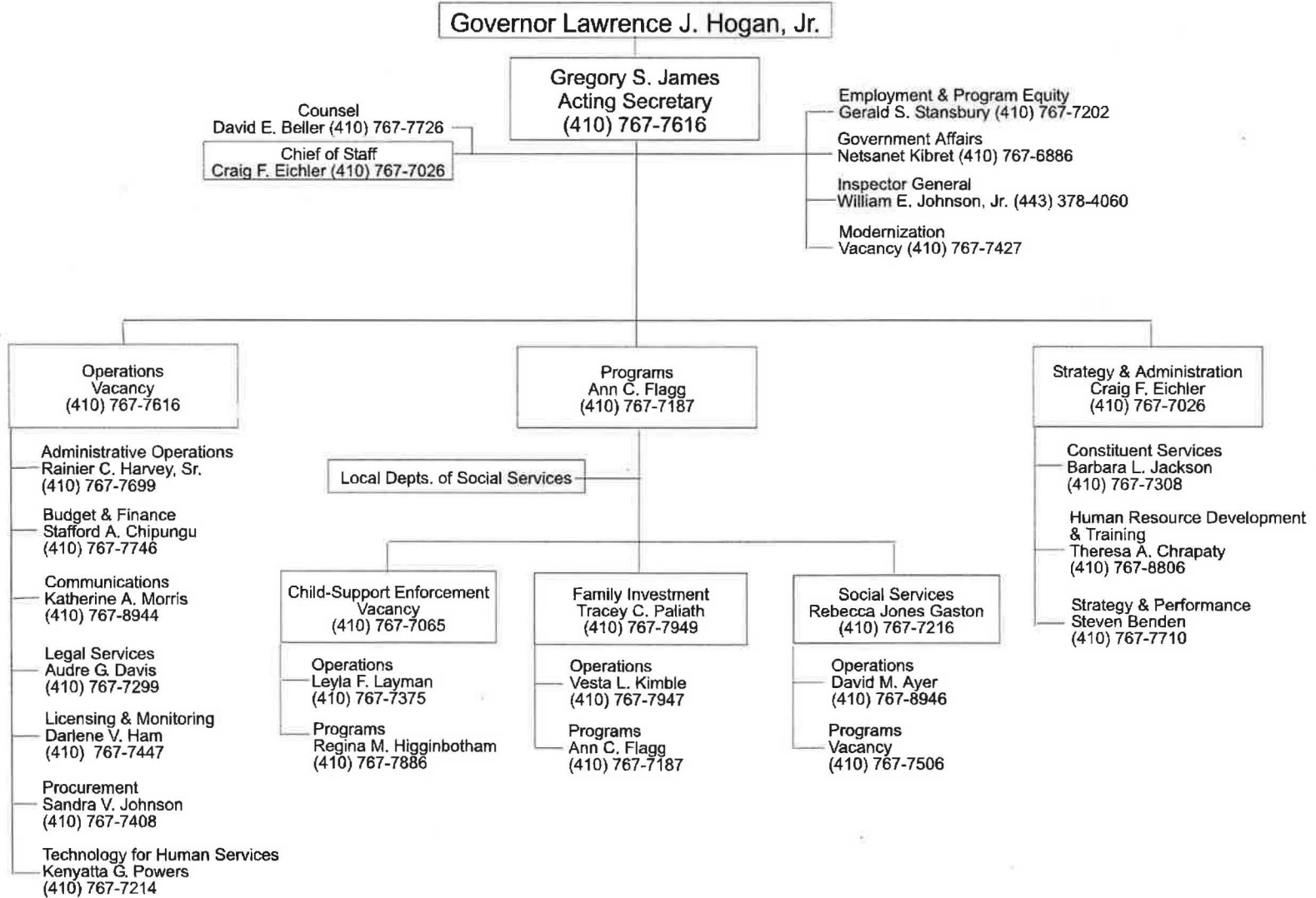
Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



DEPARTMENT OF HUMAN RESOURCES



**Department of Human Resources
FY 2018 Budget Highlights
Office of the Secretary
NA01**

	<u>FY 2017 Appropriation</u>	<u>FY 2018 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	20,656,883	21,748,394	1,091,511
Special Funds	-	-	-
Federal Funds	8,807,329	7,239,779	(1,567,550)
Reim. Funds	-	-	-
Total	29,464,212	28,988,173	(476,039)
II. PERSONNEL*			
Regular Positions:	139.00	139.00	0.00
Contractual Positions:	0.65	0.65	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			579
Increase in Salaries due to Regular Salary Earnings, \$512K; Reclassifications, \$140K; Retirement, \$95K; Turnover Adjustment, \$62K; Worker's Compensation, \$48K; and Fringe Benefits, \$23K; Offset by Decrease in Salary Adjustments, (\$190K); Health Insurance, (\$84K); and Accrued Leave Payments, (\$27K).			
02 Technical & Special Fees			59
Increase in Technical and Special Fees due to Contractual Health Insurance, \$54K; the Office of the Attorney General due to the contract with Covington and Burling for analysis for federal statutory and legislative changes that affect the Department, \$5K.			
03 Communications			74
Increase in Communications due to Regular Telephone Services, \$70K; and DGS Telecommunications, \$4K.			
04 Travel			28
Increase in Travel due to In-State Travel-Business to reflect experience.			
07 Vehicles			(26)
Decrease in Vehicles for Rental of Parking Spaces in the Office of the Inspector General.			
08 Contractual Services			(1,004)
Decrease in Contractual Services due to Children in Need of Assistance (CINA) contracts, (\$992K); Adult Legal Services contracts, (\$8K); Court Costs, (\$5K); Advertising, (\$1K); Offset by an Increase in Rental for Meetings - Training and Staff Development, \$1K, and Service Contracts - Equipment, \$1K.			
09 Supplies			7
Increase in Supplies due to Promotional Expenses, \$7K; Office Supplies, \$3K; and Printing Supplies, \$1K; Offset by Decrease in Data Processing Supplies, (\$4K).			
13 Fixed Charges			(193)
Decrease in Fixed Charges due to Non-Department of General Services Rent, (\$233K); and Lease Escalation in the Office of the Inspector General (\$19K); Offset by an Increase for Non-Motor Vehicle Insurance, \$55K; and Subscriptions and Dues, \$4K.			
Total			(476)

* Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 12 - 17.

Department of Human Resources
FY 2018 Budget Highlights
Office of the Secretary
NA01.01

	<u>FY 2017</u> <u>Appropriation</u>	<u>FY 2018</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	7,572,674	7,769,756	197,082
Special Funds	-	-	-
Federal Funds	6,815,028	7,174,815	359,787
Reim. Funds	-	-	-
Total	<u>14,387,702</u>	<u>14,944,571</u>	<u>556,869</u>
II. PERSONNEL*			
Regular Positions:	125.00	125.00	0.00
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			617
Increase in Salaries due to Regular Salary Earnings, \$519K; Reclassifications, \$137K; Retirement, \$97K; Turnover Adjustment, \$52K; Worker's Compensation, \$48K; and Fringe Benefits, \$24K; Offset by a Decrease in Salary Adjustments, (\$172K); Health Insurance, (\$61K); and Accrued Leave Payments, (\$27K).			
02 Technical & Special Fees			59
Increase in Technical and Special Fees due to Contractual Health Insurance, \$54K; the Office of the Attorney General due to the contract with Covington and Burling for analysis for federal statutory and legislative changes that affect the Department, \$5K.			
03 Communications			72
Increase in Communications due to Regular Telephone Services mainly in the Office of Constituent Services, \$68K; and DGS Telecommunications, \$4K.			
04 Travel			25
Increase in Travel due to In-State Travel-Business mainly in the Office of the Inspector General (OIG) and the Immediate Office of the Secretary.			
07 Vehicles			(26)
Decrease in Vehicles for Rental of Parking Spaces due to the relocation of the OIG.			
08 Contractual Services			(4)
Decrease in Contractual Services due to Court Costs mainly in the Office of the Attorney General, (\$5K); Offset by an Increase in Rental for Meetings - Training and Staff Development in the Office of Communications, \$1K.			
09 Supplies			8
Increase in Supplies due to Promotional Expenses, \$8K; Office Supplies, \$3K; and Printing Supplies, \$1K; Offset by Decrease in Data Processing Supplies, (\$4K).			
13 Fixed Charges			(194)
Decrease in Fixed Charges due to Non-Department of General Services Rent due the re-location of the Office of the Inspector General, (\$233K); and Lease Escalation in the OIG, (\$19K); Offset by an Increase for Non-Motor Vehicle Insurance, \$55K; and Subscriptions and Dues, \$3K.			
Total			<u>557</u>

*Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 13 - 14.

**Department of Human Resources
 FY 2018 Budget Highlights
 Citizen's Review Board for Children
 NA01.02**

	<u>FY 2017</u> <u>Appropriation</u>	<u>FY 2018</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	778,425	755,408	(23,017)
Special Funds	-	-	-
Federal Funds	69,536	64,964	(4,572)
Reim. Funds	-	-	-
Total	<u>847,961</u>	<u>820,372</u>	<u>(27,589)</u>
II. PERSONNEL^a			
Regular Positions:	9.00	9.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			(33)
Decrease in Salaries due to Health Insurance, (\$20K); Salary Adjustments, (\$11K); Regular Salary Earnings, (\$8K); Retirement, (\$2K); and Fringe Benefits, (\$1K); Offset by an Increase in Turnover Adjustment, \$6K; and Reclassifications, \$3K.			
03 <u>Communications</u>			1
Increase in Communications due to DGS Telecommunications.			
04 <u>Travel</u>			4
Increase in Travel due to In-State Travel-Business to reflect experience.			
Total			<u>(28)</u>

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Page 15.

**Department of Human Resources
 FY 2018 Budget Highlights
 Maryland Commission for Women
 NA01.03**

	<u>FY 2017 Appropriation</u>	<u>FY 2018 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	132,984	136,018	3,034
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>132,984</u>	<u>136,018</u>	<u>3,034</u>
II. PERSONNEL^a			
Regular Positions:	1.00	1.00	0.00
Contractual Positions:	0.27	0.27	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			1
Increase in Salaries due to Regular Salary Earnings, \$1K; Turnover Adjustment, \$1K; Offset by Decrease in Health Insurance, (\$1K).			
03 <u>Communications</u>			1
Increase in Communications due to Regular Telephone Services and Postage.			
08 <u>Contractual Services</u>			1
Increase in Contractual Services due to Service Contracts - Equipment.			
09 <u>Supplies</u>			(1)
Decrease in Supplies due to Promotional Expenses.			
13 <u>Fixed Charges</u>			1
Increase in Fixed Charges due to Subscription and Dues.			
Total			3

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Page 16.

**Department of Human Resources
 FY 2018 Budget Highlights
 Maryland Legal Services Program
 NA01.04**

	<u>FY 2017 Appropriation</u>	<u>FY 2018 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	12,172,800	13,087,212	914,412
Special Funds	-	-	-
Federal Funds	1,922,765	-	(1,922,765)
Reim. Funds	-	-	-
Total	14,095,565	13,087,212	(1,008,353)
II. PERSONNEL^a			
Regular Positions:	4.00	4.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(6)
Decrease in Salaries due to Salary Adjustments, (\$7K); and Health Insurance, (\$2K); Offset by an Increase in Turnover Adjustment, \$3K.			
04 Travel			(1)
Decrease in Travel due to In-State Travel-Business.			
08 Contractual Services			(1,001)
Decrease in Contractual Services due to Children in Need of Assistance (CINA) contracts, (\$992K); Adult Legal Services contracts, (\$8K); and Advertising, (\$1K).			
Total			(1,008)

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Page 17.

**Department of Human Resources
FY 2018 Budget Highlights
Operations & Administrative Operations
NE01**

	<u>FY 2017 Appropriation</u>	<u>FY 2018 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	18,283,446	15,214,656	(3,068,790)
Special Funds	-	-	-
Federal Funds	12,477,286	15,081,706	2,604,420
Reim. Funds	-	-	-
Total	<u>30,760,732</u>	<u>30,296,362</u>	<u>(464,370)</u>
II. PERSONNEL^a			
Regular Positions:	181.00	181.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			84
Increase in Salaries due to Turnover Adjustments, \$372K; Regular Salary Earnings, \$300K; Reclassifications, \$69K; and Retirement, \$44K; Offset by Decrease due to Salary Adjustments, (\$295K); Accrued Leave Payments, (\$213K); Health Insurance, (\$118K); Overtime, (\$60K); and Fringe Benefits, (\$15K).			
02 Technical and Special Fees			86
Increase in Technical and Special Fees due to Contractual Health Insurance, \$80K; Special Payments Payroll, \$8K; and Social Services Support - (FICA), \$2K; Offset by Decrease in Contractual Turnover Adjustment, (\$4K).			
03 Communications			(71)
Decrease in Communications due to Regular Telephone Services, (\$52K); and Postage, (\$20K); Offset by an Increase due to DGS Telecommunications; (\$1K).			
04 Travel			4
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			(51)
Decrease in Vehicles due to Gas and Oil, (\$22K); Motor Vehicle Replacement, (\$19K); and Maintenance and Repairs, (\$10K).			
08 Contractual Services			(639)
Decrease in Contractual Services due to Personnel Systems Development, (\$586K); DoIT Information Technology Services Allocation, (\$296K); Service Contracts - Equipment for Printers in GMC, (\$66K); Leadership Development Training, (\$16K); Leave Accounting System, (\$12K); Administrative Hearings, (\$6K); State Medical Examinations, (\$4K); Freight and Delivery, (\$3K); Freight and Delivery, (\$3K); and Hosting and Support Maintenance for Random Moment Sample Software (RMSPLUS), (\$1K); Offset by an Increase in Contractual Services due to Printing and Reproduction, \$139K; Retirement Administrative Fee, \$127K; Office of Attorney General Administrative Fee, \$29K; Rental of Copy Machines, \$28K; Payments for On-line State Job Applications, \$10K; Advertising, \$6K; and Printing and Reproduction for Financial Systems Development, \$5K; Rental for Meetings - Training and Staff Development, \$4K; Replenishment of Occupational Safety Supplies in Saratoga State Center, \$2K; and Service Contracts - Maintenance and Repair for HVAC Systems for Saratoga State Center, \$1K.			
09 Supplies			(89)
Decrease in Supplies due to Office Supplies, (\$81K); Data Processing Supplies, (\$5K); Printing Supplies, (\$4K); and Housekeeping Supplies, (\$2K). Offset by Increase in Supplies due to Printed Forms, \$2K; and State Documents; \$1K.			
10 Equipment - Replacement			(21)
Decrease in Equipment - Replacement due to the previous purchase of High Speed Mail Printing System for the Central Distribution Center, (\$11K); and Replacement of Microcomputers in Financial Systems Development; (\$10K).			
11 Equipment - Additional			(2)
Decrease in Equipment - Additional due to purchase of Tablets for Risk Management and Training Equipment for the Office of Emergency Operations.			
13 Fixed Charges			235
Increase in Fixed Charges due to Department of General Services Rent for Saratoga State Center, \$233K; and Subscriptions and Dues, \$2K.			
Total			<u>(464)</u>

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 20 - 24.

**Department of Human Resources
FY 2018 Budget Highlights
Operations
Budget and Finance & Human Resources Development & Training
NE01.01**

	<u>FY 2017</u> <u>Appropriation</u>	<u>FY 2018</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	13,150,837	10,693,916	(2,456,921)
Special Funds	-	-	-
Federal Funds	6,918,150	9,190,745	2,272,595
Reim. Funds	-	-	-
Total	20,068,987	19,884,661	(184,326)
II. PERSONNEL^a			
Regular Positions:	127.00	127.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			242
Increase in Salaries due to Regular Salary Earnings, \$300K; Turnover Adjustments, \$254K; Retirement, \$56K; and Reclassifications, \$52K; Offset by Decrease in Accrued Leave Payments, (\$204K); Salary Adjustments, (\$167K); Health Insurance, (\$46K); and Fringe Benefits, (\$3K).			
02 Technical and Special Fees			86
Increase in Technical and Special Fees due to Contractual Health Insurance, \$80K; Special Payments Payroll, \$8K; and Social Services Support - (FICA), \$2K; Offset by Decrease in Contractual Turnover Adjustment, (\$4K).			
04 Travel			4
Increase in Travel due to In-State Travel - Business.			
08 Contractual Services			(744)
Decrease in Contractual Services due to Personnel Systems Development, (\$586K); DoIT Information Technology Services Allocation, (\$296K); Leadership Development Training, (\$16K); Leave Accounting System, (\$12K); Administrative Hearings, (\$6K); State Medical Examinations, (\$4K); and Hosting and Support Maintenance for Random Moment Sample Software (RMSPLUS), (\$1K); Offset by an Increase in Retirement Administrative Fee, \$127K; Office of Attorney General Administrative Fee, \$29K; Payments for On-line State Job Applications, \$10K; Advertising, \$6K; and Printing and Reproduction for Financial Systems Development, \$5K.			
09 Supplies			3
Increase in Supplies due to Printed Forms, \$2K; Data Processing Supplies, \$2K; and State Documents; \$1K; Offset by Decrease in Office Supplies, (\$2K).			
10 Office Equipment - Replacement			(10)
Decrease in Office Equipment - Due to Replacement of Microcomputers in Financial Systems Development.			
13 Fixed Charges			235
Increase in Fixed Charges due to Department of General Services Rent for Saratoga State Center, \$233K; and Subscriptions and Dues, \$2K.			
Total			(184)

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 21 - 22.

**Department of Human Resources
 FY 2018 Budget Highlights
 Operations
 Administrative Operations
 NE01.02**

	<u>FY 2017</u> <u>Appropriation</u>	<u>FY 2018</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	5,132,609	4,520,740	(611,869)
Special Funds	-	-	-
Federal Funds	5,559,136	5,890,961	331,825
Reim. Funds	-	-	-
Total	10,691,745	10,411,701	(280,044)
II. PERSONNEL^a			
Regular Positions:	54.00	54.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(158)
Decrease in Salaries due to Health Insurance, (\$72K); Salary Adjustments, (\$71K); Overtime, (\$60K); Regular Salary Earnings, (\$57K); Fringe Benefits, (\$12K); Retirement, (\$12K); and Accrued Leave Payments, (\$9K); Offset by Increase in Turnover Adjustments, \$118K; and Reclassifications, \$17K.			
03 Communications			(71)
Decrease in Communications due to Regular Telephone Services, (\$52K); and Postage, (\$20K); Offset by an Increase due to DGS Telecommunications; (\$1K).			
07 Vehicles			(51)
Decrease in Vehicles due to Gas and Oil, (\$22K); Motor Vehicle Replacement, (\$19K); and Maintenance and Repairs, (\$10K).			
08 Contractual Services			105
Increase in Contractual Services due to Printing and Reproduction, \$139K; Rental of Copy Machines, \$28K; Rental for Meetings - Training and Staff Development, \$4K; Replenishment of Occupational Safety Supplies in Saratoga State Center, \$2K; and Service Contracts - Maintenance and Repair for HVAC Systems for Saratoga State Center, \$1K; Offset by Decrease in Service Contracts - Equipment for Printers in Graphic Media Center, (\$66K); and Freight and Delivery, (\$3K).			
09 Supplies			(92)
Decrease in Supplies due to Office Supplies, (\$79K); Data Processing Supplies, (\$7K); Printing Supplies, (\$4K); and Housekeeping Supplies, (\$2K).			
10 Equipment - Replacement			(11)
Decrease in Equipment - Replacement due to the previous purchase of High Speed Mail Printing System for the Central Distribution Center.			
11 Equipment - Additional			(2)
Decrease in Equipment - Additional due to purchase of Tablets for Risk Management and Training Equipment for the Office of Emergency Operations.			
Total			(280)

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 23 - 24.

**Department of Human Resources
 FY 2018 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00**

	<u>FY 2017</u>	<u>FY 2018</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	31,574,118	32,108,817	534,699
Special Funds	1,423,162	1,440,063	16,901
Federal Funds	37,859,658	102,046,429	64,186,771
Reim. Funds	689,496	-	(689,496)
Total	71,546,434	135,595,309	64,048,875
II. PERSONNEL^a			
Regular Positions:	102.00	102.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			96
Increase in Salaries due to Regular Salary Earnings, \$197K; Turnover Adjustments, \$73K; Retirement, \$36K; and Fringe Benefits, \$3K; Offset by Decrease in Salary Adjustments, (\$147K); Reclassifications, (\$28K); Accrued Leave Payments, (\$23K); Health Insurance, (\$15K).			
02 Technical & Special Fees			27
Increase in Technical and Special Fees due to Contractual Health Insurance.			
03 Communications			239
Increase in Communications due to Regular Telephone Services, \$181K; and DGS Telecommunication, \$60K; Offset by Decrease in Cellular Telephones, (\$2K).			
04 Travel			5
Decrease in Travel due to In-State Travel Business.			
06 Utilities			26
Decrease in Utilities due to Electricity Usage.			
08 Contractual Services			53,768
Increase in Contractual Services due to Maryland Total Human-services Information Network (MD THINK), \$55,434K; Client Information System - Child Support Enforcement System (CIS - CSES), \$231K; Client Information System - Client Automated Resource and Eligibility System (CIS - CARES), \$192K; Work Opportunities Program System (WORKS), \$69K; Child Support Enforcement System (CSES), \$68K; Maryland Children Electronic Social Services Information Exchange (CHESSIE), \$68K; Office of Home Emergency Program (OHEP), \$33K; Annapolis Data Center (ADC), \$29K; Audit Fees, \$10K; CARES- Hardware Maintenance, \$4K; CSES - Hardware Maintenance, \$2K; and CHESSIE - Hardware Maintenance, \$1K; Offset by Decrease in Automated Financial System (AFS), (\$1,361K); Enterprise Budget System, (\$978K); Research and Advisory Services Contract, (\$32K); Freight and Delivery, (\$2K).			
09 Supplies			9
Increase in Supplies due to Office Supplies, \$5K; and Data Processing Supplies, \$4K.			
10 Equipment - Replacement			111
Increase in Equipment - Replacement due to Microcomputer Peripherals, \$71K; and Microcomputer Hardware, \$40K.			
11 Equipment - Additional			7,922
Increase in Equipment - Additional mainly due to Purchase of Software for MD THINK.			
12 Grants, Subsidies & Contributions			1,846
Increase in Grants, Subsidies & Contributions due to Training for MD THINK.			
Total			64,049

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 25 - 28.

Department of Human Resources
FY 2018 Budget Highlights
Major Information Technology Development Project (MITDP)
NF00.02

	<u>FY 2017</u>	<u>FY 2018</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING^a			
General Funds	-		
Special Funds	-		
Federal Funds	1,245,000	65,927,799	64,682,799
Reim. Funds	689,496	-	(689,496)
Total	<u>1,934,496</u>	<u>65,927,799</u>	<u>63,993,303</u>
II. PERSONNEL^a			
Regular Positions:	1.00	1.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			136
Increase in Salaries due to Regular Salary Earnings, \$102K; Retirement, \$20K; Health Insurance, \$15K; and Fringe Benefits, \$8K; Offset by Decrease in Turnover Adjustments, (\$9K).			
03 Communications			3
Increase in Communications due to Regular Telephone Services.			
04 Travel			7
Increase in Travel due to In-State Travel-Business.			
08 Contractual Services			54,073
Increase in Contractual Services for the Maryland Total Human-services Information Network (MD THINK), \$55,434K; Offset by Decrease in the Automated Financial System (AFS), (\$1,361K).			
09 Supplies			4
Increase in Supplies due to Office Supplies.			
11 Equipment - Additional			7,925
Increase in Equipment - Additional due to Purchase of Software and Hardware for MD THINK.			
12 Grants, Subsidies & Contributions			1,846
Increase in Grants, Subsidies & Contributions due to Training for MD THINK.			
			<u>63,994</u>

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Page 26.

Department of Human Resources
FY 2018 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00.04

	<u>FY 2017</u>	<u>FY 2018</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	31,574,118	32,108,817	534,699
Special Funds	1,423,162	1,440,063	16,901
Federal Funds	36,614,658	36,118,630	(496,028)
Reim. Funds	-	-	-
Total	69,611,938	69,667,510	55,572
II. PERSONNEL*			
Regular Positions:	101.00	101.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(40)
Decrease in Salaries due to Salary Adjustments, (\$147K); Health Insurance, (\$30K); Reclassifications, (\$28K); Accrued Leave Payments, (\$23K); and Fringe Benefits, (\$5K); Offset by Increase in Regular Salary Earnings, \$95K; Turnover Adjustments, \$82K; and Retirement, \$16K.			
02 Technical & Special Fees			27
Increase in Technical and Special Fees due to Contractual Health Insurance.			
03 Communications			236
Increase in Communications due to Regular Telephone Services, \$178K; and DGS Telecommunications, \$60K; Offset by Decrease in Cellular Telephones, (\$2K).			
04 Travel			(2)
Decrease in Travel due to In-State Travel-Business.			
06 Utilities			26
Increase in Utilities due to Electricity Usage.			
08 Contractual Services			(305)
Decrease in Contractual Services due to contract for Client Information System - Child Support Enforcement System (CIS - CSES), \$231K; Client Information System - Client Automated Resource and Eligibility System (CIS - CARES), \$192K; Work Opportunities Program System (WORKS), \$69K; Child Support Enforcement System (CSES), \$68K; Maryland Children Electronic Social Services Information Exchange (CHESSIE), \$68K; Office of Home Energy Programs (OHEP), \$33K; Annapolis Data Center (ADC), \$29K; Audit Fees, \$10K; CARES - Hardware Maintenance, \$4K; CSES - Hardware Maintenance, \$2K; and CHESSIE - Hardware Maintenance, \$1K; Offset by Increase in Enterprise Budget System, (\$978K); Research and Advisory Services Contract, (\$32K); and Freight and Delivery (\$2K).			
09 Supplies			5
Increase in Supplies due to Data Processing Supplies, \$4K; and Office Supplies, \$1K.			
10 Equipment - Replacement			111
Increase in Equipment - Replacement due to Microcomputer Peripherals, \$71K; and Microcomputer Hardware, \$40K.			
11 Equipment - Additional			(3)
Decrease in Equipment - Additional due to Purchase of Software.			
Total			55

* Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 27 - 28.

**Department of Human Resources
FY 2018 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2017 Appropriation</u>	<u>FY 2018 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Fund	28,044,823	27,376,735	(668,088)
Special Fund	2,711,451	2,982,891	271,440
Federal Fund	14,690,321	14,408,786	(281,535)
Reim. Fund	-	-	-
Total	<u>45,446,595</u>	<u>44,768,412</u>	<u>(678,183)</u>
II. PERSONNEL^a			
Regular Positions:	397.35	397.35	0.00
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(1,381)
Decrease in Salaries due to Turnover Adjustment, (\$621K); Salary Adjustments, (\$497K); Health Insurance, (\$332K); Accrued Leave Payments, (\$134K); Fringe Benefits, (\$33K); Reclassifications, (\$2K); Offset by Increase in Regular Salary Earnings, \$177K; Overtime, \$49K; and Retirement, \$12K.			
02 Technical & Special Fees			27
Increase in Technical and Special Fees due to Other Technical and Special Fees mainly in Non-Allocated LGA Local Only for Administration costs in Charles County DSS, \$19K; Temporary Manpower mainly in Cecil County DSS, \$7K; and Consultant Fee in Charles County DSS, \$1K.			
03 Communications			(171)
Decrease in Communications due to Regular Telephone Services mainly in Baltimore City DSS, (\$156K); and Postage mainly in Caroline, Howard and Washington Counties and Baltimore City DSS's, (\$35K); Offset by Increase in DP Data Communication in Anne Arundel and Prince George's Counties DSS's, \$18K; and DGS Telecommunications, \$2K.			
04 Travel			10
Increase in Travel due to In-State Travel-Business mainly in Calvert, Frederick, Howard and Washington Counties DSS's and Non-Allocated LGA Local Only, \$13K; Offset by Decrease in Volunteer Travel mainly in Anne Arundel County DSS, (\$3K).			
06 Utilities			(16)
Decrease in Utilities due to Electricity mainly in Baltimore and Talbot Counties and Baltimore City DSS's.			
08 Contractual Services			676
Increase in Contractual Services due to Purchase of Services mainly in Non-Allocated Local Only in Cecil County DSS, \$433K; enhancement of Security Guard Services for various Local DSS's, \$259K; and Banking Fees, \$13K; Offset by Decrease in Rental of Copiers, (\$15K); Repairs and Maintenance - Buildings and Grounds, (\$7K); and Collection Expenses, (\$7K).			
09 Supplies			(41)
Decrease in Supplies due to Data Processing Supplies mainly in Baltimore County DSS, (\$37K); Office Supplies mainly in Harford and Washington Counties and Baltimore City DSS's, (\$12K); Offset by Increase in Building Supplies, \$4K; Housekeeping Supplies, \$3K; and Printed Forms, \$1K.			
12 Grants, Subsidies & Contributions			(148)
Decrease in Grants, Subsidies & Contributions due to Grant Payments to Vendors for Non-Allocated Local Only in Cecil County DSS for the Family Day Care Food Program, (\$204K); Background Checks, (\$6K); and CHESSIE Service Log Staff, (\$1K); Offset by Increase in Grants mainly for Montgomery County DHHS, \$63K.			
13 Fixed Charges			366
Increase in Fixed Charges due to Non-Department of General Services Rent mainly for Prince George's County DSS, \$339K; and Allocation for Local/Federal Administration costs, \$40K; Offset by Decrease in Rent for Multi-Service Centers, (\$10K); and Non-Motor Vehicle Insurance, (\$3K).			
Total			<u>(678)</u>

^a Reference Source: FY 2018 Maryland State Budget Book - Part II: Pages 37 - 38.

GLOSSARY OF COMMONLY USED ACRONYMS AND TERMS

<i>Term</i>	<i>Explanation</i>
ACA	Affordable Care Act
ACF	[Federal] Administration for Children and Families – administered by the federal Department of Health and Human Services and responsible for federal programs that promote the economic and social well being of families, children, individuals, and communities.
ACP	Attendant Care Program – provides financial aid to eligible physically disabled persons.
ACY	Advocates for Children and Youth
ADA	Americans with Disabilities Act – prohibits discrimination on the basis of disability in employment, programs and services provided by state and local governments, goods and services provided by private companies and in commercial facilities.
ADPICS	Advanced Purchasing and Inventory Control System - sub-system of Statewide FMIS
AELR	Joint Committee on Administrative, Executive and Legislative Review – committee consists of 10 delegates and 10 senators. Charged with reviewing regulations to ensure that they conform with DHR’s statutory authority and the legislative intent of the law under which the regulation is proposed.
AFC	Adult Foster Care – provides a family setting in the community for aged or disabled adults, who require protective oversight, help with self-care or limited nursing care.
AFCARS	Adoption and Foster Care Analysis and Reporting System – a federal report generated every six months on data files; one record per child during active adoption or final adoption process for all states.
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

<i>Term</i>	<i>Explanation</i>
AIMS	Automated Maintenance System - Computerization of the income maintenance eligibility and payment process. Operating since December 1985. Replaced by CARES.
AIRS	AIDS Interfaith Residential Services
ALJ	Administrative Law Judge
AMF	Automated Master File
AOP	Affidavit of Parentage
AOR	Authorized Organizational Representative
AP	Absent Parent also known as Noncustodial Parent
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	Alternative Response
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
CWS	Child Welfare Services
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, and
DGS	(Maryland) Department of General Services
DHMH	(Maryland) Department of Health and Mental Hygiene
DHP	Displaced Homemaker Program
DHR	(Maryland) 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

<i>Term</i>	<i>Explanation</i>
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
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
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

<i>Term</i>	<i>Explanation</i>
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)
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
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
HMRP	Health Marriage/Responsible Fatherhood
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

<i>Term</i>	<i>Explanation</i>
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
JTPA	Job Training Partnership Act
KEEP	KEEPing Forster 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

<i>Term</i>	<i>Explanation</i>
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
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.
MDTHINK	Maryland Total Human-services Integrated Network
MEAP	Maryland Energy Assistance Program (also referred to as the Low Income Home Energy Assistance Program - LIHEAP)
Medicaid	Another name for Medical Assistance

<i>Term</i>	<i>Explanation</i>
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
MLSP	Maryland Legal Services Program
MMIS	Medicaid Management Information System - Administered by DHMH
MML	Minimum Living Level
MORA	Maryland Office for Refugees and Asylees
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

<i>Term</i>	<i>Explanation</i>
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
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
OAo	[DHR] Office of Administrative Operations
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
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
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)

<i>Term</i>	<i>Explanation</i>
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
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 administered by
SIDS	Sudden Infant Death Syndrome
SIP	Special Improvement Projects – Grants by ACF/OCSE
SNAP	Supplemental Nutrition Assistance Program

<i>Term</i>	<i>Explanation</i>
SOA	Support Obligation Amount - Basic periodic amount due for child
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
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

<i>Term</i>	<i>Explanation</i>
TDAP	Temporary Disability Assistance Program
TEFAP	The Emergency Food Assistance Program
TEMHA	Temporary Emergency Medical & 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
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. (PI)
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

<i>Term</i>	<i>Explanation</i>
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
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

<i>Term</i>	<i>Explanation</i>
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
Overview
N00**

Response to Issue

To ensure that the TANF deficit does not increase due to spending exceeding receipt of these funds, the Department of Legislative Services recommends limiting TANF spending to the level in the fiscal 2018 allowance. (Page 17)

Response to Issue: The Department concurs with the Analyst's recommendation to limit TANF spending to the level in the fiscal 2018 allowance and believes that the amount of TANF is sufficient in the Governor's allowance.

**Department of Human Resources
Overview
N00**

Response to Recommended Action

Recommendation #1

Provided that the spending in fiscal 2018 of the Temporary Assistance for Needy Families federal funds shall not exceed \$249,874,106. **(Page 23)**

Response: The Department concurs with the Analyst's recommendation not to exceed \$249,874,106 in Temporary Assistance for Needy Families spending.

Department of Human Resources
Overview
N00

Response to Audit Findings

Audit Finding #1:

The most recent Office of Inspector General (OIG) audits of the local departments of social services (LDSS) contained a significant number of reportable conditions and repeat findings. (Page 25)

Corrective Actions Taken: To address the findings identified, the Department of Human Resources (DHR) acted immediately and aggressively by establishing a Corrective Action Monitoring and Resolution taskforce lead by the Deputy Secretaries of the Department. The team is also staffed by the Executive Director of each Administration (i.e. FIA, SSA, CSEA, etc.), LDSS Directors, and the Office of Inspector General (OIG) as well as other DHR staff as needed. The team meets every two weeks to actively monitor corrective actions taken to address findings contained in the OIG's audit reports.

The taskforce has provided solutions to these findings which include but are not limited to increased training of the local departments' staff, review and as necessary revision of policies and procedures, centralization of certain functions, as well as enhanced utilization of information technology to promote efficiency, effectiveness, and greater compliance. To ensure accountability of related parties, the taskforce meets with each LDSS Director and discusses every finding to ascertain that corrective actions are adequate and being implemented accordingly.

Audit Finding #4:

Controls were insufficient over bank accounts, procurements, and gift cards. (Page 25)

Corrective Actions Taken: DHR has 24 local Departments of Social Services (LDSS) – each with its own fiscal operations. Efforts to address audit findings are continuous and ongoing, with goals to improve financial competency, internal controls and fiscal processes. The remediation plan to address fiscal-related findings is multi-faceted and includes a combination of actions as described below.

Bank Accounts

Employee Training – Bi-monthly training sessions are held for LDSS Finance Officers. Multiple sessions in the past 12 months have included bank reconciliation training, cash receipts internal controls and internal financial reporting or “302 Reporting”. In addition, there has been one-on-one training for fiscal staff as requested. Employee training is a continuous commitment, as employee turnover keeps demand high.

Periodic Centralized Monitoring – Accounting Operations at the central office of DHR has instituted a bank reconciliation review process. Each LDSS is required to submit their bank reconciliations (and supporting documentation) once each quarter. Three DHR accountants are

assigned to review the bank reconciliations and identify areas of non-compliance. Review findings are communicated to the LDSS management team, if applicable.

Local Office Visits – In the fall of 2015, DHR hired a dedicated employee (a local liaison) to work with the LDSS fiscal staff. The local liaison visits various LDSS offices to discuss audit findings and remediation plans, assist with problem areas, train staff as needed, recommend fiscal control activities and evaluate the need for process improvements. The local liaison targets the local offices with the greatest need for coaching and training. As needed, the Director of Accounting Operations visits LDSS fiscal offices to address issues identified through monitoring.

Procurement

Employee Training – Bi-monthly training sessions are offered at the DHR Procurement Advisory Committee meetings, with a focus on areas of noncompliance and changes to processes and procedures.

Periodic Centralized Monitoring – DHR’s central office of Procurement is in the process of instituting a quarterly review of direct voucher transactions.

Gift Cards

Employee Training – Bi-monthly training sessions are held for LDSS Finance Officers. Topics have included gift card internal controls.

Periodic Centralized Monitoring – As part of the year-end close process, the LDSS Finance Officers are required to record negative accruals for their gift card inventory. Accounting Operations at the central office of DHR is finalizing a monitoring procedure that would require LDSS fiscal staff to report gift card inventories quarterly with their bank reconciliations. The quarterly reporting will include a requirement to show evidence that physical inventories are performed frequently by an employee other than the gift card custodian.

Audit Finding #5:

Numerous LDSS deficiencies existed related to critical Family Investment Administration policies. (Page 25)

Corrective Actions Taken:

The Family Investment Administration has created a robust web-based real-time review and monitoring tool that allows the LDSSs to be able to calculate the percentage of approved applications and completed redeterminations that have been pre-reviewed and how many more are needed. Pre-Review Direct was launched statewide on January 1, 2017. The Director of Program Evaluation continues to monitor compliance using the 10% new applications and 15 % redeterminations requirement in accordance to the approved SOP.

The Bureau of Program Evaluation monitors performance follow-up on all potential payment/eligibility errors that have been identified by the OIG and has eliminated the 8,540 outstanding matches, a 100% reduction. The Director of Program Evaluation continues to follow the procedures that were recommended by OIG by generating the Assistant Director and Director letters and maintaining documentation of letters sent by the Director of Program Evaluation.

Audit Finding #7:

Users' access to certain key computer systems was not properly restricted and monitored.
(Page 25)

Corrective Actions Taken: The Office of Technology for Human Services (OTHS) worked closely with the Human Resource Development and Training (HRDT) office to develop a process that would make it easier on the locals to ensure the timeliness of deletion requests. HRDT created an online form that the personnel officers at each Local DSS now use to notify OTHS of off-boarding employees. The form is to be completed upon notification that the employee will be separating from the state. Upon completion, OTHS Security and local Security Monitors receive a copy of the submission so that the necessary actions can be taken. OTHS tracks the request and removes access accordingly.

The local offices maintain copies of the submissions as well as a spreadsheet that is auto populated for audit purposes. The local office also receives a list of all personnel that have separated in the previous month so that they can verify there are no missing submissions.

In addition to tracking deletions, OTHS now provides Security Monitor training every 6 months. Security Monitors must attend training at least once every 2 years. OTHS tracks attendance and will revoke a Security Monitors status if the training requirement is not met. During the training, Security Monitors are instructed on proper completion of access and deletion requests, monitoring for appropriate access levels, and role assignments.

Audit Finding #8:

Medicaid eligibility determinations for long-term care recipients were not always proper.
(Page 25)

Corrective Actions Taken

The Department's Bureau of Long Term Care (BLTC) is using an Application Tracker tool that allows tracking of the status of applications throughout the entire 6-month consideration period. Applications are reviewed on the 15th and the last day of the month for every month that the application remains pending.

The BLTC implemented an in-depth training component under the direction of the State Technical Administrator. Newly hired case managers remain in a 'training' unit for a minimum of six months. Onsite refresher training for case managers has increased.

The BLTC has conducted training for staff regarding the streamlining of the Long Term Care application process if an applicant is receiving Supplemental Security Income and will continue to offer refreshers and guidance on this process. Management within the BLTC continues to complete annual refreshers and policy updates in order to reinforce Long Term Care Medical Assistance policy requirements to all BLTC staff.

COMAR was amended in February 2016 to match the Code of Federal Regulations regarding the five-year look-back period.

BLTC continues to train staff in this area as well as the correct procedures involving liens on property.

New protocols have been established to ensure LTC applications and corresponding documentation are promptly scanned/uploaded into the Enterprise Content Management Solution (ECMS) and retained to be used for eligibility determination and audit purposes. Ten additional scanners have been installed at the Bureau of Long Term Care bringing the total number of scanners to 25. This increases the ability to scan all documents received within 48 hours of receipt.

An Asset Verification System is expected to launch in spring 2017. This will reduce dramatically the requests for authorized representatives to provide proof of financial assets and the fair market value of real property. In the meantime, case managers check the website suggested by OIG in order to perform real estate searches.

**Department of Human Resources
Administration
N00A01**

Response to Issues

The Secretary should comment on the merits of setting the MBE procurement goal at attainable level. (Page 7)

Response to Issue

The Department has outlined the following obstacles to meeting the current MBE goal and strategies for improving MBE participation.

Obstacles to meeting current MBE Goal:

The Department maintains that there are certain unique barriers that make it difficult to meet the overall 29% annual MBE goal that was set by the previous administration.

The number of State certified MBE's in the area of human services is very limited.

5,811 total MBE firms, only 245 of those firms specialize in human services.

The decision to exclude non-profits as reportable MBE's has caused the Department's MBE participation percentage to suffer, since many of our partners are non-profits.

Strategic Initiatives for Improving MBE Participation:

The Department has undergone an internal reorganization.

The MBE liaison function that was formerly housed in the Office of Employment and Program Equity (OEPE) is now a standalone operation that reports directly to the Office of the Secretary.

The new MBE Director performs traditional regulatory compliance and reporting duties of the MBE liaison, and also coordinates agency outreach effort to the minority business community.

The Department's plan for increasing MBE participation also includes growing our Small Business Reserve to expand the amount of businesses as certified MBE's, as well as encouraging more MBE's to participate as prime contractors.

The Secretary should provide an update on the progress of CRBC in filling all 41 local review boards. (Page 8)

Response to Issue

There were 23 new members appointed in calendar year 2016. There are 7 prospective members that are in the application process and awaiting appointment. Also, there are over 100 applications that have been provided to prospective members as a result of recruitment efforts, inquiries and requests. There was also some expected attrition resulting in the current total number of volunteers.

Filling local board member vacancies is a priority. Our efforts in 2016 to fill vacancies expeditiously included hiring the Volunteer Activities Coordinator, working collaboratively with the appointments office to reduce waiting time for appointment, realignment and change in board structure and utilizing the strategic plan for recruitment. There were initially delays with the hiring process and longer than usual delays with appointments being made.

Local boards were combined in Baltimore City, Montgomery County and Prince George's County as follows:

The number of Baltimore City boards was reduced from 10 to 6;

Montgomery County was reduced by 1 board; and,

Prince George's County was reduced by 1 board.

In 2016 there were 41 local boards. The reductions that went into effect January 1, 2017 reduce the number of local boards to 35.

We currently have 143 members with 7 members waiting to be appointed. The total number of volunteers needed to fill vacancies currently would be a minimum of 225 (5 members x10 boards with a critical need and 7 members x25 boards that are currently at or near full capacity) and a maximum of 245 (7 members x 35 local boards).

The State Board voted to reduce the number of members required on boards in areas with a critical need for members from 7 to 5 with 2 alternates.

The Secretary should explain what is contributing to continuously low performance. (Page 9)

Response to Issue

The Department believes that the data from the CRBC for these last two reports is an anomaly. This anomaly is based, in part on data collection methods and CRBC's review process, which excludes electronic records. Moving forward, DHR will work with CRBC to gain clarity on the methodology and documentation standards used for their review. Additionally, DHR will assist CRBC's access and ability to utilize MD CHESSIE in their local reviews.

Additionally, the Department has identified barriers to collecting accurate data within MD CHESSIE. The fields in the MD CHESSIE health folder are not mandated fields in the system. Many times, caseworkers are documenting the youth's medical appointments in their electronic case notes. However, CRBC will not account for health care related visits that are documented in case notes. CRBC states that having dates or notes regarding health or mental health exams is not sufficient for the review.

The Department has been exploring and reviewing data clean up reports to ensure accuracy of the reported data. DHR will continue to improve its documentation of the health records by training staff and offering technical assistance around proper documentation in MD CHESSIE. The Department issued MD CHESSIE tip sheets to the local departments of social services to assist with reminders and proper data entry. DHR recognizes that the data needs to be more accurate in order to identify the service gaps.

The Department is committed to ensuring and understands the importance of our youth in foster care receiving appropriate health and mental health services. In order to ensure the well-being of our youth, DHR requests that CRBC develop a process to notify the local department when deficiencies or findings are identified. Specifically, the Department requests that case identifiers are associated with all findings so that interventions or modifications to the child's service plan can be implemented immediately. This will allow leadership to immediately take corrective actions and ensure our youth's well being.

Finally, the Department is planning to develop a new modernized information system that will be web-based and interface with other systems. All case records will ultimately be electronic with the increased ability to track mandated actions and identify trends and gaps quickly so that they may be addressed by local departments or the Department's Social Services Administration.

Therefore, the Department of Legislative Services (DLS) recommends withholding a portion of the department's fiscal 2018 appropriation pending the inclusion of EITC performance measures in the fiscal 2019 MFR submission. (Page 10)

Response to Issue

The Department concurs with the Analyst's recommendation and will work with the Department of Budget and Management to integrate goals, objectives, and performance measures related to the program into its performance measures and will submit it with its fiscal 2019 Managing for Results submission.

The Secretary should describe the issues in the original RFP and explain how it is being improved. (Page 13)

Response to Issue

The Automated Financial System (AFS) RFP was originally submitted for bid in August and we did not receive an adequate number of proposals. DHR reevaluated the reasons (provided by vendors) for low participation and the changes listed below were addressed in the new RFP. The new RFP was submitted for bid on eMM on December 28th and it closes on March 29, 2017. The Pre bid proposal meeting was held on Jan 12th and there were 33 vendors participating. DHR anticipates a better response for the second RFP.

The Department made the following changes for the second RFP:

REMOVED MINIMUM REQUIREMENTS FOR PRIOR EXPERIENCE: The previous requirements in the RFP required the vendor to have 5 years prior experience implementing SaaS solutions and references. This change was made in consultation with DoIT who indicated that DoIT is reconsidering its procurement approach to not include minimum requirements in future solicitations. The rationale that was provided as based on new systems often require innovative solutions, and imposing minimum requirements serve more to stifle the State's chances of receiving bids that offer this innovation.

INCLUDED COTS SOLUTIONS: The previous iteration of the solicitation limited the solution to only SaaS solutions. At the time the requirements were undertaken, there was much uncertainty about the technical infrastructure that will support the application. As a result, the SaaS solution approach mitigated infrastructural related risk and provided significant time and cost savings to deploy the SaaS solution. Given the Modernization's effort to deploy infrastructures through the AWS platform, this concern has been somewhat lessened; thus, DHR's leadership believes that prior concerns of infrastructure readiness and associated risks can be managed and mitigated.

PAST PERFORMANCE (COMBINED TEAM): A recurring theme observed in the line of questions asked during the previous solicitation stage related to if "past performance of subs can count towards evaluation". Thus, one of the recommendations following the first RFP release was for DHR to consider allowing the past performance of both prime and subcontractors to count towards evaluation. Additionally, the past performance should also consider 24 to 36 months customer past performance versus 12 months as per the first RFP. Given these changes, DHR believed that reissuance of the RFP would have accelerated the second solicitation phase and minimize additional delays that may now be incurred as a result of multiple solicitation approaches. However, the AFS project team—in the interest in minimizing further delays—will begin developing an RFI in keeping with DoIT's recommendation. The assumptions governing all future procurements are listed below.

DHR should comment on whether it is examining similar IT projects to learn lessons from other states. (Page 15)

Response to Issue

DHR has examined the modernization plans of several states in order to learn from their successes and failures. We examined Rhode Island's RFP and while the end goals of the Rhode Island UHIP were similar to MD THINK, the methodology was not in line with the plan for the development of MD THINK.

Rhode Island did call for an Agile development methodology in their RFP, but their RFP structure, development processes, and reporting mechanisms were not in alignment with an Agile methodology.

MD THINK's Agile processes, RFP structures, and testing and piloting activities will enable full transparency and rapid changes when necessary. This enables the project to iteratively be corrected throughout the implementation rather than at the end of the project.

Due to the risks inherent in a project of this magnitude, DLS recommends committee narrative requesting that DHR, in partnership with DoIT, submit quarterly reports that provide an update on the project 's status that includes the award of any federal grants, the development of the data depository, each application, adherence to timelines, performance benchmarks, and a description of defects and solutions to defects. (Page 15)

Response to Issue

The Department concurs with the Analyst's recommendation and will work with the Department of Information Technology and submit quarterly reports of the progress of the Maryland Total Human-services Integrated Network (MD THINK).

Therefore, DLS recommends withholding a portion of the department's fiscal 2018 appropriation until OLA has determined that the repeat findings have been corrected. (Page 18)

Response to Issue

The Department will comply with the budget bill language as recommended.

DHR should provide an update on implementation of its promotion campaign revisions and whether it has worked with the Office of the Comptroller to decide which notification system strategies are feasible and most cost effective. (Page 21)

Response to Issue

The Department has been working with the Maryland Cash Campaign to refine its strategies for EITC outreach that would be done in collaboration with the Comptroller's Office.

**Department of Human Resources
Administration
N00**

Responses to Recommended Actions

Recommendation #1:

Add budget language restricting general funds until corrective actions related to repeat audit findings are completed. (Page 4 and 22)

Response: The Department will comply with the budget bill language as recommended.

Recommendation #2:

Add budget language restricting general funds pending the submission of Earned Income Tax Credit performance measures in the fiscal 2019 Managing for Results submission process. **(Page 4, 22 and 23)**

Response: The Department concurs with the Analyst's recommendation and will work with the Department of Budget and Management to integrate goals, objectives, and performance measures related to the program into its performance measures and will submit it with its fiscal 2019 Managing for Results submission.

Recommendation #3:

Add budget language restricting general funds in the Maryland Legal Services Program for that purpose. **(Page 4 and 23)**

Response: The Department concurs with the Analyst's recommendation.

Recommendation #4:

Adopt committee narrative to request quarterly reports on the Maryland Total Human Services Information Network Major Information Technology Project. **(Page 4 and 23)**

Response: The Department concurs with the Analyst's recommendation and will work with the Department of Information Technology and submit quarterly reports on the progress of MD THINK.

**Department of Human Resources
Administration
N00A01**

Response to Audit Findings

Audit Finding #2:

DHR did not ensure the propriety of payments to certain legal firms. (Page 16)

Corrective Actions Taken:

The Department acknowledges that one of the two recommendations made by OLA was not completed. The Department provides the following explanation and actions taken:

The timing of the issuance of signed court orders varies from jurisdiction to jurisdiction, (days, weeks, or months), therefore, due to the restrictive nature of the documentation and the timing of the issuance of court orders it is impractical for such documentation to be the basis for invoice review prior to payments of invoices.

The Maryland Legal Services Program (MLSP) has modified contractual provisions of all CINA/TPR and Adult Guardianship contracts requiring the submission of an appointment order and supporting documentation confirming the occurrence of billable events for each case that is invoiced. The aforementioned contractual provision was fully implemented September 2016.

MLSP has developed an automated invoicing system designed to detect possible duplicate billings and requires a MLSP management review prior to authorizing payment. The system will enable legal firms to upload appointment orders and supporting documentation confirming the occurrence of billable events. The automated invoicing system is currently being tested and will be available for the legal services vendors use during 2017.

Audit Finding #3:

DHR lacked sufficient procedures and accountability over certain grants. (Page 16)

Corrective Actions Taken:

The Office of Grants Management, comprised of the Bureau of Special Grants and Bureau of Homeless Services, have implemented corrective action to resolve past audit findings related to documenting expenses, collecting reports and monitoring grantees. Both bureaus have drafted new standard operating procedures regarding invoicing procedures that have been implemented across all grantees. All required activity reports under the Bureau of Special Grants were received in fiscal year 2016 and 93% were collected by the Bureau of Homeless Services. Lastly, both bureaus are on track to comply with all monitoring requirements this year.

Audit Finding #4:

DHR had not established sufficient monitoring controls over certain users' access. (Page 16)

Corrective Actions Taken:

For users with 99 or unrestricted access, we review a daily log analyzer report that reports changes to critical DB2 tables. From these reports we identify anything involving changes with dollar figures, SSNs, or banking information changes, and request justification from the supervisor of the user who made the change. A summary of requests and responses are kept in a spreadsheet.

Audit Finding #7:

Certain DHR networks were not adequately secured. (Page 16)

Corrective Actions Taken:

The department has previously cleaned up all of the items that were pointed out by OLA. In addition, we regularly review our firewall configurations, and have procedures for reviewing changes to our hosting vendors' network devices. By doing so, we have complied with the finding by configuring our firewalls and VPNs to achieve a "least privilege" security strategy and have required our hosting vendor to enforce proper protection of the network hosting our critical systems.