

STATEMENT OF LOURDES R. PADILLA

SECRETARY

DEPARTMENT OF HUMAN SERVICES

BEFORE THE

HOUSE APPROPRIATIONS COMMITTEE

HEALTH AND SOCIAL SERVICES SUBCOMMITTEE

FY 2019 BUDGET

THURSDAY, JANUARY 25, 2018



STATEMENT OF LOURDES R. PADILLA

SECRETARY

DEPARTMENT OF HUMAN SERVICES

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SENATE BUDGET AND TAXATION COMMITTEE

HEALTH AND HUMAN SERVICES SUBCOMMITTEE

FY 2019 BUDGET

MONDAY, JANUARY 29, 2018



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

With me today are: Craig Eichler, Chief of Staff and Deputy Secretary for Strategy and Administration; Gregory James, Deputy Secretary for Operations; and Stafford Chipungu, our Chief Financial Officer. Also in attendance today are Rebecca Jones Gaston, Executive Director of the Social Services Administration; Nicholette Smith-Bligen, Executive Director of the Family Investment Administration; Kevin Guistwite, Executive Director of the Child Support Administration; and Subramanian Muniasamy, Chief Technology Officer.

As you are aware, the Department of Human Services (DHS) 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 2019 Allowance for DHS totals \$2.42 billion, a decrease of \$143.5 million or 5.6 percent compared to the FY 2018 Appropriation. This change is mostly due to caseload declines in the Supplemental Nutrition Assistance Program, Energy Assistance, and Temporary Cash Assistance.

It was nearly a year ago that Governor Hogan gave me the honor and privilege of becoming the Secretary of DHS. Since then, I've had the opportunity to travel throughout Maryland and visit the local department of social services in every county and Baltimore City. During those visits I met with local elected officials, community partners, and many members of the General

Assembly, including many members of this committee. But the greatest benefit was the opportunity to meet with our local workers who are truly the heart and soul of DHS. I learned about each county, and heard about their strengths and challenges. While every county was unique, they all share a passion and commitment for the work we do. It was a very humbling experience and I truly feel that it made more prepared to continue leading the Department of Human Services.

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.

Family Investment Administration (FIA):

For the fourth consecutive year, DHS placed over 13,500 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 2.5 percent over the same time in FY 2016, even though the caseload declined by approximately 10 percent. Over the last four years, nearly 50,779 individuals moved from welfare to work. Additionally, DHS exceeded its federal Work Participation Rate requirement by achieving an overall rate of 62.1%.

Through the combined efforts of the Campaign to End Childhood Hunger, FIA, the local departments of social services, and our community organization partners, 684,282 individuals enrolled in the Food Supplement Program (FSP) in FFY 2017. Of those individuals, 293,217 were children under the age of 18; approximately 43 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 \$2.5 million from the U.S. Department of Agriculture for increasing access to the Food Supplement Program in calendar year 2016 due to our strong outreach efforts. Maryland is among the states with the highest penetration rates in the nation for program access.

Office of Home Energy Programs (OHEP):

The Office of Home Energy Programs continues to provide critical benefits to thousands of households in Maryland. Through December 31, 2017:

- 53,190 households have received a total of \$30.1 million in heating benefits with an average benefit of \$580;
- 52,794 households received a total of \$26.1 million in total electric bill assistance with an average benefit of \$495; and
- 8,727 households received a total of \$7.8 million in electric arrearage retirement benefits with an average benefit of \$896.

Social Services Administration:

DHS 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 28,100 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). We have 4,745 children in out-of-home placement. 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. 87.0% for FY2012 and 90.1% for FY2017).

In FY 2017, over 2,110 children achieved permanency, which represents 83% of total exits from foster care. More specifically, 320 children were adopted, 472 went to a permanent guardianship home, and 1,321 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 the 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, all 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, no standardized assessment process exists for all 24 local APS programs across the State. A validated, standardized assessment instrument will ensure that

vulnerable adults are afforded the same quality of assessment and intervention by APS, regardless of where they reside in the State. This assessment instrument is currently being piloted in eight (8) local jurisdictions.

Child Support Administration:

The Department's Child Support Administration collected \$565 million last federal fiscal year. Over the past three years, the Department has increased the collection and distribution of child support payments to Maryland families by \$6.6 million.

Furthermore, from FFY 2015 to FFY 2017, the amount collected per case has increased by \$155 from \$2,716 to \$2,871 – an increase of 6 percent over the past three years.

While we had a great 2017, 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) shared services and data platform. 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 received approval for the Implementation Advanced Planning

Document (IAPD) from our 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. The State has also recently submitted our first Advanced Planning Document Update (APDU) in December 2017 as requested by our federal partners.

Significant accomplishments on the MD THINK project thus far include:

- Architecture and Execution Approach finalized;
- Steering Committee established;
- Project Management Office established;
- key software products procurement completed;
- cloud based shared platform deployed and pilot application deployed;
- base data platform deployed for the pilot application;
- procurement of a modern case management solution to replace the existing case management systems for child welfare, juvenile services, and adult services (CJAMS) is completed; and
- significant progress has been made in modernization of the Long Term Care application.

We will initiate CJAMS development work in February and plan to onboard multiple Agile Scrum Teams by April 2018 to execute additional development and deployment work for MD THINK.

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

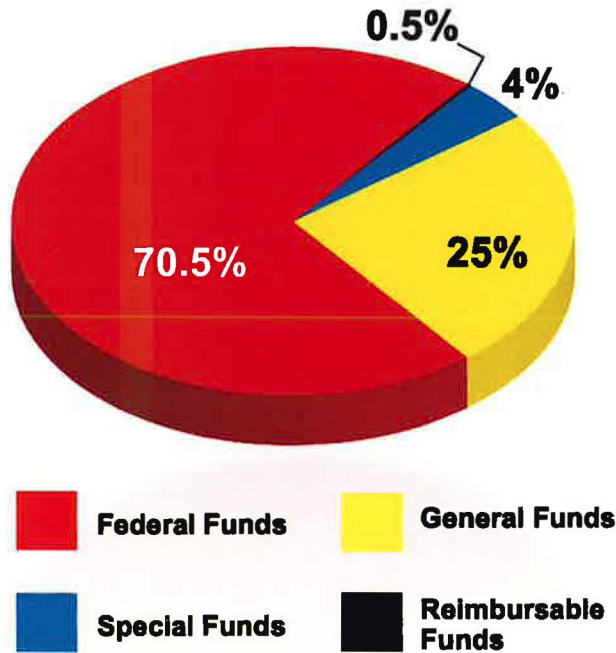


DHS BUDGET

Where Funds Originate

FY 2019 ALLOWANCE

Total DHS Budget
\$ 2,424,228,124



GENERAL FUNDS 602,945,814

FEDERAL FUNDS 1,724,094,435

Supplemental Nutrition Assistance Program (SNAP)	1,002,476,374
State Administrative Matching Grants for Food Stamp Program	79,722,871
Stephanie Tubbs Jones Child Welfare Services Program	3,759,527
Foster Care Title IV-E	32,684,164
Child Support Enforcement	88,245,363
Social Services Block Grant	29,600,630
Medical Assistance Program	84,164,073
Refugee and Entrant Assistance-State Administered Program	13,235,366
Refugee and Entrant Assistance-Directionary Grants	257,999
Low Income Home Energy Assistance	70,238,242
Title IV-E Waiver Funding	59,733,893
Promoting Safe and Stable Families	4,659,973
Grants to States for Access and Visitation Programs	159,020
Temporary Assistance for Needy Families (TANF)	251,517,315
Child Abuse and Neglect State Grants	492,752
Chafee Foster Care Independence Program	1,230,433
Refugee Targeted Assistance Grants	1,194,416
Emergency Food Assistance Program (Administration Costs)	375,509

SPECIAL FUNDS 96,981,851

Child Support Offset	7,510,003
CSEA Reinvestment Funds	8,510,445
Coop Reimb Monitor and Fees	300,586
Local Government Payments	10,191,937
Child Support Foster Care Offset	1,152,902
Universal Services Benefit	35,878,611
Foster Care Education	1,274,944
Strategic Energy Investment Fund	26,000,000
Interim Assistance Reimbursement	4,280,229
Cost of Care Reimbursement	1,882,194

REIMBURSABLE FUNDS 552,539

Executive Department Boards, Commissions and Offices	206,024	Elder Abuse Prevention Intervention Program	2,780
Adoption Assistance	310,043	Disaster Grant - Public Assistance	33,692



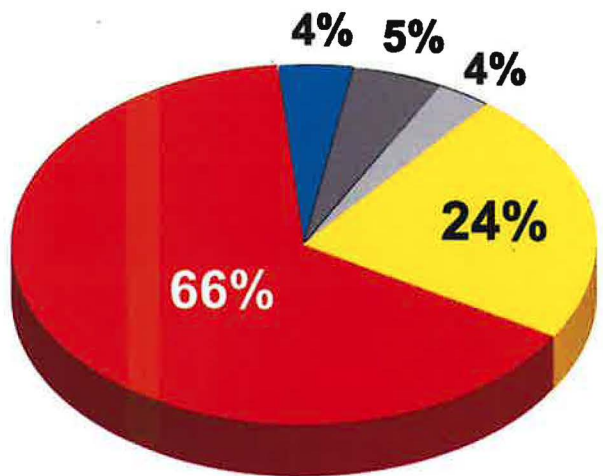
DHS BUDGET

How Funds Are Distributed

FY 2019

Total DHS Budget

\$ 2,424,228,124



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

SOCIAL SERVICES

Foster Care Placement	200,767,782
Adoption Placement	57,981,825
Child Welfare Services	234,076,794
Adult Services	45,628,838
Legal Services	13,169,898
Central Administration/Support	27,911,615

FAMILY INVESTMENT ADMINISTRATION

Cash Assistance	152,307,194
SNAP Benefits	1,005,739,461
Workforce Development	32,528,479
Eligibility Services	160,088,619
Energy Assistance	129,602,798
Central Administration/Support	36,686,432
Refugees	14,625,561
Grants-Special State Funds	7,441,777

CHILD SUPPORT ENFORCEMENT

91,371,294

IT SUPPORT (F002, F004)

129,925,583

ADMINISTRATION

87,374,174



DHS BUDGET \$2,424,228,124 WHERE FUNDS ORIGINATE FROM { FY 2019 ALLOWANCE }

			Special Funds 96,981,851
Reimbursable Funds 206,024	Federal Funds 1,724,094,435	General Funds 602,945,814	





DHS BUDGET \$2,424,228,124

AMOUNT RECEIVED AND WHERE SPENT

1,552,190,219

Family Investment Administration

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

566,366,854

Child Welfare Services

91,371,294

Child Support Enforcement

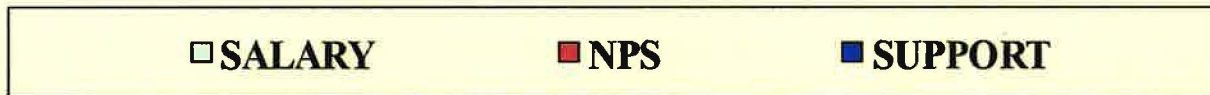
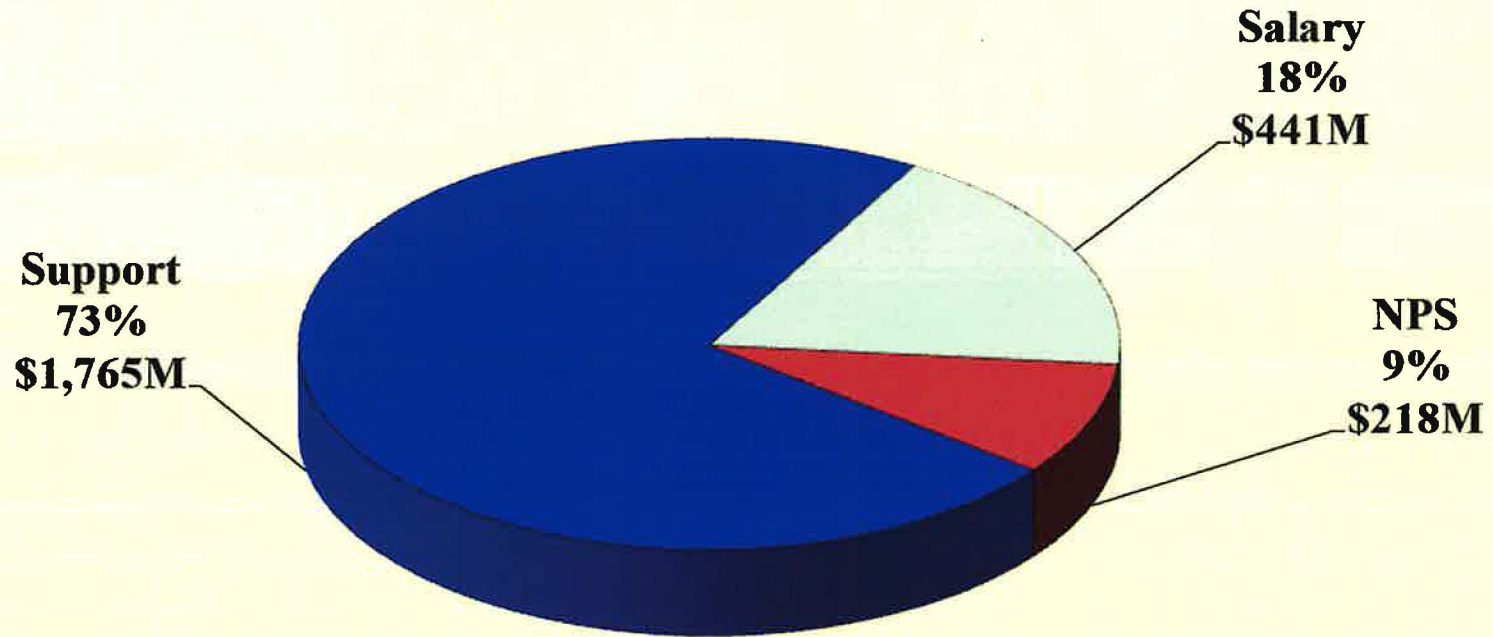


IT Systems 126,925,583

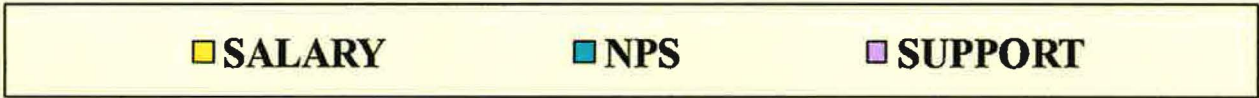
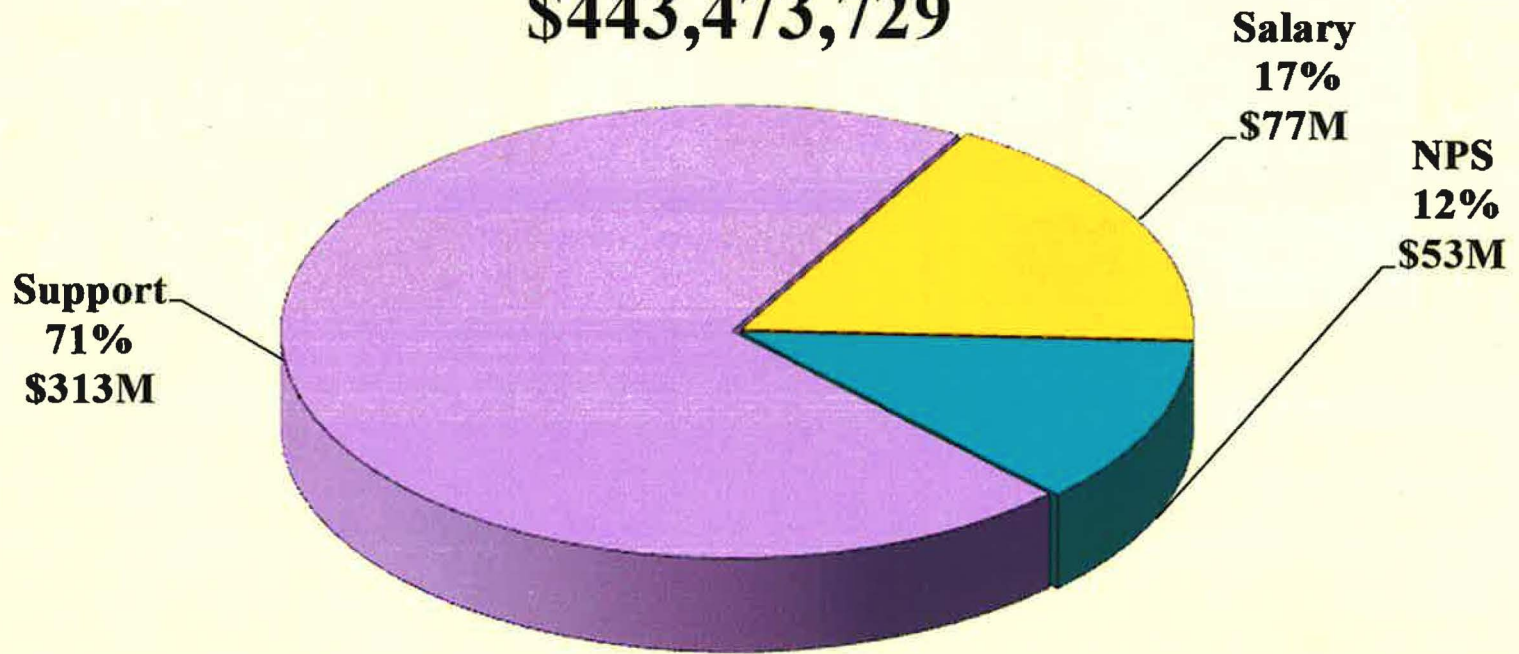
Administration 87,374,174

FY 2019 Total Budget Allowance

\$2,424,228,124

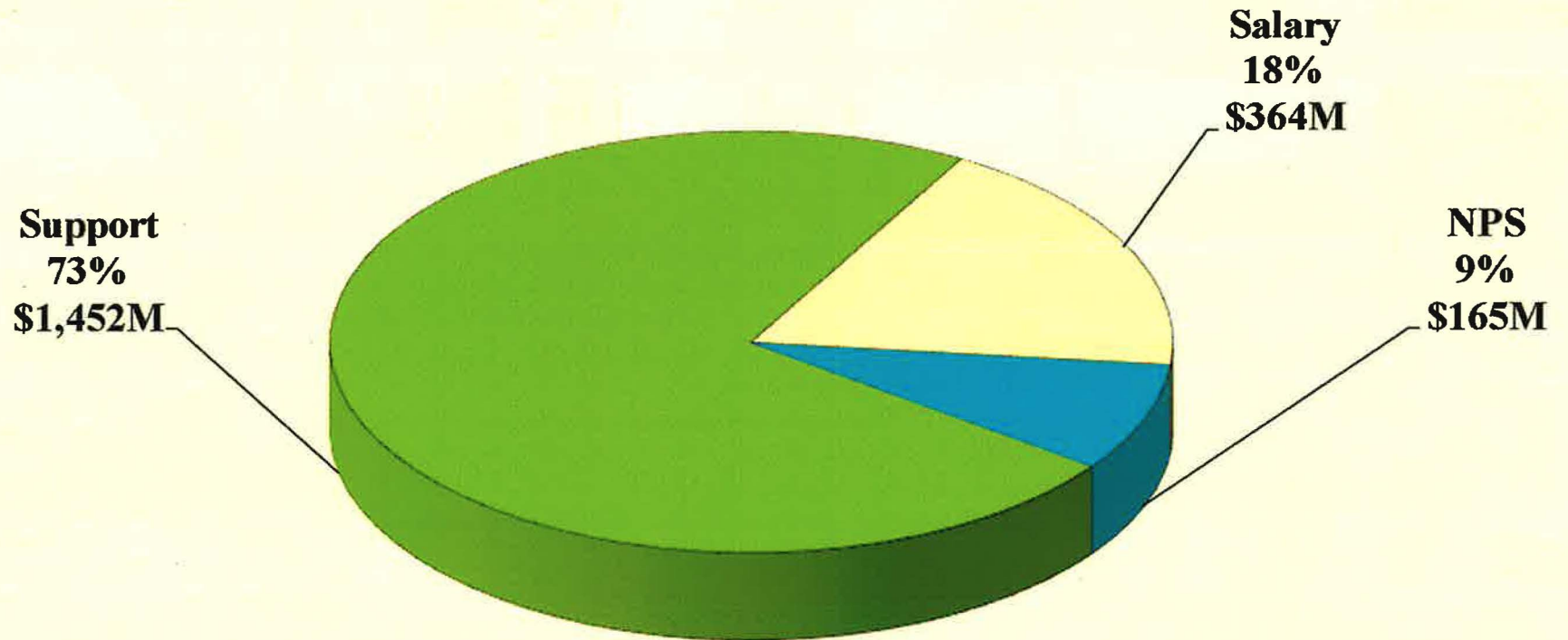


FY 2019 Budget Allowance Central Administrations \$443,473,729



FY 2019 Local Operations Budget Allowance

\$1,980,754,395

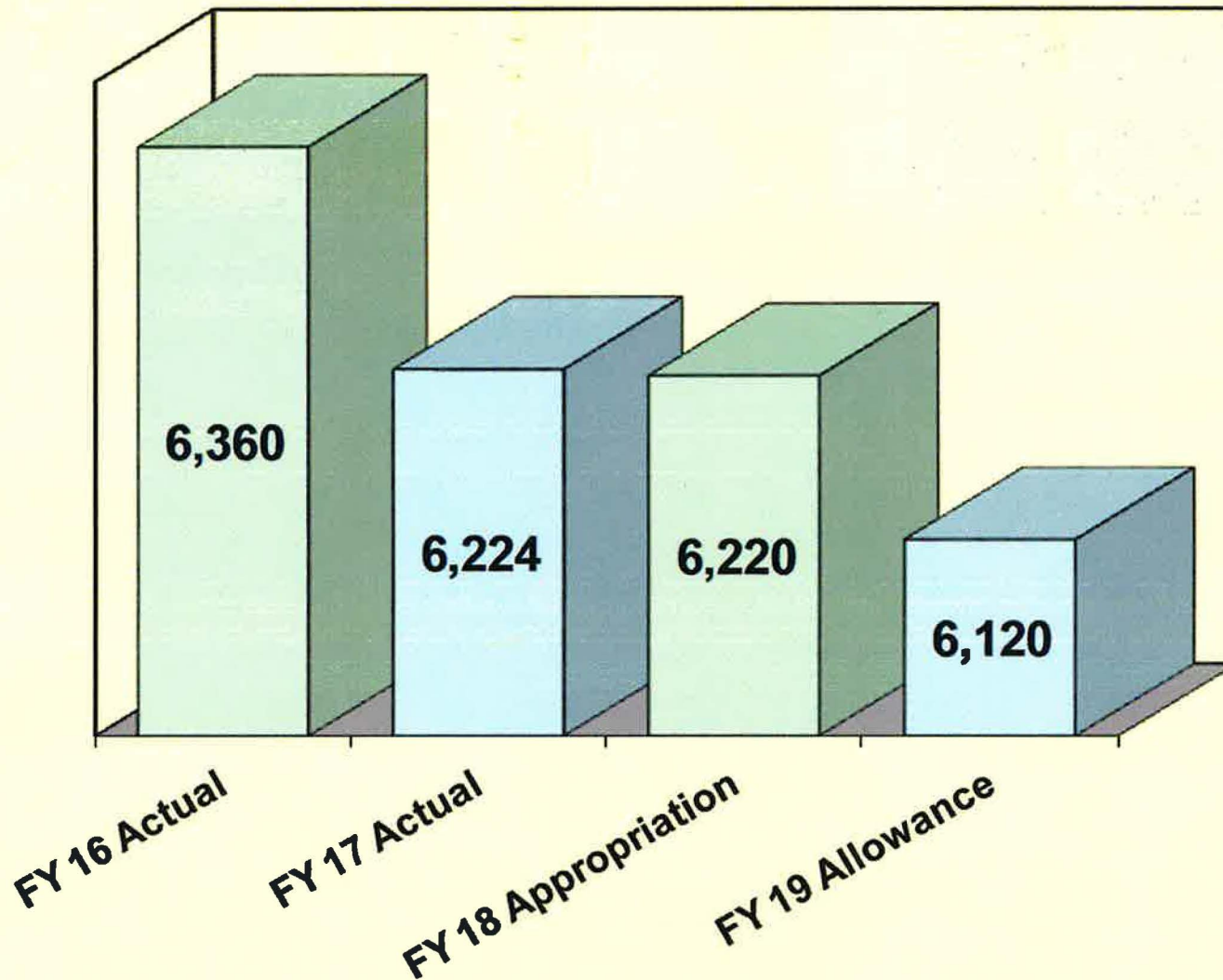


□ SALARY

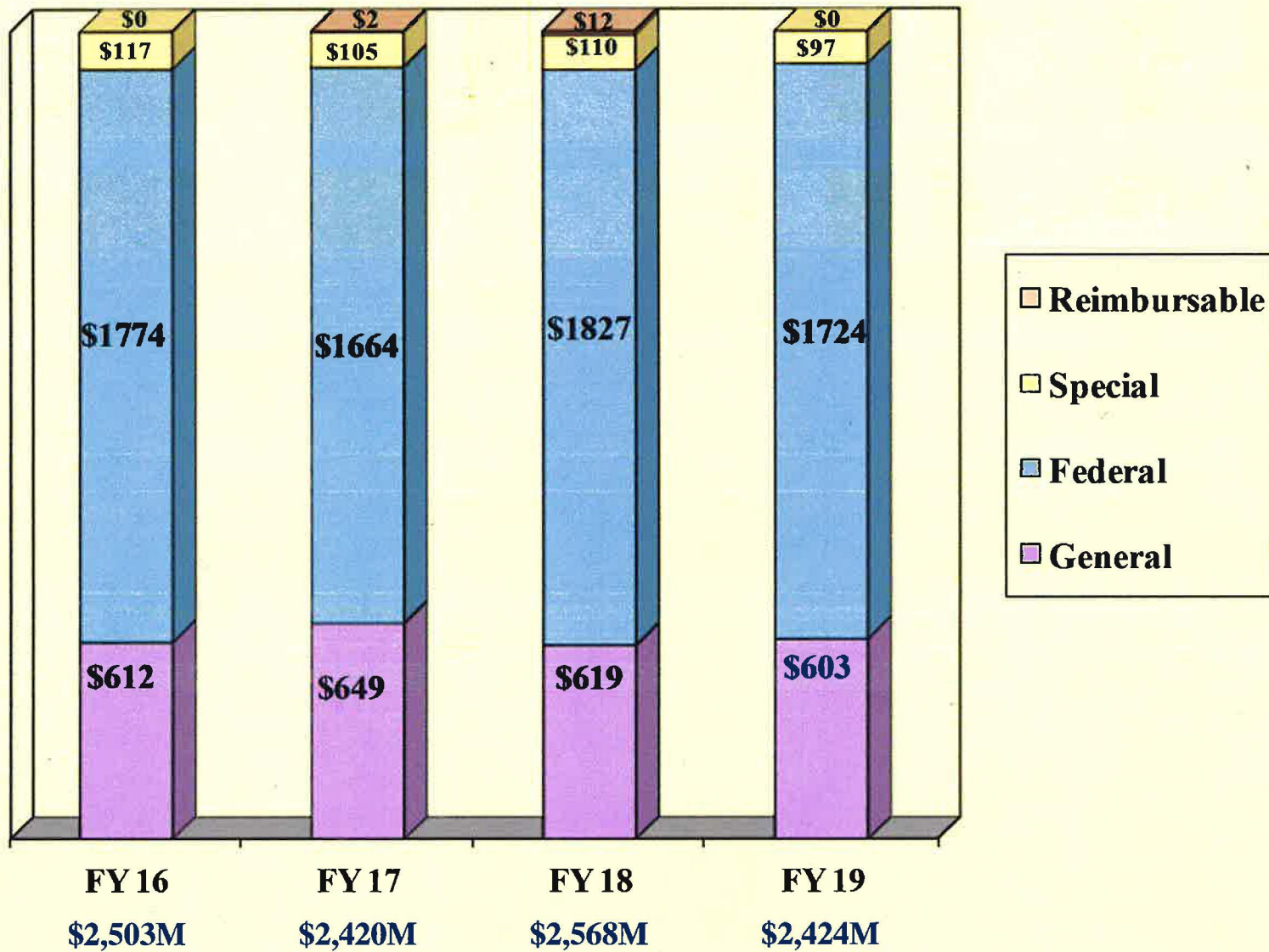
■ NPS

■ SUPPORT

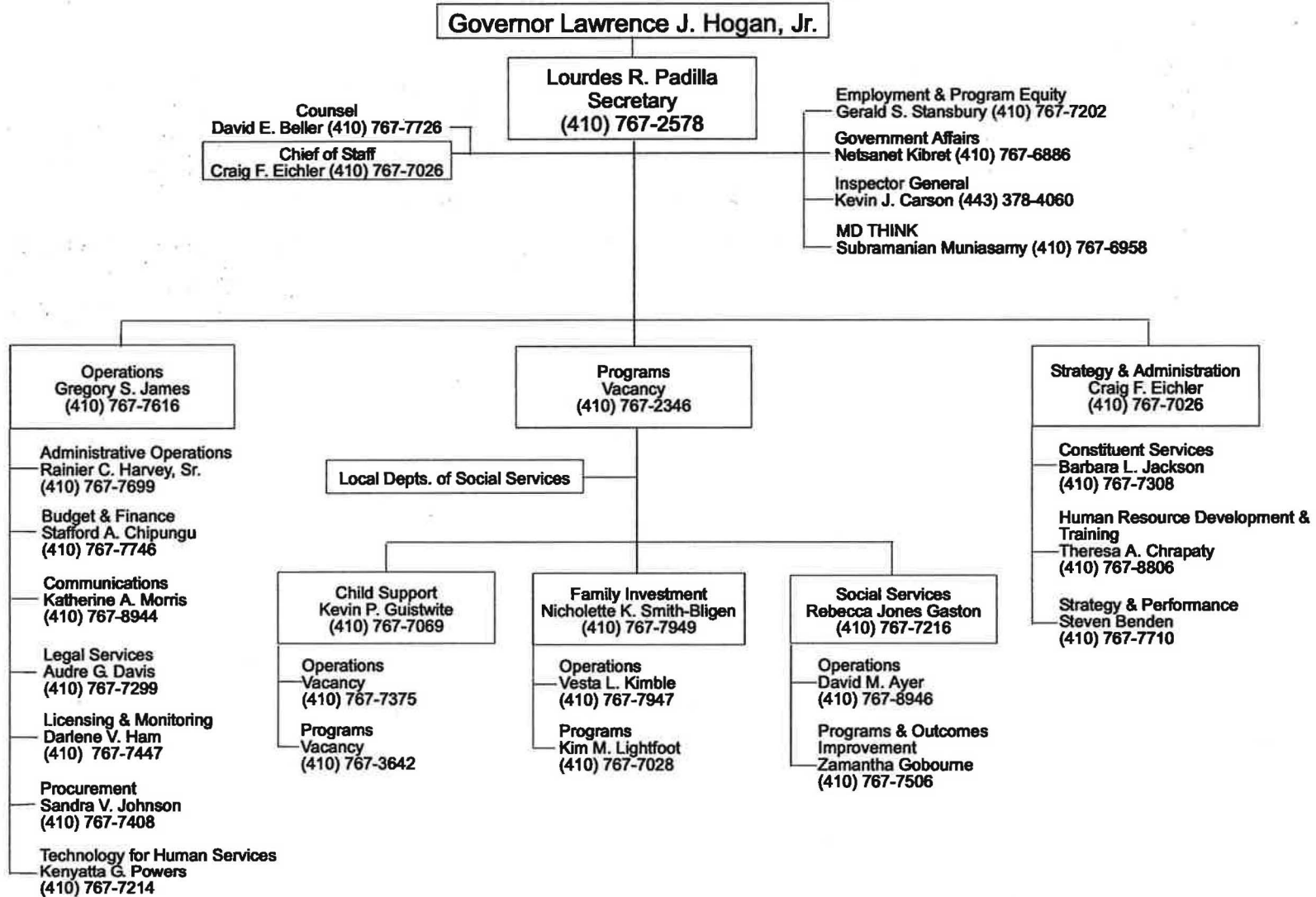
Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



DEPARTMENT OF HUMAN SERVICES



**Department of Human Services
FY 2019 Budget Highlights
Office of the Secretary
NA01**

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	21,667,484	21,954,917	287,433
Special Funds	-	-	-
Federal Funds	7,215,929	6,877,647	(338,282)
Reim. Funds	-	-	-
Total	28,883,413	28,832,564	(50,849)
II. PERSONNEL*			
Regular Positions:	137.00	135.00	(2.00)
Contractual Positions:	0.65	0.65	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(358)
Decrease in Salaries due to Salary Adjustments, (\$441K); Retirement, (\$86K); and Fringe Benefits, (\$31K); Offset by Increase in Health Insurance, \$59K; Restoration of Efficiency Reduction, \$50K; Worker's Compensation, \$47K; and Turnover Adjustment, \$44K.			
02 Technical & Special Fees			(5)
Decrease in Technical and Special Fees due to the contract with Covington and Burling for analysis for federal statutory and legislative changes that affect the Department in the Office of the Attorney General.			
03 Communications			175
Increase in Communications due to Regular Telephone Service mainly in the Office of Constituent Services, \$176K; Offset by Decrease in DGS Telecommunications mainly in the Office of Strategy and Performance, (\$1K).			
04 Travel			18
Increase in Travel due to In-State Travel-Business mainly in the Immediate Office of the Secretary, \$16K; and the Office of the Inspector General (OIG), \$5K; Offset by Decrease in the Citizen's Review Board for Children (CRBC), (\$2K); and Commission for Women, (\$1K).			
07 Vehicles			2
Increase in Vehicles due to Motor Vehicle Insurance in the Office of the Inspector General.			
08 Contractual Services			11
Increase in Contractual Services due to Advertising mainly in the Office of Communications, \$5K; Independent Accounting Firm Peer Review Contract in the Office of the Inspector General, \$4K; Printing Reports, Pamphlets and Publications mainly in the Office of the Attorney General, \$2K; Rentals for Meetings and Training for Staff Development, \$2K; and Court Appointed Attorney's Program, \$1K; Offset by Decrease in Attorney Fees, (\$3K).			
09 Supplies			(7)
Decrease in Supplies due to Promotional Expenses, (\$3K); Office Supplies, (\$2K); and Printing Supplies, (\$2K).			
12 Grants, Contributions and Subsidies			17
Increase in Grants, Contributions and Subsidies for evening meetings and work sessions in the Immediate Office of the Secretary, \$10K; and contributions to charity organizations on behalf of the Department, \$7K.			
13 Fixed Charges			96
Increase in Fixed Charges due to Non-Motor Vehicle Insurance, \$87K; and Subscriptions and Dues, mainly in the Immediate Office of the Secretary, \$8K; and Commission for Women, \$1K.			
Total			(51)

* Reference Source: FY 2019 Maryland State Budget Book - Part II: Pages 228-232.

Department of Human Services
FY 2019 Budget Highlights
Office of the Secretary
NA01.01

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	7,743,324	7,900,414	157,090
Special Funds	-	-	-
Federal Funds	7,151,184	6,810,015	(341,169)
Reim. Funds	-	-	-
Total	14,894,508	14,710,429	(184,079)
II. PERSONNEL*			
Regular Positions:	123.00	121.00	(2.00)
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(488)
Decrease in Salaries due to Salary Adjustments, (\$459K); Retirement, (\$89K); and Fringe Benefits, (\$32K); Offset by Increase in Worker's Compensation, \$47K; and Turnover Adjustment, \$45K.			
02 Technical & Special Fees			(5)
Decrease in Technical and Special Fees due to the contract with Covington and Burling for analysis for federal statutory and legislative changes that affect the Department in the Office of the Attorney General.			
03 Communications			173
Increase in Communications due to Regular Telephone Service mainly in the Office of Constituent Services, \$176K; Offset by Decrease in DGS Telecommunications mainly in the Office of Strategy and Performance, (\$3K).			
04 Travel			21
Increase in Travel due to In-State Travel-Business mainly in the Immediate Office of the Secretary, \$16K; and the Office of the Inspector General (OIG), \$5K.			
07 Vehicles			2
Increase in Vehicles due to Motor Vehicle Insurance in the Office of the Inspector General.			
08 Contractual Services			8
Increase in Contractual Services due to Advertising in the Office of Communications, \$4K; Independent Accounting Firm Peer Review Contract in the Office of the Inspector General, \$4K; Printing Reports, Pamphlets and Publications mainly in the Office of the Attorney General, \$2K; Rentals for Meetings and Training for Staff Development mainly in the Office of Communications, \$1K; Offset by Decrease in Attorney Fees, (\$3K).			
09 Supplies			(7)
Decrease in Supplies due to Promotional Expenses, (\$3K); Office Supplies, (\$3K); Saratoga State Center Printing Supplies, (\$2K); and Staff Development Supplies, (\$1K); Offset by Increase in Data Processing Supplies, \$2K.			
12 Grants, Contributions and Subsidies			17
Increase in Grants, Contributions and Subsidies for evening meetings and work sessions in the Immediate Office of the Secretary, \$10K; and contributions to charity organizations on behalf of the Department, \$7K.			
13 Fixed Charges			95
Increase in Fixed Charges due to Non-Motor Vehicle Insurance, \$87K; and Subscriptions and Dues, mainly in the Immediate Office of the Secretary, \$8K.			
Total			(184)

* Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 229.

**Department of Human Services
 FY 2019 Budget Highlights
 Citizen's Review Board for Children
 NA01.02**

	<u>FY 2018</u> <u>Appropriation</u>	<u>FY 2019</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	752,716	748,762	(3,954)
Special Funds	-	-	-
Federal Funds	64,745	67,632	2,887
Reim. Funds	-	-	-
Total	817,461	816,394	(1,067)
II. PERSONNEL^a			
Regular Positions:	9.00	9.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
04 <u>Travel</u>			(2)
Decrease in Travel due to In-State Travel-Business to reflect experience.			
08 <u>Contractual Services</u>			1
Increase in Contractual Services due to Rentals for Meetings and Training for Staff Development.			
Total			(1)

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 230.

**Department of Human Services
 FY 2019 Budget Highlights
 Maryland Commission for Women
 NA01.03**

	<u>FY 2018</u> <u>Appropriation</u>	<u>FY 2019</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	135,584	135,843	259
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>135,584</u>	<u>135,843</u>	<u>259</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)

04 <u>Travel</u>			(1)
Decrease in Travel due to In-State Travel-Business.			
13 <u>Fixed Charges</u>			1
Increase in Fixed Charges due to Subscription and Dues.			
Total			<u>0</u>

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 231.

**Department of Human Resources
 FY 2019 Budget Highlights
 Maryland Legal Services Program
 NA01.04**

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	13,035,860	13,169,898	134,038
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	13,035,860	13,169,898	134,038

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	130
Increase in Salaries due to Health Insurance, \$59K; Restoration of Efficiency Reduction, \$50K; Regular Earnings, \$18K; Retirement, \$3K; and Fringe Benefits, \$1K; Offset by Decrease in Turnover Adjustment, (\$1K).	
03 Communications	2
Increase in Communications due to DGS Telecommunications.	
08 Contractual Services	2
Increase in Contractual Services due to Advertising and Legal Publication, \$1K; and Court Appointed Attorney Program, \$1K.	
Total	134

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 232.

**Department of Human Resources
FY 2019 Budget Highlights
Operations & Administrative Operations
NE01**

	<u>FY 2018</u> <u>Appropriation</u>	<u>FY 2019</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	14,946,613	14,824,542	(122,071)
Special Funds	-	34,512	34,512
Federal Funds	15,052,745	14,332,148	(720,597)
Reim. Funds	-	-	-
Total	<u>29,999,358</u>	<u>29,191,202</u>	<u>(808,156)</u>
II. PERSONNEL^a			
Regular Positions:	179.63	177.63	(2.00)
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(93)
Decrease in Salaries due to Regular Salary Earnings, (\$156K); Retirement, (\$52K); and Fringe Benefits, (\$20K); Offset by an Increase in Overtime, \$70K; and Turnover Adjustment, \$28K; Accrued Leave Payments, \$22K; and Health Insurance, \$15K.			
02 Technical and Special Fees			(1)
Decrease in Technical and Special Fees due to Social Services Support - FICA, (\$2K); Offset by Increase in Consultant Fees, \$1K;			
03 Communications			(575)
Decrease in Communications due to Postage, (\$572K); and Regular Telephone Service, (\$9K); and DGS Telecommunications, (\$4K); Offset by an Increase in Cellular Telephones, \$10K.			
04 Travel			(19)
Decrease in Travel due to In-State Travel - Business.			
07 Vehicles			(33)
Decrease in Vehicles due to Gas and Oil, (\$35K); and Motor Vehicle Replacement; (\$15K); Offset by an Increase in Maintenance and Repairs, \$17K.			
08 Contractual Services			(377)
Decrease in Contractual Services due to Personnel Systems Development, (\$396K); Transfer Switch for Generator, (\$340K); Service Contracts - Equipment for the Graphics Media Center, (\$103K); DoIT IT Services Allocation, (\$71K); Rental of Copy Machines, (\$24K); Office of Attorney General Administrative Fee, (\$21K); State Medical Examinations, (\$5K); Visual Interface Software License, (\$4K); Freight and Delivery, (\$1K); and Payments for On-line State Job Applications, (\$1K); Offset by an Increase in in Outsourced Mail Processing, \$179K; Retirement Administrative Fees, \$154K; Printing and Reproduction, \$93K; Building and Grounds - Alterations, \$74K; Cost Allocation Software for Cost Allocation Revenue Management, \$31K; Shelter Supplies, \$26K; Service Contracts - Buildings and Grounds for Shelter Security Services, \$22K; Administrative Hearing Fees, \$6K; and Shredding and Trash Removal, \$4K.			
09 Supplies			20
Increase in Supplies due to Data Processing Supplies, \$19K; Building and Household Supplies, \$13K; Promotional Supplies, \$5K; and Office Supplies, \$4K; and Housekeeping Supplies, \$1K; Offset by Decrease in Printing Supplies, (\$21K); and Printed Forms, (\$1K).			
10 Equipment - Replacement			10
Increase in Equipment - Replacement due to Office Equipment - Printing System for the Central Distribution Center.			
11 Equipment - Additional			15
Increase in Equipment - Additional due to purchase of Americans with Disabilities Act compliant Ergonomic Furniture.			
13 Fixed Charges			245
Increase in Fixed Charges due to Department of General Services Rent for Saratoga State Center, \$245K.			
Total			<u>(808)</u>

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Pages 234 - 237.

Department of Human Resources
FY 2019 Budget Highlights
Operations
Budget and Finance & Human Resources Development & Training
NE01.01

	<u>FY 2018</u> <u>Appropriation</u>	<u>FY 2019</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	10,433,223	10,509,537	76,314
Special Funds	-	34,512	34,512
Federal Funds	9,170,181	8,932,689	(237,492)
Reim. Funds	-	-	-
Total	<u>19,603,404</u>	<u>19,476,738</u>	<u>(126,666)</u>
II. PERSONNEL^a			
Regular Positions:	126.00	125.00	(1.00)
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(72)
Decrease in Salaries due to Regular Salary Earnings, (\$78K); Retirement, (\$37K); and Fringe Benefits, (\$14K); Offset by an Increase in Accrued Leave Payments, \$22K; Turnover Adjustments, \$20K; and Health Insurance, \$15K.			
02 Technical and Special Fees			(1)
Decrease in Technical and Special Fees due to Social Services Support - FICA, (\$2K); Offset by Increase in Consultant Fees, \$1K;			
03 Communications			(2)
Decrease in Communications due to DGS Telecommunications, (\$4K); Offset by Increase in Regular Telephone Services, \$2K.			
04 Travel			2
Increase in Travel due to In-State Travel - Business.			
08 Contractual Services			(303)
Decrease in Contractual Services due to Personnel Systems Development, (\$396K); DoIT IT Services Allocation, (\$71K); Office of Attorney General Administrative Fee, (\$21K); State Medical Examinations, (\$5K); and Payments for On-line State Job Applications, (\$1K); Offset by Increase in Retirement Administrative Fees, \$154K; Cost Allocation Software for Cost Allocation Revenue Management, \$31K; and Administrative Hearing Fees, \$6K.			
09 Supplies			4
Increase in Supplies due to Promotional Supplies, \$5K; and Office Supplies, \$1K; Offset by Decrease in Data Processing Supplies, (\$2K).			
13 Fixed Charges			245
Increase in Fixed Charges due to Department of General Services Rent for Saratoga State Center, \$245K.			
Total			<u>(127)</u>

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 235.

**Department of Human Resources
 FY 2019 Budget Highlights
 Operations
 Administrative Operations
 NE01.02**

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	4,513,390	4,315,005	(198,385)
Special Funds	-	-	-
Federal Funds	5,882,564	5,399,459	(483,105)
Reim. Funds	-	-	-
Total	10,395,954	9,714,464	(681,490)
II. PERSONNEL^a			
Regular Positions:	53.63	52.63	(1.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(21)
Decrease in Salaries due to Regular Salary Earnings, (\$78K); Retirement, (\$15K); and Fringe Benefits, (\$6K); Offset by Increase in Overtime, \$70K; and Turnover Adjustment, \$8K.			
03 Communications			(573)
Decrease in Communications due to Postage, (\$572K); and Regular Telephone Service, (\$11K); Offset by an Increase in Cellular Telephones, \$10K.			
04 Travel			(21)
Decrease in Travel due to In-State Travel-Business.			
07 Vehicles			(33)
Decrease in Vehicles due to Gas and Oil, (\$35K); and Motor Vehicle Replacement; (\$15K), Offset by an Increase in Maintenance and Repairs, \$17K.			
08 Contractual Services			(74)
Decrease in Contractual Services due to Transfer Switch for Generator, (\$340K); Service Contracts - Equipment for the Graphics Media Center, (\$103K); Rental of Copy Machines, (\$24K); Visual Interface Software License, (\$4K); and Freight and Delivery, (\$1K); Offset by an Increase in Outsourced Mail Processing, \$179K; Printing and Reproduction, \$93K; Building and Grounds - Alterations, \$74K; Shelter Supplies, \$26K; Service Contracts - Buildings and Grounds for Shelter Security Services, \$22K; and Shredding and Trash Removal, \$4K.			
09 Supplies			16
Increase in Supplies due to Data Processing Supplies, \$21K; Building and Household Supplies, \$13K; Office Supplies, \$3K; and Housekeeping Supplies, \$1K; Offset by Decrease in Printing Supplies, (\$21K); and Printed Forms, (\$1K).			
10 Equipment - Replacement			10
Increase in Equipment - Replacement due to Office Equipment - Printing System for the Central Distribution Center.			
11 Equipment - Additional			15
Increase in Equipment - Additional due to purchase of Americans with Disabilities Act compliant Ergonomic Furniture.			
Total			(681)

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Pages 236 - 237.

**Department of Human Services
FY 2019 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00**

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	30,578,110	28,447,066	(2,131,044)
Special Funds	1,440,063	1,327,053	(113,010)
Federal Funds	102,030,367	97,151,464	(4,878,903)
Reim. Funds	11,384,449.0	-	(11,384,449)
Total	<u>145,432,989</u>	<u>126,925,583</u>	<u>(18,507,406)</u>
II. PERSONNEL^a			
Regular Positions:	104.00	100.00	(4.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			312
Increase in Salaries due to Increase in Regular Salary Earnings, \$265K; Retirement, \$50K; and Fringe Benefits, \$18K; Offset by Turnover Adjustments, (\$21K).			
03 Communications			968
Increase in Communications due to new Telephone Equipment System for Local Departments of Social Services (LDSS's), \$1,177K; and DP Data Communication, \$2K; Offset by a Decrease in Regular Telephone Services, (\$153K); DGS Telecommunications, (\$51K); Cellular Telephones, (\$6K); and Postage, (\$1K).			
04 Travel			(3)
Decrease in Travel due to In-State Travel-Business.			
06 Utilities			(15)
Decrease in Utilities due to Electricity Usage.			
07 Vehicles			2
Increase in Vehicles due to Maintenance and Repair, \$4K; Offset by Decrease in Gas and Oil, (\$2K).			
08 Contractual Services			(24,785)
Decrease in Contractual Services for contracts in the Maryland Total Human-services Information Network (MD THINK), (\$19,300K); Application Maintenance, (\$5,130K); Software Licenses, (\$761K); Enterprise Content Management Solution (ECMS), (\$630K); Annapolis Data Center (ADC), (\$216K); Saratoga State Center Data Center Heating, Ventilation, and Air Conditioning (HVAC), (\$6K); Audit Fee, (\$5K); and Repair and Maintenance - Buildings and Grounds, (\$4K); Offset by Increase in Contractual Services due to Enterprise Project Management Office (EPMO), \$524K; Technical Operation Support Services (TOSS), \$335K; Operation and Maintenance for the new Telephone System for Local Departments of Social Services (LDSS's), \$221K; Automated Financial System (AFS), \$163K and Hardware Maintenance, \$24K.			
09 Supplies			(10)
Decrease in Supplies due to Data Processing Supplies, (\$16K); Offset by Increase in Office Supplies, \$6K.			
10 Equipment - Replacement			81
Increase in Equipment - Replacement due to Microcomputer Hardware.			
11 Equipment - Additional			2,146
Increase in Equipment - Additional due to Purchase of Software and Hardware for MD THINK, \$2,007K; and Local Departments of Social Services (LDSS's) Telephone System, \$199K; Offset by a Decrease in Equipment - Additional due to Purchase of Software, (\$58K); and Tools and Machinery, (\$2K).			
12 Grants, Subsidies & Contributions			2,388
Increase in Grants, Subsidies and Contributions due to Training for MD THINK.			
13 Subscriptions and Dues			409
Increase in Fixed Charges due to Non-Department of General Services Rent for MD THINK Data Center, \$332K; and Lease Escalation for MD THINK Data Center, \$78K; Offset by Decrease in Non - Motor Vehicle Insurance, (\$1K).			
			<u>(18,507)</u>

Total

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Pages 238-240.

Department of Human Services
FY 2019 Budget Highlights
Major Information Technology Development Project (MITDP)
NF00.02

	<u>FY 2018</u>	<u>FY 2019</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING^a			
General Funds	-		
Special Funds	-		
Federal Funds	65,927,243	64,471,395	(1,455,848)
Reim. Funds	11,384,449	-	(11,384,449)
Total	77,311,692	64,471,395	(12,840,297)
II. PERSONNEL^a			
Regular Positions:	0.00	0.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(136)
Decrease in Salaries due to Regular Salary Earnings, (\$102K); Retirement, (\$20K); Health Insurance, (\$15K); and Fringe Benefits, (\$8K); Offset by Increase in Turnover Adjustments, \$9K.			
03 Communications			1,204
Increase in Communications due to new Telephone Equipment System for Local Departments of Social Services (LDSS's), \$1,177K; Regular Telephone Services, \$25K; and DP Data Communication, \$2K.			
04 Travel			(5)
Decrease in Travel due to In-State Travel-Business.			
08 Contractual Services			(18,916)
Decrease in Contractual Services for contracts in the Maryland Total Human-services Information Network (MD THINK), (\$19,300K); Offset by Increase in Operation and Maintenance for the new Telephone System for Local Department of Social Services (LDSS's), \$221K; and Automated Financial System (AFS), \$163K.			
09 Supplies			9
Increase in Supplies due to Office Supplies.			
11 Equipment - Additional			2,206
Increase in Equipment - Additional due to Purchase of Software and Hardware for MD THINK, \$2,007K; and Local Departments of Social Services (LDSS's) Telephone System, \$199K.			
12 Grants, Subsidies & Contributions			2,388
Increase in Grants, Subsidies and Contributions due to Training for MD THINK.			
13 Subscriptions and Dues			410
Increase in Fixed Charges due to Non-Department of General Services Rent for MD THINK Data Center, \$332K; and Lease Escalation for MD THINK Data Center, \$78K.			
			(12,840)

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 239.

**Department of Human Services
 FY 2019 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00.04**

	<u>FY 2018</u>	<u>FY 2019</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	30,578,110	28,447,066	(2,131,044)
Special Funds	1,440,063	1,327,053	(113,010)
Federal Funds	36,103,124	32,680,069	(3,423,055)
Reim. Funds	-	-	-
Total	68,121,297	62,454,188	(5,667,109)
II. PERSONNEL^a			
Regular Positions:	104.00	100.00	(4.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			448
Increase in Salaries due to Increase in Regular Salary Earnings, \$367K; Retirement, \$70K; Fringe Benefits, \$26K; and Health Insurance, \$15K; Offset by Turnover Adjustments, (\$30K).			
03 <u>Communications</u>			(236)
Decrease in Communications due to Regular Telephone Services, (\$178K); DGS Telecommunications, (\$51K); Cellular Telephones, (\$6K); and Postage, (\$1K).			
04 <u>Travel</u>			2
Increase in Travel due to In-State Travel-Business.			
06 <u>Utilities</u>			(15)
Decrease in Utilities due to Electricity Usage.			
07 <u>Vehicles</u>			2
Increase in Vehicles due to Maintenance and Repair, \$4K; Offset by Decrease in Gas and Oil, (\$2K).			
08 <u>Contractual Services</u>			(5,869)
Increase in Contractual Services due to Enterprise Project Management Office (EPMO), \$524K; Technical Operation Support Services (TOSS), \$335K; and Hardware Maintenance, \$24K; Offset by Decrease in Application Maintenance, (\$5,130K); Software Licenses, (\$761K); Enterprise Content Management Solution (ECMS), (\$630K); Annapolis Data Center (ADC), (\$216K); Saratoga State Center Data Center Heating, Ventilation, and Air Conditioning (HVAC), (\$6K); Audit Fee, (\$5K); and Repair and Maintenance - Buildings and Grounds, (\$4K).			
09 <u>Supplies</u>			(19)
Decrease in Supplies due to Data Processing Supplies, (\$16K); and Office Supplies, (\$3K).			
10 <u>Equipment - Replacement</u>			81
Increase in Equipment - Replacement due to Microcomputer Hardware.			
11 <u>Equipment - Additional</u>			(60)
Decrease in Equipment - Additional due to Purchase of Software, (\$58K); and Tools and Machinery, (\$2K).			
13 <u>Subscriptions and Dues</u>			(1)
Decrease in Fixed Charges due to Non - Motor Vehicle Insurance.			
Total			(5,667)

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 240.

**Department of Human Services
FY 2019 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2018 Appropriation</u>	<u>FY 2019 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Fund	26,950,008	25,876,538	(1,073,470)
Special Fund	2,980,864	2,562,091	(418,773)
Federal Fund	14,369,416	14,081,677	(287,739)
Reim. Fund	-	-	-
Total	<u>44,300,288</u>	<u>42,520,306</u>	<u>(1,779,982)</u>
II. PERSONNEL^a			
Regular Positions:	397.1	386.6	(10.5)
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(812)
Decrease in Salaries due to abolishment of ten and half (10.5) FTE Positions, (\$717K); Retirement, (\$126K); Fringe Benefits, (\$60K); and Overtime, (\$27K); Offset by Increase in Turnover Adjustment, \$79K; Accrued Leave Payments, \$39K.			
02 Technical & Special Fees			(10)
Decrease 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, (\$5K); and Temporary Manpower mainly in Cecil County DSS, (\$5K).			
03 Communications			(229)
Decrease in Communications due to Regular Telephone Service mainly in Baltimore City DSS, (\$233K); DP Data Communication in Anne Arundel and Prince George's Counties DSS's, (\$18K); DGS Telecommunications, (\$2K); and Cellular Telephones in Baltimore County DSS, (\$2K); Offset by Increase in Postage mainly in Baltimore, Anne Arundel, and Caroline Counties DSS's, \$26K.			
04 Travel			(2)
Decrease in Travel due to Volunteer Travel mainly in Anne Arundel County DSS, (\$4K); Offset by Increase in In-State Travel-Business mainly in Washington and Anne Arundel Counties DSS's, \$2K.			
06 Utilities			(14)
Decrease in Utilities due to Water and Sewerage Fees in Frederick County DSS, (\$6K); Electricity mainly in Washington and Frederick Counties DSS's, (\$5K); and Fuel Oil mainly in St. Mary's County DSS, (\$3K).			
08 Contractual Services			(598)
Decrease in Contractual Services due to Transfer of funding for Security Guard Services for various Local DSS's to the Child Welfare Services program, (\$297K); Purchase of Services mainly in Non-Allocated Local Only in Frederick and Cecil County DSS's, (\$254K); contract for Family Day Care Food Program in Frederick County DSS, (\$63K); and contracts mainly in Non-Allocated Local Only in Cecil County DSS, (\$39K); Offset by Increase in Banking Fees, \$19K; Building and Ground - Alterations, \$16K; Service Contract - Buildings and Grounds, \$10K; Rental of Copiers, \$6K; Repairs and Maintenance - Equipment, \$3K; and Collection Expenses, \$2K.			
09 Supplies			19
Increase in Supplies due to Data Processing Supplies mainly in Baltimore City and Baltimore County DSS's, \$18K; and Office Supplies, \$12K; Offset by Decrease in Building and Household Supplies, (\$5K); Housekeeping Supplies, (\$2K); Printed Forms, (\$1K); Copier Supplies, (\$1K); Uniforms, (\$1K); and Staff Development Supplies, (\$1K).			
Grants, Subsidies & Contributions			44
12 Increase in Grants, Subsidies and Contributions due to Grants mainly for Montgomery County DHHS.			
Fixed Charges			(178)
13 Decrease in Fixed Charges due to Allocation for Local/Federal Administration costs, (\$126K); Non-Department of General Services Rent mainly for Baltimore City, Dorchester, Carroll and Washington Counties DSS's, (\$56K); Non-Motor Vehicle Insurance, (\$4K); and Record Storage Fees, (\$1K); Offset by Increase in Subscription and Dues, \$7K; and Department of General Services Rent for Calvert County DSS, \$2K.			
Total			<u>(1,780)</u>

^a Reference Source: FY 2019 Maryland State Budget Book - Part II: Page 247.

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 DHS’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 DHS 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
CANS	Child and Adolescent Needs and Strengths
CANS-F	Child and Adolescent Needs and Strengths - Families
CAPTA	Child Abuse Prevention and Treatment Act
CARE	Certified Adult Residential Environments (Care Homes) - A Department of Human Services 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

<i>Term</i>	<i>Explanation</i>
CCR	(Federal) Central Contractor Registration
CCRT	Children's Cabinet Results Team
CCU	Central Collection Unit of the Department of Budget and Management. Responsible for collecting overpayments in closed AFDC and FS cases/AU's.
CCWO	Call Center Work Order
CDB	Client Data Base - Common data base, under development, to support all major DHS systems.
CDC	Central Distribution Center - DHS'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 DHS computer systems
CJIS	Criminal Justice Information System
CLTC	Central Long Term Care Unit
CMIA	Cash Management Improvement Act

<i>Term</i>	<i>Explanation</i>
COMAR	Code of Maryland Regulations
Commissions	Governor's Commission on Hispanic Affairs, Governor's Commission of Asian and Pacific Affairs, Governor's Commission of Migratory and Farm Labor, Maryland Commission for Women
Communications	Office of Communications
CP	Custodial Parent
CPS	Child Protective Services
CQI	Continuous Quality Improvement
CR	Caretaker Relative
CRA	Cooperative Reimbursement Agreement - Child Support Administration agreement between DHS and local government agencies.
CRBC	Citizen Review Board for Children (formerly Foster Care Review Board)
CRS	Client Registration System
CSBG	Community Services Block Grant
CSE	Child Support Enforcement
CSA	Child Support Administration (DHS)
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

<i>Term</i>	<i>Explanation</i>
CWLA	Child Welfare League of America
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
DHP	Displaced Homemaker Program
DHS	(Maryland) Department of Human Services
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 MDH
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
DSI	Division of Special Investigations (DHS)
DSS	Department of Social Services - Twenty- four local DHS 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 MDH
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 DHS.
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
HMRF	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 MDH with eligibility determined by DHS.
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 - MDH 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)
MDH	Maryland Department of Health
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)

<i>Term</i>	<i>Explanation</i>
Medicaid	Another name for Medical Assistance
Medicare	Medical insurance program administered by the Social Security Administration
MEFP	Maryland Emergency Food Program
MEMA	Maryland Emergency Management Agency
MFPA	Maryland Foster Parent Association
MKC	Maryland Kids Count - Produced by the Anne E. Casey Foundation. Identifies State profiles of child well being.
MLIS	Maryland Legislative Information System
MLSC	Maryland Legal Services Corporation - Receives Interest on Lawyers Trust Account (IOLTA) funds for civil legal devices to low-income
MLSP	Maryland Legal Services Program
MMIS	Medicaid Management Information System - Administered by MDH
MML	Minimum Living Level
MORA	Maryland Office for Refugees and Asylees
MPAP	[MDH] 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

<i>Term</i>	<i>Explanation</i>
MVP	Mandatory Vendor Payment
NAFDC	Non-Aid to Families with Dependent Children - Sometimes used to distinguish services to families not receiving AFDC
NCANDS	National Child Abuse and Neglect Database System
NCEP	Non Custodial Employment Program
NCP	Noncustodial Parent also known as Absent Parent
NDNH	National Directory of New Hires
NEL	Non-Expiring License
NGA	National Governor's Association
NGMA	National Grants Management Association
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	(DHS) Office of Administrative Operations
OAPAA	Office on Asian-Pacific American Affairs
OAS	(DHS) Office of Adult Services
OBF	[DHS] Office of Budget and Finance
OCI	(DHS Office of Community Initiatives
OCSE	(Federal) Office of Child Support Enforcement
OCYF	Office of Children, Youth and Families (now Governor's Office for Children)

<i>Term</i>	<i>Explanation</i>
OEPE	(DHS) Office of Employment and Program Equity
OGCCA	(DHS) Office of Government, Corporate and Community Affairs (formerly Office of Legislation)
OHEP	Office of Home Energy Programs
OIG	Office of the Inspector General
OGA	(DHS) Office of Legislation (now Office of Government Affairs)
OLA	Office of Legislative Audits
OMB	(Federal) Office of Management and Budget
OPAS	Office of Personal Assistance Services
OPM	DHS Office of Policy and Program Management
OPS	Order of Protective Supervision
OS	Office of the Secretary
OSC	Order of Shelter Care
OTHS	(DHS) Office of Technology for Human Services (formerly OIM)
OTS	(DHS) Office of Transitional Services
OVS	(DHS) 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

<i>Term</i>	<i>Explanation</i>
PLS	Professional License Suspension
POC/Subsidy	Purchase of Care - Child care or other service by one government entity from another public or private agency, usually by contract
POS	Purchase of Services - Purchase of Care or other service by one government entity Terminal from another public or private agency, usually by contract.
Project HOME	A DHS 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

<i>Term</i>	<i>Explanation</i>
RSTARS	Relational Statewide Accounting and Reporting System (the accounting subsystem of FMIS)
SACWIS	Statewide Automated Child Welfare Information System (now MD CHESSIE)
SAO	State's Attorney's Office
SAVE	Systematic Alien Verification for Entitlements
SAVP	States for Access and Visitation Programs
SCC	State Coordinating Council
SCCAN	State Council on Child Abuse and Neglect
SCR	State Case Registry
SDA	Service Delivery Area
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

<i>Term</i>	<i>Explanation</i>
SNAP	Supplemental Nutrition Assistance Program
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 (DHS); 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 (DHS 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

<i>Term</i>	<i>Explanation</i>
TCM	Targeted Case Manager
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

<i>Term</i>	<i>Explanation</i>
UB	University of Baltimore
UCIS	Unemployment Compensation Interface System
UIB	Unemployment Insurance Benefits
UIBIP	Unemployment Insurance Benefit Intercept Program
UIFSA	Uniform Interstate Family Support Act
UMAB	University of Maryland at Baltimore
UMCP	University of Maryland at College Park
URPA	Unreimbursed Public Assistance
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

<i>Term</i>	<i>Explanation</i>
WS	Wage Screen
WSP	Women's Services Program (defunct - all services now covered under Office of Victim Services)
WTW	Welfare to Work
WVO	Wage Withholding Order
YF/RFP	Young Fathers/Responsible Fathers Program

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Response to Issues

The department should comment on the timeline for implementing these pilots, evaluation strategies, and planned pilot locations. (Page 28)

Response to Issue: The Two (“Two Gen”) Generation Family Economic Security Commission, led by Lt. Governor Boyd Rutherford, issued its interim report in December 2017. It included current Two-Generational opportunities and efforts within the State, findings, recommendations, and, proposed statewide strategies and pilot models that will mitigate multigenerational poverty by linking State policies, systems and programs together to simultaneously serve vulnerable parents and children.

The selected pilot sites in Prince George’s and Dorchester Counties include a multi-generational educational opportunity where parents and children can simultaneously receive high quality education and training; and an intergenerational community center where services for seniors, parents, and children are all provided under the same roof, creating an environment where community development is fostered along with family development. Finally, as a means to identify families ready for these programs, a uniform assessment tool that is rooted in identifying personal and family strengths and assigning interventions accordingly will be used statewide to match families to programs that are intentionally selected for their unique situations.

The Department will work with the Aspen Institute’s Ascend Network to develop and implement standards of measure for the selected pilot model organizations to aid in making short and long term recommendations to sustain Two-Gen efforts and services in Maryland.

The following implementation timeline is in effect:

- Governor’s Executive Order 01.01.2017.03 – issued on March 2017
- Two Generation Family Economic Security Commission – commenced June 2017
- Commission’s Interim Report with selection of pilot model locations – issued December 2017
- Two-Gen Training – DHS, Prince George’s and Dorchester Counties – February 2018
- Pilot Model Kick-Off – DHS, Prince George’s and Dorchester Counties – March 2018
- Pilot Evaluation Period – DHS, Prince George’s and Dorchester Counties – March 2018 - October 2018
- Commission’s Final Report with recommendations – December 2018

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Response to Issues

The Secretary should comment on any internal goals that DHS uses to approach the ultimate goal of 29% MBE procurement. (Page 7)

Response to Issue

The Department has used the following internal goals to as an approach to reach the ultimate goal of 29% MBE procurements:

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.
- Outreach
 - 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 new MBE Director works closely with GOSBA and regularly attends outreach events geared toward the small and minority business community for purposes of outreach and creating new partnerships
- Taking advantage of set aside SBR procurements
 - The Department's plan for increasing MBE participation also includes growing our Small Business Reserve to help identify dually certified entities, so that MBE's may be encouraged to participate as prime contractors.
- Setting Internal goals
 - While DHS has struggled to meet the state goal of 29% in past years, we are reviewing our performance to set an internal goal that we believe is achievable based on the available pool of vendors in the area of human resources. For example, past year's performance shows that MBE participation hovers around 10%. In the coming years, we aim to see an incremental increase of 2%-5%.

The Secretary should explain why the number of out-of-home placement cases reviewed by local boards decreased between fiscal 2016 and 2017. (Page 8)

Response to Issue

Several factors impact the total number of reviews conducted each fiscal year that are beyond CRBC's control and the number will vary. Reasons for these decreases include the following:

- Reviews scheduled and cases were closed prior to the review;
- Reviews were scheduled and participants did not attend;
- Reviews not held due to inclement weather; and,
- Local out of home placement review boards were combined in January 2017 resulting in 6 less boards during the latter half of fiscal year 2017.

The Secretary should comment on what is considered critical need, what DHS is doing to fill all 35 boards, and whether the State board plans to combine more local review boards. (Page 9)

Response to Issue

The Department considers local review boards that have less than 3 board members as a critical need.

CRBC currently has 150 members. Recruitment of members to fill the 35 local out of home placement review boards remains a priority. In addition to hiring a Contractual Volunteer Activities Coordinator II, CRBC developed a Recruitment, Retention and Training committee and strategies to guide the recruitment process.

Strategies include a planning calendar of events, targeted outreach, local meet and greet events in critical areas with boards with less than three members, partnering with Volunteer Match, coordinating with statewide volunteer and service agencies. Also, coordinating with advocates, local print and social media, colleges, universities, community partnerships and local representatives.

In addition, current member host outreach and recruitment events in communities statewide and CRBC benefits from member referrals. CRBC membership consist of many Governor appointed volunteer citizens with 20 years of service or more and some attrition is expected. The membership remains stable and critical needs boards have reduced from 10 to 6.

The Kent/Queen Anne's local board, which had no members, now has two trained members. CRBC conducted information sessions in Western Maryland, Southern Maryland and on the Eastern Shore. In addition, CRBC conducted five orientation and pre-service training sessions and four regional in-service training sessions during calendar year 2017. At this time CRBC is

not planning to combine additional boards. CRBC plans to continue with recruitment activities and aggressively target areas needing increased membership.

In FY 2016, there were 23 volunteers selected, appointed and trained.

In FY 2017, there were 34 volunteers selected, appointed and trained.

In FY 2018, there were 10 volunteers, selected and appointed; nine of them have been trained.

The Secretary should explain why the fiscal 2015 performance measure changed and describe how this measure is calculated. (Page 10)

Response to Issue

While there is no change in the calculation of the performance measure, there was a change in the targeted population reviewed. CRBC's largest review population is of older youth and this varies from year to year, ranging from youth ages 17.5 and 20.5. As such, the improvement in performance may reflect achievement of a high school diploma, GED, or work training among these older youths. This indicator appears to have some variability from year to year, although the three-year trend appears to be heading upward in a favorable direction.

Based on the CRBC reports for the last 3 years, the percent of children who are "appropriately prepared to meet their educational goals" is as follows:

FY15- 85%

FY16- 97%

FY17- 88%

The Department has been focusing attention on school enrollment among school age foster children. The table below shows the data gathered to date, and it must be noted that there was a data collection improvement starting with SFY 2015 (when DHS began to receive information from MSDE to augment the enrollment data collected via MD CHESSIE, the agency's child welfare information system). Therefore, comparing performance from SFY 2015 to SFY 2016 (the first two years of improved data collection for school enrollment), it appears that DHS has experienced improvement in the timely enrollment of school-aged foster care children, which is consistent with the reporting from CRBC.

DHS has also been putting additional emphasis on proper documentation of education data, following CRBC's more stringent documentation requirement starting in 2015. Finally, DHS' renewed emphasis on the goal to preserve the continuity of education for foster children (educational stability) may be contributing to improvements in the percent of children who are "appropriately prepared to meet their educational goals."

Performance Measure	SFY 2010	SFY 2011	SFY 2012	SFY 2013	SFY 2014	SFY 2015*	SFY 2016	SFY 2017	SFY 2018	SFY 2019
85% of children entering foster care and enrolled in school within five days	70%	69%	72%	67%	65%	75%	79%			
<i>Benchmarks</i>						69%	77%	79%	82%	85%
<i>Source: MD CHESSIE – ages five – 17; removal after July 1 for each year; derived by University of Maryland Baltimore, School of Social Work (Note: Table includes updated Education Enrollment and Health Assessment statistics)</i> <i>* Starting in 2015, data augmented by education data concerning foster children supplied by the Maryland State Department of Education (MSDE)</i>										

The Secretary should explain how the department intends to meet the goal of 85% of children receiving appropriate physical and mental health services and whether there are plans to increase the targets for the other two goals. (Page 11)

Response to Issue

DHS’s priority is the well-being and permanency of youth in our care. DHS developed a Well Being Unit dedicated to improving youth well-being. The unit is comprised of an Education Specialist, a Health Specialist, and a Well Being Manager. DHS has also established workgroups for well-being, emerging adults and behavioral health, whose focus is to address gaps in services. The workgroups comprise stakeholders, advocates, state agencies, and community partners. The current focus of the workgroups are as follows:

- Well Being Workgroup: Physical health outcomes improvement, access to quality healthcare services, education enrollment, access to early childhood education;
- Emerging Adults Workgroup: Permanency planning, connection to support systems, transition planning, housing opportunities, employment opportunities;
- Behavioral Health Workgroup: Access to trauma informed mental health services, oversight of psychotropic medication, increase in crisis intervention services;
- SSA recognizes that proper documentation of health and education services has been a barrier to collecting accurate data from the MD CHESSIE system. SSA continues to work with the LDSS and provide technical assistance to improve documentation and to improve the data accuracy around these measures. SSA also continues to monitor the LDSS for compliance to SSA Policy 14-7 Oversight and Monitoring of Healthcare services.; and,

- SSA created a weekly monitoring report for all the youth in out of home placement. SSA reviews the report on a regular basis to ensure compliance with the policies and procedures. SSA has also created online training for local department staff to ensure that documentation is being completed correctly in MD CHESSIE.

The Secretary should comment on the absence of EITC goals and objectives and provide an update on the implementation of its EITC promotion campaign. The Secretary should also discuss whether households receiving outreach materials participate in the EITC program in the following year. (Page 11)

Response to Issue

The Department submitted EITC objectives under Goal 2: Maryland residents have access to services to support themselves and their families in the fiscal 2019 MFR submission. The EITC objectives are noted below:

Objective 2.8 To provide Earned Income Tax Credit (EITC) information to households receiving FIA benefits.

Objective 2.9 To determine how many households receiving FIA benefits are potentially eligible for the Earned Income Tax Credit (EITC).

The Department of Human Services (DHS) developed an outreach promotion campaign to include current Food Supplement Program (FSP), Temporary Cash Assistance (TCA), Temporary Disability Assistance Program (TDAP), and Non-Modified Adjusted Gross Income (MAGI) Medical Assistance recipients. The promotional campaign was designed to encourage potentially eligible constituents to follow-up to receive additional information on the benefits of EITC. The EITC promotional mailers are issued monthly December 2017 thru March 2018.

We are currently investigating opportunities for us to receive data from the Maryland Comptroller to validate the number of households that received EITC material and the number that filed taxes. It is our goal to continue to 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.

Due to the risks inherent in a project of this magnitude, the Department of Legislative Services (DLS) recommends committee narrative requesting that DHS, 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 16)

Response to Issue

The Department concurs with the Analyst's recommendation and will work with the Department of Information Technology to continue to submit quarterly reports on the progress of the Maryland Total Human-services Integrated Network (MD THINK) as we are doing in FY 2018.

The Secretary should explain the delay in choosing a vendor and comment on what is driving the overall increase in the estimated project costs. (Page 21)

Response to Issue

The reason for the Automated Financial System (AFS) delay is due to choosing a vendor because the Department did not receive any responses to the original solicitation in FY 2016 and had to revise and rebid. The current RFP is in the final stages of the evaluation process (evaluating the financial proposals).

Delays in awarding the contract has pushed the project original completion date into outlying fiscal years and thereby increased the costs.

Therefore, DLS recommends withholding a portion of the department's appropriation until OLA has determined that the repeat findings have been corrected. (Page 21)

Response to Issue

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

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Response to Recommended Actions

Recommendation #1:

Add budget language restricting general funds until corrective actions related to repeat audit findings are completed. **(Page 3 and 22)**

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

Recommendation #2:

Add budget bill language restricting general funds in the Maryland Legal Services Program to that purpose. **(Page 3 and 22)**

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

Recommendation #3:

Adopt committee narrative to request quarterly reports on the Maryland Total Human-services Information Network Project.
(Page 3 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.

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Response to Repeat Audit Findings

Audit Finding #4:

DHS did not have adequate procedures to ensure that payments to a legal services firm were proper and did not follow up on deficiencies with the services provided that were noted during annual site visits.

(Page 20)

Corrective Actions Taken: Concur with recommendations, but disagrees with repeat status because contracts during previous audit periods did not require supporting documentation but now do.

However, to ensure that all payments to legal firms are only for individuals for whom DHS is responsible, all MLSP contracts contain a requirement that appointment orders and court orders be provided for invoiced cases (as of 9/1/16).

In addition, an electronic invoicing system has been put into place to facilitate the review of invoice documentation and subsequent follow-up when deficiencies are identified.

Audit Finding #5:

DHS lacked sufficient procedures and accountability over certain grants. **(Page 20)**

Corrective Actions Taken: Concur with finding and recommendation. DHS has since instituted grant activity report review and tracking systems.

To ensure that grant funds are spent as intended, DHS requires grantees to submit quarterly reports, conducts required site visits annually, and tracks the submission of MEFP expenditure documentation.

Upon review of the aforementioned documentation, DHS notifies grantees in writing of the unallowable costs. All unexpended funds are to be returned to the State by the end of the fiscal year and funds not reverted are referred to the Central Collections Unit.

Audit Finding #10:

Monitoring controls over critical databases were not sufficient to properly protect these databases. **(Page 21)**

Corrective Actions Taken: Concur with finding and recommendations. DHS now includes modifications in security reports and uses a logging system.

DHS immediately added the required modifications to the critical security reports and developed a process to ensure continuous monitoring for additional necessary modifications.

While logging has been initiated for certain critical systems, DHS is working to ensure that audit logging is completed for all referenced critical systems and for all necessary data.

Audit Finding #12:

DHS lacked assurance that the Electronic Benefit Transfer System service provider was properly secured against operational and security risks. (Page 21)

Corrective Actions Taken: Concur with finding and recommendations. DHS has received a Service Organization Control 2 (SOC2) report from the service provider. The service provider is working on implementing the critical recommendations noted in the SOC2 and DHS continues to monitor the provider's progress.