

STATEMENT OF LOURDES R. PADILLA
SECRETARY
DEPARTMENT OF HUMAN SERVICES
BEFORE THE
HOUSE APPROPRIATIONS COMMITTEE
HEALTH AND SOCIAL SERVICES SUBCOMMITTEE
FY 2020 BUDGET

THURSDAY, JANUARY 24, 2019



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; Gregory James, Deputy Secretary for Operations; Dr. Randi Walters, 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; Netsanet Kibret, Executive Director of the Family Investment Administration; Kevin Guistwite, Executive Director of the Child Support Administration and Subramanian Muniasamy, Chief Technology Officer.

The Department of Human Services (DHS) is responsible for three primary areas: we administer the State's Social Services programs including foster care, adoption, and adult services; 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 FY 2020 Allowance for DHS totals \$2.4 billion, a decrease of \$2.0 million or 0.07 per cent compared to the FY 2019 Appropriation.

I'd like to take a moment to highlight some of our accomplishments. I am happy to say that:

Temporary Cash Assistance caseloads have continued to decline over the past four years largely due to a strong economy and successful job placements. The Governor's Allowance includes a 5 per cent inflation-based increase in the monthly benefit for

recipients. For the first time in FY 2020 and as a part of the Two Gen Initiative, the Governor's Allowance also includes \$6.3 million to continue Temporary Cash Assistance (TCA) customer benefits for three months when they obtain employment. This initiative rewards TCA customers who obtain employment and also assist families with their transitions from welfare to work and lessen the effect of the benefit cliff immediately upon obtaining employment. This Benefit Cliff Initiative complements the implementation of the Two Gen Initiative.

For the fourth consecutive year, DHS placed over 11,501 people who were receiving welfare into jobs and surpassed our internal target of placements in the last federal fiscal year. Over the last three years, nearly 49,778 individuals moved from welfare to work. Additionally, DHS exceeded its federally mandated Work Participation Rate requirement. Through the combined efforts of the campaign to end childhood hunger, Family Investment Administration (FIA), the local departments of social services, and our community organization partners, 646,483 individuals were enrolled in Food Stamp Program (FSP) for FFY 2018. Of those individuals, 276,151 were children under the age of 18; approximately 43 per cent of our total FSP population consists of children who will not go hungry tonight.

Though the improving economy has reduced the FSP rolls, Maryland made great strides in our outreach efforts to enroll eligible residents in the FSP. As a result, Maryland received a bonus of \$1.1 million from the US Department of Agriculture for highest Program Access Index which was at 93.6 per cent. Maryland is among the States with

the highest penetration rates in the nation for program access.

The Governor's Allowance for FY 2020 includes \$2.6 million to increase the monthly benefit for Temporary Disability Assistance Program (TDAP) recipients by 10 per cent. During Fiscal Year 2018, the TDAP caseload declined as a result of our enhanced program integrity efforts. The monthly annual average caseload decreased from 16,719 in FY 2017 to 13,844 in FY 2018. The Department continues to assist long-term disabled TDAP customers to obtain SSI benefits. Once the federal disability claim is approved, the customer is no longer eligible for TDAP benefits, but will receive a higher federal benefit amount and federal medical assistance.

The Office of Home Energy Programs continues to provide critical benefits to thousands of households in Maryland. Through December 31, 2018:

- 62,020 households have received a total of \$37.0 million in heating benefits with an average benefit of \$598;
- 61,090 households received a total of \$30.6 million in total electric bill assistance with an average benefit of \$501;
- 9,021 households received a total of \$7.4 million in electric arrearage retirement benefits with an average benefit of \$822; and
- 1,741 households received a total of \$1.1 million in gas arrearage retirement benefits with an average benefit of \$631.

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 30,136 children have been adopted, moved to guardianship, or safely returned home. These outcomes are largely a result of the Department's Place Matters and Family Blossoms initiatives and the hard work of the staff in the Local Departments of Social Services (LDSS). For FY 2020, the Governor's Allowance includes \$5 million to fund a 3 per cent rate increase for out-of-home residential service and foster care providers.

Currently, Maryland has the fewest number of youth in care in over 29 years. The count of children in care continues to decline. Currently, there are 4,791 children in out-of-home placement. In FY 2018, over 2,044 children achieved permanency, which represents 83 per cent of total exits from foster care. More specifically, 366 children were adopted, 421 went to a permanent guardianship home, and 1,257 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. DHS will spend all of the Title IV-E Waiver dollars on or before September 30, 2019. On February 9, 2018, the Federal Family First

Prevention Services Act was signed into law. Beginning October 1, 2019, the Department plans to transition to the Family First Prevention Services Act which will continue to provide services to keep children safely with their families and out of foster care, and in the event foster care is needed allows federal reimbursement for care in family-based settings and certain residential treatment programs for children with emotional and behavioral disturbance requiring special treatment.

Over the last year, DHS has been involved in the development of the Child Juvenile and Adult Management System (CJAMS). CJAMS is an application being developed as part of the Maryland Total Human-services Integrated Network (MD THINK) information management system that will support DHS and Department of Juvenile Services employees as they provide Child Welfare, Juvenile and Adult Services to children and families facing a crisis. DHS plans to launch a pilot of CJAMS in May 2019 with a full roll out of the system is scheduled for October 2019.

DHS Office of Adult Services has provided technical assistance, training and direction to local Adult Services' staff as they provided services and support to more than 25,000 vulnerable adults during FY 2018. The pilot phase of the Adult Protective Services (APS) Assessment Instrument involved seven Local Departments of Social Services over a three-month period, resulting in 460 completed assessments. This project is currently in the statewide training phase during January and February, and will be implemented statewide in March 2019.

The Department collected and distributed \$552 million last federal fiscal year. As of the first quarter of FFY 2019, \$132 million was collected and distributed and collections per

case increased by \$23 from \$654 to \$677. Based on trends from the first quarter of FFY 2019 compared to the previous year, collections are expected to increase.

While we had a great 2018, 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.

I am proud to say we are on target with the implementation of the MD THINK. As we stated last year, one such strategy that we believe will be beneficial to all State clients is integrating all human services programs into 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. In FY 2019, the MD THINK platform is now ready to support systems. In FY 2019, the MD THINK program accomplished the successful implementation of the State’s Long-term Care Medicaid System along with the secured cloud based-shared services platform. The upcoming goals for MD THINK include the deployment of the CJAMS pilot in May 2019, followed by State-wide implementation in October 2019, and also to provide training on the new system to all social services staff.

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

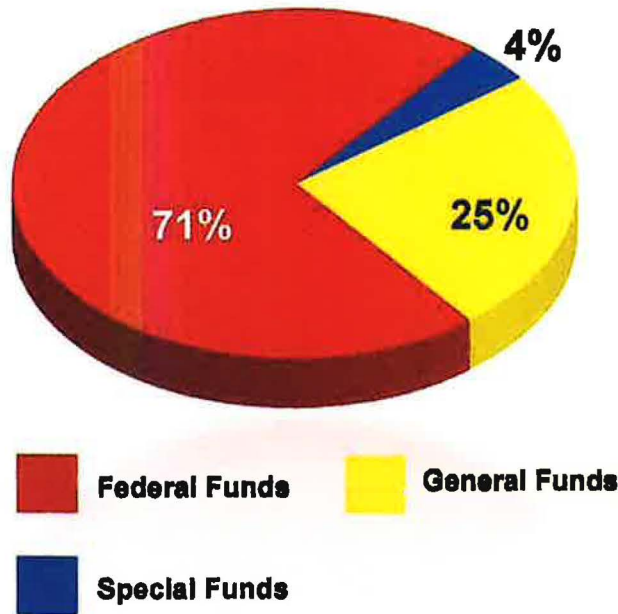


DHS BUDGET

Where Funds Originate

FY 2020 ALLOWANCE

Total DHS Budget
\$ 2,377,996,282



GENERAL FUNDS

594,621,512

FEDERAL FUNDS

1,828,196,979

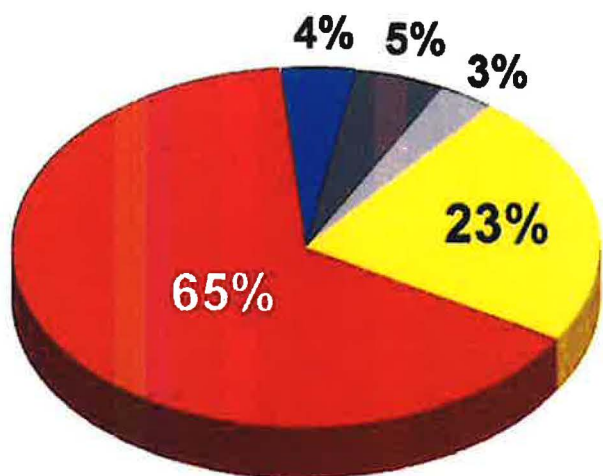
Supplemental Nutrition Assistance Program (SNAP)	931,488,261
State Administrative Matching Grants for Food Stamp Program	54,421,451
Stephanie Tubbs Jones Child Welfare Services Program	5,709,352
Foster Care Title IV-E	66,156,024
Child Support Enforcement	83,271,762
Social Services Block Grant	30,715,672
Medical Assistance Program	105,863,886
Refugee and Entrant Assistance-State Administered Program	13,265,597
Refugee and Entrant Assistance-Directionary Grants	262,939
Low Income Home Energy Assistance	71,101,221
Title IV-E Waiver Funding	18,107,440
Promoting Safe and Stable Families	4,434,261
Grants to States for Access and Visitation Programs	158,882
Temporary Assistance for Needy Families (TANF)	277,039,139
Child Abuse and Neglect State Grants	575,338
Chafee Foster Care Independence Program	1,037,541
Refugee Targeted Assistance Grants	1,255,819
Emergency Food Assistance Program (Administration Costs)	451,700
Other	1,015,383

SPECIAL FUNDS

92,339,365

Child Support Offset	3,830,050
CSEA Reinvestment Funds	6,223,167
Food Stamp Overpayment	119,232
Local Government Payments	9,334,388
Child Support Foster Care Offset	1,136,582
Universal Services Benefit	44,335,032
Foster Care Education	1,256,897
Strategic Energy Investment Fund	19,942,924
Interim Assistance Reimbursement	4,305,542
Cost of Care Reimbursement	1,855,551

Total DHS Budget
\$ 2,377,996,282



SOCIAL SERVICES

Foster Care Placement	212,131,656
Adoption Placement	57,929,672
Child Welfare Services	233,076,571
Adult Services	46,163,307
Legal Services	13,160,125
Central Administration/Support	26,762,610

**FAMILY INVESTMENT
ADMINISTRATION**

Cash Assistance	155,606,535
SNAP Benefits	931,488,261
Workforce Development	31,187,494
Eligibility Services	160,713,302
Energy Assistance	133,146,057
Central Administration/Support	38,881,122
Refugees	14,628,586
Grants-Special State Funds	7,939,026
Maryland Senior Supplement	4,109,103

CHILD SUPPORT ENFORCEMENT
92,145,123

IT SUPPORT (F002, F004)
128,145,437

ADMINISTRATION
90,782,268



DHS BUDGET \$2,377,996,282 WHERE FUNDS ORIGINATE FROM { FY 2020 ALLOWANCE }

Reimbursable Funds 206,024	Federal Funds 1,690,829,381	General Funds 594,621,512	Special Funds 92,339,365
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DHS BUDGET \$2,377,996,282 AMOUNT RECEIVED AND WHERE SPENT

1,477,699,513

Family Investment Administration

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

576,063,816

**Child
Welfare
Services**

92,145,123

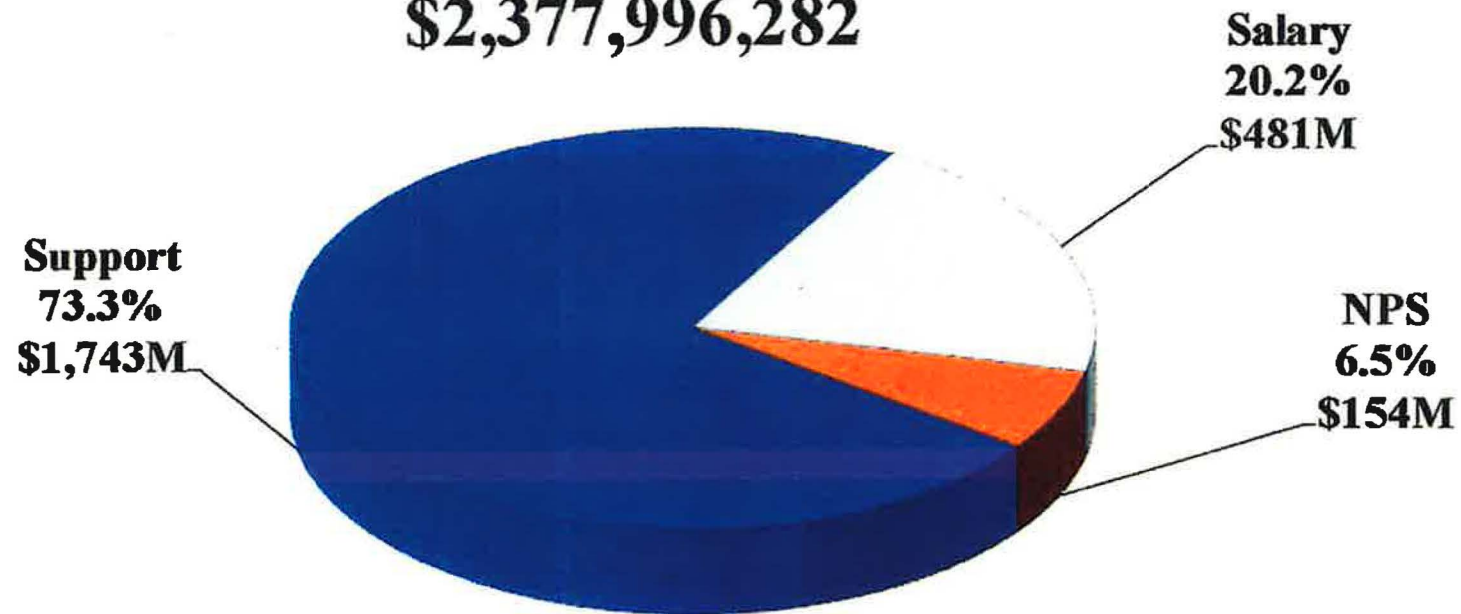
**Child
Support
Enforcement**



IT Systems 128,145,437

Administration 103,942,393

FY 2020
Total Budget Allowance
\$2,377,996,282

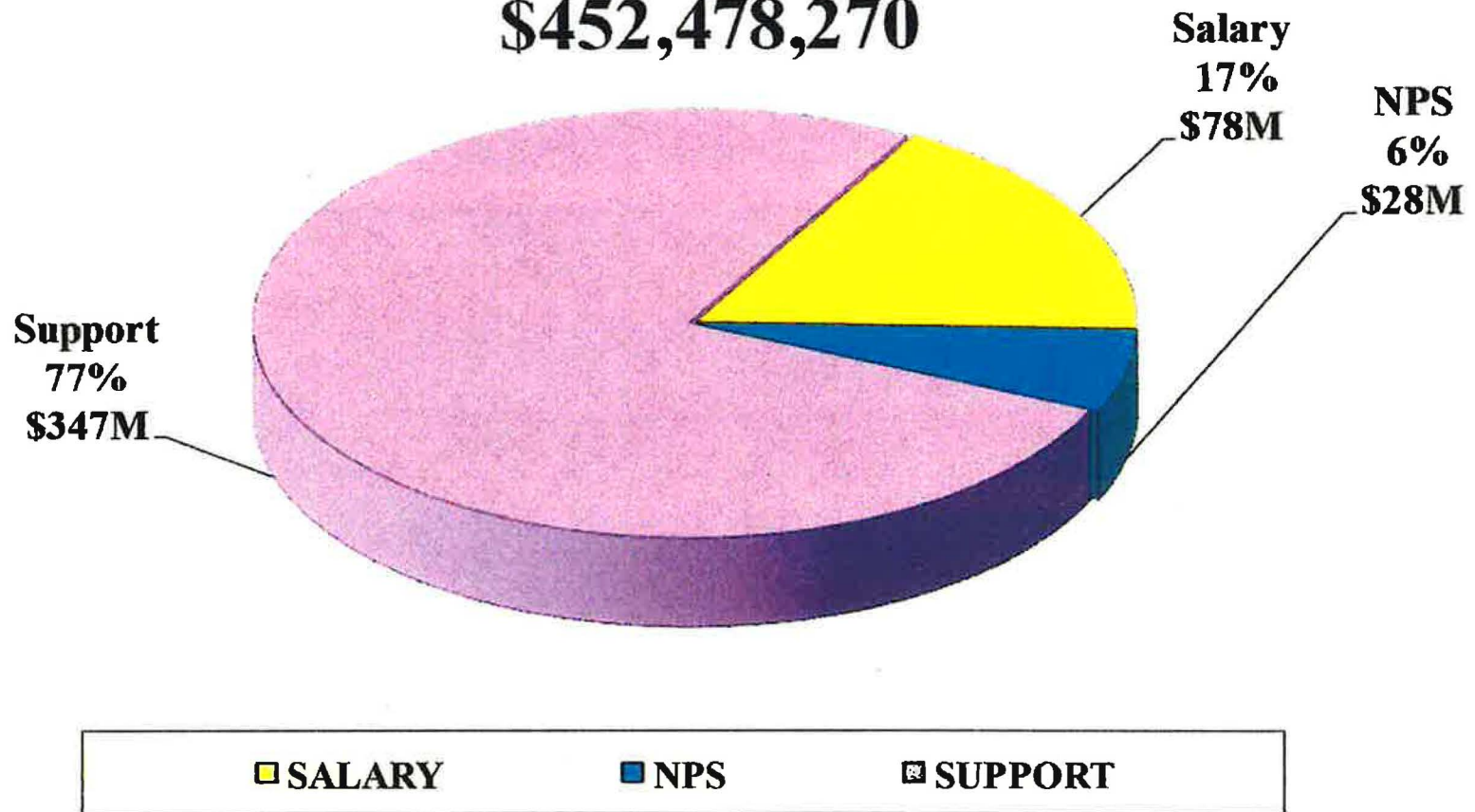


□ **SALARY**

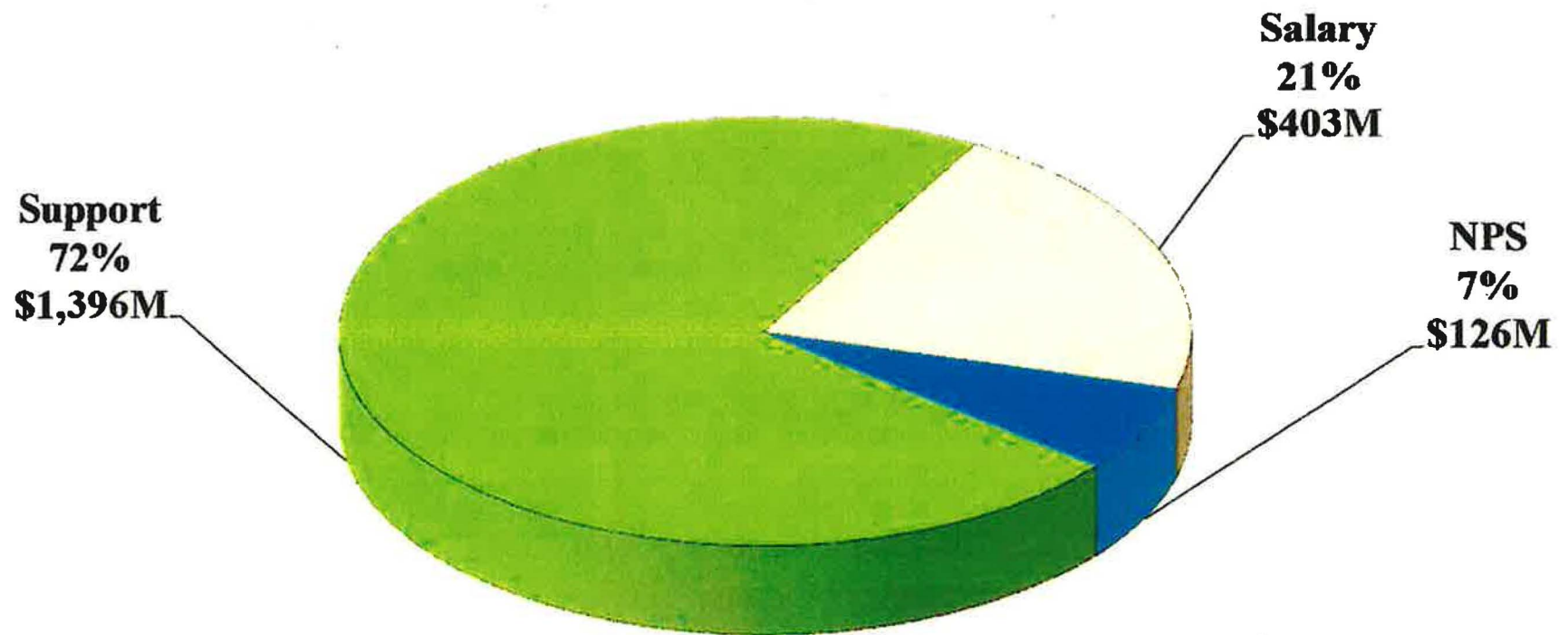
■ **NPS**

■ **SUPPORT**

FY 2020 Budget Allowance Central Administrations \$452,478,270



**FY 2020 Local Operations Budget
Allowance
\$1,925,518,012**

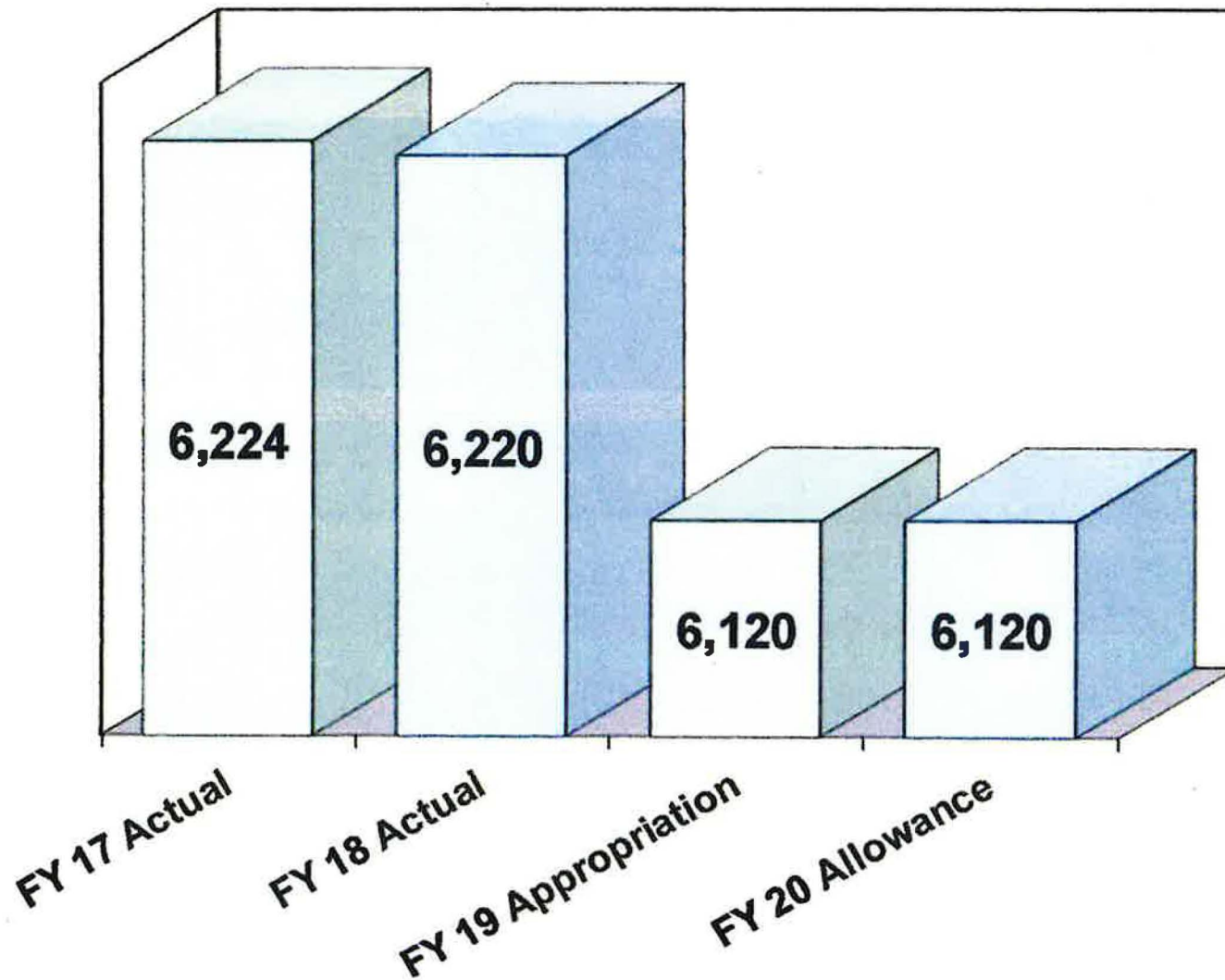


□ SALARY

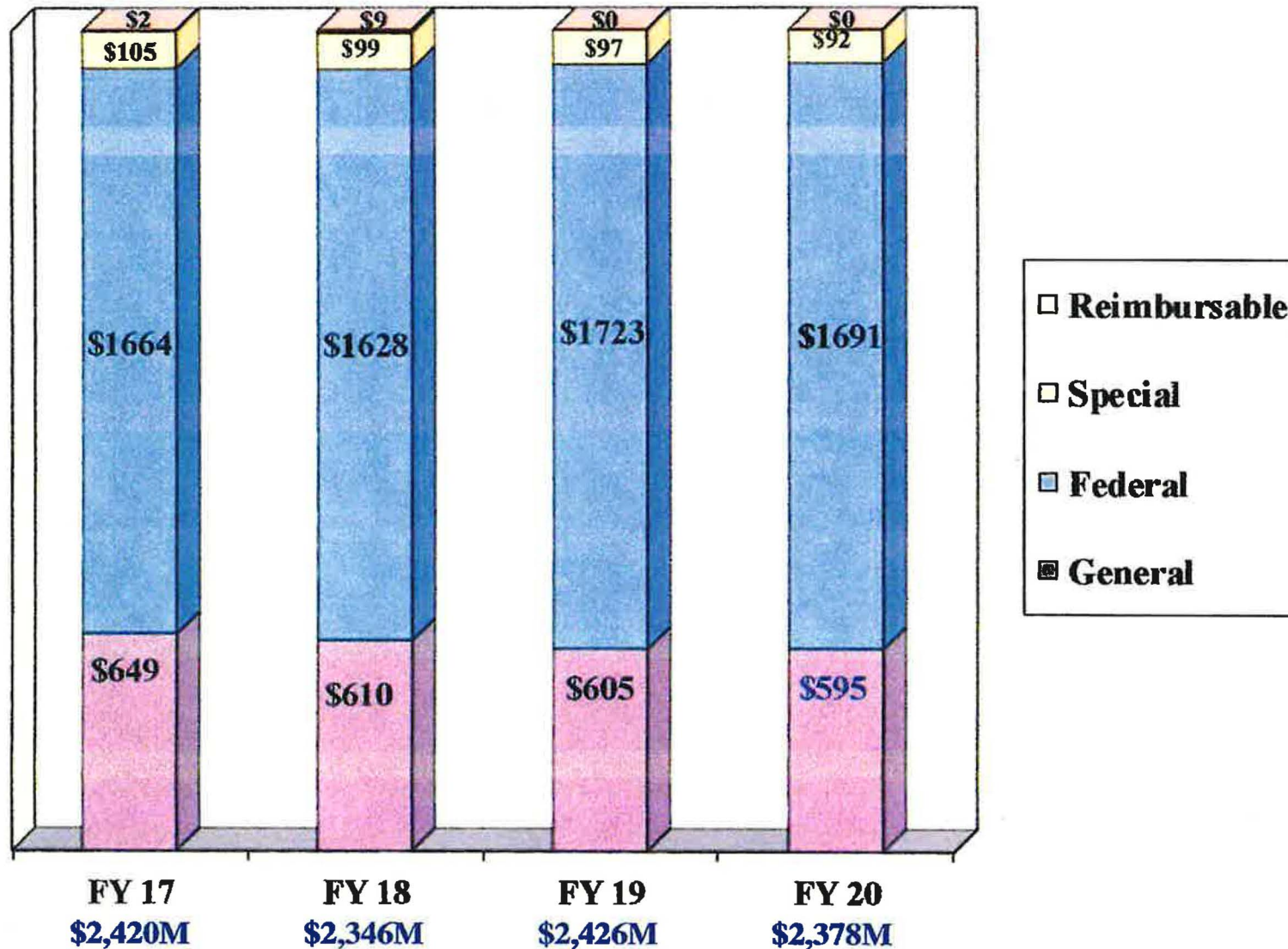
■ NPS

■ SUPPORT

Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



Department of Human Services
FY 2020 Budget Highlights
Office of the Secretary
NA01

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	21,970,029	21,979,251	9,222
Special Funds	-	-	-
Federal Funds	6,886,825	6,881,726	(5,099)
Reim. Funds	-	-	-
Total	<u>28,856,854</u>	<u>28,860,977</u>	<u>4,123</u>
II. PERSONNEL*			
Regular Positions:	135	135	0.00
Contractual Positions:	0.58	0.58	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			71
Increase in Salaries due to Health Insurance, \$129K; Retirement, \$93K; Overtime, \$24K; Offset by Decrease in Regular Salary, (\$125K); Worker's Compensation, (\$32K); Fringe Benefits, (\$10K), and Turnover Adjustment (\$8K).			
03 Communications			(91)
Decrease in Communications due to DGS Telecommunications, (\$97K); Offset by Increase in Communications due to Cellular Telephone mainly in the Offices of Strategy and Performance and the Inspector General (OIG), \$6K.			
04 Travel			(5)
Decrease in Travel due to In-State Travel-Business mainly in the Immediate Office of the Secretary and the Office of the Inspector General (OIG) to reflect experience.			
09 Supplies			18
Increase in Supplies due to Promotional Expenses in the Immediate Office of the Secretary, \$20K; Offset by a Decrease in Data Processing Supplies in the Office of Government Affairs, (\$2K).			
13 Fixed Charges			11
Increase in Fixed Charges due to Subscriptions and Dues in the Office of Communications, \$8K and Non-Motor Vehicle Insurance, \$3K.			
Total			<u>4</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 234 - 239.

Department of Human Services
FY 2020 Budget Highlights
Office of the Secretary
NA01.01

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	7,916,189	7,969,305	53,116
Special Funds	-	-	-
Federal Funds	6,819,118	6,820,656	1,538
Reim. Funds	-	-	-
Total	<u>14,735,307</u>	<u>14,789,961</u>	<u>54,654</u>
II. PERSONNEL*			
Regular Positions:	121.00	121.00	0.00
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			105
Increase in Salaries due to Health Insurance, \$113K; Retirement, \$94K; Overtime, \$24K; Offset by Decrease in Regular Salary, (\$80K); Worker's Compensation, (\$32K); Turnover Adjustment, (\$8K); and Fringe Benefits, (\$6K).			
03 <u>Communications</u>			(75)
Decrease in Communications due to DGS Telecommunications, (\$81K); Offset by Increase in Communications due to Cellular Telephone mainly in the Offices of Strategy and Performance and the Inspector General (OIG), \$6K.			
04 <u>Travel</u>			(5)
Decrease in Travel due to In-State Travel-Business mainly in the Immediate Office of the Secretary and the Office of the Inspector General (OIG) to reflect experience.			
09 <u>Supplies</u>			18
Increase in Supplies due to Promotional Expenses in the Immediate Office of the Secretary, \$20K; Offset by a Decrease in Data Processing Supplies in the Office of Government Affairs, (\$2K).			
13 <u>Fixed Charges</u>			11
Increase in Fixed Charges due to Subscriptions and Dues in the Office of Communications, \$8K and Non-Motor Vehicle Insurance, \$3K.			
Total			<u>54</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 235.

**Department of Human Services
FY 2020 Budget Highlights
Citizen's Review Board for Children
NA01.02**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	749,267	712,465	(36,802)
Special Funds	-	-	-
Federal Funds	67,707	61,070	(6,637)
Reim. Funds	-	-	-
Total	<u>816,974</u>	<u>773,535</u>	<u>(43,439)</u>
II. PERSONNEL*			
Regular Positions:	9.00	9.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(31)
Decrease in Salaries due to Regular Salary, (\$34K); Fringe Benefits, (\$3K); and Retirement, (\$2K); Offset by Increase in Health Insurance, \$8K.			
03 Communications			(12)
Decrease in Communications due to DGS Telecommunications.			
Total			<u>(43)</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 237.

**Department of Human Services
FY 2020 Budget Highlights
Maryland Commission for Women
NA01.03**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	136,148	137,356	1,208
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>136,148</u>	<u>137,356</u>	<u>1,208</u>
II. PERSONNEL^a			
Regular Positions:	1.00	1.00	0.00
Contractual Positions:	0.20	0.20	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			3
Increase in Salaries due to Retirement, \$1K; Health Insurance, \$1K; and Regular Salary, \$1K.			
03 Communications			(2)
Decrease in Communications due to DGS Telecommunications.			
Total			<u><u>1</u></u>

^a Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 238.

**Department of Human Resources
FY 2020 Budget Highlights
Maryland Legal Services Program
NA01.04**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	13,168,425	13,160,125	(8,300)
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>13,168,425</u>	<u>13,160,125</u>	<u>(8,300)</u>
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 <u>Salaries</u>			(6)
Decrease in Salaries due to Regular Earnings, (\$12K); and Fringe Benefits, (\$1K); Offset by Increase in Health Insurance, \$7K.			
03 <u>Communications</u>			(2)
Decrease in Communications due to DGS Telecommunications.			
Total			<u>(8)</u>

^a Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 239.

**Department of Human Resources
FY 2020 Budget Highlights
Operations & Administrative Operations
NE01**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	14,677,710	16,041,622	1,363,912
Special Funds	29,164	40,481	11,317
Federal Funds	14,064,814	15,862,869	1,798,055
Reim. Funds	-	-	-
Total	<u>28,771,688</u>	<u>31,944,972</u>	<u>3,173,284</u>
II. PERSONNEL*			
Regular Positions:	177.63	180.63	3.00
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			360
Increase in Salaries due to Health Insurance, \$164K; Retirement, \$115K; Regular Salary Earnings and Transfer In of three (3) FTE Positions, \$83K; and Fringe Benefits, \$6K; Offset by Decrease in Turnover Adjustments, (\$8).			
02 Technical and Special Fees			2
Increase in Technical and Special Fees due to Interpreter Fees.			
03 Communications			(113)
Decrease in Communications due to DGS - Telecommunication, (\$114K); Offset by Regular Telephone Services, \$1K.			
04 Travel			1
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			22
Increase in Vehicles due to Motor Vehicle Replacement, \$88K; Gas and Oil, \$38K; and Other Motor Vehicle Charges, \$13K; Offset by Decrease in Leased Vehicle Rental, (\$84K); and Maintenance and Repairs, (\$33K).			
08 Contractual Services			2,904
Increase in Contractual Services due to DoIT Service Allocation, \$2,510K; Personnel Systems Development, \$281K; Retirement Administrative Fee, \$114K; Printing and Reproduction, \$60K; Transfer Switch for Generator, \$16K; Freight and Delivery, \$6K; and Administrative Hearings, \$8K; Offset by Decrease in Rental of Copy Machines, (\$67K); Office of Attorney General Administrative Fee, (\$20K); and Outside Service Computer, (\$4K).			
09 Supplies			(24)
Decrease in Supplies due to Office Supplies, (\$39K); Data Processing Supplies, (\$18K); Building and Household Supplies, (\$9K); Printed Forms, (\$3K); and Other Supplies and Materials, (\$2K); Offset by Increase in Printing Supplies, \$44K; Promotional Supplies, \$2K; and Office and Wearing Apparel Uniforms, \$1K.			
11 Equipment - Additional			27
Increase in Equipment - Additional due to purchase of additional 700 MHZ Digital Radios for disaster response operation.			
13 Fixed Charges			(6)
Decrease in Fixed Charges due to Department of General Services Rent for Saratoga State Center, (\$4K); and Subscription and Dues, (\$2K).			
Total		<u>3,173</u>	

*Reference Source: FY 2020 Maryland State Budget Book - Part II: Pages 242 - 243.

Department of Human Resources
FY 2020 Budget Highlights
Operations
Budget and Finance & Human Resources Development & Training
NE01.01

	<u>FY 2019</u> <u>Appropriation</u>	<u>FY 2020</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	10,362,013	11,661,931	1,299,918
Special Funds	29,164	40,481	11,317
Federal Funds	8,667,238	10,404,601	1,737,363
Reim. Funds	-	-	-
Total	19,058,415	22,107,013	3,048,598
II. PERSONNEL^a			
Regular Positions:	125.00	128.00	3.00
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			250
Increase in Salaries due to Health Insurance, \$115K; Retirement, \$82K; Regular Salary Earnings and Transfer In of three (3) FTE Positions, \$55K; and Fringe Benefits, \$4K; Offset by Decrease in Turnover Adjustments, (\$6K).			
03 Communications			(84)
Decrease in Communications due to DGS - Communication, (\$85K); Offset by Increase in Regular Telephone Services, \$1K.			
04 Travel			4
Increase in Travel due to In-State Travel - Business.			
08 Contractual Services			2889
Increase in Contractual Services due to DoIT Service Allocation, \$2,510K; Personnel Systems Development, \$281K; Retirement Administrative Fee, \$114K; and Administrative Hearings, \$8K; Offset by Decrease in Office of Attorney General Administrative Fee, (\$20K); and Outside Service Computer Usage, (\$4K).			
09 Supplies			(6)
Decrease in Supplies due to Data Processing Supplies, (\$7K); and Office Supplies, (\$1K); Offset by Increase in Promotional Supplies, \$2K.			
13 Fixed Charges			(4)
Decrease in Fixed Charges due to Department of General Services Rent for Saratoga State Center, (\$4K).			
Total			<u>3,049</u>

^a Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 242.

**Department of Human Resources
FY 2020 Budget Highlights
Operations
Administrative Operations
NE01.02**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	4,315,697	4,379,691	63,994
Special Funds	-	-	-
Federal Funds	5,397,576	5,458,268	60,692
Reim. Funds	-	-	-
Total	<u>9,713,273</u>	<u>9,837,959</u>	<u>124,686</u>
II. PERSONNEL*			
Regular Positions:	52.63	52.63	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			110
Increase in Salaries due to Health Insurance, \$49K; Retirement, \$33K; Regular Salary Earnings, \$28K; and Fringe Benefits, \$2K; Offset by Decrease in Turnover Adjustments, (\$2K).			
02 Technical and Special Fees			2
Increase in Technical and Special Fees due to Interpreter Fees.			
03 Communications			(29)
Decrease in Communications due to DGS - Telecommunication.			
04 Travel			(3)
Decrease in Travel due to In-State Travel-Business.			
07 Vehicles			22
Increase in Vehicles due to Motor Vehicle Replacement, \$88K; Gas and Oil, \$38K; and Other Motor Vehicle Charges, \$13K; Offset by a Decrease in Leased Vehicle Rental, (\$84K); and Maintenance and Repairs, (\$33K).			
08 Contractual Services			15
Increase in Contractual Services due to Printing and Reproduction, \$60K; Transfer Switch for Generator, \$16K; and Freight and Delivery, \$6K; Offset by a Decrease in Rental of Copy Machines, (\$67K).			
09 Supplies			(18)
Decrease in Supplies due to Office Supplies, (\$38K); Data Processing Supplies, (\$11K); Building and Household Supplies, (\$9K); Printed Forms, (\$3K); and Other Supplies and Materials, (\$2K); Offset by Increase in Printing Supplies, \$44K; and Office and Wearing Apparel Uniforms, \$1K.			
11 Equipment - Additional			27
Increase in Equipment - Additional due to purchase of additional 700 MHZ Digital Radios for disaster response operation.			
13 Fixed Charges			(2)
Decrease in Fixed Charges due to Subscription and Dues.			
Total			<u>124</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Pages 243.

Department of Human Services
FY 2020 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00

	FY 2019	FY 2020	
	Appropriation	Allowance	Changes
I. FUNDING*			
General Funds	28,454,586	26,084,911	(2,369,675)
Special Funds	1,327,053	1,201,063	(125,990)
Federal Funds	97,160,508	100,859,463	3,698,955
Reim. Funds	0	0	-
Total	126,942,147	128,145,437	1,203,290
II. PERSONNEL*			
Regular Positions:	100	100	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(69)
Increase in Salaries due to Health Insurance, \$92K; and Retirement, \$57K; Offset by Decrease in Regular Salary Earnings, (\$49K); Turnover Adjustments, (\$6K); and Fringe Benefits, (\$4K).			
02 Technical & Special Fees			(37)
Decrease in Technical and Special Fees due to Contractual Health Insurance.			
03 Communications			(1,196)
Decrease in Communications due to DGS Telecommunications, (\$1,196K); and Regular Telephone, (\$39K); Offset by Increase in Cellular Telephone, \$39K.			
06 Utilities			(12)
Decrease in Utilities due to Electricity Usage.			
07 Vehicles			(4)
Decrease in Vehicles due to Maintenance and Repair, (\$6K); Offset by Increase in Gas and Oil, \$2K.			
08 Contractual Services			3,797
Decrease in Contractual Services for contracts in the Maryland Total Human-services Information Network (MDTHINK) Shared Platform, (\$12,940K); Legacy Information Technology Systems reduction, (\$3,481K); Enterprise Content Management Solution (ECMS), (\$216K); Automated Financial System (AFS), (\$207K); Service Contracts - Equipment Repairs and Maintenance, (\$33K); and Audit Fee, (\$10K); Offset by Increase in Child Support Enforcement System (CSES), \$7,213K; Eligibility and Exchange System (EES), \$6,221K; Shared Platform Software Licenses, \$4,753; and Child Welfare System (CWS), \$1,369; Enterprise Project Management Office (EPMO), \$891K; and Software Licenses, \$237K.			
09 Supplies			16
Increase in Supplies due to Office Supplies, \$11K; and Data Processing Supplies, \$5K.			
11 Equipment - Additional			(93)
Increase in Equipment - Additional due to Purchase of Software.			
12 Grants, Subsidies & Contributions			(1,675)
Decrease in Grants, Subsidies and Contributions due to Training for Child Welfare System, (\$938K); Eligibility and Exchange System, (\$513K); and Child Support Enforcement System, (\$224K).			
13 Subscriptions and Dues			318
Increase in Fixed Charges due to Non-Department of General Services Rent for MD THINK Data Center, \$318K.			
Total			<u>1,045</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 246-247.

Department of Human Services
FY 2020 Budget Highlights
Major Information Technology Development Project (MITDP)
NF00.02

	<u>FY 2019</u> <u>Appropriation</u>	<u>FY 2020</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	64,471,395	69,523,328	5,051,933
Reim. Funds	-	-	-
Total	<u>64,471,395</u>	<u>69,523,328</u>	<u>5,051,933</u>
II. PERSONNEL*			
Regular Positions:	0.00	0.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
08 <u>Contractual Services</u>			6,409
Decrease in Contractual Services for contracts in the Maryland Total Human-services Information Network (MDTHINK) Shared Platform, (\$12,940K); and Automated Financial System (AFS), (\$207K); Offset by Increase in Child Support Enforcement System (CSES), \$7,213K; Eligibility and Exchange System (EES), \$6,221K; Shared Platform Software Licenses, \$4,753; and Child Welfare System (CWS), \$1,369.			
12 <u>Grants, Subsidies & Contributions</u>			(1,675)
Decrease in Grants, Subsidies and Contributions due to Training for Child Welfare System, (\$938K); Eligibility and Exchange System, (\$513K); and Child Support Enforcement System, (\$224K).			
13 <u>Subscriptions and Dues</u>			318
Increase in Fixed Charges due to Non-Department of General Services Rent for MD THINK Data Center, \$318K.			
			<u>5,052</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 246.

**Department of Human Services
FY 2020 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00.04**

	FY 2019 Appropriation	FY 2020 Allowance	Changes
I. FUNDING*			
General Funds	28,454,586	26,084,911	(2,369,675)
Special Funds	1,327,053	1,201,063	(125,990)
Federal Funds	32,689,113	31,336,135	(1,352,978)
Reim. Funds	-	-	-
Total	<u>62,470,752</u>	<u>58,622,109</u>	<u>(3,848,643)</u>
II. PERSONNEL*			
Regular Positions:	100.00	100.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			90
Increase in Salaries due to Health Insurance, \$92K; and Retirement, \$57K; Offset by Decrease in Regular Salary Earnings, (\$49K); Turnover Adjustments, (\$6K); and Fringe Benefits, (\$4K).			
02 <u>Technical & Special Fees</u>			(37)
Decrease in Technical and Special Fees due to Contractual Health Insurance.			
03 <u>Communications</u>			(1,196)
Decrease in Communications due to DGS Telecommunications, (\$1,196K); and Regular Telephone, (\$39K); Offset by Increase in Cellular Telephone, \$39K.			
06 <u>Utilities</u>			(12)
Decrease in Utilities due to Electricity Usage.			
07 <u>Vehicles</u>			(5)
Decrease in Vehicles due to Maintenance and Repair, (\$6K); Offset by Increase in Gas and Oil, \$2K.			
08 <u>Contractual Services</u>			(2,612)
Decrease in Contractual Services due to Legacy Information Technology Systems reduction, (\$3,481K); Enterprise Content Management Solution (ECMS), (\$216K); Service Contracts - Equipment Repairs and Maintenance, (\$33K); and Audit Fee, (\$10K); Offset by Increase in Enterprise Project Management Office (EPMO), \$891K; and Software Licenses, \$237K.			
09 <u>Supplies</u>			16
Increase in Supplies due to Office Supplies, \$11K; and Data Processing Supplies, \$5K.			
11 <u>Equipment - Additional</u>			(93)
Increase in Equipment - Additional due to Purchase of Software			
Total			<u>(3,849)</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 247.

**Department of Human Services
FY 2020 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2019 Appropriation</u>	<u>FY 2020 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Fund	25,866,830	26,240,440	373,610
Special Fund	2,562,568	2,556,842	(5,726)
Federal Fund	14,082,836	14,339,162	256,326
Reim. Fund			
Total	<u>42,512,234</u>	<u>43,136,444</u>	<u>624,210</u>
II. PERSONNEL*			
Regular Positions:	386.6	386.6	0.0
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			264
Increase in Salaries due to Health Insurance, \$361K; Retirement, \$186K; Offset by Decrease in Regular Salary Earnings, (\$218K) Overtime, (\$31K); and Turnover Adjustment, (\$18K); and Fringe Benefit, (\$16K).			
02 Technical & Special Fees			3
Increase in Technical and Special Fees for individual consultants and specialists mainly in Charles County, \$2K; and Staff Development in Calvert County, \$1K.			
03 Communications			139
Increase in Communications due to Regular Telephone in Baltimore City, Garrett and Prince George's Counties, \$186K; Cellular Telephone mainly in Washington County, \$3K; Offset by Decrease in DGS Telecommunications, (\$37K); Postage mainly in Baltimore, Anne Arundel, and Caroline Counties, (\$13K).			
04 Travel			21
Increase in Travel due to In-State Travel-Business mainly in St. Mary's, Calvert, and Allegany Counties, \$20K; and Volunteer Meals mainly in Dorchester County, \$1K.			
06 Utilities			105
Increase in Utilities due to Electricity mainly in Baltimore City, \$104K; and Fuel and Oil in Kent County, \$1K.			
08 Contractual Services			48
Increase in Contractual Services due to contract for Security Guard Services mainly in Baltimore City, \$89K; Banking Fees mainly in Howard County, \$13K; Offset by Decrease in Rental of Copiers mainly in Baltimore City and Frederick County, (\$25K); Collection Expenses, mainly in Anne Arundel, Baltimore and St. Mary's Counties, (\$20K); and Repairs and Maintenance - Building and Ground in Baltimore City and Washington County, (\$9K).			
09 Supplies			35
Increase in Supplies due to Data Processing Supplies mainly in Baltimore and Anne Arundel Counties, \$31K; Staff Development Supplies, \$5K; Promotional Expense, \$4K; Printed Forms Supplies, \$2K; and Building Supplies, \$2K; Offset by Decrease in Office Supplies, (\$9K).			
12 Grants, Subsidies & Contributions			5
Increase in Grants, Subsidies and Contributions due to Grants mainly for Montgomery County DHHS.			
13 Fixed Charges			4
Increase in Fixed Charges due to Rental of Multi-Service Centers mainly in Cecil and Wicomico Counties, \$5K; Department of General Services (DGS) Rent mainly for St. Mary's and Calvert Counties, \$2K; and Subscription and Dues, \$1K; Offset by Decrease in Non-Motor Vehicle Insurance, (\$4K).			
Total			<u>624</u>

* Reference Source: FY 2020 Maryland State Budget Book - Part II: Page 255.

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 MDII
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
OAHA	Office of Administrative Hearings
OA0	(DHS) Office of Administrative Operations
OAPAA	Office on Asian-Pacific American Affairs
OAS	(DHS) Office of Adult Services
0BF	[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 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
WWO	Wage Withholding Order
YF/RFP	Young Fathers/Responsible Fathers Program

Department of Human Resources
Overview
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Response to Issues

Issue #1: DHS should comment on the timeline for the evaluation of the two-generation pilot approaches. (page 19)

Response to Issue: The Department plans to evaluate the two pilot sites during calendar year 2019 as follows:

- Spring 2019 - DHS will onboard a Statewide Two-Generation Officer in alignment with the recommendation of the Two-Generation Family Economic Security Commission to oversee pilot site monitoring and evaluation.
- Fall 2019 - The Two-Generation Officer, in consultation with the county's director of social services, will offer a preliminary assessment of the Two-Gen approaches of the pilot sites.
- Winter 2019 - The Two-Generation Officer will present a final evaluation of the Two-Gen approaches of the two pilot sites with associated recommendations for the long-term viability of these programs within their respective communities.

It is important to note that the activities of the State's Two-Gen pilot sites, Delmarva Community Services and the Next Step Training and Education Program at the Prince George's Community College, are not traditional social services programs- rather they are unique approaches to the delivery of human and social services in alignment with a more holistic, family-centric model unique to their respective communities. There are inherent challenges in evaluating the progress of new approaches to the administration of intergovernmental and interagency approaches to service delivery under timetables.

Issue #2: DHS should comment on how it anticipates that the transitional benefit will impact other benefits households may receive after exiting TCA and the benefits of delaying the cliff by three months. (page 20)

Response to Issue: The Department does not anticipate any significant impact to other benefits exiting TCA recipients may receive due to the implementation of the 90-day transitional TCA benefit. A transitional TCA benefit is a cash benefit provided to TCA families who exit the program due to employment that places families above the income limit to receive TCA and will be used in Maryland to assist families with their transition to employment and lessen the effect of the benefits cliff immediately upon obtaining employment. As TCA recipients transition to employment, the Department anticipates several benefits associated with the delay of the cliff effect given research that indicates that 3 months of transitional TCA benefits reduced the 6-month rate of returns to the TCA program.

Those benefits include:

- The ability to manage new and recurring expenses given the continuous receipt of regular TCA benefits for an additional 3 months
- Employment stability associated with the reliance on a stable funding source during a major transition for exiting TCA recipients
- Ongoing case management services from the local department of social services to address barriers families may experience during their transition to employment
- The opportunity to grow social capital and strengthen the exiting TCA recipient's roots within their own communities, fostering participation in coordinated, community-based interventions

Issue #3: The Department should comment on efforts to work with the Maryland Department of Health and other State agencies to allow for use of opioid epidemic funding to address child welfare needs. DHS should also comment on how it is working to address the impacts of the opioid epidemic on youth and families, particularly using some of the strategies highlighted nationally. (page 28)

Response to Issue: the Maryland Department of Human Services Social Services Administration has worked closely with the Maryland Department of Health/Behavioral Health Administration to take the following steps to assist families affected by substance use disorder:

- Implemented evidence-based practice interventions to support families impacted by substance use. There are currently thirteen Local Departments of Social Services (LDSS) implementing the Sobriety Treatment and Recovery Teams (START). Collaboration with MDH, Behavioral Health Administration to implement START utilizing the Family Mentor serves to demonstrate state effort to combat epidemic within Child Welfare and recovery system.
- In collaboration with BHA, substance abuse assessors are placed in the LDSS to service families in need of immediate referrals and treatment.
- UMBC and SSA in collaboration with MDH Maternal, Infant, and Early Childhood Home Visiting (MIECHV) and various infant and toddler programs conducted a pilot training in the Upper Mid-Shore. The pilot's success has led to SSA's Interagency Agreement with UMBC to offer this comprehensive, cross-agency training program regionally across Maryland to support best practice for identified families, while strengthening program capacity for service providers that address opioid use.
- SSA and MDII produced educational literature aimed to inform parents, families, community providers, and the public on DHS's role to address the needs and support families with substance exposed newborns.

The Maryland Department of Human Services Office of Emergency Operations took the following actions to support Maryland Department of Health and other state partners to assist with the opioid crisis:

- Funding from MDH, GOCCP, and OCCC are given to the local OIT's to assist with the needs of the jurisdiction as it relates to the opioid epidemic.
- Every local jurisdiction has an Opioid Intervention Teams (OITs), as named by the Governor's executive order. The OITs are the local jurisdiction multi-agency coordination

bodies that complement and integrate with the statewide opioid response. The OITs are led by the local health department and all have DSS representation.

- The OITs determine how OOCF funding should be spent. There is variation between local jurisdictions on how funds are spent. The funding may be spent on public awareness, first responder training, access to naloxone, access to treatment beds, peer recovery specialists, and many other things.
- Translated several informational resources into Chinese, French, Tagalog, Vietnamese, Spanish, and Korean. These translations include information on overdose response, where to seek treatment, insurance rights, and the locations of prescription drop-off sites.
- Ensured MD-DHS has an in-house trainer for naloxone training, to support the local health departments in training local social service workers on delivering naloxone.
- Created a training on the opioid crisis, and resources available for treatment in Maryland, for non-governmental workers. In process of promoting the training to non-profit and Faith-based human service partners.

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Response to Issue

Issue #1: DHS should explain how the procurement coordination function has changed since reducing the positions and how the agency plans to improve procurement processing times. (Page 7)

Response to Issue: The additional job functions were assigned to the procurement coordination unit when the positions were moved to the procurement division. However, during FY'18 one of the two remaining staff left the position and the position was not filled until November, 2018. In addition, staff turnover within the procurement unit and in other administrations within DHS caused delays in processing times.

A new requirement is being implemented within DHS to assist with procurement processing. Monthly meetings are being held by leadership with all of DHS' major administrations to discuss its procurements. All administrations are required to submit their procurement plan for the upcoming year to include any new or existing services required. Included in the plan are the services that will be provided by the procurement; the program's point of contact (POC), the strategy for procuring the services along with a timeline for completion (research or contacting other states if required, drafting scope of work, etc.)

Once the information has been received, discussed and approved, the Procurement Coordinator will be in a better position to monitor closely the timeline for completion by staying in constant contact with POC; thereby having the ability to determine whether the procurement is on schedule or falling behind schedule.

Issue #2: DHS should discuss how it will fill local board vacancies, especially in critical need areas. (Page 7)

Response to Issue: CRBC has developed a comprehensive strategic plan for recruitment and retention of local board members. The plan entails:

- collaborations with community partners child welfare stakeholders and volunteer clearing houses.
- conducting information sessions, public forums, participating in local management board meetings, community outreach and promotional activities to fill vacancies.

The achievements to date includes:

- 76 new volunteer members since FY2016 being selected by a selection committee.
- appointed by the Governor

CRBC will proceed with this aggressive plan by continuously assessing and adjusting, and utilizing quality assurance within CRBC. We believe this result in additional vacancies being filled.

Issue #3: DHS should explain why the number of reviews in which children received appropriate physical and mental health services declined in fiscal 2018 and how they will ensure that children in out-of-home placements receive health services in the future. (Page 9)

Response to Issue: Appropriate documentation and record keeping of health services continues to be a barrier in accurately depicting the health services provided to children in out-of-home care. SSA's Well Being Unit has implemented a monitoring practice to ensure proper documentation of health requirements.

SSA's implementation of health monitoring utilizes weekly data to identify health services due and required for children and youth in out of home placement. SSA utilizes this data to provide targeted technical assistance to LDSS.

Monthly monitoring of health services provides additional oversight to LDSS as well provides assistance for LDSS to address barriers, inaccuracies with documentation, and most importantly, to ensure all mandated health services have been addressed to meet the needs for all children in care. SSA continues to work on improving health data trends and health care coordination.

Furthermore, DHS is in the process of hiring a medical director. The implementation of the Medical Director position will provide additional oversight and aim to improve outcomes in health services. The Medical director will track health outcomes, assesses the competency including cultural health competency of health care providers who evaluate and treat abused and neglected youth in foster care and periodically assesses the supply and diversity of health care services that evaluate and treat youth in foster care.

Issue #4: The Secretary should provide an update on these approaches and explain why the educational services and permanent connection goals have not been raised. (Page 10)

Response to Issue: DHS has made improvements in ensuring educational services are met and permanent connections are made. The goals as identified by CRBC have been consistently met since 2014. Appropriate documentation and record keeping has been an identified barrier in accurately depicting the services provided to children in out-of-home care.

DHS continues to assess for the quality of those services and connections made. Through activities such as the Child and Family Service Review and SSA monitoring procedures, SSA utilizes data from these activities to provide targeted technical assistance to LDSS.

Based on a review of trends since 2014, CRBC has established estimates for the percentage of children receiving appropriate educational services - 90% for FY2019 and 95% for FY 2020. The percentage has been increased for FY20.

Estimates for percentage of children in which a permanent connection has been identified was increased to 80% for FY 2019 and FY 2020.

Issue #5: DHS should provide an estimate of the general funds and federal funds spent on the platform as part of the a-87 waiver. (Page 13)

Response to Issue: DHS estimates to have incurred \$ 76,348,390 for the platform under the MD THINK project as part of the A87 waiver funds as follows:

Shared Services	Total (\$)
Federal share via A-87 (90%)	68,111,404
State share (10%)	8,236,986
Estimated expenditure till 12/31/2018	76,348,390

Issue #6: DHS should describe how the plans to rebuild the child support IT system have changed since the project started. (Page 14)

Response to Issue: In the Initial APD in FFY 2017, DHS proposed an approach intended to leverage a Federally procured child support Commercial Off-the Shelf (COTS) product to be shared by multiple states and budgeted State's share for use appropriately. Since that plan did not materialize, DHS proposed to build a modular child support system using Agile development methodology leveraging MD THINK cloud hosting platform, data platform and technology resources. In addition, a data analytics solution is included in the plan and appropriate budget request is added in the updated APD submitted in December 2018 that is currently under Federal review.

Issue #7: DHS should comment on the initial consumer and worker response to the LTC system and examples of changes they made to the system based on user feedback. (Page 16)

Response to Issue: Prior to the launch of the Long-Term Care (LTC) program in the MD THINK Eligibility & Enrollment system, system demonstrations, extensive user testing, and user training were conducted with internal and external user groups. Since rollout, feedback on the LTC Functionality is collected and enhancements are prioritized and implemented.

DHS Family Investment Administration (FIA) conducts a monthly workgroup with representatives from nursing facilities in Maryland. This meeting is used to provide regular updates on the MD THINK project, overviews of LTC functionality, and demonstrate the benefits of submitting applications electronically. Additionally, in partnership with the Maryland Department of Health (MDH), a monthly liaison committee with nursing facility providers is utilized for outreach and enrollment. A "task force" comprised of staff from large nursing home

management companies in Maryland is facilitated with MDH to provide feedback to MD THINK.

A key priority enhancement from this group was the addition of electronic change reporting and annual redeterminations to the Consumer Portal system. The provider staff remained engaged through design and user testing, training, and rollout in October 2018. DHS and MDH continue to engage nursing facilities to encourage further adoption of the electronic system.

With the continued adoption of the LTC application, operational reporting and analytics is also one of the area of growing needs. Operational dashboard has been created and is being continued to be updated with several Key Performance Indicators (KPIs) such as application received per month, pending applications etc. as well as drill-down details of the operational data to support day to day efforts.

Issue #8: Due to the risks inherent in a project of this magnitude, the Department of Legislative Services recommends committee narrative that DHS, in partnership with the Department of Information Technology, submit quarterly reports that provide an update on the project's status. (Page 17)

Response to Issue: The Department Concur with the recommendation.

Issue #9: DHS should describe the planned activities for this IT project in fiscal 2020. (Page 20)

Response to Issue: Automated Fiscal System (AFS) will be implemented in SFY 2019. Starting SFY 2020 system will be transitioned into maintenance & operations (M&O) mode. As such any software/hardware cost incurred and any modifications required integrating with MDTHINK platform will be implemented during SFY 2020.

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Responses to Recommended Actions

Recommendation #1: Add budget bill language restricting general funds in the Maryland Legal Services Program to that purpose. (Page 3 and 12)

Response: The Department Concur with the recommendation.

Recommendation #2: DHS Adopt committee narrative to request quarterly reports on the Maryland Total Human Services Information Network major information technology project. (Page 3 and 12)

Response to Issue: The Department Concur with the recommendation.