



STATEMENT OF SAM MALHOTRA
SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
SENATE BUDGET AND TAXATION COMMITTEE
HEALTH AND HUMAN SERVICES SUBCOMMITTEE
FY 2017 BUDGET

THURSDAY, JANUARY 28, 2016



**STATEMENT OF SAM MALHOTRA
SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
HOUSE APPROPRIATIONS COMMITTEE
HEALTH AND HUMAN RESOURCES SUBCOMMITTEE
FY 2017 BUDGET**

WEDNESDAY, FEBRUARY 3, 2016

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

With me today are: Gregory James, Deputy Secretary for Operations; Tracey Paliath, Deputy Secretary for Programs; and Stafford Chipungu, our Chief Financial Officer. Also, we have available, Kary James, Executive Director of the Social Services Administration; Rosemary Malone, Executive Director of the Family Investment Administration; and Joe DiPrimio, Executive Director of the Child Support Enforcement Administration.

As you are aware, the Department of Human Resources (DHR) is responsible for three primary areas: we administer the state's child welfare program including foster care and adoption; we provide economic assistance to those in need; and we collect child support money from those who owe. During the last fiscal year, we estimate that at least one million Marylanders used one or more of our services.

The fiscal year 2017 Allowance for DHR totals \$2.6 billion, a decrease of \$10.2 million or 0.4 percent compared to the FY 2016 Appropriation. The year-over-year decrease is largely due to a decline in the Temporary Cash Assistance caseload.

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.

- We placed a record 13,413 people who were receiving welfare into jobs in the last federal fiscal year. An increase of 4 percent over the same time in FY 2014 even though the caseload declined by approximately 6.7 percent. Over the last three years, nearly 38,000 individuals moved from welfare to work and approximately 25 percent of them moved into jobs that pay more than \$10 per hour. Through the combined efforts of FIA, local departments of social services and our community partners to end childhood hunger, the Department has enrolled 780,140 into the Food Stamp Program. As of September 2015, 323,630 were children under the age of 18. We also continue to streamline the process on how our customers apply for benefits. In 2015, the Department launched “myDHR”, an on-line application that allows customers to apply for benefits, check the status of an application, report changes and manage their accounts on-line or with a Smartphone. The Department responded quickly during the recent unrest in Baltimore City by establishing a 24 hour crisis center hotline to provide information and assistance for residents affected by the riots.

- We have continued to safely reduce the number of children in care - now at its lowest Levels in at least 27 years. In FY 2015, over 1,870 children achieved permanency through adoption, guardianship or reunification with their family. Of that total, 297 foster children were adopted. Since the launch of Place Matters, the Department has helped over 21,000 children achieve permanency. For the children still in our custody, 84% of children that are in out-of-home placement are in family homes. We continue to have great success with Alternative Response. In 2015, 46% of all Child Protective Services referrals were handled through Alternative Response. The Department in partnership with the University of Maryland School of Social Work awarded to

\$2,000,000 grant to fund “Thrive@25” to help end youth homelessness in the five upper eastern shore counties. In October 2104, Maryland was awarded a \$650 million grant to conduct a 5 year project under the Title IV-E Waiver Demonstration Program that will allow the Department more latitude in how it manages federal foster care funds. The project started July 1, 2015.

We also continue to provide services to our growing vulnerable adult population. In order to meet this demand for services, the Department’s Office of Adult Services developed an “Adult Services Policy and Practice Initiative” to establish a Statewide adult services practice model that will better position us to effectively provide services to more of the vulnerable adults coming to our doors. Implementation and training in the practice model has taken place in all 24 local departments of social services across the State.

- Child support collections continue to grow and set records for the State of Maryland. The Department collected \$565 million last federal fiscal year. Over the last four years, the Department has improved the collection of child support payments to families by \$45 million - setting four consecutive State records in 2012, 2013, 2014 and 2015 for the most child support collected in Maryland for each year. In addition, during that same time period, the amount collected per case has increased by \$542 per case -- an increase of 25% percent over the past four years.

While we had a great 2015, 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 our clients is modernizing our information technology systems. The Department in consultation with the Department of information technology (DoIT) established an IT modernization team to update our IT systems and create a more efficient environment for both customers and employees through a Shared Human Services Platform. The Shared Human Services Platform will modernize the means on how Maryland government delivers human services across agency and program barriers. The numerous silo’ed functional and program specific transaction based processes and their case management systems do not serve our constituents as effectively or as efficiently as we could. A data centric and client focused approach as opposed to an agency program centric approach will provide a means to truly deliver a “No Wrong Door” service to our constituents.

Several agencies have extremely antiquated systems such as CARES written in the 1980’s that are ineffective in the modern era, with no web or mobility capability, no data analytics, and are very difficult to maintain and change for the continuous new rules and regulations that are legislated by the State and Federal governments.

The Governor’s Office and other Human Services agencies including the Department of Aging, Department of Juvenile Services, Department of Housing and Community Development,

Department of Labor, Licensing and Regulation, Health Benefit Exchange, and Department of Information Technology are working collaboratively on this initiative to change Maryland to make government serve our constituents much more effectively and cost efficiently.

Modernization efforts of several agencies' silo'ed human service program centric systems have been planned. This approach would collectively cost significantly more due to the multiple separate and repeated application infrastructure components. This traditional alternative would also not enable a no-wrong-door means to serve the constituent holistically across programs and agencies. An innovative cross agency approach to reinvent government to focus on the constituents is the chosen alternative to maximize benefits for the State.

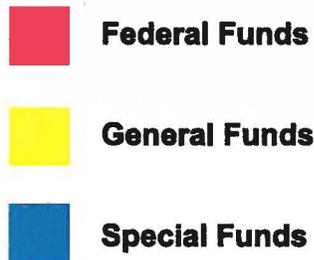
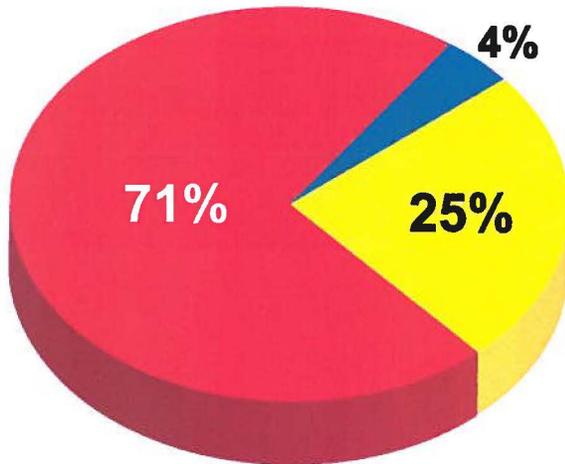
Thank you for the opportunity to be here today. We are of course happy to answer any questions you may have.



DHR BUDGET WHERE \$'S COME FROM

FY 2017 ALLOWANCE

Total DHR Budget \$ 2,580,938,707



SPECIAL FUNDS

113,515,677

Child Support Offset	9,569,756
CSEA Reinvestment Funds	6,845,238
Coop Reimb Monitor and Fees	297,747
Local Government Payments	9,464,002
Child Support Foster Care Offset	1,654,452
Universal Services Benefit	37,012,020
Foster Care Education Contribution	572,735
Adoption Search Registry Fees	61,403
Strategic Energy Investment	42,000,000
Interim Assistance Reimbursement	6,038,324

GENERAL FUNDS

627,407,955

FEDERAL FUNDS

1,840,015,075

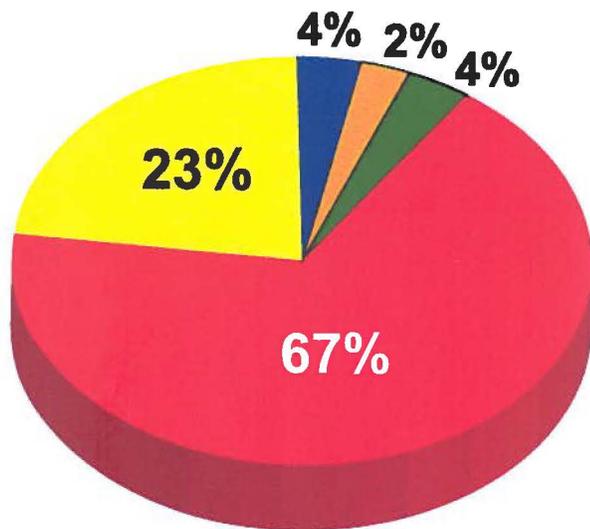
Supplemental Nutrition Assistance Program (SNAP)	1,147,617,815
Supplemental Nutrition Assistance Program (SNAP)-Admin.	61,276,252
CWS Title IV-B	5,322,956
Foster Care Title IV-E	32,946,471
CSEA Title IV-D	83,048,501
SSBG Title XX	29,950,709
Medical Assistance Title XIX	67,955,152
Refugee	12,393,006
Refugee and Entrant Discretionary	710,000
Child Care Development Block Grant	6,127,094
Child Care Mandatory and Matching Administration	-
Low Income Home Energy Assistance Program (LIHEAP)	64,583,386
Title IV-E Waiver	74,759,570
Promoting Safe and Stable Families	5,111,671
Grants to States for Access and Visitation Programs	159,005
Temporary Assistance for Needy Families (TANF)	241,026,579
Child Abuse and Neglect Part 1 & II	511,210
Chafee Independent Living	3,964,644
Chafee Education Training Vouchers	591,571
Refugee Targeted Assistance Grants	1,163,610
Emergency Food Assistance Program	795,873



DHR BUDGET WHERE \$'S GO

FY 2017

Total DHR Budget \$ 2,580,938,707



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

SOCIAL SERVICES

Foster Care Placement	197,290,434
Adoption Placement	65,029,716
Child Welfare Services	237,072,089
Adult Services	47,515,735
Legal Services	14,093,626
Central Administration/Support	25,739,408

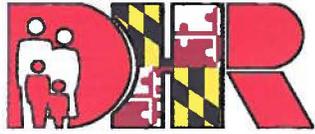
FAMILY INVESTMENT ADMINISTRATION

Cash Assistance	185,514,018
SNAP Benefits	1,151,553,088
Workforce Development	33,311,034
Eligibility Services	167,128,183
Energy Assistance	14,804,906
Central Administration/Support	34,350,084
Refugees	140,215,543
Grants-Special State Funds	13,181,132

CHILD SUPPORT ENFORCEMENT 92,055,541

IT SUPPORT (F002, F004) 70,791,546

ADMINISTRATION 91,292,624



DHR BUDGET \$2,580,938,707

WHERE \$'S COME FROM {FY 2017 ALLOWANCE}

Special Funds
113,515,677

Federal Funds
1,840,015,075

General Funds
627,407,955





DHR BUDGET AMOUNT RECEIVED AND WHERE SPENT

\$ 2,580,938,707

1,740,057,988

Family Investment Administration

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

586,741,008

Child Welfare Services

92,055,541

Child Support Enforcement

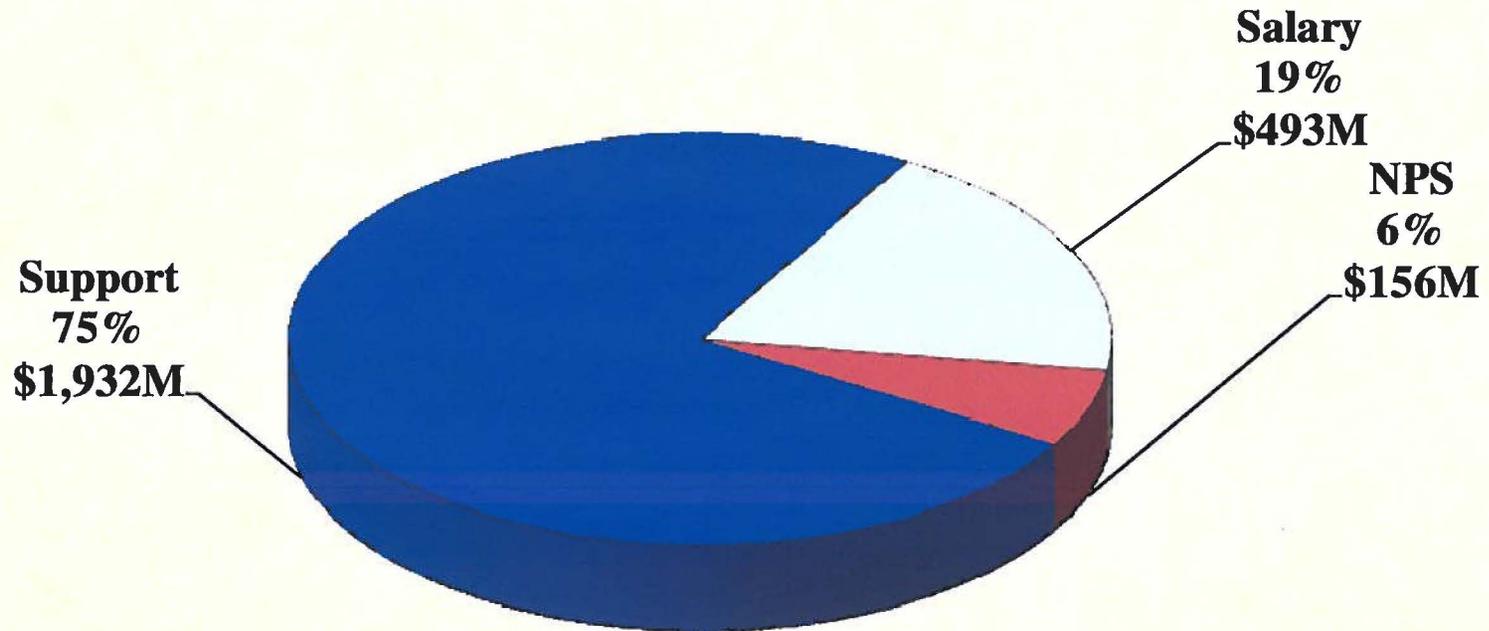


IT Systems 70,791,546

Administration 91,292,624

FY 2017 Total Budget Allowance

\$2,580,938,707

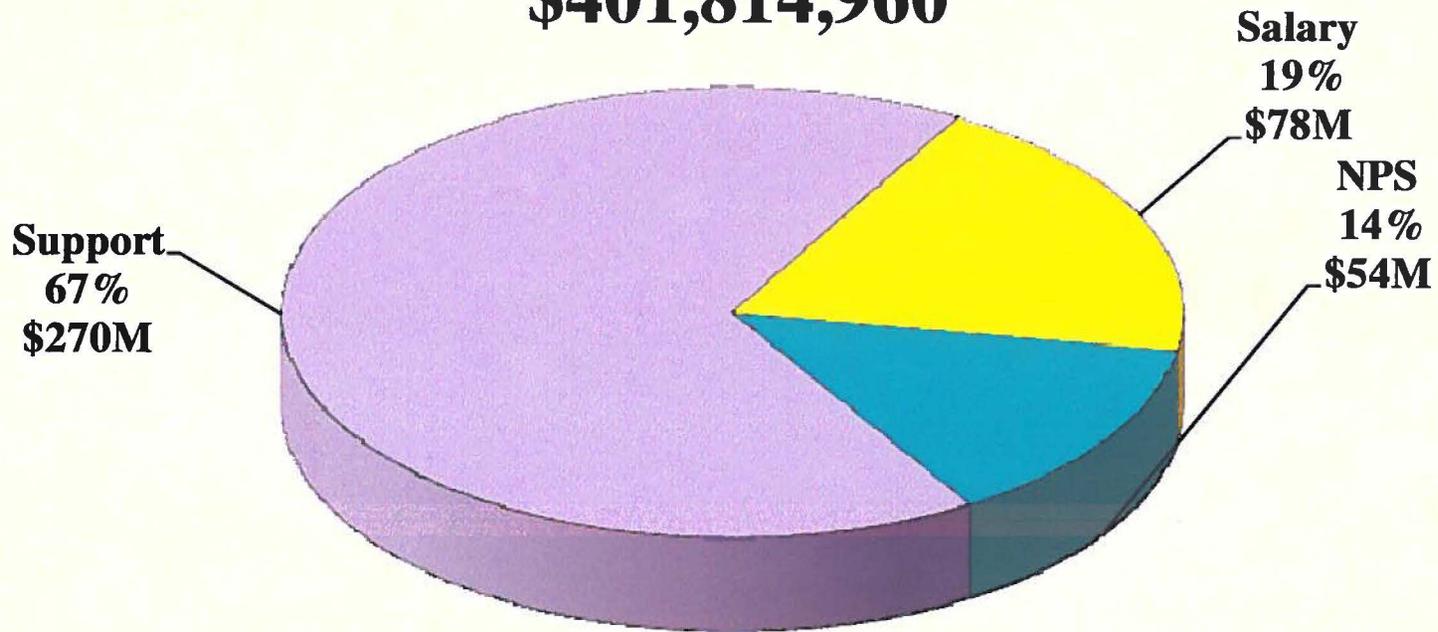


□ SALARY

■ NPS

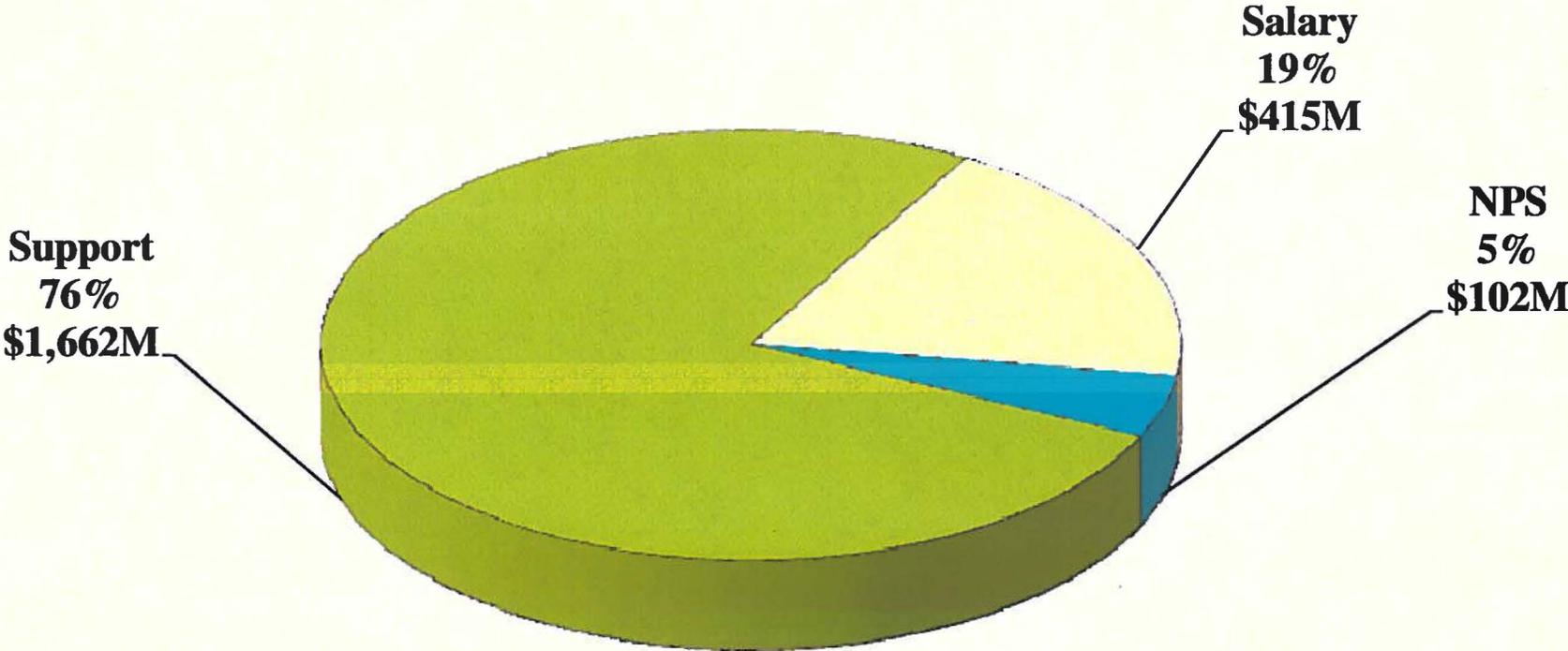
■ SUPPORT

FY 2017 Budget Allowance Central Administrations \$401,814,960

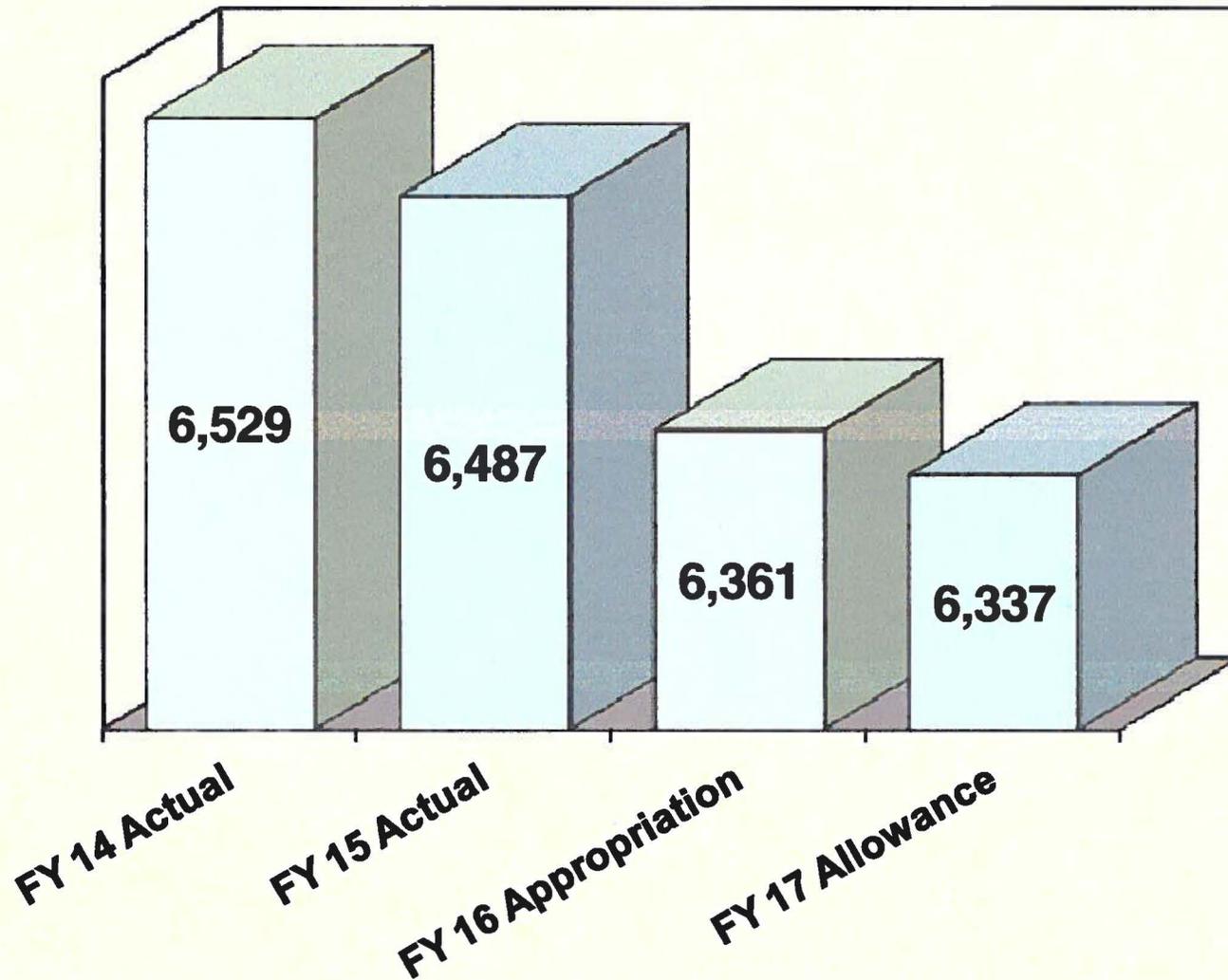


FY 2017 Local Operations Budget Allowance

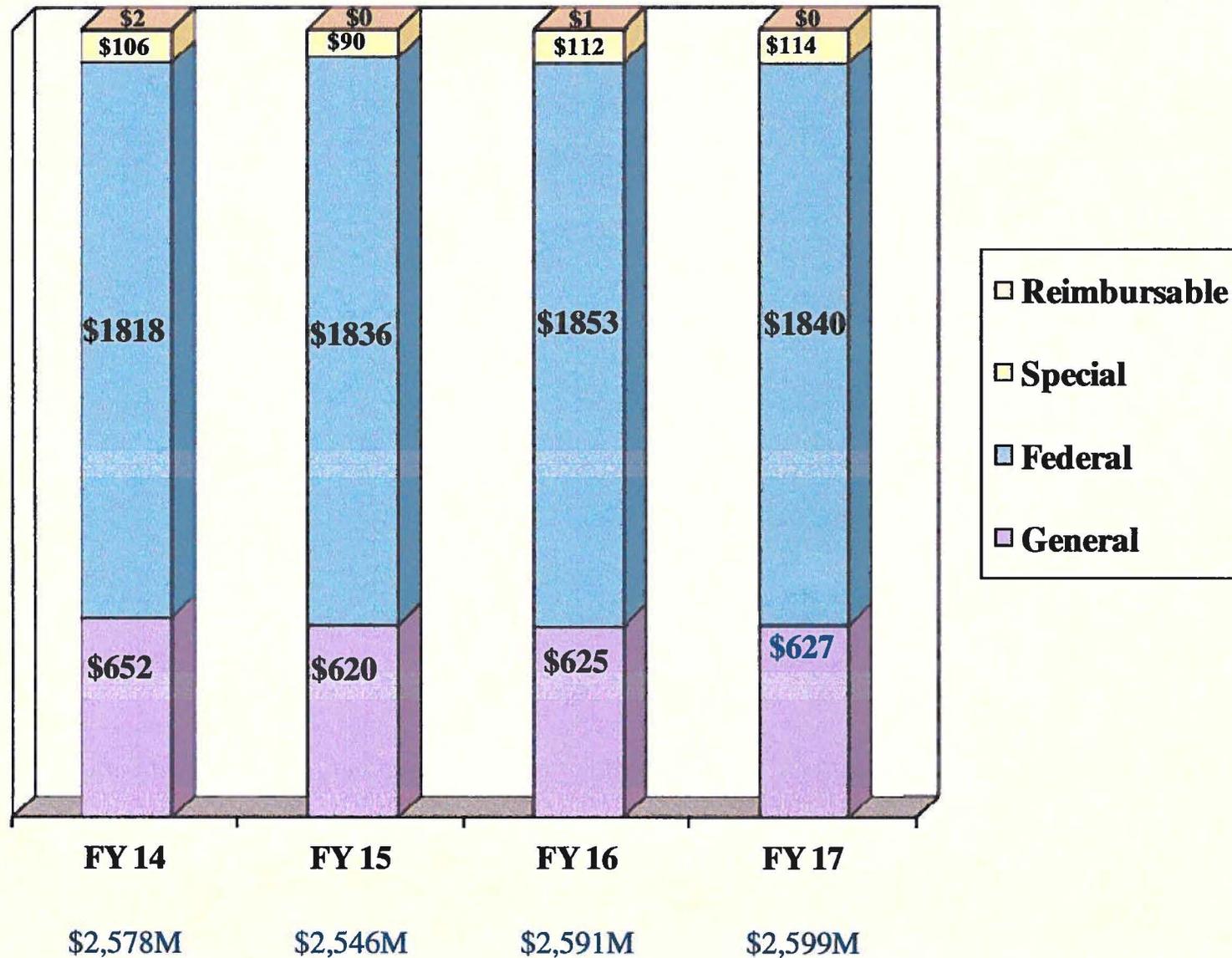
\$2,179,123,747



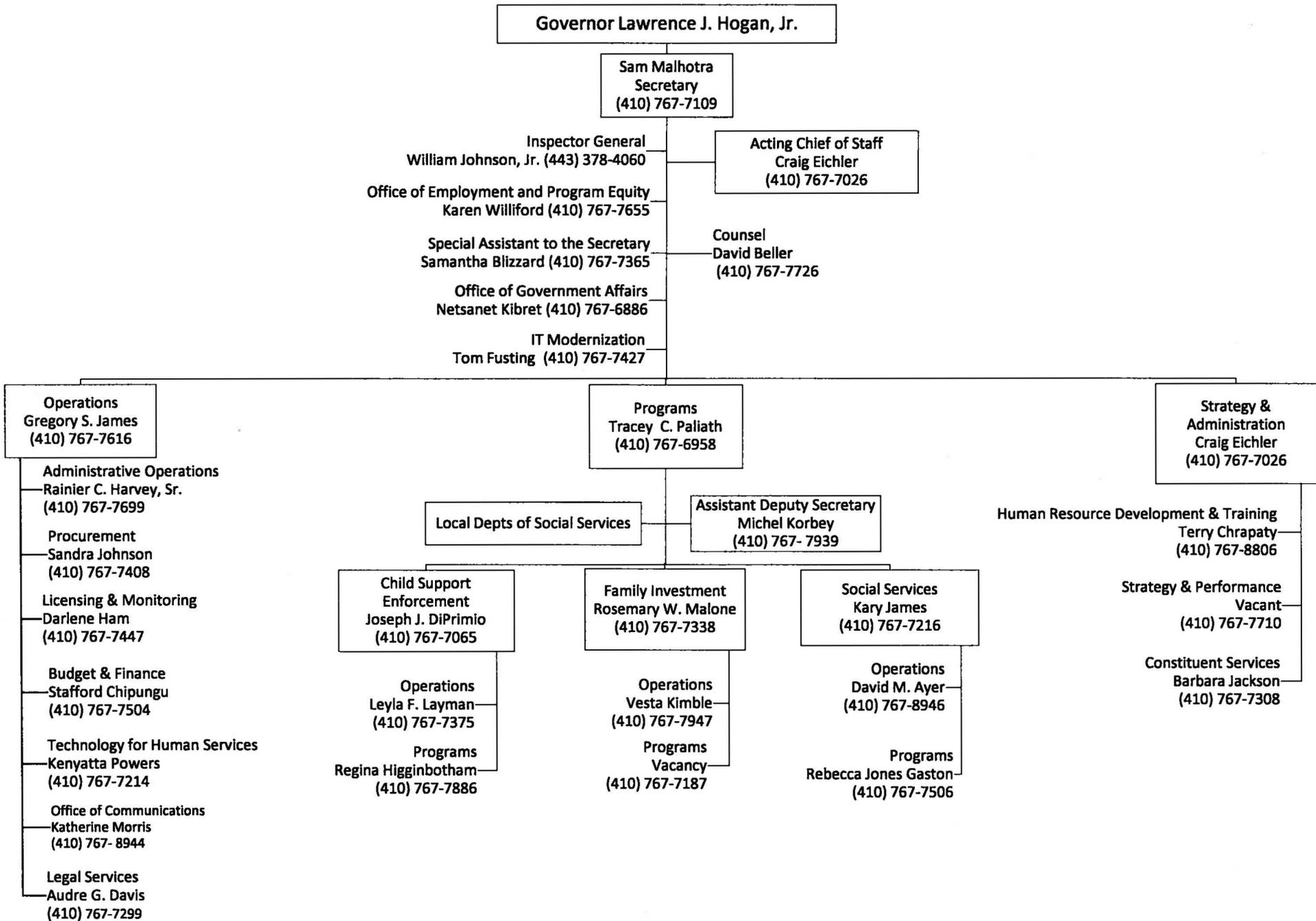
Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



DEPARTMENT OF HUMAN RESOURCES



**Department of Human Resources
FY 2017 Budget Highlights
Office of the Secretary
NA01**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	20,342,486	20,717,020	374,534
Special Funds	-	-	-
Federal Funds	8,949,595	8,752,596	(196,999)
Reim. Funds	-	-	-
Total	29,292,081	29,469,616	177,535
II. PERSONNEL*			
Regular Positions:	141.00	141.00	0.00
Contractual Positions:	0.65	0.65	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			301
Increase in Salaries due to Retirement, \$267K; Regular Salary Earnings, \$211K; Health Insurance, \$158K; and Accrued Leave Payments, \$13K; Offset by Decrease in Salary Adjustments (\$216K); Worker's Compensation, (\$95K); Fringe Benefits, (\$23K); and Turnover Adjustment, (\$14K).			
02 Technical & Special Fees			22
Increase in Technical and Special Fees due to an increase for Contractual Health Insurance.			
03 Communications			(6)
Decrease in Communications due to DGS - Telecommunication, (\$15K); and Postage, (\$1K); Offset by an increase in Regular Telephone Services, \$10K.			
07 Vehicles			(13)
Decrease in Vehicles for Adjusting Mileage Debit and Credit in the Office of the Inspector General, (\$17K); Offset by Increase in Motor Vehicle Insurance, \$4K.			
08 Contractual Services			27
Increase in Contractual Services for Attorney Fees in the Office of the Attorney General, \$42K; Offset by Decrease in Court Costs, (\$5K); Printing-Reports, Pamphlets and Publications mainly in the Office of Communications, (\$5K); Payments for Data Processing, (\$2K); News Paper Clipping Services, (\$1K); Rental of Meeting Space, (\$1K); and Freight and Delivery, (\$1K).			
09 Supplies			3
Increase in Supplies due to Data Processing Supplies, \$7K; Offset by Decrease in Office Supplies, (\$3K); and Promotional Expenses, (\$1K).			
13 Fixed Charges			(156)
Decrease in Fixed Charges due to Lease Escalation for the Office of the Inspector General and Citizen's Review Board for Children, (\$107K); and Non-Department of General Services Rent for Citizen's Review Board for Children and the Office of the Inspector General, (\$107K); Offset by Increase for Non-Motor Vehicle Insurance, \$43K; and Subscriptions and Dues, \$15K.			
Total			178

* Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages 12 -16

**Department of Human Resources
FY 2017 Budget Highlights
Office of the Secretary
NA01.01**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	7,226,631	7,631,779	405,148
Special Funds	-	-	-
Federal Funds	6,960,776	6,763,155	(197,621)
Reim. Funds	-	-	-
Total	14,187,407	14,394,934	207,527
II. PERSONNEL*			
Regular Positions:	126.00	126.00	0.00
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			235
Increase in Salaries due to Retirement, \$246K; Regular Salary Earnings, \$151K; Health Insurance, \$142K; and Accrued Leave Payments, \$26K; Offset by a Decrease in Salary Adjustments, (\$197K); Worker's Compensation, (\$95K); Turnover Adjustment, (\$21K); and Fringe Benefits, (\$17K).			
02 Technical & Special Fees			22
Increase in Technical and Special Fees due to Contractual Health Insurance.			
03 Communications			(3)
Decrease in Communications due to DGS - Telecommunication, (\$13K); Offset by an Increase in Regular Telephone Services, \$10K.			
07 Vehicles			(13)
Decrease in Vehicles for Adjusting Mileage Debit and Credit in the Office of the Inspector General, (\$17K); Offset by Increase in Motor Vehicle Insurance, \$4K.			
08 Contractual Services			27
Increase in Contractual Services for Attorney Fees in the Office of the Attorney General, \$42K; Offset by Decrease in Court Costs, (\$5K); Printing-Reports, Pamphlets and Publications mainly in the Office of Communications, (\$5K); Payments for Data Processing, (\$2K); Newspaper Clipping Services, (\$1K); Rental of Meeting Space, (\$1K); and Freight and Delivery, (\$1K).			
09 Supplies			3
Increase in Supplies due to Data Processing Supplies, \$7K; Offset by Decrease in Office Supplies, (\$3K); and Promotional Expenses, (\$1K).			
13 Fixed Charges			(64)
Decrease in Fixed Charges due to Lease Escalation for the Office of the Inspector General, (\$102K); and Non-Department of General Services Rent for the Office of the Inspector General, (\$20K); Offset by Increase for Non-Motor Vehicle Insurance, \$43K; and Subscriptions and Dues, \$15K.			
Total			207

* Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 13

**Department of Human Resources
 FY 2017 Budget Highlights
 Citizen's Review Board for Children
 NA01.02**

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	833,045	780,019	(53,026)
Special Funds	-	-	-
Federal Funds	65,857	66,676	819
Reim. Funds	-	-	-
Total	898,902	846,695	(52,207)
II. PERSONNEL^a			
Regular Positions:	10.00	10.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			43
Increase in Salaries due to Health Insurance, \$20K; Retirement, \$19K; and Regular Salary Earnings, \$18K; Offset by Decrease in Salary Adjustments, (\$11K); and Accrued Leave Payments, (\$3K).			
03 <u>Communications</u>			(3)
Decrease in Communications due to DGS - Telecommunication, (\$2K); and Postage, (\$1K).			
13 <u>Fixed Charges</u>			(92)
Decrease in Fixed Charges due to Non-Department of General Services Rent, (\$87K); Lease Escalation, (\$5K).			
Total			(52)

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 14

**Department of Human Resources
 FY 2017 Budget Highlights
 Maryland Commission for Women
 NA01.03**

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	138,744	134,361	(4,383)
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	<u>138,744</u>	<u>134,361</u>	<u>(4,383)</u>
II. PERSONNEL^a			
Regular Positions:	1.00	1.00	0.00
Contractual Positions:	0.27	0.27	0.00

III. MAJOR CHANGES (In Thousands)

01 <u>Salaries</u>	(4)
Decrease in Salaries due to Health Insurance, (\$12K); Accrued Leave Payments, (\$10K); Retirement, (\$9K); Fringe Benefits, (\$6K); and Salary Adjustments, (\$3K); Offset by Increase in Regular Salary Earnings, \$29K; and Turnover Adjustment, \$7K.	
Total	<u>(4)</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 15

**Department of Human Resources
 FY 2017 Budget Highlights
 Maryland Legal Services Program
 NA01.04**

I. FUNDING^a	FY 2016 Appropriation	FY 2017 Allowance	Changes
General Funds	12,144,066	12,170,861	26,795
Special Funds	-	-	-
Federal Funds	1,922,962	1,922,765	(197)
Reim. Funds	-	-	-
Total	14,067,028	14,093,626	26,598

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	27
Increase in Salaries due to Regular Salary Earnings, \$13K; Retirement, \$11K; and Health Insurance, \$8K; Offset by Decrease in Salary Adjustments, (\$5K).	
Total	27

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 16

**Department of Human Resources
FY 2017 Budget Highlights
Operations & Administrative Operations
NE01**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	17,244,252	18,253,642	1,009,390
Special Funds	-	-	-
Federal Funds	13,613,024	12,403,973	(1,209,051)
Reim. Funds	-	-	-
Total	30,857,276	30,657,615	(199,661)
II. PERSONNEL^a			
Regular Positions:	184.00	183.00	(1.00)
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			87
Increase in Salaries Due to Retirement, \$220K; Health Insurance, \$214K; Accrued Leave Payments, \$178K; Regular Salary Earnings, \$38K; and Overtime, \$15K; Offset by a Decrease in Turnover Adjustments, (\$257K); Salary Adjustments, (\$234K); one (1) Abolished FTE position, (\$50K); and Fringe Benefits, (\$37K).			
02 <u>Technical and Special Fees</u>			(369)
Decrease in Technical and Special Fees for Consultant Services for the Medicaid Rehab Unit, (\$400K); and the Office of Employment and Program Equity, (\$2K); Offset by Increase for Contractual Health Insurance, \$33K.			
03 <u>Communications</u>			76
Increase in Communications due to Regular Telephone Services, \$54K; and Postage, \$41K; Offset by Decrease in DGS - Telecommunication, (\$19K).			
04 <u>Travel</u>			3
Increase in Travel due to In-State Travel - Business.			
07 <u>Vehicles</u>			(63)
Decrease in Vehicles due to Motor Vehicle Replacement, (\$42K); and Gas and Oil, (\$25K); Offset by Increase in EZ-Pass Charges, \$4K.			
08 <u>Contractual Services</u>			151
Increase in Contractual Services due to Personnel Systems Development, \$280K; DoIT IT Services Allocation, \$142K; Service Contracts for Microcomputers and Printers for Financial Systems Development and Central Distribution Center, \$77K; Office of Attorney General Administrative Fee, \$38K; and Retirement Administrative Fee, \$36K; Offset by a Decrease in Contractual Services in abatement of the Medicaid Rehab Unit contract, (\$383K); Software Licenses, (\$18K); Hosting and Support Maintenance Fees for Random Moment Sample Software (RMSPLUS), (\$15K); Leave Accounting System, (\$2K); Freight and Delivery, (\$2K); Rental of Copy Machines, (\$1K); and Banking Fees, (\$1K).			
09 <u>Supplies</u>			(70)
Decrease in Supplies due to Office Supplies, (\$63K); Data Processing Supplies, (\$14K); and Cleaning and Custodial Supplies, (\$2K); Offset by Increase in Printing Supplies for Saratoga State Center, \$9K;			
10 ^a <u>Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 20 - 21.</u>			(14)
Decrease in Office Equipment - Replacement due to Purchase of Microcomputers, (\$25K); Offset by Increase in Equipment - Replacement due to the purchase of High Speed Mail Printing System for the Central Distribution Center, \$11K.			
11 <u>Equipment - Additional</u>			2
Increase in Equipment - Additional Tablets for Lease Operations and Risk Management.			
13 <u>Fixed Charges</u>			(3)
Decrease in Fixed Charges due to Record Storage Fees, (\$7K); Offset by Increase in Saratoga State Center Rent for Lease Compliance, \$2K; and Subscriptions and Dues, \$2K.			
Total			(200)

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages 19 - 23.

**Department of Human Resources
FY 2017 Budget Highlights
Operations
Budget and Finance & Human Resources Development & Training
NE01.01**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	12,575,344	13,134,023	558,679
Special Funds	-	-	-
Federal Funds	7,845,565	6,867,153	(978,412)
Reim. Funds	-	-	-
Total	20,420,909	20,001,176	(419,733)
II. PERSONNEL^a			
Regular Positions:	127.00	126.00	(1.00)
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(126)
Decrease in Salaries due to Salary Adjustments, (\$169K); Turnover Adjustments, (\$160K); Regular Salary Earnings, (\$129K); one (1) Abolished FTE position, (\$50K); and Fringe Benefits, (\$40K); Offset by Increase in Accrued Leave Payments, \$173K; Health Insurance, \$128K; and Retirement, \$121K.			
02 Technical and Special Fees			(369)
Decrease in Technical and Special Fees for Consultant Services for the Medicaid Rehab Unit, (\$400K); and the Office of Employment and Program Equity, (\$2K); Offset by Increase for Contractual Health Insurance, \$33K.			
03 Communications			(13)
Decrease in Communications due to DGS - Telecommunication, (\$14K); Offset by an Increase in Regular Telephone Services, \$1K.			
04 Travel			(2)
Decrease in Travel due to In-State Travel - Business.			
08 Contractual Services			118
Increase in Contractual Services due to Personnel Systems Development, \$280K; DoIT IT Services Allocation, \$142K; Office of Attorney General Administrative Fee, \$38K; Retirement Administrative Fee, \$36K; Software Licenses, \$16K; and Service Contracts - Equipment for Microcomputers and Printers for Financial Systems Development, \$7K; Offset by a Decrease in Service Contracts for abatement of the Medicaid Rehab Unit contract, (\$383K); Hosting and Support Maintenance Fees for Random Moment Sample Software (RMSPLUS), (\$15K); Leave Accounting System, (\$2K); and Banking Fees, (\$1K);			
10 Office Equipment - Replacement			(25)
Decrease in Office Equipment - Replacement due to Purchase of Microcomputers.			
13 Fixed Charges			(3)
Decrease in Fixed Charges due to Record Storage Fees, (\$7K); Offset by Increase in Saratoga State Center Rent for Lease Compliance, \$2K; and Subscriptions and Dues, \$2K.			
Total			(420)

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 20 - 21.

**Department of Human Resources
 FY 2017 Budget Highlights
 Operations
 Administrative Operations
 NE01.02**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	4,668,908	5,119,619	450,711
Special Funds	-	-	-
Federal Funds	5,767,459	5,536,820	(230,639)
Reim. Funds	-	-	-
Total	<u>10,436,367</u>	<u>10,656,439</u>	<u>220,072</u>
II. PERSONNEL^a			
Regular Positions:	57.00	57.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			213
Increase in Salaries due to Regular Salary Earnings, 167K; Retirement, \$99K; Health Insurance, \$86K; Overtime, \$15K; Accrued Leave Payment, \$5K; and Fringe Benefits, \$3K; Offset by Decrease in Turnover Adjustment, (\$97K); and Salary Adjustment, (\$65K).			
03 Communications			89
Increase in Communications due to Regular Telephone Services; \$53K; and Postage, \$41K; Offset by Decrease in DGS - Telecommunication, (\$5K).			
04 Travel			5
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			(63)
Decrease in Vehicles due to Motor Vehicle Replacement, (\$42K); and Gas and Oil, (\$25K); Offset by Increase in EZ-Pass Charges, \$4K.			
08 Contractual Services			33
Increase in Contractual Services due to Service Contracts for Equipment for Printers in the Graphics Media Center (GMC), \$70K; Offset by Decrease in Software Licenses for the Central Distribution Center, (\$34K); Freight and Delivery, (\$2K); and Rental of Copy Machines, (\$1K).			
09 Supplies			(70)
Decrease in Supplies due to Office Supplies, (\$63K); Data Processing Supplies, (\$14K); and Cleaning and Custodial Supplies, (\$2K); Offset by Increase in Printing Supplies for Saratoga State Center, \$9K;			
10 Equipment - Replacement			11
Increase in Equipment - Replacement due to the purchase of High Speed Mail Printing System for the Central Distribution Center.			
11 Equipment - Additional			2
Increase in Equipment - Additional Tablets for Lease Operations and Risk Management.			
Total			<u>220</u>

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 22 - 23.

**Department of Human Resources
FY 2017 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00**

	<u>FY 2016</u>	<u>FY 2017</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING*			
General Funds	30,987,931	31,573,624	585,693
Special Funds	1,427,682	1,423,162	(4,520)
Federal Funds	38,335,183	37,794,760	(540,423)
Reim. Funds	569,496	-	(569,496)
Total	71,320,292	70,791,546	(528,746)
II. PERSONNEL*			
Regular Positions:	113.00	100.00	(13.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(819)
Decrease in Salaries due to twelve (12) Abolished and one (1) Transferred - Out FTE positions, (\$687K); Salary Adjustments, (\$156K); Fringe Benefits, (\$59K); Accrued Leave Payments, (\$48K); Offset by Increase in Retirement, \$89K; Health Insurance, \$22K; and Turnover Adjustments, \$20K.			
02 Technical & Special Fees			9
Increase in Technical and Special Fees due mainly to an increase for Contractual Health Insurance, \$11K; Offset by a Decrease in Consultant Fees, (\$2K).			
03 Communications			(424)
Decrease in Communications due to DGS - Telecommunication, (\$197K); Data Processing (DP) Telecommunications Lines, (\$130K); Regular Telephone Services, (\$72K); and DP Modem/Direct Lines, (\$37K); Offset by Increase in Cellular Telephones, \$12K.			
04 Travel			(3)
Decrease in Travel due to In-State Travel Business.			
06 Utilities			(21)
Decrease in Utilities due to Electricity Usage.			
07 Vehicle			(19)
Decrease in Vehicles due to Replacement Vehicle, (\$17K); and Gas and Oil, (\$2K).			
08 Contractual Services			1,023
Increase in Contractual Services due to Enterprise Content Management (ECMS) Operations and Maintenance, \$1,929K; Software License, \$712K; the Automated Financial System (AFS), \$337K; Application Maintenance for the Client Information System - Child Support Enforcement System (CIS-CSES) and Client Information System - Client Automated Resource and Eligibility System (CIS-CARES), \$269K; Enterprise Budget System: \$136K; Research and Advisory Services, Data Center Preventive Maintenance and Cooling and Fire Suppression Preventive Maintenance, \$51K; and Freight and Delivery \$1K; Offset by Decrease in Technical Operations Support Services (TOSS), (\$1,334K); Enterprise Content Management Solution Hosting, (\$426K); Electronic Benefits Transfer (EBT), (\$284K); Enterprise Project Management Office (EPMO), (\$279K); Service Contracts - Equipment, (\$45K); Audit Fees, (\$40K); and Hardware Maintenance, (\$4K).			
09 Office Supplies			9
Increase in Office Supplies due to Data Processing Supplies, \$11K; Offset by Decrease in Office Supplies, (\$2K).			
10 Equipment - Replacement			(686)
Decrease in Equipment - Replacement due to Microcomputer Hardware, (\$611K); Office Equipment, (\$74K); and Microcomputer Peripherals, (\$1K).			
11 Equipment - Additional			307
Increase in Equipment - Additional due to Purchase of Software, \$315K; Offset by Decrease in Tools and Machinery, (\$8K).			
13 Fixed Charges			95
Increase in Fixed Charges due to Non-Department of General Services Rent, \$87K; Lease Escalation, \$5K; and Non-Motor Vehicle Insurance, \$4K; Offset by Decrease in Subscriptions and Dues, (\$1K).			
Total			(529)

* Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages 24 - 26.

Department of Human Resources
FY 2017 Budget Highlights
Major Information Technology Development Project (MITDP)
NF00.02

	<u>FY 2016</u>	<u>FY 2017</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING^a			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	338,250	1,245,000	906,750
Reim. Funds	569,496	-	(569,496)
Total	<u>907,746</u>	<u>1,245,000</u>	<u>337,254</u>
II. PERSONNEL^a			
Regular Positions:	0.00	0.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
08 <u>Contractual Services</u>			337
Increase in Contractual Services for the Automated Financial System (AFS).			
Total			<u>337</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 25.

**Department of Human Resources
 FY 2017 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00.04**

	<u>FY 2016</u>	<u>FY 2017</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	30,987,931	31,573,624	585,693
Special Funds	1,427,682	1,423,162	(4,520)
Federal Funds	37,996,933	36,549,760	(1,447,173)
Reim. Funds	-	-	-
Total	70,412,546	69,546,546	(866,000)
II. PERSONNEL*			
Regular Positions:	113.00	100.00	(13.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			(819)
Decrease in Salaries due to twelve (12) Abolished and one (1) Transferred - Out FTE positions, (\$687K); Salary Adjustments, (\$156K); Fringe Benefits, (\$59K); Accrued Leave Payments, (\$48K); Offset by Increase in Retirement, \$89K; Health Insurance, \$22K; and Turnover Adjustments, \$20K.			
02 Technical & Special Fees			9
Increase in Technical and Special Fees due mainly to an increase for Contractual Health Insurance, \$11K; Offset by a Decrease in Consultant Fees, (\$2K).			
03 Communications			(424)
Decrease in Communications due to DGS - Telecommunication, (\$197K); Data Processing (DP) Telecommunications Lines, (\$130K); Regular Telephone Services, (\$72K); and DP Modem/Direct Lines, (\$37K); Offset by Increase in Cellular Telephones, \$12K.			
04 Travel			(3)
Decrease in Travel due to In-State Travel Business.			
06 Utilities			(21)
Decrease in Utilities due to Electricity Usage.			
07 Vehicle			(19)
Decrease in Vehicles due to Replacement Vehicle, (\$17K); and Gas and Oil, (\$2K).			
08 Contractual Services			686
Increase in Contractual Services due to Enterprise Content Management (ECMS) Operations and Maintenance, \$1,929K; Software License, \$712K; Application Maintenance for the Client Information System - Child Support Enforcement System (CIS-CSES) and Client Information System - Client Automated Resource and Eligibility System (CIS-CARES), \$269K; Enterprise Budget System: \$136K; Research and Advisory Services, Data Center Preventive Maintenance and Cooling and Fire Suppression Preventive Maintenance, \$51K; and Freight and Delivery \$1K; Offset by Decrease in Technical Operations Support Services (TOSS), (\$1,334K); Enterprise Content Management Solution Hosting, (\$426K); Electronic Benefits Transfer (EBT), (\$284K); Enterprise Project Management Office (EPMO), (\$279K); Service Contracts - Equipment, (\$45K); Audit Fees, (\$40K); and Hardware Maintenance, (\$4K).			
09 Office Supplies			9
Increase in Office Supplies due to Data Processing Supplies, \$11K; Offset by Decrease in Office Supplies, (\$2K).			
10 Equipment - Replacement			(686)
Decrease in Equipment - Replacement due to Microcomputer Hardware, (\$611K); Office Equipment, (\$74K); and Microcomputer Peripherals, (\$1K).			
11 Equipment - Additional			307
Increase in Equipment - Additional due to Purchase of Software, \$315K; Offset by Decrease in Tools and Machinery, (\$8K).			
13 Fixed Charges			95
Increase in Fixed Charges due to Non-Department of General Services Rent, \$87K; Lease Escalation, \$5K; and Non-Motor Vehicle Insurance, \$4K; Offset by Decrease in Subscriptions and Dues, (\$1K).			
Total			(866)

* Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 26.

**Department of Human Resources
FY 2017 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Fund	25,596,901	28,011,315	2,414,414
Special Fund	2,579,652	2,703,108	123,456
Federal Fund	15,087,700	14,544,596	(543,104)
Reim. Fund	-	-	-
Total	<u>43,264,253</u>	<u>45,259,019</u>	<u>1,994,766</u>
II. PERSONNEL^a			
Regular Positions:	408.00	407.00	(1.00)
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			1,956
Increase in Salaries due to Turnover Adjustment, \$827K; Health Insurance, \$609K; Retirement, \$605K; Regular Salary Earnings, \$351K; Accrued Leave Payments, \$130K; and Overtime, \$7K; Offset by Decrease in Salary Adjustments, (\$474K); Abolishment of 1.0 FTE position, (\$63K); and Fringe Benefits, (\$36K).			
02 Technical & Special Fees			88
Increase in Technical and Special Fees due to Other Technical and Special Fees mainly in Non-Allocated LGA Local Only in Dorchester County, \$92K; Offset by Decrease in Temporary Manpower in Cecil and Calvert Counties, (\$4K).			
03 Communications			142
Increase in Communications due to Regular Telephone Services, \$135K; and Cellular Telephones, \$14K; Offset by Decrease in DGS - Telephone, (\$6K); and Postage, (\$1K).			
04 Travel			8
Increase in Travel due to In-State Travel-Business.			
06 Utilities			(32)
Decrease in Utilities due to Electricity mainly in Baltimore City, Anne Arundel and Prince George's Counties, (\$35K); and Fuel-Oil, (\$2K); Offset by Increase in Water and Sewerage Fees, \$5K.			
08 Contractual Services			(87)
Decrease in Contractual Services mainly due to Purchase of Services in Non-Allocated Local Only in Frederick County, (\$180K); Systems and Programming in Montgomery County, (\$84K); Service Contracts - Buildings and Grounds for Baltimore City and Baltimore County, (\$27K); and Attorney Fees for Non-Allocated Local Only, (\$22K); Offset by Increase in Contractual Services in Non-Allocated Local Only in Frederick County and Security Guard contracts in Baltimore City, \$179K; Rental of Copiers, \$20K; Banking Fees, \$12K; Repairs and Maintenance - Buildings and Grounds, \$9K; and Service Contracts - Equipment, \$6K.			
09 Supplies			(188)
Decrease in Supplies due to Office Supplies mainly in Baltimore County, (\$162K); Data Processing Supplies, (\$30K); and Printed Forms, (\$3K); Offset by Increase in Housekeeping Supplies, \$3K; Staff Development, \$2K; and Copier Supplies, \$2K.			
12 Grants, Subsidies & Contributions			204
Increase in Grants due to Grant Payments to Vendors for Non-Allocated Local Only in Cecil County for the Family Day Care Food Program.			
13 Fixed Charges			(96)
Decrease in Fixed Charges due to Non-Department of General Services Rent mainly for Prince George's and Dorchester Counties, (\$114K); Allocation for Local/Federal Administration costs, (\$63K); and Subscriptions and Dues, (\$21K); Offset by Increase in Non-Motor Vehicle Insurance, \$95K; Department of General Services Rent for Calvert County, \$3K; Rental of Multi-Service Centers, \$3K; and Record Storage Fees, \$1K.			
Total			<u>1,995</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 34.

Department of Human Resources
FY 2017 Budget Highlights
Social Services Administration
NB00.04

	<u>FY 2016</u>	<u>FY 2017</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	8,125,910	9,563,116	1,437,206
Special Funds	-	-	-
Federal Funds	17,724,359	16,176,292	(1,548,067)
Reim. Funds	-	-	-
Total	<u>25,850,269</u>	<u>25,739,408</u>	<u>(110,861)</u>
II. PERSONNEL^a			
Regular Positions:	120.00	120.00	0.00
Contractual Positions:	2.00	2.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries, Wages and Fringe Benefits</u>			(278)
Decrease in Salaries due to Workers' Compensation, (\$315K); Turnover Expectancy, (\$227K); Salary Adjustment, (\$174K); Fringe Benefits, (\$17K); Offset by Increase in Retirement, \$207K; Health Insurance, \$185K; Accrued Leave Payment, \$41K; and Salaries, \$22K.			
03 <u>Communications</u>			(5)
Decrease in Communications mainly due to Department of General Services (DGS) - Office of Telecommunications, (\$4K); and Regular Telephone Services, (\$1K).			
04 <u>Travel</u>			(2)
Decrease in Travel due to Out-Of-State/Routine Operations, (\$1K); and In-State/Routine Operations, (\$1K).			
08 <u>Contractual Services</u>			104
Increase in Contractual Services due to Title IV-E Waiver Demonstration Project, \$65K; Implementation of Heroin and Opioid - Use Screening Tool, \$50K; Child Welfare Training Academy, \$23K; Call Center Services, \$1K; Freight & Delivery, \$1K; Offset by Decrease in Administrative Hearings, (\$36K).			
12 <u>Grants, Subsidies and Contributions</u>			68
Increase in Grants due to Federal Independent Living funds, \$68K.			
13 <u>Fixed Charges</u>			2
Increase in Fixed Charges due to Insurance Coverage for Non-Motor Vehicle, \$2K.			
Total			<u>(111)</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages 17-18

**Department of Human Resources
 FY 2017 Budget Highlights
 Foster Care Maintenance Payments
 NG00.01**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING ^a			
General Funds	191,643,809	177,800,005	(13,843,804)
Special Funds	4,835,798	2,233,985	(2,601,813)
Federal Funds	98,660,940	82,286,160	(16,374,780)
Reim. Funds	0	0	0
Total	<u>295,140,547</u>	<u>262,320,150</u>	<u>(32,820,397)</u>

II. PERSONNEL ^a			
Regular Positions:	N/A	N/A	N/A
Contractual Positions:	N/A	N/A	N/A

III. MAJOR CHANGES (In Thousands)

Decrease due to declining caseload from 13,572 to 13,395 due to Place Matters.	(32,820,397)
Total	<u>(32,820,397)</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 28

**Department of Human Resources
FY 2017 Budget Highlights
Local Child Welfare Services (CWS)
NG00.03**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING			
General Funds	165,662,748	169,435,768	3,773,020
Special Funds	1,477,673	1,491,121	13,448
Federal Funds	52,235,381	66,145,200	13,909,819
Reim. Funds	-	-	-
Total	<u>219,375,802</u>	<u>237,072,089</u>	<u>17,696,287</u>
II. PERSONNEL			
Regular Positions:	2,180.36	2,179.36	(1.00)
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			9,535
Increase in Salaries due to Fringe Benefits, \$3,282K; Employees' Retirement, \$2,705K; Regular Salary Earnings, \$2,473K; Overtime Earnings, \$1,686K; Health Insurance, \$876; Turnover Expectancy, \$851K; Accrued Leave Payments, \$51K; Offset by Decrease in Salary Adjustments, (\$2,347K), Abolishment of 1 FTE Position in Anne Arundel, (\$42K).			
02 Technical & Special Fees			(44)
Decrease in Technical & Special Fees due to Interpreter's Fees in various jurisdictions, (\$25K); and Other Technical/Special Fees mainly in Baltimore County and Baltimore City, (\$19K).			
03 Communications			(153)
Decrease in Communications due to Telephone/Telegraph, (\$97K); Postage, (\$60K); DGS-Office of Telecommunications, (\$10K); D/P Telecommunications, (\$1K); and Paycheck Distribution, (\$1K); Offset by Increase in Cell Phones, \$16K.			
04 Travel			99
Increase in Travel due to In-State/Routine Operations mainly in Wicomico County and Baltimore City, \$99K.			
06 Utilities			81
Increase in Utilities due to Electricity Usage mostly in Baltimore County and Baltimore City, \$81K.			
07 Vehicles			(189)
Decrease in Vehicles due to Gas and Oil, (\$163K); Motor Vehicle Replacement, (\$19K); Maintenance and Repairs, (\$11K); Vehicle Mileage Reimbursement, (\$1K); Offset by Increase in Insurance/Title Fees, \$3K; and Other Motor Vehicle Charges, \$2K.			
08 Contractual Services			7,936
Increase in Contractual Services due to Title IV-E Waiver, \$8,030K; Attorney Fees, \$19K; Medical Exams, \$2K; Offset by Decrease in Purchase of Services-Client, (\$36K); Service Contracts for Building/Grounds, (\$34K); Repairs/Maintenance-Building/Grounds, (\$12K); Rental-Copy Machines, (\$12K); Printing/Reproduction, (\$10K); Advertising Legal, (\$4K); Court Costs/Filing Fees; (\$3K); Birth Certificates; (\$3K); and Court Costs, (\$1K).			
09 Supplies			119
Increase in Supplies due to Office Supplies, \$99K; and Data Processing Supplies, \$29K; Offset by Decrease in Housekeeping, (\$5K); and Other Supplies and Materials, (\$4K).			
12 Grants, Subsidies and Contributions			(301)
Decrease in Grants due to Montgomery County Department of Health and Human Services Grant, (\$287K); Background Checks, (\$13K); and Medical Assistance Reimbursement for Foster Parents, (\$1K).			
13 Fixed Charges			613
Increase in Fixed Charges due to Rent Non-Department of General Services, \$506K; Lease Escalation Clause, \$102K; Rental-Multi Service Centers, \$12K; and Other Fixed Charges, \$2K; Offset by Decrease in Rent paid to Department of General Services, (\$9K).			
Total			<u>17,696</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages: 31-32

Department of Human Resources
FY 2017 Budget Highlights
Local Adult Services
NG00.04

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	9,058,097	9,514,873	456,776
Special Funds	1,733,614	1,596,443	(137,171)
Federal Funds	35,569,261	36,404,419	835,158
Ream. Funds	-	-	-
Total	<u>46,360,972</u>	<u>47,515,735</u>	<u>1,154,763</u>
II. PERSONNEL^a			
Regular Positions:	438.50	438.50	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			1,446
Increase in Salaries due to Health Insurance, \$770K; Employee's Retirement, \$650K; Turnover Expectancy, \$353K; Accrued Leave Payments, \$178K; and Regular Earnings, \$37K; Offset by Decrease in Salary Adjustments, (\$513K); and Fringe Benefits, (\$29K).			
02 Technical & Special Fees			18
Increase in Technical and Special Fees for Interpreter Fees in Frederick County and Prince George's County, \$14K; Other Technical and Special Fees for Services to Adults Gateway, \$4K.			
03 Communications			27
Increase in Communications due to Cell Phone Expenditures mainly in Baltimore City and Prince George's County, \$52K; Offset by Decrease in Telephone/Telegraph, (\$19K), Postage, (\$3K); and Department of General Services Office of Telecommunications, (\$3K).			
04 Travel			(6)
Decrease in Travel due to In-State/Routine Operations, (\$7K); Offset by Increase in Out-of-State/Conferences/Seminars, \$1K.			
06 Utilities			(14)
Decrease in Utilities due to Electricity Usage for Prince George's County, (\$24K); Offset by Increase in Electricity Usage for Baltimore County, \$10K.			
08 Contractual Services			(69)
Decrease in Contractual Services for Purchase of Service-Client Services for Prince George's County Local Only-Adult Services, and In-Home Aide Services, (\$53K); Senior Care Medical Equip Supplies for Dorchester County, (\$17K); Senior Day Adult Day Care, (\$7K); Senior Care Personal Care, (\$6K); Equip Rental, (\$3K); and Senior Care, (\$1K); Offset by Increase in Other Contractual Services, \$9K; Senior Care Emergency Response System, \$5K; Rental-Copy Machines, \$3K; and Senior Care Respite Care, \$1K.			
09 Supplies			3
Increase in Supplies due to Offices Supplies, \$31K; Offset by Decrease in Data Processing Supplies, (\$15K); Promotional Expenses, (\$7K); Other Supplies and Materials, (\$5K); and Housekeeping, (\$1K).			
12 Grants, Subsidies & Contributions			(115)
Decrease in Grants due to Montgomery County Department of Health and Human Services, (\$83K); Grants for Prince George's County Local Only-Adults Services, (\$15K); Grants for Subsidized Rent for Prince George's County Local Only-Adult Services, (\$9K); Taxable-Grants, Contributions & Subsidies for Housing Opportunities for Persons with AIDS in (HOPWA) in Dorchester County, (\$7K); and Background Checks, (\$1K).			
13 Fixed Charges			(135)
Decrease in Fixed Charges due to Department of General Services, (DGS) Rent for Allegany, Baltimore, Dorchester, Howard, Kent, Prince George's, Washington Counties and Baltimore City, (\$137K); Offset by Increase in Rental-Multi Service Centers, \$2K.			
Total			<u>1,155</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page: 33

**Department of Human Resources
FY 2017 Budget Highlights
Child Support Enforcement Administration
NH00.08**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	2,500,176	2,467,068	(33,108)
Special Funds	9,641,428	9,720,521	79,093
Federal Funds	29,515,774	30,417,521	901,747
Reim. Funds	-	-	-
Total	<u>41,657,378</u>	<u>42,605,110</u>	<u>947,732</u>
II. PERSONNEL^a			
Regular Positions:	73.30	70.30	(3.00)
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			(212)
Decrease in Salaries due to Abolishment of 3 FTE Positions, (\$122K); Salary Adjustments, (\$104K); Regular Earnings, (\$89K); Workers Compensation; (\$34K); Health Insurance, (\$18K); and Turnover Adjustments, (\$8K); Offset by an Increase in Fringe Benefits, \$64K; Retirees Health Insurance, \$64K; and Accrued Leave Payments, \$35K.			
02 <u>Technical and Special Fees</u>			22
Increase in Technical and Special Fees due to Contractual Health Insurance, \$22K.			
03 <u>Communications</u>			(51)
Decrease in Communications due to Regular Telephone Services, (\$43K); Postage, (\$5K); and DGS - Office of Telecommunication, (\$3K).			
04 <u>Travel</u>			1
Increase in Travel due to In-State Routine Operations, \$1K.			
07 <u>Vehicle</u>			1
Increase in Vehicle due to Maintenance and Repairs, \$3K; Offset by a Decrease in Gas and Oil, (\$2K).			
08 <u>Contractual Services</u>			1,225
Increase in Contractual Services due to Cooperative Reimbursement Agreements Contracts, \$1,327K; Local Area Network Contract, \$292K; Banking Services Contract, \$220K; DHMH Paternity Database Contract, \$8K; New Hire Data Collection Contract, 7K; and Central Collections, \$2K; Offset by Decrease in Call Center Contract, (\$331K); University of Maryland School of Social Work Contract, (\$188K); Check Printing Contract, (\$52K); Centralized Mail Center Contract, (\$34K); Check Mailing Contract, (\$20K); and Freight and Delivery, (\$6K).			
09 <u>Supplies</u>			(40)
Decrease in Supplies due to Printed Forms, (\$42K); and Promotional Expense (\$2K); Offset by an Increase in Office Supplies, \$3K; and Library Supplies and Staff Development, \$1K.			
13 <u>Fixed Charges</u>			2
Increase in Fixed Charges due to Leases for Non-Motor Vehicle Insurance, \$1K; and Rent Paid to Department of General Services, \$1K.			
Total			<u>948</u>

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 38 - 39.

**Department of Human Resources
 FY 2017 Budget Highlights
 Local Child Support Enforcement Administration
 NG00.06**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING			
General Funds	16,299,409	16,619,100	319,691
Special Funds	544,203	545,704	1,501
Federal Funds	32,279,668	32,285,627	5,959
Reim. Funds	-	-	-
Total	49,123,280	49,450,431	327,151
II. PERSONNEL			
Regular Positions:	591.60	591.60	0.00
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			720
Increase in Salaries due to Fringe Benefits, \$822K; Employees' Retirement, \$756K; Health Insurance, \$284K; Accrued Leave Payments, \$32K; and Regular Earnings, \$11K; Offset by Decrease in Salary Adjustments, (\$641K); Turnover Adjustments, (\$542K); and Overtime, (\$2K).			
02 Technical and Special Fees			11
Increase in Technical and Special Fees due to Temporary Manpower, \$7K; Interpreter Fees, \$3K; and Other Technical and Special Fees, \$3K; Offset by Decrease in Special Payment Payroll, (\$1K); and Consultant Fees, (\$1K).			
03 Communications			(62)
Decrease in Communications due to Postage, (\$41K); Regular Telephone Services, (\$17K); and DGS Office of Telecommunications, (5K); Offset by Increase in Cell phones, \$1K.			
04 Travel			(15)
Decrease in Travel due to In-State Travel Routine Operations.			
06 Utilities			17
Increase in Utilities due to Electricity Usage.			
08 Contractual Services			23
Increase in Contractual Services due to Copy Machine Rental, \$9K; Outside Services Computer Usage mainly for Prince George's County Office of Child Support Enforcement, \$8K; Court Cost, \$6K; Printing/Reproduction, \$3K; and Software License, \$2K; Offset by Decrease in Advertising, (\$3K); Freight and Delivery, (\$1K); and Banking Fees, (\$1K).			
09 Supplies			(9)
Decrease in Supplies due to Printed Forms, (\$9K); Copier Supplies, (\$5K); and Office Supplies, (\$3K); Offset by Increase in Promotional Expense, \$7K; and Data Processing Supplies, \$1K.			
13 Fixed Charges			(360)
Decrease in Fixed Charges due to Non-Department of General Services Rent, (\$358K); and Department of General Services Rent for St. Mary's County, (\$2K).			
Other			2
Total			327

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 35.

Department of Human Resources
FY 2017 Budget Highlights
Family Investment Administration
NI00

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	20,549,483	22,826,828	2,277,345
Special Funds	70,740,969	77,970,849	7,229,880
Federal Funds	105,325,472	101,753,988	(3,571,484)
Reim. Funds	-	-	-
Total	196,615,924	202,551,665	5,935,741
II. PERSONNEL*			
Regular Positions:	282.87	279.87	(3.00)
Contractual Positions:	8.00	8.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			2,148
Increase in Salaries mainly due to fully funding positions related to Healthcare Reform in Regular Earnings, \$1,387K; Employees' Retirement, \$568K; Retirees Health Insurance Premiums, \$533K; Health Insurance, \$477K; Accrued Leave Payments, \$95K; and Fringe Benefits, \$70K; Offset by Decrease in Turnover Adjustments, (\$526K); Salary Adjustments, (\$280K); Abolishment of 2 FTE positions and Transferred-out of 1 FTE position, (\$156K); and Workers' Compensation, (20K).			
02 Technical and Special Fees			2
Increase in Technical and Special Fees due to Special Payments Payroll.			
03 Communications			(13)
Decrease in Communications due to DGS - Office of Telecommunications, (11K); Postage, (\$1K); and Regular Telephone Services, (\$1K).			
04 Travel			(1)
Decrease in Travel due to In-State Routine Business Travel.			
07 Vehicles			(5)
Decrease in Vehicles due to Maintenance and Repair, (\$4K); and Gas and Oil, (\$1K).			
08 Contractual Services			2,653
Increase in Contractual Services due to Maryland Strategic Regional Greenhouse Gas Initiative (RGGI), \$7,206K; Electric Universal Service Program (EUSP), \$1,111K; Administrative Costs for Local Administrative Agencies, \$906K; Food Supplemental Nutrition services, \$595K; Workforce Innovation and Opportunity Act, \$110K; University of Baltimore Research Contract, \$59K; Call Center Services, \$21K; and Check Printing and Mailing Services, \$2K; Offset by Decrease in Maryland Energy Assistance Programs (MEAP), (\$6,040K); Employment Services, (\$1,013K); Warehouse Services under The Emergency Food Assistance Program (TEFAP), (\$186K); University of MD, College Park Web Hosting Contract, (\$104K); Administrative Hearings (\$8K); Medicaid Determination Fees, (\$4K); and Rental for Meetings, Training and Staff Development, (\$2K).			
09 Supplies			1
Increase in Supplies due to Data Processing Supplies.			
12 Grants, Subsidies & Contributions			1,149
Increase in Grants due to additional funding for Employment Services, \$1,013K; Food Distribution Services under The Emergency Food Assistance Program (TEFAP) \$186K; Offset by Decrease in Center for Urban Families, (\$50K).			
13 Fixed Charges			2
Increase in Fixed Charges due to Non-Motor Vehicle Insurance, \$4K; Offset by Decrease in Subscriptions and Dues, (\$2K).			
Total			5,936

* Reference Source: FY 2017 Maryland State Budget Book - Part II: Pages 40-44

Department of Human Resources
FY 2017 Budget Highlights
Family Investment Administration
NI00.04

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	8,586,302	10,820,169	2,233,867
Special Funds	360,884	381,991	21,107
Federal Funds	22,571,135	23,147,924	576,789
Reim. Funds	-	-	-
Total	31,518,321	34,350,084	2,831,763
II. PERSONNEL^a			
Regular Positions:	251.00	248.00	(3.00)
Contractual Positions:	7.00	7.00	0.00
III MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			2,231
Increase in Salaries mainly due to fully funding positions related to Healthcare Reform in Regular Earnings, \$1,416K; Employees' Retirement, \$521K; Retirees Health Insurance Premiums, \$493K; Health Insurance, \$465K; Accrued Leave Payments, \$146K; and Fringe Benefits, \$77K; Offset by Decrease in Turnover Adjustments, (\$471K); Salary Adjustments, (\$240K); Abolishment of 2 FTE positions and Transferred- out of 1 FTE position, (\$156K); and Workers' Compensation, (20K).			
03 <u>Communications</u>			3
Increase in Communications due to Postage, \$6K; and Regular Telephone Services, \$4K; Offset by Decrease in DGS - Office of Telecommunications, (7K).			
04 <u>Travel</u>			(1)
Decrease in Travel due to In-State Routine Business Travel.			
07 <u>Vehicles</u>			(5)
Decrease in Vehicles due to Maintenance and Repair, (\$4K); and Gas and Oil, (\$1K).			
08 <u>Contractual Services</u>			650
Increase in Contractual Services due to Food Supplemental Nutrition Services, \$595K; Workforce Innovation and Opportunity Act, \$110K; University of Baltimore Research Contract, \$59K; and Check Printing and Mailing Services, \$2K; Offset by Decrease in the University of MD, College Park Web Hosting Contract, (\$104K); Administrative Hearings (\$8K); and Medicaid Determination Fees, (\$4K).			
12 <u>Grants, Subsidies & Contributions</u>			(50)
Decrease in Grants due to Center for Urban Families.			
13 <u>Fixed Charges</u>			4
Increase in Fixed Charges due to Non-Motor Vehicle Insurance.			
Total			2,832

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 41

Department of Human Resources
FY 2017 Budget Highlights
Family Investment Administration
Maryland Office for Refugees and Asylees (MORA)
NI00.05

	<u>FY 2016</u>	<u>FY 2017</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING^a			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	14,396,684	14,215,543	(181,141)
Reim. Funds	-	-	-
Total	14,396,684	14,215,543	(181,141)
II. PERSONNEL^a			
Regular Positions:	5.00	5.00	0.00
Contractual Positions:	1.00	1.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			(181)
Decrease in Salaries due to Regular Earnings, (\$86K); Accrued Leave Payments, (\$64K); Fringe Benefits, (\$11K); Salary Adjustments, (\$9K); Health Insurance, (\$6K); Employees' Retirement, (\$4K); and Turnover Adjustments, (\$3K); Offset by Increase in Retirees Health Insurance Premiums, \$2K.			
02 <u>Technical and Special Fees</u>			2
Increase in Technical and Special Fees due to Special Payments Payroll.			
03 <u>Communications</u>			(2)
Decrease in Communications due to DGS - Office of Telecommunications.			
08 <u>Contractual Services</u>			(1,013)
Decrease in Contractual Services mainly due to transfer of funding for Employment Services to Grants, Subsidies & Contributions.			
12 <u>Grants, Subsidies & Contributions</u>			1,013
Increase in Grants mainly due to additional funding for Employment Services.			
Total			(181)

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 42

Department of Human Resources
FY 2017 Budget Highlights
Family Investment Administration
Office of Home Energy Program (OHEP)
NI00.06

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	-	-	-
Special Funds	70,380,085	77,588,858	7,208,773
Federal Funds	67,191,747	63,216,048	(3,975,699)
Reim. Funds	-	-	-
Total	137,571,832	140,804,906	3,233,074
II. PERSONNEL^a			
Regular Positions:	16.87	16.87	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			45
Increase in Salaries due to Employees' Retirement, \$25K; Retirees Health Insurance Premiums, \$24K; Accrued Leave Payments, \$19K; Health Insurance, \$12K; Regular Earnings, \$11K; and Fringe Benefits, \$2K; Offset by Decrease in Turnover Adjustments, (\$30K); and Salary Adjustments, (\$18K).			
03 Communications			(13)
Decrease in Communications due to Postage, (\$7K); Regular Telephone Services, (\$5K); and DGS - Office of Telecommunications, (1K).			
08 Contractual Services			3,202
Increase in Contractual Services due to Maryland Strategic Regional Greenhouse Gas Initiative (RGGI), \$7,206K; Electric Universal Service Program (EUSP), \$1,111K; Administrative Costs for Local Administrative Agencies, \$906K; and Call Center Services, \$21K; Offset by Decrease in Maryland Energy Assistance Programs (MEAP), (\$6,040K); and Rental for Meetings, Training and Staff Development, (\$2K).			
09 Supplies			1
Increase in Supplies due to Data Processing Supplies.			
13 Fixed Charges			(2)
Decrease in Fixed Charges due to Subscriptions and Dues.			
Total			3,233

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 43

**Department of Human Resources
 FY 2017 Budget Highlights
 Office Of Grants Management
 NI00.07**

	<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	11,963,181	12,006,659	43,478
Special Funds	-	-	-
Federal Funds	1,165,906	1,174,473	8,567
Reim. Funds	-	-	-
Total	13,129,087	13,181,132	52,045
II. PERSONNEL^a			
Regular Positions:	10.00	10.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			53
Increase in Salaries due to Regular Earnings, \$45K; Employees' Retirement, \$26K; Retirees Health Insurance Premiums, \$14K; Health Insurance, \$6K; and Fringe Benefits, \$3K; Offset by Decrease in Turnover Adjustments, (\$22K); Salary Adjustments, (\$13K); and Accrued Leave Payments, (\$6K).			
03 <u>Communications</u>			(1)
Decrease in Communications due to DGS - Office of Telecommunications.			
08 <u>Contractual Services</u>			(186)
Decrease in Contractual Services due to transfer of Warehouse Services under The Emergency Food Assistance Program (TEFAP) to Grants, Subsidies and Contributions.			
12 <u>Grants, Subsidies & Contributions</u>			186
Increase in Grants due to Food Distribution Services under The Emergency Food Assistance Program (TEFAP).			
Total			52

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 44

**Department of Human Resources
FY 2017 Budget Highlights
Local Family Investment Program
NG00.02**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	42,640,494	52,429,759	9,789,265
Special Funds	2,426,124	2,512,376	86,252
Federal Funds	112,928,306	112,186,048	(742,258)
Reim. Funds	-	-	-
Total	157,994,924	167,128,183	9,133,259
II. PERSONNEL*			
Regular Positions:	1,805.42	1,805.42	0.00
Contractual Positions:	0.00	0.00	0.00
III MAJOR CHANGES (In Thousands)			
01 Salaries			9,127
Increase in Salaries due to Overtime, \$3,316K; Employees' Retirement, \$2,136K; Health Insurance, \$2,130K; Turnover Adjustments, \$1,188K; Health Insurance, \$552K; Salary Adjustments, \$222K; and Accrued Leave Payments, \$72K; Offset by Decrease in Regular Earnings, (\$313K); and Fringe Benefits, (\$176K).			
02 Technical and Special Fees			62
Increase in Technical and Special Fees due to Interpreter Fees, mainly for Baltimore City, \$61K; and Clerical & Secretarial Support, \$1K.			
03 Communications			(142)
Decrease in Communications due to Regular Telephone Services, (\$86K); DGS - Office of Telecommunications, (\$31K); and Postage, (\$26K); Offset by Increase in Cell Phone, \$1K.			
04 Travel			2
Increase In Travel due to In-State/Routine Operations.			
06 Utilities			(80)
Decrease in Utilities due to Electricity Usage, mainly for Baltimore City, (\$79K); and Fuel-Oil, (\$2K); Offset by Increase in Water/Sewage, \$1K.			
08 Contractual Services			(110)
Decrease in Contractual Services due to Disabled Examinations, mainly for Baltimore City and Anne Arundel County, (\$216K); Medical Exams, (\$11K); and Service Contracts-Buildings, (\$1K); Offset by Increase in Repairs/Maintenance mainly for Baltimore County and Baltimore City, \$51K; Other Contractual Services mainly for Prince George's County and Baltimore County, \$43K; Rental-Copy Machines, \$19K; Freight and Delivery, \$2K; Service Contracts-Equipment, \$1K; Outside Services Computer Usage, \$1K; and Rental for Meetings, \$1K.			
09 Supplies			251
Increase in Supplies due to Office Supplies, mainly for Baltimore County and Baltimore City, \$182K; Data Processing Supplies, \$39K; Housekeeping, \$14K; Other Office Supplies and Materials, \$13K; Printed Forms, \$2K; and Copier Services, \$1K.			
12 Grants, Stipends and Contributions			(130)
Decrease in Grants due to Grants, mainly for Montgomery County Department of Health and Human Services, (\$119K); and Background Checks, (\$11K).			
Fixed Charges			
13 Increase in Fixed Charges			153
due to Rent Non-Department of General Services, mainly for Anne Arundel County, Cecil County, and Prince George's County, \$123K; Rent Paid to Department of General Services mainly for Calvert County and St. Mary's County, \$18K; Rental-Multi Service Centers, \$11K; and Other Fixed Charges, \$1K.			
Total			9,133

* Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 29-30.

Department of Human Resources
FY 2017 Budget Highlights
Assistance Payments
NG00.08

		<u>FY 2016</u> <u>Appropriation</u>	<u>FY 2017</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a				
General Funds		74,855,700	68,195,837	(6,659,863)
Special Funds		16,618,898	13,318,408	(3,300,490)
Federal Funds		1,259,526,265	1,255,552,861	(3,973,404)
Reim. Funds				-
Total		1,351,000,863	1,337,067,106	(13,933,757)
II. PERSONNEL				
Regular Positions:		0.00	0.00	0.00
Contractual Positions:		0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)				
	<u>Temporary Cash Assistance (TCA)</u>			
	Decrease in Temporary Cash Assistance to reflect Decrease in average monthly recipients from 62,191 to 57,768, (\$10,221K); Decrease in monthly grant amount from \$192.60 to \$192.30 to reflect current payment, (\$200K).			(10,421)
	<u>Welfare Avoidance Grant</u>			
	Increase in Welfare Avoidance Grant to reflect current expenditure trend, \$34K.			34
	<u>Refugee</u>			
	Decrease in Refugee to reflect Decrease in average monthly recipients from 19 to 13, (\$17K); Offset by an Increase in monthly grant amount from \$225.59 to \$248.27 to reflect current payment, \$4K.			(13)
	<u>Emergency Assistance (EA) - Burial</u>			
	Increase in Burial to reflect Increase in average monthly recipients from 422 to 504; \$151.90K; Offset by Decrease in monthly grant amount from \$1,858.15 to \$1,814.21 to reflect current payment, (\$22.2K).			130
	<u>Public Assistance to Adults</u>			
	Increase in Public Assistance to Adults to reflect an Increase in average monthly recipients from 2,736 to 2,878, \$401.3K; Offset by a Decrease in monthly grant amounts from \$234.53 to \$230.80 to reflect current payment, (\$128.9K).			272
	<u>Supplemental Nutrition Assistance Program (SNAP), formally Food Stamp</u>			
	Decrease in Supplemental Nutrition Assistance Program to reflect a Decrease in average monthly Household from 405,197 to 404,194, (\$2,850.5K); and a Decrease in average monthly grant amount from \$236.83 to \$236.61 to reflect current payment, (\$1,084.8K).			(3,935)
	Total			(13,934)
	Temporary Cash Assistance: Recipient/Month:			
		<u>FY 2015 Actual</u>	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>
		61,739	62,191	57,768

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 36.

**Department of Human Resources
 FY 2017 Budget Highlights
 Work Opportunities Program
 NG00.10**

	<u>FY 2016 Appropriation</u>	<u>FY 2017 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	33,288,084	33,311,034	22,950
Reim. Funds	-	-	-
Total	33,288,084	33,311,034	22,950
II. PERSONNEL^a			
Regular Positions:	22.00	21.00	(1.00)
Contractual Positions:	60.00	60.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 <u>Salaries</u>			12
Increase in Salaries due to Regular Earnings, \$57K; Fringe Benefits, \$41K; Retirees Health Insurance, \$24K; Health Insurance, \$4K; and Offset by a decrease in Turnover Adjustments, (\$45K); Abolishment of 1 FTE Position, (\$41K); and Salary Adjustments, (\$28K).			
02 <u>Technical and Special Fees</u>			11
Increase in Technical and Special Fees due to Contractual Health Insurance, \$11K.			
Total			23

^a Reference Source: FY 2017 Maryland State Budget Book - Part II: Page 37.

GLOSSARY OF COMMONLY USED ACRONYMS AND TERMS

<i>Term</i>	<i>Explanation</i>
ACA	Affordable Care Act
ACF	[Federal] Administration for Children and Families – administered by the federal Department of Health and Human Services and responsible for federal programs that promote the economic and social well being of families, children, individuals, and communities.
ACP	Attendant Care Program – provides financial aid to eligible physically disabled persons.
ACY	Advocates for Children and Youth
ADA	Americans with Disabilities Act – prohibits discrimination on the basis of disability in employment, programs and services provided by state and local governments, goods and services provided by private companies and in commercial facilities.
ADPICS	Advanced Purchasing and Inventory Control System - sub-system of Statewide FMIS
AELR	Joint Committee on Administrative, Executive and Legislative Review – committee consists of 10 delegates and 10 senators. Charged with reviewing regulations to ensure that they conform with DHR’s statutory authority and the legislative intent of the law under which the regulation is proposed.
AFC	Adult Foster Care – provides a family setting in the community for aged or disabled adults, who require protective oversight, help with self-care or limited nursing care.
AFCARS	Adoption and Foster Care Analysis and Reporting System – a federal report generated every six months on data files; one record per child during active adoption or final adoption process for all states.
AFDC	Aid to Families of Dependent Children - replaced in 1996 by TANF (with Cash Assistance component called TCA).
AFU	Automated Income Maintenance System Fiscal Unit
AG	Attorney General

<i>Term</i>	<i>Explanation</i>
AIMS	Automated Maintenance System - Computerization of the income maintenance eligibility and payment process. Operating since December 1985. Replaced by CARES.
AIRS	AIDS Interfaith Residential Services
ALJ	Administrative Law Judge
AMF	Automated Master File
AOP	Affidavit of Parentage
AOR	Authorized Organizational Representative
AP	Absent Parent also known as Noncustodial Parent
APD	Advanced Planning Document - A document required by the federal funding agencies, such as the Department of Health and Human Services, in order to receive federal funding for computer systems
APEP	Absent Parent Employment Program
APGRD	Adult Public Guardianship Review Boards - Recommend to the court whether guardianship should be continued, modified or terminated
APHSA	American Public Human Service Association
APS	Adult Protective Services
APWA	American Public Welfare Association - now called APHSA
AR	Alternative Response
ARF	Assistance Request Form - Request form to apply for Public Assistance Programs (For use with CARES eligibility system.)
ARRA	American Recovery and Reinvestment Act of 2009
ASP	Adult Services Program
AT	Action Transmittal
Attendant Care	Program targeted to working disabled clients. Operating in DHR since October 1992

<i>Term</i>	<i>Explanation</i>
AU	Assistance Unit - Term used in CARES to denote the group of individuals receiving a program service (AFDC, MA, FS, etc.) and for whom eligibility is established.
BA	Body Attachment
BCOCSE	Baltimore City Office of Child Support Enforcement
BENDEX	Beneficiary and Earnings Data Exchange (of Federal SSI and Social Security Client Data)
BSW	Bachelor of Social Work
BW	Bench Warrant
C/O	Court Order
C/S	Child Support
CAA	Corrective Action Agreement
CACFP	Child & Adult Care Food Program - Provides subsidies for food purchased by licensed child care & adult providers.
CAF	Combined Application Form - The application for Public Assistance Programs.
CAN	Child Advocacy Network
CAPTA	Child Abuse Prevention and Treatment Act
CARE	Certified Adult Residential Environments (Care Homes) - A Department of Human Resources supportive housing program for disabled adults (also known as Project HOME).
CARES	Clients' Automated Resource and Eligibility System, an application program of the CIS computerization of the income maintenance eligibility process. Replaced AIMS and AMF.
CASA	Court Appointed Special Advocate
CCR	Call Center Representative
CCR	[Federal] Central Contractor Registration
CCRT	Children's Cabinet Results Team

<i>Term</i>	<i>Explanation</i>
CCU	Central Collection Unit of the Department of Budget and Management. Responsible for collecting overpayments in closed AFDC and FS cases/AU's.
CCWO	Call Center Work Order
CDB	Client Data Base - Common data base, under development, to support all major DHR systems.
CDC	Central Distribution Center - DHR's mass mail facility
CFDA	Catalog of Federal Domestic Assistance
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CFSRs	Child and Family Services Reviews
CHC	Community Home Care
CICS	Customer Information Control System
CINA	Child in Need of Assistance - Term used in Maryland law to describe a child who is not receiving proper care and whose parents are unable or unwilling to provide care.
CINS	Child in Need of Supervision - Term used in Maryland law to describe a child who requires guidance, treatment or rehabilitation because of improper conduct.
CIO	Chief Information Officer
CIS	Client Information System - Over-arching management information system which will tie together all major DHR computer systems
CJIS	Criminal Justice Information System
CLTC	Central Long Term Care Unit
CMIA	Cash Management Improvement Act
COMAR	Code of Maryland Regulations

<i>Term</i>	<i>Explanation</i>
Commissions	Governor's Commission on Hispanic Affairs, Governor's Commission of Asian and Pacific Affairs, Governor's Commission of Migratory and Farm Labor, Maryland Commission for Women
Communications	Office of Communications
CP	Custodial Parent
CPS	Child Protective Services
CQI	Continuous Quality Improvement
CR	Caretaker Relative
CRA	Cooperative Reimbursement Agreement - Child Support Enforcement agreement between DHR and local government agencies.
CRBC	Citizen Review Board for Children (Formerly Foster Care Review
CRS	Client Registration System
CSA	Community Services Administration (DHR)
CSBG	Community Services Block Grant
CSE	Child Support Enforcement
CSEA	Child Support Enforcement Administration (DHR)
CSES	Child Support Enforcement System - Computerized system for child support
CSPC	Community Screening and Placement Committee - A subcommittee of the Family to Family Steering Committee that has oversight responsibility for reviewing and monitoring services.
CSW	Certified Social Worker
CU	Custodial parent/custodian of minor child(ren)
CVA	Crime Victim Assistance
CWA	Child Welfare Agency
CWLA	Child Welfare League of America

<i>Term</i>	<i>Explanation</i>
CWS	Child Welfare Services
D&B	Dun & Bradstreet
DBED	(Maryland) Department of Business and Economic Development
DBM	(Maryland) Department of Budget and Management
DEAP	Disability Entitlement Advocacy Program - Provides special services to help TDAP, TCA, Public Assistance to Adults, and Foster Care children recipients qualify for Federal Supplemental Security Income, and
DGS	(Maryland) Department of General Services
DHMH	(Maryland) Department of Health and Mental Hygiene
DHP	Displaced Homemaker Program
DHR	(Maryland) Department of Human Resources
DJJ	(Maryland) Department of Juvenile Justice -Administers services to delinquent youth and youth who require supervision (Name changed to Department of Juvenile Services)
DJS	(Maryland) Department of Juvenile Services (formerly Department of Juvenile Justice)
DLLR	(Maryland) Department of Labor, Licensing and Regulation
DLS	Department of Legislative Services
DMAR	Division of Medical Assistance Recoveries, a unit of DHMH
DMO	Disability Management Operations - Includes the State Review Team, Medical Assistance Waiver Unit, and Medical Assistance Appeals.
DNA	Deoxyribonucleic Acid (Genetic Testing used for Paternity)
DNR	(Maryland) Department of Natural Resources
DOB	Date of Birth
DOC	Department of Corrections
DOCGEN	Document Generation

<i>Term</i>	<i>Explanation</i>
DOD	(Maryland) Department of Disabilities
DOT	(Maryland) Department of Transportation
DPSCS	(Maryland) Department of Public Safety and Correctional Services
DRS	Division of Rehabilitation Services (part of State Department of
DSI	Division of Special Investigations (DHR)
DSS	Department of Social Services - Twenty- four local DHR agencies in Baltimore City and the counties.
DV	Domestic Violence
EA	Emergency Assistance
E AFC	Emergency Assistance to Families with Children - One grant a year (12 month period) available to families with children, faced with specific emergencies, who have exhausted all available funds.
EBTS	Electronic Benefit Transfer System - Provides public assistance and food stamp benefits to clients using a debit card. System implemented statewide during FY1992/1993.
EITC or EIC	Earned Income Tax Credit
EOO	Equal Opportunity Office
EPSDT	Early and Periodic Screening Diagnostic and Treatment - A federal health program for children administered by DHMH.
ESFC	Emergency Services to Families with Children
ESL	English as a second language
ETHS	Emergency and Transitional Housing Services - Homeless Program
ETV	Chafee Education and Training Vouchers Program
EUSP	Electric Universal Service Program
EWO	Earnings Withholding Order AKA WWO
EZ	Empowerment Zone

<i>Term</i>	<i>Explanation</i>
F2F	Family to Family - Casey Grant developed to revamp the foster care system to make it community-based.
FACTS	[Automated] Foster Care Tracking System - FACTS II will add foster care payment capacity.
Families Now	Family Preservation Initiative
FAMIS	Family Assistance Management Information System
FC	Foster Care
FCR	Federal Case Registry
FCRB	Foster Care Review Board (now CRBC)
FCS	Food and Consumer Service of the US Department of Agriculture (formerly Food and Nutrition Service)
FDS	Financial Systems Development - A division within the Office of Budget and Finance responsible for the implementation and support of FMIS for DHR.
FEMA	Federal Emergency Management Agency
FFATA	Federal Funding Accountability and Transparency Act of 2008
FFC	Full Faith and Credit
FFIS	Federal Funds for States
FFP	Federal Financial Participation
FFY	Federal Fiscal Year - October 1 through September 30.
FH	Foster Home
FI	Financial Institution
FIA	Family Investment Administration (formerly the Income Maintenance Administration)
FIDM	Financial Institution Data Match
FIP	Family Investment Program - Maryland's Welfare Reform Program

<i>Term</i>	<i>Explanation</i>
FIPNET	Family Investment Program Network
FIPS	Federal Information Processing Standard, A FIPS code may have seven digits, the first two digits are the state code, the next three digits are the local code, and the last two digits are local code for large jurisdictions
FMA	Federal Medical Assistance
FMIS	Financial Management Information System
FPLS	Federal Parent Locator Service
FR	Federal Register
FS	Food Stamps - Federal program providing food benefits to families and individuals with gross incomes at or below 130% of the federal government's annually adjusted poverty level. For households with an elderly or disabled member, net income must not exceed 100% of poverty guidelines. Food Stamps are distributed through the Electronic Benefits Transfer System (EBTS).
FSIP	Food Stamp Investment Plan - Maryland's initiative to reduce the error rate and improve payment accuracy.
FSP	Food Stamp Program
FTA	Failure to Appear
FTE	Full Time Equivalent
FUTA	Federal Unemployment Tax Act
FVPS	Family Violence Prevention and Services/Grants
FY	(State) Fiscal Year - July 1 to June 30
GAAP	Generally Accepted Accounting Principles
GF	General Funds
GGO	Governor's Grants Office
GOC	Governor's Office for Children (formerly Office of Children, Youth and Families)
GOCCP	Governor's Office of Crime Control and Prevention

<i>Term</i>	<i>Explanation</i>
Group Care	Homes which provide 24-hour residential care for a number of children
Guardian Ad Litem	A person, usually an attorney, legally placed in charge of the affairs of a minor or someone incapable of managing their own affairs during a period of litigation.
GWIB	Governor's Workforce Investment Board
HCFA	[Federal] Health Care Financing Administration
HHS	[Federal] Department of Health and Human Services
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 DHMH with eligibility determined by DHR.
MA Card	Medical Assistance card mailed to each individual authorizing payment for medical care
MABS	Maryland Automated Benefit System - A record of wages paid to establish unemployment benefits.
MAC	Maryland Access to Care - DHMH program responsible for assigning most public assistance recipients to a primary care provider
MARC	Maryland Association of Retarded Citizens
MARE	Maryland Adoption Resource Exchange
MARFY	Maryland Association for Residential Facilities for Youths
MARO	Mid-Atlantic Regional Office of the Food and Consumer Service
MASSB	Maryland Association of Social Service Boards
MASSD	Maryland Association of Social Services Directors
MCHIP	Maryland Children's Health Insurance Program
MCW	Maryland Commission for Women
MD CHESSIE	Maryland Children's Electronic Social Services Information Exchange (formerly SACWIS)
MDLC	Maryland Disability Law Center - Private, non-profit agency that provides legal services in court proceedings to disabled residents, especially in areas of guardianship, foster care, and children in need of assistance. This agency is a strong advocate for the protection and rights of disabled individuals.
MEAP	Maryland Energy Assistance Program (also referred to as the Low Income Home Energy Assistance Program - LIHEAP)
Medicaid	Another name for Medical Assistance
Medicare	Medical insurance program administered by the Social Security Administration

<i>Term</i>	<i>Explanation</i>
MEFP	Maryland Emergency Food Program
MEMA	Maryland Emergency Management Agency
MFPA	Maryland Foster Parent Association
MKC	Maryland Kids Count - Produced by the Anne E. Casey Foundation. Identifies State profiles of child well being.
MLIS	Maryland Legislative Information System
MLSC	Maryland Legal Services Corporation - Receives Interest on Lawyers Trust Account (IOLTA) funds for civil legal devices to low-income
MLSP	Maryland Legal Services Program
MMIS	Medicaid Management Information System - Administered by DHMH
MML	Minimum Living Level
MORA	Maryland Office for Refugees and Asylees
MPAP	[DHMH] Maryland Pharmacy Assistance Program
MSDE	Maryland State Department of Education
MSFI	Multi State Financial Institution
MSFIDM	Multi State Financial Institution Data Match
MSFL	Migratory and Seasonal Farm Labor Commission
MSO	Monthly Support Order
MSW	Master of Social Work (graduate program)
Multi-Disciplinary Team or Multi-D	Professionals working together on child abuse and neglect problems
MVA	Motor Vehicle Administration
MVP	Mandatory Vendor Payment
NAFDC	Non-Aid to Families with Dependent Children - Sometimes used to distinguish services to families not receiving AFDC

<i>Term</i>	<i>Explanation</i>
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
OAQ	[DHR] Office of Administrative Operations
OAPAA	Office on Asian-Pacific American Affairs
OAS	[DHR] Office of Adult Services
OBF	[DHR] Office of Budget and Finance
OCI	{DHR} Office of Community Initiatives
OCSE	[Federal] Office of Child Support Enforcement
OCYF	Office of Children, Youth and Families (now Governor's Office for Children)
OEPE	[DHR] Office of Employment and Program Equity
OGCCA	[DHR] Office of Government, Corporate and Community Affairs (formerly Office of Legislation)

<i>Term</i>	<i>Explanation</i>
OHEP	Office of Home Energy Programs
OIG	Office of the Inspector General
OL	[DHR] Office of Legislation (now Office of Government, Corporate and Community Affairs)
OLA	Office of Legislative Audits
OMB	[Federal] Office of Management and Budget
OPAS	Office of Personal Assistance Services
OPS	Order of Protective Supervision
OS	Office of the Secretary
OSC	Order of Shelter Care
OTHS	[DHR] Office of Technology for Human Services (formerly OIM)
OTS	[DHR] Office of Transitional Services
OVS	[DHR] Office of Victim Services
PA	Public Assistance - Cash grant to families or individuals through TCA, etc
PAA	Public Assistance to Adults - Cash grants to adults over 65 in a licensed domiciliary care facility; also supplement to certain recipients covered by SSI. Includes Project HOME for budget purposes.
PASP	Parent Aide Services Program
PC	People's Counsel
PIA	Public Information Act
PIC	Private Industry Council
Planning	DHR Office of Planning
PLS	Professional License Suspension
POC/Subsidy	Purchase of Care - Child care or other service by one government entity from another public or private agency, usually by contract

<i>Term</i>	<i>Explanation</i>
POS	Purchase of Services - Purchase of Care or other service by one government entity Terminal from another public or private agency, usually by contract.
Project HOME	A DHR supportive housing program for disabled adults, also known as C.A.R.E.
PS	Protective Services (for adults and for children)
PSC	Public Service Commission
PWC	Pregnant Women & Children program
QC	Quality Control
QMB	Qualified Medicare Beneficiary program
QW	Quarterly Wage
RAP	Rental Allowance Program
RCA	Refugee Cash Assistance
Re-determination or Re-det	Federally mandated review of client eligibility for benefits and services, also referred to as reconsideration or (recon) recertification.
RESI	Regional Economic Studies Institute of Towson State University
Respite Care	Program provides short-term rest and relief to family member
RF	Reimbursable Funds
RICA	Regional Institute for Children and Adolescents
RMA	Refugee Medical Assistance
RMDS	Report Management and Distribution System
RPP	Representative Payee Program - Uses trained volunteers to handle finances for selected benefits for incapable adults or children
RSTARS	Relational Statewide Accounting and Reporting System (the accounting subsystem of FMIS)
SACWIS	Statewide Automated Child Welfare Information System (now MD CHESSIE)

<i>Term</i>	<i>Explanation</i>
SAO	State's Attorney's Office
SAVE	Systematic Alien Verification for Entitlements
SAVP	States for Access and Visitation Programs
SCC	State Coordinating Council
SCCAN	State Council on Child Abuse and Neglect
SCR	State Case Registry
SDA	Service Delivery Area
SDU	State Disbursement Unit
SDX	State Data Exchange. DHHS/SSA provides data on SSI beneficiaries
Sealed Files	Case records for children whose adoptions have been finalized are kept in special restricted files
SESA	State Employment Security Agency
SF	Special Funds
SFC	Services to Families with Children
SFH	Specialized Foster Homes - Foster homes for children with special emotional, physical, or age handicaps.
SFY	State Fiscal Year
Shelter Care	Temporary foster care in a shelter home until a plan can be made for permanent placement.
SHP	Supportive Housing Program - HUD grant program administered by
SIDS	Sudden Infant Death Syndrome
SIP	Special Improvement Projects -- Grants by ACF/OCSE
SNAP	Supplemental Nutrition Assistance Program
SOA	Support Obligation Amount - Basic periodic amount due for child
SOP	Service of Process

<i>Term</i>	<i>Explanation</i>
SP	(Maryland) State Police
SPLS	State Parent Locator Service
SRI	Systems Reform Initiative
SRS	Supervisory Review System
SRT	State Review Team
SSA	Social Services Administration (DHR); also Social Security Administration (federal agency); also Social Services Act
SSBG	Social Services Block Grant (formerly known as “Title XX” program)
SSC	Saratoga State Center (DHR Headquarters location)
SSI	Supplemental Security Income (Federal)
SSTA	Social Services to Adults
SSTS	Social Services Time Study
STARS	Statewide Accounting and Reporting System. This is the state’s central accounting system.
Subcabinet Fund	Interagency fund in the MSDE Budget. OCYF manages and distributes the Fund.
Subsidized Adoption	Cases in which adoptive parents are assisted financially by the state to care for the child(ren) they have legally adopted
SVES	State Verification Exchange System
TAD	Technical Assistance Division
TANF	Temporary Assistance for Needy Families (In MD aka TCA)
TCA	Temporary Cash Assistance
TCM	Targeted Case Manager
TDAP	Temporary Disability Assistance Program
TEFAP	The Emergency Food Assistance Program

<i>Term</i>	<i>Explanation</i>
TEMHA	Temporary Emergency Medical & Housing Assistance Program (Formerly DALP - now TDAP)
Title II	United State Code (USC) Grants and Agreements - includes circulars
Title IV-A	Social Security Act Title which deals with TANF
Title IV-B	Social Security Act Title which deals with child welfare services
Title IV-C	Social Security Act Title establishing the Work Incentive Program (WIN); replaced by Title IV-F
Title IV-D	Social Security Act Title establishing the Child Support Enforcement program.
Title IV-E	Social Security Act Title which deals with foster care payments.
Title IV-F	Social Security Act Title, established by the Family Support Act of 1988, which deals with job opportunities and basic skill training. (PI)
Title VII	Food Stamp Program
Title XVIII	Medicare Program
Title XIX	Social Security Act Title, established the Medicaid program
Title XX	Social Security Act Title which funds social services (see SSBG)
TOP	Treasury Offset Program
TPR	Termination of Parental Rights
TRIP	Tax Refund Intercept Program - Program to divert state tax refunds otherwise due to absent parents, for payment of child support
TROP	Tax Refund Offset Program - Program to divert federal tax refunds otherwise due to absent parents, for payment of child support
UAT	User Acceptance Testing
UB	University of Baltimore
UCIS	Unemployment Compensation Interface System
UIB	Unemployment Insurance Benefits

<i>Term</i>	<i>Explanation</i>
UIBIP	Unemployment Insurance Benefit Intercept Program
UIFSA	Uniform Interstate Family Support Act
UMAB	University of Maryland at Baltimore
UMCP	University of Maryland at College Park
URPA	Unreimbursed Public Assistance
USC	United States Code
USDA	United States Department of Agriculture (federal agency responsible for the Food Stamp program)
USPP	Utility Services Protection Plan - Utility program to assist with the prevention of utility shut-off.
VA	Veteran's Administration
VOCA	Victims of Crime Assistance
VOP	Violation of Probation
WA	Welfare Advocates
WAG	Welfare Avoidance Grant
WCC	Workers Compensation Commission
WIA	Workforce Investment Act of 1998
WIC	Women, Infants and Children (food supplemental program)
WO	Work Opportunities
WOMIS	Work Opportunities Management Information System
WRO	Welfare Rights Organization
WS	Wage Screen
WSP	Women's Services Program (defunct - all services now covered under Office of Victim Services)
WTW	Welfare to Work

<i>Term</i>	<i>Explanation</i>
WVO	Wage Withholding Order
YF/RFP	Young Fathers/Responsible Fathers Program

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Response to Issues

DHR should explain to the committees the reason for retaining this portion of the Child Care Subsidy program activities. DHR should also explain how it is working with MSDE on these cases.

Response to Issue

The Department of Human Resources began working with the Maryland State Department of Education to complete the transition administration and operations of the Child Care Subsidy Program to MSDE in FY2015. MSDE assumed full responsibility for case management (eligibility determination) in the program in August 2015.

As the case management transition was implemented, numerous technical and operational issues created processing delays for Temporary Cash Assistance (TCA) program participants. TCA program recipients who are able to work are required to participate in job readiness and placement services as a condition of eligibility. For many TCA customers, child care is a primary barrier to work program participation. Lack of access or delayed access to child care subsidies resulted in delays in service for our customers.

Additionally, the Department determined that coordinated Child Care Subsidy eligibility screening and TCA program administration yields improved program participation and ultimately better placement outcomes for our customers.

The Department of Human Resources worked closely with the Governor's Office and the Maryland Department of Education to transition the eligibility determination responsibilities for TCA customers back to the Department of Human Resources as of December 2015. MSDE provided access to Local Department of Social Services (LDSS) staff for their self directed Child Care Subsidy (CCS) training modules so that the staff completing TCA CCS eligibility would know the most recent policy and procedures.

DHR's Family Investment Administration and MSDE's Office of Child Care regularly coordinate to ensure consistency of policies and processes during the transition. LDSS staff began accepting child Care Subsidy applications, redeterminations and other information on December 18, 2015. DHR has issued policy and procedure guidance, developed in consultation with MSDE, to all Local Department of Social Services staff. The responsible offices will continue to work together continually improve program operations.

DHR should comment on the budget shortfall that resulted from the transition in fiscal 2016 and whether any shortfall is expected for fiscal 2017. DHR should also comment on the plans of the department to address this shortfall in fiscal 2016 and 2017.

Response to Issue

In FY 2016, the original estimated shortfall with the entire Child Care Subsidy Program transitioning to MSDE was \$8 million. During the first quarter ending September 30, 2016, DHR claimed \$1.8 million in CCDF with an additional \$0.8 million claimed for the December 31, 2015 quarter. With the return of TCA-related cases, we anticipate to be able to claim \$1.7 million each quarter. As such we anticipate a \$2 million shortfall.

The Department will have the options of using the TANF Contingency or TCA caseload reduction savings to cover the shortfall if necessary.

In FY 2017, we do not anticipate a shortfall because the Allowance includes a \$2 million increase in general funds to address the shortfall.

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Responses to Recommended Actions

Recommendation #1:

Recognizing the challenges in resolving all of the repeat findings, DLS instead recommends that a portion of the Office of the Secretary's appropriation be withheld until OLA has assessed the status of the repeat findings. **(Page 27 and 28)**

Response: Concur

The Department is committed to resolving repeat audit findings.

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Response to Audit Findings

Audit Finding #1:

The most recent Office of Inspector General (OIG) audits of the Local Departments of Social Services(LDSS) contained a significant number of reportable conditions and repeat findings. (Page 23)

Corrective Actions Taken:

The Department takes audit findings seriously and is committed to resolving all audit findings identified in the report. To accomplish this goal, the Department has established a Corrective Action Monitoring and Resolution Team (MRT), spearheaded by the Office of the Secretary. The MRT team meets on a regular basis to actively monitor corrective actions taken to date to address Office of the Inspector General (OIG) issued audit findings, identify the root causes of findings among the local departments, provide solutions for resolving the findings and ensure that the respective parties are held accountable for their respective programmatic findings. OIG will continue to conduct routine follow-up reviews to determine and track the progress of implementation of the corrective action steps and ongoing compliance.

Audit Finding #4:

Controls were insufficient over bank accounts, procurements, and gift cards. (Page 23)

Corrective Actions Taken:

The Department has taken the following actions to address the audit finding that controls were insufficient over bank accounts, procurement and gift cards:

- Dedicated unit established;
- All local department bank reconciliations are reviewed quarterly by the Office of Budget and Finance;
- Local departments receive individual on-site training as needed, and group training is provided on specific topics;
- Gift card policy requiring weekly independent reviews is in force.
- Continue to reinforce the importance of following the Direct Voucher policy;
- Review the Direct Voucher report on a quarterly basis and will investigate any instances where payment of a contract with a DV was made; and,

- Provide training at Procurement Advisory Committee (PAC) meetings on procurement processes; and has placed PowerPoint Procurement training on DHR's Knowledge Base that is available to all.

Audit Finding #5:

Numerous LDSS deficiencies existed related to critical Family Investment Administration policies. (Page 23)

Corrective Actions Taken:

The Department's Family Investment Administration (FIA) established an Audit Task Force in 2015 and has examined the use of EBT vault cards, by office, to determine if they are being used appropriately or if some of the recipients should have been directed to the toll-free number to request a replacement by mail. The LDSS EBT custodian will continue to ensure documentation is completed prior to each transaction and separation of duties is strictly followed at the local level. This LDSS designee, who does not perform EBT custodian duties, will complete monthly physical inventory and report accordingly. DHR has developed a revised Action Transmittal for EBT procedures at the local level and is in the process of rolling out training to the local offices for issuance guidelines, card inventory procedures, separation of duties, vault card security, training for card holders and specific forms for the procedures.

FIA's Office of Operations now calculates the completion rates for Pre-reviews, monitors the local offices month-to-month and is designing a web-based PIRAMID Pre-review Direct system that will provide immediate reports and calculations to assist local offices in meeting their expected number of reviews. FIA's Director of Local Operations continues to monitor LDSS compliance with the reviews of 10% new applications and 15% redeterminations until the improved system is launched in early 2016.

FIA's Bureau of Program Evaluation now monitors overdue alerts and notifies the LDSS Director of any that are untimely. Work has begun to design a more automated process for monitoring data matches.

Audit Finding #7:

Users' access to certain key computer systems was not properly restricted and monitored. (Page 23)

Corrective Actions Taken:

The Department's Office of Technology for Human Services (OTHS) works closely with the Human Resource and Development and Training (HRDT) to ensure the timeliness of deletion requests. HRDT created an online form those personnel officers at each local department now use to notify of off-boarding employees. The form is to be completed upon notification that the employee will be separating from the State. Upon completion, OTHS Security and Local Department Security Monitors receive a copy of the submission so that the necessary actions can

be taken. OTHS tracks the request and removes access accordingly. In addition, OTHS verifies with the Security Monitors that the forms were completed and submitted appropriately.

In addition to tracking deletions, OTHS now provides Security Monitor training every 6 months. Security Monitors must attend training at least once every 2 years. OTHS tracks attendance and will revoke a Security Monitors status if the training requirement is not met. During the training, Security Monitors are instructed on proper completion of access and deletion requests, monitoring for appropriate access levels, and role assignments. The most recent training was on October 27 - 28, 2015. The next training is scheduled for April of 2016.

In addition to the new training requirements, OTHS has also begun having monthly conference calls where Security Monitors can ask questions and also receive updates about any other security related notifications.

Audit Finding #8:

Medicaid eligibility determinations for long-term care recipients were not always proper.

(Page 23)

Corrective Actions Taken:

Of the three original applications that could not be located, 2 of them predated the creation of the Bureau in 2009. In 2014, the Bureau began modernizing, with all current documents for applications, redeterminations and verifications scanned into the Enterprise Content Management Solution (ECMS). In addition to becoming "paperless" through scanning, the Bureau established a dedicated email address for the convenience of applicants and their families.

OIG informed the Bureau of a website that is available for searches of real estate. The Bureau now uses the website as a standard operating procedure.