



STATEMENT OF SAM MALHOTRA
SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
SENATE BUDGET AND TAXATION COMMITTEE
HEALTH AND HUMAN SERVICES SUBCOMMITTEE
FY 2016 BUDGET

THURSDAY, JANUARY 29, 2015



STATEMENT OF SAM MALHOTRA
SECRETARY
DEPARTMENT OF HUMAN RESOURCES
BEFORE THE
HOUSE APPROPRIATIONS COMMITTEE
HEALTH AND HUMAN RESOURCES SUBCOMMITTEE
FY 2016 BUDGET

WEDNESDAY, FEBRUARY 4, 2015

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

With me today are: Debbie Ramelmeier, Acting Executive Director of the Social Services Administration; Rosemary Malone, Executive Director of the Family Investment Administration; Leyla Layman, Deputy Executive Director of the Child Support Enforcement Administration; and Stafford Chipungu, our Budget and Finance Director.

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 2016 allowance for DHR totals \$2.6 billion, a decrease of \$90.8 million or 3.4 percent compared to the FY 2015 appropriation. The year-over-year decrease is largely due to a recent decline in caseload for our Supplemental Nutrition Assistance Program.

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 13,021 people who were receiving welfare into jobs in the last year. This breaks the record we set in the previous year and was accomplished with a caseload that was approximately 2 percent lower than that previous year. Over the last

three years, nearly 38,000 individuals moved from welfare to work and about 37 percent took jobs that pay more than \$10 per hour.

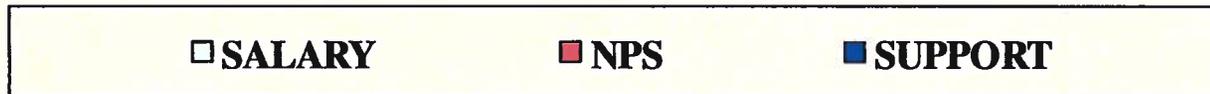
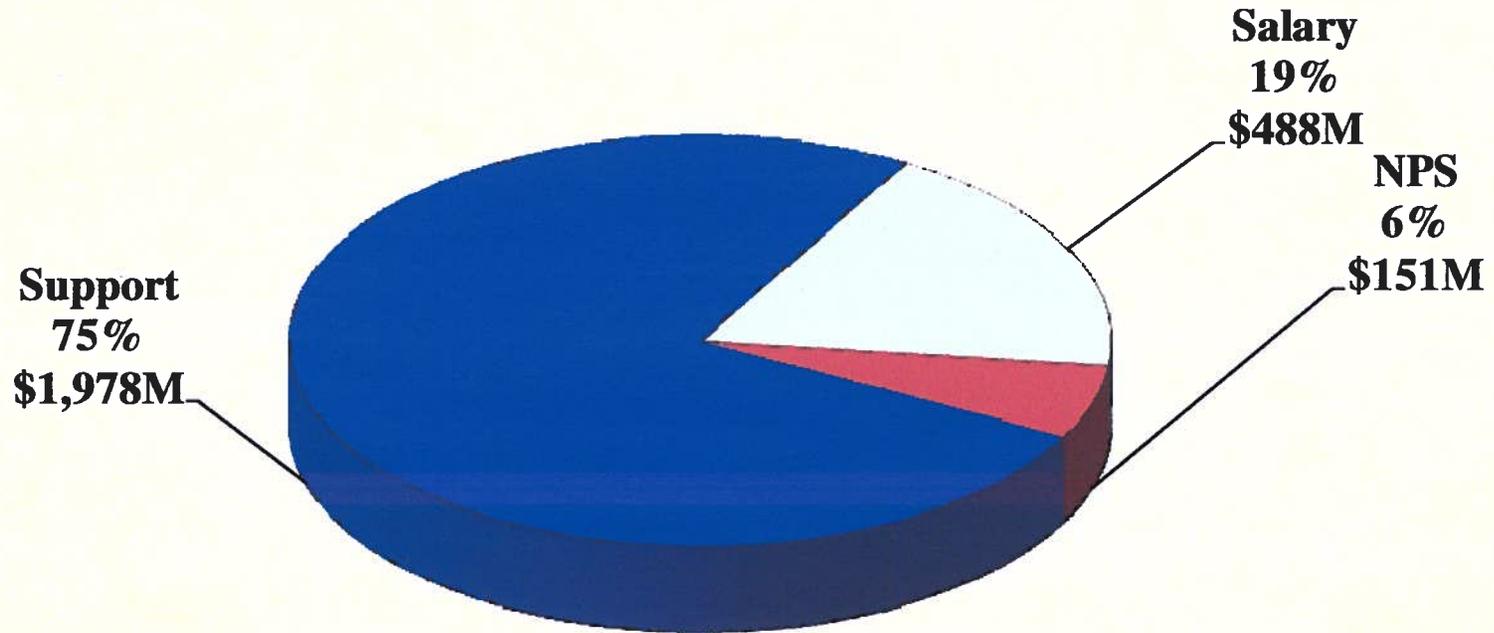
- We have continued to safely reduce the number of children in care - now at its lowest levels in at least 26 years. In FY 2014, over 2,200 children achieved permanency through adoption, guardianship or reunification with their family. Since the launch of Place Matters, the Department has helped over 20,241 children achieve permanency. Recently, the Department has been approved by the federal government to conduct a 5-year, \$650 million project under the Title IV-E Waiver Demonstration Program that will allow us more latitude in how we manage our federal foster care funds. The project can start July 1, 2015.
- Child support collections continue to grow and set records for the State of Maryland. The Department collected \$559 million last federal fiscal year. Over the last three years, the Department has improved the collection of child support payments to families by \$39 million - setting three consecutive State records in 2012, 2013 and 2014 for the most child support collected in one year in the State's history. In addition, during that same time period, the amount collected per case has increased by \$431 per case -- an increase of 20% percent over the past three years.
- While we had a great 2014, 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.

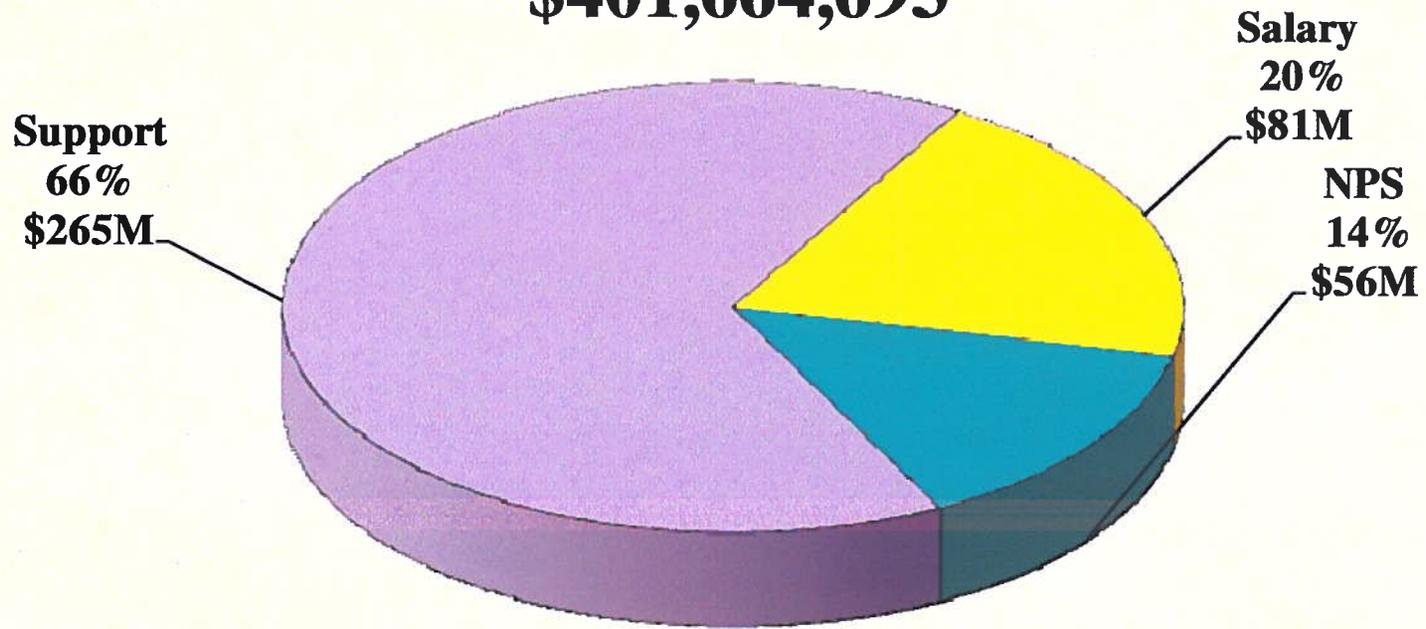
Thank you for the opportunity to be here today. We are of course happy to answer any questions you may have.

FY 2016 Total Budget Allowance

\$2,617,037,280

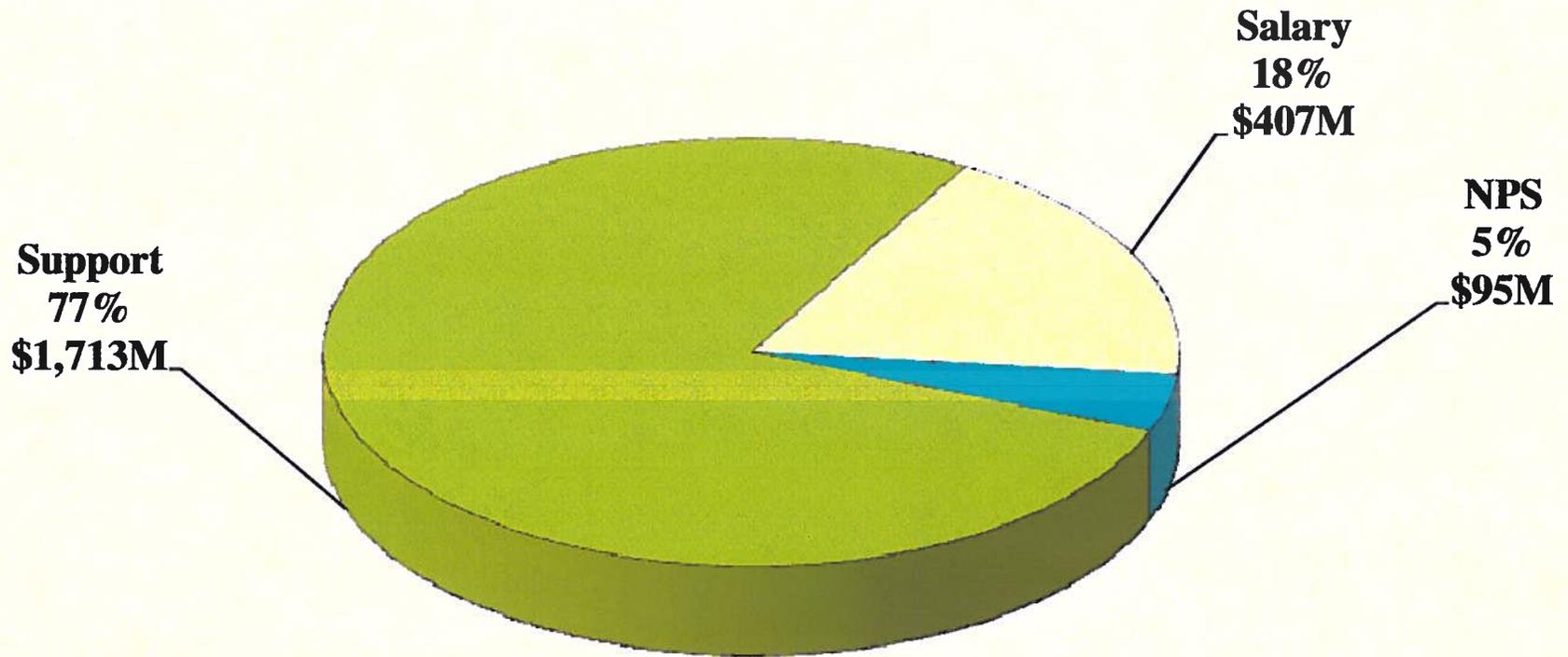


FY 2016 Budget Allowance Central Administrations \$401,664,693

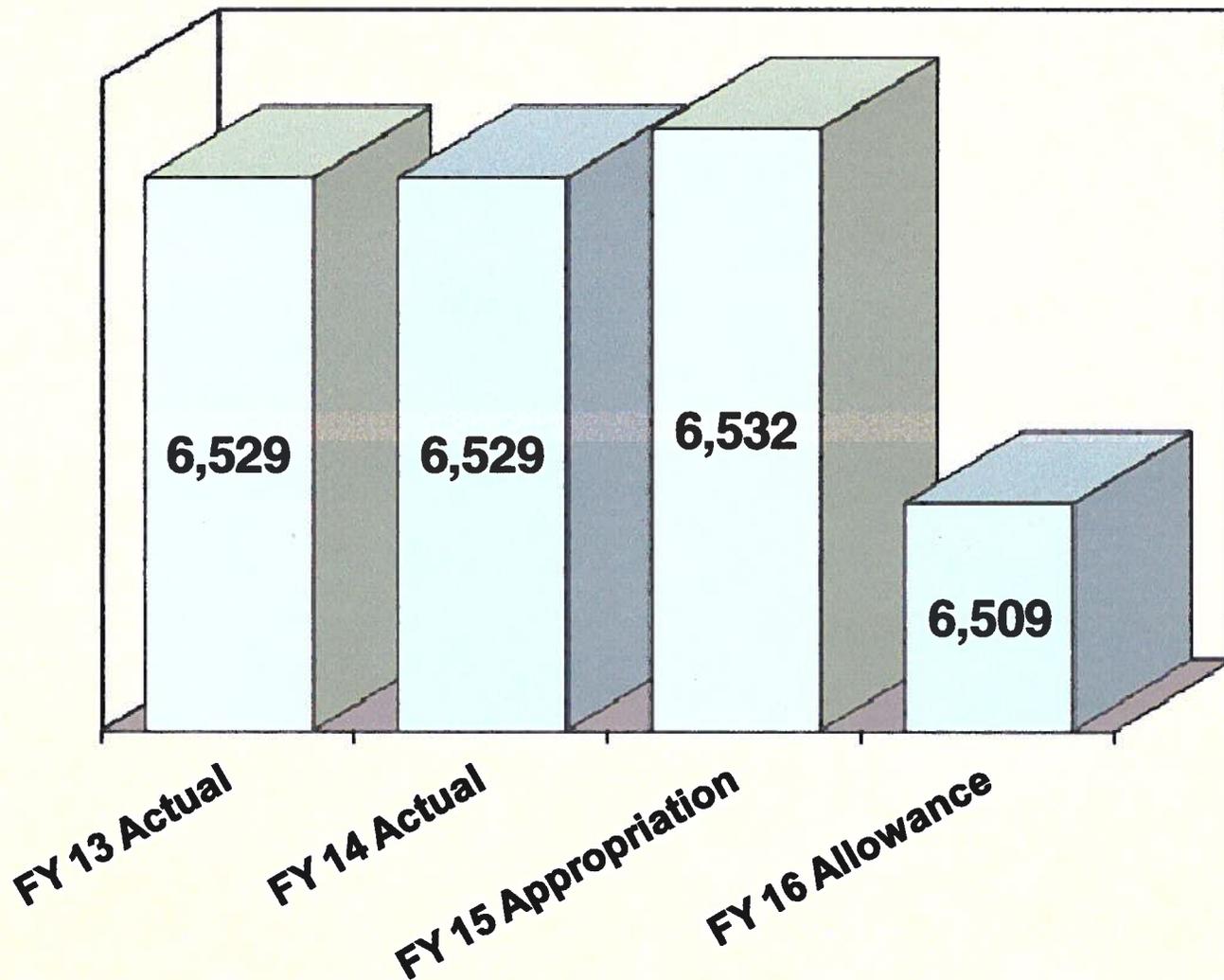


FY 2016 Local Operations Budget Allowance

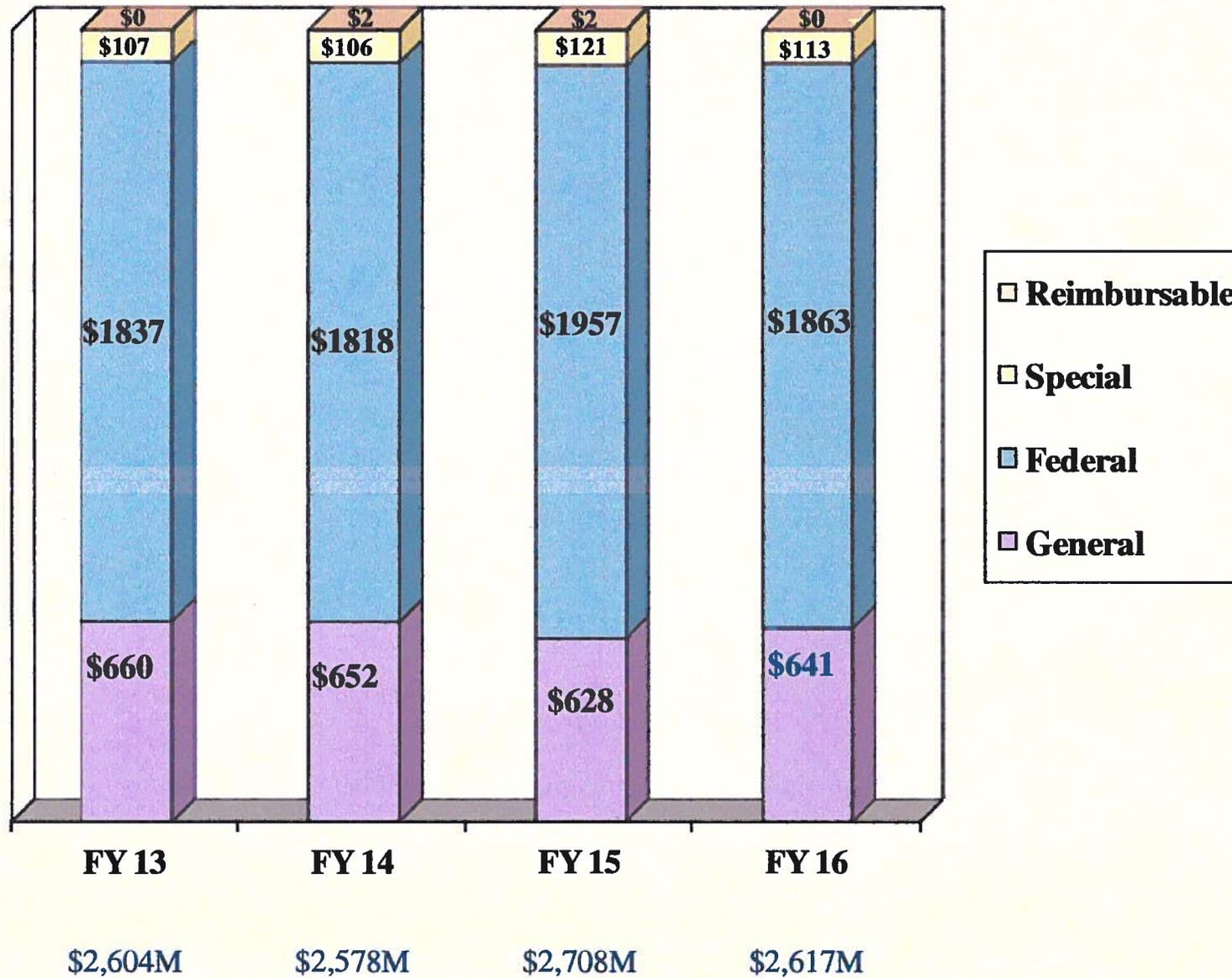
\$2,215,372,587



Four Year Staffing Levels



Four Year Funding Comparison (in Millions)



OUR VISION, MISSION AND ORGANIZATIONAL VALUES

VISION

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

MISSION

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

PRINCIPLES

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

ORGANIZATIONAL VALUES

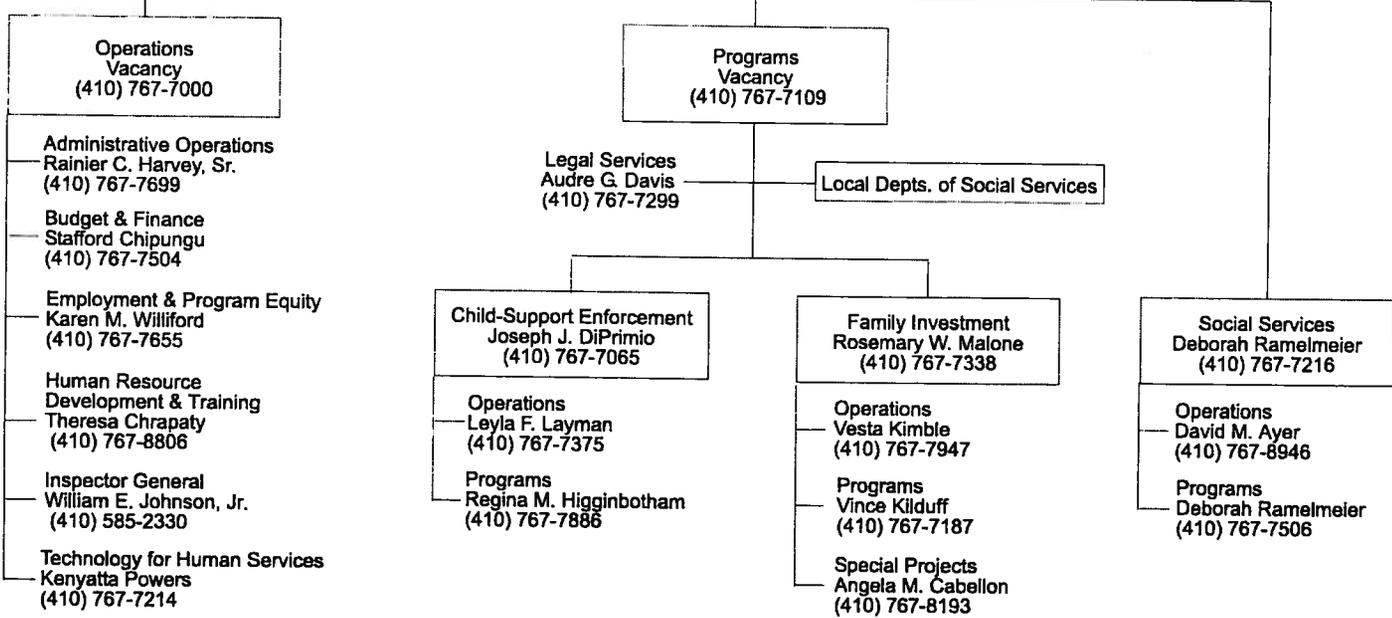
- Valuing and acquiring knowledge and tools to support the professional growth and development of staff.
- Following ethical principles and acting with honesty and integrity.
- Ensuring participation of the people we serve, our staff, and the community.
- Investing in technology to support our mission.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

DEPARTMENT OF HUMAN RESOURCES

Governor Lawrence J. Hogan, Jr.

Samir Malhotra
Secretary
(410) 767-7109

<p>Communications Vacancy (410) 767-8944</p> <p>Constituent Services Barbara Jackson (410) 767-7308</p> <p>Counsel David E. Beller (410) 767-7726</p>	<p>Chief of Staff Vacancy (410) 767-7616</p> <p>Government Affairs Vacancy (410) 767-6886</p> <p>Licensing & Monitoring Darlene Ham (410) 767-7799</p> <p>Policy & Program Management Vacancy (410) 767-7644</p>
---	--



**Department of Human Resources
FY 2016 Budget Highlights
Office of the Secretary
NA01**

	<u>FY 2015 Appropriation</u>	<u>FY 2016 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	17,099,890	20,932,490	3,832,600
Special Funds	-	-	-
Federal Funds	11,296,074	9,156,967	(2,139,107)
Reim. Funds	-	-	-
Total	28,395,964	30,089,457	1,693,493
II. PERSONNEL*			
Regular Positions:	150.00	150.00	0.00
Contractual Positions:	0.65	0.65	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			1,183
Increase in Salaries due to Annualized COLA and Step Increments, \$709K; Health Insurance, \$371K; Retirement, \$257K; and Fringe Benefits, \$56K; Offset by Decrease in Salary Adjustments, (\$111K); Turnover Adjustment, (\$59K); Accrued Leave Payments, (\$21K); and Reclassifications, (\$19K).			
02 Technical & Special Fees			25
Increase in Technical and Special Fees due to Consultant Fees for L.J. v. Massinga in the Immediate Office of the Secretary.			
03 Communications			8
Increase in Communications due to Regular Telephone Services.			
04 Travel			5
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			(12)
Decrease in Vehicles due to Rental of Parking Spaces in the Office of the Inspector General, (\$32K); Offset by an Increase in Adjusting Mileage Debit and Credit, \$17K; and Motor Vehicle Insurance, \$3K.			
08 Contractual Services			621
Increase in Contractual Services due to additional caseloads for Adult Legal Services proceedings in the Maryland Legal Services Program (MLSP), \$607K; Printing-Reports, Pamphlets and Publications, \$5K; Rental of Meeting Space, \$5K; and Court Costs, \$4K.			
13 Fixed Charges			(137)
Decrease in Fixed Charges due to Non-Department of General Services Rent for the Office of the Inspector General, (\$81K); and Insurance for Non-Motor Vehicles, (\$64K); Offset by an Increase in Subscriptions and Dues, \$7K; and DGS Rent, \$1K.			
Total			1,693

* Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 330-339.

**Department of Human Resources
FY 2016 Budget Highlights
Office of the Secretary
NA01.01**

	<u>FY 2015 Appropriation</u>	<u>FY 2016 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	6,366,570	7,684,659	1,318,089
Special Funds	-	-	-
Federal Funds	7,463,212	7,164,915	(298,297)
Reim. Funds	-	-	-
Total	13,829,782	14,849,574	1,019,792
II. PERSONNEL*			
Regular Positions:	134.00	134.00	0.00
Contractual Positions:	0.38	0.38	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			1,117
Increase in Salaries due to Annualized COLA and Step Increments, \$677K; Health Insurance, \$336K; Retirement, \$239K; and Fringe Benefits, \$55K; Offset by Decrease in Salary Adjustments, (\$100K); Turnover Adjustment, (\$57K); Reclassifications, (\$19K); and Accrued Leave Payments, (\$14K).			
02 Technical & Special Fees			25
Increase in Technical and Special Fees due to Consultant Fees for L.J. v. Massinga in the Immediate Office of the Secretary.			
03 Communications			8
Increase in Communications due to Regular Telephone Services.			
04 Travel			5
Increase in Travel due to In-State Travel-Business mainly in the Office of Constituent Services.			
07 Vehicles			(12)
Decrease in Vehicles due to Rental of Parking Spaces in the Office of the Inspector General, (\$32K); Offset by an Increase in Adjusting Mileage Debit and Credit, \$17K; and Motor Vehicle Insurance, \$3K.			
08 Contractual Services			14
Increase in Contractual Services due to Rental of Meeting Space, \$5K; Printing-Reports, Pamphlets and Publications in the Office of the Attorney General, \$5K; and Court Costs, \$4K.			
13 Fixed Charges			(137)
Decrease in Fixed Charges due to Non-Department of General Services Rent for the Office of the Inspector (\$81K); and Insurance for Non-Motor Vehicles, (\$64K); Offset by an Increase in Subscriptions and Dues, \$7K; and DGS Rent, \$1K.			
Total			1,020

* Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 331-332.

**Department of Human Resources
 FY 2016 Budget Highlights
 Citizen's Review Board for Children
 NA01.02**

I. FUNDING^a	FY 2015 Appropriation	FY 2016 Allowance	Changes
General Funds	722,601	850,882	128,281
Special Funds	-	-	-
Federal Funds	164,181	69,090	(95,091)
Reim. Funds	-	-	-
Total	<u>886,782</u>	<u>919,972</u>	<u>33,190</u>

II. PERSONNEL^a			
Regular Positions:	10.00	10.00	0.00
Contractual Positions:	0.00	0.00	0.00

III. MAJOR CHANGES (In Thousands)

01 Salaries	33
Increase in Salaries due to Health Insurance, \$22K; Retirement, \$8K; Annualized COLA and Step Increments, \$6K; and Accrued Leave Payments, \$3K; Offset by Decrease in Salary Adjustments, (\$6K).	
Total	<u>33</u>

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 333-335.

**Department of Human Resources
 FY 2016 Budget Highlights
 Maryland Commission for Women
 NA01.03**

	FY 2015 Appropriation	FY 2016 Allowance	Changes
I. FUNDING^a			
General Funds	204,194	239,756	35,562
Special Funds	-	-	-
Federal Funds	-	-	-
Reim. Funds	-	-	-
Total	204,194	239,756	35,562

II. PERSONNEL^a			
Regular Positions:	2.00	2.00	0.00
Contractual Positions:	0.27	0.27	0.00

III. MAJOR CHANGES (In Thousands)

01 Salaries	37
Increase in Salaries due to Annualized COLA and Step Increments, \$18K; Accrued Leave Payments, \$11K; Retirement, \$5K; Health Insurance, \$4K; and Fringe Benefits, \$2K; Offset by Decrease in Salary Adjustments, (\$2K); and Turnover Adjustment, (\$1K).	
09 Supplies	(2)
Decrease in Supplies due to Office Supplies, (\$1K); and Promotional Expenses, (\$1K).	
Total	35

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 336-337.

**Department of Human Resources
 FY 2016 Budget Highlights
 Maryland Legal Services Program
 NA01.04**

	<u>FY 2015</u> <u>Appropriation</u>	<u>FY 2016</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	9,806,525	12,157,193	2,350,668
Special Funds	-	-	-
Federal Funds	3,668,681	1,922,962	(1,745,719)
Reim. Funds	-	-	-
Total	13,475,206	14,080,155	604,949
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			(4)
Decrease in Salaries due to Accrued Leave Payment, (\$21K); Salary Adjustments, (\$3K); Fringe Benefit, (\$1K); and Turnover Adjustment, (\$1K); Offset by an Increase in Health Insurance, \$9K; Annualized COLA and Step Increments, \$8K; Retirement, \$5K.			
08 Contractual Services			607
Increase in Contractual Services due to additional caseloads for Adult Legal Services proceedings.			
09 Supplies			2
Increase in Supplies due to Data Processing Supplies.			
Total			605

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 338-339.

**Department of Human Resources
FY 2016 Budget Highlights
Operations & Administrative Operations
NE01**

	<u>FY 2015 Appropriation</u>	<u>FY 2016 Allowance</u>	<u>Changes</u>
I. FUNDING*			
General Funds	17,226,668	18,130,565	903,897
Special Funds	-	-	-
Federal Funds	14,980,379	13,998,892	(981,487)
Reim. Funds	-	-	-
Total	32,207,047	32,129,457	(77,590)
II. PERSONNEL*			
Regular Positions:	194.00	194.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			998
Increase in Salaries due to Annualized COLA and Step Increments, \$480K; Health Insurance, \$443K; Retirement, \$225K; and Fringe Benefits, \$40K; Offset by Decrease in Salary Adjustments, (\$125K); Turnover Adjustments, (\$38K); Overtime, (\$15K); Accrued Leave Payments, (\$6K); and Reclassifications, (\$6K).			
02 Technical and Special Fees			402
Increase in Technical and Special Fees for Consultant Services to assist the Department with rate revisions as required by the Department of Health and Human Services (DHHS) Center for Medicare and Medicaid Services (CMS), \$400K; and Consultant Services to review the Department's Access Database Cost Allocation System, \$5K; Offset by Decrease in Interpreter Fees, (\$2K); and Special Payments Payroll, (\$1K).			
03 Communications			228
Increase in Communications due to Postage, \$220K; Regular Telephone Services, \$4K; and Cellular Telephones, \$4K.			
04 Travel			20
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			155
Increase in Vehicles due to Replacement of Motor Vehicles, \$160K; and Repairs and Maintenance, \$10K; Offset by Decrease in Gas and Oil, (\$9K); and EZ-Pass Charges, (\$6K).			
08 Contractual Services			(1,973)
Decrease in Contractual Services due to Medicaid Rehab contract, (\$867K); Statewide Personnel System, (\$858K); Printers for the Graphics Media Center (GMC), (\$331K); Pre-wiring of one Shelter Site, (\$315K); Service Contracts - Equipment, (\$33K); Microsoft Office Training Program, (\$14K); Rental - Copy Machines, (\$13K); Rental of Meeting Space, (\$13K); Freight and Delivery, (\$8K); Hosting for RMSPLUS, (\$5K); Advertising, (\$4K); Banking Fees, (\$3K); Service Contracts - Buildings and Grounds, (\$2K); and Leave Accounting System, (\$2K); Offset by Increase in DoIT Service Allocation, \$259K; Printing - Reports, Pamphlets, and Publications, \$135K; Software Licenses for Xerox, United States Postal Service (USPS) Data User, and Bar Connectivity Device, \$35K; Cost for storing and maintaining generator obtained from the Maryland Department of Agriculture, \$25K; Alterations to Buildings and Grounds, \$25K; Medical Examinations, \$6K; Office of Attorney General Administrative Fee, \$4K; Retirement Administrative Fee, \$3K; and Equipment Repairs and Maintenance, \$3K.			
09 Supplies			(125)
Decrease in Supplies due to Printing Supplies, (\$67K); Office Supplies, (\$59K); and Data Processing Supplies, (\$6K); Offset by Increase in Printed Forms, \$7K.			
10 Office Equipment - Replacement			18
Increase in Office Equipment - Replacement due to the purchase of Fax Machines and Chairs for Saratoga State Center, \$16K; and Microcomputer Equipment, \$2K.			
11 Office Equipment - Additional			(2)
Decrease in Equipment - Additional due to the purchase of Ergonomic Furniture.			
13 Fixed Charges			201
Increase in Fixed Charges due to Department of General Services (DGS) Rent for Saratoga State Center, \$197K; and Record Storage Fees, \$4K.			
Total			(78)

* Reference Source: FY 2015 Maryland State Budget Book - Part II: Pages 343-348.

**Department of Human Resources
 FY 2016 Budget Highlights
 Operations
 Budget and Finance & Human Resources Development & Training
 NE01.01**

	<u>FY 2015</u> <u>Appropriation</u>	<u>FY 2016</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	12,266,307	13,176,003	909,696
Special Funds	-	-	-
Federal Funds	9,288,296	8,015,572	(1,272,724)
Reim. Funds	-	-	-
Total	<u>21,554,603</u>	<u>21,191,575</u>	<u>(363,028)</u>
II. PERSONNEL^a			
Regular Positions:	135.00	135.00	0.00
Contractual Positions:	0.50	0.50	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			522
Increase in Salaries Due to Health Insurance, \$269K; Annualized COLA and Step Increments, \$194K; Retirement, \$139K; Fringe Benefits, \$20K; and Accrued Leave Payments, \$13K; Offset by Decrease in Salary Adjustments, (\$93K); Turnover Adjustments, (\$14K); and Reclassifications, (\$6K).			
02 Technical and Special Fees			402
Increase in Technical and Special Fees for Consultant Services to assist the Department with rate revisions as required by the Department of Health and Human Services (DHHS) Center for Medicare and Medicaid Services (CMS), \$400K; and Consultant Services to review the Department's Access Database Cost Allocation System, \$5K; Offset by Decrease in Interpreter Fees, (\$2K); and Special Payments Payroll, (\$1K).			
03 Communications			(2)
Decrease in Communications due to Regular Telephone Services.			
04 Travel			2
Increase in Travel due to In-State Travel - Business.			
08 Contractual Services			(1,494)
Decrease in Contractual Services due to Medicaid Rehab contract, (\$867K); Statewide Personnel System, (\$858K); Microsoft Office Training Program, (\$14K); Rental of Meeting Space, (\$13K); Hosting for RMSPLUS, (\$5K); Advertising, (\$4K); Banking Fees, (\$3K); and Leave Accounting System, (\$2K); Offset by Increase in DoIT Service Allocation, \$259K; Medical Examinations, \$6K; Office of Attorney General Administrative Fee, \$4K; and Retirement Administrative Fee, \$3K.			
09 Supplies			4
Increase in Supplies due to Printed Forms, \$2K; and Office Supplies, \$2K.			
10 Office Equipment - Replacement			2
Increase in Office Equipment - Replacement due to purchase of Microcomputers.			
13 Fixed Charges			201
Increase in Fixed Charges due to Department of General Services (DGS) Rent for Saratoga State Center, \$197K; and Record Storage Fees, \$4K.			
Total			<u>(363)</u>

^a Reference Source: FY 2015 Maryland State Budget Book - Part II: Pages 344-346.

**Department of Human Resources
 FY 2016 Budget Highlights
 Operations
 Administrative Operations
 NE01.02**

	<u>FY 2015 Appropriation</u>	<u>FY 2016 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	4,960,361	4,954,562	(5,799)
Special Funds	-	-	-
Federal Funds	5,692,083	5,983,320	291,237
Reim. Funds	-	-	-
Total	<u>10,652,444</u>	<u>10,937,882</u>	<u>285,438</u>
II. PERSONNEL^a			
Regular Positions:	59.00	59.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			476
Increase in Salaries due to Annualized COLA and Step Increments, \$286K; Health Insurance, \$174K; Retirement, \$86K; and Fringe Benefits, \$20K; Offset by Decrease in Salary Adjustments, (\$32K); Turnover Adjustment, (\$24K); Accrued Leave Payments, (\$19K); and Overtime, (\$15K).			
03 Communications			230
Increase in Communications due to Postage, \$220K; Regular Telephone Services, \$6K; and Cellular Telephones, \$4K.			
04 Travel			18
Increase in Travel due to In-State Travel - Business.			
07 Vehicles			155
Increase in Vehicles due to Replacement of Motor Vehicles, \$160K; and Repairs and Maintenance, \$10K; Offset by Decrease in Gas and Oil, (\$9K); and EZ-Pass Charges, (\$6K).			
08 Contractual Services			(479)
Decrease in Contractual Services due to Printers for the Graphics Media Center (GMC), (\$331K); Pre-wiring of one shelter site, (\$315K); Service Contracts - Equipment, (\$33K); Rental - Copy Machines, (\$13K); Freight and Delivery, (\$8K); and Service Contracts - Buildings and Grounds, (\$2K); Offset by Increase in Printing - Reports, Pamphlets, and Publications, \$135K; Software Licenses for Xerox, United States Postal Service (USPS) Data User, and Bar Connectivity Device, \$35K; Cost of storing and maintaining generator obtained from the Maryland Department of Agriculture, \$25K; Alterations to Buildings and Grounds, \$25K; and Equipment - Repairs and Maintenance, \$3K.			
09 Supplies			(129)
Decrease in Supplies due to Printing Supplies for Saratoga State Center, (\$67K); Office Supplies, (\$61K); and Data Processing Supplies, (\$6K); Offset by Increase in Printed Forms, \$5K.			
10 Equipment - Replacement			16
Increase in Equipment - Replacement due to the purchase of Fax Machines and Chairs for Saratoga State Center.			
11 Equipment - Additional			(2)
Decrease in Equipment - Additional due to the purchase of Ergonomic Furniture.			
Total			<u>285</u>

^a Reference Source: FY 2015 Maryland State Budget Book - Part II: Pages 347-348.

**Department of Human Resources
FY 2016 Budget Highlights
Office of Technology for Human Services (OTHS)
NF00**

	<u>FY 2015</u>	<u>FY 2016</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING*			
General Funds	29,662,500	31,909,091	2,246,591
Special Funds	1,427,682	1,427,682	-
Federal Funds	38,442,581	39,481,331	1,038,750
Reim. Funds	360,000	-	(360,000)
Total	69,892,763	72,818,104	2,925,341
II. PERSONNEL*			
Regular Positions:	113.00	113.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			899
Increase in Salaries due to Annualized COLA and Step Increments, \$507K; Health Insurance, \$222K, Retirement, \$149K; Accrued Leave Payments, \$68K; Fringe Benefits, \$30K; and Reclassifications, \$23K; Offset by Decrease in Salary Adjustments, (\$80K); and Turnover Adjustments, (\$20K).			
03 Communications			(354)
Decrease in Communications due to Department General Services (DGS) Telecommunications Reimbursement, (\$194K); DP Modem/Direct Lines, (\$95K); Data Processing (DP) Telecommunications Lines, (\$39K); Regular Telephone Services, (\$20K); and Cellular Telephones, (\$6K).			
04 Travel			(6)
Decrease in Travel due to In-State Travel Business.			
06 Utilities			10
Increase in Utilities due to Electricity Usage.			
07 Vehicle			14
Increase in Vehicles due to Replacement Vehicle, \$17K; and Gas and Oil, \$1K; Offset by Decrease in Repairs and Maintenance, (\$4K).			
08 Contractual Services			2,474
Increase in Contractual Services due to Enterprise Content Management Solutions (ECMS) Hosting, \$1,300K; ECMS Operations and Maintenance, \$810K; Enterprise Budget System, \$842K; ECMS - Enterprise Project Management Office (EPMO), \$600K; Client Information System (CIS) - Child Support Enforcement System (CSES) Application Maintenance, \$400K; Office of Home Energy Program (OHEP) - EPMO, \$300K; Automated Financial System (AFS); \$76K; Client Information System (CIS) - Clients' Automated Resource and Eligibility System (CARES) Application Maintenance, \$53K; Data Center Preventive Maintenance and Cooling and Fire Suppression Preventive Maintenance, \$45K; Service Contract - Equipment Repairs and Maintenance, \$11K; Repair and Maintenance - Buildings and Grounds, \$3K; and Annapolis Data Center (ADC), \$3K; Offset by Decrease in Enterprise Content Management Solutions (ECMS II), (\$986K); Electronic Benefits Transfer (EBT), (\$597K); Application Maintenance - OHEP, (\$300K); and Software License, (\$86K).			
09 Office Supplies			3
Increase in Office Supplies due to Data Processing Supplies.			
10 Equipment - Replacement			107
Increase in Equipment - Replacement due to Microcomputers, \$58K; and Microcomputer Peripherals, \$50K; Offset by Decrease in Office Equipment, (\$1K).			
11 Equipment - Additional			(222)
Decrease in Equipment - Additional due to Purchase of Software, (\$140K); Microcomputers - Additional, (\$50K); Radio Communication Equipment for the Office of Emergency Operations, (\$24K); and Tools and Machinery, (\$8K).			
Total			2,925

* Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 349-352.

Department of Human Resources
FY 2016 Budget Highlights
Major Information Technology Development Project (MITDP)
NF00.02

	<u>FY 2015</u> <u>Appropriation</u>	<u>FY 2016</u> <u>Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Funds	-	-	-
Special Funds	-	-	-
Federal Funds	1,250,020	676,500	(573,520)
Reim. Funds	360,000	-	(360,000)
Total	1,610,020	676,500	(933,520)
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>			(910)
Decrease in Contractual Services for ECMS II, (\$986K); Offset by Increase in the Automated Financial System (AFS), \$76K.			
11 <u>Equipment - Additional</u>			(24)
Decrease in Equipment - Additional due to Radio Telecommunications Equipment for the Office of Emergency Operations.			
Total			(934)

^a Reference Source: FY 2016 Maryland State Budget Book - Part II: Page 350.

**Department of Human Resources
 FY 2016 Budget Highlights
 Office of Technology for Human Services (OTHS)
 NF00.04**

	<u>FY 2015</u>	<u>FY 2016</u>	<u>Changes</u>
	<u>Appropriation</u>	<u>Allowance</u>	
I. FUNDING*			
General Funds	29,662,500	31,909,091	2,246,591
Special Funds	1,427,682	1,427,682	0
Federal Funds	37,192,561	38,804,831	1,612,270
Reim. Funds	-	-	-
Total	68,282,743	72,141,604	3,858,861
II. PERSONNEL*			
Regular Positions:	113.00	113.00	0.00
Contractual Positions:	0.00	0.00	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			899
Increase in Salaries due to Annualized COLA and Step Increments, \$507K; Health Insurance, \$222K, Retirement, \$149K; Accrued Leave Payments, \$68K; Fringe Benefits, \$30K; and Reclassifications, \$23K; Offset by Decrease in Salary Adjustments, (\$80K); and Turnover Adjustments, (\$20K).			
03 Communications			(354)
Decrease in Communications due to Department General Services (DGS) Telecommunications Reimbursement, (\$194K); DP Modem/Direct Lines, (\$95K); Data Processing (DP) Telecommunications Lines, (\$39K); Regular Telephone Services, (\$20K); and Cellular Telephones, (\$6K).			
04 Travel			(6)
Decrease in Travel due to In-State Travel Business.			
06 Utilities			10
Increase in Utilities due to Electricity Usage.			
07 Vehicle			14
Increase in Vehicles due to Replacement Vehicle, \$17K; and Gas and Oil, \$1K; Offset by Decrease in Repairs and Maintenance, (\$4K).			
08 Contractual Services			3,384
Increase in Contractual Services due to Enterprise Content Management Solutions (ECMS) Hosting, \$1,300K; ECMS Operations and Maintenance, \$810K; Enterprise Budget System, \$842K; ECMS - Enterprise Project Management Office (EPMO), \$600K; Client Information System (CIS) - Child Support Enforcement System (CSES) Application Maintenance, \$400K; Office of Home Energy Program (OHEP) - EPMO, \$300K; Client Information System (CIS) - Clients' Automated Resource and Eligibility System (CARES) Application Maintenance, \$53K; Data Center Preventive Maintenance and Cooling and Fire Suppression Preventive Maintenance, \$45K; Service Contracts - Equipment Repairs and Maintenance, \$11K; Repair and Maintenance - Buildings and Grounds, \$3K; and Annapolis Data Center (ADC), \$3K; Offset by Decrease in Electronic Benefits Transfer (EBT), (\$597K); Application Maintenance - OHEP, (\$300K); and Software License, (\$86K).			
09 Office Supplies			3
Increase in Office Supplies due to Data Processing Supplies.			
10 Equipment - Replacement			107
Increase in Equipment - Replacement due to Microcomputers, \$58K; and Microcomputer Peripherals, \$50K; Offset by Decrease in Office Equipment, (\$1K).			
11 Equipment - Additional			(198)
Decrease in Equipment - Additional due to Purchase of Software, (\$140K); Microcomputers - Additional, (\$50K); and Tools and Machinery, (\$8K).			
Total			3,859

* Reference Source: FY 2016 Maryland State Budget Book - Part II: Pages 351-352.

**Department of Human Resources
FY 2016 Budget Highlights
Local General Administration
NG00.05**

	<u>FY 2015 Appropriation</u>	<u>FY 2016 Allowance</u>	<u>Changes</u>
I. FUNDING^a			
General Fund	22,365,614	26,748,239	4,382,625
Special Fund	2,601,907	2,593,370	(8,537)
Federal Fund	17,719,232	15,543,237	(2,175,995)
Reim. Fund	-	-	-
Total	42,686,753	44,884,846	2,198,093
II. PERSONNEL^a			
Regular Positions:	423.00	422.00	(1.00)
Contractual Positions:	1.75	1.75	0.00
III. MAJOR CHANGES (In Thousands)			
01 Salaries			2,227
Increase in Salaries due to Annualized COLA and Step Increments, \$1,063K; Health Insurance, \$927K; Retirement, \$411K; Accrued Leave Payments, \$83K; Fringe Benefits, \$65K; and Overtime, \$4K; Offset by Decrease in Salary Adjustments, (\$258K); Turnover Adjustment, (\$43K); and Abolishment of 1 FTE Position in Prince George's County Department of Social Services, (\$25K).			
02 Technical & Special Fees			(69)
Decrease in Technical and Special Fees due to Other Technical and Special Fees mainly in Non-Allocated LGA Local Fund Only in Dorchester County, (\$95K); Offset by Increase in Special Payments Payroll (SPP) in Non-Allocated LGA Local Fund Only in Howard, Cecil and St. Mary's Counties, \$26K.			
03 Communications			(158)
Decrease in Communications due to Postage, (\$103K); Regular Telephone Services, (\$49K); and Cellular Telephones, (\$6K).			
04 Travel			10
Increase in Travel due to Volunteer Travel and Meals, \$6K; and In-State Travel-Business, \$4K.			
06 Utilities			49
Increase in Utilities due to Electricity mainly in Baltimore City, \$47K; and Fuel-Oil, \$4K; Offset by Decrease in Water and Sewerage, (\$2K).			
09 Supplies			85
Increase in Supplies due to Office Supplies, \$66K; Data Processing Supplies, \$22K; and Housekeeping Supplies, \$2K; Offset by Decrease in Uniforms, (\$5K).			
12 Grants, Subsidies & Contributions			29
Increase in Grants, Subsidies and Contributions due to Grant for Montgomery County Grant, \$33K; Offset by Decrease in Background Checks, (\$4K).			
13 Fixed Charges			25
Increase in Fixed Charges due to Allocation for Local/Federal Administration costs, \$29K; Subscriptions and Dues, \$28K; Department of General Services (DGS) Rent mainly for St. Mary's County, \$8K; and Record Storage Fees, \$1K; Offset by Decrease in Non-DGS Rent mainly for Howard and Queen Anne's Counties, (\$24K); and Insurance for Non-Motor Vehicles, (\$17K).			
Total			2,198

^a Reference Source: FY 2015 Maryland State Budget Book - Part II: Pages 364-365.

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

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

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

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

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

<i>Term</i>	<i>Explanation</i>
DOD	(Maryland) Department of Disabilities
DOT	(Maryland) Department of Transportation
DPSCS	(Maryland) Department of Public Safety and Correctional Services
DRS	Division of Rehabilitation Services (part of State Department of
DSI	Division of Special Investigations (DHR)
DSS	Department of Social Services - Twenty- four local DHR agencies in Baltimore City and the counties.
DV	Domestic Violence
EA	Emergency Assistance
EAFC	Emergency Assistance to Families with Children - One grant a year (12 month period) available to families with children, faced with specific emergencies, who have exhausted all available funds.
EBTS	Electronic Benefit Transfer System - Provides public assistance and food stamp benefits to clients using a debit card. System implemented statewide during FY1992/1993.
EITC or EIC	Earned Income Tax Credit
EOO	Equal Opportunity Office
EPSDT	Early and Periodic Screening Diagnostic and Treatment - A federal health program for children administered by DHMH.
ESFC	Emergency Services to Families with Children
ESL	English as a second language
ETHS	Emergency and Transitional Housing Services - Homeless Program
ETV	Chafee Education and Training Vouchers Prorgam
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
MONA	Maryland Office for New Americans
MPAP	[DHMH] Maryland Pharmacy Assistance Program
MSDE	Maryland State Department of Education
MSFI	Multi State Financial Institution
MSFIDM	Multi State Financial Institution Data Match
MSFL	Migratory and Seasonal Farm Labor Commission
MSO	Monthly Support Order
MSW	Master of Social Work (graduate program)
Multi-Disciplinary Team or Multi-D	Professionals working together on child abuse and neglect problems
MVA	Motor Vehicle Administration
MVP	Mandatory Vendor Payment
NAFDC	Non-Aid to Families with Dependent Children - Sometimes used to distinguish services to families not receiving AFDC

<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
OAH	Office of Administrative Hearings
OAQ	[DHR] Office of Administrative Operations
OAPAA	Office on Asian-Pacific American Affairs
OAS	[DHR] Office of Adult Services
OBQ	[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 XIIX	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

**Department of Human Resources
N00**

Response to Issues

The department should comment on the availability of TANF contingency funds in fiscal 2015 and 2016.

Response to Issue

As of December 31, 2013, the department has been awarded TANF Contingency grants of \$3,818,301 each on October 31, 2014, December 3, 2014 and December 22, 2014 totaling \$11,454,903. The department expects additional grant amounts and we will keep the Department's Analyst apprised of additional monies as they are received during fiscal 2015.

The Department will also apply for the TANF Contingency in fiscal 2016 in August 2015.

DHR should comment on the feasibility of adding performance measures related to EITC outreach to its Managing for Results submission beginning in fiscal 2016. DLS recommends committee narrative requesting these additions. The recommendation will appear in the DHR Administration analysis.

Response to Issue

The Department will work with the Office of the Comptroller to promote the State Earned Income Credit Program. The Department will work with the Department of Budget and Management to integrate goals, objectives, and performance measures related to the program into its performance measures and will submit it with its fiscal 2017 Managing for Results submission.

**DHR - ADMINISTRATION
N00A01**

Response to Issues

DHR should comment on efforts to improve performance in MBE spending.

Response to Issue

The Department's efforts to improve its MBE participation are as follows:

- The Department will require Central and Local Department of Social Services staff to consider using MBE firms in all small purchases;
- Increase MBE participation for IT related contracts in excess of \$100,000 because they represent the greatest potential for MBE participation;
- Improve accounting and coding processes in the State's FMIS system to reflect MBE participation currently being under reported;
- Continue participating in MBE related outreach activities, and;
- The Department will continue coordinating with the Governor's Office of Minority Affairs.

DHR should comment on steps it plans to take to improve timeliness in sending procurements to the Procurement Division for processing.

Response to Issue

Below are steps taken by the Department to improve timeliness:

- Created the Procurement Compliance Unit (PCU), whose primary focus is to ensure that proper planning of the contracting process occurs in a timely manner in order to comply with the submission deadlines. The new unit will identify obstacles that contribute to avoidable delays in the procurement cycle and design business solutions to resolve problems;
- To further assist in this effort, the Department is utilizing Smartsheet software to interactively monitor and track the status of procurement actions;
- Conduct monthly contract status review meetings with all major program areas. These meetings provide a collaborative venue for CPU and the programs to discuss the status of submissions of key contract documents and related information, and;
- Currently enhancing the Procurement Tracking System.

DHR should comment on how it intends to allocate the fiscal 2015 and 2016 reductions and the impact of the reductions on DHR Administration.

Response to Issue

The Department is currently working with the Department of Budget and Management on how the reductions should be allocated. The Department does not anticipate any major impact on DHR operations as a result of the 2% reductions.

DHR should comment on the adequacy of fiscal 2015 funding for these programs. Due to recent history, DLS recommends budget bill language restricting general funds in the MLSP to that purpose.

Response to Issue

The Department is estimating to spend \$13.3 million for legal services for children and adults in fiscal 2015, resulting in a potential deficit of \$209K. The Department will cover the deficit within the overall budget in the fiscal 2015 close-out. The Department concurs with the Analyst's recommendation to add budget bill language restricting general funds in MLSP.

DHR should comment on the reason for the difference in the projected completion date of the planning phase.

Response to Issue

The December ITPR projected completion date of April 2015 for the Automated Fiscal System planning phase relates to the development of Functional Requirements Document and the development of Requirements Traceability Matrix deliverables. The November 2015 completion date shared in the January 12, 2015 response is when the final actual requirements with the involvement of users from Local Departments of Social Services and Central Administration Programs will be completed once the following activities are finalized:

- Actual requirements gathering activities with joint participation of end-users from Statewide Local Departments of Social Services and Central DHR Programs;
- Acquisition of end user approval (Accounting Operations Division and Office of Technology for Human Services) of finalized requirements, and;
- Completion of a minimum of 4 vendor solution demonstrations.

DLS recommends reducing the fiscal 2016 funding by 50%. A similar reduction for the State share of costs will be recommended in the analysis of DoIT.

Response to Issue

The Department disagrees with the Analyst's recommendation. The Department acknowledges that the AFS project initially had a slow start due to the obstacles faced in procuring a Project Manager (PM) in a timely manner. However, in the past few months since the PM is on board, AFS is making swift progress. A reduction in budget will adversely affect the progress of the AFS project, severely restricting the Department's ability to procure a modern system that will adequately fulfill all functional and technical requirements. Given that the agency is already working at a disadvantage as a result of limitations of the current legacy application, the Department will be put at further risk in not being able to implement a robust solution that meets State and federal requirements.

**Department of Human Resources
Administration
N00**

Responses to Recommended Actions

Recommendation #1:

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

Response: The Department will comply with the budget bill language as requested by the Joint Audit Committee.

Recommendation #2:

Adopt committee narrative recommending new performance measures related to the Earned Income Credit. **(Page 3, 22 and 23)**

Response: The Department concurs with the Analyst's recommendation and will work with the Office of the Comptroller to promote the State Earned Income Credit Program. The Department will work with the Office of the Comptroller to promote the State Earned Income Credit Program. The Department will work with the Department of Budget and Management to integrate goals, objectives, and performance measures related to the program into its performance measures and will submit it with its fiscal 2017 Managing for Results submission.

Recommendation #3:

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

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

Recommendation #4:

Reduce funds for the Automated Financial System due to project delays.
(Page 4 and 23)

Response: The Department disagrees with the Analyst's recommendation. The Department acknowledges that the AFS project initially had a slow start due to the obstacles faced in procuring a Project Manager (PM) in a timely manner. However, in the past few months since the PM is on board, AFS is making swift progress. A reduction in budget will adversely affect the progress of the AFS project, severely restricting the Department's ability to procure a modern system that will adequately fulfill all functional and technical requirements. Given that the agency is already working at a disadvantage as a result of limitations of the current legacy application, the Department will be put at further risk in not being able to implement a robust solution that meets State and federal requirements.

**Department of Human Resources
DHR - ADMINISTRATION
N00A01**

Response to Audit Findings

Audit Finding #2:

DHR did not ensure the propriety of the payments to certain legal firms. (Page 19 and 20)

Corrective Actions Taken:

Recommendation A: The Department regularly reviews every invoice that is submitted by the vendor for billing proficiency as a standard practice. In addition, DHR has always required all attorneys in the Court Appointed Attorneys Program (CAAP) responsible for handling Children in Need of Assistance (CINA) to submit court orders with each invoice, indicating that they have been appointed by the Judiciary for representation. Now DHR requires all CAAP attorneys in CINA and Adult Protective Services (APS) to follow the same procedure. DHR will audit the invoices submitted by the vendors for comprehensive evaluation using DHR approved methodology.

- **Status Update 1/8/2015:**
DHR has implemented an evaluation process for the invoices submitted by the vendors.

Recommendation B: An on-site contract monitoring plan has been developed and implemented. The on-site contract monitoring plan requires a minimum of an annual monitoring of the providers files and attorney performance in court. DHR revised the contract monitoring form to be completed by the contract compliance monitors to document the performance of the providers and the sufficiency of the provider's files. The contract monitors produce a contract monitoring report that documents the monitoring information, identifies any deficiencies, and requests corrective action plans.

- **Status Update 1/8/2015:**
DHR has performed on-site contract monitoring of every vendor during 2014.

Recommendation C: DHR implemented a process that requires that an annual notification is sent to the providers to request the annual reports. Additional notifications are generated to notify the providers when the annual reports have not been submitted in a timely fashion.

- **Status Update 1/8/2015:**
DHR followed the new process and has received the annual reports for contract year ending 8/31/2014 for 11 of the 14 providers. DHR currently does not have a basis to penalize providers for non-compliance. However, DHR is updating new contracts to include a clause to allow for such penalties.

Audit Finding #3:

DHR lacked sufficient procedures and accountability over certain grants. (Page 19 and 20)

Corrective Actions Taken:

Recommendation A: During the provider site visit, reviewers randomly select several days of the month to compare invoices with records that document bed nights purchased to ensure that funds are being spent within the designated guidelines.

- **Status Update 1/8/2015:**
During site visits, the Program Analyst reviews reports and files and randomly selects a month in which she compares reported bed nights purchased with invoices, copies of checks and receipts, and signed verifications.

Recommendation B: The Program Analysts review all reports provided and insert data into a spreadsheet that reflects all activity by the provider. Follow up calls are made and emails sent to the provider if the report is not received in the month it is expected. In addition, if the data in the report is inconsistent the analyst places a call to the provider for clarity. All reports are kept in a binder and placed on the shared drive for record keeping.

- **Status Update 1/8/2015:**
A spreadsheet has been created and all reports, data and receipts received from providers are logged in upon receipt. In cases of inconsistent data, the Program Analyst calls the provider and follows-up with an e-mail confirming the request for clarification. All reports are being kept in a binder and placed on the shared drive. To date, over 95 % of all required documentation has been received and confirmed.

Recommendation C: Site visits are assigned on a jurisdictional basis, and the Program Analysts provide a schedule in advance to ensure compliance with this mandate. Due to a reduction in staff, a request has been made to modify COMAR to process site visits on a bi-annual basis. The only exception would be a mandatory site visit for new providers. Program Analysts document site visits on a report and a chart has been developed to document the visits to program sites and grant compliance.

- **Status Update 1/8/2015:**
Program Analysts schedule their site visits in advance. The Site Visit Review Form is being revised to be more comprehensive and consistent among the Analysts and the grant programs. A chart has been developed to document the visits. DHR is on track to complete all site visits within the time frame as required.

Audit Finding #4:

DHR had not established sufficient monitoring controls over certain users' access. (Page 19 and 20)

Corrective Actions Taken:

Recommendation A: As recommended, the Department is conducting documented independent supervisory reviews (on a test basis) of changes made by privileged CARES users. The reviews are based on audit logs generated by the system and are dependent on whether or not changes are made that may affect a recipient's benefit.

- **Status Update 1/8/2015:**
As of 1/7/2015, the procedures noted above are still being followed. Specifically, we review a log of changes by these users weekly and randomly from each review, send out a request for documentation of the supervisory reviews performed, and confirmation of the changes.

Recommendation B: Even though the Department disagrees with this finding, we will continue to strengthen our control environment by modifying existing approval paths/rules to ensure that a purchase order cannot be changed by the initiator after it has been approved. Specifically, after a purchase order is approved, it will be forwarded to an employee independent of the initiator for posting. We estimate implementing such changes by October 1, 2014.

Audit Finding #7:

Certain DHR networks were not adequately secured. (Page 19, 20 and 21)

Corrective Actions Taken:

Recommendation A: The Department reviewed the recommendation and implemented the corrective action on the Department's VPN and firewall to achieve a least privileged strategy - *effective 1/31/2014.*

Recommendation B: The Department worked closely with their vendor to address the OLA's recommendation. Numerous changes were made to the vendors firewall to properly protect the critical devices on the network hosting these systems.

- **Status Update 1/8/2015:**
The corrective action plan noted above for recommendations A and B remains the same as specified above.

**Department of Human Resources
DHR - ADMINISTRATION
N00A01**

Response to Audit Issues

Audit Issue #1:

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

Response to Audit Issues

The Department will comply with the actions as requested by the Joint Audit Committee.