

HHS COMMITTEE #2
February 25, 2019
Briefing

M E M O R A N D U M

February 21, 2019

TO: Health and Human Services Committee

FROM: Vivian Yao, Legislative Analyst *VY*

SUBJECT: Briefing: Office of Eligibility and Support Services

PURPOSE: Receive a briefing on Office of Eligibility and Support Services

Expected Attendees:

- Victoria Buckland, Acting Director, Department of Health and Human Services (DHHS)
- JoAnn Barnes, Chief, Children, Youth and Family Services, DHHS
- Yvonne Iscandari, Senior Administrator, Office of Eligibility and Support Services (OESS), DHHS

The HHS Committee will receive a briefing on OESS and current trends impacting the program's work. The presentation slides are provided at ©1-17. Annual income guidelines for OESS programs is attached at ©18-20. Some key points include:

- **Functions:** Three eligibility offices merged to become OESS: Income Supports, Health Care Eligibility, and Specialized Medical Assistance. The program serves low-income individuals and families in meeting basic needs including food supplement, medical assistance, child care, and cash assistance.
- **State Affiliations:**
 - **Department of Human Services, Family Investment Administration:** Food Supplement Program, Temporary Cash Assistance, Temporary Disability Assistance Program, Public Assistance to Adults.
 - **Maryland Department of Health:** MAGI Medical Assistance, Non MAGI Medical Assistance, Long Term Care.
 - **Maryland State Department of Education:** Child Care Scholarship Program (formerly known as State Child Care Subsidy Program).

- **Federal and State Programs:** Applicants must file an application and meet each program's technical and financial requirements, including Maryland residency, U.S. citizenship or qualifying immigration status, age, disability, household composition, and work or educational requirements. Generally undocumented applicants are not eligible for Federal and State program except for Emergency Medical Coverage.

The following table shows the Federal and State programs handled by OESS:

Program Name	Description	©
Food Supplement Program (FSP)	Monthly financial benefits to eligible households to supplement their food purchase budget.	5-6
Temporary Case Assistance (TCA)	Cash assistance to families with dependent children when available resources do not fully address the family's needs, while preparing participants for independence through work.	6-7
Temporary Disability Assistance Program	Cash assistance and employment resources to people with disabilities.	7-8
Public Assistance to Adults	Supports aged, blind or disabled adults living in a protective living environment.	8
MAGI Medical Assistance	Full health benefits to pregnant women and children (through age 19). Expanded Medical Assistance provides coverage for individuals (under 65) under the Affordable Care Act.	9
Non MAGI Medical Assistance	Medicaid/Medical Assistance-pays the medical bills of needy and low-income individuals. Includes Medicare Savings Program; Aged, Blind and Disabled Medical Assistance; and SSI Coverage.	9-10
Long Term Care Medical Assistance	Covers the cost of nursing home care for low income individuals.	10
Child Care Scholarship Program	Provides financial assistance with child care costs to working families in Maryland.	11

- **County Programs:** The following table shows the County programs handled by OESS:

Program Name	Description	©
Working Parents Assistance (WPA)	Helps pay for child care so parents can work and/or attend school or training.	12
Care for Kids	Provides access for medical and dental services for uninsured, low-income families who are not eligible for State or Federal health programs.	12
Maternity Partnership	Provides prenatal care services in partnership with Holy Cross, Shady Grove, and Washington Adventist for low-income uninsured pregnant women who are ineligible for Medicaid benefits beyond labor and delivery.	13
Senior Dental	Provides dental care services to low-income Senior residents.	13

- **Applying for Programs:** Applications can be completed online and paper applications are accepted at any office in person, by mail or by fax. All offices have self-service computer labs and QLess (enhanced lobby management system) to facilitate the process.

Possible Discussion Questions

- To what extent will the challenges and trends identified on ©16-17 impact workload of OESS staff?
 - The HHS Committee has been concerned about staff turnover, vacancies, and workload in OESS for some time. Indeed, the Department's vacancy list for January 2019 shows an inordinate number of vacancies for OESS – over 20 Income Support Specialist positions. It appears that most of these vacancies have not been vacant a long time and have been released; nevertheless, the strain of the turnover and vacancies on staff must be significant. What are the factors contributing to the large numbers of vacancies, and what strategies is the Department implementing to fill them with all due speed?
- How will changes to the State Child Care Scholarship Program impact the workload of OESS staff?
- Did the Department receive calls from SNAP recipients who were confused about the way that their benefits were loaded during the Federal Government Shut Down?



Montgomery County
Department of Health and Human Services

O.E.S.S.

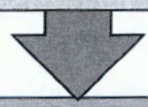
Office of Eligibility & Support Services

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM • TEMPORARY CASH ASSISTANCE
TEMPORARY DISABILITY ASSISTANCE PROGRAM • PUBLIC ASSISTANCE TO ADULTS
MAGI MEDICAL ASSISTANCE • NON MAGI MEDICAL ASSISTANCE • LONG TERM CARE
CHILD CARE SCHOLARSHIP PROGRAM • WORKING PARENTS ASSISTANCE PROGRAM
CARE FOR KIDS • MATERNITY PARTNERSHIP • SENIOR DENTAL**



Three eligibility offices merged to become the Office of Eligibility and Support Services (OESS) – an integrated program eligibility entity under Children, Youth and Family Services within the Department of Health & Human Services

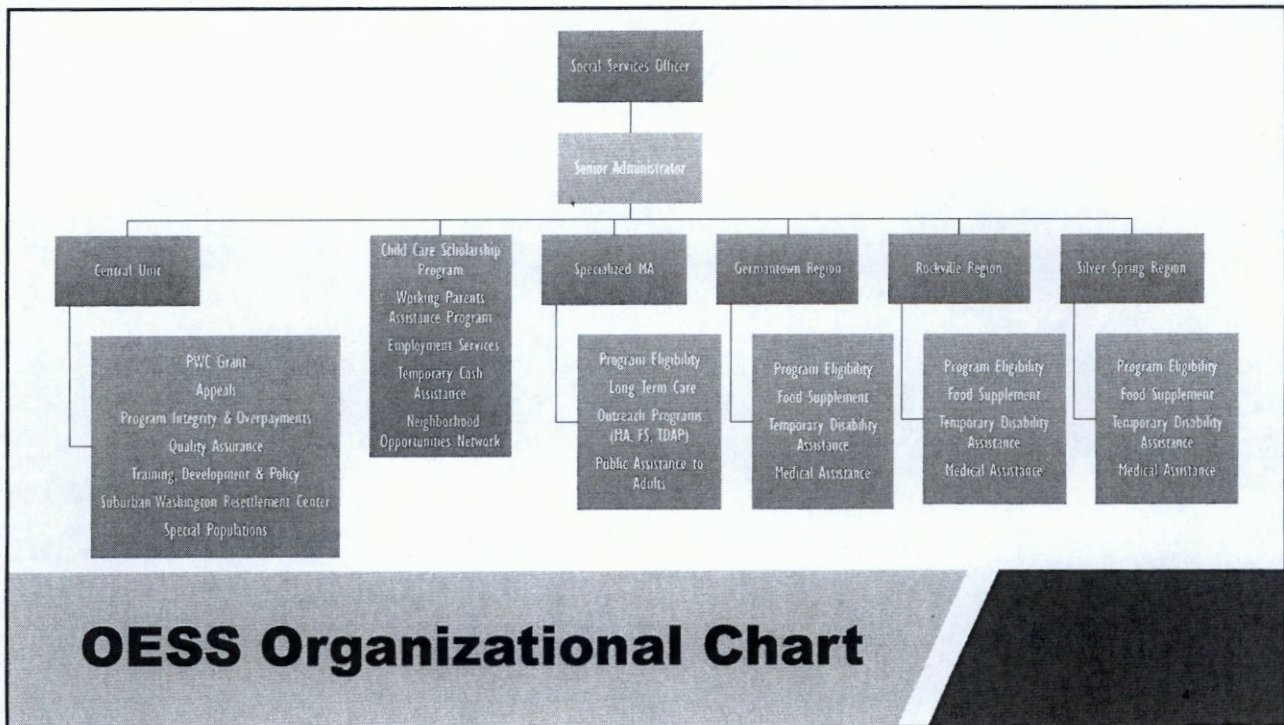
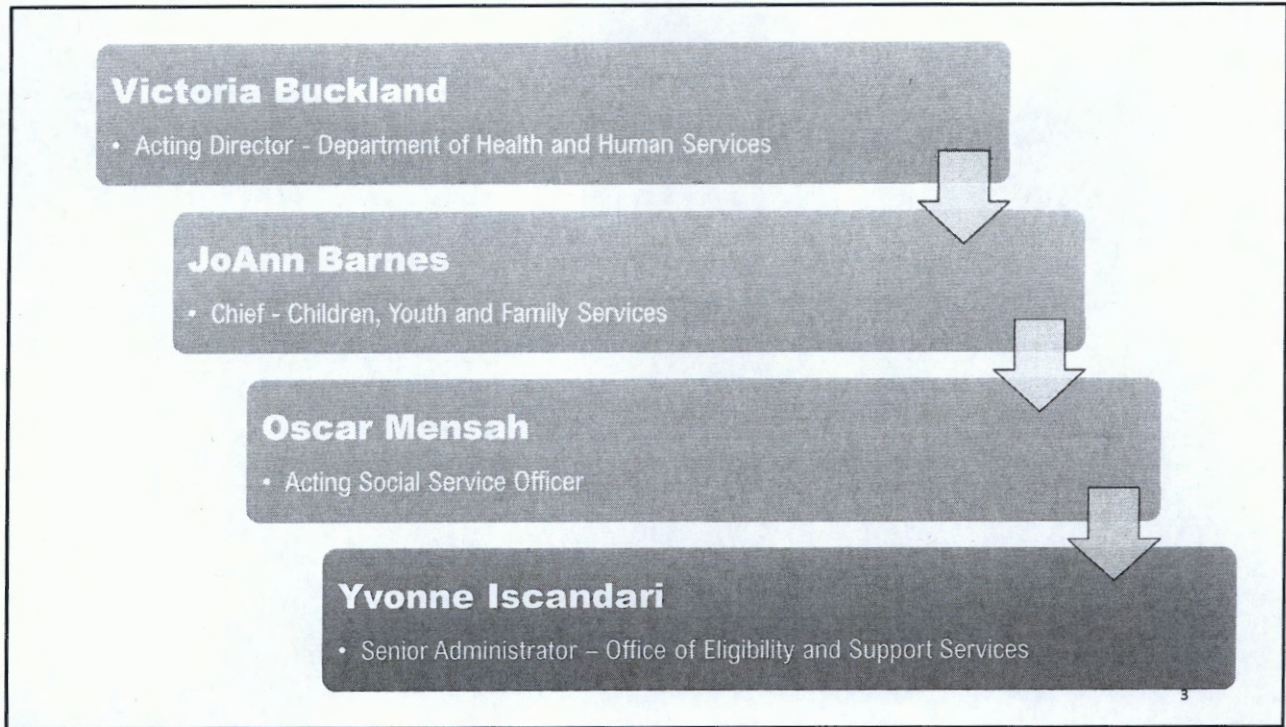
Income Support	Health Care Eligibility	Specialized MA
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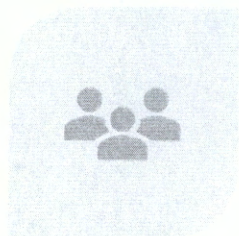


We serve and support low-income individuals and families in meeting basic needs

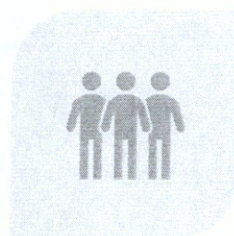
Food Supplement	Medical Assistance	Child Care	Cash Assistance
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Our Administration





268 COUNTY STAFF



6 STATE (FIA) STAFF

Staff Breakdown

Subject matter experts in determining eligibility

No wrong door policy

Multilingual Services

- In Person
- By Phone
- In Writing via State Documents which come in 19 Languages

In FY 18, staff attended 24 Outreach events, reaching over 1,000 residents

- 11 at Montgomery County Public Schools
- 6 at other HHS Entities
- 19 at Non-Profit Community Organizations

Benefits to the Community



Department of Human Services
Family Investment Administration

Food Supplement Program
Temporary Cash Assistance
Temporary Disability Assistance Program
Public Assistance to Adults



Maryland Department of Health

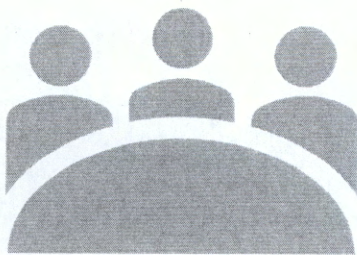
MAGI Medical Assistance
Non MAGI Medical Assistance
Long Term Care



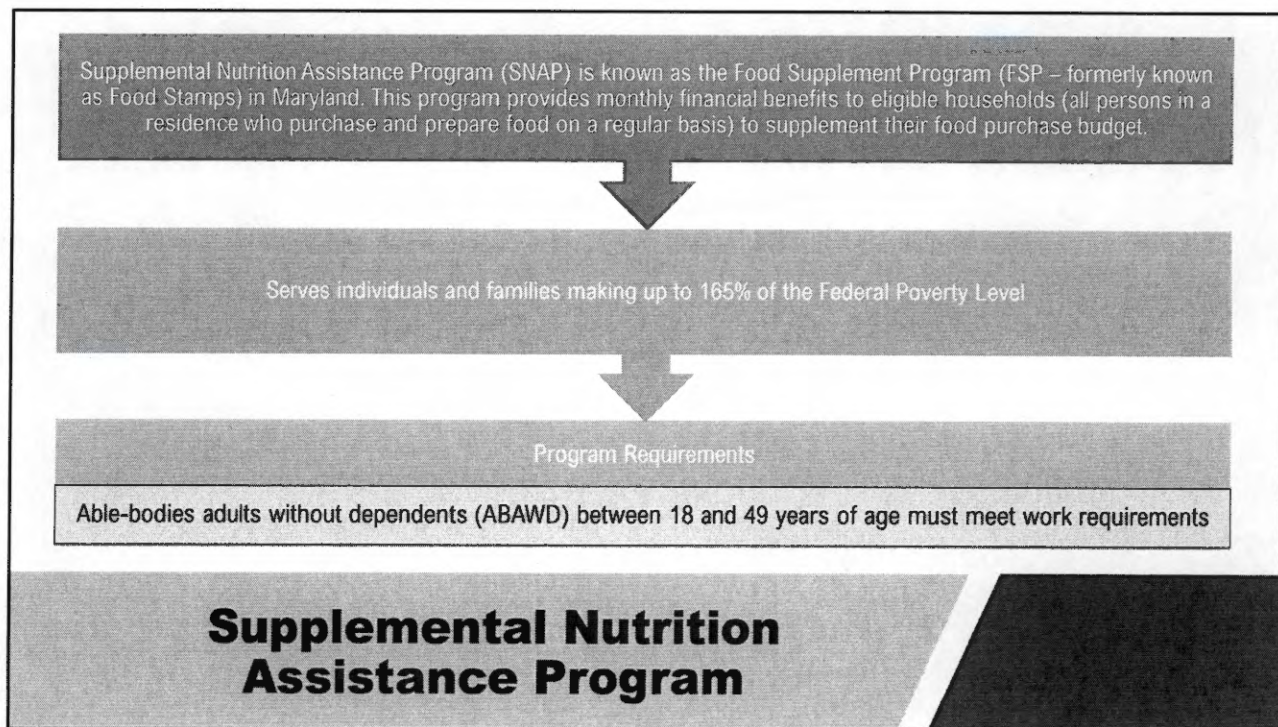
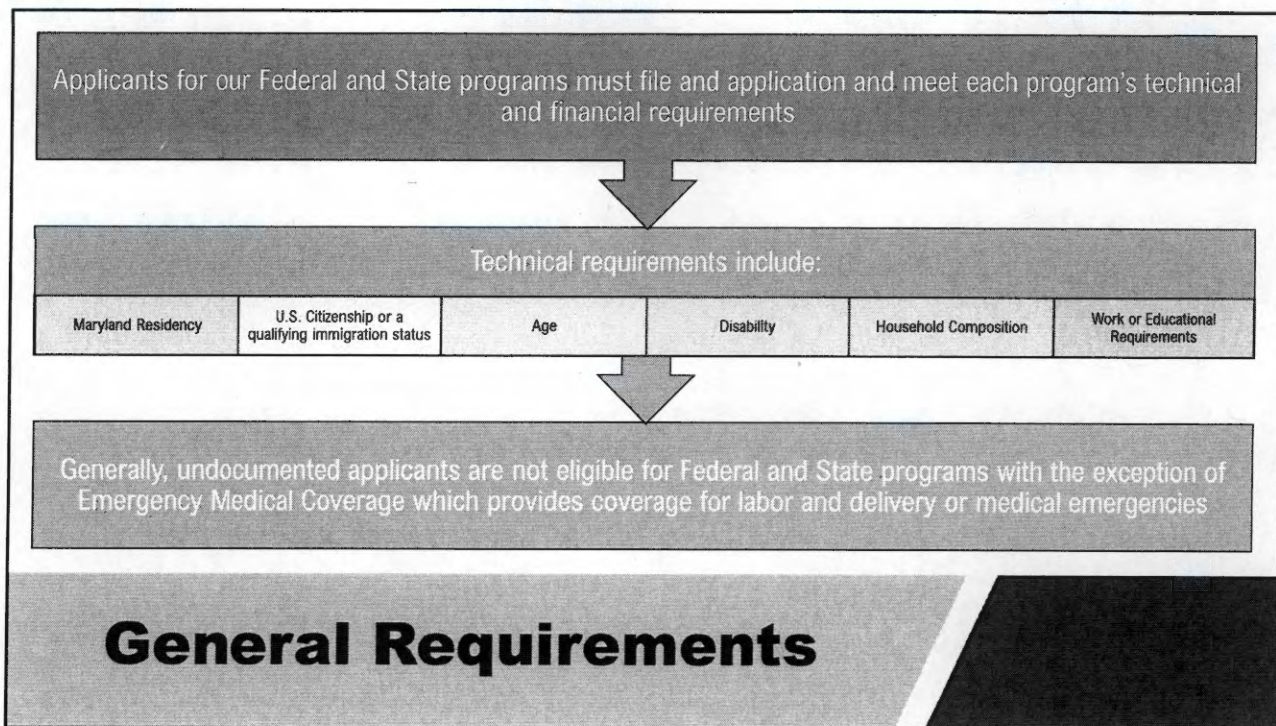
Department of Education

Child Care Scholarship Program

State Affiliations



Federal and State Programs



FY 18: 31,228 active cases with 60,902 recipients

FY 19: 30,265 active cases with 58,032 recipients

50% of recipients reside in the following zip codes

- 20874, 20877, 20878, 20886, 20904, 20906 and 20910

Children under age 19, make up 47% of recipients

Seniors age 60 and older, make up 16% of recipients

Compliance Rates

- FY 19 = 99.3%
- FY 18 = 98.2%
- FY 17 = 98.7%

Supplemental Nutrition Assistance Program: Stats for Montgomery County

Temporary Assistance to Needy Families (TANF) is known as Temporary Cash Assistance (TCA) in Maryland. This program provides cash assistance to families with dependent children when available resources do not fully address the family's needs, while preparing participants for independence through work



Program Requirements

Cooperate with Child Support	Participate in work activities	Comply with substance abuse provisions
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Temporary Cash Assistance

FY 18: 981 active cases with 2,662 recipients

- 750 Adults & 1,912 Children

FY 19: 927 active cases with 2,519 recipients

- 701 Adults & 1,818 Children

Children account for 69% of TCA recipients

The highest TCA participation rates are in the following zip codes:

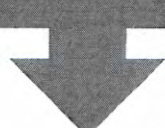
- 20874, 20904, 20886 and 20906

Compliance Rates

- FY 19 = 99%
- FY 18 = 98.2%
- FY 17 = 98.4%

Temporary Cash Assistance: Stats for Montgomery County

Temporary Disability Assistance Program (TDAP) provides cash assistance and employment resources to people with disabilities.



Program Specific Requirements

Determined to have an impairment of at least 3 months and deemed unable to work due to that impairment by a medical professional

No minor children

Apply for and pursue Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits

Temporary Disability Assistance Program



FY 18: 513 active cases



FY 19: 516 active cases



Compliance Rates

FY 18 = 98.6%

FY 19 = 99%

Temporary Disability Assistance Program: Stats for Montgomery County

Public Assistance to Adults (PAA) is a State-funded program that supports aged, blind or disabled adults living in a protective living environment

Program Specific Requirements

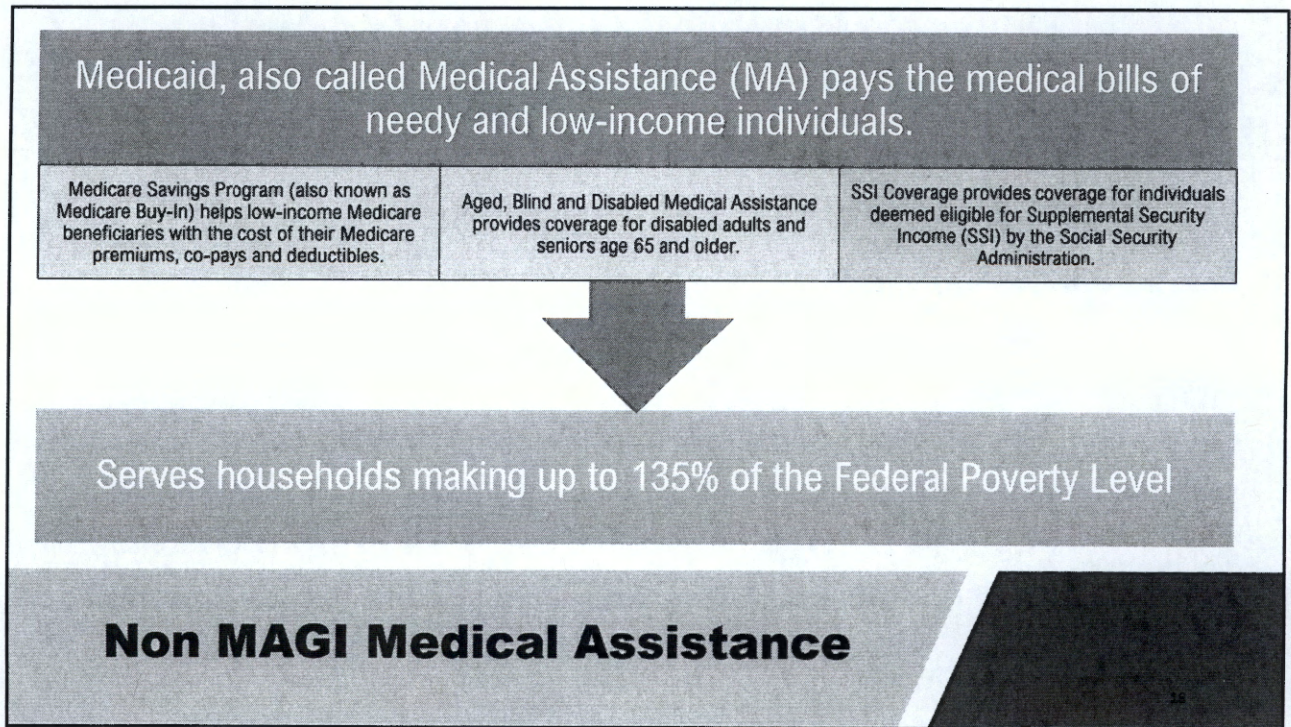
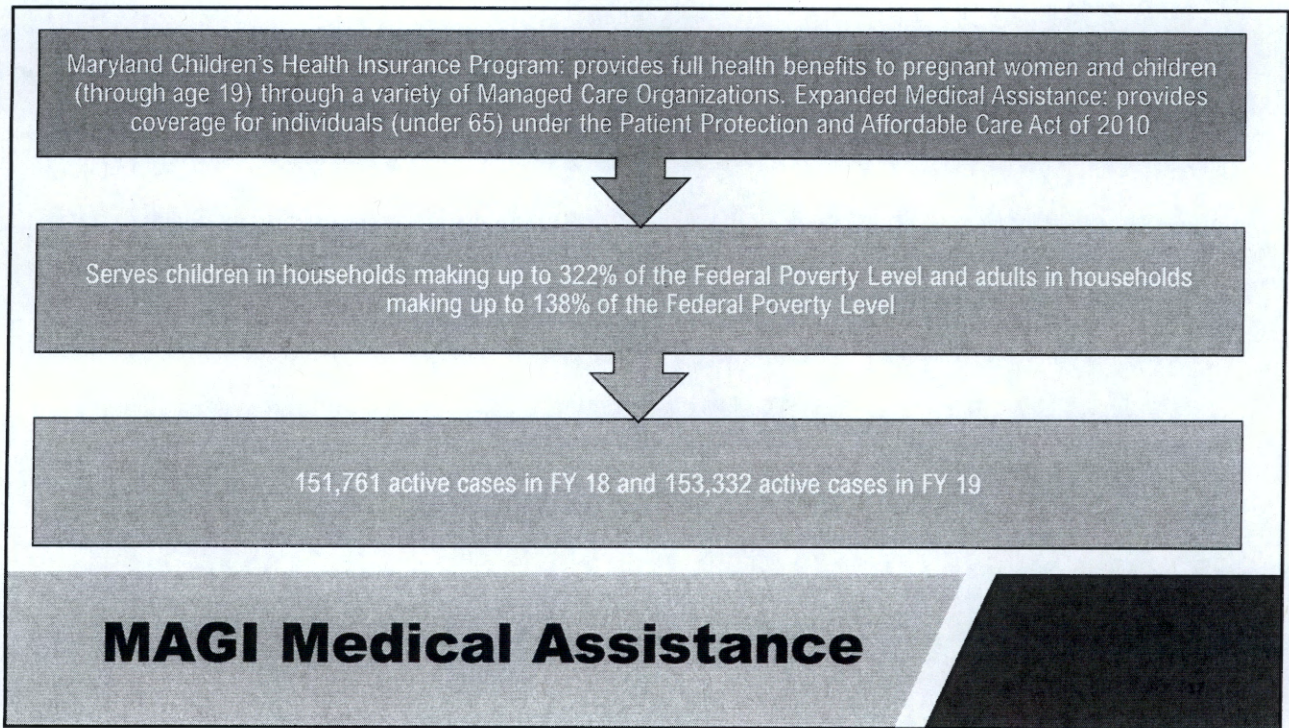
Receive Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI) or other cash benefits, or not receiving them through no fault of their own

Have a verified need for a protective living arrangement

Have a pending placement or live in an Assisted Living program, a CARE home or in a DHMH Rehabilitative Residence

FY 19: 659 active cases

Public Assistance to Adults





23,180 active cases in FY18



22,977 active cases in FY19



Compliance Rates

FY 19 = 98.9%

FY 18 = 98.6%

FY 17 = 98.4%

Non-MAGI Medical Assistance: Stats for Montgomery County



Long Term Care Medical Assistance (LTC), is designed to cover the cost of nursing home care for low income individuals who meet eligibility requirements, including a look back at resources in the five years prior to application



Eligibility guidelines are based on the individual facility's cost of care



FY 18: 1,911 active cases



FY 19: 1,920 active cases

Long Term Care

The Child Care Scholarship (CCS) (formerly known as Child Care Subsidy) Program provides financial assistance with child care costs to eligible working families in Maryland

1,184 active cases serving 1,933 children as of October 2018

Program Specific Requirements

- Parents are working/employed, in an approved training program or attending school
- Household receives Temporary Cash Assistance (TCA) or Supplemental Security Income (SSI) within the income guidelines
- Cooperate with Child Support
- Willing to have child(ren) immunized to Maryland state standards or provide documentation of supporting exemption from immunization

Child Care Scholarship Program



County Programs

Helps pay for child care so that parents can obtain and maintain employment and/or attend school or training programs

Serving households making up to 331% of the Federal Poverty Level

FY 18: 600 Families with 748 Children issued Supplements

FY 19: Less than 100 Families currently receive assistance

- 99% of WPA families moved to the State's Child Care Scholarship Program between October & December 2018, after they increased the program's maximum income limit

Program Specific Requirements

- Applicants whose income fall at or below the applicable minimum income must, apply for the Maryland Child Care Scholarship Program

Working Parents Assistance Program

Children's health program providing access to medical and dental services for uninsured low-income families who are not eligible for State or Federal health programs

Serves households making up to 250% of the Federal Poverty Level

Participants receive the following services as a low cost or discounted price:

Routine Physical Exams	Sick Visits	Immunizations	Labs/Radiology and Pharmacy	Dental Services
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Eligibility includes:

Uninsured children, age 0-18

Montgomery County Residency

4,252 active cases in FY 18 and 5,631 active cases in FY 19

Care for Kids

A partnership between the Montgomery County Department of Health & Human Services and three local hospitals:

- Holy Cross
- Shady Grove
- Washington Adventist

Serves household making up to 185% of the Federal Poverty Level

Provides prenatal care services including routine laboratory tests, prenatal classes and dental screenings for low-income uninsured pregnant women who are ineligible for Medicaid benefits beyond labor and delivery coverage

Eligibility includes:

- Uninsured pregnant woman
- Montgomery County residency

1,557 active cases in FY 18 and 1,552 active cases in FY 19

Maternity Partnership

Provides dental care services to low-income Senior residents of Montgomery County

Preventative and Restorative Care	Specialty Dental Services	Emergency Dental Care	Limited Dentures and Mouth Guards
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Serves households making up to 250% of the Federal Poverty Level

Eligibility includes:

Seniors (age 60 and older) who are uninsured for dental services	Montgomery County Residency
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1,386 active cases in FY 18 and FY 19

Senior Dental



Applications can be completed online

MyDHR
MyMDThink
Maryland Health Connection



Each office is equipped with QLess, an enhanced lobby management system the revolutionizes the way we serve customers



All of our offices have self-service computer labs to facilitate the application process



Applications are accepted in paper form at any office in person, by mail or by fax

Applying for Programs

In order to best serve our customers, we also extend eligibility services through a network of outreach locations

- Hospitals, Clinics and Nursing Homes
- Mental and Behavioral Health Facilities
- The Suburban Washington Resettlement Center
- Under the authority of the Maryland Office for Refugees & Asylees, we determine program eligibility for Federally recognized refugees and political asylees living in Montgomery County as well as Prince George's County
- In FY '18 we served 1,174 individuals in 426 refugee/asylee households

The Neighborhood Opportunity Network

- A collaborative effort of non-profits, government agencies and community-based organizations to address economic disparities in low-income communities

Montgomery County Department of Corrections

Reaching the Community



Connector Entity

41,763 customers



Montgomery Cares

Potentially 27,000 to 40,000 customers

Programs Transitioning to OESS in FY 19



Temporary Cash Assistance

FY 18, average wage placement \$14.23/hour
Highest Work Participation Rate of all jurisdictions



Reading and Education to Advance Lives (REAL) program won 3 National Awards,
contributed 1,084 volunteer hours and distributed 1,347 books







Successful shift to phone interviews








Installed staff assisted application labs in 5 locations

Accomplishments

	Implementation of QLess provides management with real time data and has improved customer satisfaction by reducing wait times	
	Reduced Appeals	
	No Quality Control Errors for FY 19	
	Initiated Training & Development Center	Implemented 47 training sessions for 411 OESS employees (duplicated) in FY 19

Accomplishments

	Transitioning to an electronic application process	Customers face challenges with technology Staff face IT and system-related compatibility issues
	Transitioning to a Statewide case share process	Customers may have their case addressed by a case manager in another jurisdiction Case managers must adapt to being task oriented over managing a caseload
	Frequent changes to Federal, State, and local program guidelines	
	Delayed County hiring impedes State policy training for OESS staff	Developed an OESS Training Institute Limited capacity to train in-house (12 seats) Need additional personnel to assist with training needs
	Increased turnover due to increasing retirement rates	

Challenges and Trends



Utilization of temporary administrative support personnel



Limited multilingual County materials for customers



Increased requests for Welfare Avoidance Grants



Local jurisdictions are now required to track data and update reports that were previously completed at the State level

Challenges and Trends

**Family Investment Programs
Income Guidelines as of October 2018**

# of People in the Household	Temporary Cash Assistance (TCA)	Food Supplement Program (FSP)				Temporary Disability Assistance Program (TDAP)	Public Assistance to Adults (PAA)
		Gross Monthly Income under 130% of the FPL*	Maximum Net Income under 100% of the FPL*	Gross Monthly Disabled and/or Ederly Income under 165% of FPL*	Maximum Benefit with No Income		
1	\$320	\$1,316	\$1,012	\$1,670	\$192	\$195	
2	\$561	\$1,784	\$1,372	\$2,264	\$353		
3	\$709	\$2,252	\$1,732	\$2,858	\$505		
4	\$849	\$2,720	\$2,092	\$3,452	\$642		
5	\$985	\$3,188	\$2,452	\$4,046	\$762		
6	\$1,083	\$3,656	\$2,812	\$4,640	\$914		
7	\$1,217	\$4,124	\$3,172	\$5,234	\$1,011		
8	\$1,339	\$4,592	\$3,532	\$5,828	\$1,155		
Addl Person		\$468	\$360	\$594	\$144		

*FPL = Federal Poverty Level

**Maryland Medical Assistance Program (Medicaid)
Monthly Income and Asset Guidelines
Effective 2018**

FAMILY SIZE/FPL	MAGI														NON-MAGI					
	Maryland Children			MCHP (Insured Children)				Pregnant Women		Adults		Aged, Blind & Disabled (ABD) & Refugees			Medicare Savings Program					
	PO6	PO7*	PO8**	P13	P14	MCHP Premium		PO2*	P11*	F05	F06	A02 & A03	I00 & I09	I08 & I09	A01	Q03	S07	Q04	Q05	Q06
						D02	D04													
1	2,013	1,447	1,386	1,912	2,135	2,671	3,258			1,244	1,244	1,366	360	2,024	2,500	1032	1,032-1,234	1,234-1,386	4,105	
2	2,730	1,961	1,860	2,583	2,894	3,622	4,417	2,593	3,622	1,687	1,687	1,893	362	2,744	3,000	1362	1,362-1,696	1,696-1,852	5,490	
3	3,446	2,476	2,390	3,273	3,654	4,572	5,577	3,273	4,572	2,130	2,130	2,390		3,464	3,100					
4	4,183	2,991	2,886	3,953	4,414	5,522	6,736	3,953	5,522	2,573	2,573	2,866		4,184	3,200					
5	4,876	3,506	3,383	4,634	5,173	6,473	7,895	4,634	6,473	3,015	3,015	3,363		4,904	3,300					
6	5,595	4,021	3,880	5,314	5,933	7,423	9,054	5,314	7,423	3,458	3,458	3,860		5,624	3,400					
7	6,312	4,535	4,377	5,995	6,692	8,374	10,213	5,995	8,374	3,901	3,901	4,377		6,344	3,500					
8	7,028	5,050	4,874	6,675	7,452	9,324	11,373	6,675	9,324	4,344	4,344	4,874		7,064	3,600					

PO2, P11—At a minimum, a pregnant woman's household contains both herself and her unborn child, resulting in a household size of 2
 PO7—Children 1 up to 6 years old, 143% FPL, are combined in Maryland Health Exchange with former PO8 children (i.e. up to 15 years old at 136%)
 PO8—Children 6 up to 15 years old, 136% FPL, this group only appears in CARES
 Income levels listed are the maximum dollar amount monthly based on 1% of Federal Poverty Level (FPL) except for S00-S09.
 Maximum FPLs have been adjusted in accordance to guidance from the Centers for Medicare and Medicaid Services (CMS) and include the 5% disregard mandated by the Affordable Care Act where applicable.
 (Revised April 2018)

**Families in the following income categories may be eligible for a Child Care Scholarship:
(Updated August 1, 2018)**

Family Size	Maximum Annual Income
Family of 2	\$48,637
Family of 3	\$60,081
Family of 4	\$71,525
Family of 5	\$82,969
Family of 6	\$94,413
Family of 7	\$96,558
Family of 8	\$98,704
Family of 9	\$100,850
Family of 10	\$102,996

Families who meet the following incoming categories may be eligible for the Working Parents Assistance (WPA) program

Family Size	Minimum Annual Income*	Maximum Annual Income**
Family of 2	\$48,638	\$54,483
Family of 3	\$60,082	\$68,782
Family of 4	\$71,526	\$83,081
Family of 5	\$82,970	\$97,380
Family of 6	\$94,414	\$111,679
Family of 7	\$96,559	\$125,979
Family of 8	\$98,705	\$140,278

* WPA Minimum Annual Income for family sizes greater than eight are not provided. Contact Montgomery County Child Care Subsidy Programs (240-777-1155) for assistance.

2018 Annual Income Guideline Chart

Household/Family Size	185% FPL	250% FPL
1	\$22,459	\$30,350
2	\$30,459	\$42,150
3	\$38,443	\$51,950
4	\$46,435	\$62,750
5	\$54,427	\$73,550
6	\$62,419	\$84,350
7	\$70,411	\$95,250
8	\$78,403	\$105,950
9	\$86,395	\$116,750

For County Health Programs