

HHS COMMITTEE #1  
March 13, 2014

**MEMORANDUM**

March 11, 2014

TO: Health and Human Services Committee

FROM: Linda McMillan, Senior Legislative Analyst *lmc*

SUBJECT: **Update: HHS activities and County Safety Net Programs**

At this session, the Committee will receive updates from DHHS Director Uma Ahluwalia on the Department's initiatives and activities and trends in the County's safety net programs. The HHS Committee normally receives an overview and update at the first of its DHHS operating budget worksessions. As the schedule for operating budget worksessions is compressed this year, Director Ahluwalia will provide this overview at this session. This will also provide an opportunity for the Committee members to ask for specific information they would like to have for the budget worksessions.

In reviewing the FY14 budget, Council staff expects that during budget worksessions the Committee will want to return to the following issues:

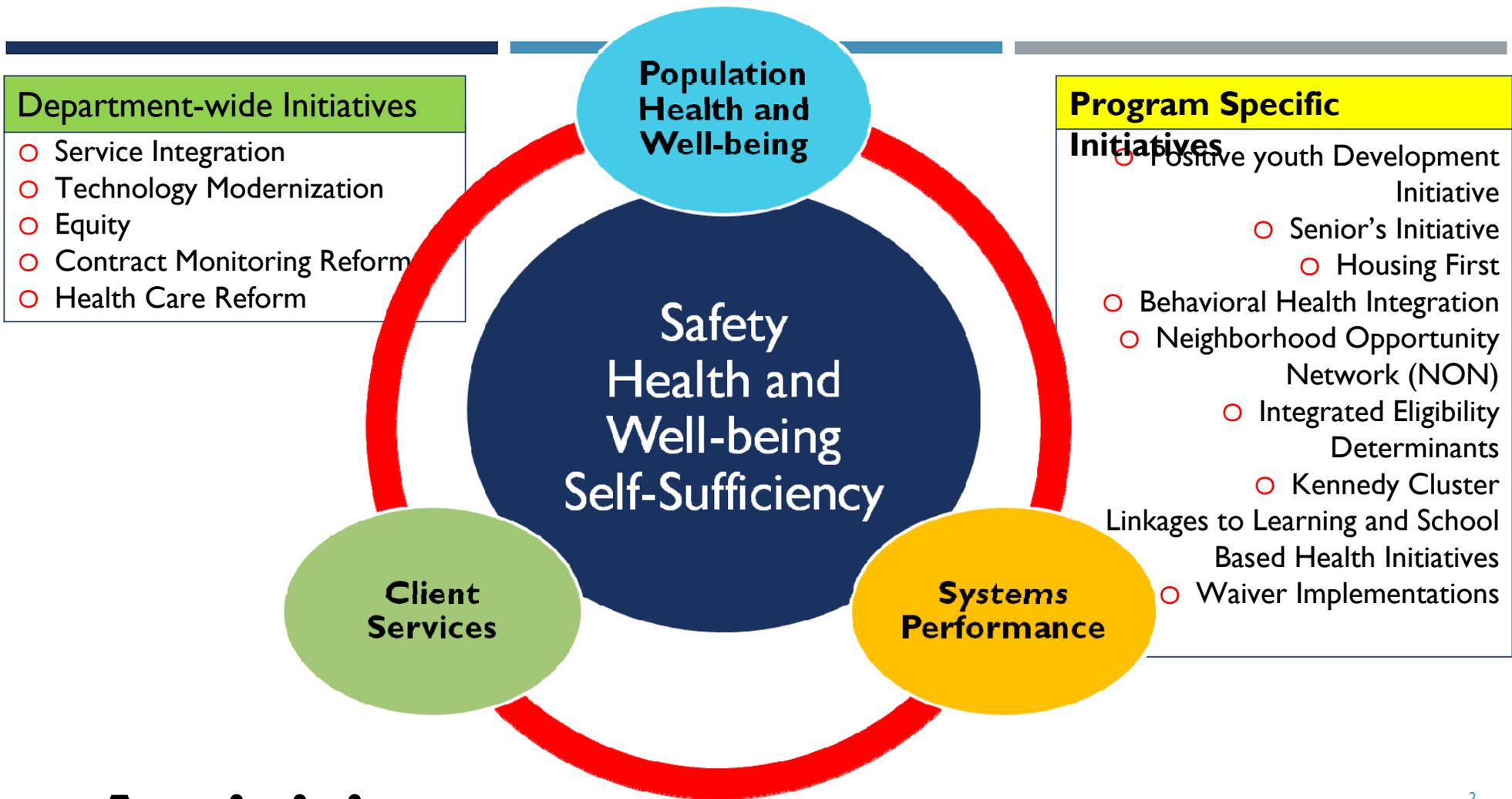
- The Leadership Institute for Equity and Elimination of Disparities
- Healthcare for the Uninsured: Montgomery Cares, Care for Kids, Maternity Partnership.
- Implementation of Electronic Health Records for DHHS programs, infrastructure to bill for services.
- Income Support Workers and Service Eligibility Workers (positions added for FY14 and update on caseloads)
- Waitlist for Child and Adolescent mental health services
- DD Service Coordination
- Progress on the Senior Agenda (the HHS/PHED/T&E Committees will meet on Senior Transportation on April 11<sup>th</sup> at 2:00 p.m.)

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# AN UPDATE TO COUNCIL HEALTH AND HUMAN SERVICES ACTIVITIES AND COUNTY SAFETY NET PROGRAMS



*A presentation by Uma S. Ahluwalia, Director | Thursday, March 13, 2014*



**Department-wide Initiatives**

- Service Integration
- Technology Modernization
- Equity
- Contract Monitoring Reform
- Health Care Reform

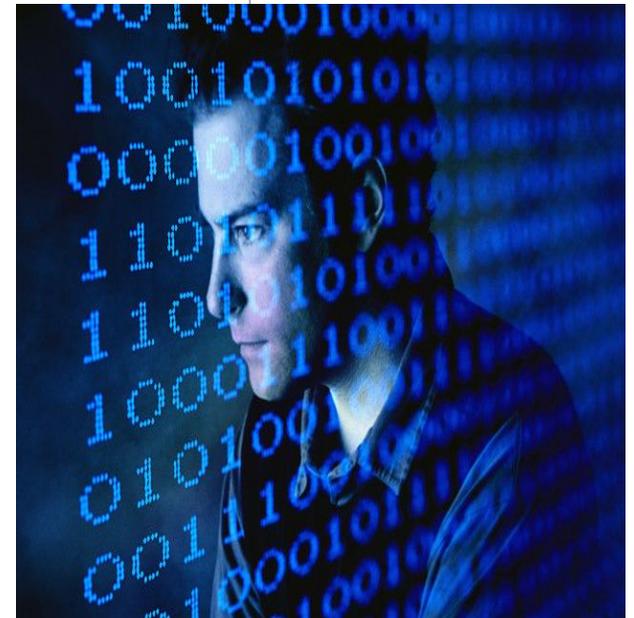
**Program Specific Initiatives**

- Positive youth Development Initiative
  - Senior's Initiative
  - Housing First
- Behavioral Health Integration
- Neighborhood Opportunity Network (NON)
  - Integrated Eligibility Determinants
  - Kennedy Cluster
- Linkages to Learning and School Based Health Initiatives
- Waiver Implementations

**Activities**

# OFFICE OF CHIEF OPERATING OFFICER | OCOO

- Technology Modernization
  - Electronic Integrated Case Management
  - Electronic Health Record
  - Electronic Content Management System
- HHS Website Creation and Now Intranet Development
- Contracts Reform
- Increasing FFP Revenue
- Improve General Operational Efficiencies



# DATA

OFFICE OF CHIEF OPERATING OFFICER

## Contracts

### Fiscal Year 2014 | Contract Volume = 559

- **108** of these are awarded by competitive contracting process
- **302** the number of vendors we contract with
- **58** the number of contracts that are valued at less than **\$26,000** (community grants and any other small contract)

### Number of RFPs issued FY13 and FY14 to-date

- **FY13: 19** formal solicitations processed
- **FY14:** Approximately **30** planned for this fiscal year

## Audits

### Compliance Team 2013

#### As of March 10, 2014

- **62:** Number of Internal Reviews Completed
- **57:** Number of External Audit Co-ordinations and Follow-ups

## FFP Revenue

- **FY13 Final: \$11,315,047**
- **FY14 (Received through January 2014): \$5,495,153**

# DATA | CONTINUED

OFFICE OF CHIEF OPERATING OFFICER

## **Fiscal Team — Number of Transactions:**

### **Total Number of Unique Invoices Against HHS Cost Centers:**

▪FY13: **39,189**

▪FY14 to-date: **22,489**

### **Total Number of Invoices Lines Processed by the Fiscal Team**

▪FY13: **8,581**

▪FY14 to-date: **5,178**

## **Human Resources**

### **FY13 — 399 Total Recruitments**

▪**318**: Positions Filled

▪**81**: Vacancies

### **FY14 to-date — 317 Total Recruitments**

▪**219**: Positions Filled

▪**98**: Vacancies

# AGING AND DISABILITY SERVICES | ADS



- Waiver Implementations
  - Community First Choice
  - Autism Waiver
  - Developmental Disabilities
  - Resource Coordination
- Supportive Employment
- Serving Together Veteran's Projects
- Senior SubCabinet
- Villages Expansion
- Senior Transportation

## **APS – Dispositions and Caseloads**

### **FY13 Data**

- **830** New Investigations
- Approximately **55%** Allegations
- **37%** Allegations Unsubstantiated
- **1%** Allegations Ruled Out
- **7%** Investigations Unable to be Completed

### **FY14 Data**

- **471** New Investigations in FY14 to-date
- Approximately **53%** Allegations
- **37%** Allegations Unsubstantiated
- **6%** Allegations Ruled Out
- **4%** Investigations Unable to be Completed

### **SSTA – wait lists**

**FY13: 275**

**FY14: as of March 1, 2014: 227**

### **Autism Waiver – wait lists**

- FY13: **794** Individuals on wait list
- FY14: **766** Individuals on wait list as of January 2, 2014

### **Developmental Disabilities Resource Coordination Caseloads – wait list**

- FY13: **857** Clients on wait list
- FY14: **908** Clients on wait list YTD

### **CFC – caseloads**

- FY13: Approximately **1,800** clients
- **1,200** MAPC. **600** Community Options Waiver. MAPC has handled approximately **500** calls since January 1, 2014. Only a small percentage of these calls involved client enrollment.

### **Ombudsman – Caseloads**

- FY13: **3,926** Total Resident Visits
- **260** Formal Complaints Investigated

# BEHAVIORAL HEALTH AND CRISIS SERVICES

- Behavioral Health Integration – Access as an intake point
- Recovery Oriented Systems of Care
- Lethality Protocol Implementation
- Strong partnership between DOCR and BHCS around delivery of mental health and substance abuse treatment services
- Significant drug court successes
- Methadone program received full accreditation
- Strong performance by Conservation Corps vendor



Behavioral Health Crisis Services Program   Contracted Provider	FY13 Client Count	FY14 YTD Client Count	Wait List	Comment
Access Team	2,598	1,384	No	
Adult Behavioral Health Program	374	359	Yes	
Child and Adolescent Mental Health Clinic (including home-based team)	331	186	Yes	Through Feb. 28, 2014
OAS (Outpatient Addiction and Mental Health Services)	318	299	No	Through March 1st, 2014
Crisis Center (Walk-ins + Mobile Crisis Team+ Crisis Residential Service)	7,752	5,867	No	
Crisis Center Crisis Calls to Crisis Response System	44,132	29,223	No	
Avery Road Combined Care (Residential and Intensive Outpatient Program)	99	81	No	
Avery Road Treatment Center (Detox and ICF)	1,334	855	A total of 54 on the waitlist for detox during January 2014	Data through Jan. 31st, 2014. As clients could access multiple services (detox and ICF), the total number may include duplicated counts.

# CHILDREN, YOUTH AND FAMILIES | CYF



- Creation of the Office of Eligibility and Social Supports
- Linkages to Learning Expansion
- Kennedy Cluster Implementation

- Strong Street Outreach Network Performance
- Race to the Tots Partnership with MCPS
- ACA Implementation for Medicaid
- Continued High Compliance and Low Error Rates in Benefits Determinations
- Exceeded State Benchmarks in TANF Works Program
- Met or Exceeded State Child Welfare Standards
- Treehouse Received Full Accreditation

# DATA

## CHILDREN, YOUTH AND FAMILY SERVICES

### Child Welfare Data

#### FY13 — Monthly Averages

- **213** New Investigations
- **436** Children in Foster Care
- **246** Children Receiving In-Home Services

#### FY13 — Foster Care

- **218** Children Left Foster Care
- **14%** were adopted (31 kids)
- **40%** were reunified (88 kids)
- **22%** left to Custody/Guardianship (48 kids)
- **19%** aged out (41 kids)
- **5%** left to 'other' reasons (10 kids)

#### 7 Month Average for FY14

- **237** New Investigations
- **395** Children in Foster Care
- **275** Children Receiving In-Home Services
- **92 Children have left care so far this Fiscal Year**
- **10** have been adopted
- **33%** have been reunified
- **34%** have left to custody/guardianship
- **15%** have aged out
- **8%** have left to 'other' reasons

### Income Supports

	FY13	FY14.YTD
▪TCA	959	960
▪FS	31,356	32,385
▪MA	50,147	50,522
▪TDAP	417	402

### Linkages to Learning — Case Management Caseload

- FY13 – **3,687** students/family members on caseloads (unduplicated)
- FY14 YTD – **3,274** students/family members on caseloads to date (unduplicated)

*Note: In case it matters – these are not our total numbers served. As the request was related to caseload numbers, that is what I reported – but we serve many other children/families that are not on our case managers' or mental health therapists' caseload via prevention services, classes, etc. That number was close approximately 5,000 for FY13 and is approximately 4,440 to-date as of FY14.*

### Child Care Subsidy

- FY14 YTD – Providers Paid **746** | Vouchers Paid: **3,445**
- FY13 – Providers Paid **1,723** | Vouchers Paid: **6,830**

# POSITIVE YOUTH DEVELOPMENT | DATA | CHILDREN YOUTH AND FAMILY SERVICES

Organization Providing Services	FY13	FY14*
Crossroads Youth Opportunity Center	<b>**187</b>	<b>171</b>
UpCounty Youth Opportunity Center	<b>182</b>	<b>162</b>
Northwood High School Wellness Center	<b>436</b>	<b>249</b>
<p>* FY14 as at February 2014</p> <p>** This is the lowest number of total clients served in view of the fact that in February 2013, Prince George's County ended the joint county partnership with Montgomery County. A significant number of clients were from Prince George's County; hence, the vendor (Identity, Inc.) stopped serving residents of Prince George's County in April of 2013.</p>		
High School Wellness Center   FY14 from October 2013 to February 2014		
Gaithersburg High School Wellness Center   Started serving clients in October 2013	<b>N A</b>	<b>192</b>
Watkins Mill High School Wellness Center   Started serving clients in October 2013	<b>N A</b>	<b>135</b>

# PUBLIC HEALTH SERVICES | PHS



- School Based Health Center and High School Wellness Expansion
- Affordable Care Act (ACA Implementation – Electronic Health Record | Third Party Billing
- Infectious Disease Surveillance
- Licensing and Regulatory Services – Strong Compliance
- Montgomery CARES, Care for Kids, Maternity Partnership and Dental Services for Uninsured
- Emergency Preparedness

## Infectious Disease Surveillance

▪Number of Investigations FY13: **1,303**

## Licensing and Regulatory Food Inspections *(Number and percentage of restaurants in compliance FY13 and FY14)*

▪FY13: **6,973** Inspections performed at **3,571** Food Service Facilities. The number of food service inspections in compliance not having a critical violation at the time of the routine inspection was **4,812** or **69%**

▪FY14 To-Date: **4,646** Inspections performed at **3,644** Food Service Facilities. The number of inspections in compliance not having a critical violation at the time of the routine inspection is **2,947** or **63%**

**Emergency Preparedness: PHEP Exercises — FY13: 13      FY14: 13**

	FY13	FY14*
Montgomery Cares	29,454	21,882
Care for Kids	2,770	2,561
Maternity Partnership	1,668	955
Dental Services for the Uninsured	4,694	3,127

\*Number served July 2013 through January 2014

# SPECIAL NEEDS HOUSING | SNH

- 100K Homes Campaign – Registry Week
- Housing First
- Strong Prevention of Homeless Strategies
- Built Continuum of Care Partnership
- Homeless Resource Day
- Progress Place



# DATA

## SPECIAL NEEDS HOUSING

### Permanent Supportive Housing (only HIP)

HIP households served:

- FY13 - **244**
- FY14 YTD - **248**

### RAP

- FY13 served an average of **1,600** households per month.
- FY14 — served average of **1,680** per month thru January
- Current waiting list **1,709**

### Homelessness Prevention - Emergency Assistance

- FY13 received **6,431** applications for assistance
- 4,124** grants provided; **\$2.987 million** in County and State funds
- FY14 through January — received **3,784** applications for assistance
- 2,514** grants; **\$1.941 million** provided



<b>MC Homeless Persons Served Per Facility</b>	<b>Facility Capacity</b>	<b>2012</b>	<b>2013</b>	<b>2014 (as of 2/28/14)</b>
Interfaith Works (IW) Community Visions Overflow	<b>70</b>	<b>311</b>	<b>305</b>	<b>326</b>
IW Wilkins Ave. Women's Assessment Center	<b>65</b>	<b>301</b>	<b>273</b>	<b>181</b>
MC Coalition for the Homeless Home Builders Assessment Center	<b>Changes depending on time of year</b>	<b>748</b>	<b>785</b>	<b>569</b>
Rainbow Place	<b>25</b>	<b>94</b>	<b>68</b>	<b>98</b>
<b>Total Individuals (Unduplicated)</b>		<b>1280</b>	<b>1283</b>	<b>1045</b>
NCCF Greentree Shelter	<b>13 Households</b>	<b>43</b>	<b>44</b>	<b>31</b>
Mt. Calvary Helping Hands	<b>8 Households</b>	<b>39</b>	<b>38</b>	<b>24</b>
Stepping Stones	<b>6 Households</b>	<b>34</b>	<b>30</b>	<b>15</b>
HSS Overflow Hotel		<b>376</b>	<b>416</b>	<b>268</b>
<b>Total Families (Unduplicated)</b>		<b>414</b>	<b>449</b>	<b>294</b>
Current Family Shelter Waitlist				<b>11</b>
				17
<b>Homeless Resource Day</b>	<b>Exit Surveys</b>	<b>300</b>	<b>319</b>	

# OFFICE OF COMMUNITY AFFAIRS | OCA

- Minority Health Initiatives | Program
- Leadership Institute for Equity and Elimination of Disparities
- Volunteer Income Tax Assistance Program
- Head Start
- Management of Food Contracts that Supports the Safety Net and Hunger Issues
- Provided Language and Cultural Competency Training



### ■ **Minority Health Initiatives | Program**

- **75** health promoters covering language communities that included English, Spanish, Chinese, Vietnamese, French, Amharic, Hindi, Urdu, Korean, Tagalog and Khmer put in **622** volunteer hours in creating awareness of ACA and promoting enrollment
- The Suburban Maryland Welcome Back Center graduated **14** foreign-trained nurses who obtained the Maryland registered nurse (RN) license or alternative certificate and joined the health workforce in Maryland. Salaries increased an average of **119%** percent from the time entering the program until hired as RNs

### ■ **Leadership Institute for Equity and Elimination of Disparities**

- Established the LIEED Advisory Committee with a broad representation of racial/ethnic communities in the county.
- Developed a solid framework of operation for the Advisory Committee as the first step toward building a trusting working relationship across community groups

### ■ **Volunteer Income Tax Assistance Program (VITA)**

- In Tax Year 2013, VITA served **2,350+** families bringing them over \$5 million in federal, state and local refunds and credits

### ■ **Head Start**

- **648** children were served by Head Start. The children made progress in all learning domains, but those who are dual language learners showed the greatest improvements: children who speak a home language other than English demonstrated **80%** proficiency in English language development by the end of last school year.
- By the end of the school year, all Head Start children had health insurance and an ongoing source of continuous, accessible health care as well as were up to date on immunizations; **132** were diagnosed by a health care professional with a chronic condition and have received or are receiving medical treatment. All Head Start children received dental screenings and referrals for appropriate follow-up services.

## ■ Management of food contracts that support the safety net and hunger issues

- In FY13, under food related contracts with Catholic Charities, Manna Food, Women Who Care Ministry and Caribbean Help Center, **856** residents received food from pantries, **8,320** unduplicated households received food boxes from Manna and **41,000** weekend snack backpacks were distributed in **31** MCPS schools
- In FY14 to-date, some highlights included Crossroads Community Food Network Inc. ,distributing **\$7,284** in Fresh Checks redeemable for fresh fruits and vegetables at the Crossroads Farmers Market to **hundreds** of families receiving SNAP, WIC and FMNP vouchers
- EduCare Support Services Inc., delivered food boxes to **334** seniors and persons with disabilities in the Takoma Park, Wheaton, Aspen Hill, White Oak and Rockville Areas
- Provided language and cultural competency training

- In FY13, **40** LEP sessions were conducted covering **314** employees, **956** requests were made for in person interpreters, **8,956** phone interpretations in **64** languages were provided, **3,182** medical interpretations were provided at safety net clinics and other health programs, and **40** documents were translated into a total of **7** languages

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THANK YOU!