

PS COMMITTEE # 2
April 27, 2016

Worksession

MEMORANDUM

April 25, 2016

TO: Public Safety Committee

FROM: Susan J. Farag, Legislative Analyst *SJF*

SUBJECT: **Worksession – FY17 Operating Budget: Office of Consumer Protection (OCP)**

Those expected to attend this worksession include:

Eric Friedman, Director, Office of Consumer Protection
Dieter Klinger, Chief Operating Officer, Department of Technology Services (DTS)
Marsha Carter, OCP
Helen Vallone, Office of Management and Budget (OMB)

Budget Summary:

- The Commission for Common Ownership Communities shifts to Department of Housing and Community Affairs (DHCA) beginning in FY17, resulting in the loss of \$190,089 and one investigator position.

Overview

For FY17, the Executive recommends total expenditures of \$2,110,385 for the Office of Consumer Protection, an 11.7% decrease from the FY16 approved budget.

	<i>FY15 Actual</i>	<i>FY16 Approved</i>	<i>FY17 Recommended</i>	<i>% Change FY16-FY17</i>
<i>Expenditures by fund</i>				
General Fund	\$2,135,561	\$2,388,730	\$2,110,385	-11.7%
Total Expenditures	\$2,135,561	\$2,388,730	\$2,110,385	-11.7%
<i>Positions</i>				
Full-Time	17	17	16	-5.9%
Part-Time	1	1	1	0.0%
FTEs	16.6	16.6	15.6	-6.0%

The FY17 County Executive recommendation is a decrease of \$278,345, or 11.7%. This decrease comes from the following identified same services adjustments:

Identified Same Service Adjustments	
Increase Cost: FY17 Compensation Adjustment	\$30,125
Increase Cost: Group Insurance Adjustment	\$10,625
Increase Cost: Print and Mail	\$273
Total Increases:	\$41,023
Shift Telecommunications to Telecommunications NDA	(\$15,480)
Decrease Cost: Retirement Adjustment	(\$31,248)
Decrease Cost: Annualization of FY16 Personnel Costs	(\$82,551)
Shift: Common Ownership Communities Investigator III and OE to DHCA	(\$190,089)
Total Decreases:	(\$319,368)
NET SAME SERVICES ADJUSTMENT TOTAL:	(\$278,345)

FY17 Expenditure Issues

Commission on Common Ownership Communities (CCOC) shifts to DHCA (\$190,089)

The Council recently passed Bill 50-15, which shifted the CCOC to the Department of Housing and Community Affairs, effective July 1, 2016. This change shifts one investigator position and \$23,320 in operating expenses to DHCA. The other 0.9 FTEs that assisted with CCOC duties will remain with OCP. These positions include 0.3 FTE of an administrative aide position, 0.3 FTE of a receptionist position, 0.2 FTE of a manager position, and 0.1 FTE of an investigator position. The shift of CCOC duties will free up these 0.9 FTEs to focus on OCP's core consumer protection functions.

Other Staffing Changes

In FY16, OCP was able to hire an incumbent for its one manager position.

In FY17, OCP will consider making an organizational change. One position from the Investigative Programs Section may be moved to the Director's Office to handle Executive Director complaints, special investigations/projects, and legislative matters. In addition, OCP hopes to fill its

vacant Administrative Specialist I (PT) position to coordinate consumer education/outreach projects, enhance our social media platform, compile program measures and coordinate technology needs.

OCP Caseload

Case Volume/Closure

	FY13	FY14	FY15
Cases Opened	1,314	1,272	1,202
Cases Closed	1,292	1,334	1,248

OCP advises that it continues to work to identify new consumer cases impacting County residents. Efforts are underway to identify outreach opportunities and OCP continues to use social media to reach consumers. OCP had a slight reduction in the number of cases closed in FY15. Council staff advises that historically understaffing has impacted OCP’s ability to conduct outreach and education. Without outreach, fewer people know what assistance OCP can provide with consumer complaints. *The Committee may wish to ask if the hiring of a manager along with freeing up 0.9 FTE will help with outreach activities.*

Top Case Categories

Case Type	FY13	FY14	FY15
Home Improvement	16%	18%	18%
Towing	15%	13%	13%
Automotive Services	10%	10%	12%

OCP indicates that of new cases opened over the past three years, Home Improvement, Towing and Automotive Service have consistently been their top three case categories. Staffing improvements have been made to address these specialties. In FY15, OCP’s towing regulations were updated and the result of this change will be reviewed in FY16.

Recent Initiatives

OCP advises that it has invested considerable time and effort working with the County Council, County Executive, and consumer/business stakeholders in order to revise Montgomery County’s trespass towing law (Chapter 30C). In an effort to establish a balanced regulatory approach regarding towing in commercial and residential parking lots, Montgomery County’s towing law now reflects recent changes in the State towing laws. In addition, OCP is now responsible for maintaining a database of all the commercial parking lots in Montgomery County which engage in trespass towing.

OCP also continued collaborating with Montgomery County’s Department of Permitting Services (DPS) in order to identify contractors engaged in renovating or building new homes without first obtaining the proper license and permits. DPS now provides permit application data directly to OCP for investigation. This innovative “Permit Pirates” enforcement project received a NACo Award for 2015.

OCP embarked upon a new format in providing consumer alerts and education via Montgomery County's cable TV channel. OCP's half hour program "Consumer Compass" was transitioned into several 2-minute long "Consumer Alerts" for distribution on social media platforms in addition to being aired on cable TV.

IT Upgrades

In FY15, OCP upgraded all equipment to Office 2010 and successfully transitioned to Office 365. OCP is currently awaiting an upgrade to G3 licenses for all of its users.

The Department of Technology Services (DTS) has been developing a new case management system for OCP, called Case and Licensing Management System (CALMS). This system will replace OCP's 20+ year old Access based system. This new management system is expected to have email, scanning, citation, and licensing system integration to provide investigative tools to efficiently manage casework in a mobile environment.

According to DTS, CALMS will be released in various stages beginning with a release of Version 1 (V1) in late May 2016. V1 one is expected to provide migration of open cases and cases meeting a three-year time period. Anticipated enhancements include integrated email and postal mail communication, electronic document filing, document templates, settlement database and user based security. Key enhancements that have been postponed until a later time include the ability to issue electronic citations, court/hearing calendar, and licensing database integration.

DTS will provide OCP staff training for the CALMS and will provide support as needed through FY16. OCP anticipates CALMS training to occur in late May and DTS expects CALMS to be put in production in late May/June.

The Committee may wish to ask about future IT support for the new system, since OCP has no IT staff.

Patient Advocate Update

OCP provides a Patient Advocate for the Emergency Medical Services (EMS) Insurance Reimbursement Program. OCP's PA continues to determine the best course of action and responds quickly to a variety of calls. The PA consults regularly with Montgomery County Fire & Rescue Service to respond to patients' needs and provides a weekly report to MCFRS listing the number and types of calls received.

The Patient Advocate received 181 inquiries in FY15, and has received 138 inquiries to date in FY16. The top three requests were EMS record requests, questions regarding the Request for Information form that is used to obtain patient insurance information, and access to program information.

FY17 Revenue Issues

FY17 revenues for OCP are calculated based on new home builder's licenses, other fines, and other business licenses. The information is summarized below.

Fee	OCP Revenues		
	Actual FY15	Budget FY16	Rec FY17
CCOC	\$ 413,722	\$ 410,000	\$ -
New Home Builder's Lic.	\$ 133,813	\$ 134,000	\$ 134,000
Other Fines/Forfeitures	\$ 700	\$ 1,000	\$ 1,000
Other Licenses/Permits	\$ 71,224	\$ 55,000	\$ 60,000
Miscellaneous	\$ 2,000	\$ -	\$ -
Total:	\$ 621,459	\$ 600,000	\$ 195,000

Council Staff Recommendation

Council staff recommends approval as submitted by the Executive.

This packet contains

OCP Recommended FY17 Operating Budget
OCP Responses

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Consumer Protection

Mission Statement

The mission of the Office of Consumer Protection (OCP) is to enforce consumer protection laws prohibiting unfair and deceptive business acts or practices to ensure a fair marketplace for consumers and businesses. Activities include complaint resolution, law enforcement, education, legislation, advocacy, and outreach to vulnerable consumers.

Budget Overview

The total recommended FY17 Operating Budget for the Office of Consumer Protection is \$2,110,385, a decrease of \$278,345 or 11.65 percent from the FY16 Approved Budget of \$2,388,730. Personnel Costs comprise 93.24 percent of the budget for 16 full-time position(s) and one part-time position(s), and a total of 15.60 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 6.76 percent of the FY17 budget.

County Government Reorganization

In October 2015, the County Executive transmitted to the County Council recommended amendments to Chapter 10B, Common Ownership Communities of the Montgomery County Code which includes transfer of the Common Ownership Communities (COC) program from the Office of Consumer Protection to the Department of Housing and Community Affairs. Transfer of these responsibilities is designed to advance the core mission of the COC and will enhance adjudication of disputes, create cohesive staff and technology support, and increase overall public awareness.

Linkage to County Result Areas

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ A Responsive, Accountable County Government
- ❖ Strong and Vibrant Economy
- ❖ Vital Living for All of Our Residents

Department Performance Measures

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY16 estimates reflect funding based on the FY16 approved budget. The FY17 and FY18 figures are performance targets based on the FY17 recommended budget and funding for comparable service levels in FY18.

Accomplishments

- Worked with elected officials and stakeholders to revise Montgomery County's trespass towing law (Chapter 30C). Towing complaints have a major economic impact on Montgomery County's business districts by resulting in lost customers and revenue.
- Partnered with the Department of Permitting Services (DPS) to take enforcement action against individuals who are in the business of building or renovating homes and selling them without being properly licensed. When these homes are sold, consumers do not receive the warranty protections that a licensed contractor is required to provide.
- Replaced its cable television program with fast-paced 2 minute consumer news alerts that provides quicker notification to consumers and are more effectively used with social media platforms.
- In conjunction with the OCP Advisory Committee, met with all the community liaisons within the Office of Community Partnerships to better understand the consumer needs of social, cultural, or economic diverse communities and develop plans to address those needs and engage in effective outreach.

Productivity Improvements

- Working with the Department of Technology Services (DTS) to define and update its business rules in anticipation of DTS building and deploying an enhanced complaint tracking/case management system to combine digital and paper case files, maintain photos and documents, and effectively search records. This improvement will increase staff productivity in case investigation, improve reporting capabilities, and provide OCP with additional management tools for compiling program measures, identifying trends, and allocating resources. Residents benefit from increased productivity and improvements by having more efficient case handling and enhanced access to online complaint records.
- Updated procedures for investigating and addressing complaints against unlicensed home improvement contractors and participated in a multi-jurisdictional "Woodchuck Task Force" to share information and coordinate criminal prosecution of unlicensed contractors with the Police. Woodchuck are contractors, usually unlicensed, that engage in door-to-door sales, and typically scour neighborhoods offering tree and lawn services.

Program Contacts

Contact Marsha Carter of the Office of Consumer Protection at 240.777.3686 or Helen P. Vallone of the Office of Management and Budget at 240.777.2755 for more information regarding this department's operating budget.

Program Descriptions

Consumer Protection

The OCP receives and investigates complaints and initiates its own investigations of deceptive or unfair trade practices against consumers. Staff resolves disputes between consumers and merchants, identifies violations of County, State, and Federal consumer protection laws, and makes referrals to other agencies when appropriate. Complaint categories include automotive sales/repairs, new home construction, home improvement repairs, predatory financial practices, credit and collection practices, telemarketing, and retail sales.

The OCP issues subpoenas to compel the production of documents or compel the attendance of witnesses. The office is authorized to hold hearings, administer oaths, and issue civil citations for violations of consumer protection laws. Special investigations are conducted and may result in Settlement Agreements or abatement orders, or in transmitting cases to the Office of the County Attorney for appropriate legal action. Investigators initiate charges for criminal prosecutions by the Office of the State's Attorney, and investigators also testify in court as expert witnesses. In addition, the Office engages in consumer advocacy by testifying before County, State, and Federal legislative bodies and by drafting new legislation to protect consumers.

The OCP develops and conducts consumer education programs. The Office issues press releases through the Office of Public Information, holds press conferences, and publishes consumer brochures; staff responds to requests for information regarding consumer protection rights and remedies. Staff makes presentations at schools; community, business and civic group meetings; and frequently appear on television and radio news programs. The Office maintains a webpage containing consumer protection information, a record of the number of complaints received against merchants, and consumer alerts. Outreach efforts include initiatives to better address the needs of vulnerable consumers, underserved communities, and residents with limited English proficiency. The Office also works with the Advisory Committee on Consumer Protection.

The OCP is responsible for licensing or registering automobile repair and towing businesses; new homebuilders; radio, television, and electrical appliance repair shops; and secondhand personal property dealers.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Restitution received as a percent of restitution asked for by the consumer and validated by the assigned OCP case investigator	80%	80%	80%	80%	80%
Average Office of Consumer Protection (OCP) customer satisfaction rating - Manner in which the customer's case was handled (1-4 scale) based on customer satisfaction survey	3.2	3.6	3.3	3.3	3.3
Average OCP customer satisfaction rating - Outcome of the customer's case (1-4 scale) based on customer satisfaction survey	3.2	3.4	2.8	2.8	2.8
Average time in workdays to investigate and close a written complaint (All complaints)	59	56	64	64	64
Average time in workdays to investigate and close a written complaint (>\$5,000)	94	72	64	64	64
Average time in workdays to investigate and close a written complaint: (\$1,001 - \$5,000)	67	69	64	64	64

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Average time in workdays to investigate and close a written complaint: (\$101 - \$1,000)	57	55	64	64	64
Average time in workdays to investigate and close a written complaint: (Less than \$100)	44	45	64	64	64
Average time in workdays to investigate and close a written complaint: (\$NA)	57	51	64	64	64
Percent of consumer protection cases closed that are resolved by OCP	63%	62%	65%	65%	65%
Media Coverage - Percent of news releases receiving media coverage, including print news, television and radio	94%	89%	75%	75%	75%
Media Coverage - Number of times media outlets, including print news, television and radio, seek out OCP's expertise	25	28	24	24	24

FY17 Recommended Changes	Expenditures	FTEs
FY16 Approved	2,033,790	14.70
Increase Cost: Group Insurance Adjustment	10,625	0.00
Increase Cost: Printing and Mail	273	0.00
Shift: Telecommunications to the Telecommunications Non-Departmental Account	(15,480)	0.00
Decrease Cost: Retirement Adjustment	(31,248)	0.00
Decrease Cost: Annualization of FY16 Personnel Costs	(82,551)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	194,976	0.90
FY17 Recommended	2,110,385	15.60

Commission on Common Ownership Communities

The OCP serves as staff to the Commission on Common Ownership Communities. This Commission serves as an alternative dispute resolution mechanism to mediate and arbitrate certain disputes between the governing bodies of homeowner associations, condominium associations, and cooperatives, and the individuals living within these common ownership communities. The Commission also provides education to governing bodies of common ownership communities and their residents and acts as an advocate for their interests.

NOTE: COC is moving from the Office of Consumer Protection to the Department of Housing and Community Affairs.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Percent of Commission on Common Ownership Communities (CCOC) cases resolved prior to a hearing	65%	68%	60%	N/A	N/A

FY17 Recommended Changes	Expenditures	FTEs
FY16 Approved	354,940	1.90
Shift: Common Ownership Communities Investigator III and Operating Expenses to the Department of Housing and Community Affairs	(190,089)	(1.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(164,851)	(0.90)
FY17 Recommended	0	0.00

Notes: COC is moving from the Office of Consumer Protection to the Department of Housing and Community Affairs in FY17.

Budget Summary

	Actual FY15	Budget FY16	Estimate FY16	REC FY17	%Chg Bud/Rec
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	1,398,602	1,461,434	1,493,740	1,379,622	-5.6 %
Employee Benefits	666,148	746,071	652,133	588,065	-21.2 %
County General Fund Personnel Costs	2,064,750	2,207,505	2,145,873	1,967,687	-10.9 %
Operating Expenses	70,811	181,225	169,496	142,698	-21.3 %
County General Fund Expenditures	2,135,561	2,388,730	2,315,369	2,110,385	-11.7 %

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	Actual FY15	Budget FY16	Estimate FY16	REC FY17	%Chg Bud/Rec
PERSONNEL					
Full-Time	17	17	17	16	-5.9 %
Part-Time	1	1	1	1	—
FTEs	16.60	16.60	16.60	15.60	-6.0 %
REVENUES					
Common Ownership Community Fees	413,722	410,000	415,000	0	-100.0 %
Miscellaneous Revenues	2,000	0	0	0	—
New Home Builder's License	133,813	134,000	134,000	134,000	—
Other Fines/Forfeitures	700	1,000	1,000	1,000	—
Other Licenses/Permits	71,224	55,000	55,000	60,000	9.1 %
County General Fund Revenues	621,459	600,000	605,000	195,000	-67.5 %

FY17 Recommended Changes

	Expenditures	FTEs
COUNTY GENERAL FUND		
FY16 ORIGINAL APPROPRIATION	2,388,730	16.60
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY17 Compensation Adjustment	30,125	0.00
Increase Cost: Group Insurance Adjustment [Consumer Protection]	10,625	0.00
Increase Cost: Printing and Mail [Consumer Protection]	273	0.00
Shift: Telecommunications to the Telecommunications Non-Departmental Account [Consumer Protection]	(15,480)	0.00
Decrease Cost: Retirement Adjustment [Consumer Protection]	(31,248)	0.00
Decrease Cost: Annualization of FY16 Personnel Costs [Consumer Protection]	(82,551)	0.00
Shift: Common Ownership Communities Investigator III and Operating Expenses to the Department of Housing and Community Affairs [Commission on Common Ownership Communities]	(190,089)	(1.00)
FY17 RECOMMENDED	2,110,385	15.60

Program Summary

Program Name	FY16 APPR		FY17 REC	
	Expenditures	FTEs	Expenditures	FTEs
Consumer Protection	2,033,790	14.70	2,110,385	15.60
Commission on Common Ownership Communities	354,940	1.90	0	0.00
Total	2,388,730	16.60	2,110,385	15.60

Charges to Other Departments

Charged Department	Charged Fund	FY16		FY17	
		Total\$	FTEs	Total\$	FTEs
COUNTY GENERAL FUND					
Fire and Rescue Service	Fire	65,042	1.00	67,977	1.00

Future Fiscal Impacts

Title	CE RECOMMENDED (\$000s)					
	FY17	FY18	FY19	FY20	FY21	FY22
COUNTY GENERAL FUND						
EXPENDITURES						

Title	CE RECOMMENDED (\$000s)					
	FY17	FY18	FY19	FY20	FY21	FY22
FY17 Recommended	2,110	2,110	2,110	2,110	2,110	2,110
No inflation or compensation change is included in outyear projections.						
Labor Contracts	0	12	12	12	12	12
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	2,110	2,122	2,122	2,122	2,122	2,122

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Office of Consumer Protection Budget Questions – FY17

Also please note that CCOC operating budget will be discussed with the DHCA budget on April 20 at 10am in 7CHR. It will not be included in the Public Safety worksession discussion on OCP this year.

1. Please provide a current organizational charge of the office, including titles. Please indicate what positions, if any, are vacant.
Please see Attachment "A"
Currently, OCP's Administrative Specialist I (PT) is vacant.

2. If you are attempting to hire for any vacant positions, have you been granted exceptions to the hiring freeze?
OCP is currently not attempting to hire for any additional vacant positions in FY16. However, in FY17 OCP will need to fill its vacant Administrative Specialist I (PT) position.

3. Please provide the most recent statistics you have regarding case volume, closure, and customer satisfaction. What has the trend been over the past three years?

Case Volume/Closure

	FY13	FY14	FY15
Cases Opened	1314	1272	1202
Cases Closed	1292	1334	1248

OCP continues to work to identify new consumer cases impacting County residents. Efforts are underway to identify outreach opportunities and OCP continues to use social media to reach consumers. OCP had a slight reduction in the number of cases closed in FY15.

Top Case Categories

	FY13	FY14	FY15
Home Improvement	16%	18%	18%
Towing	15%	13%	13%
Automotive Services	10%	10%	12%

Of new cases opened over the past three years, Home Improvement, Towing and Automotive Service have consistently been our top three case categories. These categories represent 18% and almost 13% of our case volume respectively. Staffing improvements have been made to address these specialties. In FY15, OCP's towing regulations were updated and the result of this change will be reviewed in FY16.

Resolution

	FY13	FY14	FY15
Investigator Validated Claim Amount	\$836,663	\$787,311	\$1,139,719
Settlement amount	\$678,518	\$626,099	\$974,863
Resolution Rate	81%	80%	86%

OCP's resolution rates have also improved over the past three years. In FY15, OCP recovered, on average, 86% of the amount requested by the consumer.

Days to Close a Case

Claim Amount (Investigator Validated)	FY13	FY14	FY15
<100	64	66	58
\$100 to \$1,000	84	66	79
\$1,001 to \$5,000	101	93	82
>\$5,000	127	121	89
NA	84	71	62

Over the past three years, OCP has made improvements to its processes and tools to improve our responsive benchmarks. One measure that has significantly improved is number of work-days to close a case.

Customer Satisfaction*

	FY13	FY14	FY15
Satisfaction Manner	3.4	3.4	3.6
Satisfaction Outcome	3.1	3.2	3.4

*4 is the highest rating

OCP continued to improve its customer satisfaction measures for both satisfaction with the handling of cases and satisfaction with the outcome of cases.

In addition to OCP's investigative work, investigators address many varied issues on a daily basis. During business hours, OCP has an investigator-on-duty dedicated to answering public inquiries ranging from towing complaints to purchasing advice. In 2015, OCP addressed over 3,100 consumer inquiries either by telephone, in person or by email.

4. Has OCP undertaken any new functions or duties in the past year?

Yes.

OCP invested considerable time and effort working with the County Council, County Executive, and consumer/business stakeholders in order to revise Montgomery County's trespass towing law (Chapter 30C). In an effort to establish a balanced regulatory approach regarding towing in commercial and residential parking lots, Montgomery County's towing law now reflects recent changes in the State towing laws. In addition, OCP is now responsible for maintaining a data base of all the commercial parking lots in Montgomery County which engage in trespass towing.

OCP continued collaborating with Montgomery County's Department of Permitting Services (DPS) in order to identify contractors engaged in renovating or building new homes without first obtaining the proper license and permits. DPS now provides permit application data directly to OCP for investigation. This innovative "Permit Pirates" enforcement project received a NACo Award for 2015.

OCP embarked upon a new format in providing consumer alerts and education via Montgomery County's cable TV channel. OCP's half hour program "Consumer Compass" was transitioned into several 2-minute long "Consumer Alerts" for distribution on social media platforms in addition to being aired on cable TV.

5. Has OCP had to stop providing any specific functions or duties?

Yes.

In FY16, OCP was unfortunately not able to provide the following functions/services:

- Review and revise the new home builder licensing and warranty law and executive regulations.
- Testify in Annapolis regarding consumer protection related bills and multi-jurisdictional enforcement activity.
- Fully engage in public speaking and outreach events.
- Provide enhanced supervision and training to investigative staff.
- Update and publish new consumer educational material.
- Participate in regional consumer protection conferences, task force meetings, and networking events.
- Serve on the Board of Directors of the Maryland Consumer Rights Coalition (MCRC).

However, in FY16 OCP was able to hire its sole manager position and now hopes to resume many of these functions and duties.

7. Please provide a copy or link to the most recent annual report.

Annual Report

8. Please provide an update about Patient Advocate position and the type of inquiries and disputes the position has handled. How many cases did you have in FY15, and in YTD FY16?

In FY16 OCP continued its important role as the Patient Advocate (PA) for the Emergency Medical Services (EMS) Insurance Reimbursement Program. OCP's PA continues to determine the best course of action and responds quickly to a variety of calls. The PA consults regularly with Montgomery County Fire & Rescue Services to respond to patients' needs and provides a weekly report to MCFRS listing the number and types of calls received.

The Patient Advocate has received the following number of inquiries:

YEAR	NUMBER OF INQUIRIES RECEIVED
FY15 (Actuals)	181
FY16 (To Date)	138

Top 3 Subject Matters YTD in FY16:

1. EMS record requests;
 2. Questions regarding the Request for Information (RFI) form which is used to obtain patient's insurance information; and
 3. Access to program information.
9. Please provide a brief overview of the IT upgrades that are being made for the office. Please describe any training that will occur.

In FY15, OCP upgraded all equipment to Office 2010 and successfully transitioned to Office 365. OCP is currently awaiting an upgrade to G3 licenses for all of its users.

OCP's most significant upgrade in FY15 and FY16 is the development of a new case management system, Case and Licensing Management System (CALMS). DTS is currently developing CALMS to replace OCP's 20+ year old Access based system. This new management system is expected to have email, scanning, citation, and licensing system integration to provide investigative tools to efficiently manage casework in a mobile environment.

According to DTS, CALMS will be released in various stages beginning with a release of Version 1 (V1) in late May 2016. V1 one is expected to provide migration of open cases and cases meeting a three year time period. Anticipated enhancements include integrated email and postal mail communication, electronic document filing, document templates, settlement database and user based security. Key enhancements that have been postponed into a later

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version include the ability to issue electronic citations, court/hearing calendar, and licensing database integration.

DTS will provide OCP staff training for the CALMS and will provide support as needed through FY16. OCP anticipates CALMS training to occur in late May and DTS expects CALMS to be put in production in late May/June.

10. You are losing one full-time position for FY17. I assume that is the one investigator position in CCOC. Are you maintaining the other .9 FTEs that had been performing CCOC work?

Yes.

11. What operating expenses, and how much, are you shifting to DHCA for the CCOC functions?

\$23,320

12. Please describe briefly any operational impact that the CCOC transfer will have on OCP for FY17. i.e., will there be any staffing or organizational changes?

For several years, OCP has been operating with limited human resources. Staffing the COC further constrained OCP's ability to effectively respond to emerging consumer protection issues and to administer OCP's core programs and mission with our current staff. The transfer of the COC Program to DHCA will restore OCP's ability to fulfill its many duties in a timely, consistent, and effective manner.

In FY17, OCP will consider making an organizational change. One position from the Investigative Programs Section may be moved to the Director's Office to handle Executive Director complaints, special investigations/projects, and legislative matters. In addition, OCP hopes to fill its vacant Administrative Specialist I (PT) position to coordinate consumer education/outreach projects, enhance our social media platform, compile program measures and coordinate technology needs.

13. What vacant positions did you fill during FY16, if any?

OCP filled its sole manager position in FY16.
Investigative Programs Administrator - MIII

