

HHS COMMITTEE #1
July 18, 2016

M E M O R A N D U M

July 14, 2016

TO: Health and Human Services Committee

FROM: Linda McMillan, Senior Legislative Analyst *lme*

SUBJECT: **Discussion: Health and Human Service Delivery in the East County
(continued from May 2, 2016)**

Those expected for this worksession:

Uma Ahluwalia, Director, Department of Health and Human Services (DHHS)
Jewru Bandeh, Director, East County Regional Service Center

Members of the East County Service Delivery Workgroup:

JoAnn Barnes, DHHS, Children Youth, and Families
Sara Black, DHHS Special Needs Housing
Mark Bergel, A Wider Circle
Wendy Enderson, Family Services, Inc.
Ken Flemmer, Adventist Community Services of Greater Washington
Anna Hargrave, Community Foundation for the National Capital Region
Mansfield Kaseman, Office of Community Partnerships
Kylie McCleaf, Family Services, Inc.
Jayne Park, IMPACT Silver Spring
Shane Rock, Interfaith Works
Erik Wangsness, Adventist Healthcare

On May 2, the HHS Committee had an initial discussion about the need to improve the delivery of health and social services in the east county. At the session, the Committee received a briefing from CountyStat on economic and employment challenges for households in the east county and the drive time to locations in the county where government and other support services can be accessed. Directors Ahluwalia and Bandeh discussed the partnership that they are working to leverage resources of non-profit and faith-based organizations as well as

partnerships with agencies such as Montgomery College. A listing of the East County Providers Network is attached at © 2. A workgroup has been meeting. At this session, the Committee will receive a presentation on the efforts of this group.

The Council approved funding for a new Social Worker position in the Department of Health and Human Services to work from the East County Center to both address issues that can be addressed on site and to help people navigate access to services. In addition, the Council approved a County Executive Community Grant to Family Services, Inc. to expand the Neighborhood Opportunity Network into the east county.



MONTGOMERY COUNTY COUNCIL
ROCKVILLE, MARYLAND

TO: Councilmembers
FROM: Tom Hucker
DATE: May 4, 2016
RE: Funding for new HHS position at East County Regional Service Center

I am seeking your support in adding \$60,225 to the Council's reconciliation list for HHS to add a new HHS position at the East County Service Center in order to immediately improve our delivery of HHS services in East County.

As discussed in the HHS briefing earlier this week, the needs of our East County residents are significant. Our East County Regional Service Center Director, Jewru Bandeh, has conducted tireless outreach to increase traffic to the Regional Service Center. My office often hears from constituents attempting to access County HHS services that they must spend considerable time traveling (often by public transportation) to different offices throughout the County in person to access benefits. A new HHS staff member would immediately increase the East County Regional Service Center's capacity to enroll constituents in appropriate HHS programs. He or she would be able to determine eligibility for certain income assistance and healthcare programs; interact with other County support programs on behalf of constituents; and capably connect them to appropriate services, ensuring that they are fully prepared with required documentation for trips to other County offices.¹ While constituents would likely still need to travel to different HHS offices throughout the County to access certain benefits, adding a capable HHS representative on site this fall would reduce this need, truly enhancing the County service currently available in East County.

I propose that this new position be created for an Income Assistance Program Specialist II (Grade 20). The personnel cost in FY17 would be \$60,225 (lapsed to .75 time). Linda McMillan has advised that operating expenses will need to be added to the personnel cost and OMB will provide an estimate. Adding funding for this position does not foreclose two other opportunities we have this year to improve HHS service delivery in East County. I am still very interested in pursuing: 1) Council grant funding for Family Services, Inc., for a part time staff member to begin work in a similar capacity in East County, and 2) a broader proposal to establish a Neighborhood Opportunity Center in East County. Please let me or Andrea Nunez on my staff know if you have any questions or concerns.

¹ According to the job description provided by OMB, this position: "provides active case management of applicants being processed and of persons in programs, by responding to inquiries from applicants/enrollees, other departmental staff and staff from outside agencies; advises applicants and enrollees regarding their situations and status; facilitates removal of barriers to employment; and, arranges for services and/or refers cases to other service units within the department as appropriate."

East County Service Providers Network

Purpose

A network of community-based organizations, agencies and volunteers who advocate and take action on behalf of residents who live in Eastern Montgomery County. Areas of interest are determined by members and have included issues and services such as health and human services, housing, seniors, transportation, government, education, legal, youth development and recreation.

Members

Impact Silver Spring

East County Parents Circle

Family Services, Inc.

Montgomery County Bar Foundation

Mobilemed

People's Wellness Clinic

The Non-Profit Village

InterfaithWorks

Muslim Community Center

Ahmadiyya Community Center

Manna Food Center

East County Regional Services Center/East County Citizens Advisory Board

East County/Praisner/White Oak Community Recreation Centers

Praisner/White Oak Public Libraries

Department of Health and Human Services-Aging, Income Mtnce, African Amer. Health Prog.

Montgomery County Police Department

Montgomery County Commission for Women

Gilchrist Center for Cultural Diversity-East County Center

Montgomery College-East County Community Engagement Center

Asian American Housing Counseling

Contact: Jewru Bandeh, Director-East County Regional Services Center, 3300 Briggs Chaney Road, Silver Spring, MD 20904-Jewru Bandeh@montgomerycountymd.gov

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