



Field Operations Administration Overview

Fiscal Year 2018

**Presentation to Appropriations Subcommittee
on the Department of Health & Human Services**

Terrence M. Beurer , Senior Deputy Director, Field Operations Administration
Farah A. Hanley, Senior Deputy Director, Financial Operations Administration



Our Guiding Principles

Mission

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.



Vision

Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.



Field Operations Administration's Mission

Pursuant to the mission and vision of the Department, Field Operations Administration (FOA) oversees the local MDHHS offices that provide:

- Food Assistance, child care, cash benefits, etc. for families and individuals in need
- Supportive Services such as employment and training

FOA is also responsible for the oversight of the following Central Office Units:

- Disability Determination Services, which is responsible for determining disability eligibility for state and federal programs
- Office of Child Support, which is responsible for Child Support enforcement



Action on Flint Declaration of Emergency

Flint supplemental funding allocation has been used for:

- Interpretation Services
- Ride to Wellness contract
- Mobile Food Pantry

Emergency Services (ES) Funds have been used for:

- Assistance with water bills as water credits are ending
- Household items for families being assisted by the lead abatement team



Pathways to Potential

Goals

1. Decrease chronic absenteeism by at least 10% since inception
2. Measure and monitor the overall success of the program through student contacts
3. Expand to more rural areas
4. Hire and retain qualified staff
5. Partner with school districts and the Michigan Department of Education to create and collect more meaningful metrics



Pathways to Potential

Highlights

1. Pathways to Potential continues to grow and is currently in 259 schools in 34 counties. (Previously was 219 schools in 22 counties).
2. During the 2015-16 school year, Success Coaches interacted with or on behalf of students, adults/caregivers, and community members to address barriers and provide referrals, resources and/or follow-up. They also had 168,780 interactions identifying barriers and provided 89,952 referrals, resources or follow-up. In the total number of interactions, the Success Coaches had 26,228 interactions to address attendance issues.



Family Independence Program

The goal of the Family Independence Program (FIP) is to help families achieve self-sufficiency and reduce dependence on public assistance. FIP provides a monthly cash assistance grant for both one- and two-parent families which:

- Covers housing, heat, utilities, food and personal needs costs (clothing, household items, etc.).
- Helps families achieve self-support and independence.
- Reduces dependence on public assistance and increases self-sufficiency.

Families must meet income and asset requirements as well as other eligibility standards including (but not limited to): time on assistance, work participation requirements, school attendance and child support requirements.



Family Independence Program

Fiscal Year 2016

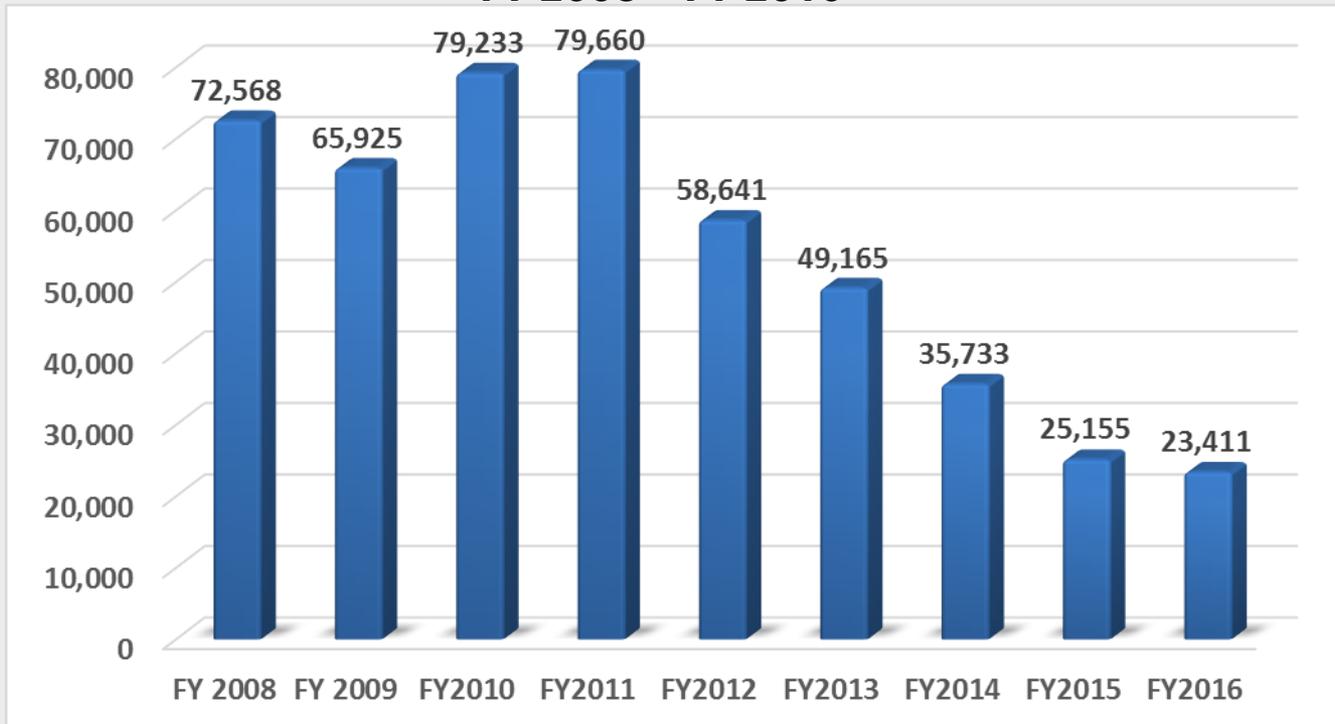
(FIP - Regular)*

| | |
|-----------------------------------|--------------------|
| Average Monthly Payment Per Case: | \$366 |
| Average Monthly Recipients: | 55,379 |
| Average Monthly Total Payments: | \$8,399,893 |



Average Monthly FIP Caseload

FY 2008 – FY 2016



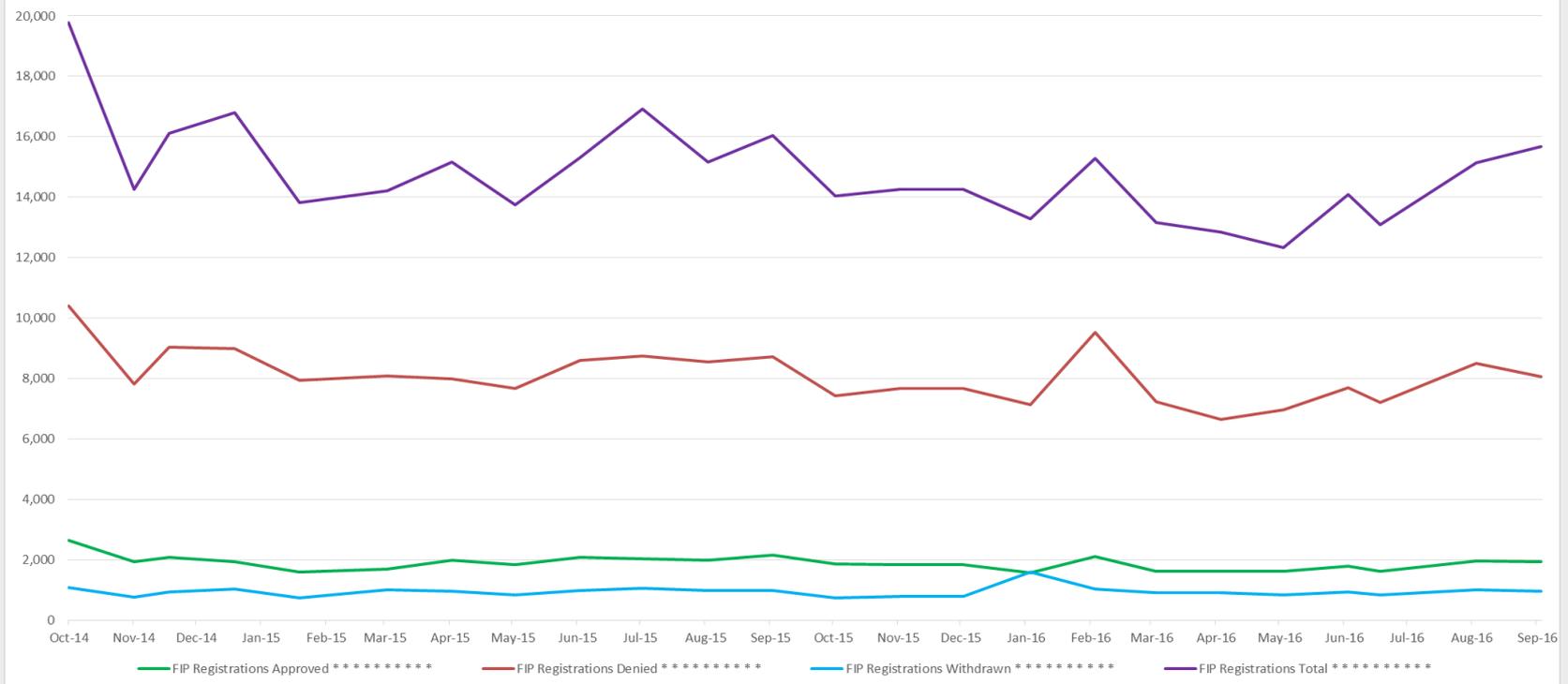
Currently we are at the lowest caseload since 1957

Source: MDHHS Green Book (Annual Report)

Family Independence Program



FIP Application Processing* FY 2015 and FY 2016



*Source: Bridges MH-S32 Monthly Report



Food Assistance Program

- Food Assistance Program (FAP) is a federal safety net program. The benefits are 100 percent federally funded with administrative costs shared equally between the state and the federal government.
- Households are eligible for FAP benefits based on criteria such as, but not limited to: assets, net income, household size, and certain expenses.
- FAP benefits raise the food purchasing power of low-income persons.



Able-Bodied Adults Without Dependents (ABAWD)

- Statewide Waiver ended effective January 1, 2017.
- There are 4 counties that are no longer covered by the waiver: Kent, Ottawa, Washtenaw and Oakland.
- These counties no longer meet the unemployment levels required for the waiver, determined by the US Department of Labor data analysis.
- Able-Bodied Adults Without Dependents in these four counties that do not meet deferral criteria are eligible for only 3 months of food assistance unless they meet Time Limited Food Assistance Work requirements.
- These individuals must participate 80 hours a month (averaged as 20 hours a week) in order to maintain their food benefits.
- The activities that they can participate in are: employment, self-employment, community service at a non-profit agency, or participation in employment and training activities at the Michigan Works! Agencies.
- We have an estimated 16,000 ABAWDS in these four counties at this time.



Heat & Eat

- Will be effective with the June 2017 Bridges release.
- The legislature has allocated \$6.7 million in GF/GP funding to offset the LIHEAP costs for this ongoing initiative.
- Prior to the USDA Farm Bill of 2014, the state was able to provide Heat & Eat to all FAP cases, by paying \$1 in LIHEAP to each case. In 2014, the cost of this LIHEAP payment was raised to over \$20 per case. This increased the cost to the state exponentially, and the state was not able to justify the use of such a large amount of LIHEAP.
- This resulted in many cases seeing a decrease in FAP benefits, as they were no longer allowed the full Standard Utility Allowance based on receiving the \$1 Heat & Eat.
- Working with the legislature, the department was able to identify a large number of FAP recipients not receiving the full Standard Utility Allowance based on paying for heat in their rent payment.
- This the group that has been identified to be given the new Heat & Eat payment.
- We are still finalizing the number of cases to be served, based on current Bridges data, but we anticipate it will be between 350,000 - 380,000 cases.



Food Assistance Program

Fiscal Year 2016*

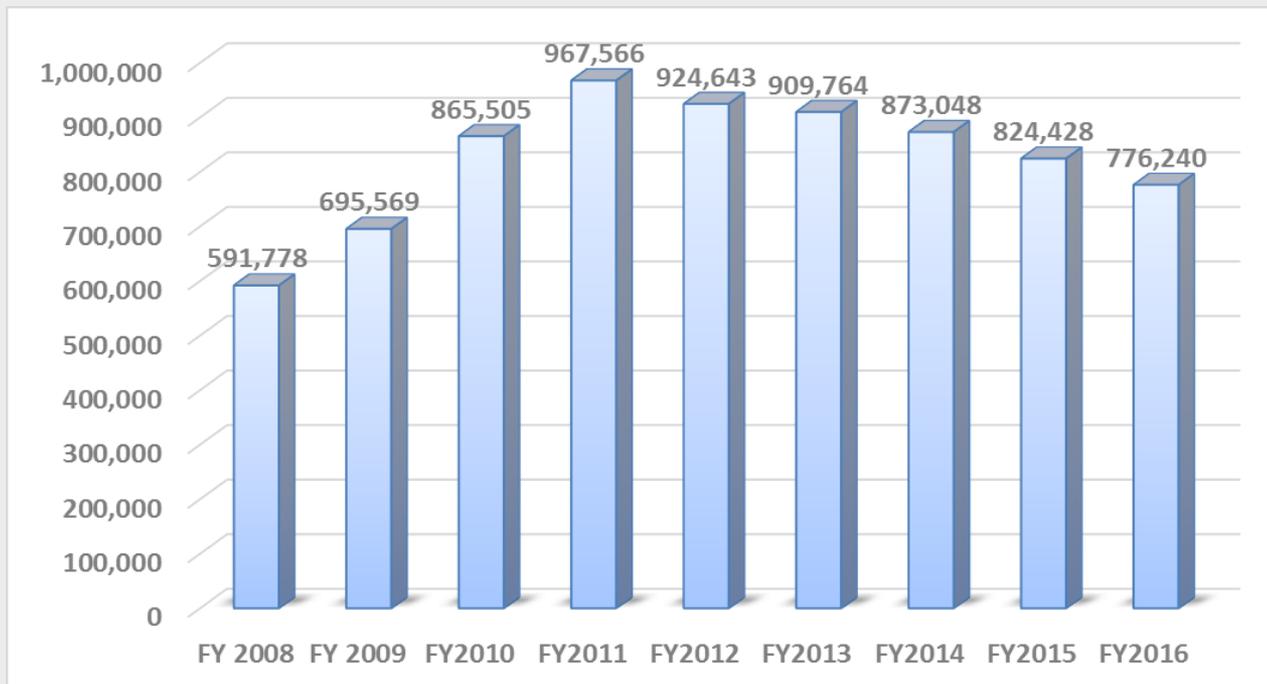
| | |
|---|--|
| Average Monthly Payments: | \$179,038,872 |
| Average Monthly Family Payment: | \$231 per Household \$121 per Recipient |
| Average Monthly Households: | 776,240 |
| Average Monthly Recipients: | 1,473.614 |
| Average Monthly Recipients per Household: | 1.90 |

*Source: Trend Report of Key Program Statistics, DHS-Pub-64, (Rev. 11-15)



Average Monthly FAP Caseloads

FY 2008 - FY 2016



Source: MDHHS Green Book (Annual Report)



Historical Caseload Information



| FY | Total Workers | Total Cases | Average Caseload Per Worker |
|--------------|----------------------|--------------------|------------------------------------|
| 2012 | 3,244 | 1,410,124 | 435 |
| 2013 | 3,098 | 1,399,809 | 452 |
| 2014 | 2,991 | 1,375,221 | 460 |
| 2015 | 2,923 | 1,545,209 | 529 |
| 2016 | 2,908 | 1,636,660 | 563 |
| 2017* | 2,975 | 1,683,534 | 566 |

* As of January 2017.



Caseload Information*

Statewide Average Caseload: **566**

Workers: 2,975

| County Office | Total Cases | Worker with Highest Caseload |
|---------------|-------------|------------------------------|
| Wayne | 476,701 | 1,500 |
| Tuscola | 8,732 | 1,130 |
| Oakland | 129,970 | 945 |
| Muskegon | 36,102 | 907 |
| Macomb | 127,497 | 877 |
| Genesee | 87,859 | 851 |
| Ingham | 45,504 | 795 |
| Huron | 4,348 | 759 |
| Washtenaw | 39,571 | 756 |
| Clare | 6,253 | 754 |



* Represents the counties with the top 10 highest number of cases for one worker as of January 2017.



Donated Funds Agreement Positions

- Agreements with private and public entities to provide a MDHHS position/employee to perform duties of their classification for that entity.
- 135 executed agreements provide a total of 156.5 FTEs to contractors throughout the state.
- FTEs are various worker types including Administrative Support Staff, Eligibility Specialists, Family Independence Specialists, Services Specialists, and Supervision.
- These positions are a benefit to the both the Department and the contractor. Donated funds positions work with a specific population, which in many cases saves clients from having to seek services at a traditional MDHHS office.



State Emergency Relief (SER) Program

- Provides immediate assistance for individuals facing conditions of extreme hardship or emergencies threatening health and safety.
- Designed to assist low-income households that are normally able to make ends meet but have an unexpected emergency situation arise.
- Assistance through the SER program may resolve the client's situation and eliminate the need for further assistance, maintaining the goal of self-sufficiency.



State Emergency Relief (SER) Program

The following is a list of some common services available through the SER program:

- Relocation
- Home Ownership
- Home Repairs
- Utility Assistance
- Burial



Disability Determination Services (DDS)

Following federal guidelines, DDS determines initial and continuing eligibility for State and Federal disability benefits:

- Social Security Disability Insurance (SSDI)
- Supplemental Security Income (SSI)
- Medicaid Assistance (MA)
- State Disability Assistance (SDA)
- Disability retirement through the Office of Retirement Services (ORS)



Child Support Enforcement

The Office of Child Support (OCS) is the state agency authorized to administer the federal Title IV-D child support program in Michigan. OCS:

- Provides case initiation and centralized enforcement services, operates the State Disbursement Unit, and is responsible for program administration, policy development and training.
- In conjunction with the Department of Technology, Management and Budget (DTMB), operates and maintains the statewide Michigan Child Support Enforcement System (MiCSES).
- Contracts with Friends of the Court (FOC) and county Prosecuting Attorneys to provide Title IV-D child support services including locating parents, establishing paternity, and establishing and enforcing support orders.



Child Support Enforcement

- Child Support Strategy
 - Vision: Engage parents to improve children's lives
 - Mission: To achieve the permanent well-being and self-sufficiency of children and families
 - Goals: Case Processing, Collections, Customer Service, Teamwork, Healthy Family Relationships, Funding and Technology
- Disbursed Collections: \$1.36 billion in Fiscal Year 2016, including: \$40.5 million recovered for TANF/IV-E; \$45.4 million recovered for Medicaid; and \$1.274 billion paid to families. Collected approximately \$6.74 for each dollar spent on the program.
- Collections Trend: FY13 \$1.33B, FY14 \$1.34B, FY15 \$1.36B, FY16 \$1.36B
- Since 2003, collections of current child support owed is at an all-time high of 71%. Collections on cases with past-due support is at an all-time high of 64% of those cases receiving a payment on arrears.

Project Re:form

- Project Re:form leveraged a Human Centered Design philosophy to develop a faster, more effective, and more customer-centered application for Michigan's largest assistance programs
- The goal of the new application is to improve efficiency and streamline the currently complex application to allow MDHHS staff and customers to focus together on creating positive health and social impacts
- The Department's reimagined assistance program application is currently being piloted in two local MDHHS offices to test and refine the application before being implemented statewide in early 2018
- To-date (as part of the pilot project), Project Re:form has made significant progress in improving the application itself as well as the process surrounding it, including:
 - Reducing the number of pages in the application by over 50%
 - Reducing the number of application questions by nearly 75%
 - Ensuring nearly 80% of customers completing the application can do so in 20 minutes or less
 - Dramatically improving customer experiences with the application process





Governor Snyder's FY18 Recommendation



Budget Recommendation

(in millions)

| | Gross | GF/GP |
|--|------------------|----------------|
| Public Assistance | \$2,794.1 | \$129.9 |
| Field Operations and Support Services | \$810.7 | \$286.2 |
| Child Support Enforcement | \$168.4 | \$24.1 |
| Disability Determination Services | \$112.6 | \$3.5 |
| Total | \$3,885.8 | \$443.7 |
| One-Time Funding (Refugee Enhancements/Food Bank Council) | \$1.5 | \$1.5 |



MDHHS 2018 Investments

Adult Services field staff caseworker relief

- **Investment of 95.0 FTEs in response to recent audit findings that pointed out a lack of sufficient staff in this program**
- **This increase will reduce the adult services caseload ratio from 237:1 to 200:1 which will provide significant caseworker relief in the area of Adult Protective Services (APS) which has seen a doubling in cases since FY 2011 from approximately 20,500 to approximately 40,000**
- **FY 2018 investment: \$11.3 M Gross / \$8.1 M GF/GP**



MDHHS 2018 Investments

Pathways to Potential Expansion

- **48.0 Pathways Success Coaches to meet demand in 15 counties with active Pathways to Potential sites and expand to 16 additional counties and 22 sites with a focus on rising tide communities. <http://mirisingtide.org/>**
- **3.0 central office FTE to develop training, tools, resources and other forms of support for the Pathways to Potential Success Coaches, Mentors and Community Resource Coordinators that are serving students and families in Pathways schools**
- **Investment phased in over FY 2018 and FY 2019 budgets**
- **FY 2018 Investment: \$5.6 M Gross / \$3.3 M GF/GP**



MDHHS 2018 Investments

Family Independence Program Clothing Allowance

- **Increase the FIP clothing allowance from \$140 to \$200 for all 45,000 eligible children**
- **Funded through the Temporary Assistance for Needy Families (TANF) Block Grant**
- **FY 2018 Investment: \$2.7 M Gross**

Heat and Eat

- **Increase food assistance benefits through the Heat and Eat program by adding \$20.01 in additional Low Income Home Energy Assistance Program support on client Bridge cards**
- **Estimated \$75 per month in food assistance to 338,000 households**
- **FY 2018 Investment: \$6.8 M Gross and GF/GP**



5 year history of major line item appropriations *(in millions)*

| Appropriation | FY 2014 Expenditures | FY 2015 Expenditures | FY 2016 Expenditures | FY 2017 Enacted | FY 2018 Executive Recommendation |
|--------------------------------------|-----------------------------|-----------------------------|-----------------------------|------------------------|---|
| Family Independence Program | \$159.2 | \$127.8 | \$100.8 | \$97.7 | \$78.7 |
| State Disability Assistance Payments | \$17.3 | \$15.5 | \$12.1 | \$11.6 | \$11.4 |
| Food Assistance Benefits Program | \$2,553.8 | \$2,433.2 | \$2,165.7 | \$2,348.1 | \$2,348.1 |
| Low Income Energy Assistance Program | \$156.5 | \$158.7 | \$128.4 | \$181.7 | 181.7 |



MDHHS Contact Info and Useful Links

Legislative Liaison: Karla Ruest

Phone: (517) 373-1629

Website: <http://www.michigan.gov/mdhhs>