



Field Operations Administration Overview

Fiscal Year 2017

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

March 1, 2016

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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 DHHS 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

- Teams of Genesee DHHS workers in conjunction with the State Emergency Operations Center have visited every home in Flint twice and we continue to purchase and make deliveries of water filters, replacement cartridges, and water test kits.
- Adult services workers and other staff that make home calls take filters, replacement cartridges and test kits with them and deliver if needed.
- Expedited translation of documents.
- Prominent display of information in the local DHHS office lobbies and dissemination to clients seen, on all available services in Flint.
- Six additional Pathways to Potential success coaches for Flint were approved in a FY 2016 supplemental and are also included in the FY 2017 Executive Recommendation.



Merger Information

- 12 local offices have consolidated, closed or relocated since the department merger.
 - Local offices have been excited about the new opportunities presented by the movement of their office to a new location.
 - Locations report that clients have indicated how convenient it has been for them.
- Currently we are merging central office locations; reviewing previous DCH field locations to be consolidated into local DHHS offices as well as reviewing our lease portfolio and location of community partners to determine the right course for consolidation.
- Approximately \$2.4 million (gross) savings has been realized, as required by the FY 2016 budget.



Pathways to Potential

Goals

1. Decrease chronic absenteeism by at least 10%
2. Expand to more rural areas
3. Focus on mental health and wellness and skills-based training
4. Hire and retain qualified staff
5. Partner with districts and the Michigan Department of Education to create and collect more meaningful metrics



Pathways to Potential

Highlights

1. The **reduction** in chronic absenteeism for the 2014-15 school year was 37.23%.
2. Added 9 new counties and 20 new schools in mostly rural areas. This increases our Pathways to Potential presence to a total of 219 sites in 22 counties.
3. Continuing restorative justice and reducing barriers to learning training; AmeriCorps summer youth employment and mentoring; Michigan Career Technical Institute/Michigan Rehabilitation Services skills-based training for employment; integrating services at the community level to assess and map family success.



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 2015

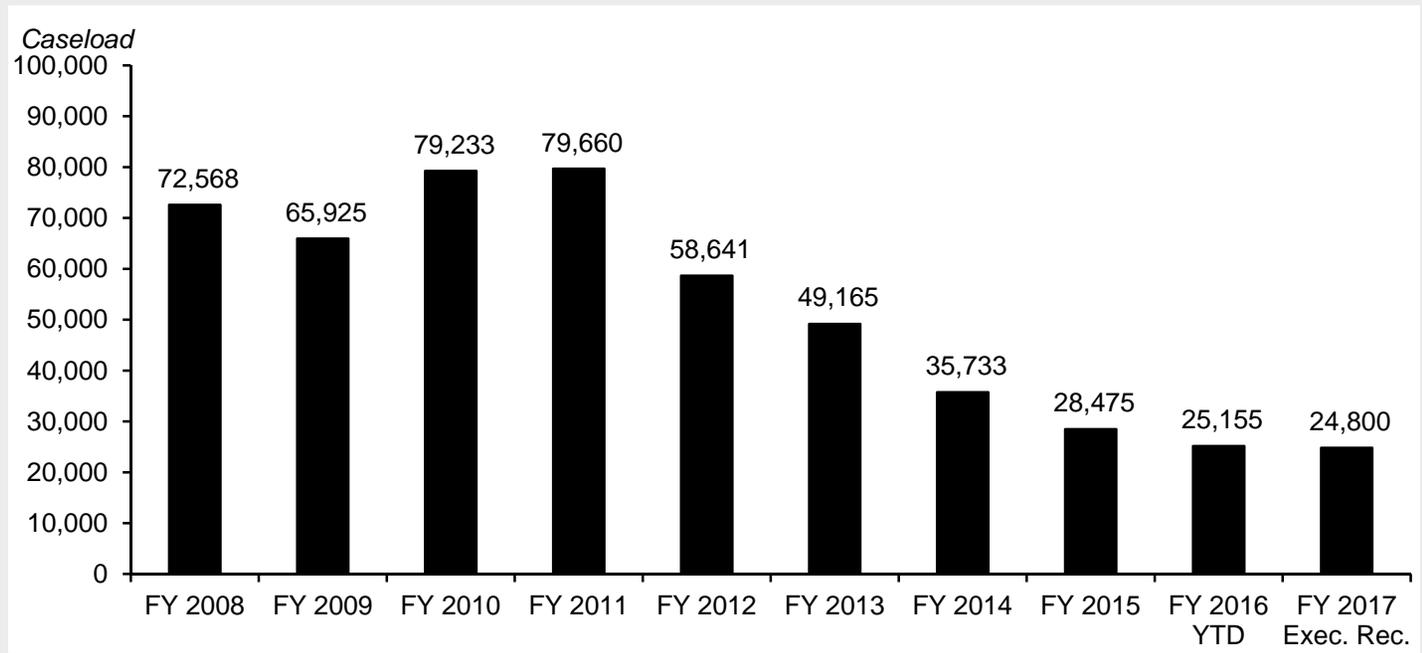
(FIP - Regular)*

Average Monthly Payment Per Case:	\$366
Average Monthly Recipients:	68,556
Average Monthly Total Payments:	\$10,399,038



Average Monthly FIP-Regular Caseload Trends

FY 2008 - FY 2017 (Executive Budget Recommendation)



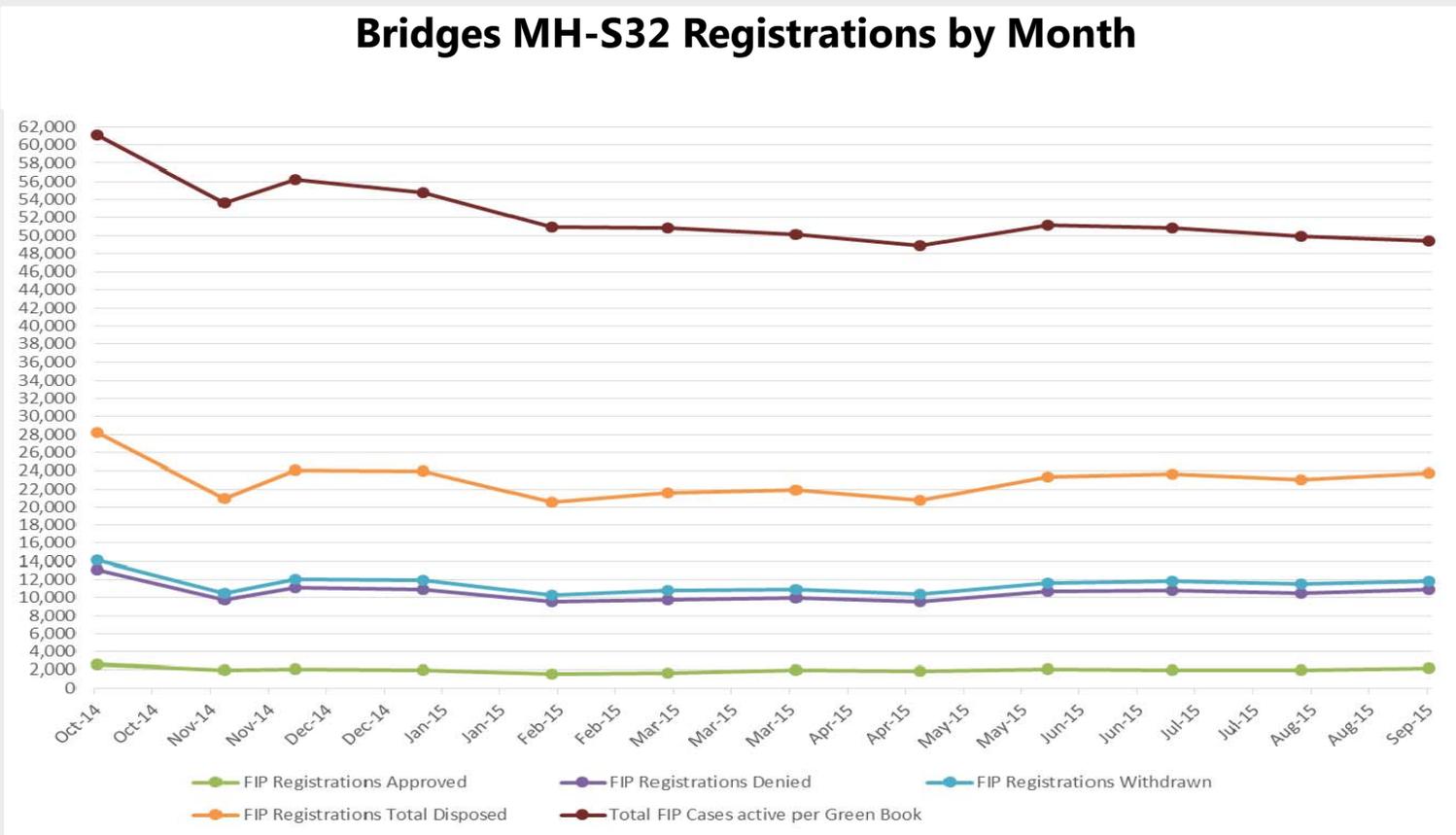
NOTE: The FY 2016 average monthly caseload (year-to-date) is the lowest since FY 1958 when it was 24,086. Decreases since 2011 are mainly the result of policy initiatives, such as employment and training program enhancements, children truancy policies and the federal and state time limits.

*Source: Trend Report of Key Program Statistics, DHS-Pub-64, (Rev. 01-15)



Family Independence Program

Bridges MH-S32 Registrations by Month





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.



Food Assistance Program

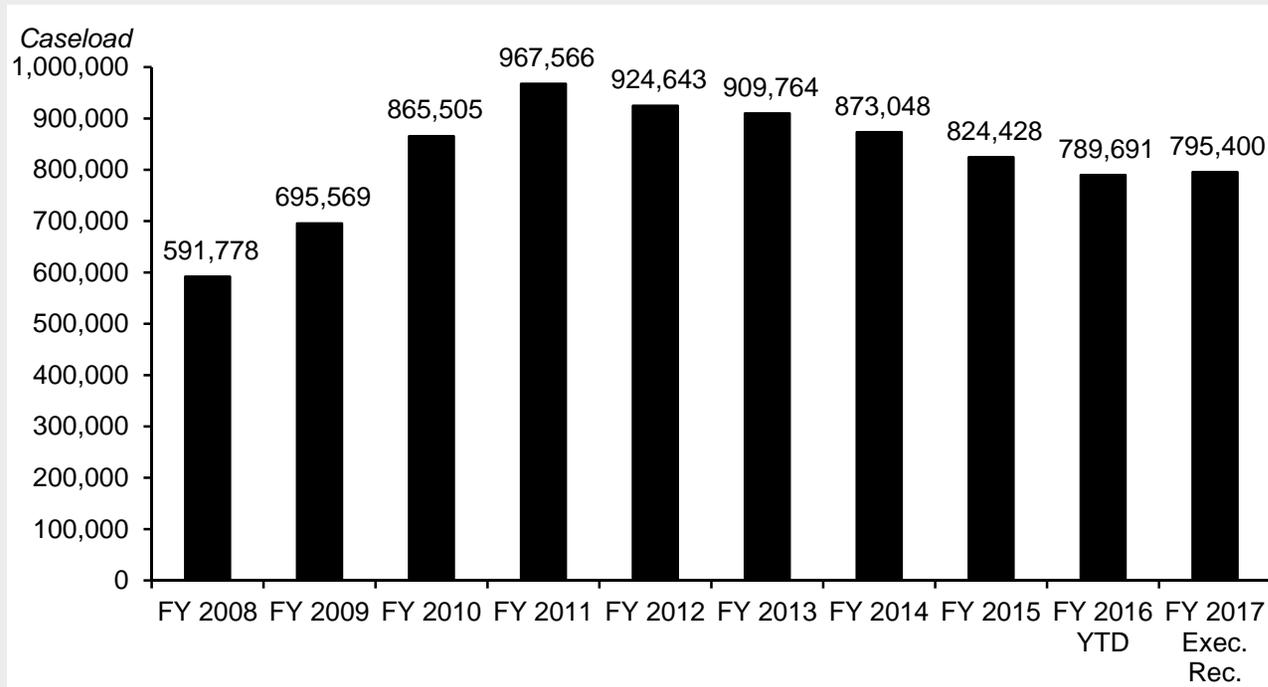
Fiscal Year 2015*

Average Monthly Payments:	\$195,375,496
Average Monthly Family Payment:	\$237 per Household \$124 per Recipient
Average Monthly Households:	824,428
Average Monthly Recipients:	1,571,403
Average Monthly Recipients per Household:	1.91



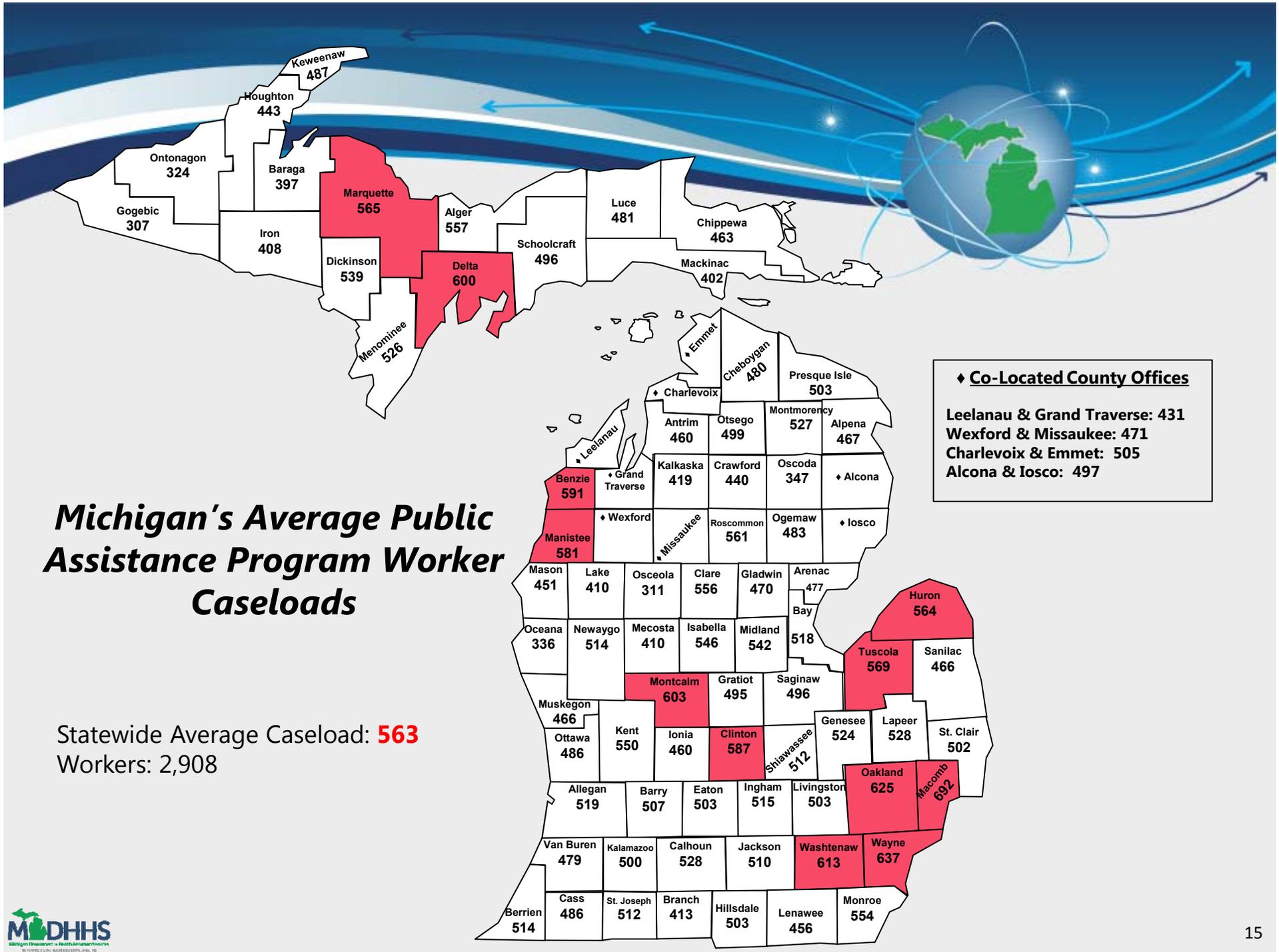
Average Monthly FAP Household Trends*

FY 2008 - FY 2017 (Executive Budget Recommendation)



NOTE: FAP Household averages have been decreasing since FY 2011. The FY 2017 Executive Budget recommendation reflects an increase of just over 5,700 (.007 percent) households from the FY 2016 year-to-date program average.

*Source: Trend Report of Key Program Statistics, DHS-Pub-64, (Rev. 01-15)





Current County Caseload Information*

County Office	Total Cases	Worker with Highest Caseload
Tuscola	9,097	1460
Wayne	465,687	1137
Macomb	126,770	1010
Oakland	129,232	996
Kent	90,656	800
Muskegon	36,794	791
Ingham	45,160	762
Montcalm	9,648	755
Mecosta Osceola	10,401	726
Isabella	9,118	711



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



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

* As of January 2016.



Donated Funds Agreement Positions

- 120 executed agreements provide a total of 152 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 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 DHHS 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 services to customers, operates the State Disbursement Unit, provides centralized enforcement services, and is responsible for 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 2015, including: \$43.5 million recovered for TANF/IV-E; \$43.6 million recovered for Medicaid; and \$1.237 billion paid to families. Approximately \$5.78 for each dollar spent on the program.
- Collections Trend: FY13 \$1.33B, FY14 \$1.34B, FY15 \$1.36B
- Players: OCS support specialists and centralized support, Michigan State Disbursement Unit, county Prosecuting Attorney offices, county FOC offices, State Court Administrative Office (SCAO), State of MI Attorney General's Office.



Governor Snyder's FY17 Recommendation



Budget Recommendation

(In Millions)

	Gross	GF/GP
Child Support Enforcement	\$209.9	\$34.5
Public Assistance	\$2,824.1	\$106.4
Field Operations and Support Services	\$820.7	\$253.1
Disability Determination Services	\$112.0	\$3.4
Total	\$3,966.7	\$397.4



MDHHS 2017 Investments Provide Support to Youth and Families

Family Independence Program Clothing Allowance Increase

- Funds \$200 annual clothing allowance payment for all 45,000 children receiving FIP assistance.
- \$6.1 M investment is entirely funded with federal TANF revenues.



MDHHS Contact Info and Useful Links

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

Legislative Service Bureau:

[http://www.legislature.mi.gov/\(S\(n4rbq4jwj2dfwz1qybtu01cu\)\)/mileg.aspx?page=home](http://www.legislature.mi.gov/(S(n4rbq4jwj2dfwz1qybtu01cu))/mileg.aspx?page=home)