



# Field Operations Administration Overview

## Fiscal Year 2020

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

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# Field Operations Administration

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

- Food Assistance, Medical 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

# Pathways to Potential

Targets five outcome areas: attendance, education, health, safety & self-sufficiency. This approach is accomplished with the use of MDHHS caseworkers assigned directly to schools to connect the students and their families with available state and local resources. We currently have caseworkers stationed in 304 schools in 42 counties across the state.

In August of 2018 MDHHS released an annual report on Pathways to Potential program that uses multiple data sources to demonstrate the impact of the program. This report is available at [www.Michigan.gov/pathwaystopotential](http://www.Michigan.gov/pathwaystopotential).

Statistics for the 2017-2018 school year:

- 90,815 students were served by Pathways to Potential success coaches
- 142,846 total student and family interventions with 67,248 of the student interventions related to student attendance
- 19.3% of Pathways to Potential schools decreased chronic absenteeism in the 2017-18 school year from the school's corresponding baseline year
- 13.2% of Pathways to Potential schools decreased the rate of chronic absenteeism by ten percent or more



# 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 as well as 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.

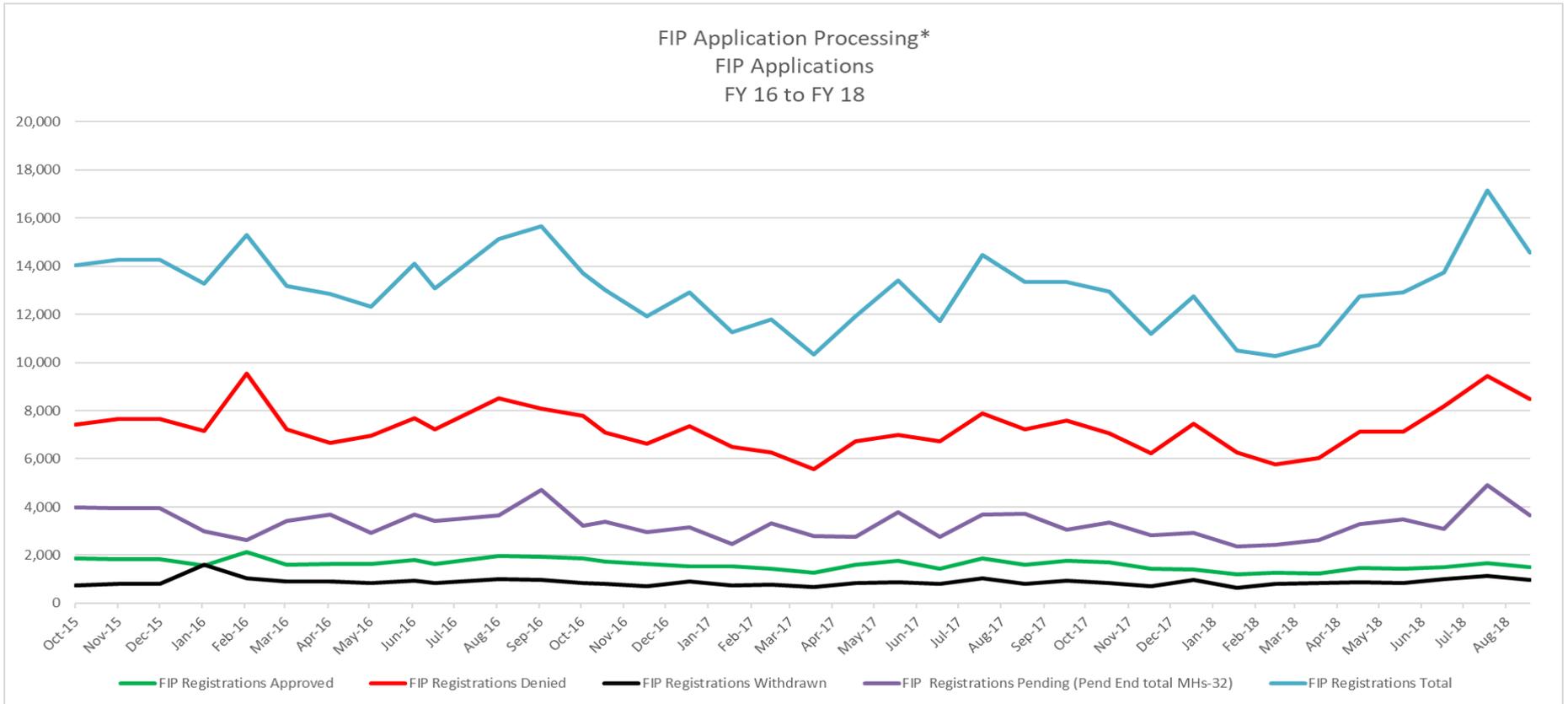
## Fiscal Year 2017\* Statistics

Average Monthly Payment Per Case:	<b>\$366</b>
Average Monthly Recipients:	<b>48,120</b>
Average Monthly Total Payments:	<b>\$7,450,120</b>

## Fiscal Year 2018 Accomplishments

- Annual FIP clothing allowance increased by \$48.00 per child in FY18 (Public Act 107 of 2017)
- The statewide Work Participation Rate (WPR) for FY18 as submitted to Administration for Children and Families (ACF) is 60.36% which far exceeds ACFs requirement of 50%.
- Based on our statewide analysis, our WPR has exceeded 60% for 67 consecutive months, as of 2/2019.

# Family Independence Program



\*Source: Bridges MHS 32 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.

## Fiscal Year 2017\* Statistics

Average Monthly Payments:	<b>\$166,453,589</b>
Average Monthly Family Payment:	<b>\$229 per Household; \$121 per Recipient</b>
Average Monthly Cases:	727,396
Average Monthly Recipients:	1,375,434
Average Monthly Child Recipients:	557,078
Average Monthly Adult Recipients:	818,356
Average Monthly Recipients per case:	1.89

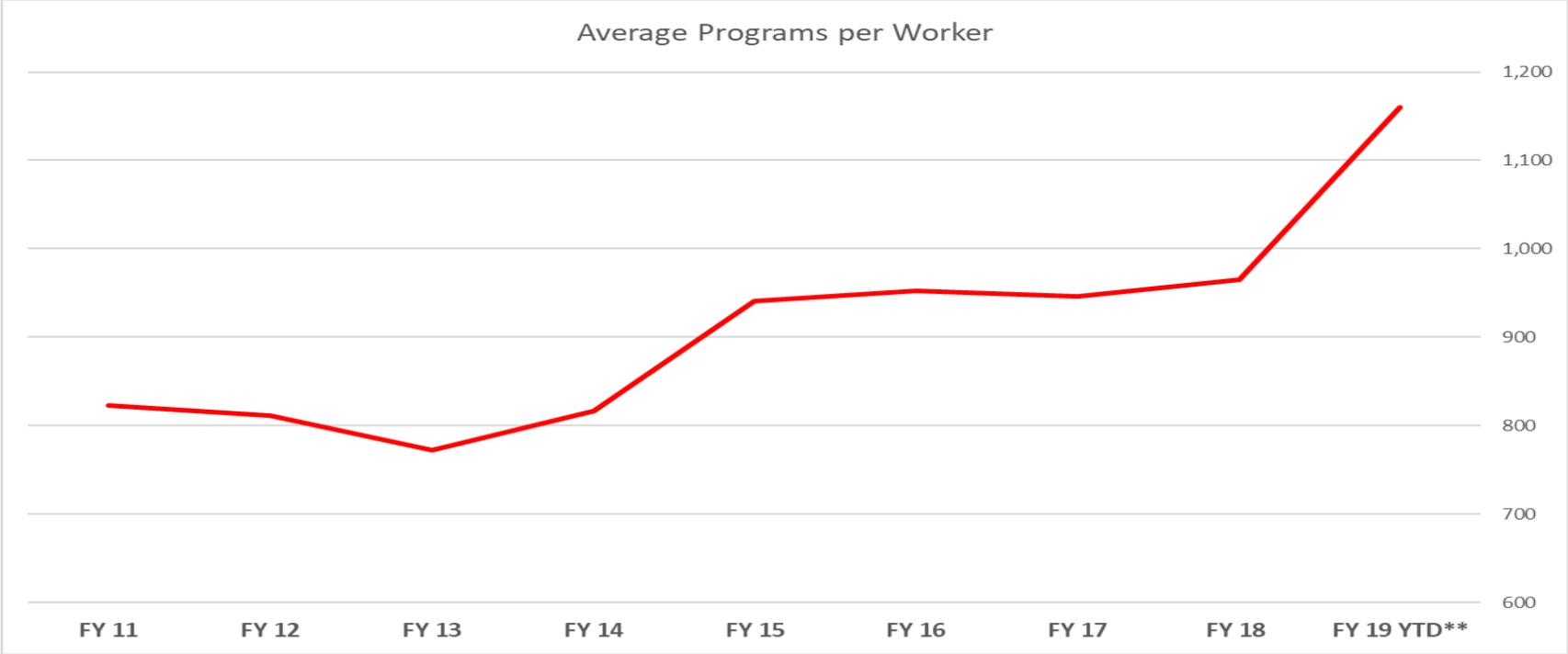
# Heat & Eat

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. The first payments to this population was in July 2017.

- In July 2018, the department made this second yearly payment through this initiative, assisting **42,511** cases with this benefit.
- The Fiscal Year 2019 allocation is **\$1.7million** in LIHEAP funding for this ongoing initiative, which we anticipate to use to make this payment again in July 2019, to this same population.

# Historical Public Assistance Caseload Information\*



\*Based on MDHHS data warehouse report

\*\*FY19 YTD includes report months October, November, and December 2018

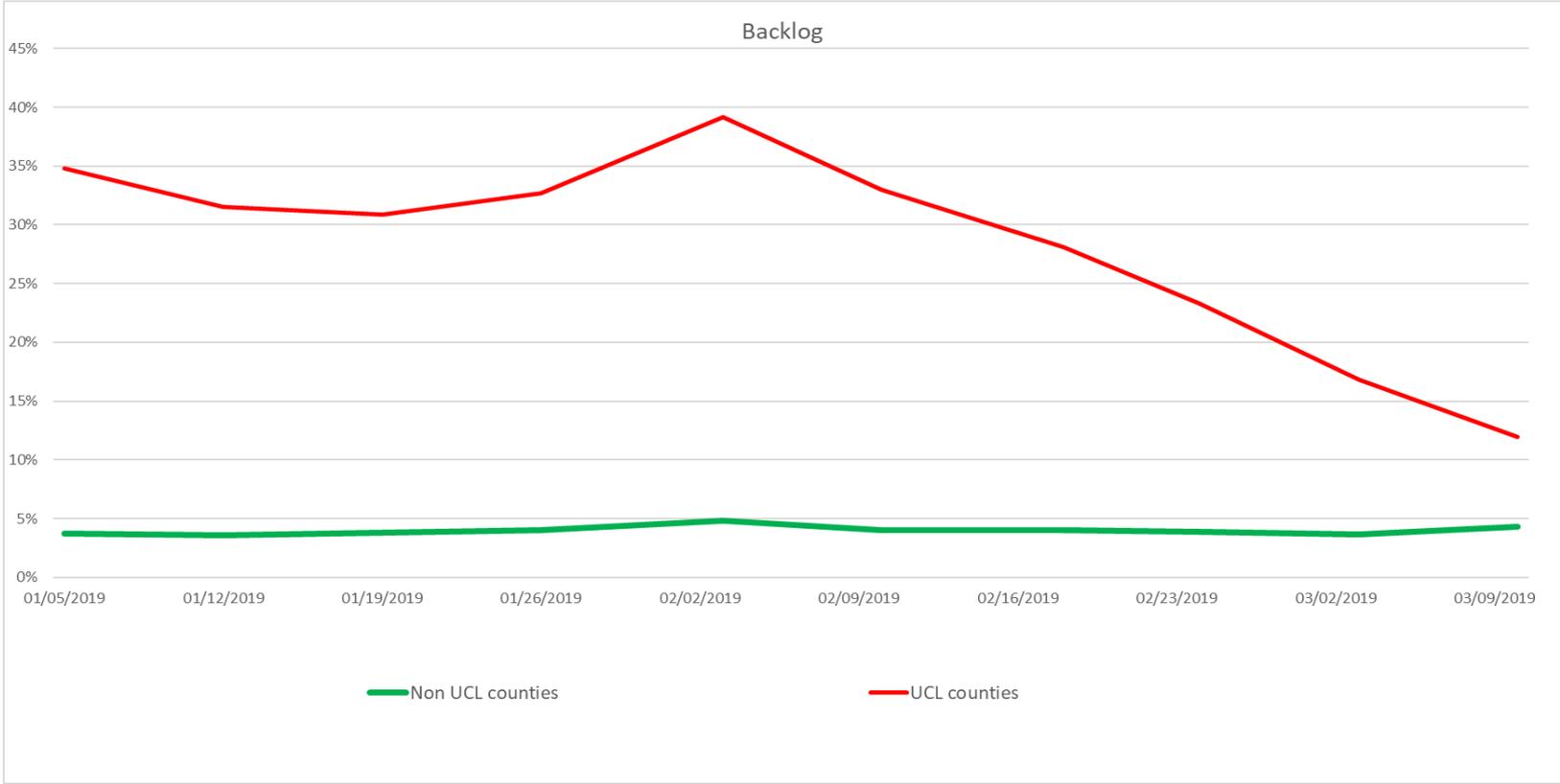
# Universal Caseload (UCL)

Universal caseload, or task-based processing, is a different way of handling public assistance cases. Rather than assigning cases to a caseworker whom clients must call, often leaving a message, UCL allows a pool of caseworkers to handle pooled cases. A Contact Center receives phone calls and sends them to a caseworker located in the same geographic area as the client. This process does not eliminate the MDHHS presence in each county across the state and clients can still visit these offices for assistance.

## UCL Action Plan:

- MDHHS has halted the original UCL rollout plan and will not expand it beyond the initial 50-county rollout until and when needed improvements are implemented successfully. This is a priority of the department and improvement work is continual.
- 85 non-UCL county staff are assisting in processing work (4-8 hours daily) in UCL counties with a focus on critical areas.
- We are improving technology based on caseworker feedback. We have had one discovery session with field staff to date and have identified technology enhancements to make processing casework more efficient. This enhancement will be included in the April 2019 release.
- We have set goals and are monitoring progress via dashboards showing how the backlog is measured in UCL and non-UCL counties. This dashboard shows as progress is made in processing overdue work and is updated weekly with that being posted on the MDHHS intranet.
- We are piloting voice mail to the UCL system to allow clients, unless calling for an interview, to leave messages rather than wait for a caseworker to take their call at that time. This is being piloted in St. Clair and Sanilac counties and will be rolled out to northern counties in the state over the next few weeks.
- We are determining how to make certain geo-groups smaller so the work is more manageable. This work will begin with the Upper Peninsula 906 geo-group as well as the Shiawassee, Gratiot, Clinton and Eaton County geo-groups with the expectation that the smaller geo-groups will be operational in May 2019.

# Universal Caseload (UCL) Backlog



# State Emergency Relief (SER) Program

Designed to assist low-income households that are normally able to make ends meet but have an unexpected emergency situation arise and may resolve the client's situation which may eliminate the need for further assistance thus maintaining the goal of self-sufficiency. Some common services available through the SER program include Relocation Services, Home Ownership, Home Repairs, Utility Assistance, and Burial Assistance.

## **LIHEAP funded SER services for Fiscal Year 2018:**

- SER (Crisis) Heat = \$12.5M
- SER (Crisis) Electric = \$12.8M
- Furnace Repair/Replacement = \$2.1M

## **Non-Energy SER Services for Fiscal Year 2018:**

- SER Relocation = \$2.4M
- Water/Sewer = \$744,000
- Home Ownership = \$423,000
- Home Repairs = \$81,000
- Burials = \$3.3M

# Governor Whitmer's FY20 Executive Recommendation

# FY20 Executive Recommendation

## Healthy Michigan Plan Investment

- The Governor's proposed budget includes \$10.0 million general fund for Healthy Michigan Plan work supports
- This investment will:
  - Help to ensure that HMP beneficiaries impacted by the new work requirements have access to needed employment supports;
  - Provide resources to the department to help connect beneficiaries with child care, transportation, training, and jobs; and
  - Operate in conjunction with the Governor's proposed investments in community college and workforce training

# FY20 Executive Recommendation

## Office of Child Support

The Office of Child Support provides assistance to parents with minor children seeking financial support from a non-custodial parent.

### Fiscal Year 2018 Statistics:

- Collected \$1.32 billion including:
  - \$33.6 million for TANF/IV-E
  - \$81.3 million for Medicaid; and
  - \$1.175 billion paid to families

### Fiscal Year 2020 Proposal For Change:

- Redirect \$946,000 of TANF caseload savings to provide child support pass-through to FIP recipients.
- Benefits include:
  - Reduced child maltreatment cases;
  - Reduced reliance on public assistance; and
  - Positive effects on child outcomes including cognitive development and educational attainment.
  - Non-custodial parents will be motivated by knowing that payments will flow directly to their child.

# 5-year History of Major Line Item Appropriations (in millions)

Appropriation	FY 2016 Expenditures	FY 2017 Expenditures	FY 2018 Expenditures	FY 2019 Enacted	FY 2020 Executive Recommendation
Family Independence Program	\$100.80	\$89.30	\$79.20	\$75.20	\$65.80
State Disability Assistance Payments	\$12.10	\$10.10	\$8.20	\$8.00	\$6.60
Food Assistance Benefits Program	\$2,165.70	\$2,014.10	\$1,910.50	\$1,931.70	\$1,760.80
Low Income Energy Assistance Program	\$128.40	\$128.50	\$145.20	\$175.00	\$175.00

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