



# **Field Operations Administration Overview**

## **Fiscal Year 2019**

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

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# ***Field Operations***

**Field Operations 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

**Field Operations 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
- MDHHS “Success Coaches” are stationed in 252 schools in 34 counties to connect students and families with available state and local resources
- In 2017...
  - 124,246 total student and family interventions
  - 48,915 of interventions were related to student attendance
  - 25,606 basic needs met for student or family (clothing, hygiene, supplies, etc.)
  - 14,185 referrals to services for the student or family
  - 61 schools decreased chronic absenteeism by 10% or more



# Pathways to Potential

Program is being expanded to 40 additional schools in all areas of the state in Fiscal Year 2018. Memorandums of Understanding (MOU) have already been executed for the following schools:

- Business Service Center 1
  - Cheboygan County – Wolverine Community Schools
  - Gogebic County - Bessemer and Ironwood Area Schools
  - Marquette County - North Star Montessori Academy
  - Ogemaw/Roscommon – Still working to determine school(s)
  - Presque Isle County - Onaway Area Community School District
  - Wexford/Missaukee – Still working to determine school(s)
- Business Service Center 2
  - Arenac County - Agres-Sims Schools
  - Bay County - Bay City Schools
  - Clare County - Farwell Community Schools
  - Gladwin County – Gladwin Intermediate Schools and Gladwin Community School Districts
  - Huron County – Bad Axe Public Schools and Ubyly Community Schools
  - Ingham County - Lansing Public Schools
  - Tuscola County - Caro Community Schools and Reese Public Schools
  - St. Clair County – St. Clair Regional Educational Service Agency Elementary and Middle school
  - Sanilac County – Brown City and Marlette Community Schools
  - Shiawassee County - Shiawassee Intermediate School District



# Pathways to Potential 2018 Expansion Continued

- Business Service Center 3
  - Allegan County – Martin Public Schools District
  - Berrien – Still working to determine school(s)
  - Kalamazoo County – Kalamazoo Covenant Academy School
  - Muskegon County – Muskegon Public Schools(MOUs are pending in Kent, Lake and Newaygo counties)
- Business Service Center 4
  - Hillsdale County – Hillsdale Community Schools
  - Livingston County – Howell Public Schools
  - Oakland County – Hazel Park Schools and Ferndale University High School
  - Macomb County – Clintondale Community School District
  - Wayne County – River Rouge Schools, Romulus Community School District and Taylor School District(An MOU is pending in Jackson County)





## ***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.



## ***Food Assistance Program***

- The Food Assistance Program (FAP) offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. FAP is the largest program in the domestic hunger safety net. 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.



## ***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.
- 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 is the group that has been identified to be given the new Heat & Eat payment.
- In July 2017, the department made the first yearly payment. We assisted 12,780 cases with this benefit. We anticipate making the LIHEAP payment again in July 2018, for the same population.



## ***Historical Caseload Information***

<b><i>Report Year</i></b>	<b><i>Total Caseworkers</i></b>	<b><i>Total average cases per worker</i></b>
<b><i>FY11</i></b>	<b><i>3580</i></b>	<b><i>448</i></b>
<b><i>FY12</i></b>	<b><i>3580</i></b>	<b><i>447</i></b>
<b><i>FY13</i></b>	<b><i>3480</i></b>	<b><i>425</i></b>
<b><i>FY14</i></b>	<b><i>3492</i></b>	<b><i>450</i></b>
<b><i>FY15</i></b>	<b><i>3278</i></b>	<b><i>514</i></b>
<b><i>FY16</i></b>	<b><i>3244</i></b>	<b><i>522</i></b>
<b><i>FY17</i></b>	<b><i>3191</i></b>	<b><i>524</i></b>

***From FY11 – FY17, the number of total caseworkers decreased by almost 400 which has made the total average cases per worker increase by 17%.***



## ***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. The agreements pay for the General Fund costs of the position.
- 131 executed agreements provide a total of 159.5 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 case saves clients from having to seek services at a traditional MDHHS office. An example being our Business Resource Networks (BRN) where the MDHHS employee will connect employees of the BRN's to community resources and assist with removal of barriers to job retention.



## ***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.



# ***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) and online child support portal MiChildSupport.
- 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.
- Disbursed Collections: \$1.34 billion in Fiscal Year 2017, including: \$36.3 million recovered for TANF/IV-E; \$46.6 million recovered for Medicaid; and \$1.257 billion paid to families. Collected approximately \$5.56 for each dollar spent on the program.
- Since 2003, collections of current child support owed is at an all-time high of 71.5%. Collections on cases with past-due support is at an all-time high of 66% 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 was implemented statewide January 22<sup>nd</sup> 2018
- The New MDHHS-1171
  - Reduced the number of application questions by nearly 75%
  - Ensures nearly 80% of customers completing the application can do so in 20 minutes or less
  - Dramatically improves customer experiences with the application process
  - Increases accuracy by removing redundant questions

**Filing Form**  
Michigan Department of Health and Human Services (MDHHS)

This form is for filing a request for assistance from the state of Michigan. It is not to be used for filing a request for assistance from the state of Michigan. It is not to be used for filing a request for assistance from the state of Michigan. It is not to be used for filing a request for assistance from the state of Michigan.

Do not check any boxes unless you are sure you qualify for the program. If you are not sure, call 800-272-6424. Do not check any boxes unless you are sure you qualify for the program. If you are not sure, call 800-272-6424. Do not check any boxes unless you are sure you qualify for the program. If you are not sure, call 800-272-6424.

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**Assistance Application**

Welcome!

Fill out the Assistance Application

Fill out Program Details

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance
- Child Development - Care (CDD)
- State Emergency Relief (SER)

Submit your application for one or more programs

Receive your results

What language do you prefer?

If you do not speak English, have a hearing impairment, or have a disability, let us know how we can help you (an interpreter, sign language, TDD/TTY phone number we should call, assistance listening device, etc.) or bring your own support.

Michigan Department of Health and Human Services

Case #: \_\_\_\_\_  
DOB: \_\_\_\_\_



# ***Action on Flint Declaration of Emergency***

**Flint supplemental funding allocation has been used for:**

- Ride to Wellness contract
- Double Up Food Bucks
- Food Bank Nutrition Outreach
- Shower Filters
- Pathways to Potential Expansion
- Senior Assistance Initiatives



## ***Governor Snyder's FY19 Recommendation***



## ***MDHHS 2019 Highlights***

### **Family Independence Program Inflationary Adjustment**

- 1.2% inflationary increase which will increase average Family Independence Program monthly benefit by \$2 per person. \$1 million Gross.



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

<b>Appropriation</b>	<b>FY 2015 Expenditures</b>	<b>FY 2016 Expenditures</b>	<b>FY 2017 Expenditures</b>	<b>FY 2018 Enacted</b>	<b>FY 2019 Executive Recommendation</b>
Family Independence Program	\$127.8	\$100.8	\$89.3	\$82.4	\$81.2
State Disability Assistance Payments	\$15.5	\$12.1	\$10.1	\$9.4	\$8.7
Food Assistance Benefits Program	\$2,433.2	\$2,165.7	\$2,014.1	\$2,348.1	\$1,931.7
Low Income Energy Assistance Program	\$158.7	\$128.4	\$128.5	\$177.5	\$175.0