



Department of Human Services

Joint Appropriations Committee Presentation

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January 20, 2011

Government must be in the business of doing what Government 'must do'

DHS: Agency of Must-Do's

How did we determine our “Must Do’s”:

- Services we are required to deliver or provide pursuant to:
 - State or federal statute, rule, regulation or requirement
 - Grant or contractual obligations that extend through FY12 at a minimum
 - Consent Decree requirements

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At DHS, our front line performs the Must – Do's



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As the Child Welfare Services (CWS) agency, Division of Family & Children Services must:

Safety

- Respond timely to 95% of reports of alleged abuse/neglect; current response time is 96.8%
- Complete 95% of investigations within 30 business days; current is 98.3%
- Maintain recurrence of substantiated child maltreatment below national standard of 5.4%; current is 2.1%
- Reduce substantiated maltreatment in care from .84% to .32% or below (this is the national standard)

Permanency

- Maintain Foster Care Re-entry rates at or below national standard of 8.6%; current re-entry rate is 3.3%

Well-being

- Per Federal mandate, conduct a face-to-face visit with 95% of all children in our foster care every month; current visitation rate is 98.7%

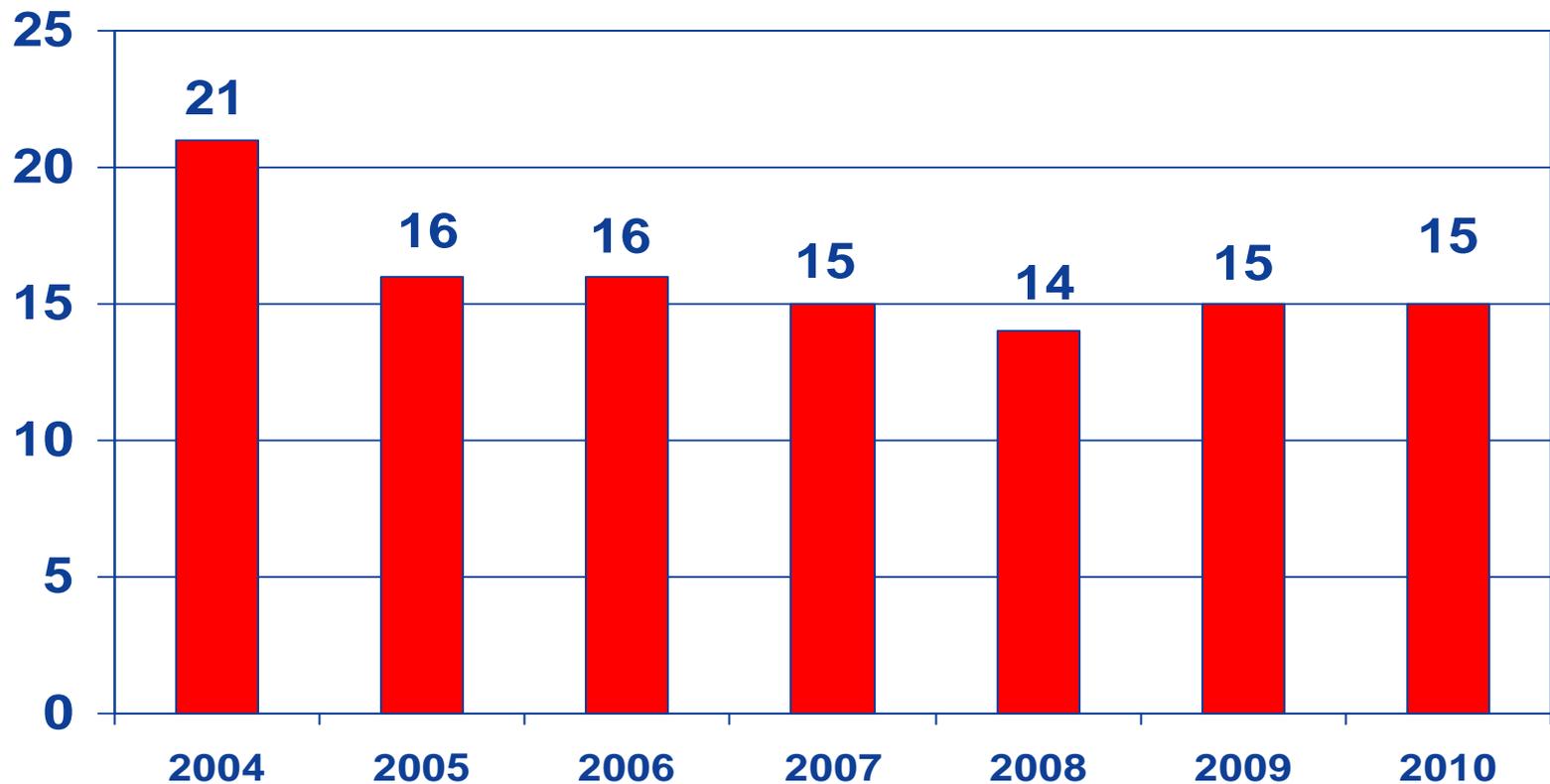
Federal Mandate and Consent Decree

- Meet goals outlined in our Child Family Services Review (CFSR) Program Improvement Plan (PIP) by June 30, 2011 in order to avoid an \$8.8 million penalty
- Meet performance mandates of Kenny A. Consent Decree

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Child Welfare Ratio of Cases Per Case Manager

FY 2004 through FY 2010



National standard of cases per case manager is 15.

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DFCS: Eligibility Program “Must-Do’s”

DFCS Must Do:

Food Stamps

- Process 95% of applications in a timely manner (30 days); currently we are at 87%
 - We are currently under a corrective action plan
- Maintain error rate below Federal standard of 5%; currently we are 1.95%
- Caseload growth for Food Stamps between December 2009 and December 2010 was 110,477 cases (17.8% increase)

Medicaid

- Process 96% of applications in a timely manner; currently we are at 97.4%
- Caseload growth for Medicaid is 15,769 or 2.2% between December 2009 and December 2010

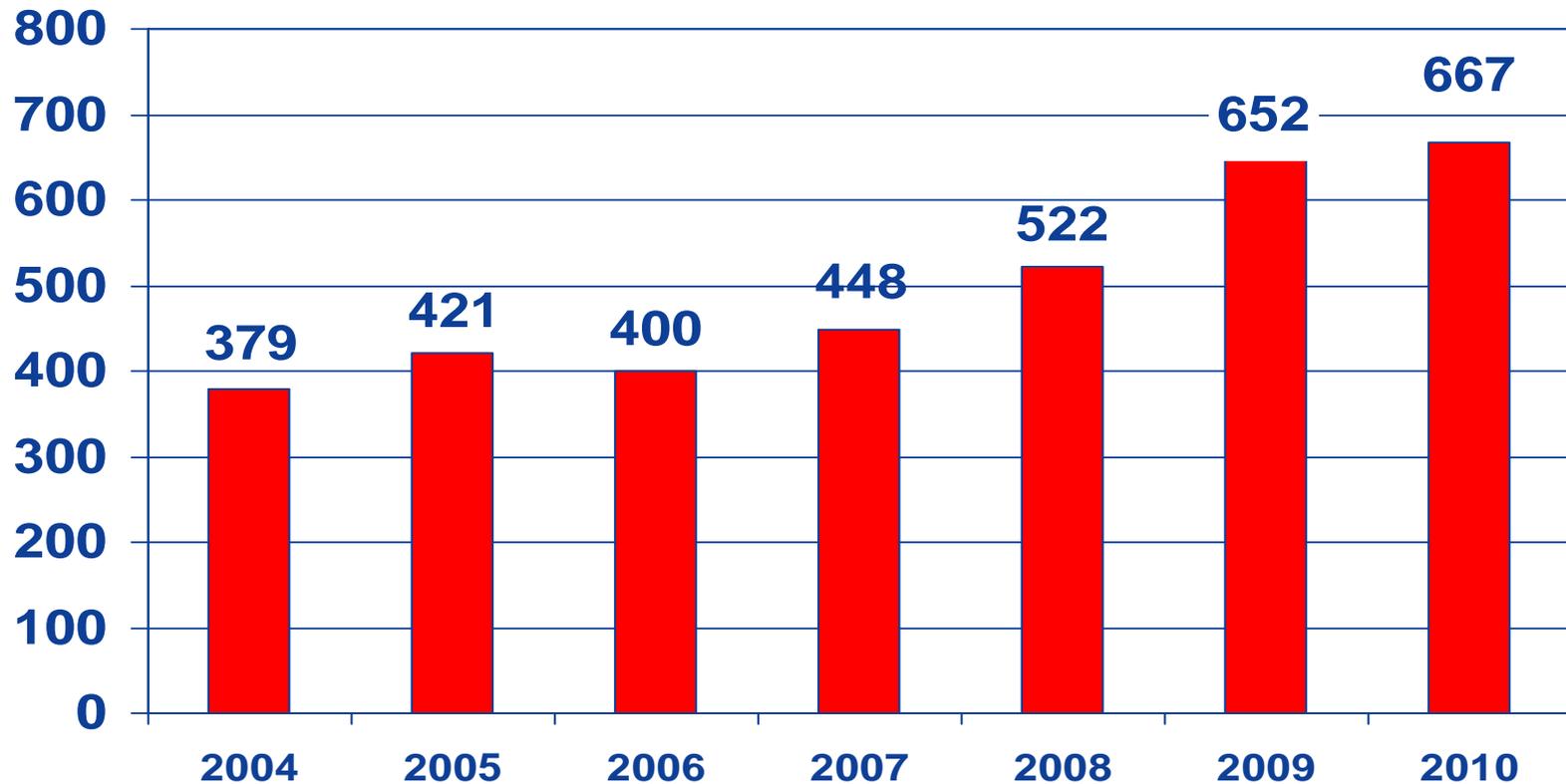
TANF

- Process 95% of applications in a timely manner; currently we are at 95.2%
- Meet the 50% TANF work participation rate; currently we are at 71%

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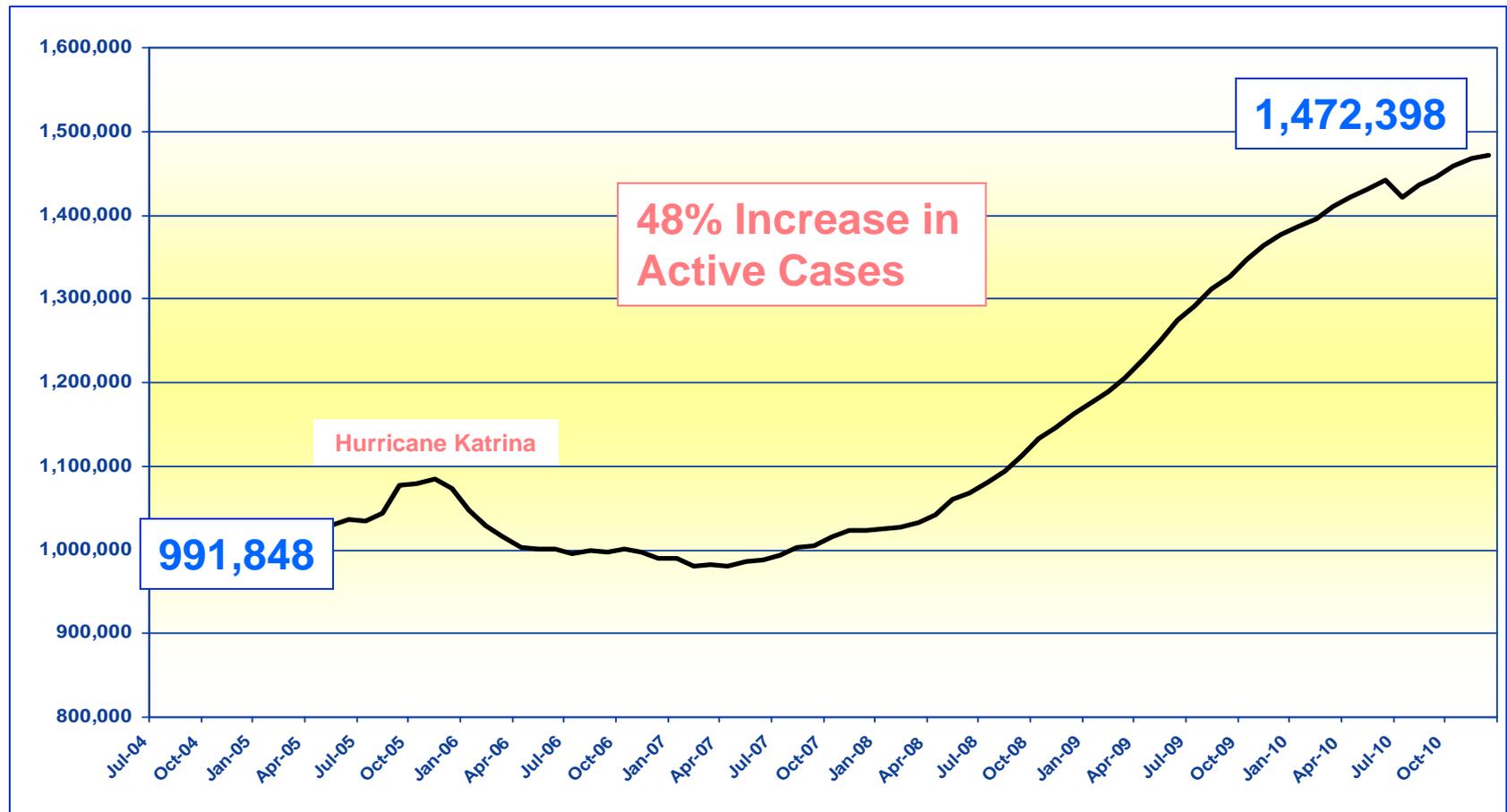
Ratio of Cases Per Eligibility Worker

December 2004 through December 2010



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Increasing Demand for Eligibility Services Active Cases July 2004 to December 2010



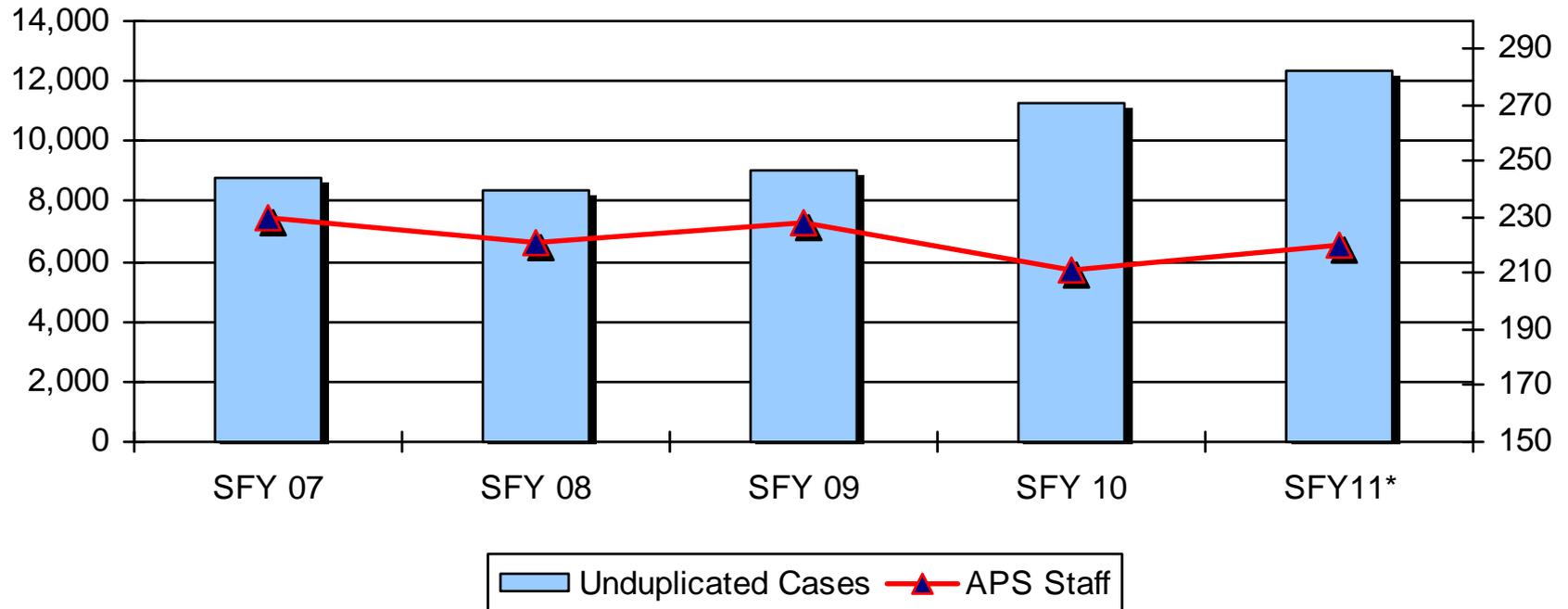
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Division of Aging Services (DAS) Must:

- Adult Protective Services: Contact new referrals within 10 days
- Adult Protective Services: Conduct investigations within 30 days
- Guardianship: Provides Case Management for more than 660 adult wards of the State
- Community Care Service Program (CCSP): Delay nursing home admissions by 45 months or longer
- Home & Community Based Services (HCBS): Delay nursing home admissions by 30 months or longer
- Long-Term Care Ombudsman: Resolve complaints satisfactorily 95% of the time

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Adult Protective Services



•Adult Protective Services Unduplicated Case Count as of 12/31/10 = 7,148; projected based on 10% increase over SFY 10

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Division of Child Support Services (DCSS)

Must:

- Register application within 20 days of receipt; *Same Day Service applications are registered the same day of receipt*
- Locate a Non-Custodial Parent within 75 days of receiving an application
- Establish financial and/or medical order within 90 days of locating Non-Custodial Parent
- Establish paternity of 90% or better. *Failure to meet paternity standards results in TANF Block Grant penalty of 1-2%*
- Enforce court orders within 30 days of delinquency
- Collect and forward support payments within two business days of receipt
- Mandatory reviews for modification must be initiated by DCSS every 3 years on all TANF cases

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Residential Child Care (RCC) Must:

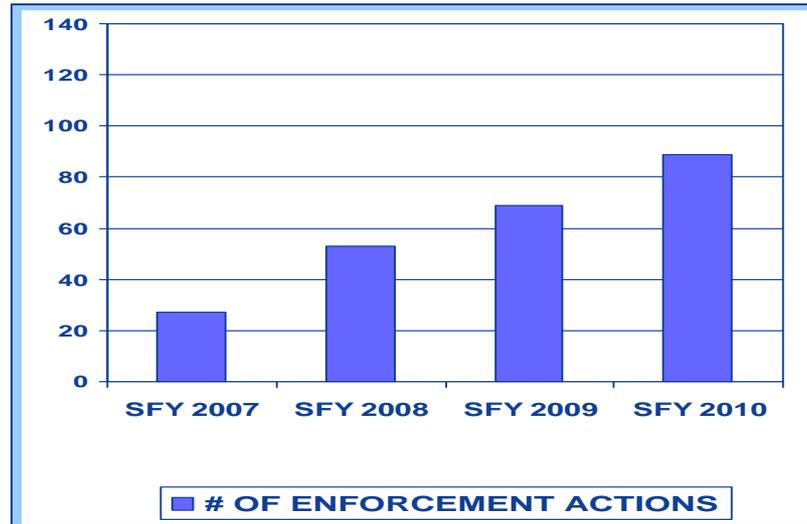
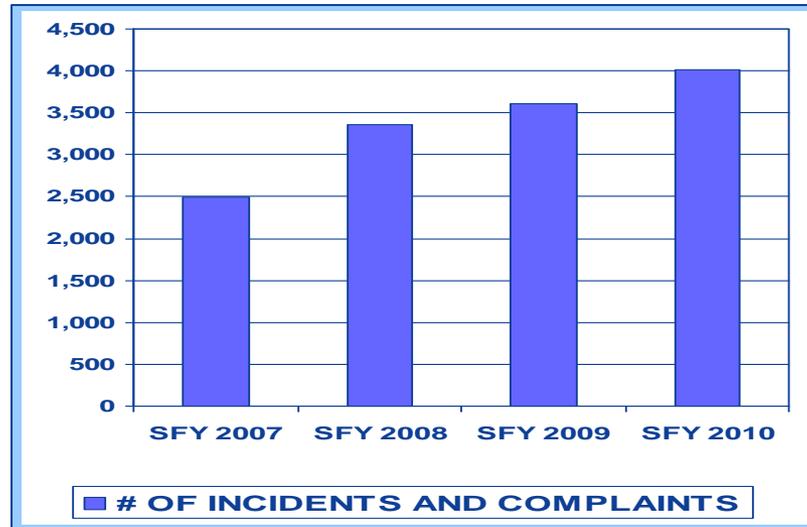
- **Review and issue/deny licenses via application and /or re-licensure process**
- **Conduct investigations of incidents/complaints in licensed and unlicensed facilities** *(over 300 licensed facilities; representing nearly 4,000 children)*
- **Initiate and facilitate all Enforcement Actions and Sanctions**
- **Establish, update and revise rules and regulations in accordance with Georgia laws and statutes**
- **Support mandates of the Kenny A. Consent Decree**

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Residential Child Care (RCC)

From SFY2007 - SFY2010, RCC experienced increases in:

- Incidents and Complaints
- Enforcement actions



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- **How have we addressed the proposed reductions?**
 - The people who need our services and the children in our care remain our top priority
 - Previously, we approached budget reduction plans with a strategy of protecting front line employees and limiting cuts that placed meeting MOE at risk
 - After consecutive years of reducing the budget, and prioritizing must-do work and eliminating should-do and nice-to-do work, we have now reached a point where our cut proposals necessitate reaching into areas that:
 - Place MOE (Maintenance of Effort) at risk
 - Affect service delivery and,
 - May impact front line employee staffing levels

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Funding issues impacting FY 2011A & FY 2012 Budget

- State funding required for TANF Maintenance of Effort (MOE) was at minimum level, before the 4% cut level
 - Relying on external sources (28% of current MOE)
 - Fundamental budget structure threatened by over-reliance on TANF
- TANF program funding has been maximized wherever possible (no more reserves)
 - Residential Child Care (RCC): entire State budget eliminated in 4% cuts
 - Support for Needy Families (SNF) – Work Assistance: entire State budget eliminated in 4% cuts
 - Child Welfare Services: budget disproportionately supported by TANF (32%)
- Aging MOE is near minimum level of \$19,927,099
- Child Support was near minimum State participation level of \$19,974,699
 - Additional cuts of State funds could create future deficits and put long-term funding of DCSS at risk.

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DHS: TANF Maintenance of Effort

Where We Stand Today with TANF MOE	
	FFY '10
Required TANF MOE:	173,368,527
Sources of MOE:	
After School Care	28,780,994
Child Support Services	2,253,211
Child Welfare Services	30,255,670
Child Care Services	22,182,651
Family Violence Services	1,690,205
Out of Home Care	32,256,973
SNF - Work Assistance	3,380,641
DFCS Admin	4,281,148
SNF - Family Assistance	262,743
Total from State Appropriation	<u>125,344,236</u>
External Sources	<u>48,024,291</u>
Total Sources of MOE:	<u><u>173,368,527</u></u>
TANF MOE To Be Identified in FFY 2010	0

Impact of FY11A & FY12 Budget Reductions	
	Loss of MOE
Governor's Recommendation:	(13,924,331)
<i>Note: DHS has successfully identified external MOE to meet the projected shortfall for FY11A and FY12.</i>	

- MOE deficit would reduce the TANF annual grant on a dollar for dollar basis and would increase the MOE requirements in subsequent federal years
- At the Governor's Recommendation, if we did not find MOE, TANF Block Grant would drop \$13.9M from \$368M to \$354.1M and TANF MOE Requirements would increase \$13.9M from \$173.4M to \$187.3

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Older Americans Act Compliance Projected Maintenance of Effort

- 4 % Budget Reduction takes Aging down to MOE

Maintenance of Effort	\$19,933,040
Current MOE from SFY 2011 Budget	\$21,528,817
<u>MOE at Governor's Recommendation</u>	<u>\$19,927,099</u>
Difference is Manageable	(\$5,941)

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Child Support Minimum State Funds Participation

- Proposed 4% Reductions do not impact 'MOE'

Minimum State Participation	\$19,974,699
<u>'MOE' from Governor's Recommendation</u>	<u>\$21,677,480</u>
Difference	\$ 1,702,781

- Governor's restoration of lost ARRA funding eliminates risk to Minimum State Funds Participation

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FY 2011A and FY 2012 Budget – Governor's Recommendation

Guiding Principles

- **Protect mandated service levels and front line staff delivering 'must-do' services**
- **Consider MOE**
- **Strategically manage attrition of staff**
- **Streamline Operations / Manage impact to service delivery**

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Highlights of the FY2011 Amended Budget Reductions - **Adoption Services** (Page 131)

FY2011 Current Budget (State Funds)	\$31,251,149
Statewide Reductions	(98)
Replace loss of the enhanced IV-E funds from ARRA	1,138,742
* All Other Reductions	<u>(56,483)</u>
Total FY2011 Amended Reductions	<u>1,082,161</u>
FY2011 Amended Governor's Recommendation	\$32,333,310

* **Other Reductions**

Redistribute funds for unemployment from Admin	\$ 2,797
Reduce Contracts by 4%	(59,280)

* **Total Other Reductions** **\$ (56,483)**

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Highlights of the FY2011 Amended Budget Reductions – **Child Care Licensing (RCC)** (Page 131)

FY2011 Current Budget (State Funds)	\$ 343,200
Statewide Reductions	0
* All Other Reductions	(343,200)
Total FY2011 Amended Reductions	<u>(343,200)</u>
FY2011 Amended Governor's Recommendation	\$ 0
<hr/>	
* Other Reductions	
Replace all State funds with Federal TANF funds	\$ (343,200)
* Total Other Reductions	\$ (343,200)

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Highlights of the FY2011 Amended Budget Reductions – **Child Support Services** (Page 132)

FY2011 Current Budget (State Funds)	\$20,041,528
Statewide Reductions	236,790
Replace loss of incentive funds from ARRA	2,300,000
* All Other Reductions	<u>(900,838)</u>
Total FY2011 Amended Reductions	<u>1,635,952</u>
FY2011 Amended Governor's Recommendation	\$21,677,480

* Other Reductions	
Replace state and incentive funds with federal funds	\$ (1,000,000)
Redistribute funds for unemployment from Admin	<u>99,162</u>
* Total Other Reductions	\$ <u>(900,838)</u>

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Highlights of the FY2011 Amended Budget Reductions – **Child Welfare Services** (Page 132)

FY2011 Current Budget (State Funds)	\$ 89,414,370
Statewide Reductions	(8,165)
* All Other Reductions	(149,499)
Total FY2011 Amended Reductions	<u>(141,334)</u>
FY2011 Amended Governor's Recommendation	\$ 89,273,036
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* Other Reductions	
Reduce funds for contracts by 4%	\$ (111,458)
Redistribute funds for unemployment from Admin	<u>260,957</u>
* Total Other Reductions	<u>\$ 149,499</u>

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Highlights of the FY2011 Amended Budget Reductions – Department Administration (Page 132)

FY2011 Current Budget (State Funds)	\$37,134,465
Statewide Reductions	430,859
* All Other Reductions	<u>(3,824,408)</u>
Total FY2011 Amended Reductions	<u>(3,393,549)</u>
FY2011 Amended Governor's Recommendation	\$33,740,916
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* Other Reductions	
Transfer Telecommunications & Software costs to DCH/DBH	\$ (3,087,472)
Redistribute funds for unemployment from Admin	<u>(736,936)</u>
* Total Other Reductions	\$ <u>(3,824,408)</u>

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Highlights of the FY2011 Amended Budget Reductions – **Elder Abuse Investigation and Prevention** (Page 133)

FY2011 Current Budget (State Funds)	\$11,749,971
Statewide Reductions	9,402
* All Other Reductions	<u>22,545</u>
Total FY2011 Amended Reductions	<u>31,947</u>
FY2011 Amended Governor's Recommendation	\$11,656,197

* Other Reductions	
Redistribute funds for unemployment from Admin	\$ <u>22,545</u>
* Total Other Reductions	\$ <u>22,545</u>

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Highlights of the FY2011 Amended Budget Reductions – Elder Community Living Services (Page 133)

FY2011 Current Budget (State Funds)	\$ 60,851,458
Statewide Reductions	2,644
Replace loss of enhanced FMAP from ARRA	2,186,602
* All Other Reductions	<u>(1,778,390)</u>
Total FY2011 Amended Reductions	<u>410,856</u>
FY2011 Amended Governor's Recommendation	\$ 60,440,602
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* Other Reductions	
Eliminate Center for Visually Impaired contract	\$ (177,859)
Eliminate Alzheimer's Respite Services contract	(1,601,718)
Redistribute funds for unemployment from Admin	<u>1,187</u>
* Total Other Reductions	<u>\$(1,778,390)</u>

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Highlights of the FY2011 Amended Budget Reductions – **Elder Support Services** (Page 133)

FY2011 Current Budget (State Funds)	\$665,555
Statewide Reductions	607
* All Other Reductions	<u>593</u>
Total FY2011 Amended Reductions	<u>1,200</u>
FY2011 Amended Governor's Recommendation	\$666,755
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* Other Reductions	
Redistribute funds for unemployment from Admin	\$ <u>593</u>
* Total Other Reductions	\$ <u>593</u>

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Highlights of the FY2011 Amended Budget Reductions – **Family Violence Services** (Page 134)

FY2011 Current Budget (State Funds)	\$4,483,171
Statewide Reductions	0
* All Other Reductions	<u>(4,483,171)</u>
Total FY2011 Amended Reductions	<u>(4,483,171)</u>
FY2011 Amended Governor's Recommendation	\$ 0
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* Other Reductions	
Replace State funds with Federal TANF funds	\$(4,483,171)
<i>Impact to TANF MOE - Leaves only Federal dollars, no State funds</i>	
* Total Other Reductions	<u>\$(4,483,171)</u>

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Highlights of the FY2011 Amended Budget Reductions – **Federal Eligibility Benefit Services (NEW)** (Page 134)

FY2011 Current Budget (State Funds)	\$93,258,965
Statewide Reductions	679,880
* All Other Reductions	<u>349,695</u>
Total FY2011 Amended Reductions	<u>1,029,575</u>
FY2011 Amended Governor's Recommendation	\$94,288,540
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* Other Reductions	
Redistribute funds for unemployment from Admin	\$ 349,695
* Total Other Reductions	\$ <u>349,695</u>

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Highlights of the FY2011 Amended Budget Reductions – **Out-of-Home Care** (Page 135)

FY2011 Current Budget (State Funds)	\$65,623,166
Statewide Reductions	0
Replace loss of enhanced IV-E funds from ARRA	1,176,715
* All Other Reductions	<u>(7,123,586)</u>
Total FY2011 Amended Reductions	<u>(5,946,871)</u>
FY2011 Amended Governor's Recommendation	\$59,676,295

* Other Reductions	
Reduce fund to reflect a decrease in utilization <i>Impact to TANF MOE</i>	\$(7,123,586)
* Total Other Reductions	<u>\$(7,123,586)</u>

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Highlights of the FY2011 Amended Budget Reductions – **Support for Needy Families – Work Assistance** (Page 135)

FY2011 Current Budget (State Funds)	\$ 3,577,658
Statewide Reductions	0
* All Other Reductions	(3,577,658)
Total FY2011 Amended Reductions	<u>(3,577,658)</u>
FY2011 Amended Governor's Recommendation	\$ 0
<hr/>	
* Other Reductions	
Reduce employment support activities based on prior year utilization <i>Impact to TANF MOE - Leaves only Federal dollars, no State funds</i>	\$(3,577,658)
* Total Other Reductions	<u>\$(3,577,658)</u>

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Highlights of the FY2012 Budget Reductions - **Adoption Services** (Page 215)

FY2012 Current Budget (State Funds)	\$31,251,149
Statewide Reductions	7,996
Replace loss of the enhanced IV-E funds from ARRA	3,140,444
* All Other Reductions	<u>(76,243)</u>
Total FY2012 Reductions	<u>3,072,197</u>
FY2012 Governor's Recommendation	\$34,323,346

* Other Reductions	
Reduce Contracts by 4%	(79,040)
Redistribute funds for unemployment from Admin	<u>2,797</u>
* Total Other Reductions	\$ <u>(76,243)</u>

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Highlights of the FY2012 Budget Reductions – Child Care Licensing (RCC) (Page 216)

FY2012 Current Budget (State Funds)	\$ 343,200
Statewide Reductions	0
* All Other Reductions	<u>(343,200)</u>
Total FY2012 Reductions	<u>(343,200)</u>
FY2012 Governor's Recommendation	\$ 0
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* Other Reductions	0
Replace all State funds with Federal TANF funds	\$ <u>(343,200)</u>
* Total Other Reductions	\$ <u>(343,200)</u>

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Highlights of the FY2012 Budget Reductions – **Child Support Services** (Page 216)

FY2012 Current Budget (State Funds)	\$ 20,041,528
Statewide Reductions	286,972
Replace loss of incentive funds from ARRA	5,100,000
* All Other Reductions	<u>(900,838)</u>
Total FY2012 Reductions	<u>4,486,134</u>
FY2012 Governor's Recommendation	\$ 24,527,662

* Other Reductions

Replace State funds with Federal funds	(1,000,000)
Redistribute funds for unemployment from Admin	<u>99,162</u>
* Total Other Reductions	\$ <u>(900,838)</u>

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Highlights of the FY2012 Budget Reductions – **Child Welfare Services** (Page 217)

FY2012 Current Budget (State Funds)	\$ 89,414,370
Statewide Reductions	60,537
* All Other Reductions	<u>112,346</u>
Total FY2012 Reductions	<u>\$ 172,883</u>
FY2012 Governor's Recommendation	\$ 89,587,253

* Other Reductions

Reduce Contracts by 4%	(148,611)
Redistribute funds for unemployment from Admin	<u>260,957</u>

* **Total Other Reductions** **\$ 112,346**

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Highlights of the FY2012 Budget Reductions – Department Administration (Page 217)

FY2012 Current Budget (State Funds)	\$ 37,134,465
Statewide Reductions	288,714
* All Other Reductions	<u>(3,923,440)</u>
Total FY2012 Reductions	<u>(3,634,726)</u>
FY2012 Governor's Recommendation	\$ 33,499,739
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* Other Reductions	
Transfer of telecom funds to DCH/DBH due to reorganization	(3,087,472)
Redistribute funds for unemployment from Admin	(736,936)
Replace state funds with SSBG funds for transportation services	<u>(99,032)</u>
* Total Other Reductions	<u>\$ 3,923,440</u>

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Highlights of the FY2012 Budget Reductions – **Elder Abuse Investigation & Prevention** (Page 218)

FY2012 Current Budget (State Funds)	\$ 11,749,971
Statewide Reductions	110,349
* All Other Reductions	<u>22,545</u>
Total FY2012 Reductions	<u>132,894</u>
FY2012 Governor's Recommendation	\$ 11,882,865
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* Other Reductions	
Redistribute funds for unemployment from Admin	<u>22,545</u>
* Total Other Reductions	<u>\$ 22,545</u>

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Highlights of the FY2012 Budget Reductions – Elder Community Living Services (Page 218)

FY2012 Current Budget (State Funds)	\$ 55,777,581
Statewide Reductions	6,033
Replace FMAP from the ARRA	11,411,119
* All Other Reductions	<u>(1,778,390)</u>
Total FY2012 Reductions	<u>9,638,762</u>
FY2012 Governor's Recommendation	\$ 65,416,343

* Other Reductions

Redistribute funds for unemployment from Admin	1,187
Contract with Center for the Visually Impaired	(177,859)
Alzheimer's Respite and Non-Medicaid Home Respite services	<u>(1,601,718)</u>

*** Total Other Reductions** **\$ (1,778,390)**

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Highlights of the FY2012 Budget Reductions – **Elder Support Services** (Page 218)

FY2012 Current Budget (State Funds)	\$ 665,555
Statewide Reductions	508
* All Other Reductions	<u>593</u>
Total FY2012 Reductions	<u>1,101</u>
FY2012 Governor's Recommendation	\$ 666,656

* Other Reductions

Redistribute funds for unemployment from Admin	<u>593</u>
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* Total Other Reductions	<u>\$ 593</u>
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Highlights of the FY2012 Budget Reductions – **Family Violence Services** (Page 219)

FY2012 Current Budget (State Funds)	\$4,483,171
Statewide Reductions	0
* All Other Reductions	<u>(4,483,171)</u>
Total FY2012 Reductions	<u>(4,483,171)</u>
FY2012 Governor's Recommendation	\$ 0
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* Other Reductions	
Replace State funds with Federal TANF funds	<u>\$(4,483,171)</u>
<i>Impact to TANF MOE - Leaves only Federal dollars, no State funds</i>	
* Total Other Reductions	<u>\$(4,483,171)</u>

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Highlights of the FY2012 Budget Reductions – **Federal Eligibility Benefit Services (NEW)** (Page 219)

FY2012 Current Budget (State Funds)	\$93,258,965
Statewide Addition	1,325,763
Personal Services	0
* All Other Additions	<u>349,695</u>
Total FY2012 Reductions	<u>1,675,458</u>
FY2012 Amended Recommendation	\$ 94,934,423

* Other Reductions	
Redistribute funds for unemployment from Admin	\$ 349,695
* Total Other Reductions	\$ <u>349,695</u>

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Highlights of the FY2012 Budget Reductions – **Out of Home Care** (Page 220)

FY2012 Current Budget (State Funds)	\$65,623,166
Statewide Reductions	0
Replace loss of enhanced IV-E funds from ARRA	4,037,474
* All Other Reductions	<u>(9,028,270)</u>
Total FY2012 Reductions	<u>(4,990,796)</u>
FY2012 Governor's Recommendation	\$60,632,370

* Other Reductions

Reduce funds to reflect a decrease in utilization <i>Impact to TANF MOE</i>	<u>\$(9,028,270)</u>
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* Total Other Reductions	<u>\$(9,028,270)</u>
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Highlights of the FY2012 Budget Reductions – Support for Needy Families – Work Assistance (Page 220)

FY2012 Current Budget (State Funds)	\$ 3,577,658
Statewide Reductions	0
* All Other Reductions	<u>(3,577,658)</u>
Total FY2012 Reductions	<u>(3,577,658)</u>
FY2012 Governor's Recommendation	\$ 0

* Other Reductions

Reduce employment support activities based on decreased utilization (3,577,658)
Impact to TANF MOE - Leaves only Federal dollars, no State funds

* Total Other Reductions **\$ (3,577,658)**