



HHS COMMITTEE #1  
April 25, 2019

**MEMORANDUM**

April 24, 2019

TO: Health and Human Services Committee

FROM: Linda McMillan, Senior Legislative Analyst   
Vivian Yao, Legislative Analyst (VITA and CAA) 

SUBJECT: **Worksession: FY20 Recommended Operating Budget**  
Department of Health and Human Services  
**Administration and Support (includes Minority Health and legal representation contracts)**

PURPOSE: Committee recommendations

***Those expected for this worksession:***

Vickie Buckland, Acting Director, Department of Health and Human Services (DHHS)  
Betty Lam, DHHS, Office of Community Affairs  
Jason Rundell, Management and Budget (DHHS)  
Joshua Watters, Office of Management and Budget

Excerpts from the County Executive's Recommended Budget with overview information on the DHHS budget is attached at © 1-8 and for Administration and Support Services is attached at © 9-10.

**DHHS Budget Overview**

For FY20, the Executive is recommending \$323,567,731 for the Department of Health and Human Services. As can be seen on the following page, this is 1.4% increase. General Fund

expenditures increase by 2.0% and Grant Fund expenses decrease by 0.5%. Personnel expenses increase by 4.8% while operating expenses decrease by 3%.

DHHS (in \$000s)	FY16 Actual	FY17 Actual	FY18 Actual	FY19 Budget	FY20 Rec	Change FY19-20
<b>Expenditures:</b>						
General Fund	205,317	216,655	228,492	240,098	244,839	2.0%
Grant Fund	83,298	84,127	85,455	79,136	78,728	-0.5%
<b>Total Expenditures</b>	<b>288,615</b>	<b>300,782</b>	<b>313,947</b>	<b>319,234</b>	<b>323,567</b>	<b>1.4%</b>
<b>FTEs:</b>						
General Fund	1168.7	1185.92	1211.74	1237.71	1246.81	0.7%
Grant Fund	424.96	433.46	436.97	432.65	435.78	0.7%
<b>Total</b>	<b>1,593.66</b>	<b>1619.38</b>	<b>1648.71</b>	<b>1,670.36</b>	<b>1,682.59</b>	<b>0.7%</b>

Revenues that support the General Fund expenditures increase by 3.1% overall. The largest revenue, Federal Financial Participation reimbursements, increases by \$1,062,060 or 7.4%. Medicare and Medicaid reimbursements decrease by \$474,470. "Other Intergovernmental" revenues, which also include reimbursements for certain services increase by \$596,428.

### Department-wide Adjustments

The following table shows the adjustments in the DHHS budget that are driven by changes in charges and annualizations.

Department wide adjustments (General Fund)	Dollars
FY20 Compensation Adjustment	5,172,925
Retirement Adjustment	196,446
Annualization of FY19 Lapsed Positions	201,070
Annualization of Personnel Costs	1,788,046
Motorpool Rate Adjustment	37,795
Risk Management Adjustment	220,518
<b>NET CHANGE</b>	<b>7,616,800</b>

### Administration and Support Overview

For FY20, Administration and Support Services is organized into three program areas. The County Executive is recommending a total of \$39,637,861. The following table shows the change in dollars since FY16.

<b>Administration and Support Services Expenditures in \$000's</b>	<b>FY16 Budget</b>	<b>FY17 Budget</b>	<b>FY18 Budget</b>	<b>FY19 Budget</b>	<b>FY20 Rec</b>	<b>Change FY19-20</b>
Office of the Director	6,825	5,250	5,017	5,253	5,329	1.4%
Office of the Chief Operating Officer	19,979	19,716	21,957	21,891	23,707	8.3%
Office of Community Affairs	8,016	8,984	11,609	10,064	10,602	5.3%
<b>TOTAL</b>	<b>34,820</b>	<b>33,950</b>	<b>38,583</b>	<b>37,208</b>	<b>39,638</b>	<b>6.5%</b>

**Description of Program Areas**

	<b>FY20 Rec \$</b>	<b>FY20 FTEs</b>
<b>Office of the Director:</b> Provides overall leadership and direction for the Department, including policy development and implementation, planning and accountability, service integration, human resource management and customer service. Facilitates external liaisons and communications. Ensures compliance with laws including the ADA and HIPAA.	\$5,329,033	26.75
<b>Office of the Chief Operating Officer:</b> Provides overall administration of the day-to-day operations of the Department including direct service delivery, budget and fiscal management, logistics and facilities support, human resources, and information technology support and development.	\$23,707,189	92.0
<b>Office of Community Affairs:</b> Promotes the vision of a healthy, safe and strong community. Promote health equity, improve the quality of services, and increase individual and family self-sufficiency. Includes Community Action Agency, Head Start, Takoma-East Silver Spring (TESS) Center, Leadership Institute of Equity and elimination of Disparities, African American Health Program, Latino Health Initiative, and Asian American Health Initiative.	\$10,601,639	42.5

**Specified Changes and Discussion Items**

**A. Office of the Director**

**1. Position transfer from DHHS to Office of Human Resources (\$114,241) and (1.0)FTE**

This reflects a transfer that occurred during FY19 and is not a new FY20 recommendation.

<b>Council staff recommendation:</b> Approve as recommended by the County Executive.
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**2. Multi-program Adjustment  
\$190,591 and 0.1FTE**

Multi-Program Adjustments include such things as compensation and benefit changes and changes due to turnover and reorganizations.

**Council staff recommendation:** Approve as recommended by the County Executive.

**B. Office of Chief Operating Officer**

**1. Adjust Budget for Enterprise Integrated Case Management System (eICM) and Electronic Health Records (EHS) System to address Structural Budget Deficiencies  
\$740,000 and 0.0FTEs**

The Executive has included several adjustments to the DHHS budget to address “structural deficits.” They include:

eICM and EHS	\$740,000
Community First Choice Nurse Monitoring	\$483,918
Interpretation and Translation Services	\$288,000
Crossroad Youth Opportunity Center	\$50,569

In the case of this particular item (eICM), the Committee should consider whether it agrees that there is structural deficits in the DHHS budget and if the estimated deficit should be closed in one year.

As background, DHHS generally ends the year with a surplus. It is usually not large as a percentage of the budget but because DHHS is a budget of \$300 million, it is usually between \$2 million and \$5 million. Council staff asked DHHS about these regular surpluses and received the following information in response.

It is true that in years past, the Department generally has ended the year with a surplus, of around one percent of the budget. The Department has made a concerted effort to not go over budget and has been successful in staying under budget. In order to stay under budget and cover the structural budget deficits, the Department has relied on savings in other programs as well as increased lapse from holding additional positions vacant. Much of the savings in other areas that were relied upon have been offered as budget reductions in recent years and are unable to be used in FY20. Recognizing this, the County Executive has recommended additional funding for the Department to correct these structural deficit issues.

Increased lapse impacts Department performance, and DHHS cannot continue the vacancy rate at past levels. The Department is not subject to the normal position exemption process that other agencies must follow and has the ability to fill its

positions, consistent with its budgeted resources. Given this authority, the Department has stopped holding positions vacant, and the current vacancy rate is a reflection of the high number of vacancies we started the year with plus retirements, turnover, and delays in the hiring process rather than a deliberate effort on the part of the Department to maintain high vacancy rates. Structural deficit costs have been generally increasing leading to greater strain on resources. The additional funding in Permanent Supportive Housing is a recognition of the need to sustain efforts to end chronic homelessness for the long-term.

	Budget	Actual	Difference	Savings Plan	Diff w/ Savings Plan
<b>FY16</b>					
Personnel	\$ 116,281,199	\$ 112,012,329	\$ 4,178,948		\$ 4,178,948
Operating	\$ 93,195,484	\$ 93,215,654	\$ (20,165)	\$ 1,318,473	\$ (1,338,638)
Total	\$ 209,476,683	\$ 205,227,983	\$ 4,158,783	\$ 1,318,473	\$ 2,840,310
<b>FY17</b>					
Personnel	\$ 120,656,449	\$ 117,541,519	\$ 6,502,522	\$ 2,000,000	\$ 4,502,522
Operating	\$ 100,415,769	\$ 103,530,699	\$ (2,085,352)		\$ (2,085,352)
Total	\$ 221,072,217	\$ 221,072,217	\$ 4,417,169	\$ 2,000,000	\$ 2,417,169
<b>FY18</b>					
Personnel	\$ 123,931,374	\$ 121,079,274	\$ 2,852,109	\$ 1,324,652	\$ 1,527,457
Operating	\$ 110,490,958	\$ 110,507,668	\$ 3,078,659	\$ 2,496,695	\$ 581,964
Total	\$ 234,422,332	\$ 231,586,942	\$ 5,930,768	\$ 3,821,347	\$ 2,109,421

### eICM and EHS structural deficit

Last year, a specific reduction of \$1 million was recommended in the Executive's budget and approved by the Council for eICM, the explanation at the time said,

Previous State requirements required eICM to be hosted with the same vendor as the State's system. The annual cost of hosting the system externally totals \$1.2M. The State has now given the County permission to host the system internally. The cost savings of hosting it internally is estimated to be \$1.0M. The eICM budget has been reduced by \$1M to \$1.6M to accommodate those savings. The expected cost of the eICM system will be reduced to \$2,692,000.

In addition, in FY18 there was a \$2.6 million increase approved for the ongoing operating cost of the new electronic case management system.

Council staff inquired how the actions of the last two fiscal years led to this request for an additional \$740,000. DHHS has provided the following response:

The cost to maintain the system when it was first funded was \$3.692M and the budget provided was only \$2.6M. In FY19 DHHS managed to lower the costs by \$1M, however the budget was also reduced by \$1M. In the above paragraph it states that “the budget was reduced \$1M to \$1.6M” and “The expected cost of the eICM system will be reduced to \$2,692,000.” This shows that there was still a \$1M shortfall in the expected cost of \$2.692M and the budget of \$1.6M. Since that time the department has lowered the shortfall to \$640,000, which is the increase in the Executive’s recommended budget for eICM.

For eHR, there is an increased cost of \$100,000 due to additional licenses need for new providers who will be using the system.

**Council staff recommendation:** Approve \$420,000 which would address half the estimated deficit in eICM and the \$100,000 increase for EHR. This would result in a reduction to the DHHS budget of \$320,000. Council staff is concerned that the estimated cost of the systems have changed and that last year’s discussion did not make it clear that in approving a \$1 million reduction there was an estimated \$1 million shortfall remaining.

**2. Lapse**

In the previous discussion, DHHS noted that savings in previous years have come from increasing lapse, often beyond the amount assumed in the original budget, which has impacted department performance. Budgeted lapse for FY20 is unchanged from prior years. However, if it is the only lapse required, it will effectively be a reduction in lapse and will allow many vacancies to be filled. Council staff notes that when the Council discussed the FY19 Savings Plan, DHHS said that the additional \$1.1 million is from the slowdown of the new hiring process, not because they were holding positions.

FY20 recommended lapse=	\$7,695,532
FY19 original approved lapse =	\$7,695,532
FY19 additional lapse for Savings Plan =	\$1,100,000
FY19 TOTAL =	\$8,795,532
FY18 original lapse =	\$7,695,532
FY18 additional lapse for Savings Plan =	\$1,324,652
FY18 Total =	\$9,020,184
FY17 original lapse =	\$7,695,532

**Council staff recommendation:** Approve as recommended by the County Executive. Request a quarterly update on vacancies and any barriers to filling positions.

### 3. Percentage Increase to Non-Profit Contracts

Each year, the Council considers whether to provide a percentage increase to eligible grants with non-profits and certain other human service providers to offset some of the annual increased cost of doing business. For FY19, the Council approved \$979,272 to provide a 2% increase to eligible contracts. The Executive has not included any increase in his FY20 Recommended Budget. The following provision is included in the FY19 Operating Budget Resolution and provides the criteria for receiving the increase.

This resolution appropriates \$979,272 for inflation adjustments for tax-supported contractors with DHHS and to eligible contractors with the Department of Housing and Community Affairs that are providing Special Needs Housing programs. Any inflation adjustment awarded under this paragraph must not exceed 2% of the total contract price. Any contract funded by a non-County grant is not eligible for an inflation adjustment under this paragraph. Each contractor must meet the following eligibility:

- (a) Non-profit service provider, public entity, or
- (b) Contract that provides meals on wheels, court appointed special advocates, direct mental health services to seniors, and homeless outreach.
- (c) The increase is to the General Fund value of the contract (Grant Fund value not included).
- (d) The contract must not be in its first performance period, unless a new contract has been executed as part of a DHHS administrative review, or have an automatic inflation adjustment built into the contract.
- (e) This increase does not apply to contracts for Montgomery Cares (except administration) or Care for Kids (except for administration and the services associated with the Latino Health Initiative) as their budgets have been adjusted for expected FY 2019 levels of service.
- (f) This increase does not apply to contracts that are a specific match to a grant.
- (g) This increase does not apply to contracts covered by the DD Supplement. This resolution appropriates \$2,832,463 to increase the DD Supplement.

Nonprofit Montgomery has requested a 3% increase to non-profit contracts as have several non-profit organizations that testified.

**DHHS estimates the cost of a 1% increase to eligible FY20 contracts is \$450,141.**

To date, the Council has approved this inflationary adjustment only to contracts administered by DHHS and funded in DHHS or the Housing Initiative Fund. It does not apply to contracts that may also be for similar services administered in other departments, such as Recreation. If the HHS Committee is interested in expanding the eligible contracts to contracts providing similar services (health, safety net, youth activities) in other departments, particularly Recreation and Housing and Community Affairs, Council staff will work with the Executive branch to determine the estimated cost.

**Council staff recommendation:** Council staff recommends placing two increments of \$450,141 each and two increments of \$225,071 each on the Reconciliation List to provide flexible increments of up to a total 3% increase.

Language will be included in the Budget Resolution that identifies the amount and percent increase that is approved in the budget as well as the criteria for eligible contracts. Contracts that are in their first year of funding in FY20 are not eligible.

#### 4. Central Contract Management Team

DHHS will administer 713 contracts in FY19 valued at over \$139 million. For many years, this has placed substantial demand on contract staff just to process contract renewals, amendments, and new contracts, let alone having time to review base contracts that have been in place for several years.

FY	# DHHS Contracts	Total \$ Amount	# Community Grants	Total \$ Amount	Total # of Contracts	Total \$ Amount
FY17	479	\$102.5 million	219	\$6.5 million	698	\$109 million
FY18	485	\$134.8 million	233	\$7.2 million	718	\$142 million
FY19	465	\$130.7 million	248	\$8.3 million	713	\$139 million

#### Current staff complement in the DHHS Contract Management Team (CMT).

Contracts Team Lead (M3) – 1 (currently vacant – initial offer extended to selected candidate)  
 Program Manager II (Grade 25) - 3  
 Program Manager I (Grade 23) - 4 (currently 2 vacant PM I positions – selection memos submitted to OHR and now pending offers from OHR to those candidates)  
 Administrative Specialist III (Grade 23) - 1  
 Administrative Specialist II (Grade 21) – 1  
 OSC (Grade 16) – 1

The following is a brief description from DHHS of the duties of the staff in this unit and how it is related to work of contract monitors in the program areas.

Given the number of contracts that the Department is responsible for, the staff in CMT work as the “procurement” arm of DHHS creating solicitations, providing assistance with contracts training, contract negotiations, vendor budgets and scope of work, insurance and other County procurement and vendor requirements. In other departments, this is work that the Office of Procurement does, but because of the volume in DHHS, the Department handles much of it internally, including routing to Finance-Risk Management and to County Attorney for their reviews. The Office of Procurement provides final review and execution. The Team Lead (Manager III position) manages the team, signs off on DHHS contract actions, approves requisitions in ERP (a requirement from the Office of Procurement for all contract actions not just the creation of POs), and provides personnel supervision. The Program Manager II’s are the contracting subject matter experts and provide assistance to the rest of the CMT staff with all aspects of the



contracting process and provide final edits and approval of all solicitations and contract documents before going to the CMT Team Lead for signature. The remaining staff work closely with the program contract monitors to do the day to day drafting of contract actions and solicitations, monitor contract renewal dates, draft cover letters to the Office of Procurement for each contract action, assist with PO requests, budget modifications, and monitor vendor insurance.

**Council staff recommendation:** Council staff recommends adding \$80,000 to the Reconciliation List to add one Program Manager to the Central Contract Management Team. While some of the current stress on the Team is from vacancies, even when vacancies are filled the complement is not adequate to meet the demands of the current number of contracts.

### **C. Office of Community Affairs**

#### **1. Multi-program adjustment \$537,503 and 0.0FTE**

Multi-Program Adjustments include such things as compensation and benefit changes and changes due to turnover and reorganizations.

**Council staff recommendation:** Approve as recommended by the County Executive – see discussion that follows about increases to the minority health initiatives that are included in this amount.

#### **2. Minority Health Program/Initiatives**

There is no specific change identified in the budget book for the African American Health Program (AAHP), Asian American Health Initiative (AAHI), and Latino Health Initiative (LHI). However, the following table shows the budget proposed for each in FY20. During FY18 and FY19, the AAHI and LHI each converted contractual positions to merit positions. The cost for the annualization and compensation adjustments are included in \$537,503 multi-program adjustment for all of the Office of Community Affairs. AAHP has a different model with most of their program staff and work done through a contract. Previously, AAHP and the Council have discussed the need for AAHP to also be able to increase resources for the contract to account for increases in staff and other costs. In FY19, the Council approved a 2% increase to the contract, the same as the increase that was provided to the eligible DHHS non-profit contracts.

Minority Health Program/ Initiatives	FY16 Approved	FY17 Approved	FY18 Approved	FY19 Approved	FY20 Rec	\$ increase	% increase
African American Health Program	1,494,754	1,718,166	1,737,125	1,776,261	1,798,443	22,182	1.2%
Asian American Health Initiative	593,067	857,459	916,019	1,008,123	1,136,579	128,456	12.7%
Latino Health Initiative	1,358,749	1,632,981	1,731,373	1,962,179	2,124,667	162,488	8.3%
<b>Total</b>	<b>3,446,570</b>	<b>4,208,606</b>	<b>4,384,517</b>	<b>4,746,563</b>	<b>5,059,689</b>	<b>313,126</b>	<b>6.6%</b>

**Council staff recommendation:** Council staff recommends placing \$39,000 on the Reconciliation List to provide up to a 3% increase to the AAHP contract. The final increase should be consistent with any increase the Council provides to the DHHS non-profit contracts.

Council staff recommends that the Committee schedule a session in the fall to meet with AAHP, AAHI, and LHI. There should be a new DHHS Director appointed and this would provide the Committee an opportunity to discuss the direction for these initiatives and other efforts that focus on addressing health disparities.

### 3. Community Action Agency and VITA (Provided by Legislative Analyst Vivian Yao)

For FY20, the recommended budget for the Volunteer Income Tax Assistance Program (VITA) program<sup>1</sup> is \$304,423, which is a decrease of \$3,870 or 1.3% from the FY19 budget. County General Funds account for \$91,260 of the total with \$213,163 in Federal Community Services Block Grant (CSBG) making up the balance.

Community Action Agency VITA Program Budget	FY19 Approved		FY20 Recommended	
	County General Funds	CSBG Federal Grant	County General Funds	CSBG Federal Grant
Program Specialist II (1 FTE)	\$ -	\$ 111,966	\$ -	\$ 118,274
VITA Program Spec II (1 FTE-term)	\$ 60,160	\$ 29,632	\$ 68,160	\$ 33,572
<b>Personnel Costs</b>	<b>\$ 60,160</b>	<b>\$ 141,598</b>	<b>\$ 68,160</b>	<b>\$ 151,847</b>

<sup>1</sup> VITA offers free tax help and free electronic filing for low to moderate income individuals and families. Trained volunteers at sites and partnerships throughout the County help customers access any available credits they may be eligible for, such as the Earned Income Tax Credit (EITC), Child Tax Credit, and Credit for the Elderly or the Disabled. The program is housed in the Montgomery County Community Action Agency, which coordinates local, state, federal and private resources to help low-income individuals and families gain useful skills and gain access to education and employment opportunities to achieve economic self-sufficiency.

Contractual Staffing (Athena Broker) FT/Seasonal	\$ -	\$ 62,335	\$ -	\$ 40,216
Community Fellow (funded externally)	\$ -	\$ -	\$ -	\$ -
EITC Campaign-- Ride-On Ads/Outreach	\$ 10,500	\$ 16,400	\$ 10,500	\$ 16,400
Supplies/Equipment/Printing/Program Expenses	\$ 12,600	\$ 4,700	\$ 12,600	\$ 4,700
<b>Operating Costs</b>	<b>\$ 23,100</b>	<b>\$ 83,435</b>	<b>\$ 23,100</b>	<b>\$ 61,316</b>
<b>Total</b>	<b>\$ 83,260</b>	<b>\$ 225,033</b>	<b>\$ 91,260</b>	<b>\$ 213,163</b>

Executive staff explains that increased personnel costs have been charged to the CSBG grant in FY20, and consequently, the VITA broker has been reduced to the ½ time position scheduled during the TY19 tax season from November through April. Council staff has requested that the Department explain what the impact of the reduction will be on VITA services and understands that Executive staff will be prepared to address the Committee.

The Council received testimony from Ms. Laura E Irwin, Chair of the Community Action Board, (© 11-15) expressing the importance of the CSBG funded brokers in assuring service delivery through VITA and the TESS Center, requesting that Council add \$57,207 to fully fund a program manager position with County general funds (instead of partial funding with CSBG grant funds), and raising concerns about the long-term facility needs for the TESS Center.

The following table shows VITA services data for TY 2017 and TY 2018:

	<b>TY 2018</b>	<b>TY 2017</b>	<b>Comments: TY18: Partial data, as of April 9th.</b>
<b>Program Volunteers</b>	76	75*	14 languages spoken by volunteers and VITA team, TY18: Amharic, Arabic, Bengali, Chinese, Dari, Farsi, French Creole, Hindi, Korean, Portuguese, Russian, Spanish, Thai, and Vietnamese.
<b>Households Served/Returns Filed</b>	2,049	1,936	State and federal returns are counted as one.
<b>Refunds and Credits</b>	\$5,037,098	\$4,907,115	Total federal/state/local refunds and credits.
<b>Total Tax Savings</b>	\$5,586,230	\$5,425,963	Reflects all refunds, credits and value of preparing returns, according to survey of the National Society of Accountants, or \$286 per average return for H&R Block.
<b>Taxes Owed</b>	\$621,283	\$689,287	Customers, many of whom owed back taxes, are first-time filers, and/or self-employed taxpayers, receive assistance in learning to track expenses, use record-keeping tools and are referred to Low-Income Tax Clinics to negotiate repayment with the IRS and State to improve their status.
<b>EITC Amount</b>	\$1,390,609	\$1,326,272	Federal and State EITC and projected Working Families Income Supplement

Additional information on program outreach efforts in FY17 and FY18 is described on © 18- 22.

**Council staff recommendation: Before approving the VITA budget in the Community Action Agency, the Committee should ascertain the impact of the reduced broker position on service delivery. If the reduced staffing significantly impacts VITA service delivery, the Committee should add \$22,120 to the Reconciliation List.** The VITA program is important for low-income residents because it allows them to maximize their tax credits, avoid unnecessary fees, and increase their financial stability.

#### **D. Legal Services for Low Income County Residents in Immigration Proceedings**

For FY19, the Council appropriated \$370,000 to DHHS for the purpose of providing funds for screening services and direct legal representation of low-income County residents in deportation proceedings. DHHS was asked to solicit proposals for the use of these funds. In September, the Council approved an amendment to the non-competitive contract awards for three organizations that were selected based on their proposals. A copy of the September 2018 staff report is attached at © 23-32. The organizations are:

Ayuda	\$144,000
HIAS	\$103,000
KIND	\$123,000 (Kids in Need of Defense)

The County Executive has continued to include \$370,000 in the base of the DHHS budget for this purpose. The Executive has not made specific recommendations on how the funding should be awarded. However, the terms of the current contracts are December 2018 to December 2019 and have a renewal option.

The organizations expect to provide the following services over the course of a year. Recently the HHS and E&C Committee heard from a representative from KIND who said that they have already had as much demand as they as they expected to for the year.

Ayuda:	Expected 100 screened and 33 represented.
HIAS:	Between 201 and 420 screenings and 18 represented
KIND:	At least 60 represented

The table on the following page shows the data that DHHS is collected regarding these contracts.

Provider	Dec-18 Screenings	Dec-18 New Clients for Legal Representation	Jan-19 Screenings	Jan-19 New Clients for Legal Representation	Feb-19 Screenings	Feb-19 New Clients for Legal Representation
HIAS	N/A	N/A	14 (non-detained)	None	10 (non-detained)	2 youth applying for special immigrant juvenile status 1 adult for cancellation of removal 1 adult for asylum
Ayuda	N/A	N/A	3 (1 adult, 2 children, non-detained)	2 (of the three screened; the third person received legal advice)	4 screenings (non-detained) 2 referrals (1 accepted)	1
KIND	1 youth screening (non-detained) 3 accepted youth referrals (non-detained)	None	1 youth screening (non-detained) 4 accepted youth referrals (non-detained)	None	9 youth screenings (non-detained) 19 accepted youth referrals	3 youth (non-detained) 2 adult sponsors of unaccompanied minors

The Executive is also recommending the following Community Grants.

	FY20 CE REC ONLY	FY19 CE + CC TOTAL
Asian Pacific American Legal Resource Center (Legal assistance to low-income Asian immigrants)	30,000	30,000
Ayuda (Translation Services)	35,000	50,000
CASA de Maryland (Citizenship and Financial Support)	50,000	50,000
CASA de Maryland (Immigration Legal Assistance Program)	100,000	165,000
Catholic Charities (legal immigration services to survivors of violence and abuse)	15,000	74,000
Ethiopian Community Center in Maryland, Inc. (legal and immigration stress management services to low income residents)	20,000	NA
Greater Washington Jewish Coalition Against Domestic Violence (clinical and legal services to victims of partner violence - many clients are immigrants but not limited to immigrant population). FY20 combines three separate FY19 grants and totals \$175,000.	65,000	65,000
Kids in Need of Defense (pro-bono legal services for unaccompanied immigrant and refugee minors)	40,000	50,000
<b>TOTAL</b>	<b>355,000</b>	<b>484,000</b>

Lastly, the Recommended Budget for DHHS includes \$54,676 for the Montgomery County Bar Association Pro-Bono Program which has been supported by the County for many years. The Bar Association does not have a specific focus on immigration issues.

**Council staff recommendation:** Council staff believes that the distribution of these funds has gone to excellent organizations, there is clearly a demand for service, and the information being collected by DHHS will be extremely useful in evaluating need and outcomes.

**Council staff recommends that the Committee request that these three organizations have their FY19 contracts renewed for FY20 at the same level of funding and under the same terms, including the current restrictions (©30-32).** This would allow the Executive and the Council to look at a full year of outcomes next December before making recommendations on the FY21 budget. Council staff believes that if funds are appropriated in FY21, there should be a new solicitation. If the Committee agrees with this approach, staff will work to get a response about whether the CAO will include these contracts on the non-competitive award list.



# Health and Human Services

**RECOMMENDED FY20 BUDGET**  
**\$323,567,731**

**FULL TIME EQUIVALENTS**  
**1,682.59**

✱ **VICTORIA BUCKLAND, ACTING DIRECTOR**

## MISSION STATEMENT

The Department of Health and Human Services (HHS) assures delivery of a full array of services to address the somatic and behavioral health, economic and housing security, and other emergent needs of Montgomery County residents. To achieve this, the Department (directly and/or via a network of community partners) develops and implements policies, procedures, programs, and services that: 1) offer customer-focused direct care and supports; 2) maximize financial and staffing resources to deliver services through effective management, coordination, and pursuit of strategic funding opportunities; 3) pilot and evaluate innovative approaches to service delivery and systems integration; and 4) develop, enhance, and maintain a broad network of community-based organizations, public agencies, and private entities to promote and sustain partnerships, which increase the availability of needed services.

## BUDGET OVERVIEW

The total recommended FY20 Operating Budget for the Department of Health and Human Services is \$323,567,731, an increase of \$4,334,418 or 1.36 percent from the FY19 Approved Budget of \$319,233,313. Personnel Costs comprise 56.84 percent of the budget for 1,444 full-time position(s) and 343 part-time position(s), and a total of 1,682.59 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 43.16 percent of the FY20 budget.

## COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

- ◆ **A More Affordable and Welcoming Community**
- ◆ **Thriving Youth and Families**
- ◆ **A Greener County**
- ◆ **Effective, Sustainable Government**
- ◆ **Safe Neighborhoods**

## DEPARTMENT PERFORMANCE MEASURES

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY19 estimates reflect funding based on the FY19 Approved Budget. The FY20 and FY21 figures are performance targets based on the FY20 Recommended Budget and funding for comparable service levels in FY21.

Measure	Actual FY17	Actual FY18	Estimated FY19	Target FY20	Target FY21
<b>Multi-Program Measures</b>					
Weighted percentage of HHS customers satisfied with the services they received from HHS staff	98	98	97	97	97
Weighted composite of HHS client cases that demonstrate beneficial impact from received services: Improved health and wellness (1-100 scale)	56	51	55	55	55
Weighted composite score of HHS client cases that demonstrate beneficial impact from received services: Greater independence (1-100 scale)	82	87	90	90	90
Weighted composite score of HHS client cases that demonstrate beneficial impact from received services: Risk mitigation (1-100 scale)	77	75	80	80	80
Percentage of client cases needing assistance with multiple services for which effective team formation is documented (Service Integration Cases) <sup>1</sup>	90	90	93	93	93
Percentage of client cases needing assistance with multiple services for which effective team functioning is documented (Service Integration Cases) <sup>2</sup>	80	84	85	85	85
Status of findings from major audits - Percentage of findings fully or substantially completed	44	44	50	60	70

<sup>1</sup> The goal is for integrated service delivery to begin at any point of entry into Department services, and represent an on-going process throughout the client's involvement with HHS.

<sup>2</sup> The goal is for integrated service delivery to begin at any point of entry into Department services, and represent an on-going process throughout the client's involvement with HHS.

## INITIATIVES

- ★ Funding was provided for a new Senior Home Sharing Program. In FY20, this pilot program will connect senior home providers who have a spare room with home seekers interested in a long-term housing option. This home sharing arrangement can work when renters find it difficult to find affordable rental housing and home providers either need extra income or prefer living with another person who can offer social connection and/or assist with tasks, errands, and costs related to property maintenance.
- ★ In FY18, Trauma Services opened a supervised visitation and exchange program called the Safe Passage Center. The Safe Passage Center provides supervised visits and exchange services to families with a domestic violence protective order and families undergoing contentious divorces, if ordered by a judge. This program reduces stress to domestic violence victims and keeps children safe and secure during their visits with the non-custodial parent

## ACCOMPLISHMENTS

- ☑ The Montgomery County Vietnam Veterans Memorial Wall opened in Rockville on May 21, 2018. The Memorial includes the names of 130 County service members who lost their lives or were reported missing in action in Vietnam during the war. Over 400 people attended the event, including dozens of Vietnam War Veterans.
- ☑ Bone Builders, a popular fall prevention and bone strengthening program, tripled in size. The program is primarily held at County Recreation Centers and is facilitated using minimal staff time and dedicated volunteer leaders.
- ☑ Linkages to Learning (LTL) is one of four programs highlighted in Montgomery County's winning application to the 2018 Welcoming Communities Transatlantic Exchange (WCTE), an international network that shares welcoming initiatives to integrate newcomers in their communities. In November 2018, LTL conducted local site visits with peers in Germany and attended a final conference to collectively discuss lessons learned and strategies for the application of welcoming initiatives in both countries.
- ☑ The East County Opportunity Zone Project continues to build a network that supports workforce development, health and wellness, and parent engagement in an under-served community. It has provided assistance with eviction prevention, utility disconnection prevention, childcare services, vocational employment assistance, senior services, behavioral health services, and assistance with somatic health.
- ☑ The Early Childhood Services ChildLink Program conducted the Pregnant and Parenting Teen Speaker Series at a total of 5 high schools in FY18, serving a total of 83 teens. The series will expand to six high schools in FY19. This program is one of the Department's two generation poverty alleviation strategies.
- ☑ The Welcome Back Center of Suburban Maryland offered services to internationally trained health professionals - including 80 nurses, 20 behavioral health professionals, and 3 physicians - who are working towards licensure and/or certification in the healthcare



field to secure jobs in Maryland. Program clients hired as Registered Nurses saw a 282 percent increase in wages on average.

- ☑ In FY18, the African American Health Program (AAHP) expanded Healing Our Village (HOV) into community outreach engagement sites - 1,391 individuals received blood glucose, blood pressure, and BMI screening at community events. HOV's expansion of services includes one-on-one counseling at places such as apartment complexes, churches, post offices, and other sites.
- ☑ The Asian American Health Initiative (AAHI) released volume three in their mental health photo-novel series, entitled "More Than Just Stress," which communicates issues around Asian American adolescent mental health to parents and community leaders and provides youth with resources to address mental health challenges.
- ☑ In FY18, School Health Services (SHS) case managed 17,833 children in Montgomery County Public Schools with chronic health conditions, including asthma, diabetes, and life-threatening allergic reactions. SHS also handled 642,237 student visits to Montgomery County Public Schools (MCPS) health rooms, which resulted in 88 percent of children returning to class.
- ☑ The Maternity Partnership Program provided prenatal care to 1,557 County women through partnerships with hospital-based clinics, plus home visiting case management provided by County staff. The program continues to have excellent health outcomes, with 96 percent of the babies born to women delivering through Maternity Partnership program having a healthy birth weight.
- ☑ In partnership with the Interagency Commission on Homelessness, the Inside (not Outside) Initiative was launched with the goal of ending chronic homelessness in the County. Chronic homelessness is defined as long-term homelessness for people with disabilities. In FY18, 250 chronically homeless individuals were placed in permanent housing. This is more than twice as many people housed than in FY17.
- ☑ The Department participated in the State-wide Rapid Rehousing Learning Collaborative sponsored by the Maryland Department of Housing and Community Development, the National Alliance to End Homelessness, and the University of Maryland. Through this collaboration, the County's Rapid Rehousing program placed 21 households in permanent housing in less than 100 days.

## **INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS**

- ☼ The Mobile Integrated Health program matches high utilizers of emergency medical services (EMS) with public and private social services. The program is a partnership between Fire and Rescue Service and Adult Protective Services (APS) in collaboration with several hospitals and other social care agencies. The program has reduced EMS transports and corresponding Emergency Department usage by approximately 50 percent for this population.
- ☼ The Department initiated a Medication Management Program within the County in partnership with the Montgomery County Fire and Rescue and Emergency Medical Services (EMS). EMS has a trusted relationship with County residents and is therefore well-positioned to introduce the Medication Management program to residents who might benefit from the program.
- ☼ During FY 2018, the Adult Behavioral Health Program connected 75 percent of clients with a primary care provider and continued to develop collaborative work relationships with the Primary Care Clinics.
- ☼ Children, Youth, and Family Services (CYF) and Montgomery County Public Schools (MCPS) have developed a shared data platform to review and monitor the educational status of youth. The two programs piloted are Linkages to Learning (LTL) and Child Welfare Services (CWS) foster care. The goal is to ensure early intervention services are provided when there are educational concerns, maintain close collaborative contact between staff in both agencies, and promote academic achievement/success among our youth.
- ☼ Child Welfare Services has developed a Transitioning Youth Learning Collaborative (LC), focused on older youth (ages 17-21) in foster care. The LC goal is to enhance the preparation and readiness of youth who are aging out of the Child Welfare system by developing a County-wide collaboration of service providers that can work together to ensure that youth aging out-of-care possess the necessary skills to sustain independence and to realize their full potential.
- ☼ The Child Care Resource and Referral Center implemented an outreach campaign entitled "Growing Family Child Care Opportunities" to support family child care providers interested in starting a family child care home and to advise parents on the importance of choosing licensed care. By the end of FY18, 18 new providers were registered with the State. Each of these providers will work closely with peer mentors, trainers, and the Quality Enhancement Specialist for Family Child Care to build their programs to meet quality standards and to sustain their small businesses.

- \* The Asian American Health Initiative (AAHI) released a Mental Health Toolkit, entitled "Staying Well and Living Fully," that aims to provide culturally competent, reliable information about mental health for community leaders and members to share with their respective communities. The toolkits are train-the-trainer materials meant to empower community leaders.
- \* The Community Action Agency partnered with CountyStat to integrate datasets from its Self-Sufficiency Standard for Maryland 2016 report together with Census population data to create an online dashboard, the Interactive Self-Sufficiency Standard 2016. This award winning, interactive tool graphically depicts the income required to support various family types. This tool assists policy-makers and community partners in better understanding the profile of Montgomery residents living above and below the Self Sufficiency Standard.
- \* Care for Kids provided primary healthcare services for 5,531 uninsured children. In FY18, the program piloted Behavioral Health services that included bilingual substance abuse treatment and integrated behavioral health in pediatric primary care. The goal is to expand the pilot and ensure access to Behavioral Health for all Care for Kids children.
- \* Services to End and Prevent Homelessness underwent a reorganization to increase effectiveness and efficiency in service delivery. This process renamed the service area to one that better aligns with the goal of making homelessness rare, brief, and one-time only.
- \* Partnered with Pathways to Housing to apply for a Grant for the Benefit of Homeless Individuals from the Substance Abuse Mental Health Services Administration. The group was awarded \$398,929 to hire an integrated team to provide homeless street outreach.

## **COLLABORATION AND PARTNERSHIPS**

### **\* Data Sharing Platform with Montgomery County Public Schools**

Children, Youth, and Family Services and MCPS have developed a shared data platform to review and monitor the educational status of youth. The two programs piloted are Linkages to Learning (LTL) and Child Welfare Services foster care. The goal is to ensure early intervention services are provided when there are educational concerns, maintain close collaborative contact between staff in both agencies, and promote academic achievement/success among our students.

#### **Partners**

Montgomery County Public Schools

### **\* East County Opportunity Zone Network**

The East County Opportunity Zone Project continues to build a network that supports workforce development, health and wellness, and parent engagement in an under-served community. It has provided assistance with eviction prevention, utility disconnection prevention, childcare services, vocational employment assistance, senior services, behavioral health services, and assistance with somatic health.

#### **Partners**

Department of Recreation, Non-Profits

### **\* Homelessness Coordinated Entry System**

Services to End and Prevent Homelessness worked with the Continuum of Care system, a County-wide public-private partnership, to implement a strategy for prioritizing individuals and families for housing and services based on their needs. The new Coordinated Entry System maximizes resources by using a common assessment tool to assign the most appropriate housing intervention based on a household's vulnerability.

#### **Partners**

Non-Profits

### **\* Circle Time with Friends**

Early Childhood Services ChildLink partnered with Montgomery County Public Libraries and the Department of Recreation to raise the importance and awareness of early literacy by offering Circle Time with Friends. This forum allows parents and caregivers to

interact with their children through reading and participating in activities and allows children to learn social skills by interacting with their peers. The program will be expanded to other recreation centers.

**Partners**

Department of Public Libraries, Department of Recreation

**\* Volunteer Income Tax Assistance**

The Community Action Agency Volunteer Income Tax Assistance program (VITA) served 1,936 households, helping individuals and families receive almost \$5 million in tax refunds, including \$1.3 million in Earned Income Tax Credit (EITC) refunds. Seventy-seven volunteers supported the program, giving over 2,100 hours.

**Partners**

Non-Profits

**PROGRAM CONTACTS**

Contact Victoria Buckland of the Department of Health and Human Services at 240.777.1211 or Erika Lopez-Finn and Joshua Watters of the Office of Management and Budget at 240.777.2800 for more information regarding this department's operating budget.

**BUDGET SUMMARY**

	Actual FY18	Budget FY19	Estimate FY19	Recommended FY20	% Chg Bud/Rec
<b>COUNTY GENERAL FUND</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	88,725,986	95,569,784	93,801,299	101,847,378	6.6 %
Employee Benefits	32,353,279	32,986,976	32,158,696	35,175,247	6.6 %
<b>County General Fund Personnel Costs</b>	<b>121,079,265</b>	<b>128,556,760</b>	<b>125,959,995</b>	<b>137,022,625</b>	<b>6.6 %</b>
Operating Expenses	107,412,299	111,540,984	110,477,844	107,816,516	-3.3 %
<b>County General Fund Expenditures</b>	<b>228,491,564</b>	<b>240,097,744</b>	<b>236,437,839</b>	<b>244,839,141</b>	<b>2.0 %</b>
<b>PERSONNEL</b>					
Full-Time	852	879	879	884	0.6 %
Part-Time	309	313	313	313	—
FTEs	1,211.74	1,237.71	1,237.71	1,246.81	0.7 %
<b>REVENUES</b>					
Core Health Services Funding	2,957,863	4,554,327	4,554,327	4,554,327	—
Federal Financial Participation Reimbursements	14,353,114	14,333,640	15,395,700	15,395,700	7.4 %
Health and Human Services Fees	1,169,318	1,100,000	1,163,850	1,163,850	5.8 %
Health Inspection: Restaurants	1,849,395	2,000,000	1,828,560	1,828,560	-8.6 %
Health Inspections: Living Facilities	267,452	254,470	247,650	247,650	-2.7 %
Health Inspections: Swimming Pools	550,445	566,250	549,770	549,770	-2.9 %
Marriage Licenses	241,065	300,000	240,000	240,000	-20.0 %
Medicaid/Medicare Reimbursement	4,352,087	2,341,220	2,637,820	1,866,750	-20.3 %
Miscellaneous Revenues	250	100,000	0	0	-100.0 %
Nursing Home Reimbursement	849,559	697,130	775,860	775,860	11.3 %
Other Charges/Fees	474,037	435,550	393,650	412,470	-5.3 %
Other Fines/Forfeitures	3,975	1,650	3,500	1,650	—
Other Intergovernmental	2,319,774	3,483,090	3,966,630	4,082,518	17.2 %
Other Licenses/Permits	69,184	263,230	261,430	261,430	-0.7 %
<b>County General Fund Revenues</b>	<b>29,457,518</b>	<b>30,430,557</b>	<b>32,018,747</b>	<b>31,380,535</b>	<b>3.1 %</b>

**GRANT FUND - MCG**

<b>EXPENDITURES</b>					
Salaries and Wages	34,599,288	34,428,593	34,428,593	34,409,785	-0.1 %
Employee Benefits	12,162,762	12,423,692	12,423,692	12,485,623	0.5 %

## BUDGET SUMMARY

	Actual FY18	Budget FY19	Estimate FY19	Recommended FY20	% Chg Bud/Rec
<b>Grant Fund - MCG Personnel Costs</b>	<b>46,762,050</b>	<b>46,852,285</b>	<b>46,852,285</b>	<b>46,895,408</b>	<b>0.1 %</b>
Operating Expenses	38,693,208	32,283,284	32,283,284	31,833,182	-1.4 %
<b>Grant Fund - MCG Expenditures</b>	<b>85,455,258</b>	<b>79,135,569</b>	<b>79,135,569</b>	<b>78,728,590</b>	<b>-0.5 %</b>
<b>PERSONNEL</b>					
Full-Time	557	554	554	560	1.1 %
Part-Time	36	29	29	30	3.5 %
FTEs	436.97	432.65	432.65	435.78	0.7 %
<b>REVENUES</b>					
Federal Grants	26,562,152	21,364,867	21,364,867	20,880,523	-2.3 %
HB669 Social Services State Reimbursement	37,533,949	37,731,200	37,731,200	37,778,633	0.1 %
Miscellaneous Revenues	630,344	0	0	0	—
State Grants	19,039,535	20,039,502	20,039,502	20,069,434	0.1 %
<b>Grant Fund - MCG Revenues</b>	<b>83,765,980</b>	<b>79,135,569</b>	<b>79,135,569</b>	<b>78,728,590</b>	<b>-0.5 %</b>
<b>DEPARTMENT TOTALS</b>					
<b>Total Expenditures</b>	<b>313,946,822</b>	<b>319,233,313</b>	<b>315,573,208</b>	<b>323,567,731</b>	<b>1.4 %</b>
<b>Total Full-Time Positions</b>	<b>1,409</b>	<b>1,433</b>	<b>1,433</b>	<b>1,444</b>	<b>0.8 %</b>
<b>Total Part-Time Positions</b>	<b>345</b>	<b>342</b>	<b>342</b>	<b>343</b>	<b>0.3 %</b>
<b>Total FTEs</b>	<b>1,648.71</b>	<b>1,670.36</b>	<b>1,670.36</b>	<b>1,682.59</b>	<b>0.7 %</b>
<b>Total Revenues</b>	<b>113,223,498</b>	<b>109,566,126</b>	<b>111,154,316</b>	<b>110,109,125</b>	<b>0.5 %</b>

## FY20 RECOMMENDED CHANGES

	Expenditures	FTEs
<b>COUNTY GENERAL FUND</b>		
<b>FY19 ORIGINAL APPROPRIATION</b>	<b>240,097,744</b>	<b>1,237.71</b>
<b>Changes (with service impacts)</b>		
Enhance: Permanent Supportive Housing Funding to Sustain the County's Commitment to End Chronic Homelessness [Permanent Housing]	1,000,000	0.00
Enhance: Funding for School Health Room Staff for New School Facilities [School Health Services]	456,287	4.79
Add: Senior Home Sharing Pilot Program [Senior Community Services]	174,000	0.00
Enhance: Provide Funding for Enhanced Security at Progress Place [Homeless Single Adult Services]	83,000	0.00
Enhance: Provide Funding to Open the New Linkages to Learning Center at Maryvale Elementary School [Linkages To Learning]	80,000	1.00
Add: Implementation of Atticus Act (Vision and Hearing Screening for Children) [School Health Services]	71,339	0.62
<b>Other Adjustments (with no service impacts)</b>		
Increase Cost: FY20 Compensation Adjustment	5,172,925	0.00
Increase Cost: Annualization of FY19 Personnel Costs	1,788,046	0.00
Increase Cost: Adjust Budget for the Enterprise Integrated Case Management System and Electronic Health Records System to Address Structural Budget Deficiencies [Office of the Chief Operating Officer]	740,000	0.00
Increase Cost: Home Care Services Contract [Home Care Services]	490,000	0.00
Increase Cost: Adjust Budget for the Community First Choice Nurse Monitoring Program to Address Structural Budget Deficiencies [Home & Community Based MA Waiver Services]	483,918	0.00
Increase Cost: Adjust Budget for In-person Interpretation and Translation Service to Address Structural Budget Deficiencies	288,000	0.00
Increase Cost: Risk Management Adjustment	220,518	0.00
Increase Cost: Annualization of FY19 Lapsed Positions	201,070	0.00
Increase Cost: Retirement Adjustment	196,446	0.00
Increase Cost: Annualization of Adult Drug Court Therapist Costs [Specialty Behavioral Health Services]	99,980	1.00
Increase Cost: Adjust Budget for Crossroads Youth Opportunity Center to Address Structural Budget Deficiencies [Positive Youth Development]	50,569	0.00
Increase Cost: Motor Pool Adjustment	37,795	0.00
Increase Cost: Health Department Accreditation Fee [Chief Public Health]	14,000	0.00
Technical Adj: Technical Adjustment	0	3.88
Re-align: Adjust Funding for Maternity Partnership Program to Reflect Service Demand [Health Care for the Uninsured]	(102,050)	0.00
Shift: Position Transfer from HHS to OHR [Office of the Director]	(114,241)	(1.00)
Decrease Cost: Eliminate a Long-term Vacant Medical Doctor Position [Tuberculosis Program]	(124,550)	(1.00)
Re-align: Office of the Chief Operating Officer Administrative Overhead	(127,713)	0.00
Decrease Cost: Adjust Residential Rehabilitation General Fund Supplement [Behavioral Health Planning & Management]	(200,109)	0.00

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## FY20 RECOMMENDED CHANGES

	Expenditures	FTEs
Decrease Cost: Delay Implementation of the Youth Drop-in Center [Homeless Single Adult Services]	(246,500)	0.00
Decrease Cost: Delay Implementation of the Paint Branch and Springbrook Cluster [Child & Adolescent School & Community Based Services]	(287,275)	0.00
Shift: Transfer Management of Conservation Corps Contract to the Department of Environmental Protection [Behavioral Health Planning & Management]	(324,177)	0.00
Decrease Cost: Elimination of the Handicap Rental Assistance General Fund Supplement [Permanent Housing]	(329,679)	0.00
Re-align: Adjust Funding for the Developmental Disability Services Supplement to Equal Average Percentage of Minimum Wage Actually Paid to Direct Service Providers by Providing Agencies [Community Support Network for People with Disabilities]	(1,850,202)	0.00
Re-align: Adjust Funding for Working Parents Assistance Program to Account for Decreased Utilization due to State Child Care Subsidy Enhancements [Child Care Subsidies]	(3,200,000)	0.00

### FY20 RECOMMENDED

**244,839,141 1,246.80**

### GRANT FUND - MCG

#### FY19 ORIGINAL APPROPRIATION

**79,135,569 432.65**

#### Federal/State Programs

Enhance: Pregnant Women and Children - MD Kids Grant Funds	535,893	(2.00)
Enhance: Group Senior Assisted Housing Grant Funds	361,657	0.00
Enhance: Services to End and Prevent Homelessness Grant Funds	285,080	0.00
Add: New Babies Born Healthy Grant Funds	200,000	1.00
Reduce: State Reductions to Cancer Grant Funds	(132,036)	(2.00)

#### Other Adjustments (with no service impacts)

Technical Adj: Technical Adjustment	336,476	(4.40)
Increase Cost: Change in Funding Allocation for Sexual Assault Rape Crisis funds - Victims of Crime Act (VOCA) - Rape Crisis Intervention Grant Funds [Trauma Services]	201,978	0.00
Increase Cost: Increase Cost to Senior Care Grant Funds [Assessment & Continuing Case Management Services]	199,525	0.00
Increase Cost: House Bill 669 Grant Funds	47,433	17.04
Technical Adj: Funding Shift for Community Mental Health Grant Funds [Behavioral Health Planning & Management]	0	(6.71)
Decrease Cost: STD/HIV Grant Funds [STD/HIV Prevention & Treatment Program]	(66,430)	0.20
Shift: MFP Opt. Counseling Grant Funds [Home & Community Based MA Waiver Services]	(96,250)	0.00
Decrease Cost: Change in Award Term of Victims of Crime/General Grant Funds [Trauma Services]	(280,509)	0.00
Re-align: Infants and Toddlers Consolidated Local Implementation Grant (CLIG) Funds [Infants & Toddlers]	(1,999,796)	0.00

### FY20 RECOMMENDED

**78,728,590 435.78**

## FUNCTION SUMMARY

Program Name	FY19 APPR	FY19 APPR	FY20 REC	FY20 REC
	Expenditures	FTEs	Expenditures	FTEs
Aging and Disability Services	51,641,899	173.09	52,710,366	173.09
Behavioral Health and Crisis Services	45,894,990	221.45	45,234,895	218.25
Children, Youth and Family Services	86,946,818	547.73	84,997,795	550.73
Public Health Services	74,727,198	495.74	76,728,892	502.77
Services to End and Prevent Homelessness	22,814,493	70.50	24,257,922	76.50
Administration and Support	37,207,915	161.85	39,637,861	161.25
<b>Total</b>	<b>319,233,313</b>	<b>1,670.36</b>	<b>323,567,731</b>	<b>1,682.59</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY19	FY19	FY20	FY20
		Total\$	FTEs	Total\$	FTEs
<b>COUNTY GENERAL FUND</b>					
Correction and Rehabilitation	General Fund	0	0.00	106,538	0.75
Police	General Fund	73,369	1.00	100,770	1.00
<b>Total</b>		<b>73,369</b>	<b>1.00</b>	<b>207,308</b>	<b>1.75</b>

### Health and Human Services

## FUTURE FISCAL IMPACTS

### CE RECOMMENDED (\$000S)

Title	FY20	FY21	FY22	FY23	FY24	FY25
<b>COUNTY GENERAL FUND</b>						
<b>EXPENDITURES</b>						
<b>FY20 Recommended</b>	<b>244,839</b>	<b>244,839</b>	<b>244,839</b>	<b>244,839</b>	<b>244,839</b>	<b>244,839</b>
No inflation or compensation change is included in outyear projections.						
<b>Restore One-Time Lapse Increase</b>	<b>0</b>	<b>598</b>	<b>598</b>	<b>598</b>	<b>598</b>	<b>598</b>
Restore lapse of Paint Branch and Springbrook Cluster Project and the Youth Drop-in Center.						
<b>Labor Contracts</b>	<b>0</b>	<b>1,381</b>	<b>1,381</b>	<b>1,381</b>	<b>1,381</b>	<b>1,381</b>
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	<b>244,839</b>	<b>246,818</b>	<b>246,818</b>	<b>246,818</b>	<b>246,818</b>	<b>246,818</b>



# Administration and Support

**RECOMMENDED FY20 BUDGET**  
**\$39,637,861**

**FULL TIME EQUIVALENTS**  
**161.25**

✱ **VICTORIA BUCKLAND, ACTING DIRECTOR**

## FUNCTION

The function of Administration and Support Services is to provide overall leadership, administration, and direction to the Department of Health and Human Services (HHS), while providing an efficient system of support services to ensure effective management and delivery of services.

## PROGRAM CONTACTS

Contact Victoria Buckland of the HHS - Administration and Support at 240.777.1211 or Joshua Watters of the Office of Management and Budget at 240.777.2768 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### ✱ Office of the Director

The Office of the Director provides comprehensive leadership and direction for the Department, including policy development and implementation, planning and accountability, service integration, customer service, the formation and maintenance of partnerships with non-governmental service providers, and human resource management. Further, the Office of the Director facilitates external liaison and communications, provides overall guidance and leadership of health and social service initiatives, and ensures compliance with relevant laws and regulations including the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act (HIPAA).

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>5,252,683</b>	<b>27.85</b>
Shift: Position Transfer from HHS to OHR	(114,241)	(1.00)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	190,591	(0.10)
<b>FY20 Recommended</b>	<b>5,329,033</b>	<b>26.75</b>

### ✱ Office of the Chief Operating Officer

This Office provides overall administration of the day-to-day operations of the Department, including direct service delivery, budget and fiscal management oversight, contract management, logistics and facilities support, and information technology support and development.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>21,891,096</b>	<b>91.50</b>
Increase Cost: Adjust Budget for the Enterprise Integrated Case Management System and Electronic Health Records System to Address Structural Budget Deficiencies	740,000	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,076,093	0.50
<b>FY20 Recommended</b>	<b>23,707,189</b>	<b>92.00</b>

**Administration and Support**

Health and Human Services **55-1**

9

**☀ Office of Community Affairs**

This Office supports the Department's vision of building a healthy, safe, and strong community. Its mission is to promote health equity, improve quality of services, and increase individual and family self-sufficiency, especially among racial and ethnic minorities and low-income communities. The Office accomplishes its mission by fostering strong partnerships to provide education, outreach, system navigation, effective referrals, language assistance, and policy advocacy. It consists of the Community Action Agency, Head Start, Takoma-East Silver Spring (TESS) Center, the Leadership Institute of Equity and Elimination of Disparities, the African American Health Program, the Latino Health Initiative, and the Asian American Health Initiative.

Program Performance Measures	Actual FY17	Actual FY18	Estimated FY19	Target FY20	Target FY21
Percentage of African Americans who demonstrate an increase in knowledge after taking diabetes education classes <sup>1</sup>	N/A	85	90	90	90
Percentage of changes in health behaviors as a result of the Latino Youth Wellness Program	58	54	56	57	57
Percentage of individuals who accessed services as a result of contacting the Asian American Health Initiative (AAHI) Patient Navigator Program Multilingual Health Information and Referral Telephone Line	95	99	95	95	95

<sup>1</sup> This measure was revised during FY18. As the mechanism for measurement has changed, FY18 should be considered a new baseline year.

FY20 Recommended Changes	Expenditures	FTEs
<b>FY19 Approved</b>	<b>10,064,136</b>	<b>42.50</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	537,503	0.00
<b>FY20 Recommended</b>	<b>10,601,639</b>	<b>42.50</b>

**PROGRAM SUMMARY**

Program Name	FY19 APPR Expenditures	FY19 APPR FTEs	FY20 REC Expenditures	FY20 REC FTEs
Office of the Director	5,252,683	27.85	5,329,033	26.75
Office of the Chief Operating Officer	21,891,096	91.50	23,707,189	92.00
Office of Community Affairs	10,064,136	42.50	10,601,639	42.50
<b>Total</b>	<b>37,207,915</b>	<b>161.85</b>	<b>39,637,861</b>	<b>161.25</b>



UY 5



Montgomery County Community Action Board Testimony  
 County Council FY20 Operating Budget Hearing  
 April 8, 2019, 1:30 pm

Laura E. Irwin  
 Community Action Board Chair

Good afternoon Council President Navarro and members of the County Council. My name is Laura Irwin and I am the Chair of the Community Action Board. Our Board members have appreciated the opportunity to meet with many of you to discuss the needs of lower-income County residents and our shared priorities. We thank the Council for implementing policies that promote equity and increase opportunities among our residents. Among these, we have testified in support of legislation to promote pay equity, expand affordable housing, improve tenants' rights, increase transparency in law enforcement, and to boldly invest in high quality early care and education.

In addition to the Board's advocacy to move County residents towards self-sufficiency, we are the governing body for the Community Action Agency (CAA) and Head Start, and so we have a responsibility to advise you about the operational needs of the Community Action Agency, part of the Department of Health and Human Services under its Office of Community Affairs.

Community Action receives federal funding through the Community Services Block Grant and Head Start grant, as well as County funding. As noted in the chart (attached), its blended funding supports Head Start, the Takoma-East Silver Spring (TESS) Community Action Center, the Volunteer Income Tax Assistance program with its EITC outreach, and the agency's administration, including monitoring 52 county-funded contacts at 28 different nonprofits.

By statute, we must review and approve the agency's grants and budgets, and so we are keenly aware of the effect of a reliance on federal grants which are essentially flatlined. Since many employees are partially or fully-funded through CSBG and Head Start, DHHS must annually expend a larger portion of its grants on personnel related costs, thereby reducing funding available for services funded through the operating budget. **For example, from FY18 to FY20, CAA's operating budget was reduced from \$208,688 to \$112,603, or by 46%. In FY20, the agency anticipates the operating budget to experience a reduction of 19.3%, or \$26,977.** This is of great concern to our Board, as this reduction impacts critical services and initiatives:

**VITA and EITC Outreach:** From FY16 to FY19, CSBG funding for VITA personnel increased by 18%. Until FFY19, the agency relied on one or two Fellows from the CASH Campaign of Maryland and a full-time AmeriCorps volunteer coordinator. After the Council's budget was approved, funding for its Fellows (and hours) were substantially reduced, and the request to extend the AmeriCorps position was not granted. Therefore, CAB approved the agency's FFY19 CSBG grant (eff. Oct.) with \$71,882 in the operating budget for a VITA broker to assure service delivery. When a VITA program specialist resigned in mid-February, the necessity of having this broker in place became critical—without his services, **CAA would have closed three sites, leaving 750 households without their taxes completed, including people case-managed by HHS.**

**Assuring Service Continuity at the "TESS" Community Action Center:** Since the critical Flower Branch Apartment fire, the walk-in center in Long Branch has unfortunately experienced staff turnover among its community services aides, with one vacancy lasting over a year. As well, the site had vacancies for its two connectors assigned through Children, Youth and Families. By engaging CSBG funded brokers with \$104,478 the doors at TESS have remained open, serving 2,579 people in FY18. Without these brokers in place, covering for up to two full time community services aides and two part time connectors, the doors would have closed when staff were on leave (including during a staff member's parental leave). If the doors were closed, residents' social service crisis would be exacerbated, and partner programs would have been impacted (including the Judy Center, which serves 48 families a week).

**Poverty Education: The Self-Sufficiency Standard** costs the agency \$20,000 to periodically update (with additional costs shared by partners), plus \$10,500 for the data set for CountyStat to produce the interactive versions, yielding population data revealing who is living below and above the SSS, a key finding in understanding poverty, and addressing equity. The SSS has proven invaluable for policymakers like you supporting a higher minimum wage and market rate child care subsidies, as well as our local nonprofits as they seek funding.

**The Community Advocacy Institute** trains diverse residents with lower incomes and lived experience to become advocates, and to serve as community volunteers, costs the agency \$8,000 to support, not including staff time.

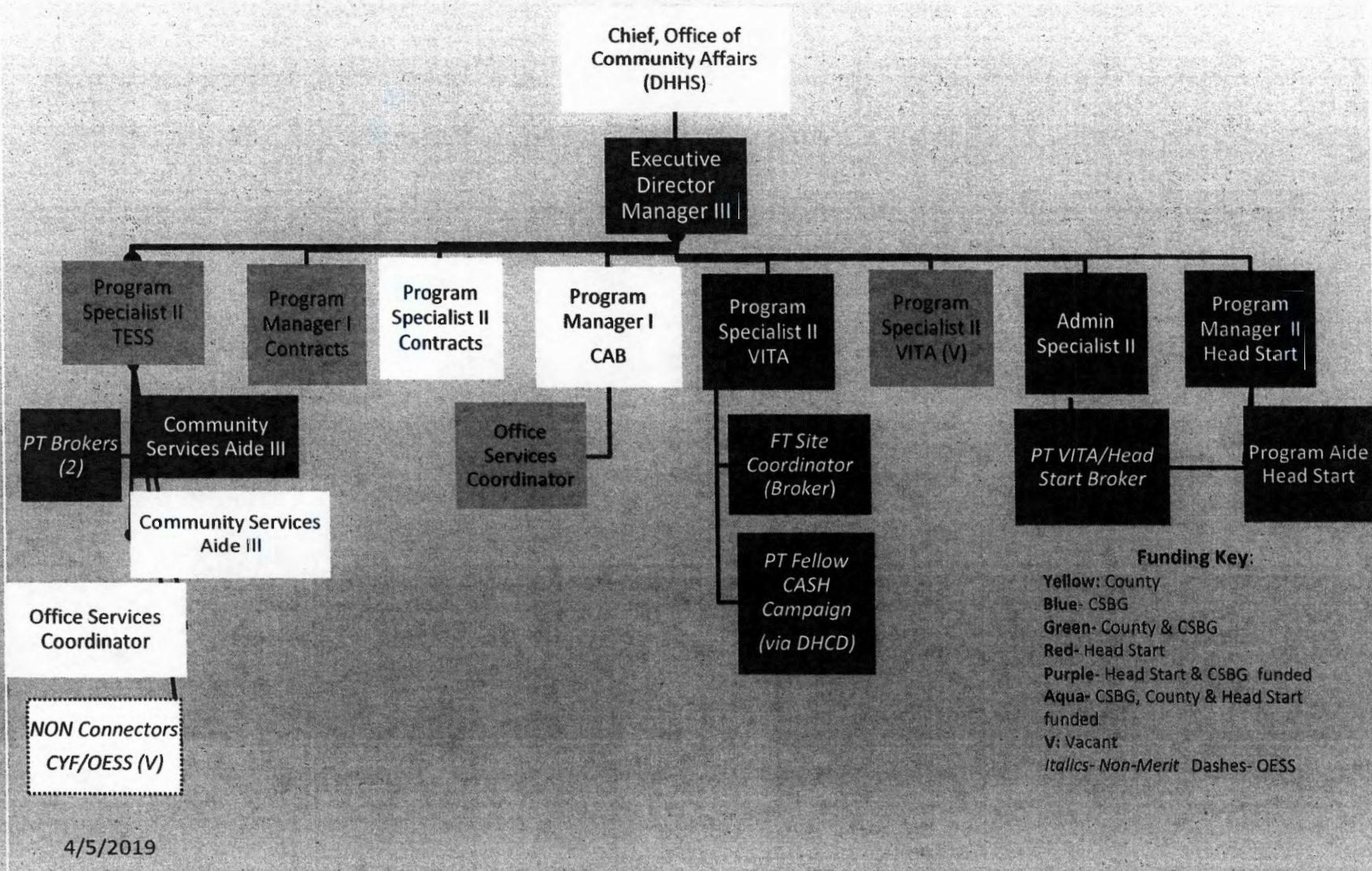
To address these concerns, our Board requests that the agency contract monitor position (program manager 1) with a salary and benefits currently funded 44% through CSBG to be adjusted and fully funded through the County's general fund. It is notable that this contract monitor, working with CAA, HHS and government colleagues, is one of two on our team. She individually provides oversight of over \$2 million dollars of County funding to 27 nonprofits delivering critical food, employment, and safety net services (through the base budget and county grants). Our Board believes this is an equity issue. To our knowledge, this contract monitor is the *only* contract monitor assigned to county-funded NDAs and grants with a salary charged to a federal grant, rather than the County's general fund. **Therefore, by adding \$57,207 to fully support the position, you are making an adjustment that is alignment with the County's practice.**

Providing this funding would help the agency utilize its federal funds more effectively. It would also place the agency in a better position to address increasing personnel costs in the years to come. Additionally, our Community Action partners across the country continue to advocate for reauthorization of CSBG and additional funding at the federal level, the President has proposed the elimination of this program, along with numerous other human service safety net programs. We appreciate that the County's Intergovernmental Relations Office has been a robust advocate on behalf of those we serve.

**A second concern we wish to address is the TESS Center facility.** As you may know, the TESS Community Action Center has been serving the needs of the community since the mid-60s, providing information and referrals, senior programs, legal services through the Pro Bono program, language classes with IMPACT Silver Spring, summer meals for children, and health outreach services with CHEER and the Latino Health Initiative. Our Board has been monitoring the ongoing facility issues at TESS, including concerns over the level of accessibility at the building. Last year we alerted you that that the Center's lease was scheduled to conclude in 2020. Community Action staff met with partners in the Long Branch neighborhood recently to assess community needs, and our Board held a meeting at TESS on March 26 to better understand the community and the role of the program. We have been told that there is no immediate plan to close the Center or to relocate it, and appreciate the efforts of the Council, as well as DHHS, to engage DGS as it considers options for the Center to possibly relocate, assuring that the multi-service design of the Center remains intact. We are eager to collaborate, working alongside the community and its partners.

On behalf of the Community Action Board, thank you for your ongoing commitment to our County's most vulnerable residents and for your leadership on so many efforts to make the County a more equitable place.

# Community Action Agency Organizational Chart



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**HHS Admin**

**VITA AND CAA**

- Please provide the budget for the Community Action Agency by personnel and operating costs for FY18 through FY20 recommended.

<b>Community Action Agency Budget (General Fund and Grants)</b>	
<b>FY18</b>	
Personnel Cost	\$897,363
Operating Expense	\$4,599,019
<b>Total Budget</b>	<b>\$5,496,382</b>
<b>FY19</b>	
Personnel Cost	\$949,966
Operating Expense	\$2,422,150
<b>Total Budget</b>	<b>\$3,372,116</b>
<b>FY20 Recommended</b>	
Personnel Cost	\$1,073,354
Operating Expense	\$2,423,645
<b>Total Budget</b>	<b>\$3,534,298</b>

- How many positions and FTEs are assigned to the CAA?

**Positions assigned to Community Action Agency (FY19 and FY20 REC)**

<b>Position No</b>	<b>CAA FTE</b>	<b>TESS CTR FTE</b>	<b>CSBG FTE</b>	<b>Head Start Grant FTE</b>	<b>Total FTE</b>
MANAGER III	0.60		0.30	0.10	1.00
PROGRAM MANAGER II			0	1.00	1.00
ADMINISTRATIVE SPEC II			0.20	0.80	1.00
PROGRAM MANAGER I	1.00				1.00
PROGRAM MANAGER I	0.56		0.44		1.00
PROGRAM SPECIALIST II			1.00		1.00
PROGRAM SPECIALIST II	0.67		0.33		1.00
PROGRAM SPECIALIST II		0.50	0.50		1.00
PROGRAM SPECIALIST II			1.00		1.00
COMM SERVICES AIDE III			1.00		1.00
COMM SERVICES AIDE III		1.00			1.00
OFFICE SERVICES COORD	0.50		0.50		1.00
OFFICE SERVICES COORD		1.00			1.00
PROGRAM AIDE			0.10	0.9	1.00
<b>TOTAL</b>	<b>3.33</b>	<b>2.50</b>	<b>5.37</b>	<b>2.80</b>	<b>14.00</b>

Note:

- Community Services Block Grant (CSBG) includes the TESS Community Action Center, part of CAA.
- Please provide the FY19 and recommended FY20 budget for the VITA program broken out by staffing and operating costs.

Community Action Agency VITA Program Budget	FY19 Approved		FY20 Recommended	
	County General Funds	CSBG Federal Grant	County General Funds	CSBG Federal Grant
Program Specialist II (1 FTE)	\$ -	\$ 111,966	\$ -	\$ 118,274
VITA Program Spec II (1 FTE-term)	\$ 60,160	\$ 29,632	\$ 68,160	\$ 33,572
<b>Personnel Costs</b>	<b>\$ 60,160</b>	<b>\$ 141,598</b>	<b>\$ 68,160</b>	<b>\$ 151,847</b>
Contractual Staffing (Athena Broker) FT/Seasonal	\$ -	\$ 62,335	\$ -	\$ 40,216
Community Fellow (funded externally)	\$ -	\$ -	\$ -	\$ -
EITC Campaign-- Ride-On Ads/Outreach	\$ 10,500	\$ 16,400	\$ 10,500	\$ 16,400
Supplies/Equipment/Printing/Program Expenses	\$ 12,600	\$ 4,700	\$ 12,600	\$ 4,700
<b>Operating Costs</b>	<b>\$ 23,100</b>	<b>\$ 83,435</b>	<b>\$ 23,100</b>	<b>\$ 61,316</b>
<b>Total</b>	<b>\$ 83,260</b>	<b>\$ 225,033</b>	<b>\$ 91,260</b>	<b>\$ 213,163</b>

- How many staff (FT or PT) and FTEs are assigned to the program?

**FY19 Budget:**

- Full time staff – 2 (1 vacant).
- Consultants/Broker: 1\*
- Part time Community Fellow – 1

**Notes:**

- The 2nd program specialist II was hired April 2018 but resigned February 2019.
- DHCD allocates a discretionary CSBG competitive grant of its State funding to support the Maryland Community Fellows through the CASH Campaign of Maryland. In FY19, the state grant award to CASH was reduced, and as a result, hours of CAA's Fellow were reduced by 46%. After the program specialist vacancy occurred during the tax season, CAA negotiated to use grant funding from the United Way of the National Capital Area to extend the Fellow's hours (via CAFE Montgomery and the CASH Campaign of Maryland, its fiscal agent).

**FY20 Recommended Budget:**

- Full time staff – 2 (1 vacant; 1 County funded; 1 County/CSBG funded)
- Seasonal contractor/broker (FT November – April) – .50 FTE CSBG funded, proposed
- Part time Community Fellow – 1 (funded externally)

**Notes:**

- Due to increased personnel costs projected to be charged to the CSBG in FY20, the projected CSBG operating budget will be reduced. CAA proposed to fund the VITA broker only during the TY19 tax season (November through April).
  - The Federal CSBG year begins October 1st. CSBG funding is subject to Federal funding levels and is allocated based on an annually determined State formula through the Maryland Department of Housing and Community Development (DHCD), which provides oversight and to Maryland’s network of CAAs.
  - CSBG funding for FY20 is a proposed budget, reflecting a plan to be submitted to the Community Action Board for review and approval, and subsequent approvals from the County and DHCD.
- Please provide the following service data for Tax Years 2017 and 2018:
    - How many volunteers participating in the program?
    - How many households were served and returns filed by the program?
    - What amount of refunds and credits resulted from the returns filed?
    - What was the estimated amount of tax savings to taxpayers?
    - What was the amount of taxes owed?
    - What was the total amount in Earned Income Tax Credit that the program was able to help individuals collect?

	<b>TY 2018</b>	<b>TY 2017</b>	<b>Comments:</b> TY18: Partial data, as of April 9th.
<b>Program Volunteers</b>	76	75*	14 languages spoken by volunteers and VITA team, TY18: Amharic, Arabic, Bengali, Chinese, Dari, Farsi, French Creole, Hindi, Korean, Portuguese, Russian, Spanish, Thai, and Vietnamese.
<b>Households Served/Returns Filed</b>	2,049	1,936	State and federal returns are counted as one.
<b>Refunds and Credits</b>	\$5,037,098	\$4,907,115	Total federal/state/local refunds and credits.
<b>Total Tax Savings</b>	\$5,586,230	\$5,425,963	Reflects all refunds, credits and value of preparing returns, according to survey of the National Society of Accountants, or \$286 per average return for H&R Block.
<b>Taxes Owed</b>	\$621,283	\$689,287	Customers, many of whom owed back taxes, are first-time filers, and/or self-employed taxpayers, receive assistance in learning to track expenses, use record-keeping tools and are referred to Low-Income Tax Clinics to negotiate repayment with the IRS and State to improve their status.
<b>EITC Amount</b>	\$1,390,609	\$1,326,272	Federal and State EITC and projected Working Families Income Supplement

**Note:**



- In TY17, in addition to the 75 VITA volunteers, CAA recruited nine volunteer Food Resource Navigators. This provided outreach to 270 residents through VITA and community sites, led by the full-time AmeriCorps member who also supported volunteer management for VITA.
  - In TY18, the CAA's Food Resource Navigation initiative was transferred to Public Health Services. The Food Security Manager, with two volunteers attended 10 VITA related events, serving 37 residents during the season (with additional volunteers serving other community sites).
- Please provide an update on outreach by the program in FY17 and FY18.

CAA's VITA Program continued to collaborate with its partners, using the CASHBACK website and county webpage, Ride-On outreach, multilingual flyers and multi-media outreach in county buildings, co-branded in partnership with United Way and MC311.

In both tax years, CAA VITA mailed 2,000 postcards to residents who had previously used VITA services, reminding them to schedule their appointments for the current year taxes.

#### **Flyers/Posters**

In TY18, United Way's in-kind funding supported printing, with CAA updating multilingual flyers created in six languages, with Korean added to the previous Amharic, French, Spanish, English, and Chinese versions developed in TY18 (Chinese was added in TY17).

- In TY18, Montgomery Free Tax Multilingual Flyers for seasonal services of all providers, including CAA, RSVP/AARP Tax Aide, Chinese Culture & Community Service Center VITA, CASA de Maryland, Community Tax Aid, and the Aspen Hill Library VITA. In TY17, two additional providers were included in the flyers-- Tzu Chi VITA and Asian American Housing Counseling VITA. (Both discontinued in TY18).
- In addition, in TY18, the CAA's VITA seasonal flyer was produced in six languages: Amharic, French, Spanish, English, Chinese, and Korean (added); Chinese was added in TY17.
- In both tax years, CAA's October-June flyer was produced in English and Spanish.
- In both tax years, "Get All Your Money" posters were produced in English and Spanish.

#### **Ride-On and Vector Media**

- In TY18 and TY17, the "Get All Your Money" campaign included 120 Ride-On bus signs, half of which were free PSA signs, totaling a PSA bonus and discount value of \$108,080. In TY18, the agency paid for the ads to run 12 weeks from January 14 through April 7 and received an additional four weeks of free advertising from Vector Media, totaling \$47,940 in additional media value.

### **MC311 and the Public Information Office**

Press Releases for VITA services and EITC outreach were provided in TY18 and TY17.

- In TY18 and TY17, the electronic ads appeared in English and Spanish on MC311 monitors in seven County buildings, as well as a scrolling ad on the County's main webpage throughout the tax season.
- IN TY17, the Library included the "Get All Your Money" artwork as a scrolling ad in English and Spanish on MCPL digital monitors. In TY18, MCPL changed its policy, restricting 5% of digital ad content for non-MCPL programs. The "Get All Your Money" campaign was not selected to be advertised this year.
- During both years, CAA's VITA program specialist worked with partners at MC311, joining with RSVP to conduct trainings to assure all customer services reps would be familiar with the respective reservation systems and with community VITA partners.
- In TY18, 311 reported that from December 2018 to April 2019, there were 543 requests for VITA services, up from 346 in TY17.
- In both TY18 and TY17, CAA's program manager worked with the Public Information Office, and the County's Information and Technology Office to update the CASHBACK website with information such as EITC Refund Delays, the Renter's Tax Credit, and predatory scams
- In TY18, the CASHBACK website highlighted and provided links to the IRS' "Paycheck Check-Up," to inform taxpayers to update withholding information to reduce taxes that might be owed as a result of the Tax Cuts and Jobs Act of 2017.
- In both TY18 and TY17, CAA VITA participated in County radio programs (English and Spanish), Basic tax information was shared, including information about how to access VITA, the EITC and ITINs. In TY18, new changes to the Child Tax Credit were highlighted
- In TY18 and 17, VITA joined with regional colleagues in DC at NBC (Telemundo).
- In TY18, the VITA program was featured in two segments of MyMCMedia at the beginning and end of the tax season, with staff and partners interviewed.
- In TY17, VITA was highlighted in CAA's "Do You Know" show, with YouTube segments produced by County Cable, with the specialist interviewed.

### **Engaging Providers and Community Partners**

- In TY18 and TY17, VITA provided services at the Gilchrist Immigrant Resource Center's location in Wheaton, the Benjamin Gaither Center (with the City of Gaithersburg), TESS Community Action Center, the CAA office at 1401 Rockville Pike, and at the East County Regional Services Center, with special VITA days at WorkSource Montgomery's Germantown office, Head Start, and the University of Maryland College Park.
- In TY18 and TY17, MidAtlantic Federal Credit Union, Wells Fargo, and BB&T provided information on site regarding banking opportunities during VITA.

- In TY18 and TY17, an EITC question appeared on the HHS intranet to raise awareness among employees, and the eICM includes the EITC in its needs assessment process for staff assessing customers' financial needs.
- In TY18 and TY17, information was shared with key service providers, including the 28 nonprofits with contracts monitored by CAA, TESS (and onsite partners, including the Judy Center), Long Branch, Down County, East County and UpCounty provider groups, the City of Rockville, the Office of Community Partnerships, the minority health initiatives within the Office of Community Affairs, Head Start/Pre-K, Linkages to Learning, Regional Service Centers, and DHHS office buildings and during HHS all staff meetings.
- In TY18 and TY17, CAA's VITA coordinator and team provided training and technical assistance to volunteers affiliated with County VITA providers.
- Presentations and resource materials are shared annually at the following events and partners, unless noted otherwise: the IRS, CASH Campaign of Maryland, United Way, WorkSource Montgomery at Wheaton, Germantown and East County, Annual Single Parents Conference, Women's Legislative Briefing, Gilchrist Welcome Center (ESL and Citizenship classes (TY17), Montgomery College; Universities of Maryland at College Park, Universities of Shady Grove, City of Gaithersburg events, HOC Health Expo, SCUP Conference, ECHO Workshops, HOC – Georgian Court Community Day (TY17), CAFE Montgomery, Impact Silver Spring, and AmeriCorps.
- In TY18, Community Action helped fund the training of Food Resource Navigators, with DHHS colleagues and Maryland Hunger Solutions. Navigators volunteered at the Gaithersburg VITA site. In TY18, presentations were made at the Food Council and with its partners to promote Community Action's SNAP outreach, a partnership with Maryland Hunger Solutions.
- In TY18, a Super VITA Day was conducted with the City of Gaithersburg. Partners included BB&T, CAFE Montgomery, Career Catchers, CASH Campaign of Maryland, Catholic Charities, Cooperative Extension, Family Services, Inc., FDIC, Head Start, Housing Initiative Partnership, Jennings Business Group, Julie's Love, Interfaith Works, Maryland Hunger Solutions, MidAtlantic Credit Union, Montgomery College EOC, Wells Fargo, WorkSource Montgomery and others. In TY17, two Super VITA Days were held.
- In TY18, VITA staff conducted outreach at the City of Gaithersburg Holiday Giving events in November and December, sharing VITA resources and distributing flyers to 200 residents.
- In TY18, Community Action partner Manna Food Center included VITA flyers in 2,000 Holiday Giving bags provided to residents for Thanksgiving and Christmas.
- In TY18, VITA staff led a training session for DHHS staff who help residents apply for Medicaid and the ACA. Training focused on the impact of the 2017 changes to the Tax Code and how these changes would impact clients.
- In TY18, VITA staff led presentations about the EITC, ITINs, and free tax services at Linkages to Learning programs at Rolling Terrace ES.

- In TY18, VITA flyers were mailed to five Montgomery County shelters/homeless resource organizations.
- ARC's low-wage, case managed, clients with disabilities received VITA services through the IRS' Power of Attorney provision.
- In TY18, VITA staff led workshops for WorkSource Montgomery clients. Two workshops were held at the Germantown office and two were held at the East County office.

**Demographics:** An analysis of VITA customers demonstrates the impact of outreach. Data for TY18 is not yet available. In TY17:

- Of 1,755 respondents, 665 taxpayers had an AGI (average gross income) of less than \$10,000 per year. 360 taxpayers had an AGI between \$10,000 and \$20,000.
  - Of 1,206 respondents, 75% support children under 18.
  - Of 977 respondents reporting, 36% were Latino; 29% were African-American; 16% were Caucasian; 8% were Asian/Pacific Islander; 5% were two or more races, 5% unknown; <1% Native-American.
  - Of 716 respondents who reported their home language, 57% spoke Spanish, 7% spoke French, 4% spoke Chinese, 2% spoke Korean, 1% spoke Italian, 1% spoke Russian, 1% spoke Vietnamese, less than 1% spoke Japanese, less than 1% spoke Polish, and 26% spoke other languages.
  - 14% of 1,116 respondents reported that they or a member of their household had a disability.
  - 14% of 862 respondents were over 65 or had a spouse over 65.
  - 65% of 991 respondents were female.
  - 8% of 1,000 respondents reported having less than a high school education; 25% had a HS diploma or a GED.
  - Of 1,116 respondents, 95% were banked (57% with both savings and checking accounts; 36% with checking, and 2% with a savings account.)
- What is the status for the lease of the TESS Center? What are the long-term plans for the location of the center?

Because of ADA issues at the existing TESS Center, the County declined to sign a new long-term lease at the existing location. TESS continues to operate out of the same location and will for the foreseeable future on a month-to-month lease basis. DGS is actively engaged in a search for alternative space.

## CYF

Please explain the puts and takes in the multi-program adjustments for Chief Children, Youth & Families, Child & Adolescent School & Community Based Services, Infants & Toddlers, Early Childhood Services, and Office of Eligibility and Support Services.

**ACTION**

**MEMORANDUM**

September 7, 2018

TO: County Council

FROM: Linda McMillan, Senior Legislative Analyst *LM*

SUBJECT: **Resolution to Amend Resolution 18-1144, Section G, for the FY19 Designation of Entities for Non-Competitive Contract Award Status: Ayuda, Inc., HIAS, Inc. and KIND, Inc. (Kids in Need of Defense)**

PURPOSE: Authorize CAO to enter into three contracts for screening and direct legal representation for low-income County residents in deportation proceedings.

The Chief Administrative Officer (CAO) has forwarded a recommendation to amend the miscellaneous provisions of Section G of Resolution No. 18-1144, FY 2019 Designation of Entities for Non-Competitive Contract Award Status. **An amendment to a resolution can be introduced and acted upon in the same Council session and does not require the Council to waive its rules of procedure.** A resolution to amend the non-competitive list is attached at ©2-3. The memo from the CAO is attached at ©1. The contracts will be awarded to:

Ayuda Inc.	\$144,000
HIAS	\$103,000
<u>KIND</u>	<u>\$123,000</u>
	\$370,000

**Background**

The Council appropriated \$370,000 as a part of its FY19 Operating Budget actions to increase the amount of funding provided to support organizations providing legal services to County residents, with the specific purpose of providing increased resources for legal screenings and direct legal representation for low-income County residents in deportation proceedings. The following provision was included in Resolution 18-1144.

77. This resolution appropriates \$370,000 to the Department of Health and Human Services that must only be used to fund one or more contracts to provide screening services or direct legal representation to a low-income County resident in a noncitizen deportation or removal proceeding. Any organization accepting and spending these funds must adhere to the exclusion from representation requirements that are included in Section H of this resolution. The exclusions in Section H apply only to the use of these County funds and place no restriction on an organization's use of other public or private funds for legal representation or the provision of pro-bono legal representation.

**Each contractor must comply with the requirements that these funds must be used for low-income County residents who are not excluded under Section H (©4-6). As noted, there are no restrictions on who an organization may serve using other funds.**

In order to expedite the awarding of funds, the CAO permitted the Department of Health and Human Services (DHHS) to post a solicitation, provide applicants about 2 weeks to submit proposals, review proposals, and then recommend one or more non-competitive awards. This process allowed for competition but did not follow the lengthier requirements of a Request for Proposal. Each applicant was asked to provide the following:

1. A description of the organization's experience with providing direct legal representation of people in non-citizen deportation or removal proceedings, including the number of years of experience and number of clients.
2. A description of the organization's experience screening people in non-citizen deportation or removal proceedings, including the number of people screened.
3. A description of the organization's experience serving clients who are detained pending deportation or removal proceedings, including the types of services provided.
4. A description of the populations the organization intends to offer services to with these funds. State the ability of the organization to communicate effectively in the preferred languages of those who will receive services.
5. Information on the cost of screening (if separate) and expected cost per client for legal representation.

### **Summary of Proposals**

Council staff is providing the following summary information from the applications that are recommended to receive awards.

#### **1. Ayuda \$144,000**

Ayuda's application says it has provided culturally specific, holistic legal, social, and language access services to immigrants in the District of Columbia (D.C.) region for 45 years. Its attorneys, social workers, and case managers are annually managing about 3,100 cases on behalf

of vulnerable, low-income immigrants in the D.C. region. In 2017, Ayuda's Immigration Program provided direct legal representation to about 2,070 immigrant clients, about 25% of them were undergoing deportation or removal proceedings.

Ayuda provides screening through weekly in-person consultations. Appointments are filled within hours of being offered. In 2017, Ayuda provide 973 screening of residents in the D.C. region. About 50% of the clients were in deportation or removal proceedings. In 2017, Ayuda served over 200 clients through its low-barrier walk-in clinics.

Ayuda specializes in serving low-income immigrants in the D.C. region who are not detained. However, many clients have been released from detention. Ayuda estimates that in less than 5% of their cases they will continue to represent someone who is detained when Ayuda has initiated representation prior to detention.

Ayuda provides a holistic approach by providing social services and other services including case management, therapy, support groups, protection order and family law representation, and emergency financial assistance through other sources of funding.

All legal staff members of Ayuda's immigration team are fluent in both English and Spanish. Additional languages on staff include French, Arabic, Portuguese, American Sign Language (ASL), and others. Ayuda's strategic plan includes a goal of expanding services to additional linguistic communities and it has begun to make strides to serve Arabic and Amharic speaking communities.

Ayuda submitted an application for about \$262,000. While the contract is not finalized, it is expected that the award of \$144,000 will allow Ayuda to screen about 100 and represent about 33 residents.

In addition to this funding, Ayuda is receiving \$50,000 in FY19 for interpretation and translation services through the Community Grants programs.

## **2. HIAS**

**\$103,000**

HIAS' application states that it has provided representation to asylum-seekers in the United States and around the world for over 135 years. HIAS expanded to the D.C. area in 2016 when it moved its headquarters to Silver Spring. Demand for removal defense services has outweighed capacity to provide representation to all Montgomery County residents that inquire about services. From July 2017 to July 2018, HIAS served 65 Montgomery County residents with full legal representation. HIAS also provides in-house immigration counsel at the Guatemalan Consulate where it provides Know-Your-Rights and screenings. From July 2017 to July 2018, 75 Montgomery County residents were served through these programs.

HIAS provides full legal representation to asylum seekers and other vulnerable immigrants who are detained pending deportation or removal proceedings, preparing the application, supporting evidence, and legal brief.

HIAS says the vast majority of its clients are women, children, and families from Central America. An additional part of its cases are professionals seeking asylum from all parts of the world. HIAS attorneys speak English, Spanish, French, Portuguese, and Russian. Volunteer language interpreters are available for additional languages.

HIAS submitted an application for about \$103,000. While the contract is not finalized, HIAS expects to conduct between 210 and 420 screenings, depending on the time required for each. Direct representation for legal defense will be provided to 18 clients.

HIAS does not receive any additional County funding through the Community Grants programs.

### **3. KIND (Kids in Need of Defense)      \$123,000**

KIND's application states that it works to ensure that no refugee or immigrant child faces deportation or removal proceeding alone in Maryland. In Maryland, KIND does this through direct representation and in partnership with over 30 law firms, corporate legal departments, law schools, and bar associations. It further says that it currently provides representation to 92 unaccompanied minors in Montgomery County.

KIND has screened 1,538 Maryland residents. Staff conducts an intensive intake with the child to determine eligibility for potential forms of relief from deportation.

Nationally, KIND receives referrals from a network of resources and KIND's Seattle office works with children while they are in the custody of the Office of Refugee Resettlement (ORR). In Maryland, KIND generally serves children after they are released from ORR custody, KIND clients in Maryland are rarely detained during KIND's work with them. More recently, KIND has been working with children who were separated from their parents at the border, including over 100 separated children detained in ORR custody in New York.

KIND provides direct legal representation with staff attorneys as well has pro bono legal representation from volunteer attorneys. Since 2008, KIND has placed 738 Maryland residents with pro bono counsel and trained over 2,000 pro bono attorneys. KIND's Baltimore office has an in-house Social Services Coordinator to provide a comprehensive model of legal and social services. The majority of KIND's full-time legal staff is Spanish-English bilingual and there is also a list of volunteer translators.

KIND submitted an application for \$370,000. While the contract is not finalized, it is expected that the award of \$123,000 will allow KIND to represent at least 60 children.

In addition to this funding, KIND is receiving \$50,000 in FY19 for legal services through the Community Grants programs.





OFFICES OF THE COUNTY EXECUTIVE

Isiah Leggett  
County Executive

MEMORANDUM

Timothy L. Firestine  
Chief Administrative Officer

August 30, 2018

TO: Hans Riemer, President, County Council

FROM: Timothy L. Firestine, Chief Administrative Officer *Timothy L. Firestine*

SUBJECT: Decision Memorandum - Amendment to the Fiscal Year 2019 Operating Budget Resolution 18-1144, Section G, Fiscal Year 2019 Designation of Entities for Non-Competitive Contract Award Status

Attached is a request to amend the Fiscal Year (FY) 2019 Operating Budget Resolution 18-1144, Section G, and the FY19 Designation of Entities for Non-Competitive Contract Award Status, for the Department of Health and Human Services (DHHS).

DHHS will establish a new contract in the amount of \$144,000 with Ayuda, Inc. to read: "Provide legal assistance to County residents in non-citizen deportation or removal proceedings."

DHHS will establish a new contract in the amount of \$103,000 with HIAS, Inc. to read: "Provide legal assistance to County residents in non-citizen deportation or removal proceedings."

DHHS will establish a new contract in the amount of \$123,000 with KIND, Inc. dba Kids in Need of Defense to read: "Provide legal assistance to County residents in non-citizen deportation or removal proceedings."

The contracts will be funded from existing FY19 appropriations for DHHS, and no additional appropriation is needed for these contracts.

I have determined that the establishment of a contract with these entities serves a public purpose and is in the public interest. Therefore, I recommend that the Council amend the Miscellaneous Provision in Section G of Resolution 18-1144 for the FY19 Designation of Entities for Non-Competitive Award.

TLF:hpv

Attachment: Amendment to Section G, FY19 Designation of Entities for Non-Competitive Contract Award

c: Uma S. Ahluwalia, Director, Department of Health and Human Services  
Bonnie A. Kirkland, Assistant Chief Administrative Officer  
Cherri Branson, Director, Office of Procurement  
Jennifer A. Hughes, Director, Office of Management and Budget  
Ken Silverman, Chief of Staff to the Council President

Resolution No: \_\_\_\_\_  
Introduced: \_\_\_\_\_  
Adopted: \_\_\_\_\_

COUNTY COUNCIL  
FOR MONTGOMERY COUNTY, MARYLAND

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By: County Council

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SUBJECT: Amendment to Fiscal Year 2019 Operating Budget  
Resolution 18-1144, Section G, Fiscal Year 2019 Designation of Entities for  
Non-Competitive Contract Award Status: Ayuda, Inc., HIAS, Inc., and KIND, Inc. (Kids in  
Need of Defense

Background

1. Section 11B-14 (a) (4) of the Montgomery County Code states that “a contract may be awarded without competition if the Chief Administrative Officer makes a written determination that the contract award serves a public purpose and proposed contractor has been identified in a grant or appropriation resolution approved by the Council.” The result of this action is to amend the Fiscal Year (FY) 2019 Designation of Entities for Non-Competitive Contract Award status resolution to include the entities listed below.
2. The Chief Administrative Officer has determined that funding for the contracts with these entities serves a public purpose and that such an expense would be in the public interest.
3. The Department of Health and Human Services will fund the contracts with the entities listed below from existing appropriations for FY 2019.
4. The Department of Health and Human Services will establish contracts with Ayuda, Inc.; HIAS, Inc.; and KIND, Inc., dba Kids in Need of Defense, for the provision of services as stated in the amended FY 2019 Designation of Entities for Non-Competitive Contract Award.

JB Z

ACTION

The County Council for Montgomery County, Maryland, approves the following action:

The Council approves an amendment to the Designation of Entities for Non-Competitive Contract Award and thereby amends Resolution 18-1144, Section G, FY 2019 Designation of Entities for Non-Competitive Contract Award. The Chief Administrative Officer has recommended these actions and stated that these actions serve a public purpose and are in the public interest.

The FY 2019 Designation of Entities for Non-Competitive Contract Award Status resolution is amended to reflect:

1. DHHS will establish a new contract in the amount of \$144,000 with Ayuda, Inc. to read, "Provide legal assistance to low-income County residents in non-citizen deportation or removal proceedings."
2. DHHS will establish a new contract in the amount of \$103,000 with HIAS, Inc. to read, "Provide legal assistance to low-income County residents in non-citizen deportation or removal proceedings."
3. DHHS will establish a new contract in the amount of \$123,000 with KIND, Inc., dba Kids in Need of Defense, to read, "Provide legal assistance to low-income County residents in non-citizen deportation or removal proceedings."

Each contract must comply with Budget Provision No. 77 of Resolution 18-1144, Approval of and Appropriation for the FY 2019 Operating Budget of the Montgomery County Government, including the exclusions contained in Section H.

This is a correct copy of Council action.

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Megan Davey Limarzi, Esq., Clerk of the Council

## Section H

### FY19 Requirements for Use of \$370,000 for Legal Representation for County Residents in Deportation Proceedings

This appropriation must only be used to fund one or more contracts to provide screening or direct legal representation of a County resident in a noncitizen deportation or removal proceeding with the following restrictions:

Legal representation must only be provided to Montgomery County residents from households with incomes at or below 200% of the Federal Poverty Level or with a financial hardship. County funds must not be used to provide legal services beyond eligibility screening to any client who has a final criminal conviction for the following Maryland statutes (or an analogous statute from another jurisdiction) under the exclusions from representation described below unless the individual has a potentially meritorious claim for immigration relief from removal in the form of a claim to United States citizenship or eligibility for a U Visa.

#### Exclusions from Representation

##### I. Definitions

- *Post-Conviction Relief* means representation of a defendant to vacate a conviction under the Post-Conviction Procedure Act, specifically under Maryland Code §§ 7-101, 7-103, 7-108 or through a *Coram Nobis* Petition, to include drafting and filing petitions.
- *Final Criminal Conviction* means a conviction in criminal court as a result of a finding of guilt by a judge or jury or the entry of a guilty plea.

##### II. Post-Conviction Relief

County funds must not be used to represent someone in post-conviction or *Coram Nobis* relief work in the criminal system.

##### III. Exclusion of Representation of Defendants with Certain Final Criminal Convictions

Unless otherwise provided herein, County funds must not be used to represent an individual who has a final criminal conviction for the following Maryland statutes (or an analogous statute from another jurisdiction).

#### LIST A

- Criminal Law §2-201 Murder in the First Degree
- Criminal Law §2-203 Murder in the First Degree – Sentence of Imprisonment for Life without the possibility of Parole
- Criminal Law §2-204 Murder in the Second Degree

Criminal Law §2-205 Attempt to Commit Murder in the First Degree  
Criminal Law §2-206 Attempt to Commit Murder in the Second Degree  
Criminal Law §2-209 Manslaughter by Vehicle or Vessel (gross negligence)  
Criminal Law §3-303 Rape in the First Degree  
Criminal Law §3-304 Rape in the Second Degree  
Criminal Law §3-305 Sexual Offense in the First Degree  
Criminal Law §3-306 Sexual Offense in the Second Degree  
Criminal Law §3-309 Attempted Rape in the First Degree  
Criminal Law §3-310 Attempted Rape in the Second Degree  
Criminal Law §3-403 Robbery with a Dangerous Weapon  
Criminal Law §3-405 (c) Armed Carjacking  
Criminal Law §3-502 Kidnapping  
Criminal Law §3-503 Child Kidnapping  
Criminal Law §3-601 Child Abuse of a Minor in the First Degree  
Criminal Law §3-602 Sexual Abuse of a Minor  
Criminal Law §9-804 Participation in Criminal Gang  
Criminal Law §9-805 Criminal Gang  
Criminal Law §11-303 Human Trafficking  
Criminal Law §11-305 Abducting a Child under 16 for Prostitution

#### LIST B

Criminal Law §2-503 Homicide by motor vehicle or vessel while under the influence of alcohol  
Criminal Law §2-504 Homicide by motor vehicle or vessel while impaired by alcohol  
Criminal Law §3-202 First Degree Assault  
Criminal Law §3-203 Second Degree Assault with Finding of DV pursuant to §6-233  
Criminal Law §3-203(c) Felony Assault on a Law Enforcement Officer  
Criminal Law §3-307 Third Degree Sex Offense  
Criminal Law §3-324 Sexual Solicitation of a Minor  
Criminal Law §3-402 Robbery with a sentence of 5 years or greater  
Criminal Law §3-405 Carjacking  
Criminal Law §9-404 First Degree Escape  
Criminal Law §3-604 First Degree Abuse of a Vulnerable Adult  
Criminal Law §3-701 Extortion  
Criminal Law §§3-802-805 Stalking/Harassment/Telephone/Email Misuse with Finding of Domestic Violence pursuant to Criminal Law §6-233  
Criminal Law §3-1001 Threat of Mass Violence  
Criminal Law §4-106 Wear Body Armor in Drug Traffic Crime/Crime of Violence  
Criminal Law §4-107 Possession/Use of body armor  
Criminal Law §4-402 Possession of Machine Gun  
Criminal Law §4-204 Use of a Handgun During a Crime of Violence  
Criminal Law §4-305 Possession of High Capacity Magazines  
Criminal Law §4-404 Use of Machine Gun in Crime of Violence  
Criminal Law §4-405 Use of Machine Gun for Aggressive Purpose  
Criminal Law §4-503 Manufacture or Possession of destructive device

Public Safety §5-133 Possession of a Handgun by a Prohibited Person  
Criminal Law §5-613 Drug Kingpin  
Criminal Law §5-612 Volume Dealer  
Criminal Law §5-621 Use or Possession of a Handgun During the Distribution of CDS  
Criminal Law §6-103 Arson- Second Degree  
Criminal Law §6-202 First Degree Burglary  
Criminal Law §§10-302-306 Hate Crimes except §10-304 as it involves property crimes  
Criminal Law §11-208 Possession of Child Pornography  
Criminal Law §5-602 Distributing, possessing with intent to distribute, or dispensing controlled dangerous substance (only if the controlled dangerous substance is heroin, fentanyl, or carfentanyl)  
Criminal Law §8-301 Identity Fraud  
Criminal Law §8-801 Financial Crimes Against Vulnerable Adults  
Criminal Law §7-104 Theft Over \$100,000  
Criminal Law §9-306 Obstruction of Justice  
Criminal Law §9-101-102 Perjury/Subordination  
Criminal Law §9-303 Witness Intimidation/Retaliation  
Criminal Law §6-203 Burglary, 2<sup>nd</sup> Degree  
Criminal Law §6-204 Burglary, 3<sup>rd</sup> Degree  
Transportation §21-902 Two or more findings of guilt for driving under the influence or impaired.

**IV. Exceptions to List B Exclusions Based on Years since Conviction or Status as Veteran**

- a. Except for an individual with a final criminal conviction for an offense on List A, County funds may be used to represent an individual with a final criminal conviction for an offense on List B if ten years have passed since the individual was released from incarceration and the individual completed the period of probation without a subsequent criminal conviction for any offense or a finding of violation of probation.
- b. Except for an individual with a final criminal conviction for an offense on List A, County funds may be used to represent an individual with a final criminal conviction for an offense on List B if the individual is a veteran of the United States Military who has not received a dishonorable discharge.