

Department of Legislative Services
 Maryland General Assembly
 2016 Session

FISCAL AND POLICY NOTE
 First Reader

House Bill 1190 (Delegate Hettleman, *et al.*)
 Appropriations

Human Services - Family Investment Administration - Weighted Caseload
 Analysis

This bill requires the Executive Director of the Family Investment Administration (FIA) within the Department of Human Resources (DHR), by July 1, 2017, to perform a weighted caseload analysis that considers the number and type of public assistance cases handled by FIA personnel and local departments of social services and the time and effort required for each type of case. The Executive Director must report the results to the Secretary of Human Resources and the General Assembly by September 1, 2017. The Executive Director and the Secretary must (1) use the results of the analysis to allocate the number of personnel necessary to efficiently and effectively carry out FIA programs and (2) annually review caseloads and reallocate personnel as necessary based on the results of the analysis.

The bill takes effect July 1, 2016.

Fiscal Summary

State Effect: General fund expenditures increase by \$625,000 in FY 2017 for DHR to perform the analysis. Future year expenditures reflect inflation and ongoing expenditures incurred by DHR to annually review caseloads. Revenues are not affected.

(in dollars)	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Revenues	\$0	\$0	\$0	\$0	\$0
GF Expenditure	625,000	631,300	637,600	643,900	650,400
Net Effect	(\$625,000)	(\$631,300)	(\$637,600)	(\$643,900)	(\$650,400)

Note:() = decrease; GF = general funds; FF = federal funds; SF = special funds; - = indeterminate effect

Local Effect: None.

Small Business Effect: None.

Analysis

Current Law/Background: DHR's FIA is the central coordinating and directing agency of all public assistance programs in the State, including (1) the Family Investment Program and the related temporary cash assistance programs; (2) public assistance to adults; (3) emergency assistance; (4) food stamps; (5) medical assistance eligibility determinations; and (6) energy assistance programs.

Staffing levels and caseloads are regularly reviewed for caseworkers at both FIA and the Social Services Administration. The *2014 Joint Chairmen's Report* requested DHR to conduct an independent workload study of FIA and make staffing recommendations. DHR submitted the workload study in December 2014, which was completed by the Regional Economic Studies Institute at Towson University. One recommended action within the report was to better account for caseworker time by incorporating a time management system that would use an internal computer clock to track cases from when they are first entered into the system in order to determine how long routine functions take to perform. The report indicated that knowing the time it takes to process a case, as well as the number of staff members who directly encounter each case, would assist in forecasting workload demand in order to ensure efficiency. However, this would result in significant expenditures associated with upgrading DHR's case management system.

State Expenditures: DHR general fund expenditures increase by an estimated \$625,000 annually for system modifications to perform the weighted caseload analysis. Because the bill requires DHR to use the analysis and annually review caseloads to appropriately reallocate personnel, DHR estimates that contractual costs continue in future years. The Department of Legislative Services advises that this estimate, as submitted by DHR, is a preliminary estimate based on expenditures incurred for contractual services from prior weighted caseload studies. To the extent that contractual services differ from the estimate above, general fund expenditures increase or decrease accordingly.

Additional Information

Prior Introductions: None.

Cross File: SB 894 (Senator Kasemeyer) - Finance.

Information Source(s): Department of Human Resources, Department of Budget and Management, Regional Economic Studies Institute, Department of Legislative Services

Fiscal Note History: First Reader - March 4, 2016
kb/jc

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