

Office for Family Independence Maine DHHS An Introduction

Legislative Orientation
Prepared for the 129th Legislative Session
January 2019



Office for Family Independence

Anthony Pelotte, Director

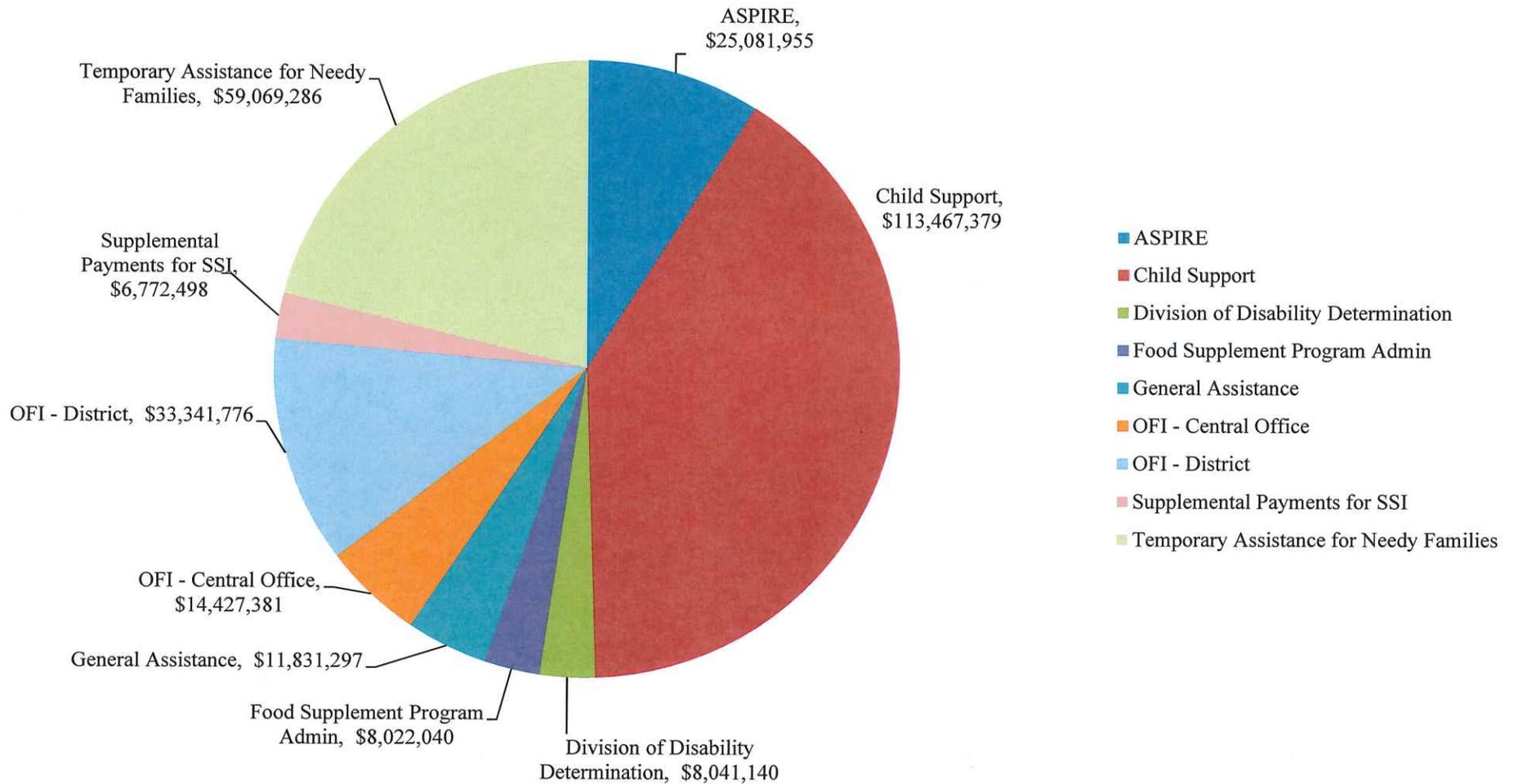
The Office for Family Independence assists Maine's neediest citizens to meet their basic needs while supporting their path to independence and employment.

The Office At A Glance

Positions: 854

SFY '18 Expenditures: \$280,054,752

OFI: SFY '18 Expenditures by Appropriation



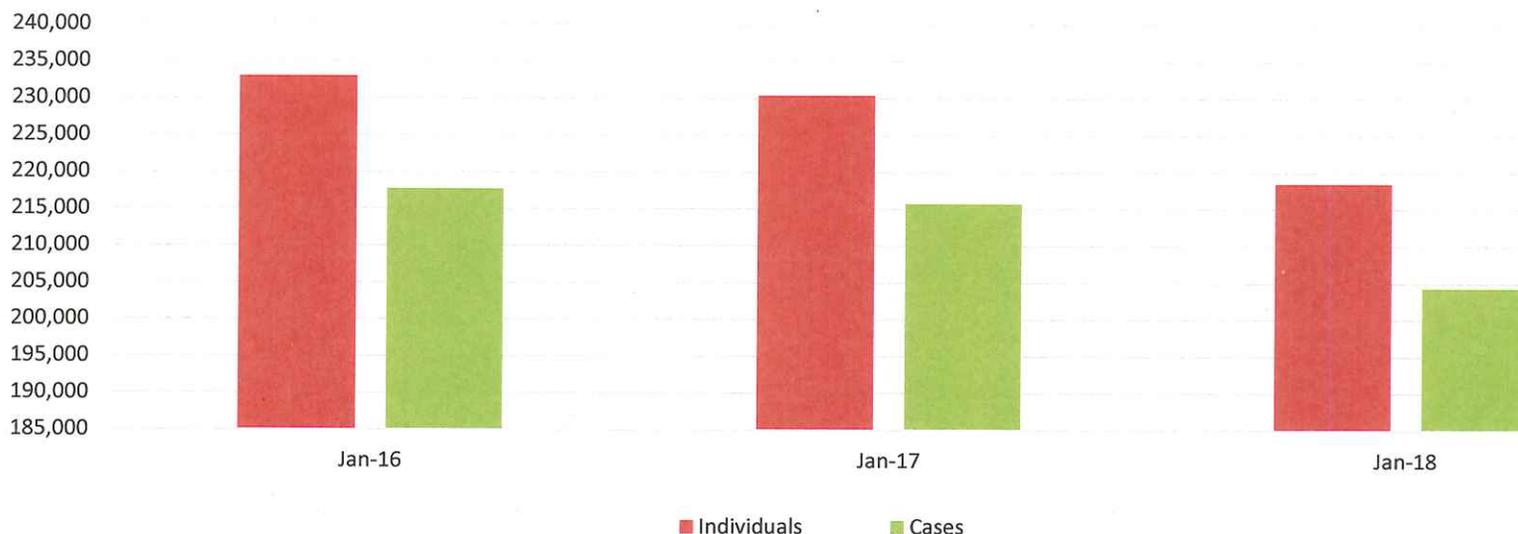
OFI: People We Serve, Services We Provide

1. **OFI determines eligibility for three major welfare programs:**
 1. MaineCare
 2. Supplemental Nutrition Assistance Program (SNAP)
 3. Temporary Assistance to Needy Families (TANF)
 - * Eligibility is determined in accordance with federal and state law
2. **ASPIRE** – Additional Support for People in Retraining and Employment
3. **OFI oversees and funds the General Assistance program** in partnership with municipalities across Maine
4. **OFI assists parents with child support payments through the Division of Support Enforcement and Recovery** by collecting child support payments and disbursing to the custodial parent, locating missing parents and establishing paternity for children born out of wedlock.
5. **OFI determines Social Security Disability for applicants** and processes disability claims for the Social Security Administration.

OFI: MaineCare Eligibility Determinations

OFI received more than 72,000 applications for MaineCare coverage in 2018. Eligibility Specialists determine eligibility for nearly all eligibility groups and services including but not limited to: parents, children, nursing homes, residential care, Medicaid disability, Medicare Savings Plans and CHIP. All financial eligibility is determined by OFI. MaineCare Expansion determinations began on January 2019.

MaineCare – Individual and Case Counts by year



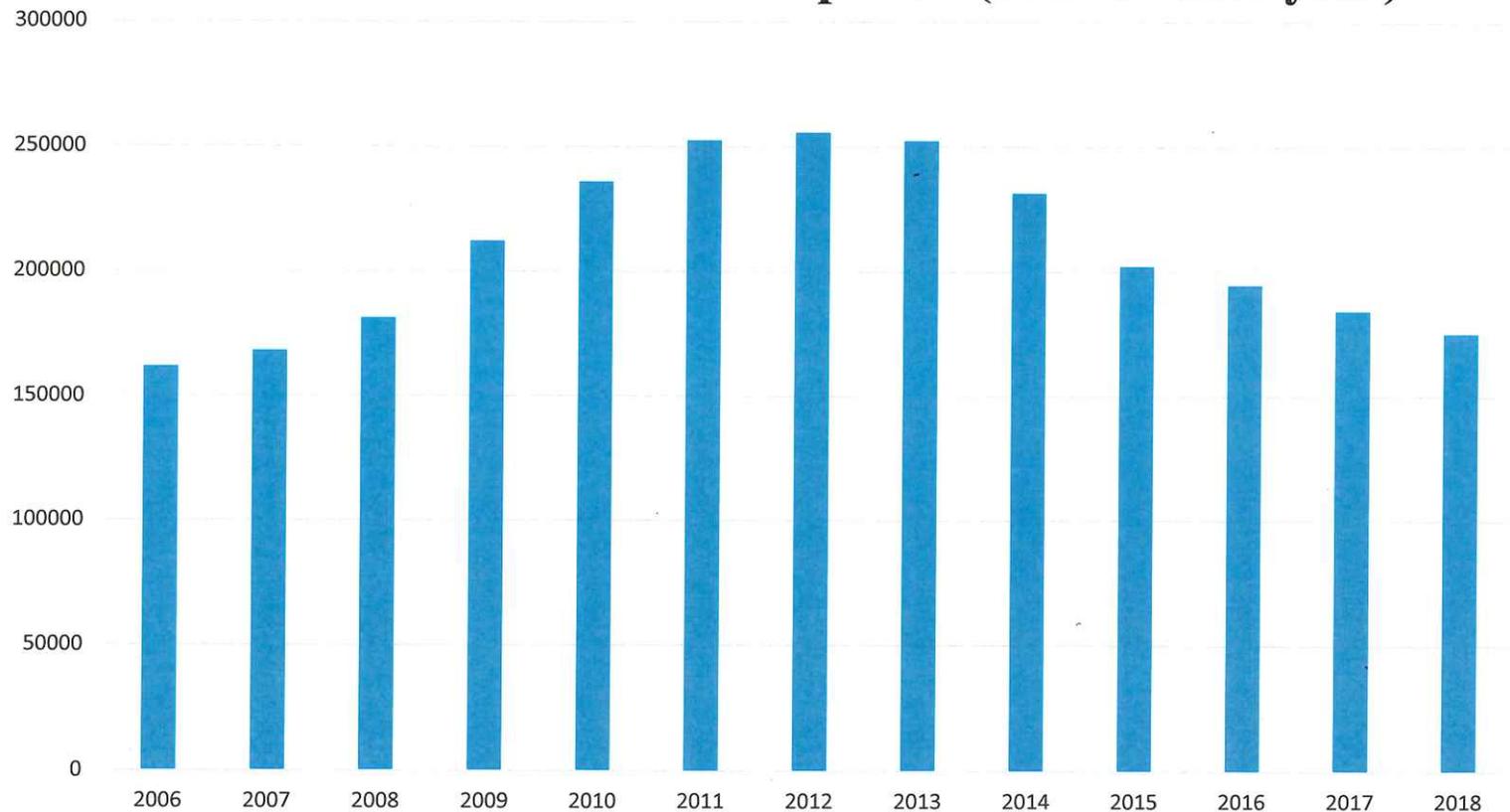
OFI: Supplemental Nutrition Program (SNAP)

Maine calls the SNAP program the Food Supplement Program, formerly known as food stamps:

- 88,688 cases; 168,017 individuals in Maine receive Food Supplement benefits
- Benefits are 100% federally-funded; there is a state-funded program for legal non-citizens
- States administer the program and determine eligibility
- State also administers a contract for SNAP Education
- States fund 50% of the administration costs
- Total federal benefits in SFY '18 = \$222 million

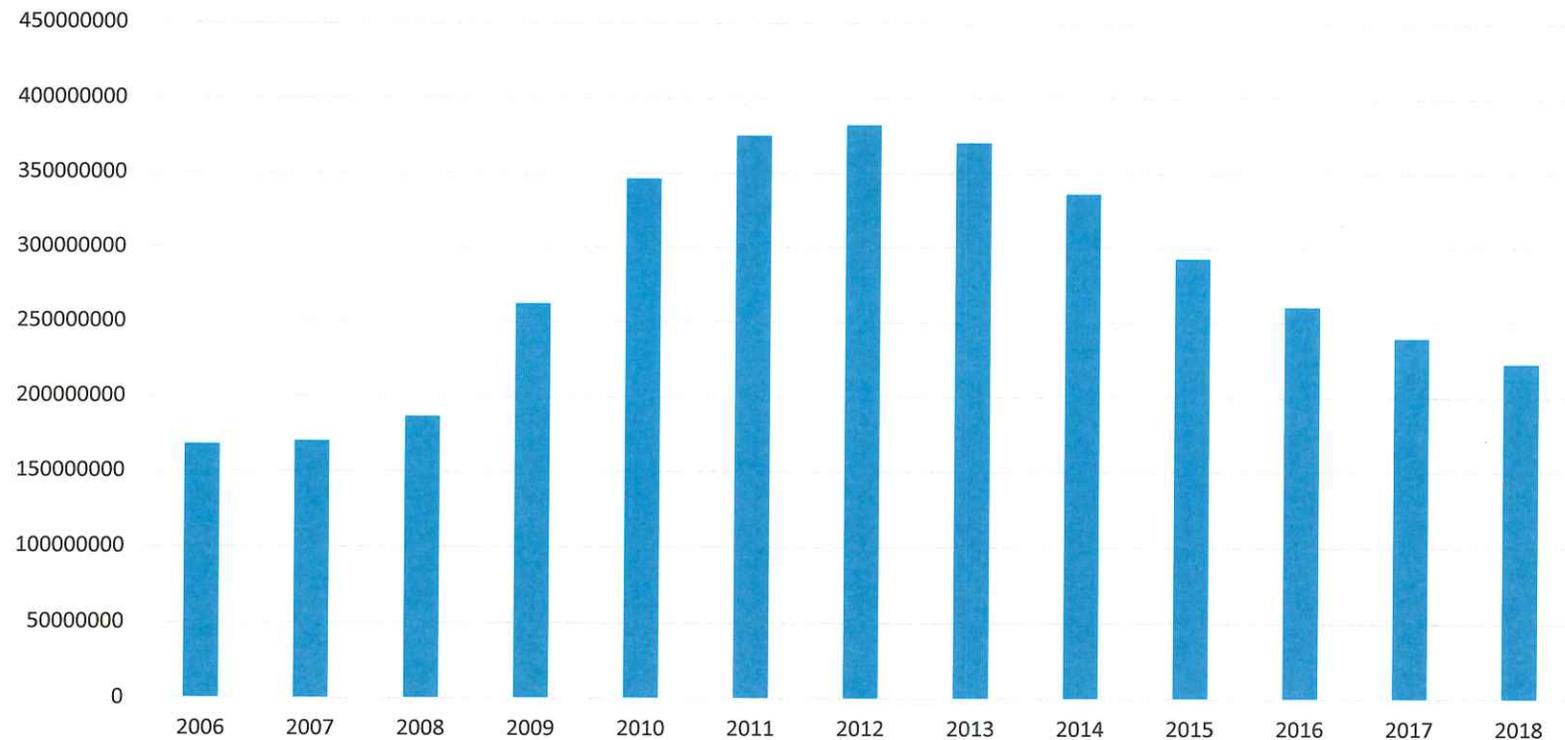
OFI: Supplemental Nutrition Program (SNAP)

Individual Participation (June of each year)



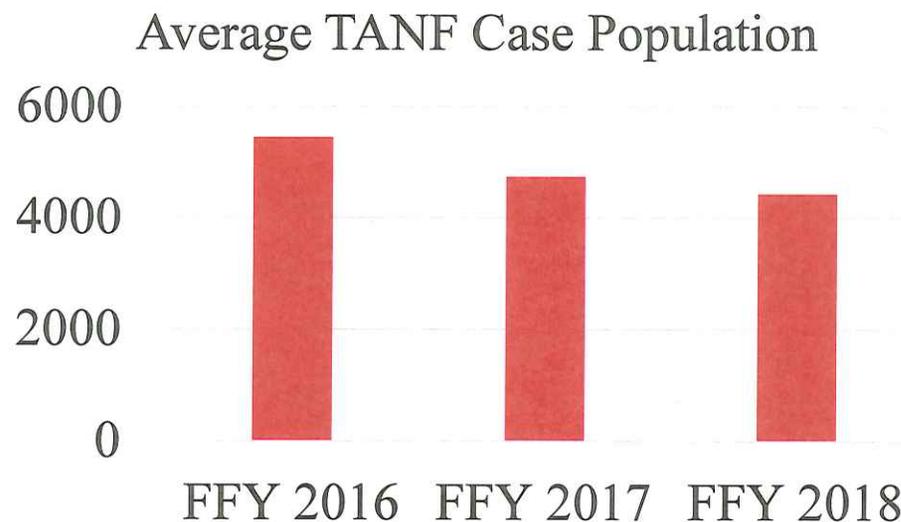
OFI: Supplemental Nutrition Program (SNAP)

Benefits Issued by SFY – 2006 through 2018



OFI: Temporary Assistance for Needy Families (TANF)

Temporary Assistance to Needy Families provides temporary cash benefits for up to 60 months to families with minor children in the home. It is a Federally funded program through a \$78 million block grant which requires a state Maintenance of Effort (MOE) equal to \$41 million



OFI: ASPIRE – Breaking the Cycle (BTC)



OFI: Improving the Future of Our Families – Jobs for Maine Graduates

“If it weren't for my experience in JMG, I know I wouldn't be where I am today. JMG helped me find myself, helped me engage more with my peers, to communicate, to listen, to be someone I didn't think I could be.”

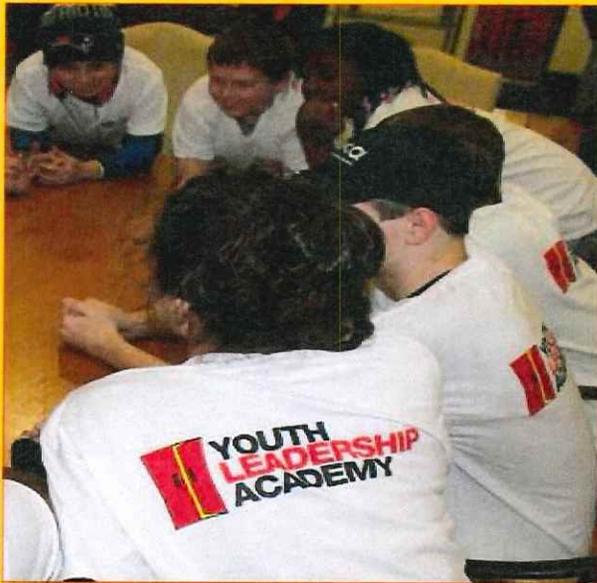
"JMG helped me in so many ways: to write a resume, stay organized in high school, find a job, apply to college; and during college they've helped me focus on graduating and meeting the right people for my future goals. JMG really helps get you ready for the real world. It has kept me going forward and I've met a lot of good people along the way."



OFI: Improving the Future of Our Families – My Place Teen Center

youth leadership academy

What the kids are saying about the Academy



"I love YLA because now I understand all the parts to working in a restaurant, from prep and cooking, to service and kitchen maintenance."

"They present a positive environment — which creates a positive me."

"I learned so much from my peers and the YLA staff about collaboration and being part of a team."

"They care about my future. They're preparing me to go to college."

"We don't just sit around and talk. It's about actually doing something."

"For me it all comes down to one thing: FIELD TRIPS!"

<https://vimeo.com/172604245>

OFI: Improving the Future of Our Families – Family Futures Downeast (Two-Gen Strategy)

Helping Parents and Children

Living in poverty can be passed on from one generation to the next. To stop the cycle, Family Futures Downeast believes that children should be empowered at the same time as their parents. How does this ‘empowerment’ happen?

Quality Education at No Direct Cost

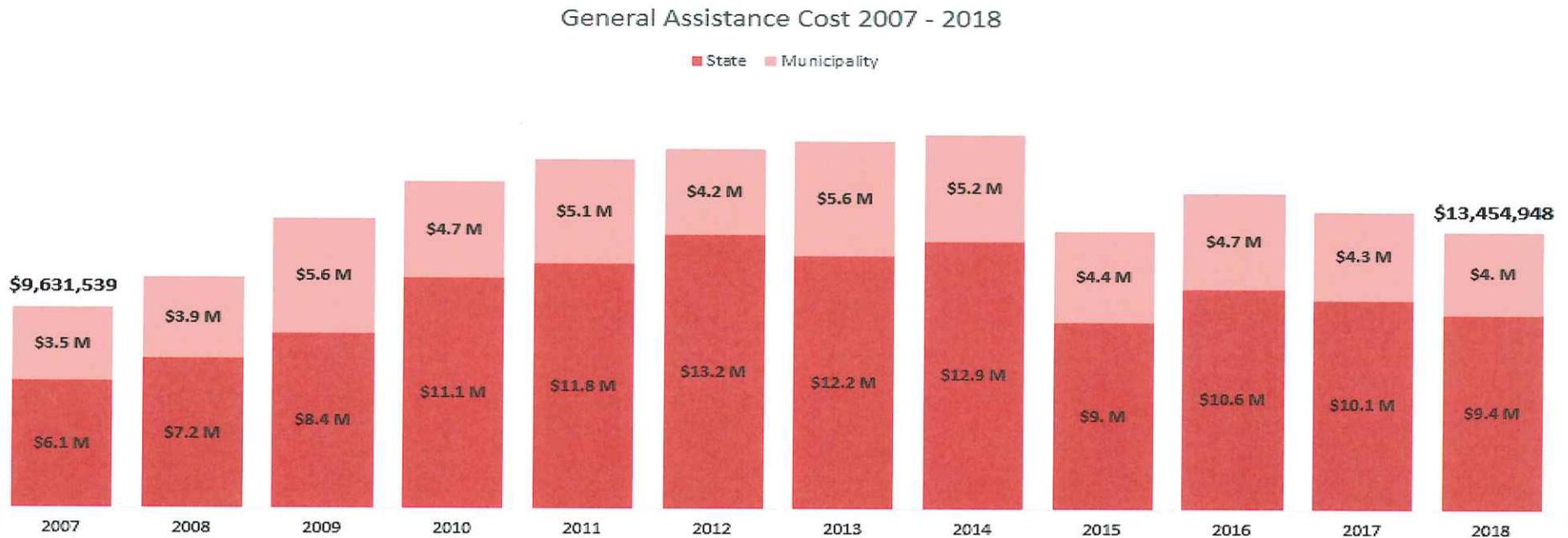
Families that become a part of Family Futures Downeast are given the opportunity to participate in a positive, supportive learning environment. Over the course of a year, parents will be enrolled part-time in specially-designed college classes held in the evenings while their children are provided with age-appropriate instruction, all at no out-of-pocket cost.

<https://www.familyfuturesdowneast.org/about-ffd>



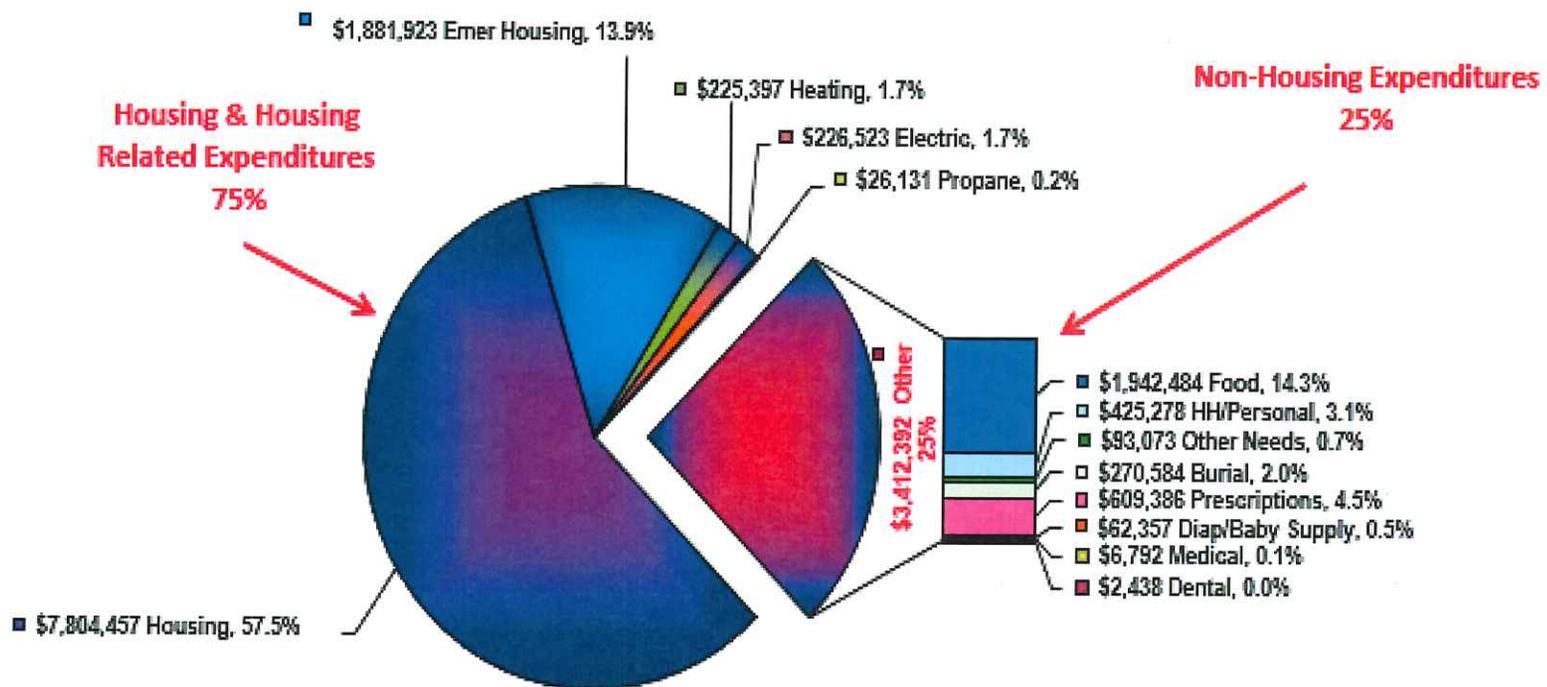
OFI: General Assistance (GA)

Municipalities determine eligibility (based on State regulations) and share the cost of providing the benefit. The State pays 70% of the cost as of July 2015. The municipalities are responsible for the remaining 30%. The State portion of total reimbursements requested for SFY '18, was \$9.4 million for General Assistance.



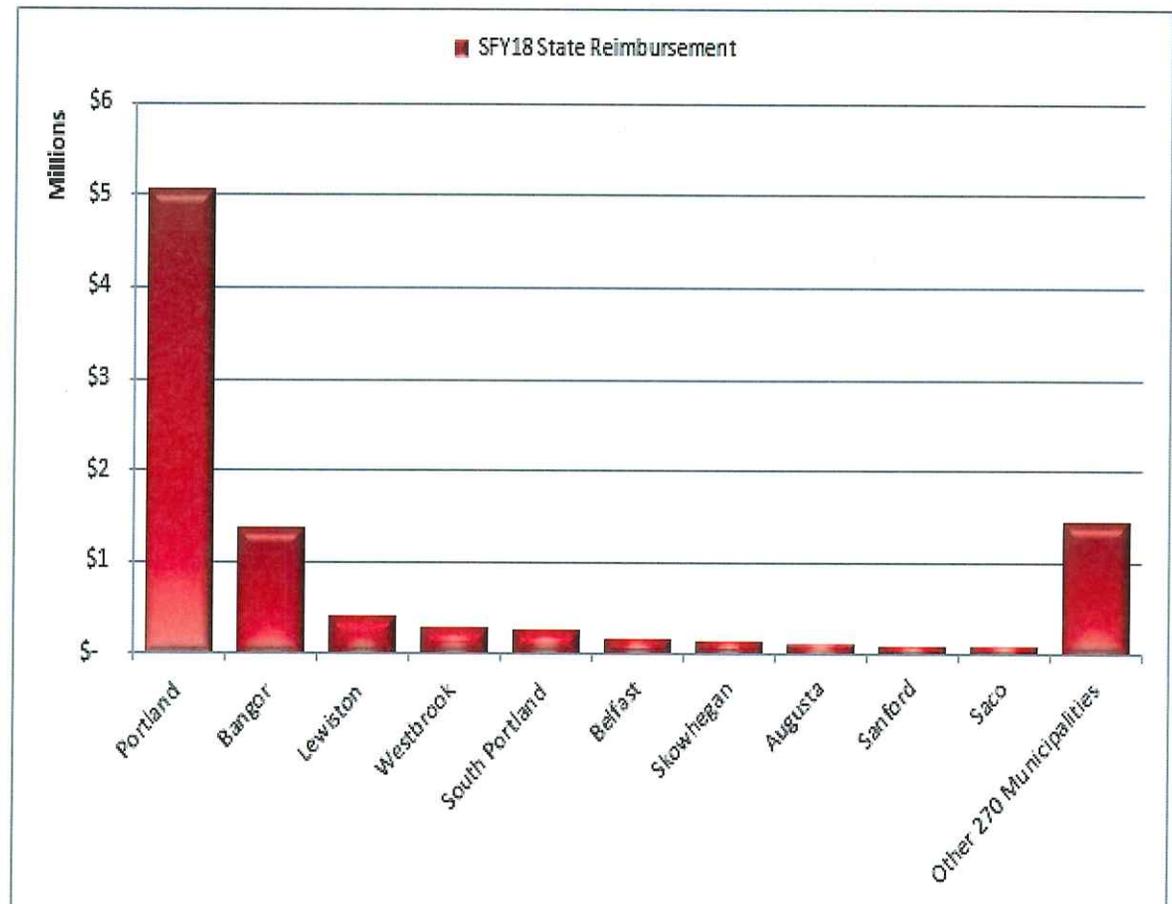
OFI: GA Expenditure Breakdown

- Historically, approximately 80% of General Assistance dollars have been utilized for housing or housing related expenses. This has decreased to 75% in SFY18. A breakdown of the total (state and municipal) \$13.5 million in General Assistance spending can be seen below.



OFI: General Assistance – top spending towns

GA Spending: Top Ten Municipalities	SFY18 State Reimbursement
Portland	\$ 5,066,143
Bangor	\$ 1,363,525
Lewiston	\$ 405,215
Westbrook	\$ 290,759
South Portland	\$ 261,567
Belfast	\$ 163,994
Skowhegan	\$ 142,415
Augusta	\$ 102,663
Sanford	\$ 96,828
Saco	\$ 91,628
Other 270 Municipalities	\$ 1,433,728



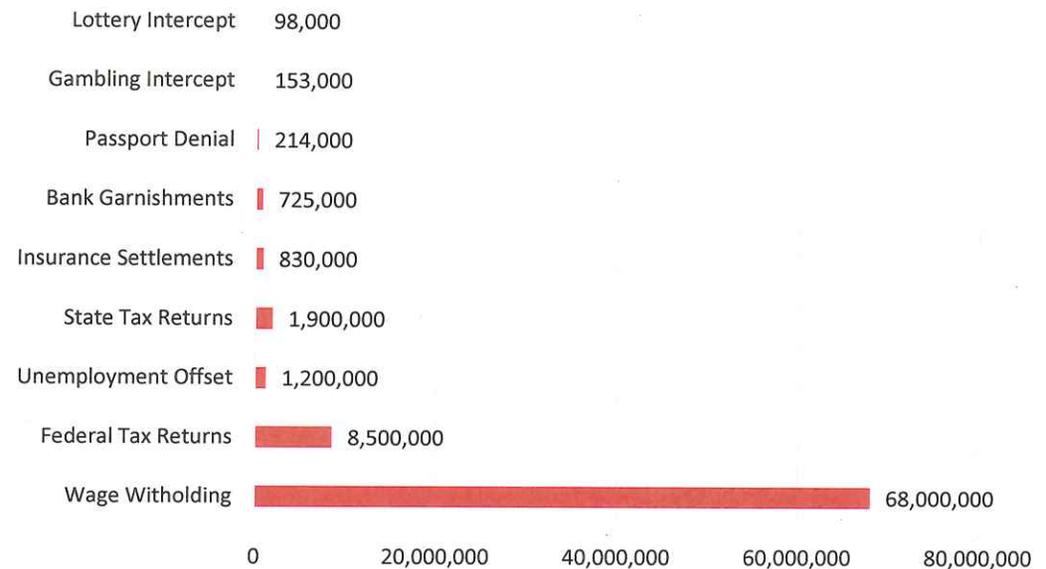
OFI: Division of Support Enforcement and Recovery (DSEER)

- **Locates** parents and **establishes** paternity for children born out of wedlock
- **Establishes, modifies** and **enforces** child support orders (50,000 enforcement actions annually)
- Collects and distributes child support to custodial parents - **\$87M SFY '18**

What we did in SFY 2018:

- Collected \$104 million
- Managed 1000 paternity cases
- Oversaw 1,500 case needing support orders
- Collected child support for 45,000 cases with enforceable orders

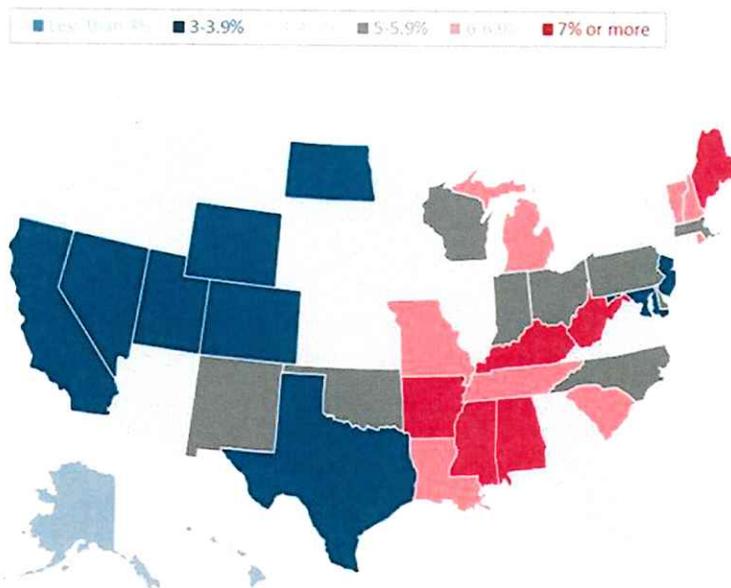
Child Support Collections by Action



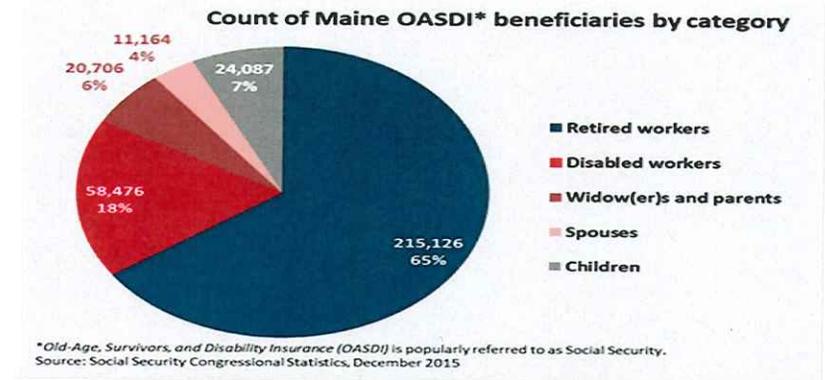
OFI: Disability Determination Services (DDS)

Disability Determination Services (DDS) is 100 percent federally funded. DDS reviews about 21,000 claims annually for SSI and SSDI on behalf of the Social Security Administration.

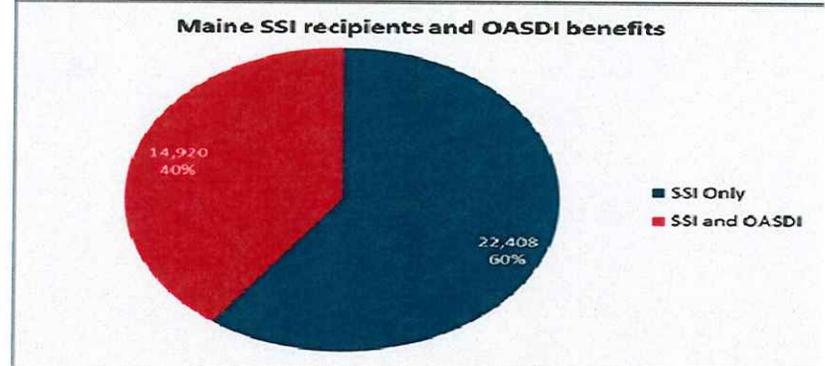
Disabled beneficiaries aged 18-64 in current payment status as a percentage of state population aged 18-64, December 2015



Source: Annual Statistical Report on the Social Security Disability Insurance Program 2015



	Total	Retired workers	Disabled workers	Widow(er)s and parents	Spouses	Children
Maine	329,559	215,126	58,476	20,706	11,164	24,087
U.S.	59,963,425	40,089,061	8,909,430	4,190,676	2,477,567	4,296,691



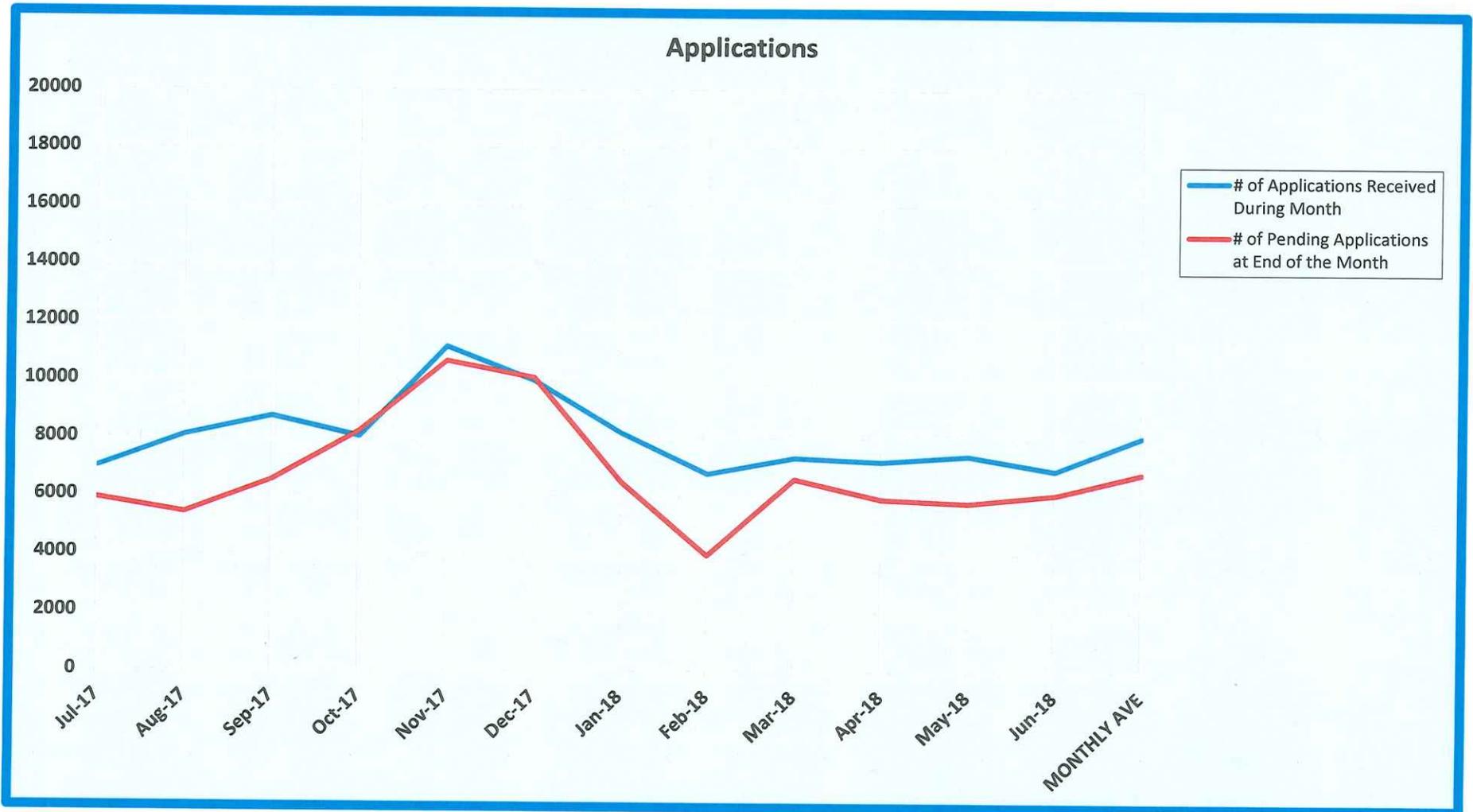
OFI: Client Service Activity

Function	Description	Results
Statewide Phone Queue	A virtual call center environment handles most incoming OFI calls and technology automates some client transactions and allow real-time tracking and monitoring of calls	<ul style="list-style-type: none"> ✓ Approximately 550,000 calls come into the queue annually ✓ Staffing averages 63 Eligibility Workers daily, with the capacity of up to 132 during high volume times
Statewide Document Imaging	Mail is routed through a central processing center where it is scanned and indexed.	<ul style="list-style-type: none"> ✓ Scans and indexes more than 150,000 client document
Siebel Workflow Management	Allows for the statewide distribution of applications and reviews, as well as real-time tracking of cases, staff performance, and dashboards/management reporting.	<ul style="list-style-type: none"> ✓ Approximately 93,000 applications received per year can be prioritized and tracked.
Online Services	My Maine Connection provides a streamlined, web-based platform for clients.	<ul style="list-style-type: none"> ✓ Approximately 4000 My Maine Connection client submissions (apps, reviews, changes) received monthly.
Regional Policy Specialists	13 new positions hired statewide to mentor new hires, provide policy expertise, and develop training materials.	<ul style="list-style-type: none"> ✓ Freed up time for Supervisors to focus on evaluating staff performance and professional development. ✓ Standard delivery of training and communication.

OFI: Key Operational Goals

Operation	Goal
MaineCare	Determine eligibility on 90% of MaineCare applications within 45 days
SNAP	Determine eligibility on 90% of SNAP application within 30 days
TANF	Determine eligibility on 90% of the TANF applications within 30 days
Customer Service	Annually address 75% of the calls offered through the phone queue
ASPIRE	Assign 100% of mandatory TANF participants to workforce vendor within 2 days application for assistance
	Achieve a monthly WPR of 90% for 2 parent households
	Achieve a monthly WPR of 50% for overall TANF caseload

OFI: Application volume

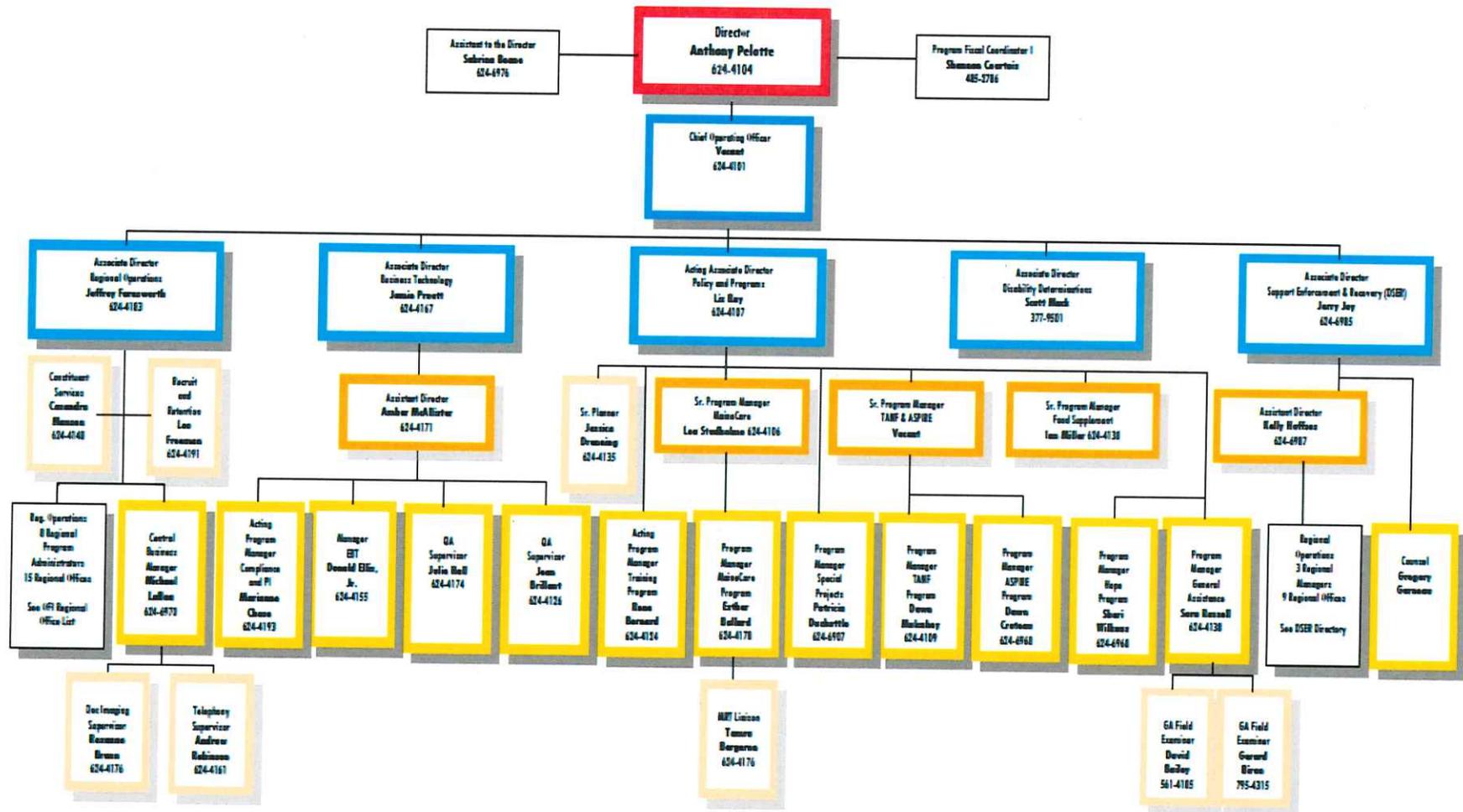


OFI: Major Technology Improvement

- Conversion of 16 year-old ACES rules engine to Oracle Policy Automation (OPA) rules solution rolls out statewide March 2019
 - ❖ OPA is based on readily maintainable rule reflecting the latest Federal and State regulations, thereby providing an opportunity to correcting current defects and issues that have accumulated over the 15-year lifespan of the current solution (i.e. starting with a clean slate)
 - ❖ OPA will allow for prospective analysis of program and policy changes (i.e. better understanding of the impact of policy changes on recipients)
 - ❖ Reduced time to implement rules changes (i.e. user interface for changes means no coding', less technical resources and business friendly)
 - ❖ Newer solution will make it easier to support external data verifications (i.e. newer technology provides an easier platform for external data sources to hook-up)

Office for Family Independence

Maine Department of Health and Human Services



OFI Org Chart 1/2019

Questions?

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