



Presentation to the 2015 Health and Human Services
Joint Appropriation Subcommittee

OPERATIONS SERVICES BRANCH
MANAGEMENT AND FAIR HEARINGS PROGRAM

Operations Services Branch
Department of Public Health and Human Services

Reference:
Legislative Fiscal Division Budget Analysis, Volume 4, Page B-50 – B-52



CONTACT INFORMATION

Title	Name	Phone Number	E-mail address
Branch Manager	Marie Matthews	406-444-2754	mmatthews@mt.gov
Bureau Chief. Office of Fair Hearings	Vacant		
Financial Manager	Sheri Vukasin	406-444-9664	svukasin@mt.gov

OVERVIEW

The Management and Fair Hearings program (MFH) is responsible for oversight, management and support of the Operations Services Branch of the Department.

The Branch Manager, located in the Management and Fair Hearings Program, manages and directs the activities of the Operations Services Branch, which provides leadership for the department's implementation and operation of programs and services for Montanans, and provides overall guidance to the agency on budgetary and financial management. The Divisions within the Operations Services Branch support the activities of the department in the areas of accounting, budgeting, economic analysis and projections, technology services, quality assurance and auditing, and fair hearings for clients.

The divisions within the branch are:

- Business and Financial Services Division (BFSD) is led by Becky Schlauch. The BFSD is comprised of a dedicated team of accountants, financial policy, and operational staff. BFSD provides professional accounting, budgeting, procurement, contracting, and business services that are crucial to the delivery of public health and human services to the citizens of Montana by the other divisions within the department;
- Technology Services Division is led by Stuart Fuller. His staff of enthusiastic programmers, project managers, network analysts, and security personnel provide information technology services and systems support that enable the department to manage programs for Montanans that protect children, improve community health, and provide health care, food, and other forms of assistance that contribute to healthy people and healthy communities;
- Quality Assurance Division is led by Roy Kemp. This staff of committed auditors, compliance specialists, and licensure and certification staff play an important role in the provision of healthcare and childcare in Montana by providing responsive independent assessment and monitoring of human services for compliance as required by federal and state law; and
- Management and Fair Hearings is led by the Branch Manager with staff devoted to the provision of quality leadership, analysis, financial management, and provision of fair hearings.

SUMMARY OF MAJOR FUNCTIONS

The Divisions within the Operations Services Branch assists the department with best business practices to provide the right services to the right people at the right time, by making effective use of resources in determining program eligibility; making payments; budgeting, accounting and reporting on cost of services; conducting oversight; analyzing participation in department programs within the context of state and national economic trends; and offering impartial review of department decisions.

Management and Fair Hearings (MFH) is made up of

- The Operations Services Branch Manager, who provides leadership for the department's implementation and operation of programs and services for Montanans;
- An accounting and budget unit that supports budget analysis, financial projections, and federal reporting and compliance for the branch;
- An analysis and projections unit that maintains and analyzes data regarding participation in department programs, economic trends and emerging federal requirements, and producing caseload projections for major department programs including Medicaid; and
- The Office of Fair Hearings that provides impartial administrative hearings for individuals or entities who may have been adversely impacted by a program administered by the Department.

The Office of Fair Hearings provides an avenue for citizens served by the department to appeal adverse decisions for services by giving them an opportunity to tell their side of the story. This is accomplished through the provision of impartial administrative hearings. Hearings officers adjudicate a wide range of department-related issues; however, the Office of Fair Hearings does not have jurisdiction over issues determined by the Child Support Enforcement Division (CSED); CSED has its own administrative law judges who perform hearings for adverse decisions relating to child support cases. Written decisions are binding unless appealed to the state Board of Public Assistance, the Department Director, or a District Court. Some of the types of issues that are addressed include:

- Eligibility and service for public assistance programs;
- Licensing and certification for such entities as child care and day care facilities and nursing homes;
- Ability to pay for care in state facilities;
- Denial of admission to or discharge from state facilities and long-term care facilities;
- Substantiation of child abuse and neglect; and
- Eligibility for vocational rehabilitation services.

The division budget for the 2016-2017 biennium is about \$2.6 million with 56.80% of the of the funding from federal sources, 40.90% from the state general fund, and 2.30% from state special revenue funds.

Statutory authority is in Title 17 and Title 40, MCA, and Title IV of the Social Security Act, Section 06, P.L. 96-265.

HIGHLIGHTS AND ACCOMPLISHMENTS DURING THE 2015 BIENNIUM:

Operation Services Branch Management

During the 2015 biennium, the MFH Program has worked closely with department leadership in analyzing, designing improvements to, and implementing and evaluating existing programs as well as new initiatives. The branch manager has provided leadership to the department in developing and sustaining effective business processes and maintaining high standards of program operations.

Leadership within the branch – the branch manager, administrators and bureau chiefs – have obtained and managed office space that will result in long term cost savings to the agency, coordinated performance, system and financial audit work, and initiated and supported management processes for program operations including eligibility determination systems, budget analysis and reporting systems, payment systems, and procurement and contracting systems.

Office of Fair Hearings

The Office of Fair Hearings (OFH) receives on average 1,600 to 1,800 requests for fair hearings each year from citizens appealing adverse actions issued by DPHHS. For fiscal year 2014 the OFH received 1,813 hearing requests; 1,062 of those were withdrawn or resolved at Administrative Review, 733 received hearing decisions and final orders, and 18 were handled through the Informal Dispute Resolutions (IDR) process. Federal regulations and state statute have in place specific time frames for the processing and handling of fair hearings requests. The OFH continues to perform fair hearings with a 98% timely percentage rate.

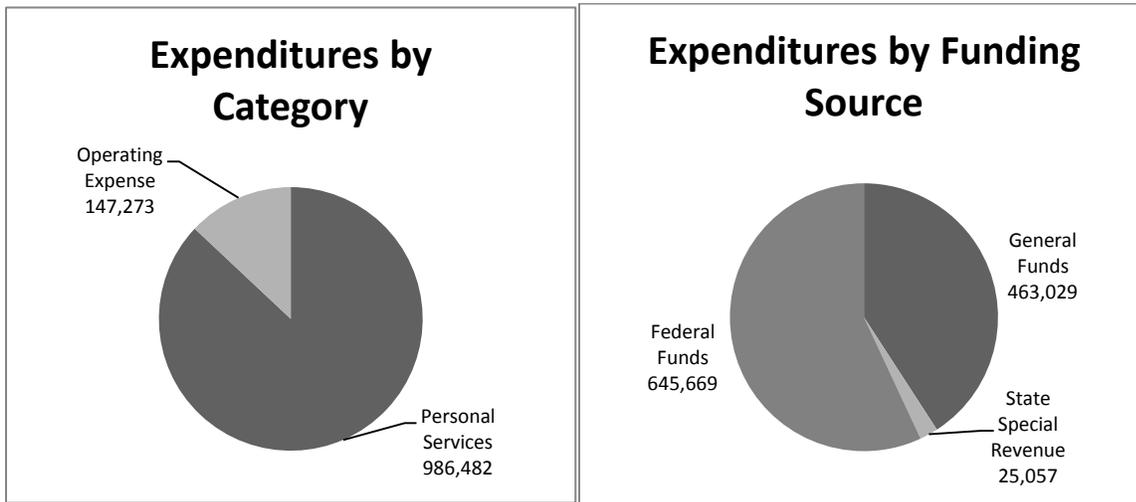
GOALS AND OBJECTIVES

Department of Public Health and Human Services	
Division Name	
Goals and Objectives	
Submitted October 2014	
Goal: Manage the Operations Branch of the Department by providing, maintaining and supporting systems and processes of the Department in the areas of financial, budget, and technology management; quality assurance; and fair hearings.	
Objective	Measures
Continuously improve systems and processes of the Department through the work of the divisions in the Operations Branch.	<ul style="list-style-type: none"> The objective is measured by achieving the goals and objectives of the divisions within the Operations Branch: Business and Financial Services Division, Technology Services Division, and Quality Assurance Division.

FUNDING AND FTE INFORMATION

	2014		
	Actual	FY 2016	FY 2017
	Expenditures	Request	Request
Management and Fair Hearings			
FTE	13.00	13.00	13.00
Personal Services	986,482	1,157,565	1,158,344
Operating	147,273	150,531	150,563
Equipment	0	0	0
Grants	0	0	0
Benefits & Claims	0	0	0
Debt Services	0	0	0
Total Request	1,133,755	1,308,096	1,308,907
General Fund	463,029	534,962	535,299
State Special Fund	25,057	30,024	30,049
Federal Fund	645,669	743,110	743,559
Total Request	1,133,755	1,308,096	1,308,907

**THE FOLLOWING FIGURES PROVIDE FUNDING AND EXPENDITURE INFORMATION FOR
FY 2014 FOR MANAGEMENT AND FAIR HEARINGS PROGRAM**



CHANGE PACKAGES

The division has no change packages.

LEGISLATION

THE DIVISION HAS NO PENDING OR REQUESTED LEGISLATION.