

FAMILY INVESTMENT ADMINISTRATION

Policy Number	Control Number: # 25-01
Policy Title	Statewide Process Management (SPM)
Release Date	August 22, 2024
Effective Date	September 17, 2024
Approved By	Augustin Ntabaganyimana Acting Executive Director Family Investment Administration
Revision Date(s)	Not applicable
Supersedes	Not applicable
Originating Office	Office of Operations fia.policy@maryland.gov
Required Actions	To review and understand the Statewide Process Management
Key Words	Processing, Workload Sharing, Communication, Phases
Related Federal Law	Not applicable
Related State Laws	Not applicable
COMAR	Not applicable
State Plan Implications?	No



Maryland
Department of
Human Services

Department of Human Services
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Baltimore MD 21201

**FAMILY INVESTMENT
ADMINISTRATION (FIA)
INFORMATION MEMO**

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**TO: LOCAL DEPARTMENTS OF SOCIAL SERVICES (LDSS)
DIRECTORS, LDSS DEPUTY/ASSISTANT DIRECTORS FOR
FAMILY INVESTMENT, FAMILY INVESTMENT SUPERVISORS
AND ELIGIBILITY STAFF**

For *Augustin Ntabaganyimana*

FROM: RE: AUGUSTIN NTABAGANYIMANA, ACTING EXECUTIVE DIRECTOR

PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP), TEMPORARY CASH ASSISTANCE (TCA), TEMPORARY DISABILITY ASSISTANCE PROGRAM (TDAP), PUBLIC ASSISTANCE FOR ADULTS (PAA), MEDICAL ASSISTANCE NON-MODIFIED ADJUSTED GROSS INCOME (MA NON-MAGI)

ORIGINATING OFFICE: OFFICE OF OPERATIONS

SUMMARY

The purpose of this Information Memo (IM) is to provide information and resources regarding the Statewide Process Management (SPM). The SPM is slightly modified to operate within regions; one region with seven jurisdictions and two regions with eight jurisdictions each. The purpose of SPM is to proportionally distribute case processing work across the twenty-three participating jurisdictions in accordance with the staffing level. Under the SPM model, the Eligibility and Enrollment (E&E) system auto-assigns applications,

redeterminations, and interim changes to jurisdictions. The supervisors are responsible for assigning the workload to individual case managers. The SPM impacts all Family Investment Administration (FIA) programs except Emergency Assistance to Families with Children.

1. Enhanced Worker Portal Dashboard

The Worker Portal Dashboard has enhanced features for all users including case managers, supervisors, and management staff. The dashboard is a major management tool for SPM. The main dashboard, released in April 2024, enables the user (based on user roles) to view, assign, or re-assign work items within a specific jurisdiction. The main dashboard displays Key Performance Indicators (KPI) for nine Work Item categories including Applications, Redeterminations, Interim Changes, Benefit Review Forms, Alerts, Scheduled Interviews, Case Reviews, EBT Fraud Alerts, and Submissions. The KPI is hyperlinked to a unique dashboard with the list of cases. Each case identification number is hyperlinked to the individual case home screen. The user can sort, assign, and re-assign based on the user role permissions.

- How-to guides for the Enhanced Worker Portal dashboard are attached.

2. SPM Implementation

2.1 SPM will be implemented across three regions and in three phases..

Region One 39.69% of Caseload	Region Two 33.16% of Caseload	Region Three 27.15% of Caseload
Baltimore City	Prince George’s County	Baltimore County
	Anne Arundel County	Harford County
Howard County	Washington County	Charles County
Wicomico County	Frederick County	Cecil County
Allegany County	Dorchester County	Carroll County
Somerset County	Caroline County	Worcester County
Calvert County	Saint Mary’s County	Talbot County
Garrett County	Kent County	Queen Anne’s County

2.2 Each Region is assigned to a Local Operations SPM Supervisor.

2.3 Distribution Phases: Regional distribution will be phased in the following order.

- Interim Changes - Phase 1 (September 17, 2024).
- Maryland Benefit Reviews - Phase 2 (October 14, 2024).
- Redeterminations - Phase 3 (November 4, 2024).
- Applications - Phase 4 (May 1, 2025).

3. Standard Business Process

A Standard Business Process for addressing Applications, Redeterminations, and Interim Changes is attached to this IM. Applying this standard business process is mandatory to ensure that all distributed tasks are processed timely and accurately.

- a. The standard business process has information regarding points of contact.
- b. The standard business process outlines the roles and responsibilities of Clerical Staff, Case Managers, and Supervisors in handling Applications, Redeterminations, and Interim Changes.
- c. The standard business process identifies the FIA Central Regional SPM Supervisors and their responsibilities in assisting, monitoring, or acting as liaisons between the jurisdictions within the three regions.

4. Communication

Effective August 12, 2024, a weekly video will be released statewide from the Communication Office on the benefits of SPM. This will last for eight weeks.

Attachments

Family Investment Affiliate Rules of Engagement

Frequently asked questions

How-to Guides E&E SPM Dashboard Overview - Assistant Director, Supervisor (internal use only)

How-to Guides E&E SPM Dashboard Overview - Case Worker (internal use only)

Standard Business Process

Video Templates

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#). Montgomery County staff may submit their policy questions via email at fia.policy@maryland.gov. For questions related to E&E, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
Constituent Services
DHS Help Desk
Office of Administrative Hearings