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MEMORANDUM

STATE OF VERMONT

HUMAN SERVICES BOARD
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TO: Rep. Ann Pugh, Chair, House Committee on Human Services

FROM: Joseph Reinert, Hearing Officer

DATE: January 17, 2020

RE: Human Services Board (HSB) Annual Report

CC: Michael Donohue, Chair, HSB

Pursuant to 3 V.S.A. § 3090(e), please find attached summaries of appeals filed with the HSB for calendar years 2017, 2018 and 2019. In addition, we report the following general information:

Year	Total Appeals Filed
2017	715
2018	851
2019	855
TOTAL	2421

While recognizing that the attached information is only partially responsive to the requirements of the statute, this represents the limits of our reporting capability due to our current case management and database system (the Board began using this system in 1990; we are now working with the support of AHS and the Agency of Digital Services to upgrade to a new system). Also, please note that this does not include "Food Stamp Disqualification" cases - heard by the Board's hearing officers under a separate arrangement with DCF (these cases do not fall under the Board's statutory jurisdiction). We received 40 Food Stamp Disqualification cases in 2019. Finally, over the

last two years (CY2018 and CY2019) there has been just over a 35 percent increase in the number of recommended orders made to the Board by its hearing officers, in comparison to the previous three years (CY2015, CY2016 and CY2017). While this may be due to several factors, among other things the reasons likely include increased participation in hearings by mostly unrepresented appellants.¹

Please do not hesitate to contact me if you have questions or need more information. Thank you.

¹ The number of fair hearings requested each year does not represent how many appeals result in a Board order, as many cases are resolved or settled without the need for a hearing officer recommendation or final Board order.

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**Department Summary Report. HSB Cases from 01/01/2017 to 12/31/2017
(total cases: 715)**

Department	Cases	percent of all cases
DAIL	53	7.4
DCF/CDD	11	1.5
DCF/ESD	561	78.5
DCF/FS	85	11.9
DCF/OCS	1	0.1
Health	4	0.6

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**Department Summary Report. HSB Cases from 01/01/2018 to 12/31/2018
(total cases: 851)**

Department	Cases	percent of all cases
DAIL	53	6.2
DCF/CDD	13	1.5
DCF/ESD	709	83.3
DCF/FS	69	8.1
DCF/OCS	3	0.4
Mental Health	4	0.5

[back to reports](#)**Program Summary Report. HSB Cases from 01/01/2017 to 12/31/2017
(total cases: 711)****DAIL**

Program	Cases
Adult Protective Services	11
Attendant Care Program	1
Choices for Care	14
Decrease Services	7
DEVELOPMENTAL SER.	10
Discharge from Residential Home	3
Level of Services	3
OTHER	4
Vocational Rehabilitation Services	1
Total Department	54

DCF/CDD

Program	Cases
Child Care Services	1
Child Care Subsidy	1
Family Day Care License	4
LECC	1
Program Violations	2
Variance	1
Total Department	10

DCF/ESD

Program	Cases
ANFC/RUFA	28
Dr. Dynasaur	5
Essential Person	2
Foodstamps	69
Fuel	19
GA	11
GA - TEMP HOUSING	83
HEALTH CARE ISSUES	1
Katie Beckett DCHC	3
LONG TERM CARE MEDICAID	28
Medicaid	81
Medicaid-Medicare-Byin	7

Medicare-Medicare-Byin	7
Other dcf/esd	1
QMB OR PSE	1
Reach Ahead	2
Reachup	26
Vermont Health Access Program (VHAP)	2
Vermont Health Connect	200
VERMONT RENTAL SUBSIDY	2
VPHARM	9
Total Department	587

DCF/FS

Program	Cases
Adoption Assistance Program	5
Expungement	14
Foster Care License	4
OTHER	1
Substantiation	60
Total Department	84

DCF/OCS

Program	Cases
Administrative Hearing OCS	1
Total Department	1

Health

Program	Cases
Children's Personal Care Services	4
Total Department	4

[back to reports](#)**Program Summary Report. HSB Cases from 01/01/2018 to 12/31/2018
(total cases: 848)****DAIL**

Program	Cases
Adult Protective Services	17
Attendant Care Program	1
Choices for Care.	8
Decrease Services	1
DEVELOPMENTAL SER:	5
Discharge from Residential Home	5
Expungement	1
Level of Services	8
OTHER	3
Residential Care Licensing (Nursing Home)	1
Revocation of License	1
Vocational Rehabilitation Services	1
Total Department	52

DCF/CDD

Program	Cases
Child Care Services	1
Child Care Subsidy	3
DCF/CDD-ARCC	1
Family Day Care License	1
Family Day Care Registration	1
Variance	6
Total Department	13

DCF/ESD

Program	Cases
ANFC/RUFA	20
DDS-MEDICAID	2
Dr. Dynasaur	11
Essential Person	5
Foodstamps.	95
Fuel	17
GA	11
GA - TEMP HOUSING	122
HEALTH CARE ISSUES	1

Katie Beckett DCHC	2
LONG TERM CARE MEDICAID	25
Medicaid	96
Medicaid-Medicare-Byin	10
Medicare-Medicare-Byin	6
Reachup	22
RUFA	6
Vermont Health Connect	368
VERMONT RENTAL SUBSIDY	6
VPHARM	5
Total Department	830

DCF/FS

Program	Cases
Abuse Investigation	2
Adoption Assistance Program	1
Expungement	7
Foster Care License	5
OTHER	2
Substantiation	56
Total Department	73

DCF/OCS

Program	Cases
Administrative Hearing OCS	3
Total Department	3

Mental Health

Program	Cases
Community Rehab & Treatment Ser.	1
CRT Services	3
Total Department	4

[back to reports](#)**Program Summary Report. HSB Cases from 01/01/2019 to 12/31/2019
(total cases: 852)****DAIL**

Program	Cases
Adult Protective Services	30
Attendant Care Program	2
Choices for Care	12
Decrease Services	1
DEVELOPMENTAL SER.	7
Discharge from Residential Home	4
Medicaid Waiver	2
OTHER	2
Residential Care Licensing (Nursing Home)	3
Total Department	63

DCF/CDD

Program	Cases
Program Violations	1
Variance	1
Total Department	2

DCF/ESD

Program	Cases
ANFC/RUFA	23
DDS-MEDICAID	1
Dr. Dynasaur	5
EA	2
Essential Person	1
Expedited Medicaid	1
Foodstamps	53
Fuel	6
GA	8
GA - TEMP HOUSING	119
Katie Beckett DCHC	8
LONG TERM CARE MEDICAID	40
Medicaid	149
Medicaid-Medicare-Byin	6
Medicare-Medicare-Byin	9

Other dcf/esd	1
Reachup	8
Vermont Health Access Program (VHAP)	1
Vermont Health Connect	481
VERMONT RENTAL SUBSIDY	1
VPHARM	1
Total Department	924

DCF/FS

Program	Cases
Adoption Assistance Program	2
Expungement	6
Foster Care License	2
OTHER	1
Substantiation	68
Total Department	79

Mental Health

Program	Cases
CRT Services	1
Department of Mental Health	1
Total Department	2