

Measures of Child and Family Economic Security for Families Participating in Maine's Public Assistance Programs (LIFT)

2025 Biennial Report

1/1/2018 to 12/31/2024

Required by: 22 M.R.S. §3109

Submitted by:
Maine Department of Health and Human Services
Office for Family Independence

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Organization of Report

The report is organized into sections based on the order of requirements as included in 22 MRS §3109.1¹ Each data section will include the specific statutory requirement, requested data that can reasonably be obtained by the Department, data sources, and other relevant descriptive information to help with interpretation of the data.

A list of acronyms and term definitions can be found at the end of the report.

¹ <https://legislature.maine.gov/statutes/22/title22sec3109.html>

MEASURES OF CHILD AND FAMILY ECONOMIC SECURITY

A. Families with Children Receiving TANF and with Income at or below 100% Federal Poverty Level (FPL)

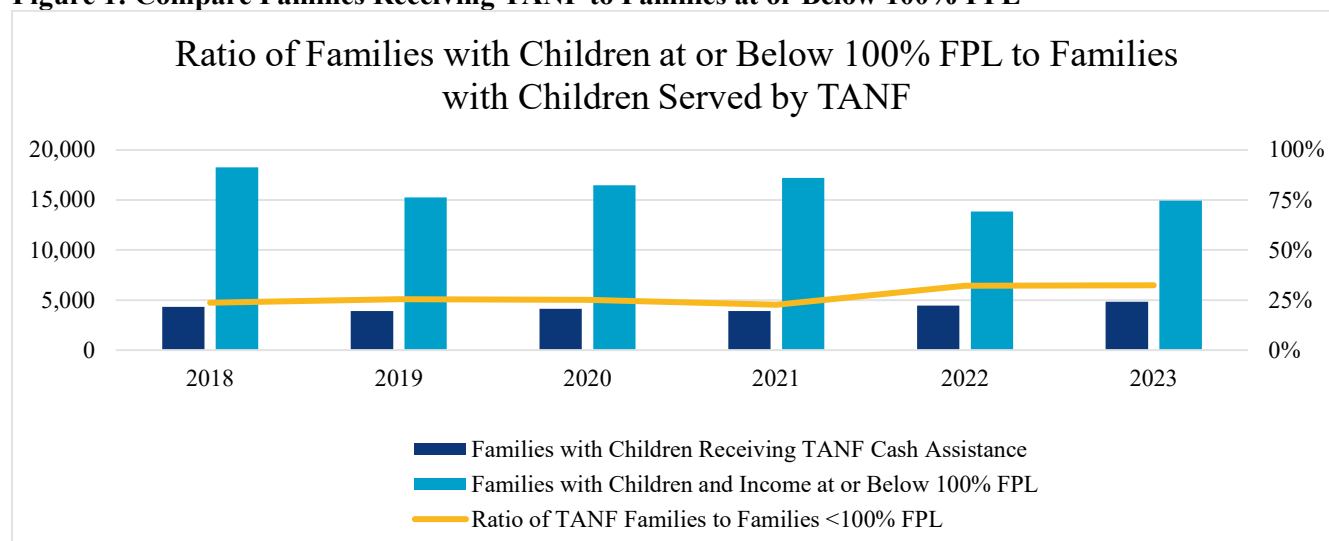
Table 1 below reflects the ratio of families with children receiving TANF cash assistance to the number of families with children and income at or below 100% of the federal poverty level.

Table 1: TANF Families and Families at or Below 100% FPL

Month	Families with Children Receiving TANF Cash Assistance	Families with Children and Income at or Below 100% FPL	Ratio of TANF Families to Families <100% FPL
December 2018	4,335	18,271	24%
December 2019	3,891	15,264	25%
December 2020	4,140	16,485	25%
December 2021	3,904	17,219	23%
December 2022	4,459	13,847	32%
December 2023	4,842	14,945	32%
October 2024*	4,779	Not available	-

*Most recent month available.

Figure 1: Compare Families Receiving TANF to Families at or Below 100% FPL



Data Details: Families with Children include a household with a parent or specified relative and at least one minor child also residing in the household. Those families defined as receiving TANF must have at least one household member eligible for and in receipt of the TANF monthly cash benefit. For example, one family may include a sole parent receiving Supplemental Security Income (SSI) benefits (and therefore, are not eligible to receive TANF cash benefits) and one child who is eligible for the TANF monthly cash benefit. The included counts are a monthly average by calendar year to better relate to the US Census Bureau data.

Data Sources:

- TANF Counts: Automated Client Eligibility System (ACES)
- Families Below 100% FPL: US Census Bureau, 1-Year American Community Survey Families

Context for the TANF to Poverty Ratio

Due to the nature of the federal TANF block grant, eligibility standards for cash assistance and program participation are largely determined by the states administering the program. Title 22 MRS §3769-C requires the Department to utilize what is called the Standard of Need (SON) to determine both eligibility and benefit levels for TANF cash assistance, rather than 100% FPL. Pursuant to statute, the Department updates the SON annually, and the SON is different when housing costs exceed 50 percent of TANF countable income. Table 2 below compares eligibility based on the current SON and the corresponding FPL of households.

Table 2: TANF Income Eligibility Under Standard of Need

Household Size	Income to be Eligible (housing expense <50% of income)		Income to be Eligible (housing expenses >50% of income)		100% FPL (Monthly Income)
	Monthly Income Limit (SON)	Percentage of FPL	Monthly Income Limit (SON)	Percentage of FPL	
1	\$379	33%	\$679	60%	\$1,133
2	\$597	39%	\$897	59%	\$1,526
3	\$800	42%	\$1,100	57%	\$1,920
4	\$1006	43%	\$1,306	56%	\$2,313
5	\$1,209	45%	\$1,509	56%	\$2,706
6	\$1,414	46%	\$1,714	55%	\$3,100
7	\$1,619	46%	\$1,919	55%	\$3,493
8	\$1,824	47%	\$2,124	55%	\$3,886
+1	\$204	52%	\$204	52%	\$394

Data Details: Based on the SON calculation, it is possible that someone below 100% of FPL would still be determined ineligible for benefits. It is possible that by changing eligibility in statute to 100% FPL rather than SON, more families would be deemed eligible and have access to the TANF program. There are other considerations related to the impact this change would have on other benefits and programs, such as child support “gap” payments.

In the last row of the table, “+1” is the amount that should be added to the row above for each additional person beyond 8 household members.

B. Children Under Age 5 Receiving TANF and WIC

Table 3 below shows the percentage of children under 5 years of age receiving TANF that also received assistance through WIC. We receive participant-level data from the WIC program to support our annual LIFT report. Requests and file exchanges are conducted through the state's internal email system. This data set allows us to compare WIC participation against our SNAP records to identify the number and percentage of children under age 5 who are enrolled in both programs.

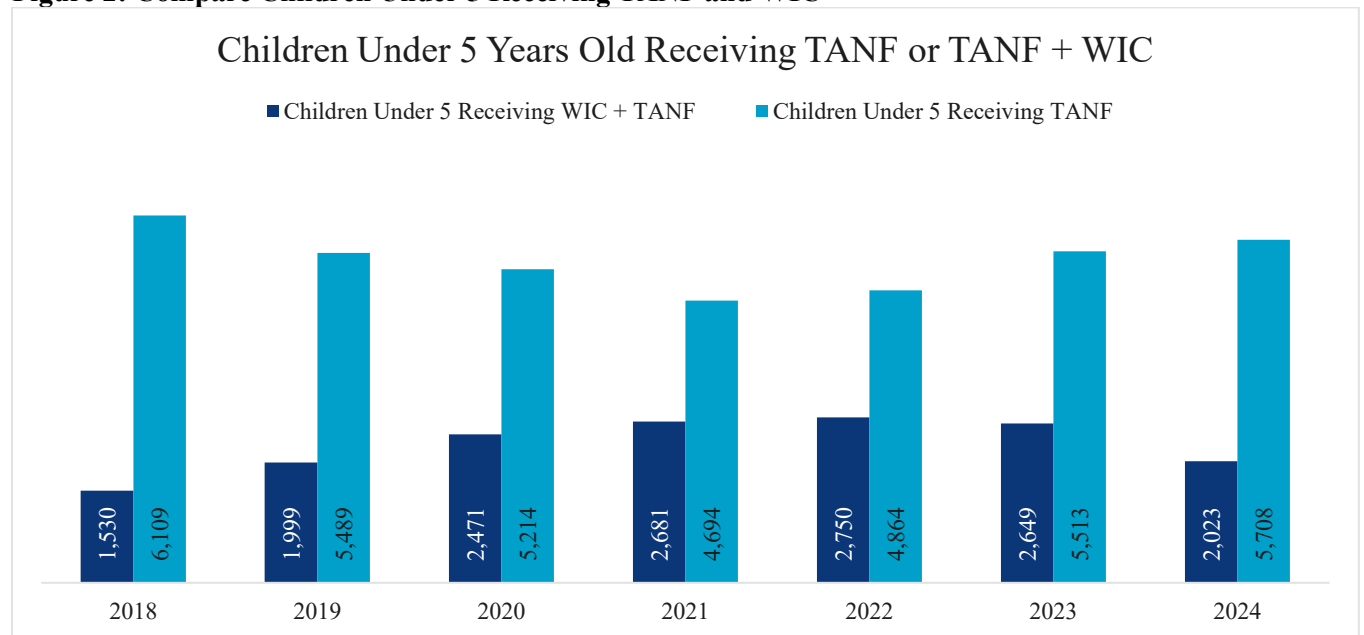
In addition, we produce a monthly report that includes all federal and state SNAP households with either a member who has an active pregnancy record or a child under the age of 5. This report includes the head of

household's name, program type, date of birth, home and mailing addresses, telephone number, county of residence, and an indicator of whether a foster child is present in the household.

Table 3: Children Under Age 5 Receiving TANF and WIC

Calendar Year	Children Under 5 Receiving WIC + TANF	Children Under 5 Receiving TANF	% of Children Under 5 Receiving WIC also Receiving TANF
2018	1,530	6,109	25%
2019	1,999	5,489	36%
2020	2,471	5,214	47%
2021	2,681	4,694	57%
2022	2,750	4,864	57%
2023	2,649	5,513	48%
2024	2,023	5,708	35%

Figure 2: Compare Children Under 5 Receiving TANF and WIC



Data Details: Children under 5 include birth through the month the child turns 5 years of age and only includes those with Social Security Numbers (SSN) as this is a requirement of WIC eligibility. Children included for both TANF and WIC counts must have been in the program for at least one month in the calendar year. These counts are distinct counts by year, meaning each child will only be counted once in a calendar year.

Data Sources:

- TANF Counts: ACES
- WIC Counts: SPIRIT

C. Children Under Age 5 Receiving SNAP Benefits and WIC

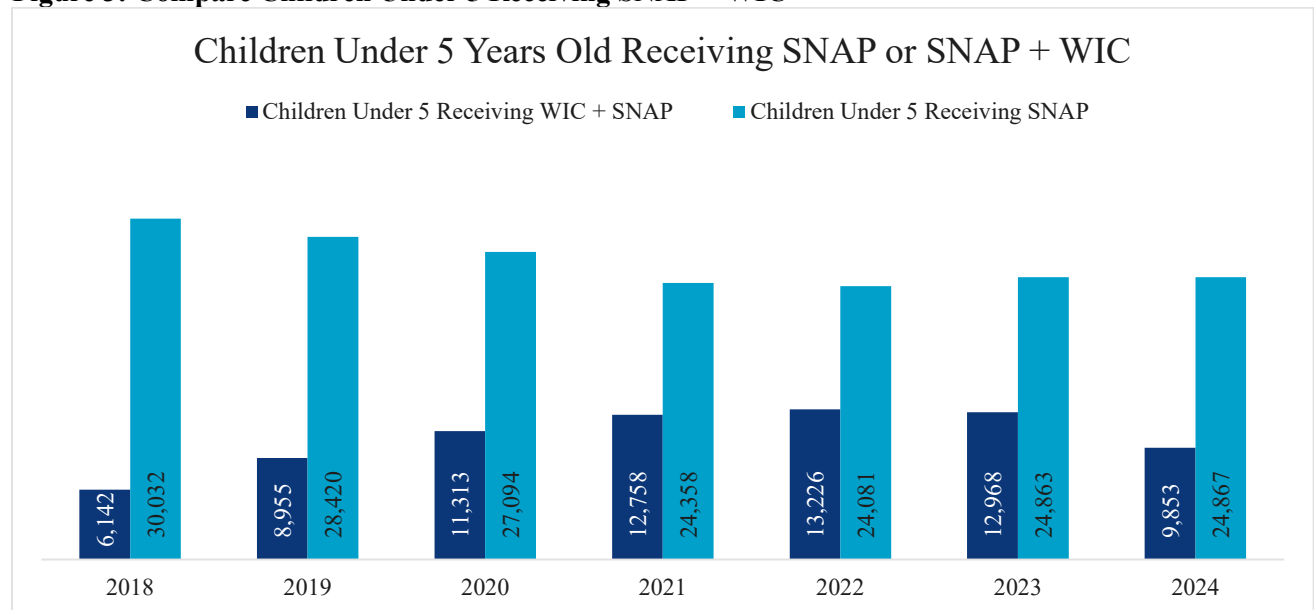
Table 4 below shows the percentage of children under 5 years of age receiving Supplemental Nutrition Assistance Program (SNAP) that also receive assistance from WIC. We receive participant-level data from the WIC program to support our annual LIFT report. Requests and file exchanges are conducted through the state's internal email system. This data set allows us to compare WIC participation against our SNAP records to identify the number and percentage of children under age 5 who are enrolled in both programs.

In addition, we produce a monthly report that includes all federal and state SNAP households with either a member who has an active pregnancy record or a child under the age of 5. This report includes the head of household's name, program type, date of birth, home and mailing addresses, telephone number, county of residence, and an indicator of whether a foster child is present in the household.

Table 4: Children Under Age 5 Receiving SNAP and WIC

Calendar Year	Children Under 5 Receiving WIC + SNAP	Children Under 5 Receiving SNAP	% of Children Under 5 Receiving SNAP also Receiving WIC
2018	6,142	30,032	20%
2019	8,955	28,420	32%
2020	11,313	27,094	42%
2021	12,758	24,358	52%
2022	13,226	24,081	55%
2023	12,968	24,863	52%
2024	9,853	24,867	40%

Figure 3: Compare Children Under 5 Receiving SNAP + WIC



Data Details: SNAP includes state and federally funded SNAP. Children under 5 include children from birth through the month the child turns 5 years of age and only includes those with SSNs as this is a requirement of WIC eligibility. Children included for both SNAP and WIC counts must have been in the program for at least

one month in the calendar year. These counts are distinct counts by year, meaning each child will only be counted once in a calendar year.

Data Sources

- TANF Counts: ACES
- WIC Counts: SPIRIT

D. Families for Whom TANF Cash Assistance has Terminated

This section includes a combination of data from the Maine Department of Labor (DOL) and ACES. ACES data are used to determine the proper FPL household limits using DOL data as the income source. Cases are included where TANF is closed for 30 days or more. We then follow up at month 3 after closure (Q2) and then again at month 9 after closure (Q4) to identify if households tend to stay off TANF or reopen at a later date. This data does not demonstrate if a household has other income outside of earnings.

The following eight tables below (Tables 5 through 12) display the count and percentage of families at the time participation in the program was terminated; during the 2nd quarter after participation in the program was terminated; and during the 4th quarter after participation in the program was terminated for various measures.

1. The number and percentage of families with no quarterly earnings from unsubsidized employment

Table 5: Families without Unsubsidized Employment Earnings

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	1,878	3,928	48%	1,998	3,928	51%	2,005	3,928	51%
2019	1,591	3,436	46%	1,696	3,436	49%	1,461	3,436	43%
2020	1,559	3,879	40%	1,798	3,879	46%	1,359	3,879	35%
2021	1,583	2,815	56%	1,608	2,815	57%	1,552	2,815	55%
2022	1,377	2,511	55%	1,427	2,511	57%	1,433	2,511	57%
2023	2,733	3,834	71%	2,856	3,834	74%	2,917	3,834	76%

Data Details: This section includes all applicable households where DOL reports \$0 in quarterly earnings.

2. The number and percentage of families with quarterly earnings from unsubsidized employment that are below 50% of the federal poverty level

Table 6: Families with Unsubsidized Employment Earnings below 50% FPL

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	735	3,928	19%	526	3,928	13%	516	3,928	13%
2019	587	3,436	17%	525	3,436	15%	422	3,436	12%
2020	507	3,843	13%	507	3,843	13%	507	3,843	13%
2021	342	2,815	12%	316	2,815	11%	314	2,815	11%
2022	276	2,511	11%	220	2,511	9%	227	2,511	9%
2023	267	3,834	7%	212	3,834	6%	221	3,834	6%

Data Details: Table 6 above includes TANF households where DOL reported household income less than 50% of the FPL.

3. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 50% but below 100% of the federal poverty level

Table 7: Families with Unsubsidized Employment Earnings between 50% FPL and 199% FPL

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	800	3,928	20%	644	3,928	16%	586	3,928	15%
2019	710	3,436	21%	520	3,436	15%	348	3,436	10%
2020	651	3,843	17%	651	3,843	17%	651	3,843	17%
2021	305	2,815	11%	259	2,815	9%	238	2,815	8%
2022	294	2,511	12%	260	2,511	10%	224	2,511	9%
2023	284	3,834	7%	261	3,834	7%	212	3,834	6%

Data Details: Table 7 above includes TANF households where DOL reported household income greater than or equal to 50% of the FPL and less than 100% for the household size.

4. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 100% but below 150% of the federal poverty level

Table 8: Families with Unsubsidized Employment Earnings between 100% FPL and 149% FPL

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	307	3,928	8%	382	3,928	10%	365	3,928	9%
2019	307	3,436	9%	367	3,436	11%	281	3,436	8%
2020	390	3,843	10%	275	3,843	7%	390	3,843	10%
2021	274	2,815	10%	251	2,815	9%	270	2,815	10%
2022	252	2,511	10%	241	2,511	10%	223	2,511	9%
2023	246	3,834	6%	180	3,834	5%	218	3,834	6%

Data Details: Table 8 above includes TANF households where DOL reported household income greater than or equal to 100% of the FPL and less than 150% for the household size.

5. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 150% but below 200% of the federal poverty level

Table 9: Families with Unsubsidized Employment Earnings between 150% FPL and 199% FPL

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	155	3,928	4%	247	3,928	6%	270	3,928	7%
2019	169	3,436	5%	155	3,436	5%	256	3,436	7%
2020	322	3,843	8%	322	3,843	8%	322	3,843	8%
2021	156	2,815	6%	168	2,815	6%	188	2,815	7%
2022	162	2,511	6%	163	2,511	6%	188	2,511	7%
2023	158	3,834	4%	157	3,834	4%	172	3,834	4%

Data Details: Table 9 above includes TANF households where DOL reported household income greater than or equal to 150% of the FPL and less than 200% for the household size.

6. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 200% of the federal poverty level

Table 10: Families with Unsubsidized Employment Earnings of 200% FPL or more

Year	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	53	3,928	1%	131	3,928	3%	185	3,928	5%
2019	72	3,436	2%	150	3,436	4%	644	3,436	19%
2020	414	3,843	11%	414	3,843	11%	414	3,843	11%
2021	155	2,815	6%	213	2,815	8%	253	2,815	9%
2022	150	2,511	6%	200	2,511	8%	229	2,511	9%
2023	146	3,834	4%	194	3,834	5%	221	3,834	6%

Data Details: Table 10 above includes TANF households where DOL reported household income greater than or equal to 200% of the FPL for the household size.

7. The mean and median income of families with no quarterly earnings from unsubsidized employment

Table 11: Mean and Median Income of Families without Unsubsidized Employment Earnings

Year	At Termination		Q2		Q4	
	Mean	Median	Mean	Median	Mean	Median
2018	\$1,314	\$898	\$1,320	\$939	\$1,326	\$935
2019	\$1,472	\$1,135	\$1,491	\$1,168	\$1,499	\$1,169
2020	\$1,443	\$1,331	\$1,358	\$1,233	\$1,434	\$1,312
2021	\$1,458	\$472	\$1,919	\$472	\$1,284	\$315
2022	\$1,494	\$425	\$1,267	\$547	\$1,289	\$433
2023	\$1,420	\$398	\$1,180	\$526	\$1,152	\$440
2024	\$1,419	\$463	\$1,332	\$538	\$1,056	\$398

Data Details: Table 11 above includes only households that had their TANF terminated for whom DOL report \$0 in earned income in the relevant quarter. Included income amounts consist of only Unemployment Insurance Benefits, Child Support, and/or other monies received from subsidized income sources as reported in ACES. These are mean and median income amounts by month at the start of each period – Termination, 2nd quarter following termination, and 4th quarter following termination. **NOTE:** A mean, or average, is the sum of the data points divided by the total number of data points. A median value is the middle number derived from an ordered list of data points.

8. The number and percentage of families receiving income from the federal supplemental security income program or federal social security disability benefits

Table 12: Families Receiving Income from SSI or SSDI

Year	Section A: TANF AGs with a household member receiving SSI or SSDI at Termination of TANF			Section B: TANF AGs with a household member receiving SSI or SSDI at 2nd Quarter Post TANF Termination			Section C: TANF AGs with a household member receiving SSI or SSDI at 4th Quarter Post TANF Termination		
	#	Total	%	#	Total	%	#	Total	%
2018	335	1,563	21%	335	1,563	21%	335	1,563	21%
2019	393	1,614	24%	393	1,614	24%	393	1,614	24%
2020	306	1,394	22%	306	1,394	22%	305	1,394	22%
2021	251	1,112	23%	251	1,112	23%	251	1,112	23%
2022	264	1,090	24%	264	1,090	24%	263	1,090	24%
2023	256	1,334	19%	256	1,334	19%	256	1,334	19%

Data Details: Table 12 above includes only those households (assistance group, or AG) and individuals who remain open on an OFI program and have active data fields within the ACES system for the dates queried.

SSI recipients cannot receive TANF and SSI concurrently. Previous TANF payments are taken into consideration when SSI benefit amounts are determined to ensure no duplication of funding. These totals include households that were open on TANF and included an individual that received SSI or SSDI.

While it is possible that a household may have their TANF terminated twice in one of the above periods, those occurrences are rare and are not statistically significant. A minor percentage of 2% of the population was found. Data includes records where DOL reported no wages and ACES reported otherwise; In this instance, data in ACES includes only unearned income. Data is provided at an individual level as the figures on a per case basis returned results < 0.5%.

Data Sources:

- ACES
 - MDOL

E. Educational Attainment of Parents or Caretakers Receiving TANF Cash Assistance

Table 13 below shows the highest level of education attained by an adult parent or caretaker relative that received TANF cash assistance that year or whose participation in the program was terminated in the prior year.

Table 13: Educational Attainment for Adult Parents and Caretaker Relatives on TANF

Highest Education Level	2018		2019		2020		2021		2022		2023		2024	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	1,193	24%	1,049	24%	942	25%	1,317	29 %	633	21%	1,267	22%	1,310	22%
High School Graduate or Equivalency	2,611	53%	2,212	52%	1,844	50%	2,692	50%	1,626	53%	3025	52%	3,184	53%
Other Credentials and Some College	782	16%	720	17%	611	16%	777	14%	528	17%	884	15%	848	14%
Associate's Degree	187	4%	150	3%	169	5%	189	3%	150	5%	225	4%	234	4%
Bachelor's and Beyond	175	4%	159	4%	139	4%	204	4%	140	4%	391	7%	395	7%
Total	4,948		4,290		3,705		5,427		3,077		5,792		5,971	

Figure 4: Level of Education Attainment for Adult Parents and Caretaker Relatives on TANF

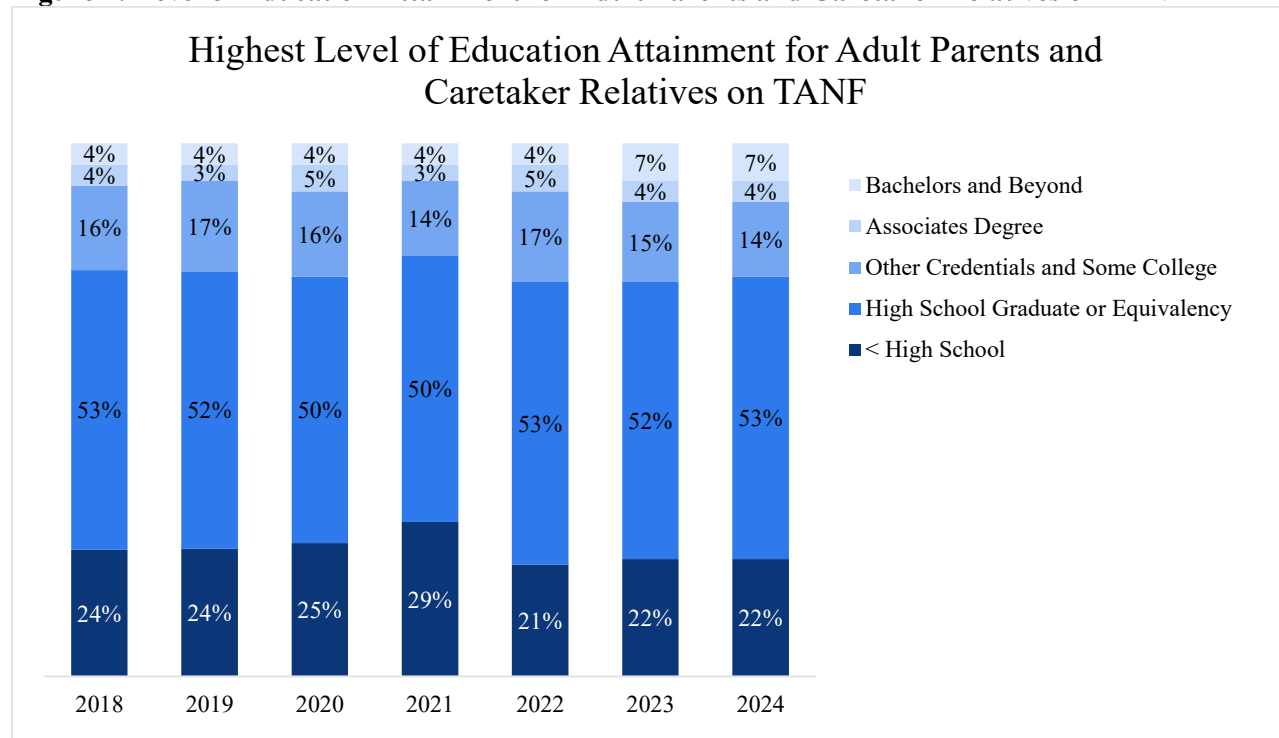


Table 14: Educational Attainment for Adult Parents and Caretaker Relatives on TANF Who Were Terminated in the Prior Year

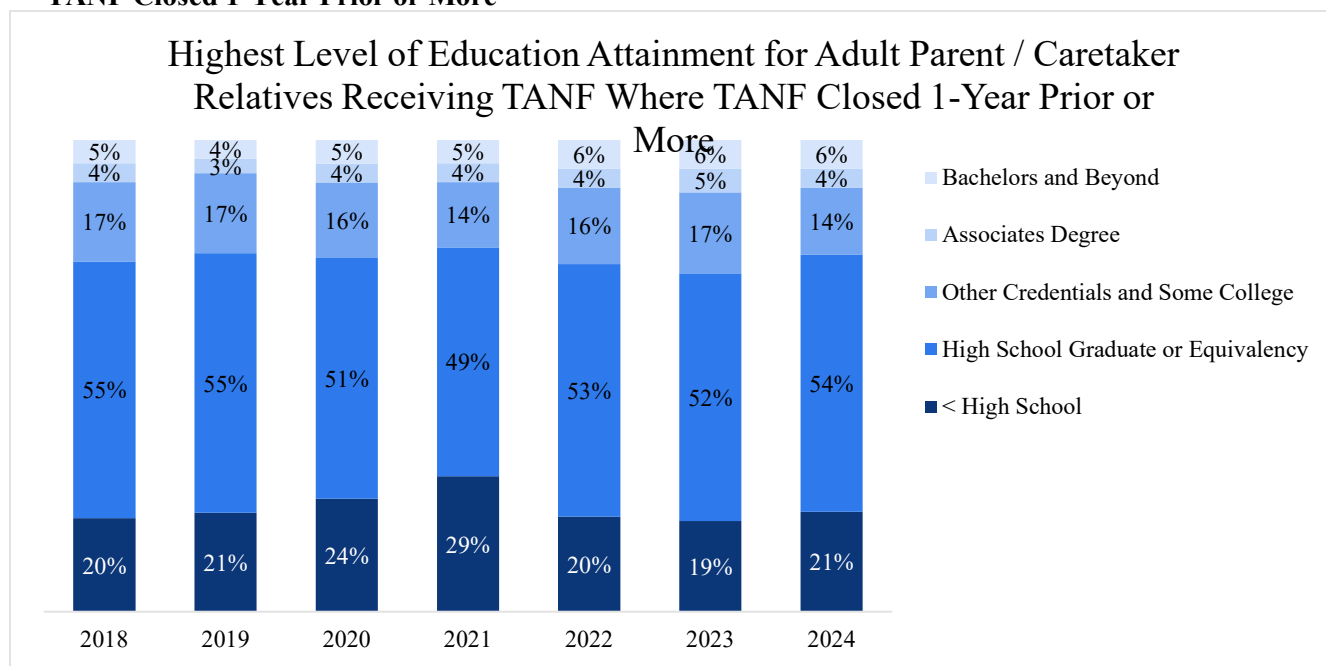
Highest Level of Education	2018		2019		2020		2021		2022		2023		2024	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	547	20%	473	21%	628	24%	671	29%	354	20%	684	19%	807	21%
High School Graduate or Equivalency	1,475	55%	1,234	55%	1,308	51%	1,137	49%	932	53%	1,862	52%	2,127	54%
Other Credentials and Some College	453	17%	381	17%	413	16%	313	14%	284	16%	614	17%	558	14%
Associate's degree	99	4%	75	3%	95	4%	84	4%	77	4%	174	5%	167	4%
Bachelor's and Beyond	125	5%	83	4%	133	5%	105	5%	97	6%	215	6%	244	6%
Total	2,699		2,246		2,577		2,310		1,744		3,549		3,096	

Data Details: Table 14 also lists data regarding the highest level of education attained but differs in that it pertains solely to adult parents or caretaker relatives whose participation in the TANF program was terminated in the year prior.

Data shows the highest level of education at the time of TANF program termination. OFI does not consistently track the highest level of education after TANF program termination. The highest level of educational attainment is self-reported at the time of DHHS contact and is not required information or a required data field for eligibility determination.

Less Than High School includes cases where the client had no formal education, the education level was unknown, or the client did not complete High School. High School Graduate or Equivalency includes cases where the Parent/Caretaker either has a High School Diploma, GED or equivalent. Other credentials include Parent/Caretakers that have some post-secondary education or other certification. Associate's degree includes those records where the Parent/Caretaker has an Associate's Degree while the Bachelor's and Beyond column includes all other Parent/Caretakers that have at least a Bachelor's Degree.

Figure 5: Level of Education Attainment for Adult Parents and Caretaker Relatives on TANF Where TANF Closed 1-Year Prior or More



Data Source:

- ACES

F. Age and Disabled Persons Receiving SNAP and those Potentially Eligible for SNAP

Table 15 below reflects the data on individuals meeting the characteristics prescribed in the statute regarding age, including: the ratio of persons receiving SNAP benefits to the total number of potentially eligible persons; the ratio of persons 60 years of age or older receiving SNAP benefits to the total number of potentially eligible persons 60 years of age or older. Since the Department cannot reasonably determine the number of potentially eligible persons in the state, we are using under 125% of the Federal Poverty Line as a proxy for eligibility. Table 16 compares the total number of SNAP recipients under 125% FPL to the total state population of individuals under 125% FPL.

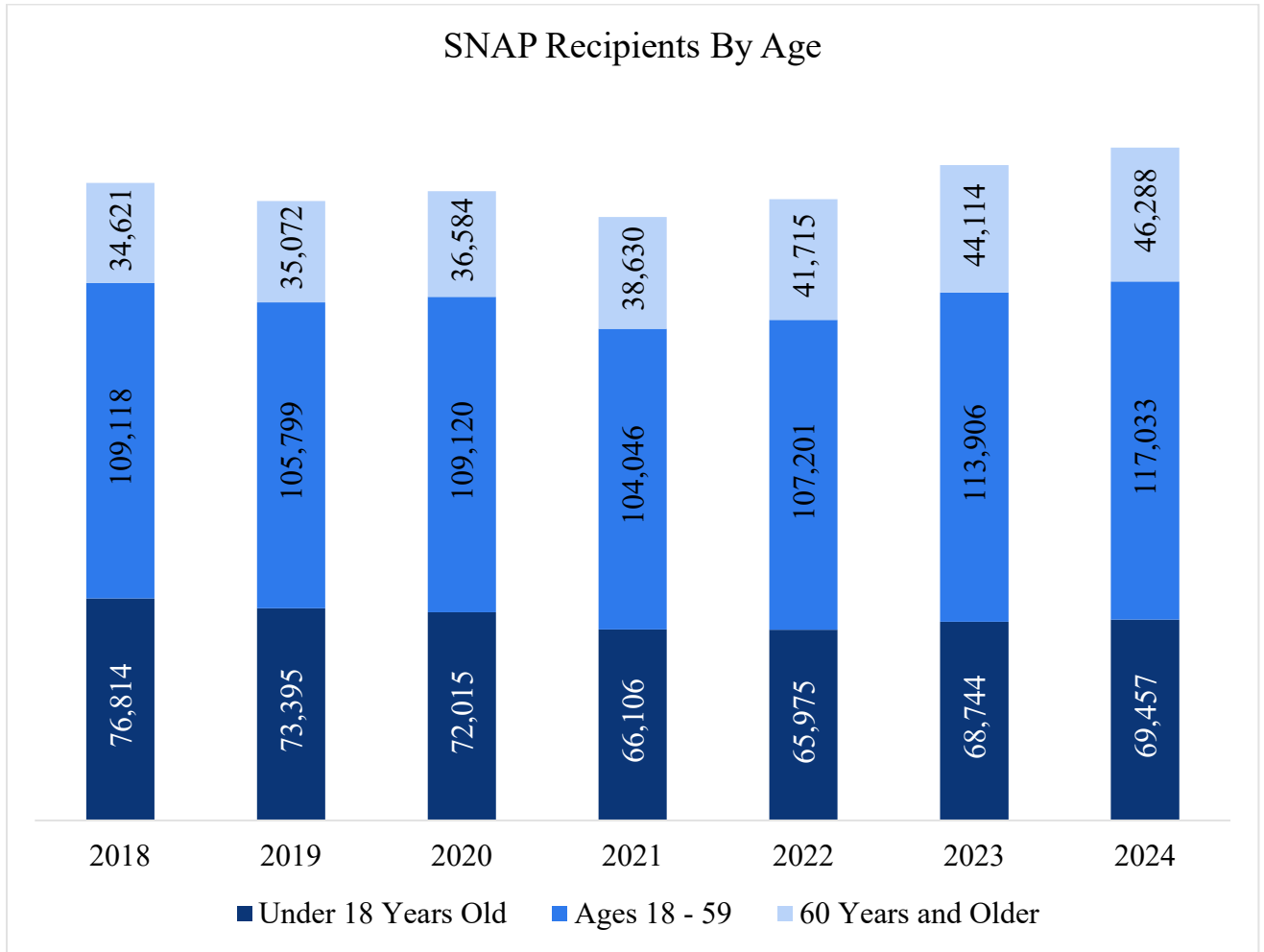
Table 15: SNAP Recipients by Age Range

Calendar Year	SNAP Recipients						Total SNAP Recipients
	Under 18 Years Old		Ages 18 – 59		60 Years and Older		
	#	% Total	#	% Total	#	% Total	
2018	76,814	35%	109,118	49%	34,621	16%	220,553
2019	73,395	34%	105,799	49%	35,072	16%	214,266
2020	72,015	33%	109,120	50%	36,584	17%	217,719
2021	66,106	32%	104,046	50%	38,630	19%	208,782
2022	65,975	31%	107,201	50%	41,715	19%	214,891
2023	68,744	30%	113,906	50%	44,114	19%	226,764
2024	69,457	30%	117,033	50%	46,288	20%	232,778

Table 16: SNAP Recipients under 125% FPL Compared to Total State Population under 125% FPL

Calendar Year	SNAP Recipients Under 125% FPL					Total State Population Under 125% FPL
	Under 18 Years Old	Ages 18 – 59	60 Years and Older	Total (All Ages)	Total SNAP Recipients Under 125% FPL out of Total State Population Under 125% FPL	
2018	26,970	46,370	22,277	95,617	47%	204,217
2019	22,732	37,702	20,450	80,884	43%	189,951
2020	19,679	36,964	22,300	78,943	-	Not available
2021	19,761	38,106	23,343	81,210	41%	196,184
2022	20,665	40,419	25,562	86,646	47%	185,694
2023	19,155	38,147	25,918	83,220	44%	188,404
2024	17,962	36,071	26,322	80,355	-	Not available

Figure 6: SNAP Recipients by Age

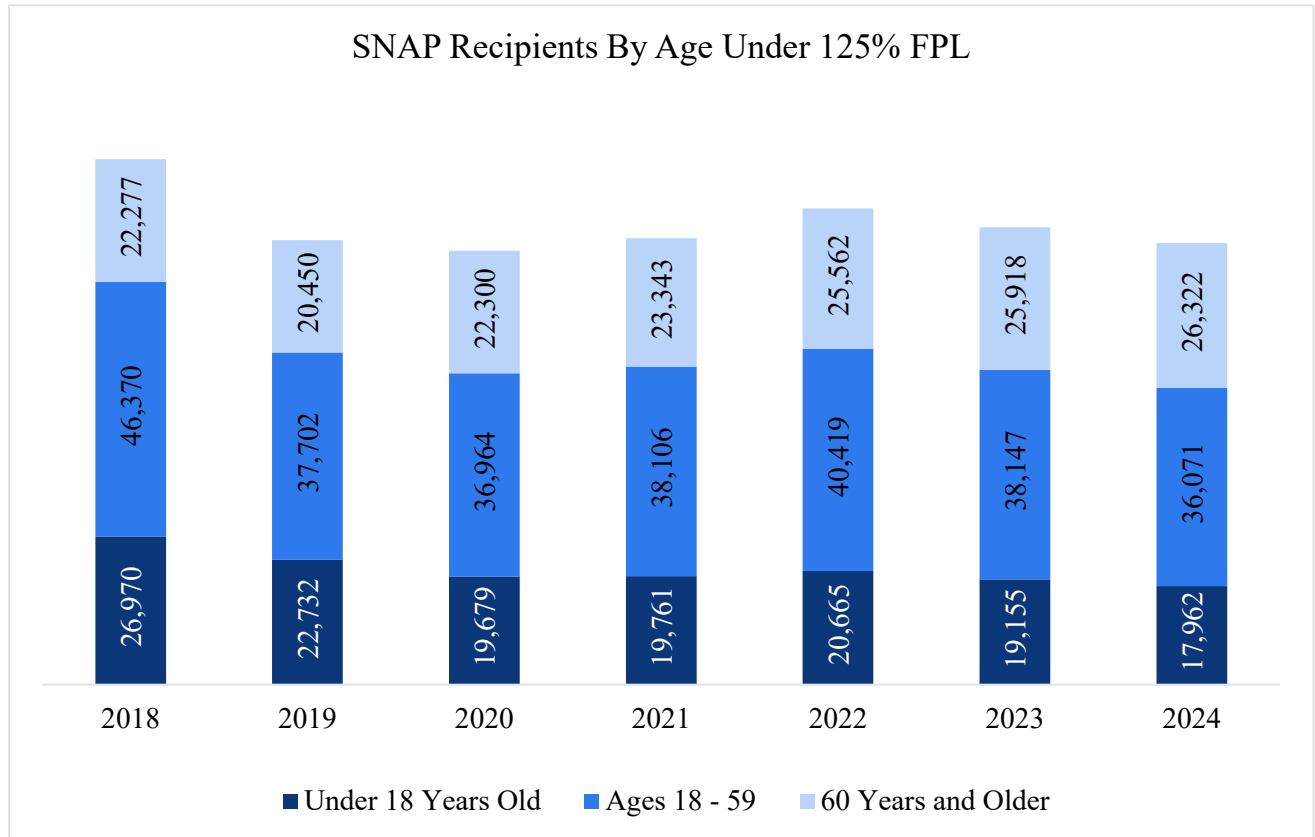


Data Details: Age categories are broken out as follows: under 18 years of age, 18 to 59 years, and 60 years and older.

Data Source:

- ACES

Figure 7: SNAP Recipients by Age under 125% FPL



Data Source:

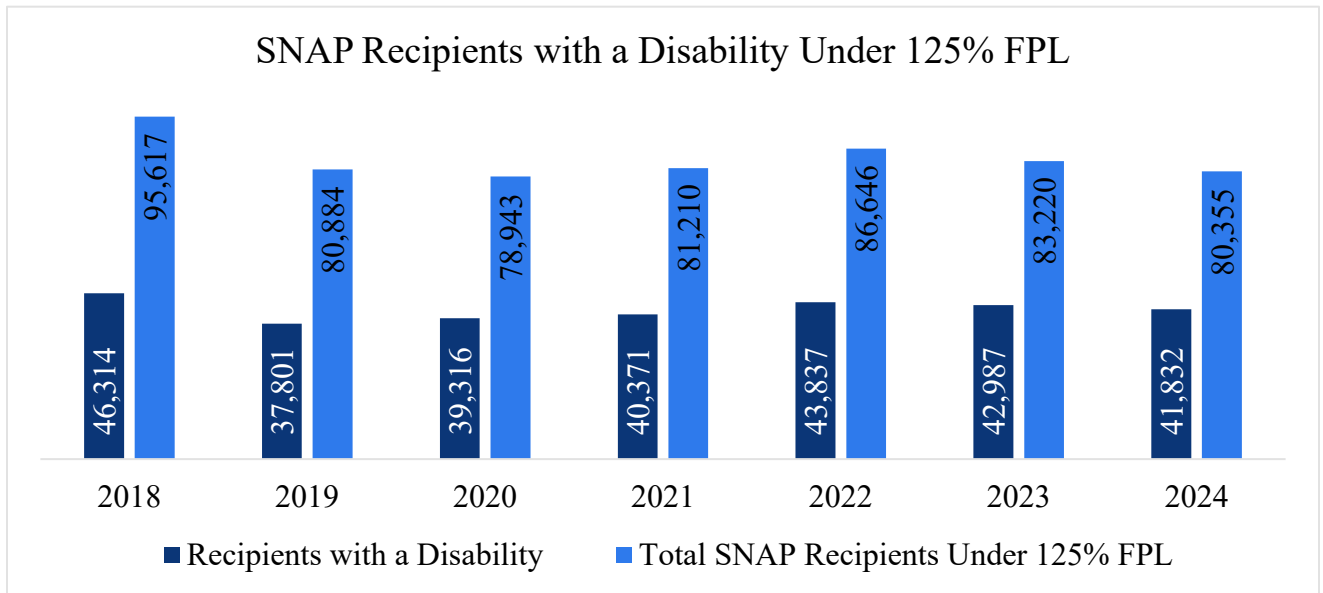
- ACES

Table 17 below reflects the data on individuals meeting the characteristics prescribed in the statute regarding disability, including: the ratio of nonelderly persons with a disability receiving SNAP benefits to the total number of potentially eligible nonelderly persons with a disability. We are using under 125% of the Federal Poverty Line as a proxy for eligibility.

Table 17: SNAP Recipients with a Disability under 125% FPL

Calendar Year	SNAP Recipients with a Disability under 125% FPL	Total SNAP Recipients Under 125% FPL	% of Total
2018	46,314	95,617	48%
2019	37,801	80,884	47%
2020	39,316	78,943	50%
2021	40,371	81,210	50%
2022	43,837	86,646	51%
2023	42,987	83,220	52%
2024	41,832	80,355	52%

Figure 8: SNAP Recipients with a Disability



Data Details: Number of recipients is a distinct count of clients with federally and state funded SNAP for any duration throughout the calendar year.

Data Source:

- ACES
- US Census

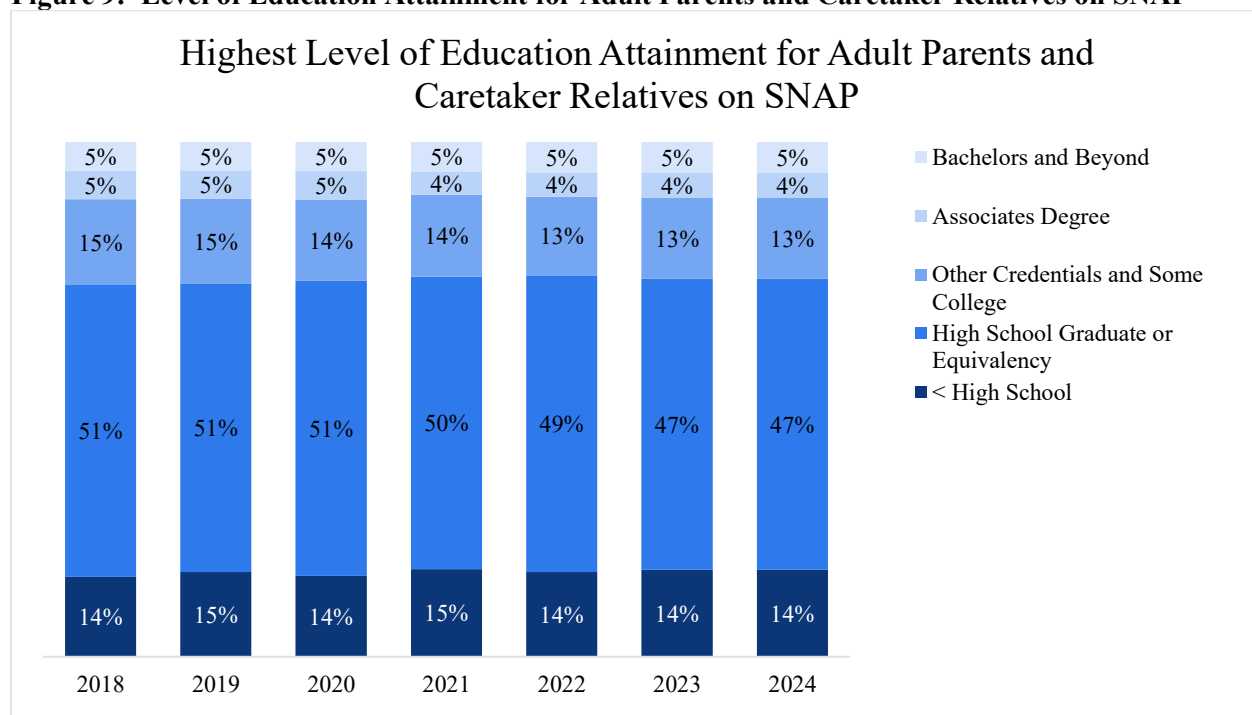
G. Educational Attainment of Adult Parents or Caretaker Relatives Receiving SNAP

Table 18 below shows the number and percentage of adult parents or caretaker relatives who have children in the household and who are receiving SNAP benefits, grouped by the highest level of educational attainment of the adult parent or caretaker relative.

Table 18: Educational Attainment for Adult Parents and Caretaker Relatives on SNAP

Highest Level of Education Attainment	2018		2019		2020		2021		2022		2023		2024	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	9,728	14%	9,525	15%	9,319	14%	8,794	15%	8,524	14%	8,397	14%	5,954	14%
High School Graduate or Equivalency	34,981	51%	33,540	51%	32,930	51%	30,340	50%	29,233	49%	27,868	47%	19,712	47%
Other Credentials and Some College	9,979	15%	9,521	15%	9,261	14%	8,358	14%	7,884	13%	7,527	13%	5,380	13%
Associate's Degree	3,201	5%	3,016	5%	2,985	5%	2,687	4%	2,618	4%	2,466	4%	1,884	4%
Bachelor's and Beyond	3,548	5%	3,342	5%	3,332	5%	2,934	5%	2,885	5%	2,946	5%	2,298	5%
Total	67,925		65,622		65,008		60,498		59,499		58,194		42,249	

Figure 9: Level of Education Attainment for Adult Parents and Caretaker Relatives on SNAP



Data Details: Table 17 above shows the number and percentage of adult parents or caretaker relatives who have children in the household and are receiving SNAP. Data are grouped by the highest level of education attained by adult parent or caretaker relative. Highest level of educational attainment is self-reported at the time of DHHS contact and is not required information or a required data field for eligibility determination.

Data Source:

- ACES

H. Eligibility and Participating in the MaineCare Program, by Eligibility Group

The data below in Table 19 reflect the number of individuals participating in the MaineCare program for each year listed.

The U.S. Department of Health and Human Services prohibited states from closing MaineCare coverage, with limited exceptions, through the duration of the COVID-19 Public Health Emergency and subsequent “unwinding” period which combined lasted from 2020 to 2024. This contributed to the jump in enrollment in 2020 total and monthly average enrollment in 2020 and 2021. The effect of the continuous coverage requirement coupled with MaineCare eligibility expansions in 2019 (Adults), 2023 (Children), and 2024 (Medicare Savings Program) have significantly expanded MaineCare membership through 2019. December 2024 data are provided since unwinding was completed in October 2024.

Since the Department cannot reasonably determine the number of persons potentially eligible for MaineCare in the state, we have included Table 20 which shows MaineCare enrollment by age group as a total percentage of state population within the same age group.

Table 19: Enrollment in MaineCare Program, by Eligibility Group

Year	Traditional Adult	Aged	Child	Disabled	Expansion Adult	Limited & Other	Total Enrollment
June 2019	47,367	20,893	100,212	53,188	22,045	40,656	284,361
June 2020	55,897	21,696	104,021	51,449	47,843	38,995	319,901
June 2021	65,397	22,559	115,352	50,960	68,519	41,850	364,637
June 2022	71,033	23,150	122,690	49,790	83,409	45,287	395,359
June 2023	75,779	24,263	129,976	48,842	97,398	46,898	423,156
June 2024	65,753	25,661	133,896	45,926	93,564	48,242	413,042
Dec 2024	57,510	26,342	130,836	44,463	83,248	49,640	392,039

Data Details: Eligibility for MaineCare programs is determined by several factors including age, household composition, tax filing status, disability status, pregnancy, living arrangement, citizenship status, family income and resources. Any estimate of people who have not applied for the program but are potentially eligible to enroll would need to rely on detailed estimates from federal survey data, which may not include all eligibility factors or be measured in a way that is consistent with eligibility determinations. Due to the many MaineCare program rules and financial limits, assumptions would be required if using federal survey data that would result in estimates with very large margins of error. For more detail on the complexities involved with estimating the number of potentially eligible but not enrolled people, see: <https://aspe.hhs.gov/system/files/pdf/76411/ib.pdf>.

Table 20: MaineCare Enrollment by Age Group

	Under 21		21 to 64		65 and Older		Total	
Month	Enrollment	% of Mainers under 21	Enrollment	% of Mainers 21 to 64	Enrollment	% of Mainers 65 and Older	Total Enrollment	% of Maine Population
June 2019	109,557	37.19%	126,286	16.54%	48,518	16.97%	284,361	21.15%
June 2020*	116,586	39.28%	152,997	19.87%	50,318	17.26%	319,901	23.55%
June 2021	128,873	43.10%	182,129	23.47%	53,635	18.05%	364,637	26.57%
June 2022	136,012	46.83%	202,174	25.85%	57,173	18.27%	395,359	28.54%
June 2023	142,402	48.38%	220,525	28.23%	60,229	18.81%	423,156	30.32%
June 2024**	145,888	49.56%	205,640	26.32%	61,514	19.22%	413,042	29.59%
December 2024**	143,383	48.71%	184,773	23.65%	63,883	19.96%	392,039	28.09%

Data Sources: Enrollment counts derive internal DHHS enrollment data. Population counts by age group (denominator) derive from 2019, 2021, 2022, and 2023 American Community Survey (ACS) 1-Year Estimates Data Profiles (Table DP05). *2020 population counts calculated as the average of 2019 and 2020 ACS data. **2024 ACS data is not yet available; 2023 population counts applied for 2024 data.

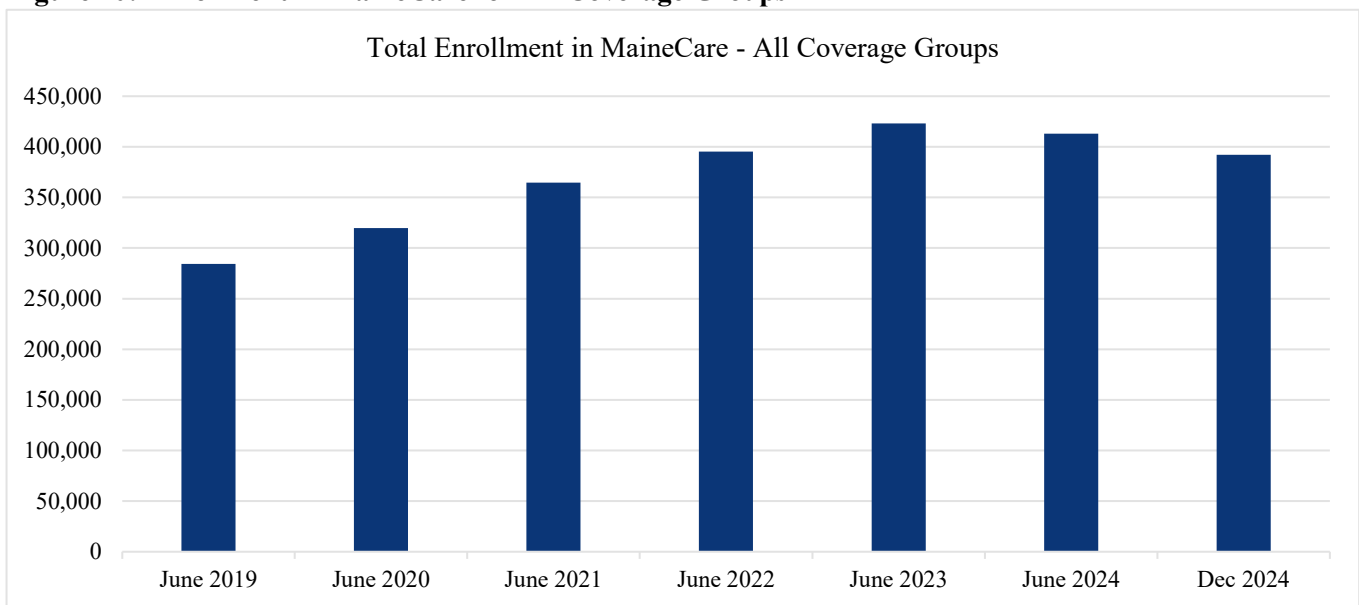
Figure 10: Enrollment in MaineCare for All Coverage Groups

Figure 11: Traditional Adult Enrollment

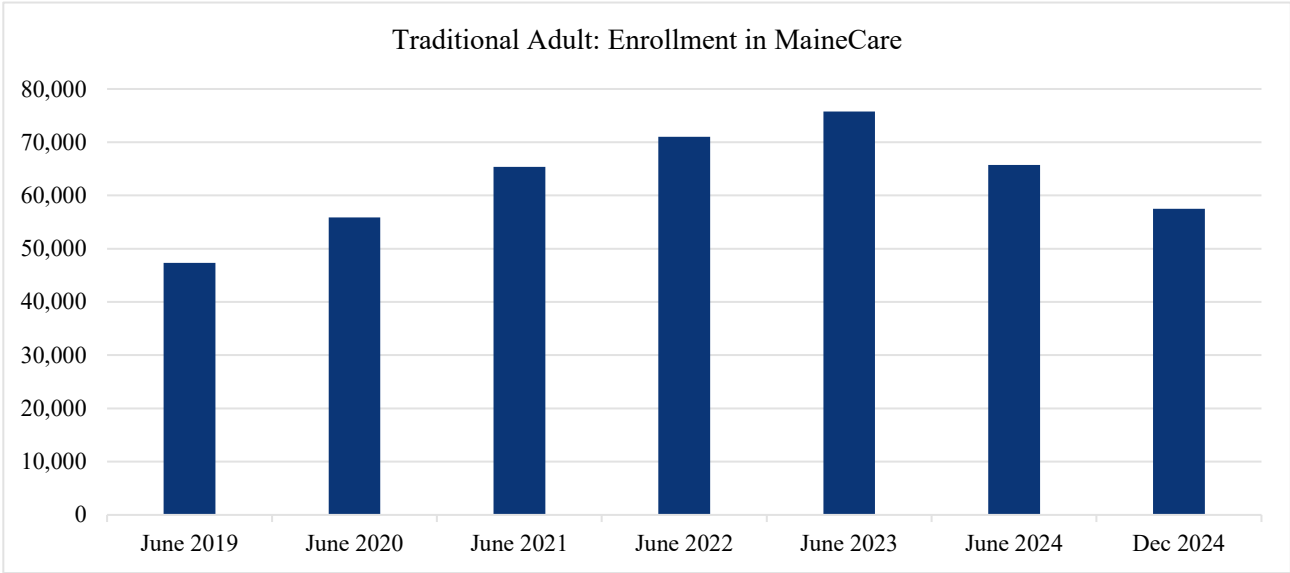


Figure 12: Aged Enrollment

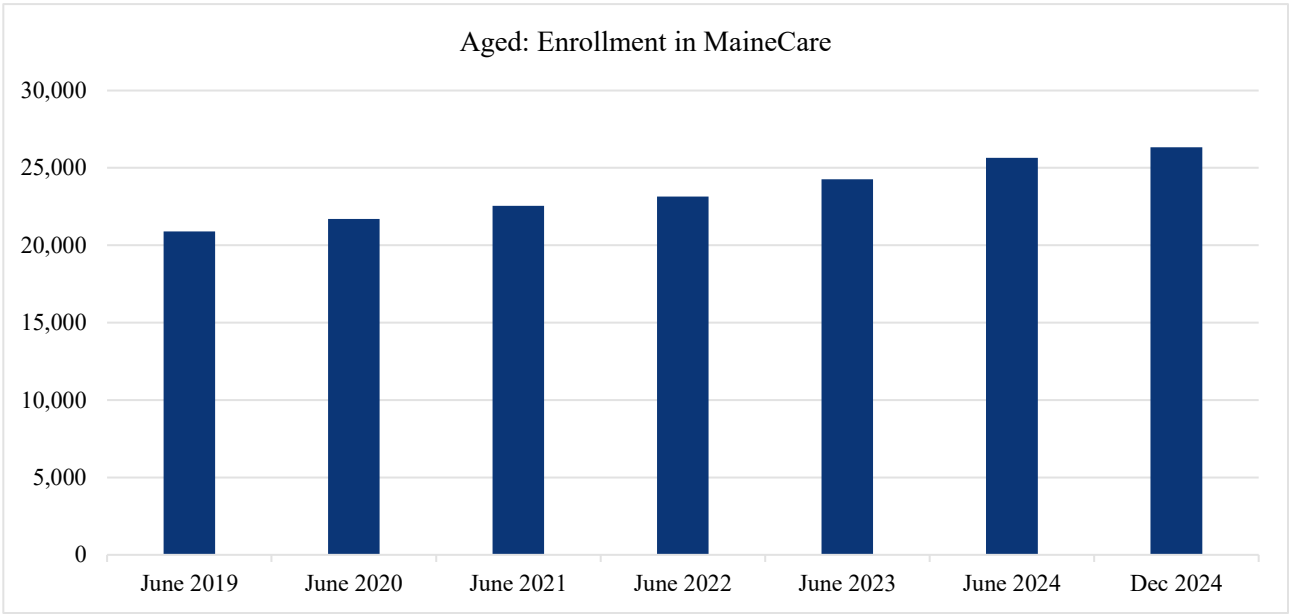


Figure 13: Child Enrollment

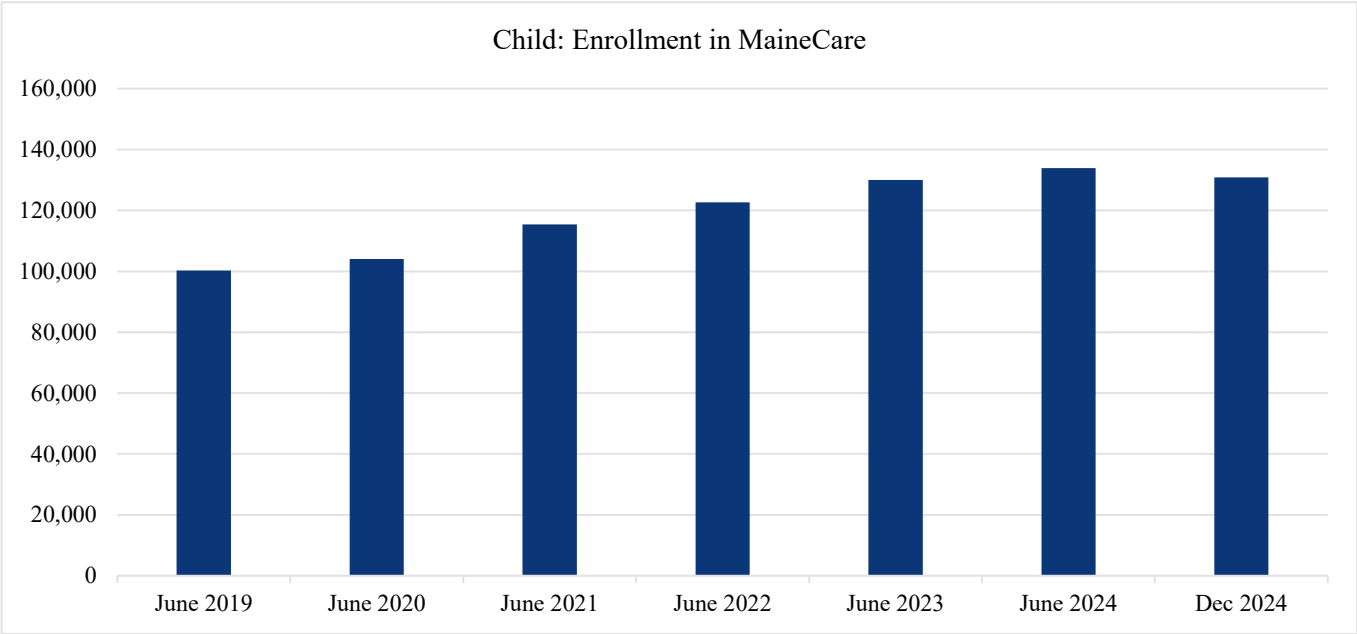


Figure 14: Disabled Enrollment

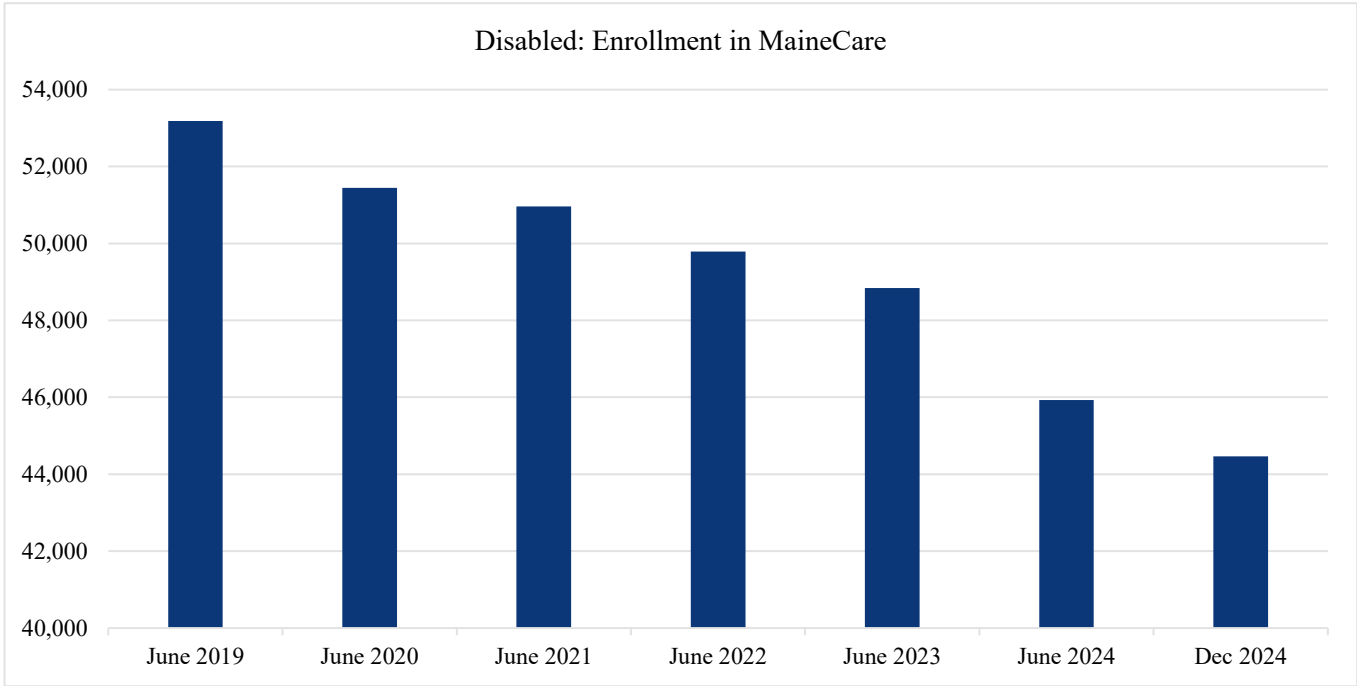


Figure 15: Expansion Adult Enrollment

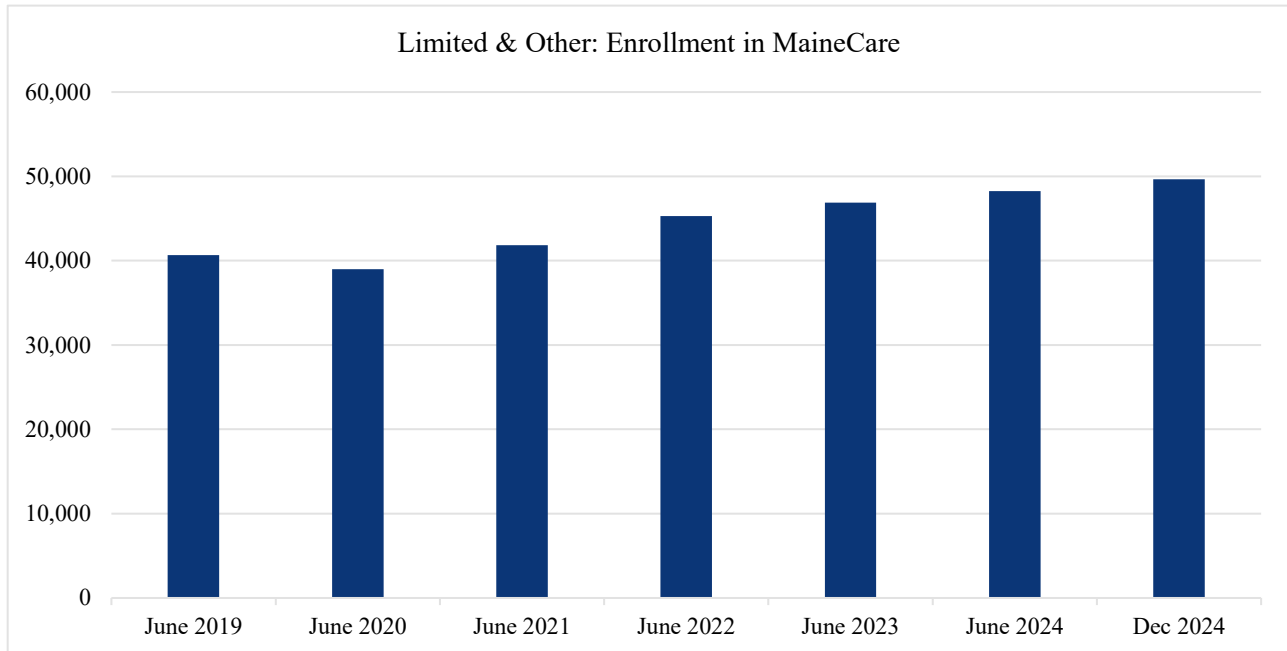
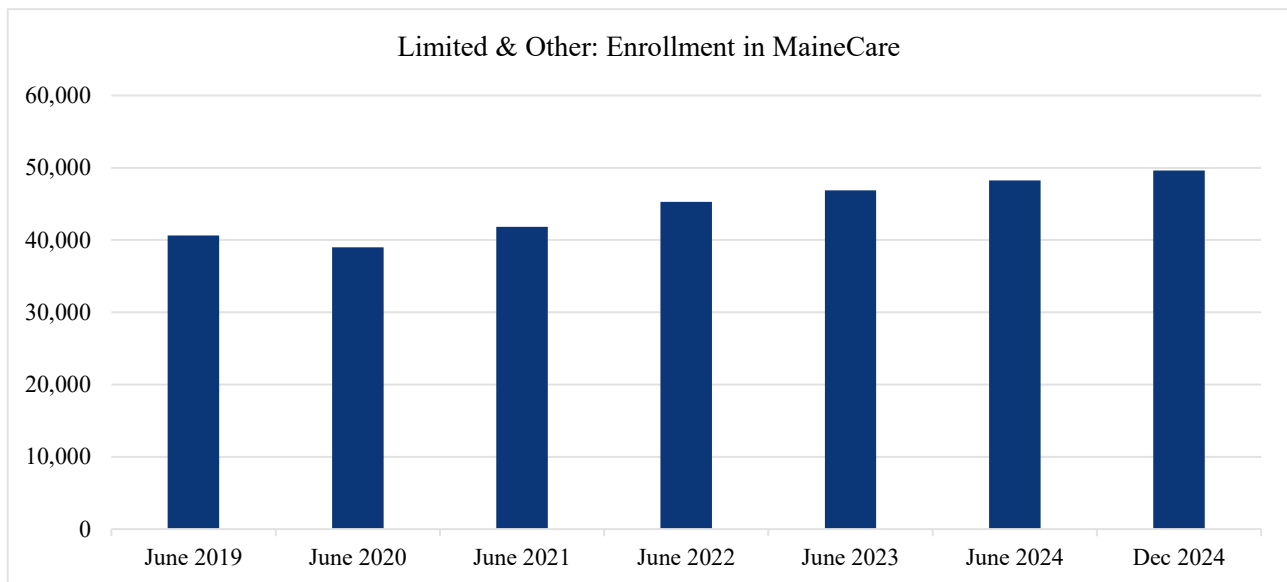


Figure 16: Limited & Other Enrollment



Data Sources:

- Decision Support System (DSS) - OMS Database for MaineCare claims and eligibility data
- MIHMS – Maine Integrated Health Information Solution

I. MaineCare and CHIP Application Processing

Table 21 below shows the number and percentage of applications received by the department for the MaineCare program and the children's health insurance program as defined in [section 3174-X, subsection 1, paragraph A](#), by eligibility group, that are processed in less than 24 hours; that are processed within one to 7 days; that are processed within 8 to 30 days; that are processed within 31 to 45 days; and that are processed more than 45 days after receipt. These data exclude marketplace-based enrollments, as these are not considered applications by the Department.

Data for CHIP applications is included in Table 22 through 2022, although CHIP applications are not processed separately and are included as part of the overall data in Table 20. CHIP applications are included in the data for Table 21.

Long-Term Care applications typically have longer processing times due to a higher verification burden and a higher likelihood of requiring a medical review.

Table 21: MaineCare Application Processing Times

Timelines		2018	2019	2020	2021	2022	2023	2024
< 24 Hours	# Applications	5,162	2,799	2,469	3,260	3,699	1,594	3,038
	% Applications	25%	14%	18%	23%	22%	11%	16%
1 – 7 Days	# Applications	1,693	1,143	1,953	2,636	2,333	1,582	2,229
	% Applications	8%	6%	15%	19%	14%	11%	12%
8 – 30 Days	# Applications	4,318	5,330	5,268	4,337	7,037	3,450	7,645
	% Applications	21%	26%	39%	31%	41%	24%	40%
31 – 45 Days	# Applications	2,336	3,242	1,955	1,752	2,247	3,024	2,931
	% Applications	11%	16%	15%	13%	13%	21%	16%
>45 Days	# Applications	7,469	7,619	1,791	1,981	1,696	4,863	3,053
	% Applications	36%	38%	13%	14%	10%	34%	16%
Total	# Applications	20,978	20,133	13,436	13,966	17,012	14,513	18,896

Data Details: Table 21 data reflect the number and percentage of applications received by the Department for the MaineCare program and the children's health insurance program (CHIP) as defined in section 3174 X, subsection 1, paragraph A 2 , by eligibility group, that are processed in less than 24 hours; that are processed within one to 7 days; that are processed within 8 to 30 days; that are processed within 31 to 45 days; and that are processed more than 45 days after receipt.

These data count only unique households where there could be the possibility of multiple eligibility decisions; however, any case must have a household member with potential eligibility for CHIP and/or another MaineCare related program.

Data Source:

- ACES

Table 22: Children’s Health Insurance Program (CHIP) Application Processing Times

Timeliness		2018	2019	2020	2021	2022	2023	2024
< 24 Hours	# Applications	197	210	464	695	855	Unavailable (see Data Details)	
	% Applications	22%	19%	20%	26%	25%		
1 – 7 Days	# Applications	51	70	316	476	582		
	% Applications	6%	6%	14%	18%	17%		
8 – 30 Days	# Applications	224	357	968	941	1482		
	% Applications	25%	32%	43%	35%	43%		
31 – 45 Days	# Applications	71	131	338	286	323		
	% Applications	8%	12%	15%	11%	9%		
>45 Days	# Applications	358	358	182	314	210		
	% Applications	40%	32%	8%	12%	6%		
Total	# Applications	901	1,126	2,268	2,712	3,452		

Data Details: Data reflect the number and percentage of applications received by the Department for the MaineCare program and the children's health insurance program (CHIP) as defined in section 3174 X, subsection 1, paragraph A 2 , by eligibility group, that are processed in less than 24 hours; that are processed within one to 7 days; that are processed within 8 to 30 days; that are processed within 31 to 45 days; and that are processed more than 45 days after receipt.

With the retirement of the CubCare specific households in 2023, we cannot identify CHIP specific applications, as CHIP is identified as an existing subset of MaineCare households where the potential CHIP members meet specific CHIP-related criteria, which can only be fully determined after benefits have been established. For example, if an application results in denial of one of the potential CHIP households, we have no way of differentiating whether the denial was for not meeting CHIP requirements, or if it was for the superseding requirements of the MaineCare household.

These data count only unique households where there could be the possibility of multiple eligibility decisions; however, any case must have a household member with potential eligibility for CHIP and/or another MaineCare related program.

Data Source:

- ACES

J & K. Data on Calls to the Office for Family Independence

This section shows the average waiting times, by month, for a person calling the department's call center to speak to a person, not including an interactive voice response system; and the number and percentage, by month, of telephone calls to the department's call center that are terminated by a caller prior to the caller's speaking to a person, not including an interactive voice response system.

Table 24: OFI Call Handling Data

<i>Month Ending</i>	<i>Average Speed of Answer (min:sec)</i>	<i>Calls Received</i>	<i>Calls Terminated</i>	<i>% Calls Terminated</i>
10/31/2024	2:09	38,964	2,005	5%
9/30/2024	1:14	38,518	1,266	3%
8/31/2024	0:38	36,278	796	2%
7/31/2024	1:44	33,002	1,497	5%
6/30/2024	1:12	27,863	1,431	5%
5/31/2024	1:03	29,951	824	3%
4/30/2024	1:05	34,376	1,013	3%
3/31/2024	0:58	34,619	864	2%
2/29/2024	2:02	37,315	1,527	4%
1/31/2024	6:10	48,182	5,986	12%
12/31/2023	6:50	43,310	1,064	2%
11/30/2023	1:38	38,138	1,169	3%
10/31/2023	17:38	45,311	10,244	23%
9/30/2023	18:39	49,430	32,751	66%
8/31/2023	21:51	51,005	18,301	36%
7/31/2023	23:35	44,929	17,680	39%
6/30/2023	2:49	46,096	23,549	51%
5/31/2023	11:52	45,624	10,849	24%
4/30/2023	9:34	40,767	9,423	23%
3/31/2023	17:52	42,067	11,463	27%
2/28/2023	19:14	31,802	10,397	33%
1/31/2023	22:43	34,317	10,364	30%
12/31/2022	6:50	33,864	5,320	16%
11/30/2022	15:18	31,673	9,778	31%
10/31/2022	14:54	39,557	12,280	31%
9/30/2022	12:20	30,589	8,306	27%
8/31/2022	12:11	40,571	11,110	27%
7/31/2022	5:32	35,599	5,904	17%
6/30/2022	4:44	34,891	4,851	14%
5/31/2022	7:32	35,451	7,152	20%
4/30/2022	10:09	37,595	9,086	24%
3/31/2022	15:12	44,098	13,578	31%
2/28/2022	17:39	33,826	11,220	33%
1/31/2022	15:02	36,507	11,478	31%
12/31/2021	11:21	34,463	8,979	26%

<i>Month Ending</i>	<i>Average Speed of Answer (min:sec)</i>	<i>Calls Received</i>	<i>Calls Terminated</i>	<i>% Calls Terminated</i>
11/30/2021	6:44	32,424	7,554	23%
10/31/2021	9:15	38,014	12,375	33%
9/30/2021	11:36	41,195	15,752	38%
8/31/2021	4:25	41,687	7,478	18%
7/31/2021	3:18	43,976	5,435	12%
6/30/2021	2:19	39,328	3,546	9%
5/31/2021	2:22	40,686	3,527	9%
4/30/2021	4:39	45,125	7,027	16%
3/31/2021	5:41	52,669	9,139	17%
2/28/2021	7:25	44,014	9,769	22%
1/31/2021	13:14	52,058	16,476	32%
12/31/2020	16:21	51,967	18,261	35%
11/30/2020	11:03	42,548	12,151	29%
10/31/2020	8:17	52,868	16,077	30%
9/30/2020	6:32	64,518	14,301	22%
8/31/2020	3:53	52,253	8,867	17%
7/31/2020	0:28	38,388	1,266	3%
6/30/2020	0:11	34,218	914	3%
5/31/2020	0:12	33,046	675	2%
4/30/2020	0:20	11,477	321	3%
3/31/2020	4:06	55,295	9,088	16%
2/29/2020	4:54	46,615	7,624	16%
1/31/2020	9:39	63,995	18,628	29%
12/31/2019	7:38	51,816	12,995	25%
11/30/2019	5:59	46,924	10,419	22%
10/31/2019	2:01	49,832	4,939	10%
9/30/2019	3:14	51,258	9,057	18%
8/31/2019	3:19	56,603	8,731	15%
7/31/2019	3:38	54,096	8,572	16%
6/30/2019	1:56	43,885	4,296	10%
5/31/2019	3:20	43,321	6,142	14%
4/30/2019	3:19	18,605	2,233	12%
3/31/2019	29:56	35,267	17,034	48%
2/28/2019	24:48	36,874	17,749	48%
1/31/2019	39:17	39,993	23,289	58%
12/31/2018	25:54	36,427	19,637	54%
11/30/2018	20:58	39,811	17,292	43%
10/31/2018	22:24	46,295	19,899	43%
9/30/2018	21:24	36,725	14,526	40%
8/31/2018	26:36	47,475	22,336	47%
7/31/2018	22:51	40,833	18,194	45%
6/30/2018	23:35	44,135	19,440	44%

<i>Month Ending</i>	<i>Average Speed of Answer (min:sec)</i>	<i>Calls Received</i>	<i>Calls Terminated</i>	<i>% Calls Terminated</i>
5/31/2018	23:02	46,028	19,471	42%
4/30/2018	23:21	43,133	16,684	39%
3/31/2018	24:12	42,423	13,955	33%
2/28/2018	24:28	43,977	19,555	44%
1/31/2018	25:33	57,281	31,930	56%

Figure 17: OFI Call Handling Data (Annual)

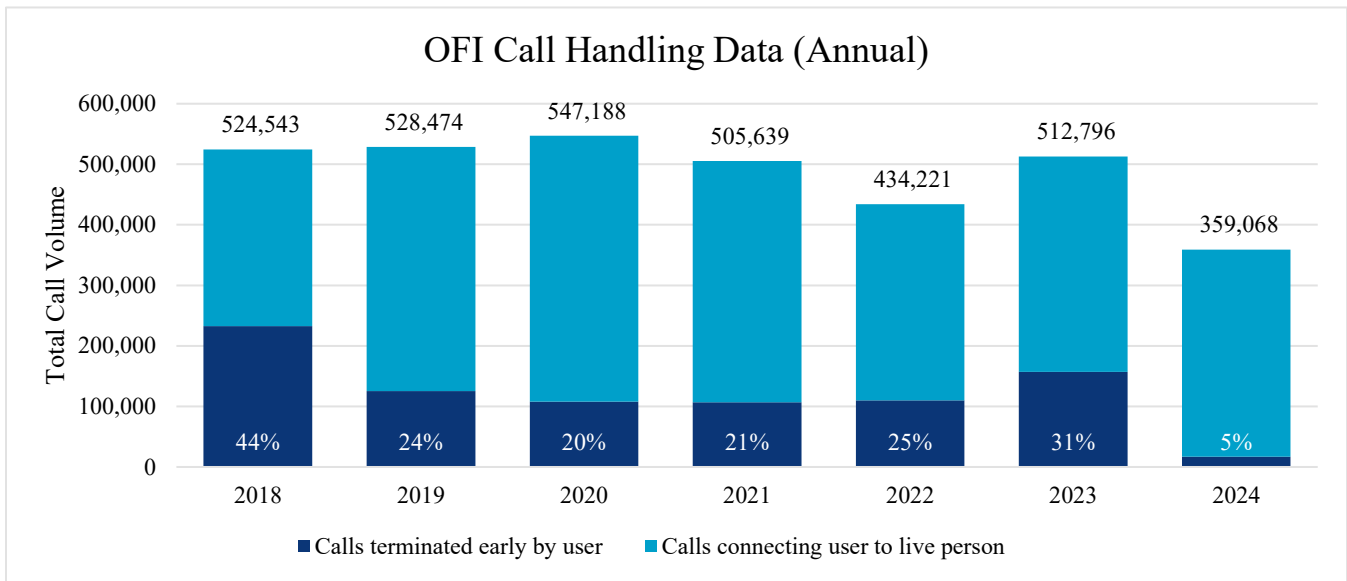
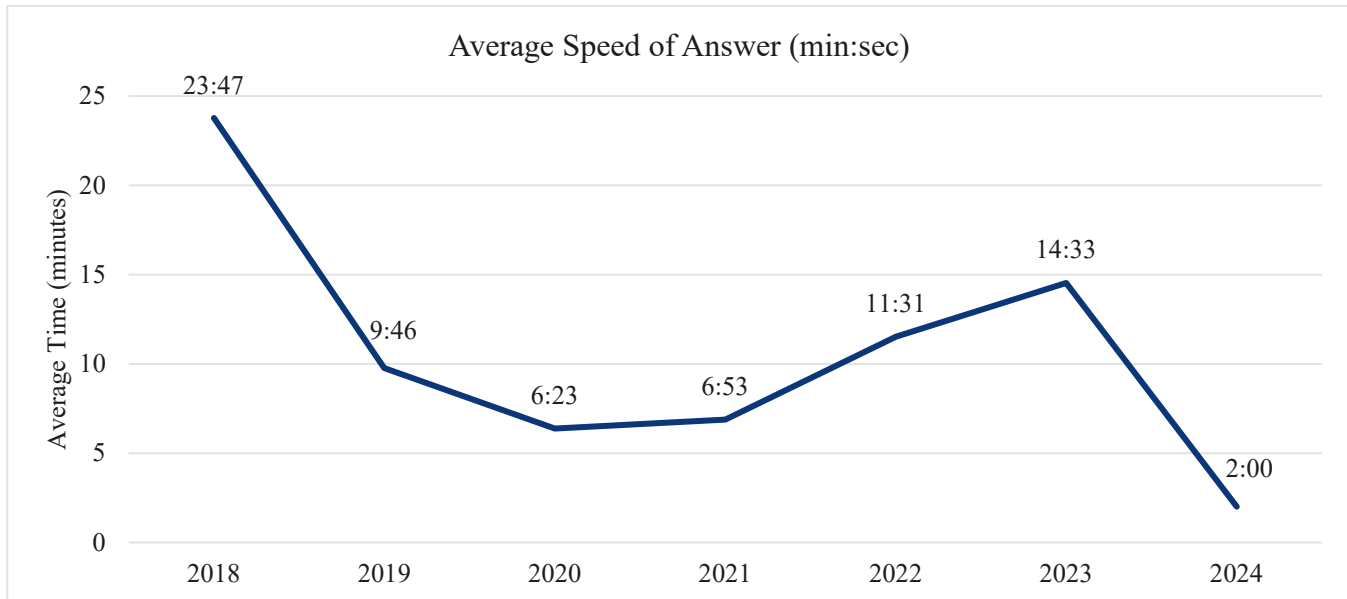


Figure 18: OFI Call Handling Data (Speed of Answer)



Data Details: Table 21 data reflect the average waiting times, by month, for a person calling the Department's call center to speak to a person, not including an interactive voice response system. Additionally, this includes the number

and percentage, by month, of telephone calls to the Department's call center that are terminated by a caller prior to the caller's speaking to a person, not including an interactive voice response system.

Beginning 4/21/2019, all OFI incoming calls are handled by staff assigned to an OFI Call Center in Wilton, Maine. Prior to April 2019, all calls were distributed to the following queues: Food Stamp Interview, General Eligibility, My Maine Connection, Provider Line, and TANF. Each of these queues was responded to by dedicated teams trained on specific topics.

Data Source:

- Avaya Call Manager System (CMS)

SURVEY REPORT

PCG surveyed a representative sample of current and former TANF and ASPIRE-TANF participants. Survey invitations were sent out to 3,675 current participants (those on the program as of January 2025) and 1,225 former participants (those who exited between July and December 2024) for a total of 4,900 invitations. People were invited to participate via email, SMS text, and mail. The survey was made available in 10 languages. For those needing additional assistance, response by phone and access to Maine's Interpreter Services at the Wilton Call Center were offered.

The number of responses totaled 408 completes for those who completed the survey to the end and 212 partials for those who ended the survey early. This reaches a statistical significance level of at least 95% confidence level with a +/- 5% margin of error. The response rate, typical for a survey of this type, was 8.3% for completes.

The demographics we considered when stratifying invitations and weighting survey results included age, gender, county, country of origin, language, race, and ethnicity. When looking at the demographics of those who took the survey against those who could have taken the survey (i.e. the full population), the demographic proportions are well matched. Most proportions differ by only one or two percentage points between those who took the survey and those from the full population. We weighted the survey result percentages based on intersectional identities. The weights were confined to a maximum differential range of 0.5x to 2x. Based on the overall number of survey responses, well-matched demographics, and applied weighting procedure, the results can be cautiously applied to the general population with a reasonable degree of confidence for most questions. This confidence is lessened for the questions with a lower number of responses.

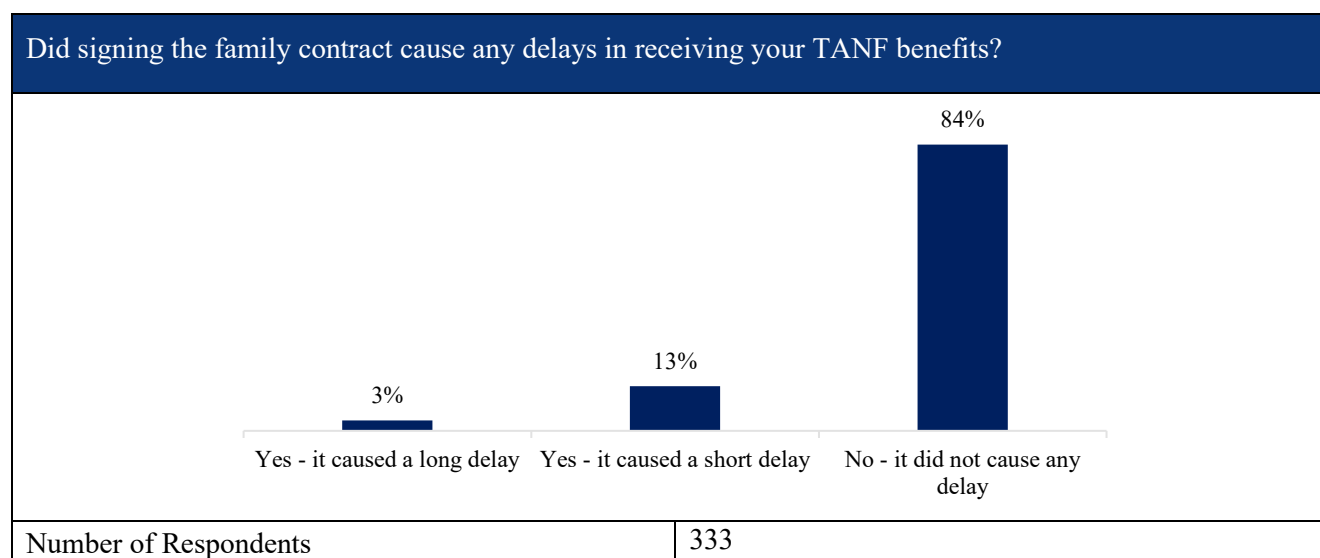
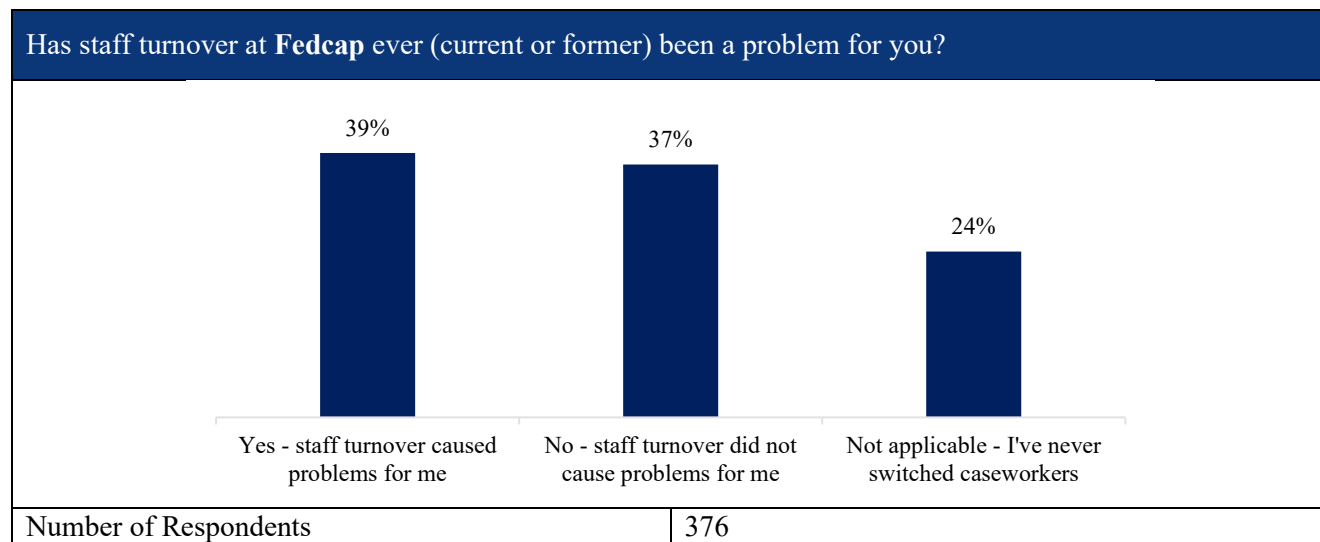
The number of respondents varied for each question. Respondents are able to skip questions or end the survey early. They also may not see all questions, depending on their participation in ASPIRE and their answers to other questions. Any questions related specifically to Fedcap, ASPIRE, or employment were shown only to those who participated in the ASPIRE program.

We collected self-reported data on whether people were tribal citizens (yes/no). This data is presented in the survey results. We also collected data on the specific tribes with which people identified. These data were omitted from the report due to low n-values and a risk of re-identification.

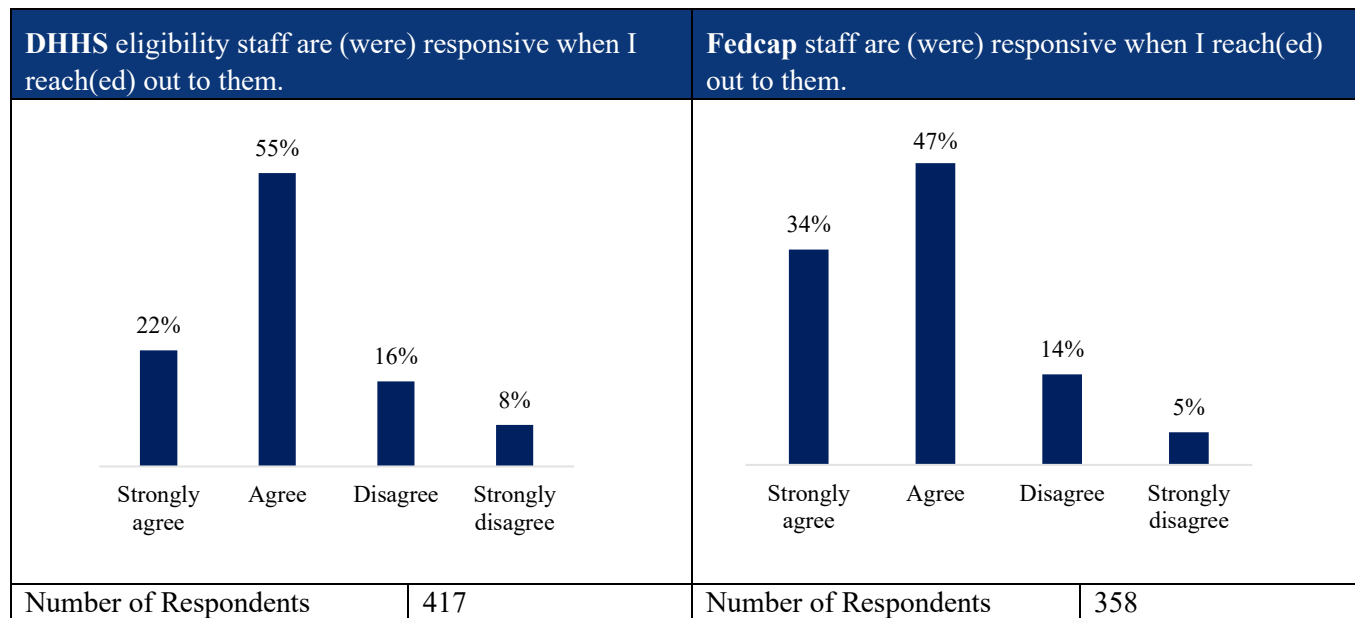
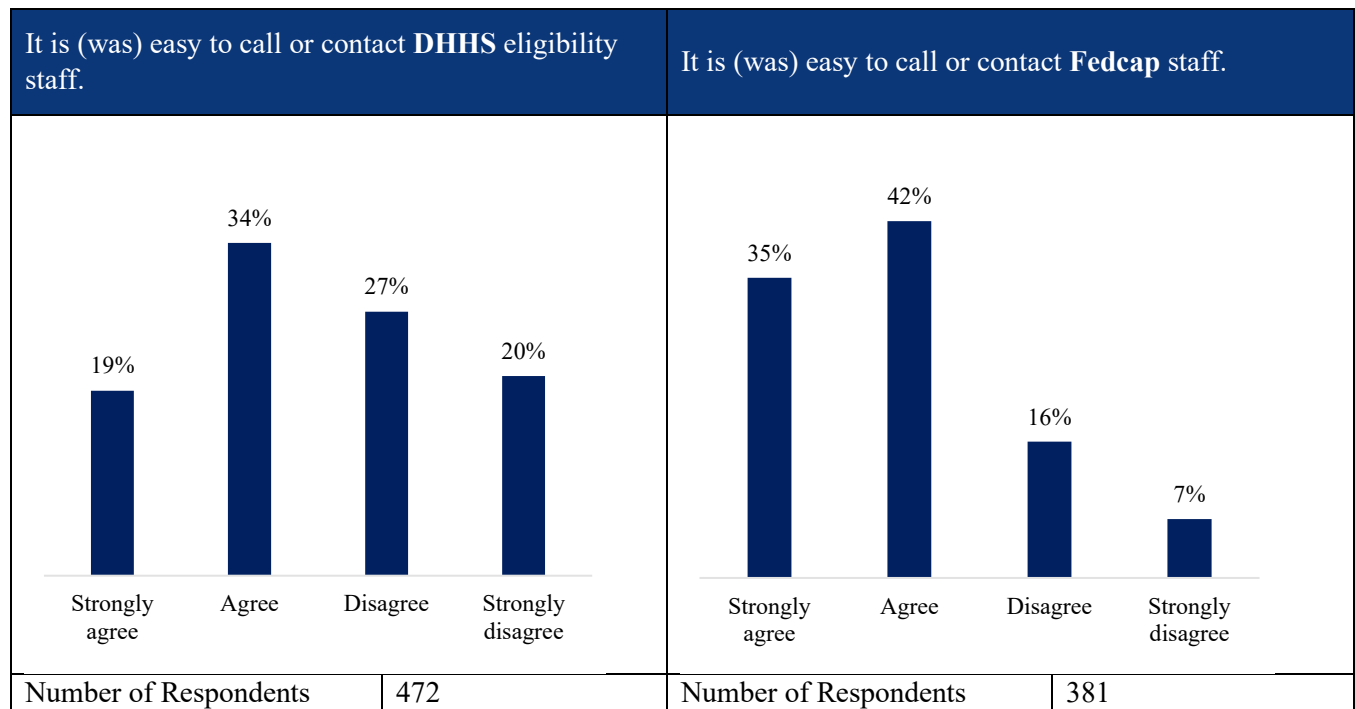
We collected data from former participants on their employment status, and, if employed, the characteristics of their job. Due to low n-values these data are considered unreliable and thus were excluded from the report.

I. Administrative Burden

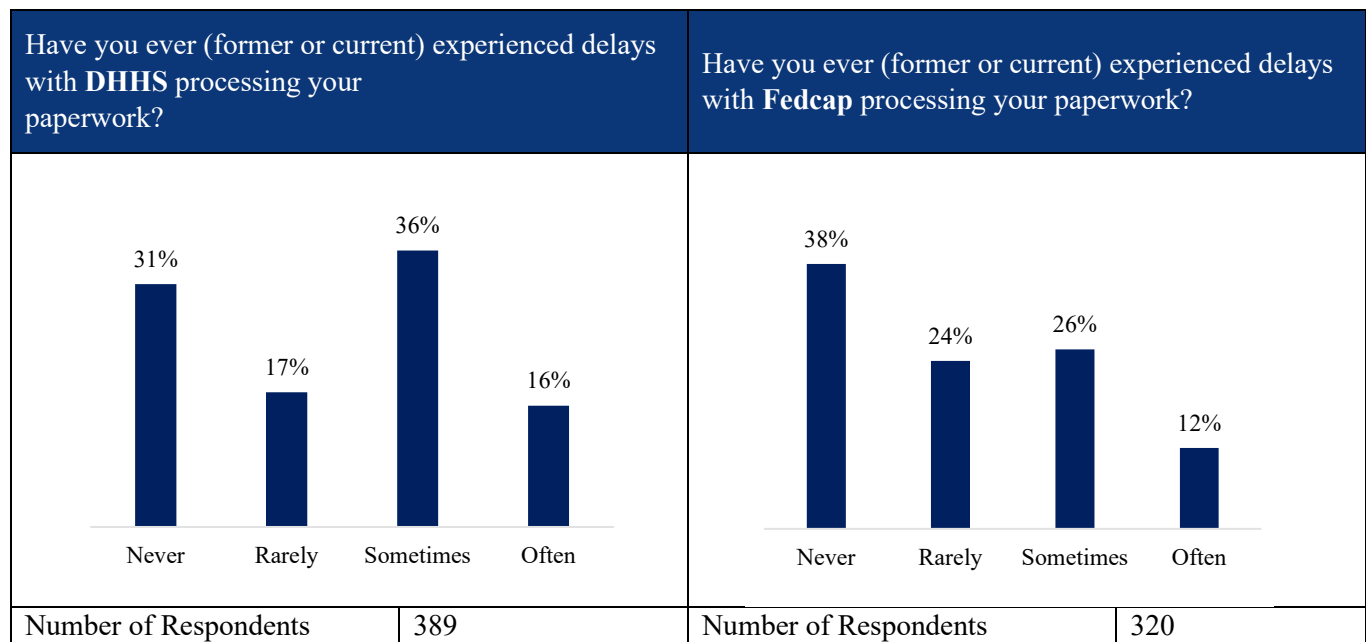
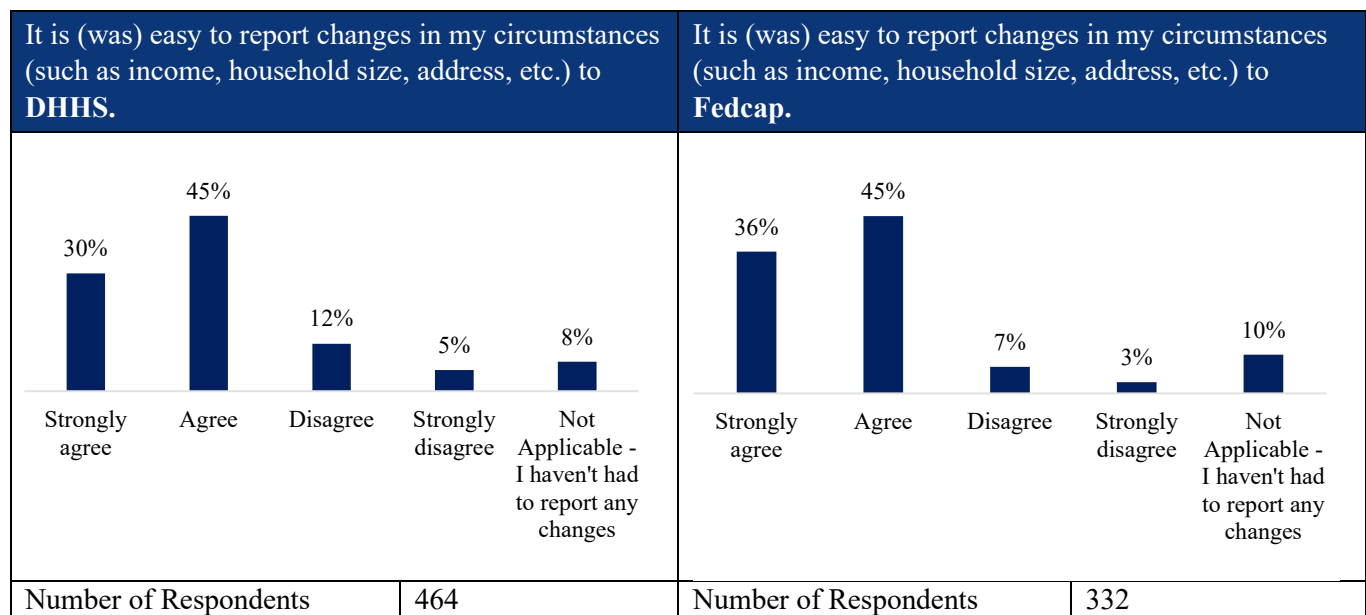
The following results address the administrative burdens faced by ASPIRE-TANF Participants.



Communication

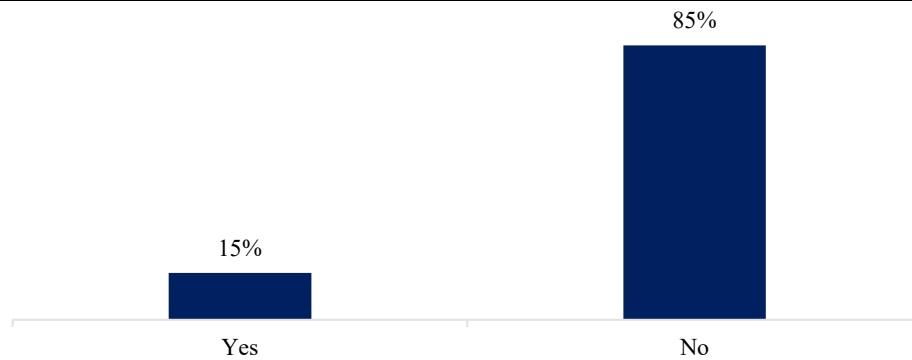


Reporting Ease



Sanctions

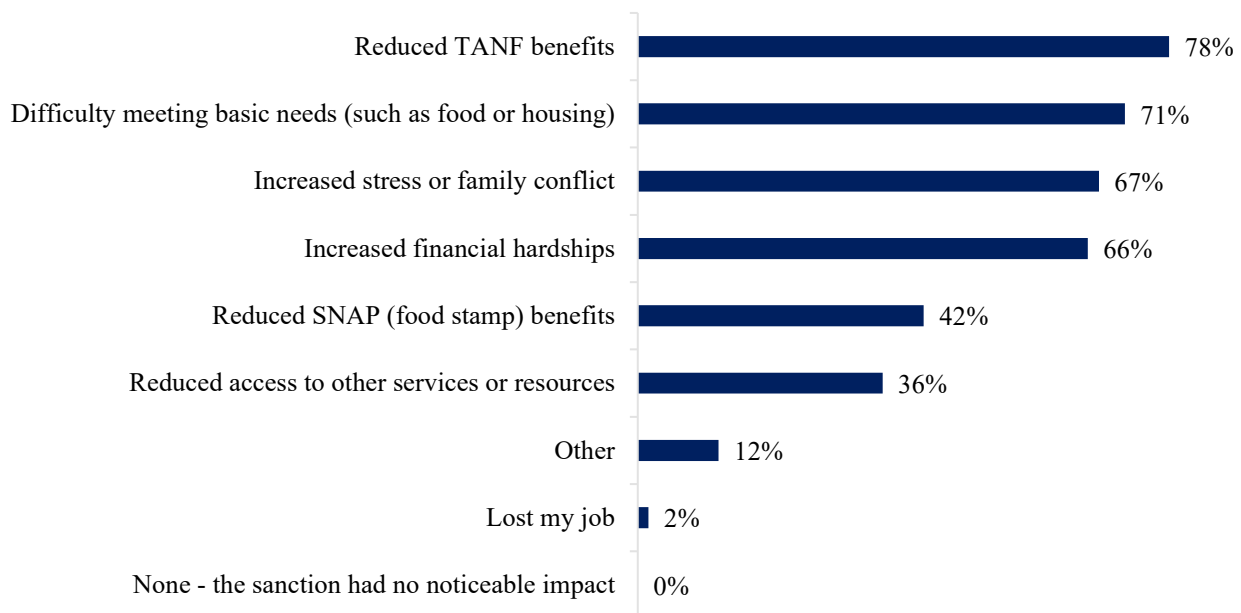
Have you ever been sanctioned in the past under the ASPIRE or Child Support Services (DSER - Division of Support Enforcement and Recovery) programs?



Number of Respondents

324

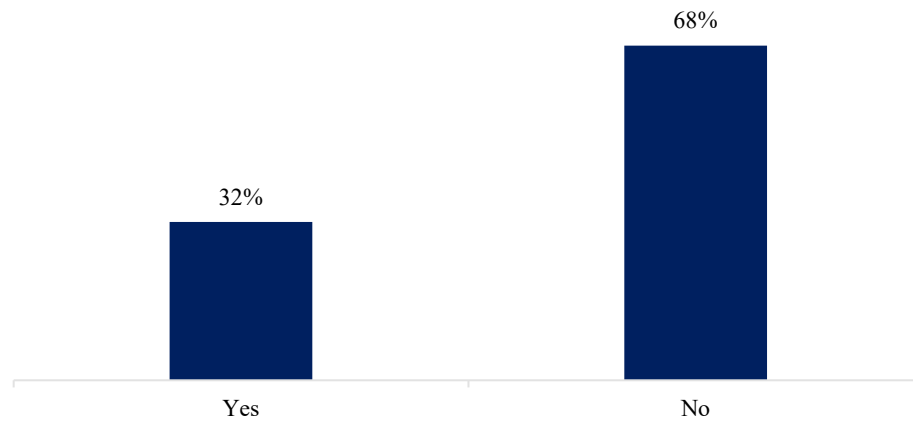
Conditional follow-up question shown to people who indicated being sanctioned:
What impact did the sanction have on your household? Select all that apply.



Number of Respondents

40

Conditional follow-up question shown to people who indicated being sanctioned:
Do you believe the impact of this penalty encouraged you to reengage with the ASPIRE program?

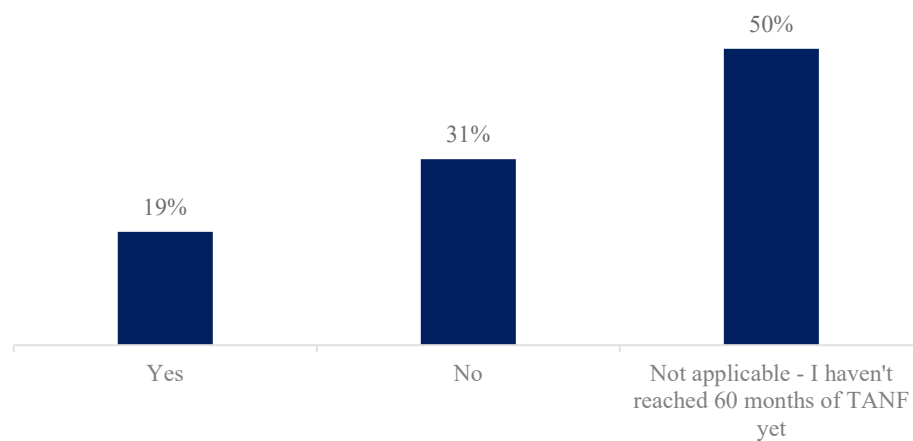


Number of Respondents	36
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ASPIRE-TANF Program Extensions

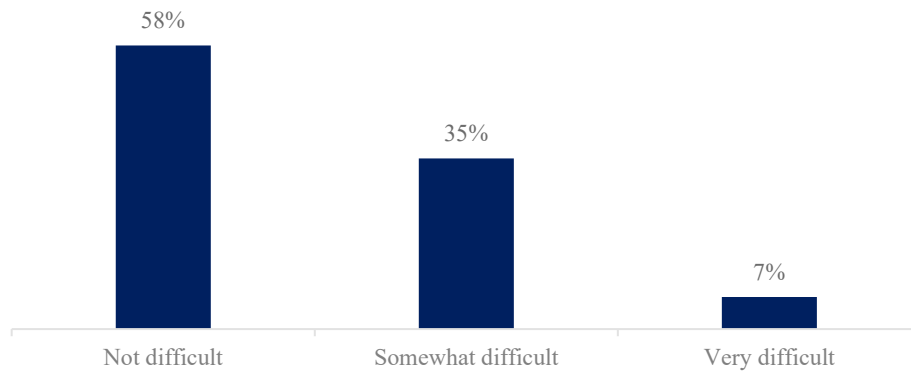
The following results were collected from questions about the information received from ASPIRE / TANF workers about the opportunity to receive a program extension.

Did you receive an extension and get TANF benefits beyond 60 months?



Number of Respondents	398
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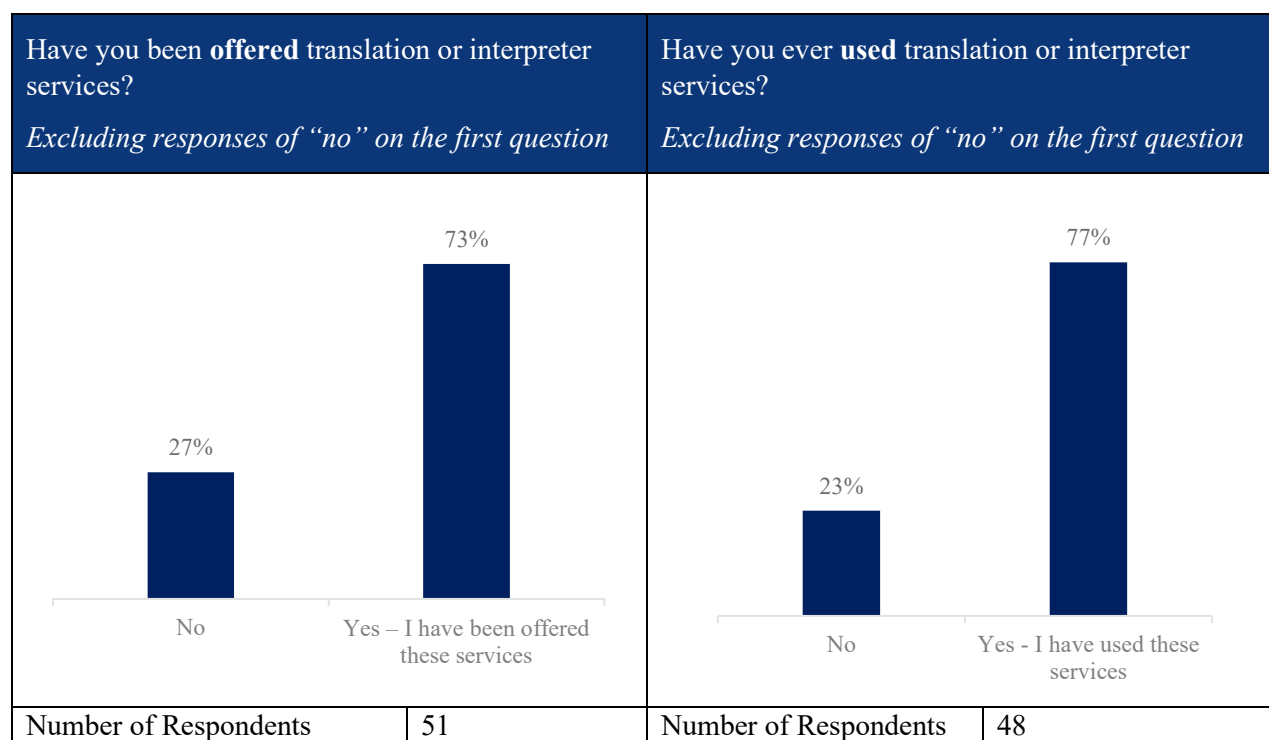
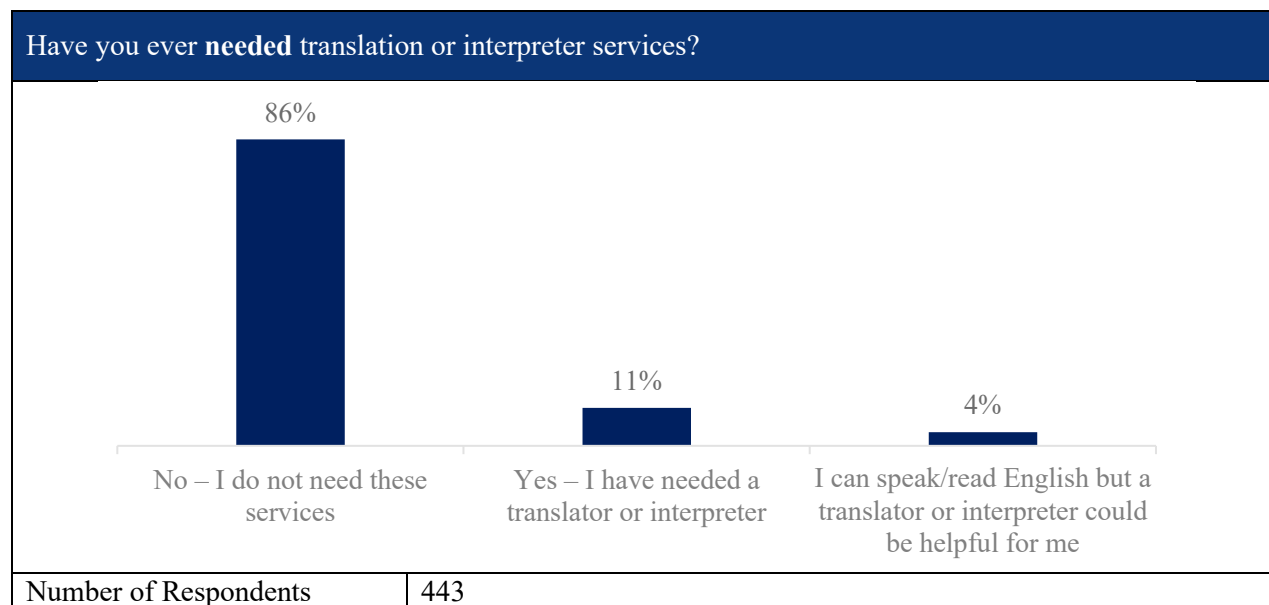
Conditional follow-up question shown to people who indicated they received an extension:
Was it difficult to get the extension?



Number of Respondents	55
-----------------------	----

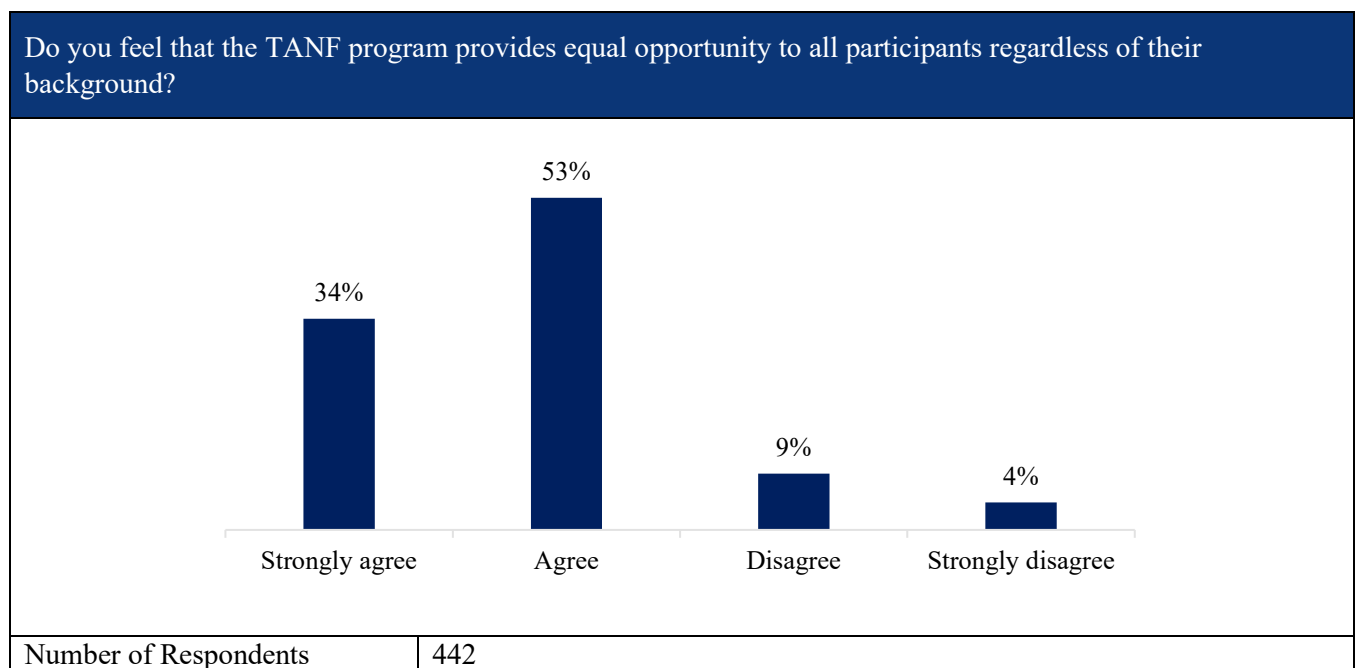
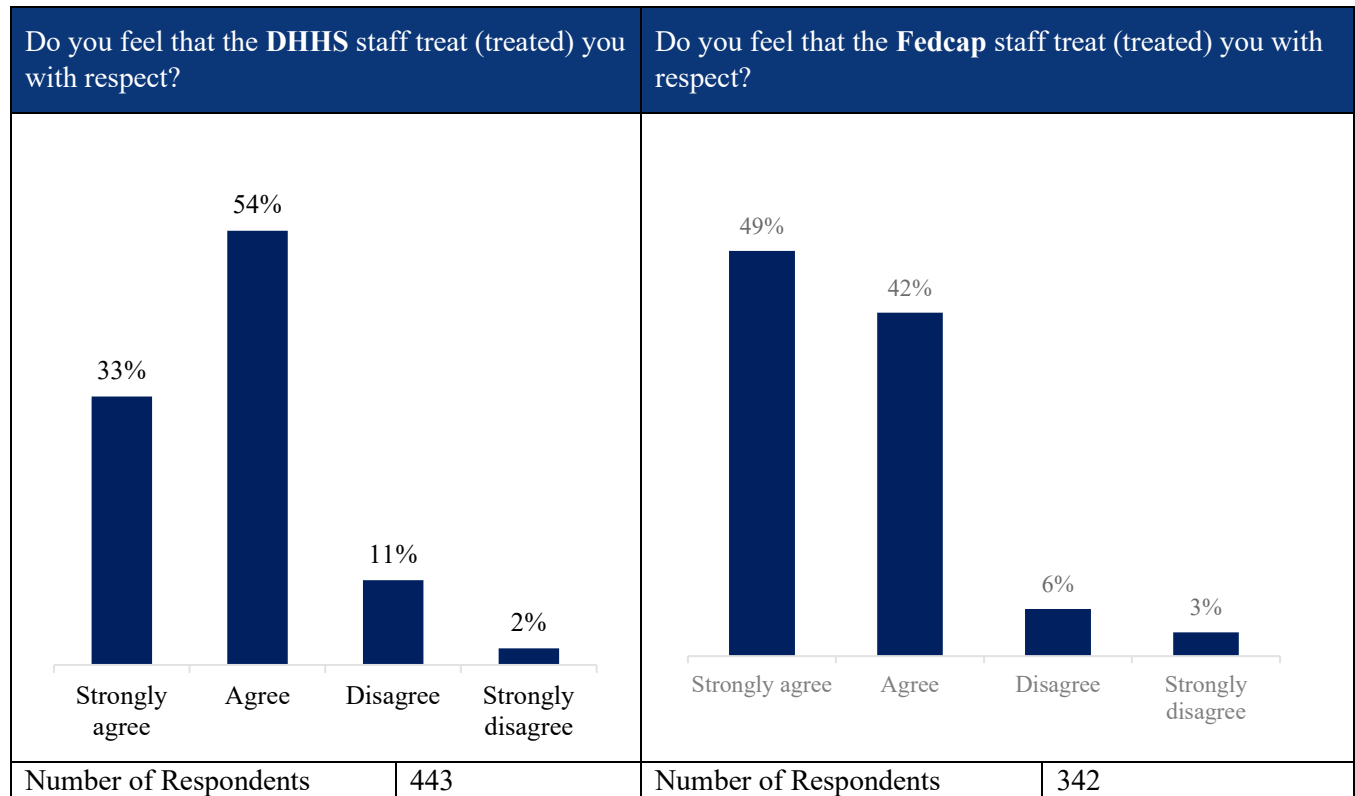
J. Interpretation and Translation Services

The following results address the availability of interpretation and translation services. All three questions are shown simultaneously.



K. Experiences of Discrimination

The following results address the experiences of discrimination based on racial or ethnic identity, sex, gender identity, sexual orientation, ability or disability status, religion, national origin, or marital status.

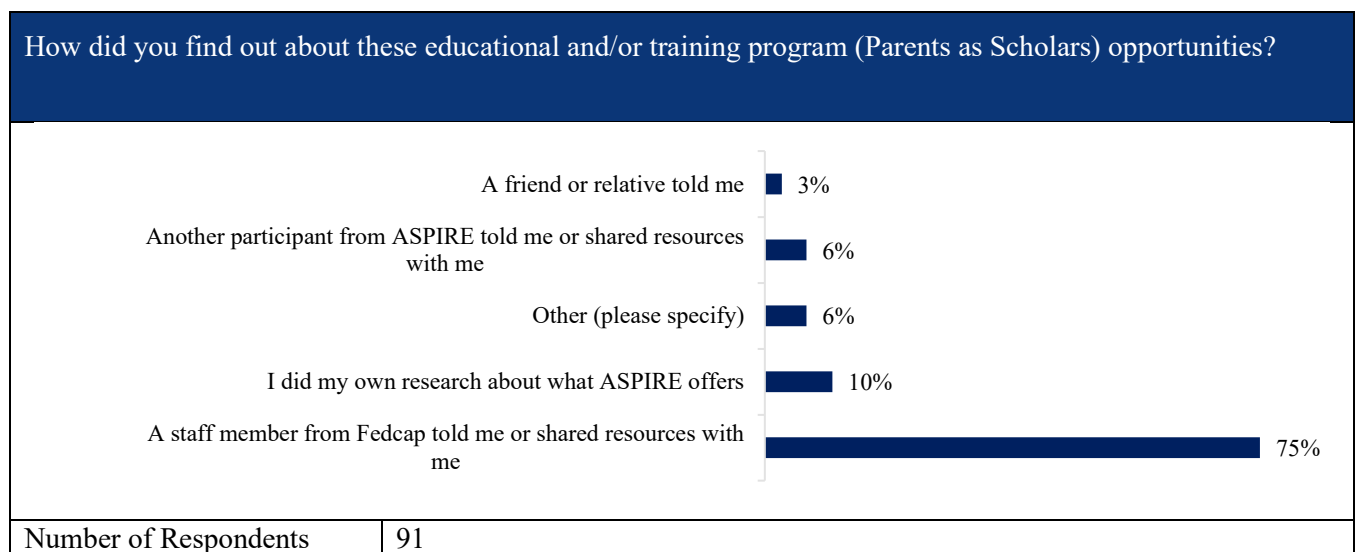
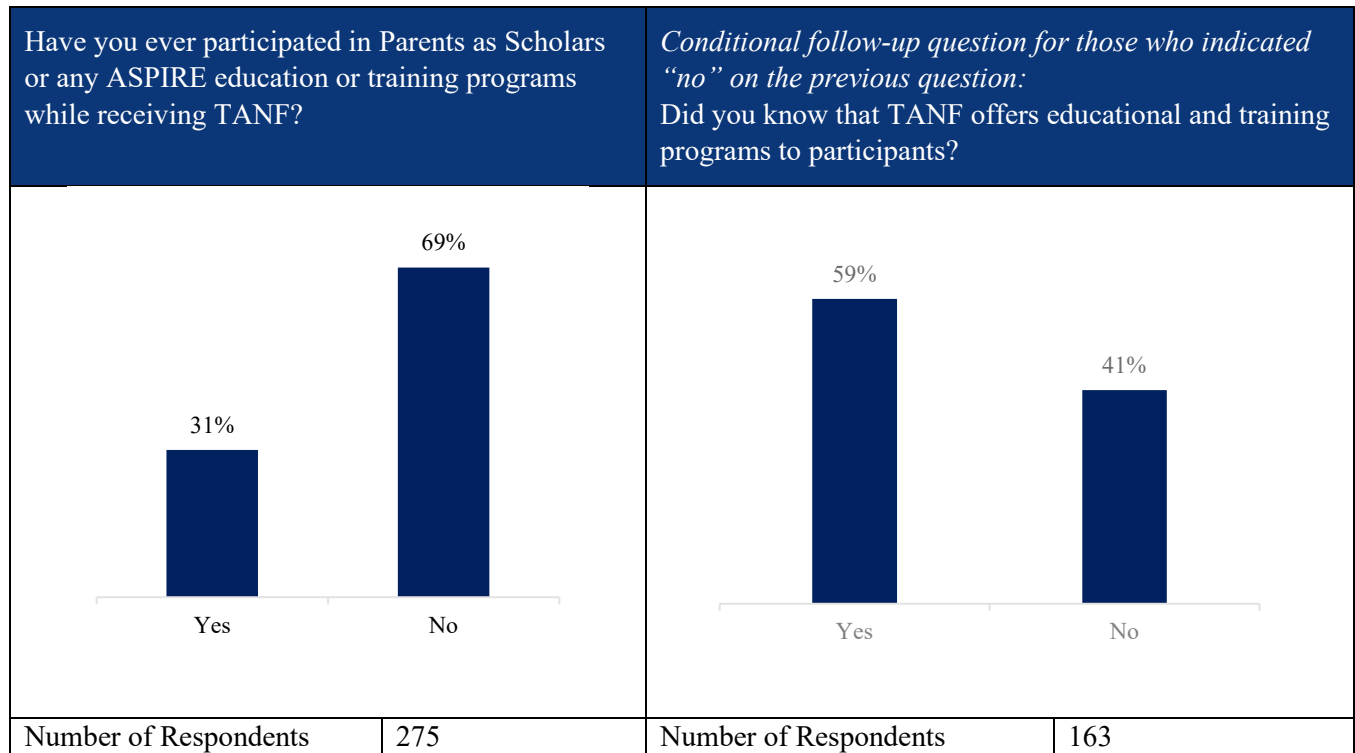


Have you ever felt unfairly treated by program staff for any of the following personal characteristics? Race or ethnicity, gender, sexual orientation, ability or disability status, religion, national origin or immigration status, marital status, or some other personal characteristic.		Conditional follow-up question: You indicated that you’ve been treated unfairly by staff. Was this by...																					
<table><thead><tr><th>Frequency</th><th>Percentage</th></tr></thead><tbody><tr><td>Never</td><td>78%</td></tr><tr><td>Rarely</td><td>9%</td></tr><tr><td>Sometimes</td><td>9%</td></tr><tr><td>Often</td><td>4%</td></tr></tbody></table>		Frequency	Percentage	Never	78%	Rarely	9%	Sometimes	9%	Often	4%	<table><thead><tr><th>Staff Type</th><th>Percentage</th></tr></thead><tbody><tr><td>DHHS Staff</td><td>40%</td></tr><tr><td>Fedcap Staff</td><td>27%</td></tr><tr><td>Both</td><td>23%</td></tr><tr><td>I'm not sure</td><td>10%</td></tr></tbody></table>		Staff Type	Percentage	DHHS Staff	40%	Fedcap Staff	27%	Both	23%	I'm not sure	10%
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I'm not sure	10%																						
Number of Respondents	390	Number of Respondents	75																				

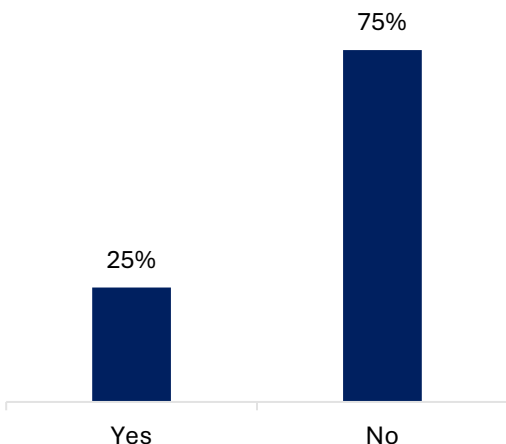
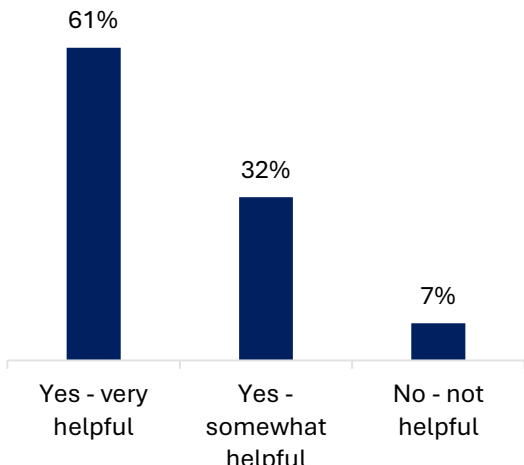
<p><i>Summary of open-text responses for:</i> If you or someone you know has been treated unfairly because of a personal characteristic, please consider sharing your experience.</p>
<p>Most respondents (over 90%) either left this answer blank or otherwise indicated that they did not have a discrimination experience to share.</p> <p>Of the few that did discuss an experience, they discussed topic(s) including:</p> <ul style="list-style-type: none"> - Insensitive caseworkers, particularly concerning mental health difficulties and intimate partner violence.

L. Education and Training Programs

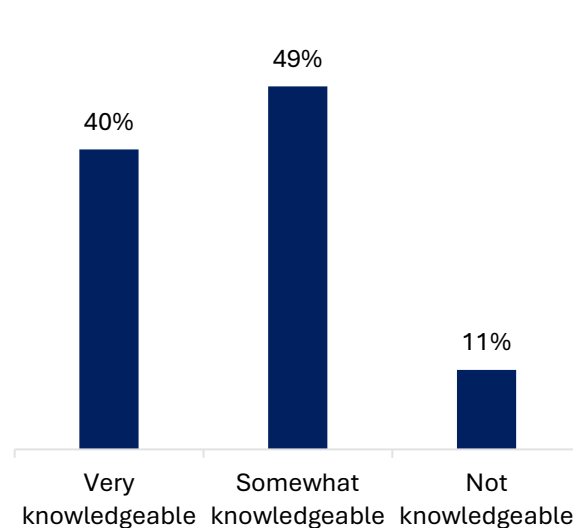
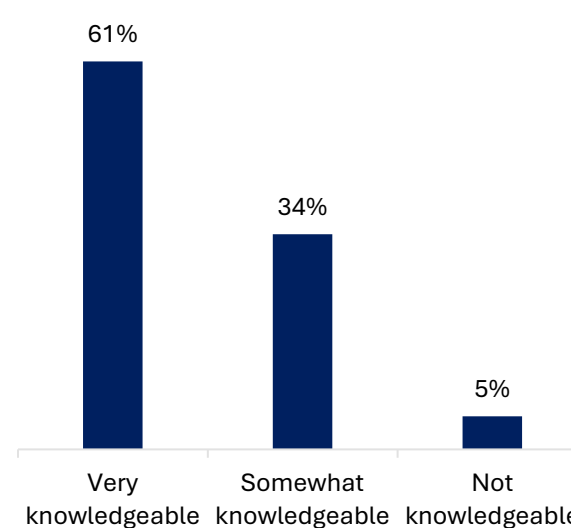
The following results address the availability of education and training programs, including post-secondary programs, and staff knowledge of and referrals to appropriate programs and services.



Referrals

Have you ever received a referral from Fedcap staff to an education or training program?		<i>Conditional follow-up question for those who indicated “yes” on the previous question:</i> Was the referral helpful in advancing your training or education?															
 <table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Yes</td><td>25%</td></tr><tr><td>No</td><td>75%</td></tr></table>		Response	Percentage	Yes	25%	No	75%	 <table><tr><th>Response</th><th>Percentage</th></tr><tr><td>Yes - very helpful</td><td>61%</td></tr><tr><td>Yes - somewhat helpful</td><td>32%</td></tr><tr><td>No - not helpful</td><td>7%</td></tr></table>		Response	Percentage	Yes - very helpful	61%	Yes - somewhat helpful	32%	No - not helpful	7%
Response	Percentage																
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Yes - very helpful	61%																
Yes - somewhat helpful	32%																
No - not helpful	7%																
Number of Respondents	281	Number of Respondents	62														

Staff Knowledge

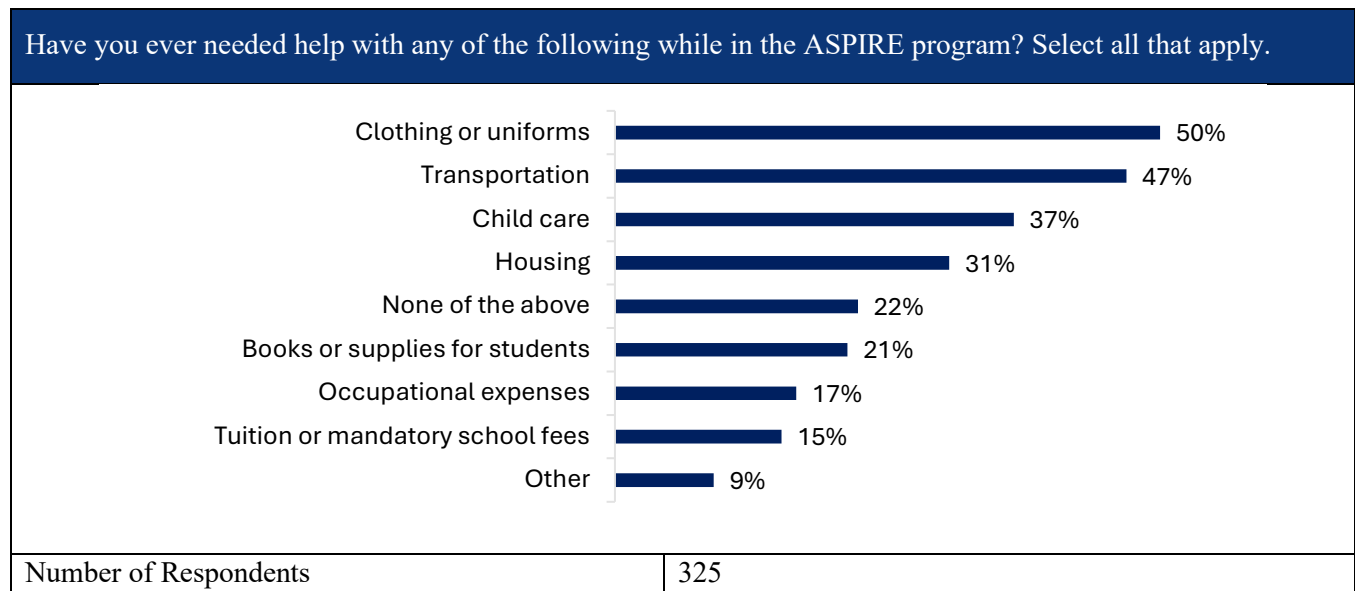
When talking to DHHS staff, how knowledgeable are (were) they about the available education and training opportunities?		When talking to FedCap staff, how knowledgeable are (were) they about the available education and training opportunities?																	
 <table><tr><th>Knowledge Level</th><th>Percentage</th></tr><tr><td>Very knowledgeable</td><td>40%</td></tr><tr><td>Somewhat knowledgeable</td><td>49%</td></tr><tr><td>Not knowledgeable</td><td>11%</td></tr></table>		Knowledge Level	Percentage	Very knowledgeable	40%	Somewhat knowledgeable	49%	Not knowledgeable	11%	 <table><tr><th>Knowledge Level</th><th>Percentage</th></tr><tr><td>Very knowledgeable</td><td>61%</td></tr><tr><td>Somewhat knowledgeable</td><td>34%</td></tr><tr><td>Not knowledgeable</td><td>5%</td></tr></table>		Knowledge Level	Percentage	Very knowledgeable	61%	Somewhat knowledgeable	34%	Not knowledgeable	5%
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Knowledge Level	Percentage																		
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Not knowledgeable	5%																		
Number of Respondents	420	Number of Respondents	332																

M.Support Services

The following results address the availability of adequate support services, including but not limited to childcare and transportation, and recommendations for other support services needed but not available.

Help Needed and Assistance Received

The following graphs summarize responses to questions about support for clothing or uniforms, transportation, childcare, housing, books or supplies for students, occupational expenses, tuition or mandatory school fees.



Summary of open-text responses for those who selected “Other” and typed an open-text response for the previous question:

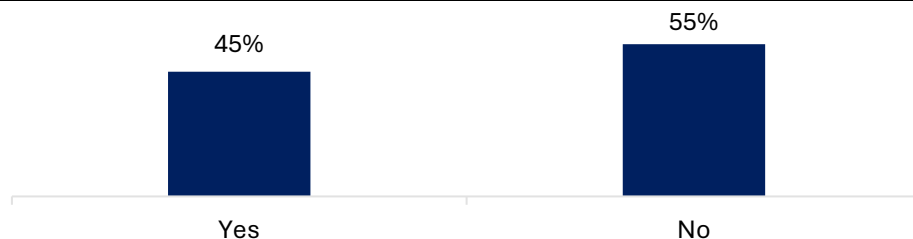
Many “other” responses described a nuance of transportation issues:

- Car insurance, car repair, and/or car registration

Other needs included:

- Internet
- Laptop
- Child-related expenses
- Medical and dental assistance

Conditional follow-up question shown to those that did not indicate any needs on the previous question:
Did you know the ASPIRE program could help with these needs listed above?

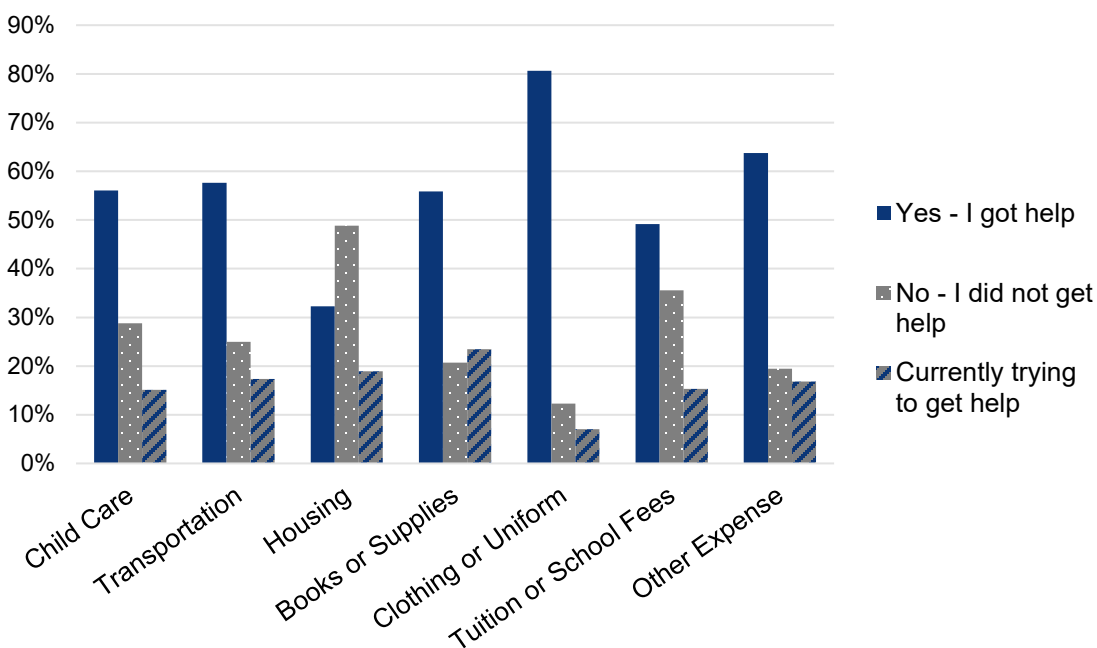


Number of Respondents

15

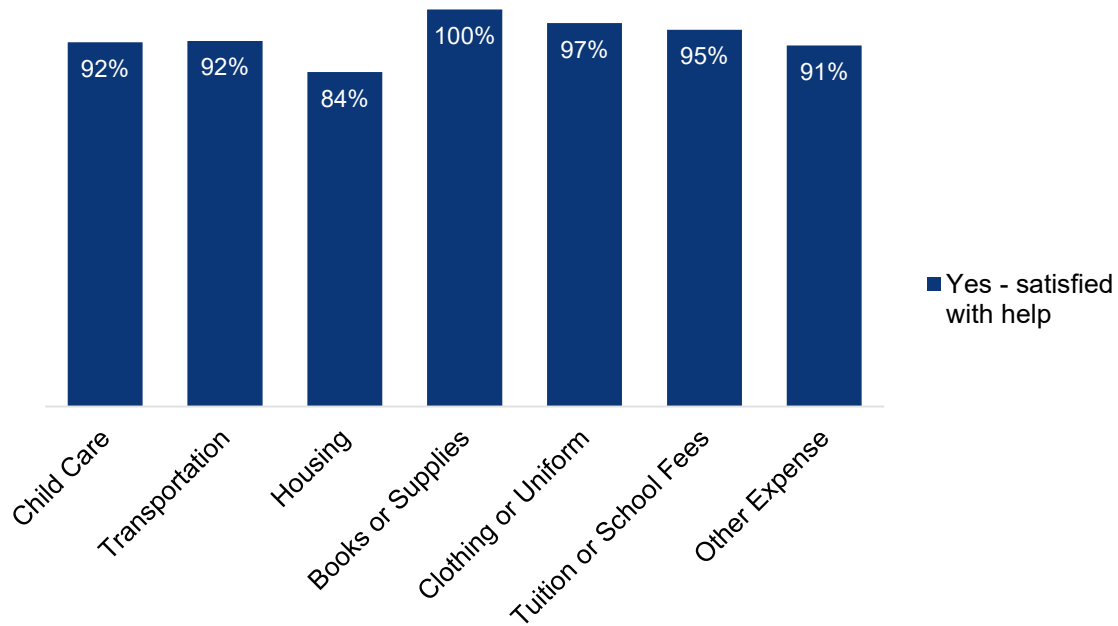
Conditional follow-up questions shown to those who indicated specific needs:

Have you gotten help [with the need you specified] at any point while you were working with ASPIRE?



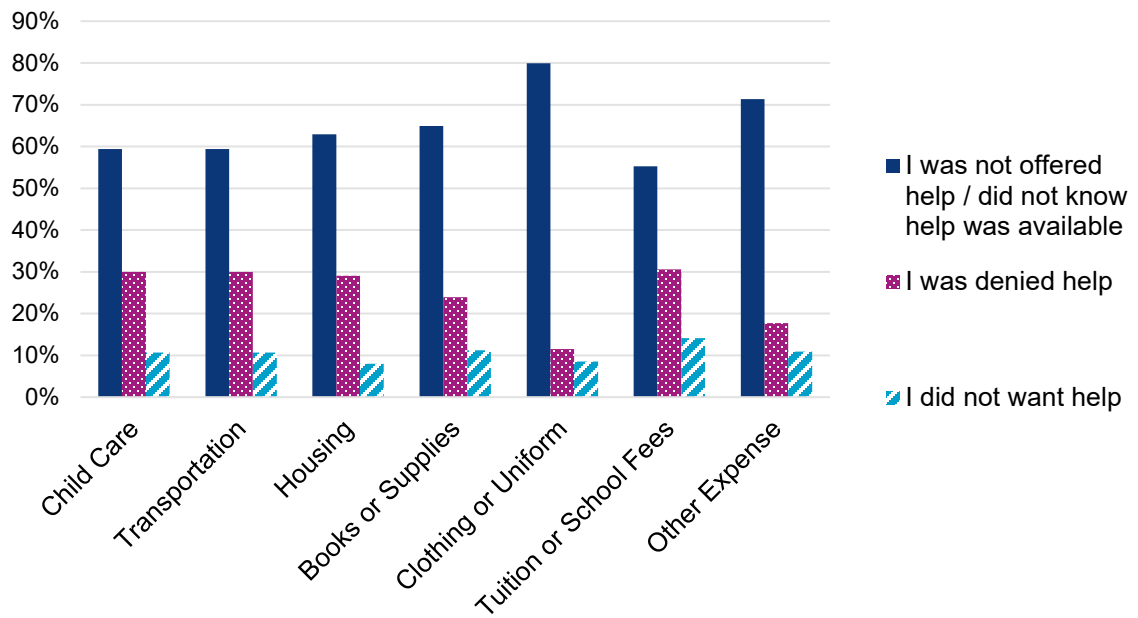
Number of Respondents	Child Care	Transportation	Housing	Books or Supplies	Clothing or Uniform	Tuition or School Fees	Other Expense
	114	137	88	63	153	48	29

Conditional follow-up questions shown to those who indicated getting help with specific needs:
Are you satisfied with the help you got?



Number of Respondents	Child Care	Transportation	Housing	Books or Supplies	Clothing or Uniform	Tuition or School Fees	Other Expense
	62	78	27	33	121	22	18

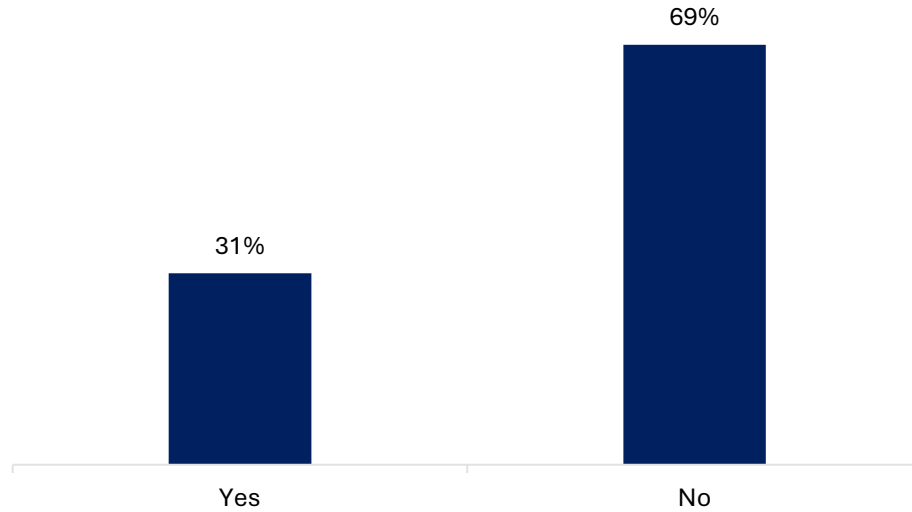
Conditional follow-up questions shown to those who indicated not getting help with specific needs:
Why did you not get help?



	Child Care	Transportation	Housing	Books or Supplies	Clothing or Uniform	Tuition or School Fees	Other Expense
Number of Respondents	33	33	42	13	18	17	33

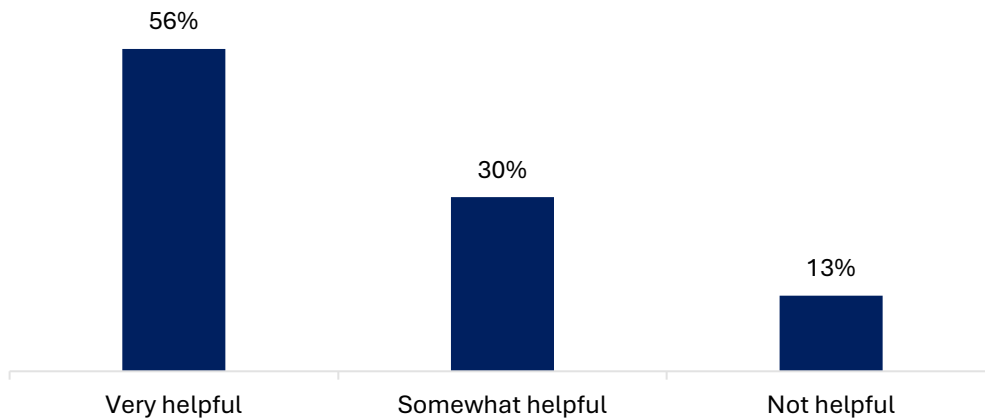
Child Support

Have you ever received a child support payment from the Department (Division of Support Enforcement) that was collected from your child's non-custodial parent?



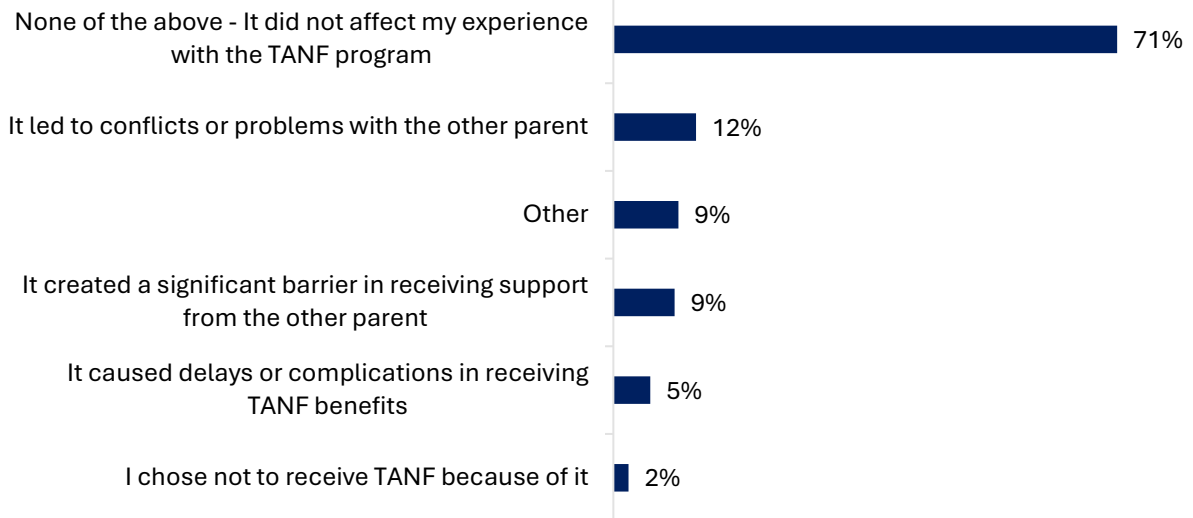
Number of Respondents	379
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If yes, how helpful were the child support payment(s)?



Number of Respondents	138
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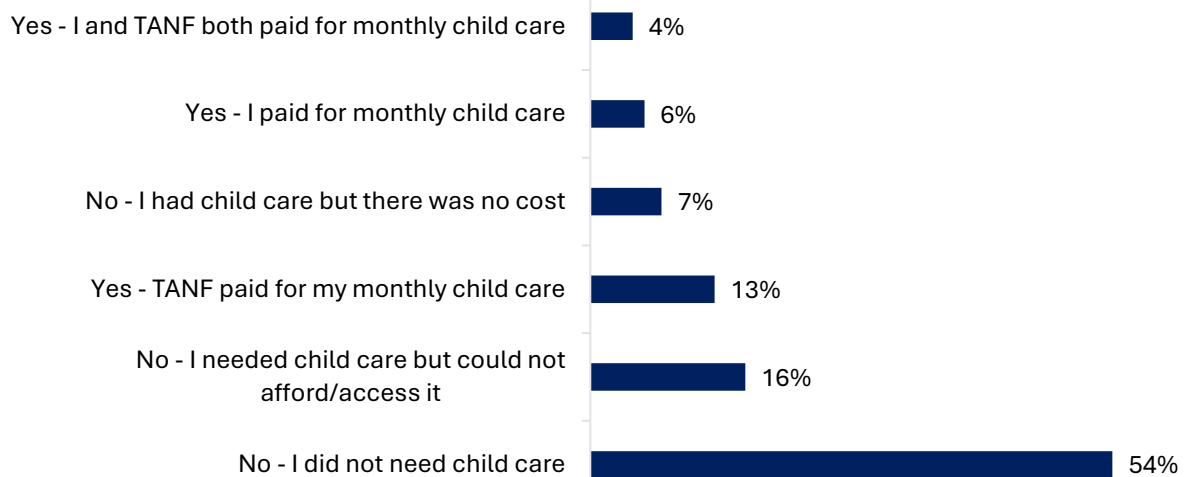
How did the requirement to assign your child support rights to the TANF program affect your experience? Select all that apply.



Number of Respondents	350
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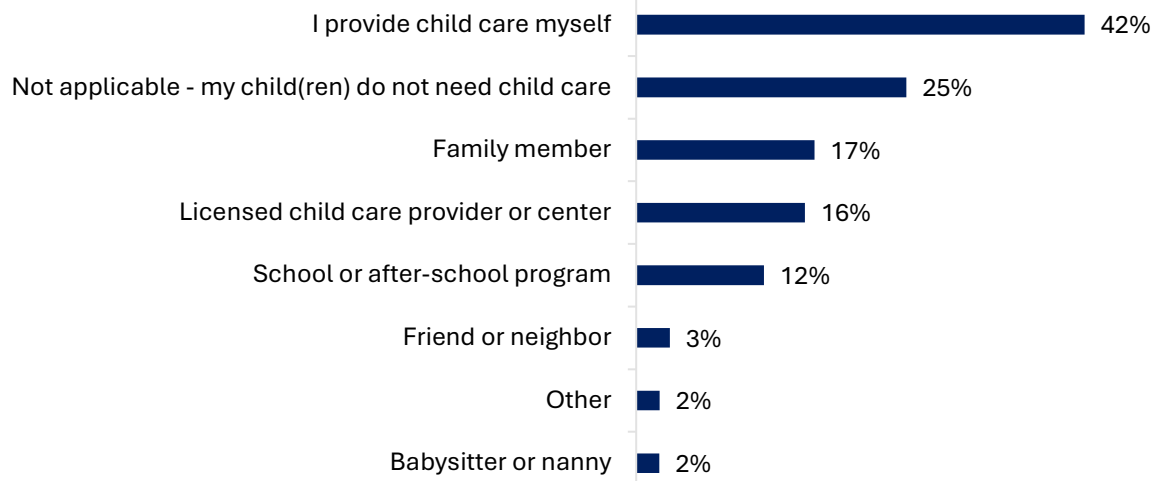
Child Care

Do (did) you have monthly child care costs that you or TANF pays (paid) for?



Number of Respondents	398
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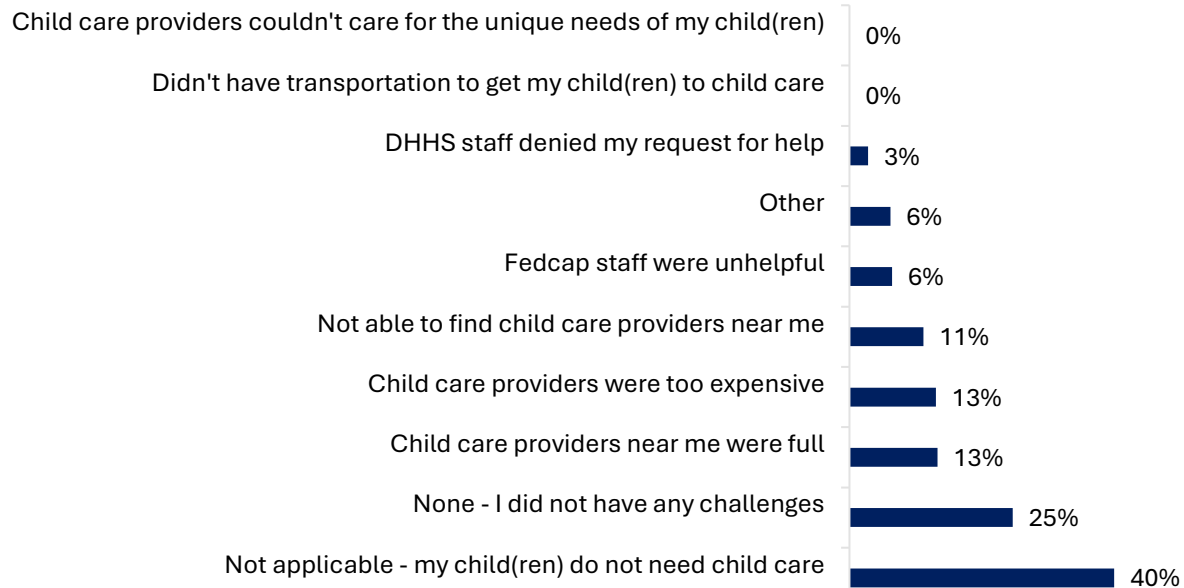
Who is (was) your child care provider? Select all that apply.



Number of Respondents

364

Have you had any challenges in getting child care? Select all that apply.

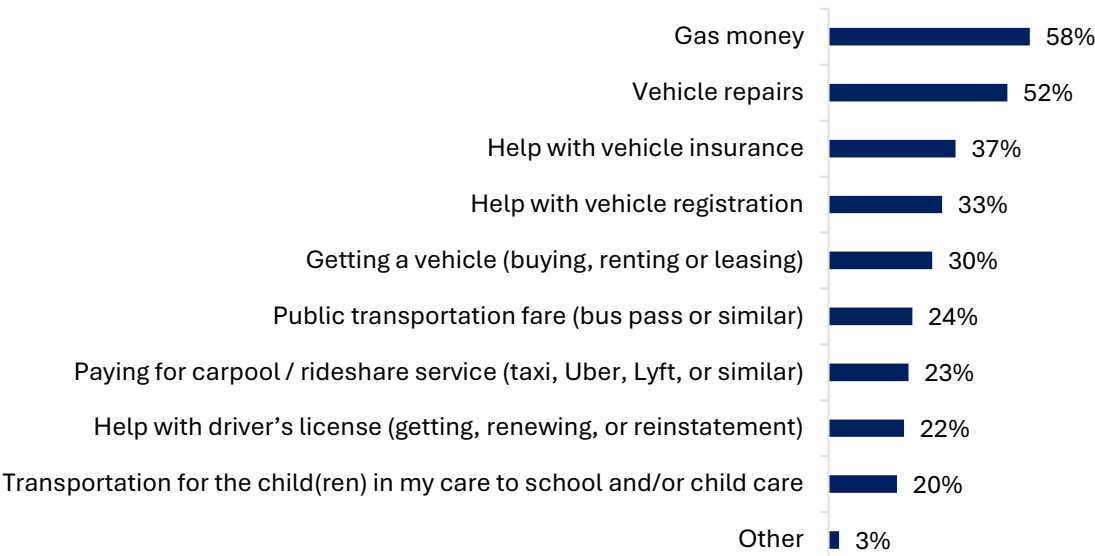


Number of Respondents

349

Transportation

Conditional follow-up question shown to people who indicated a transportation need:
Which best describes your transportation needs while on ASPIRE? Select up to 5 needs.



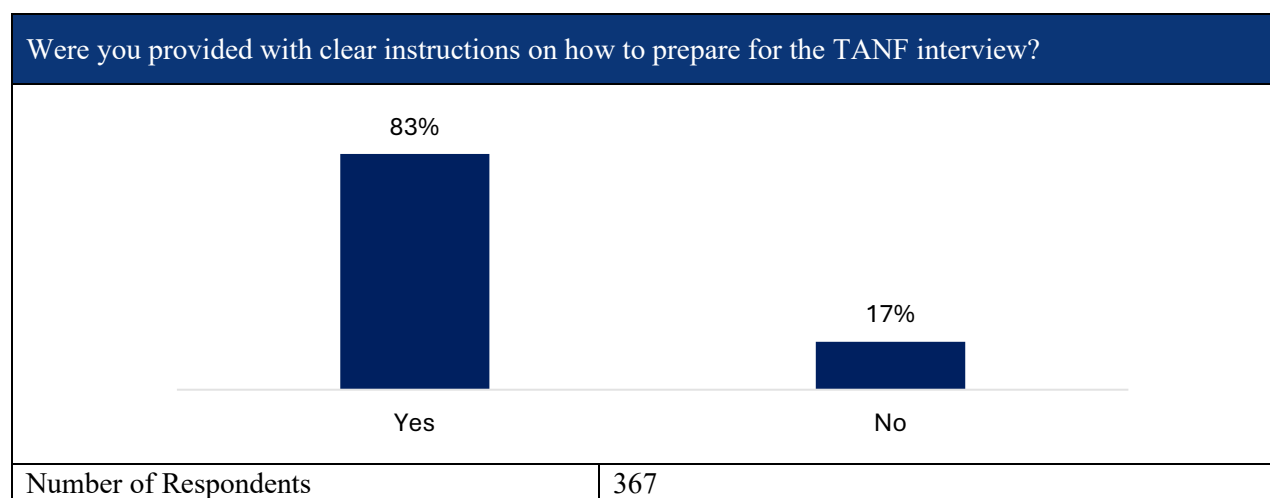
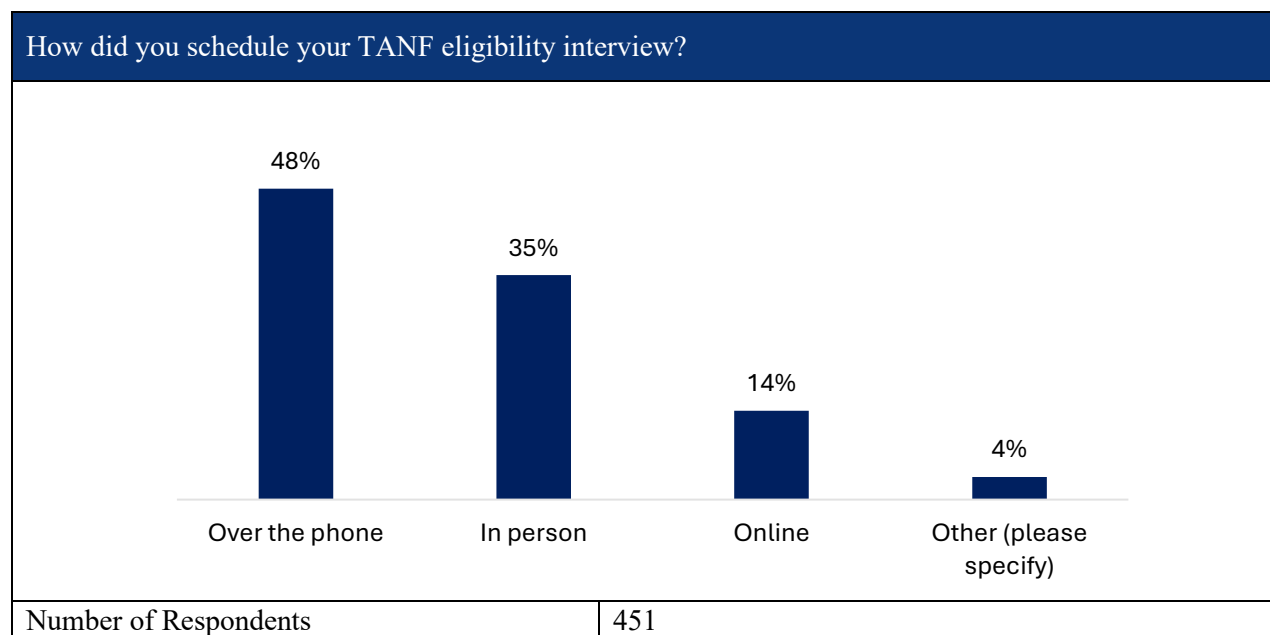
Number of Respondents

143

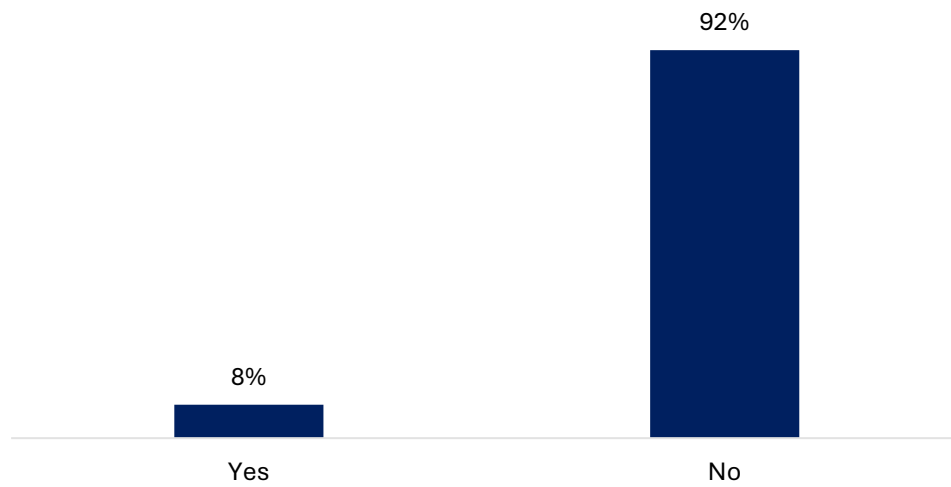
N. Experience and Recommendations for Improvement

The following results address the overall experience and recommendations for improvement of ASPIRE-TANF.

Interview



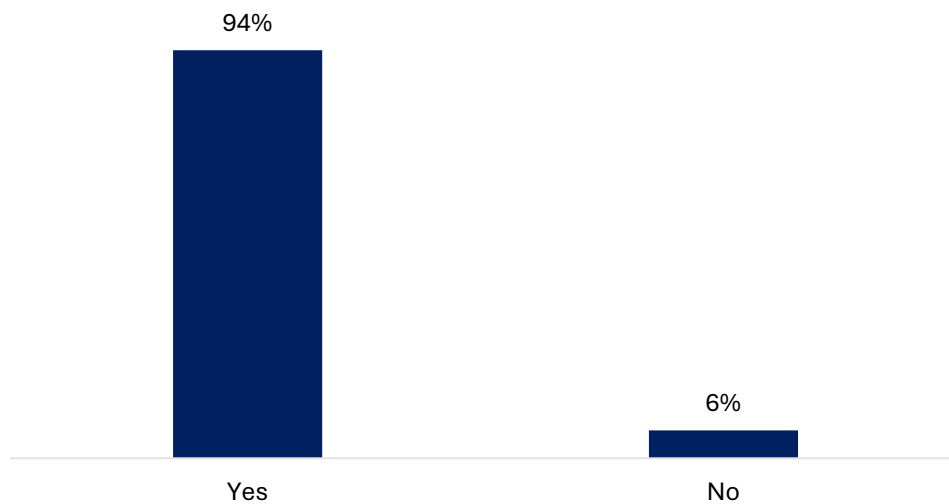
Did you have any difficulty in obtaining the financial documents needed for the TANF interview?



Number of Respondents

395

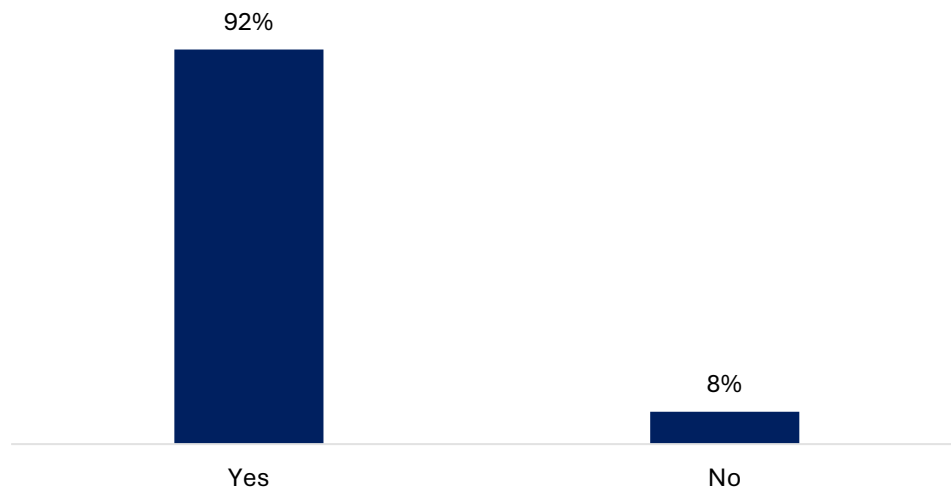
Did the interviewer explain the purpose of the interview?



Number of Respondents

373

Did the interviewer provide clear information about the TANF program and your eligibility?



Number of Respondents

391

Summary of open-text responses for:

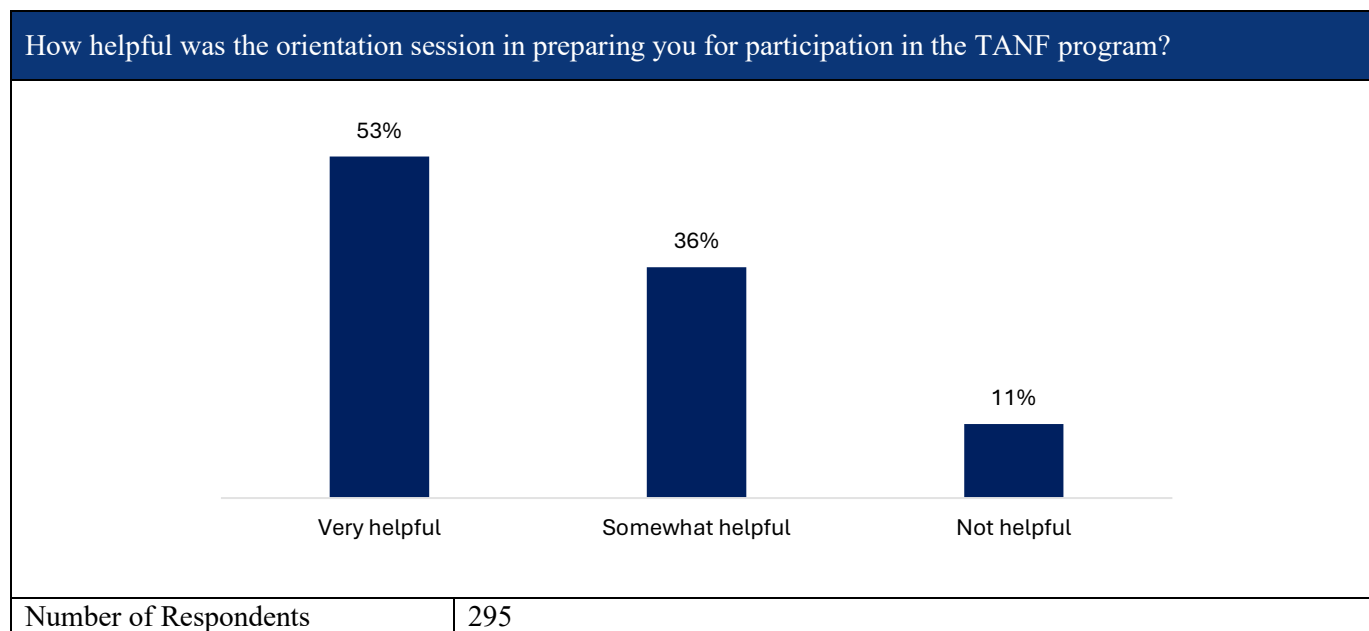
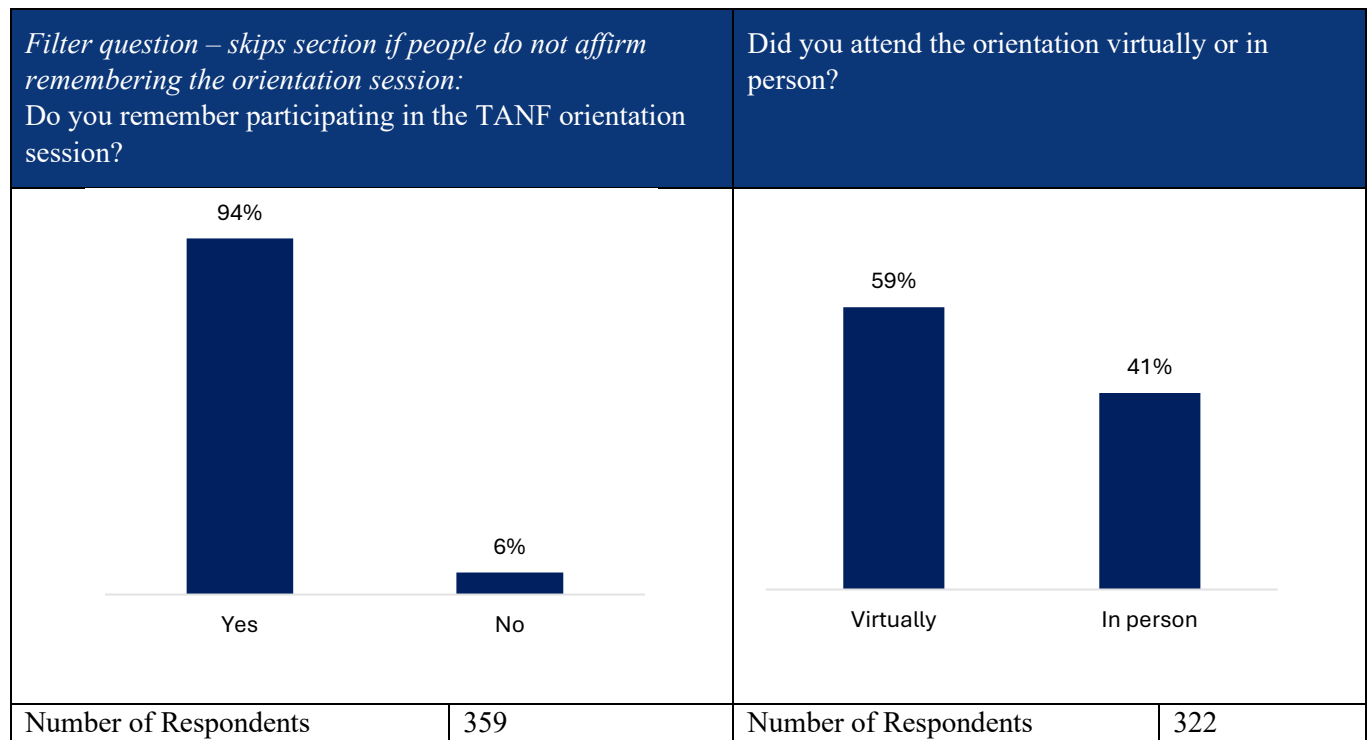
Do you have any recommendations to improve the eligibility interview process?

Most respondents (over 95%) either left this answer blank, stated that they had no suggestions, or otherwise indicated that the process was fine in their experience.

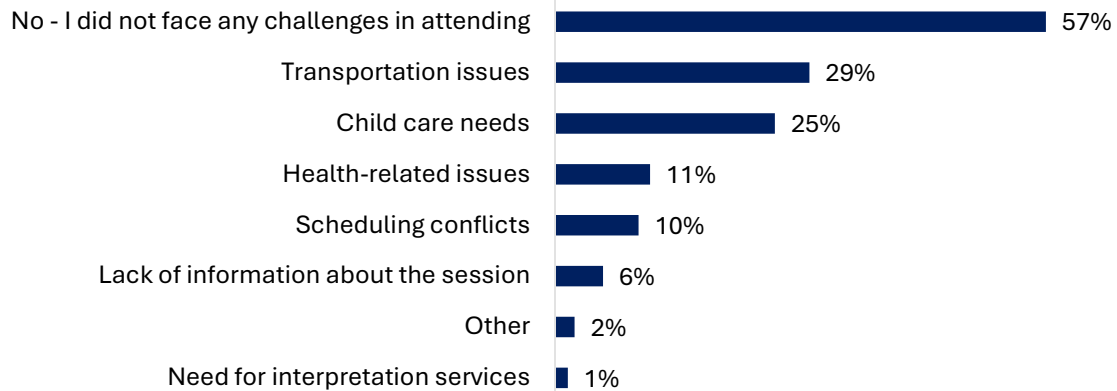
Of the few that did make recommendations, they discussed topics including:

- Difficulties in navigating the phone system to call staff
- Insincere, disrespectful, or unqualified staff
- Onerous or unnecessary paperwork

TANF Orientation



Did you face any challenges in attending the orientation session? Select all that apply.



Number of Respondents | 286

What do you remember learning about in the orientation session? Select all that apply.



Number of Respondents | 279

Summary of open-text responses for:

Do you have any recommendations to improve the TANF Orientation process?

Most respondents (over 90%) either left this answer blank, stated that they had no suggestions, or otherwise indicated that the process was fine in their experience.

Of the few that did make recommendations, they discussed topics including:

- The orientation was too long; a shorter length should be considered.
- The orientation was boring and forgettable; strategies to make it more engaging should be explored.

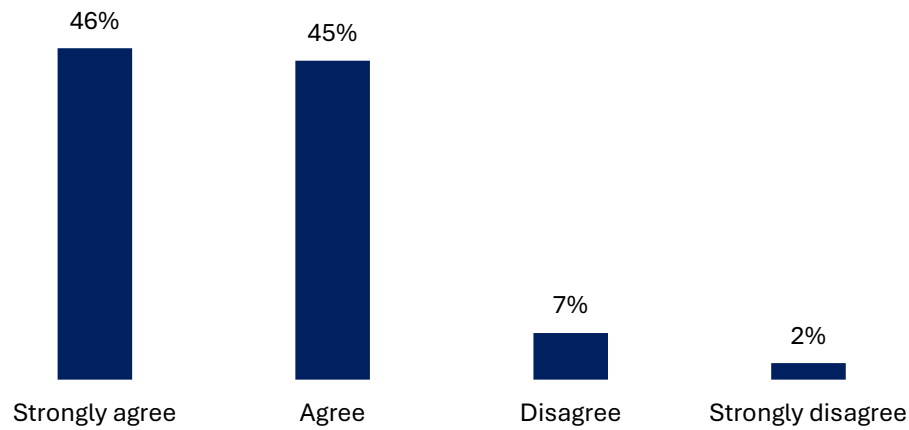
Summary of open-text responses for:

Do you have any recommendations to improve the TANF Orientation process?

- Written materials, printouts, links to websites, or other methods of communicating the information after the orientation would be useful.

First Appointment

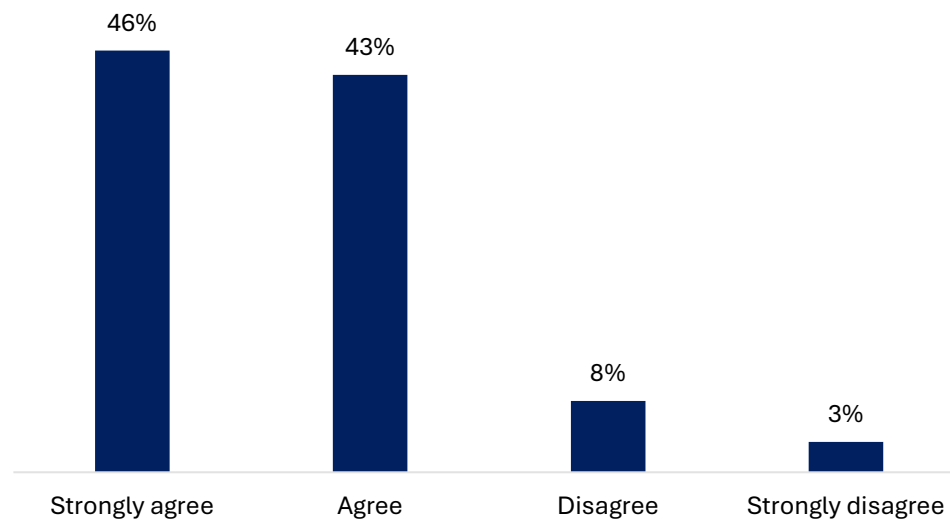
My first appointment with my **Fedcap** caseworker was scheduled at a time that was convenient for me.



Number of Respondents

366

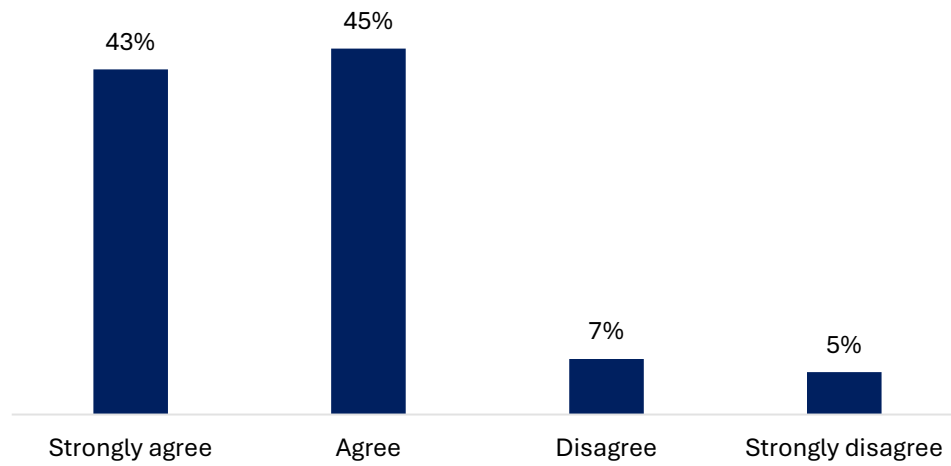
I was properly notified about my first appointment in a timely manner.



Number of Respondents

330

The date and time of the first appointment worked well with my schedule.

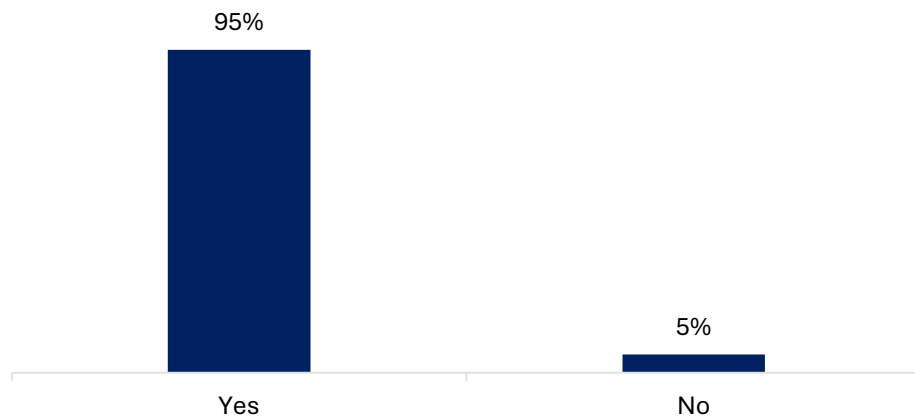


Number of Respondents

329

Career Plan

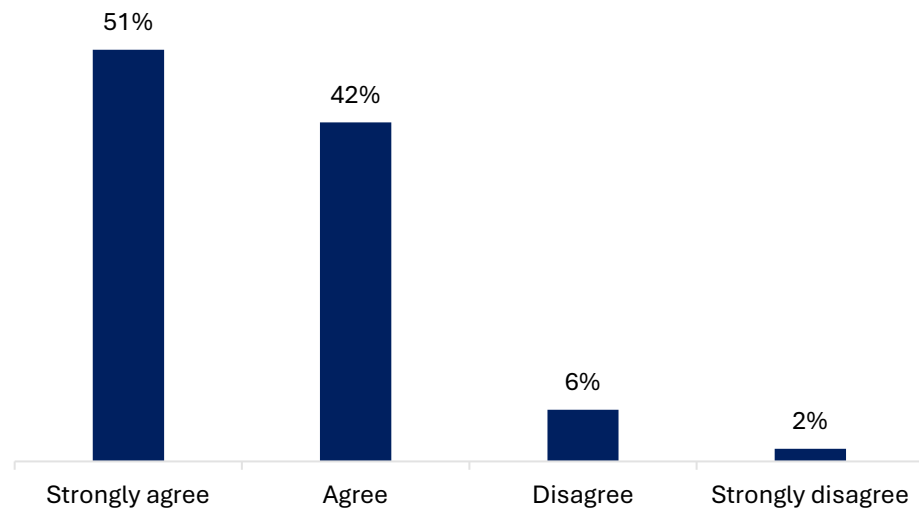
Filter question – skips section if people do not affirm remembering creating a career plan:
Do you remember meeting with a Fedcap caseworker to create a career plan?



Number of Respondents

350

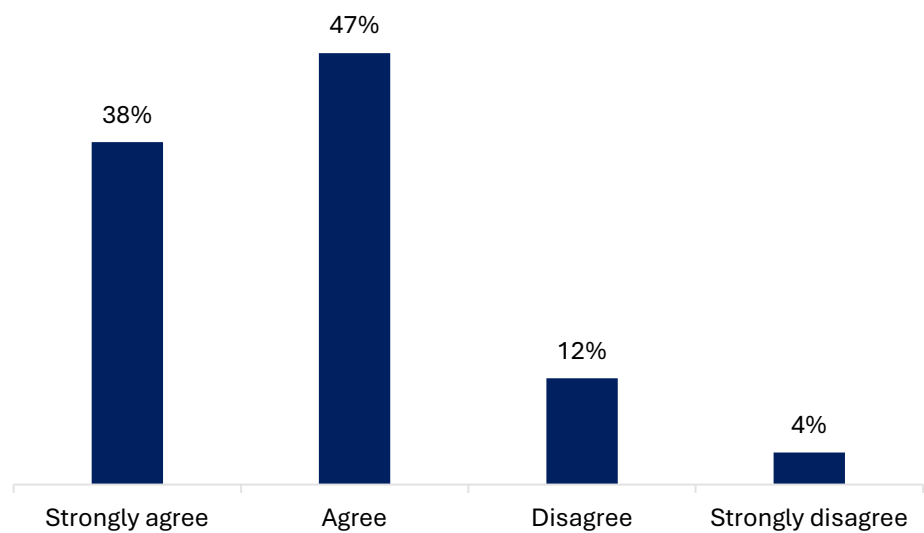
My ideas and goals are (were) included in my career plan.



Number of Respondents

327

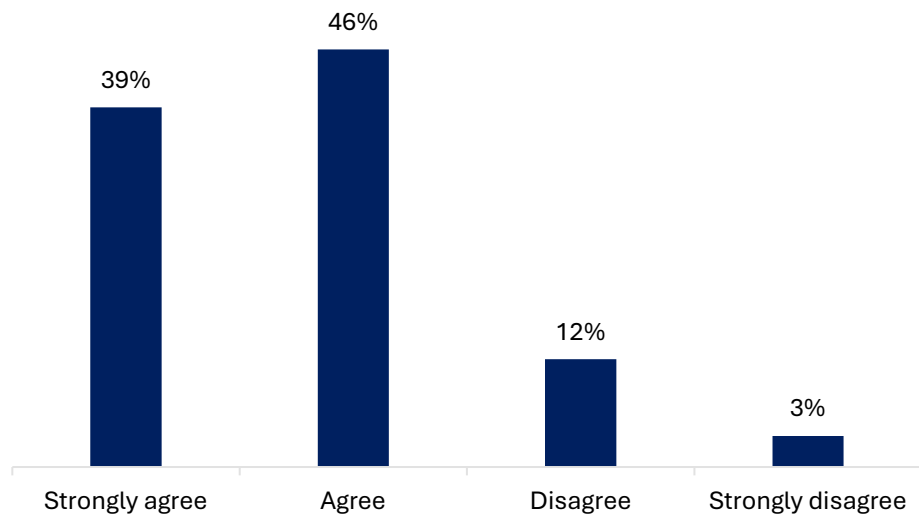
My career plan is (was) broken down into steps and activities that I feel I can accomplish.



Number of Respondents

284

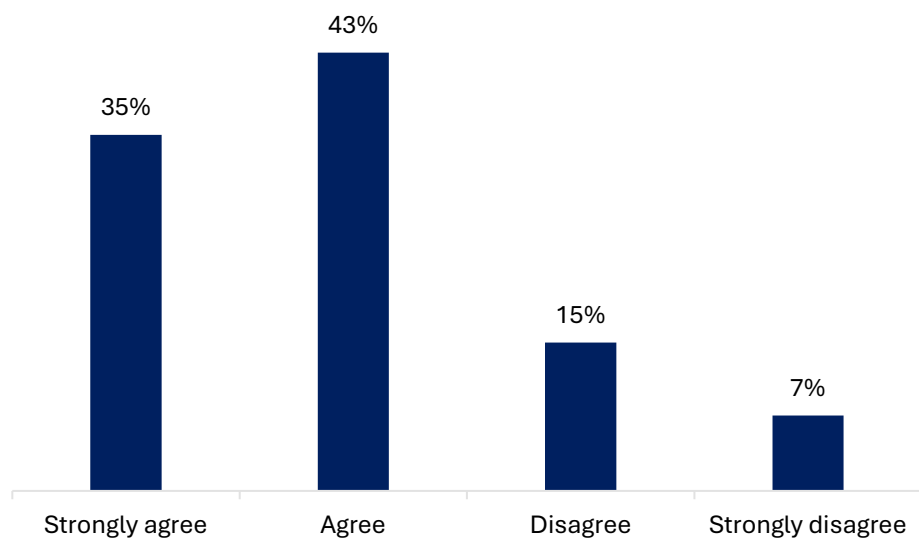
I have (had) the ability to change my career plan based on my family's situation.



Number of Respondents

280

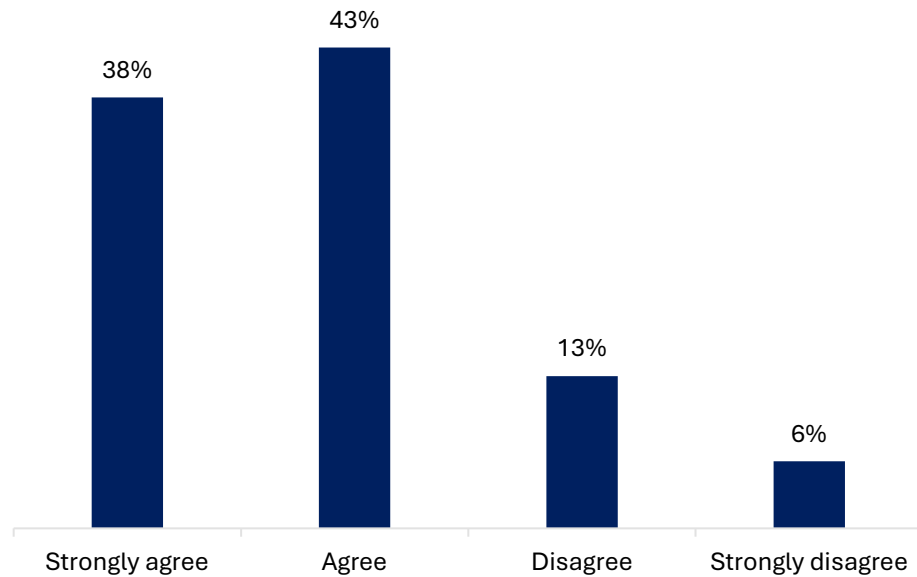
My career plan addresses (addressed) my entire family's needs.



Number of Respondents

283

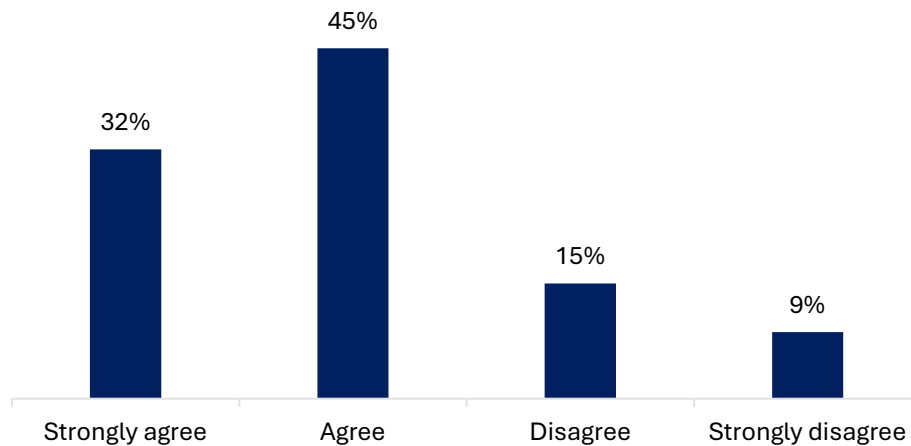
My caseworker helps (helped) me when I have (had) challenges reaching the goals in my career plan.



Number of Respondents

287

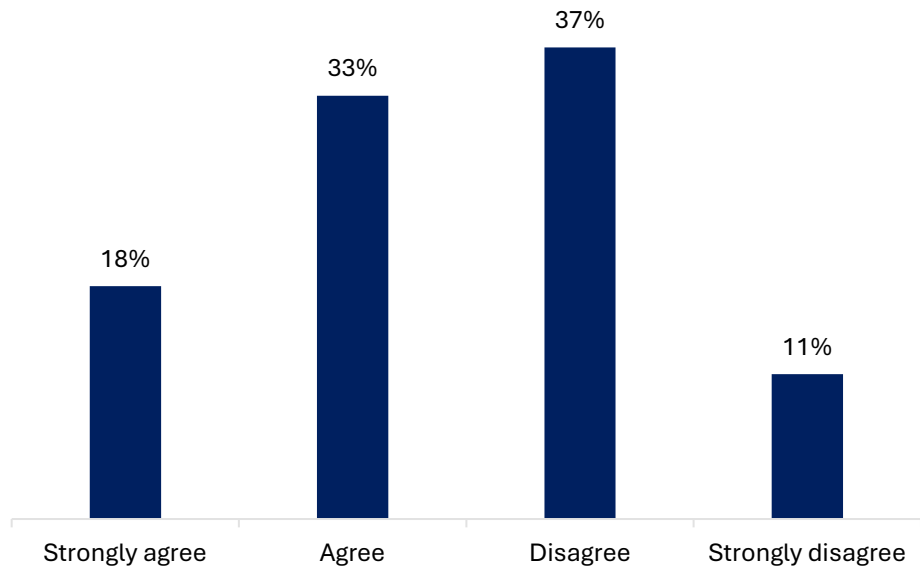
My career plan addresses (addressed) the challenges experienced by me and/or my family.



Number of Respondents

279

My career plan is (was) achievable within 6 months.

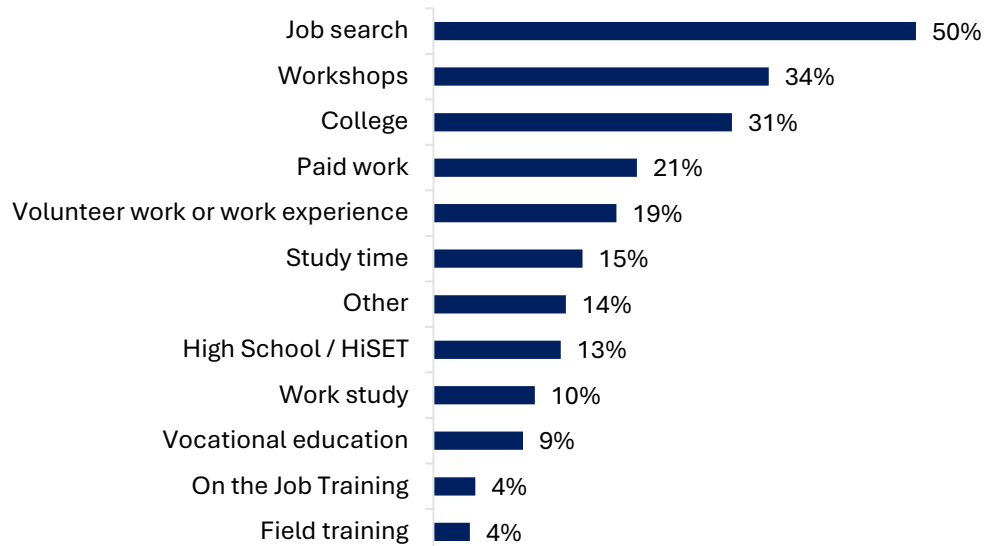


Number of Respondents

279

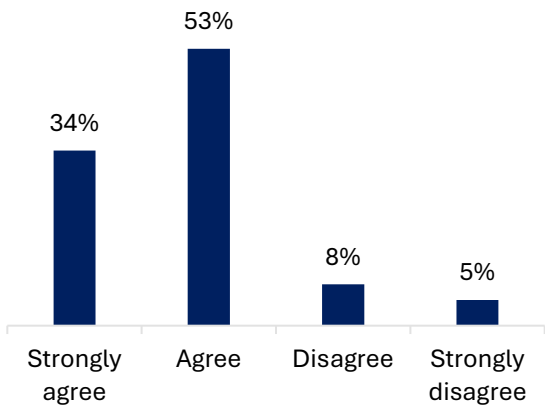
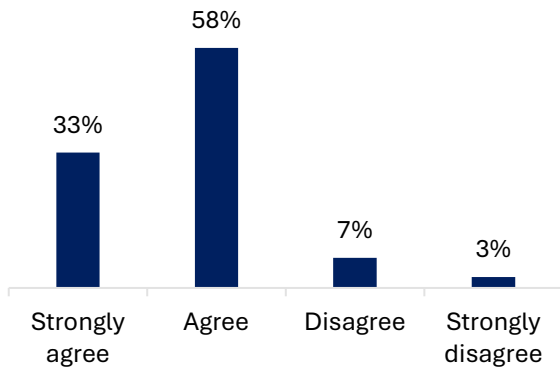
Activities

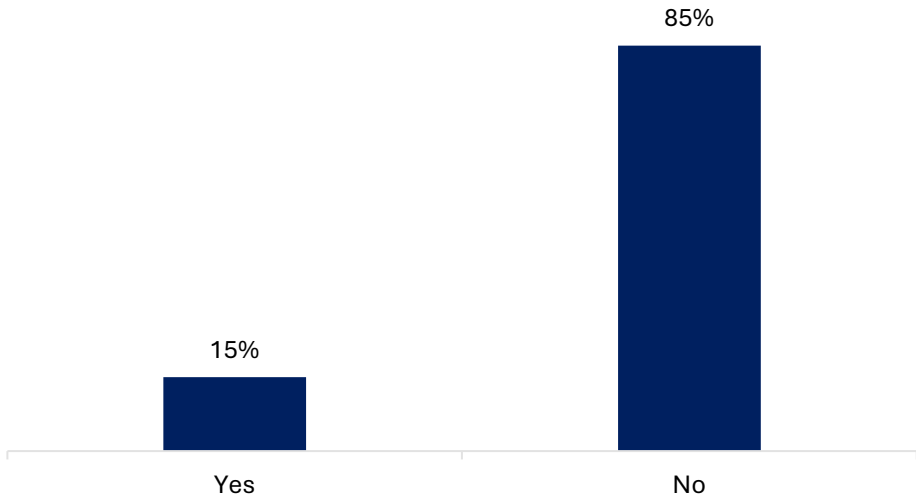
Which activities have you participated in? Select all that apply.



Number of Respondents

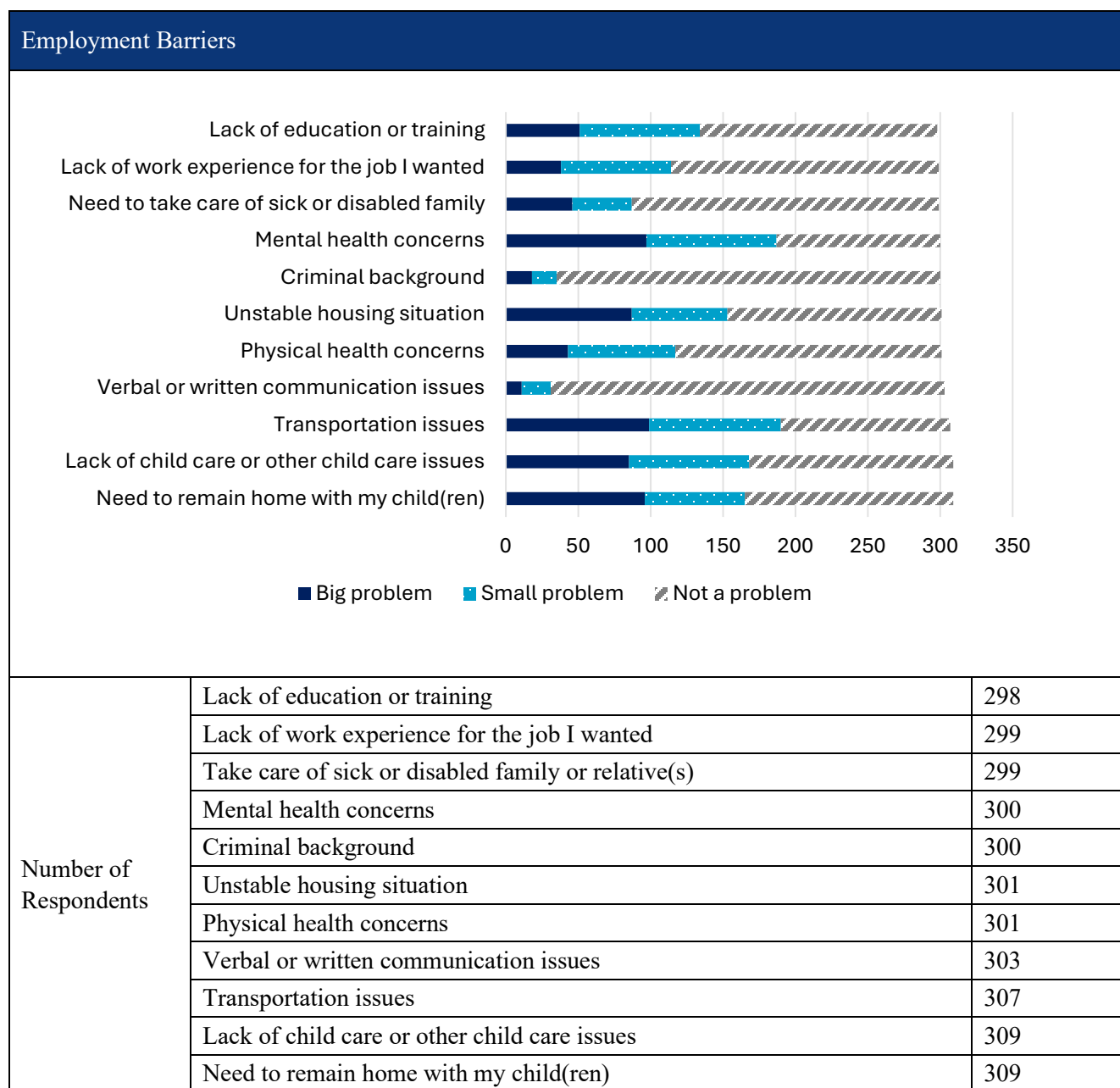
324

Overall, I am satisfied with the activities I participate(d) in.		I am satisfied with the instructor(s) of the activities I participate(d) in.																					
 <table><thead><tr><th>Satisfaction Level</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly agree</td><td>34%</td></tr><tr><td>Agree</td><td>53%</td></tr><tr><td>Disagree</td><td>8%</td></tr><tr><td>Strongly disagree</td><td>5%</td></tr></tbody></table>		Satisfaction Level	Percentage	Strongly agree	34%	Agree	53%	Disagree	8%	Strongly disagree	5%	 <table><thead><tr><th>Satisfaction Level</th><th>Percentage</th></tr></thead><tbody><tr><td>Strongly agree</td><td>33%</td></tr><tr><td>Agree</td><td>58%</td></tr><tr><td>Disagree</td><td>7%</td></tr><tr><td>Strongly disagree</td><td>3%</td></tr></tbody></table>		Satisfaction Level	Percentage	Strongly agree	33%	Agree	58%	Disagree	7%	Strongly disagree	3%
Satisfaction Level	Percentage																						
Strongly agree	34%																						
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Strongly disagree	3%																						
Number of Respondents	303	Number of Respondents	297																				

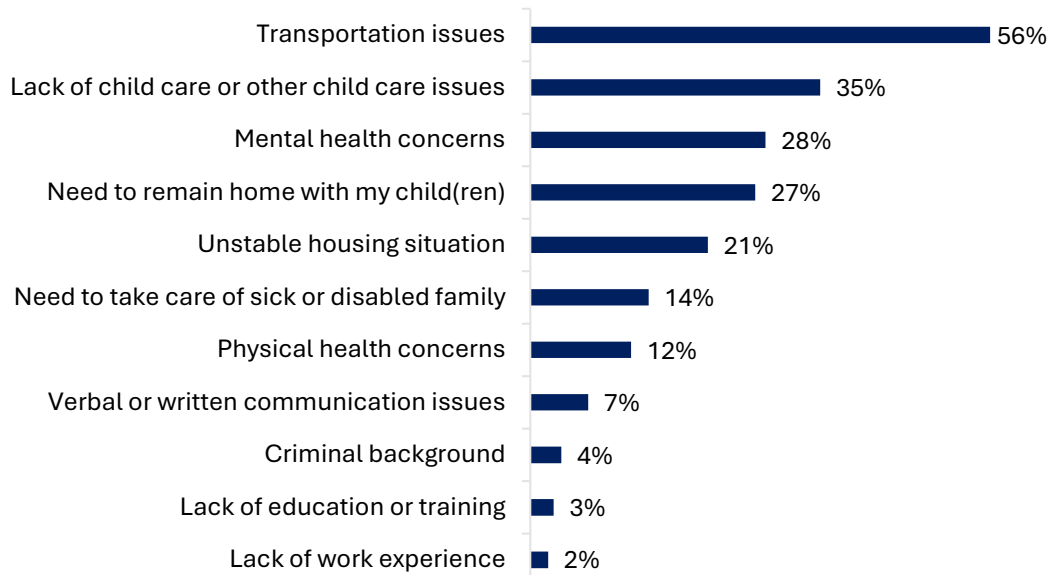
Are (were) there any other activities not included in your family contract amendment / career plan that you would like to do?							
 <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>15%</td> </tr> <tr> <td>No</td> <td>85%</td> </tr> </tbody> </table>		Response	Percentage	Yes	15%	No	85%
Response	Percentage						
Yes	15%						
No	85%						
Number of Respondents	307						

Employment Barriers

The following graph summarizes responses to questions regarding the employment barriers. Respondents were able to select all that apply for these questions.

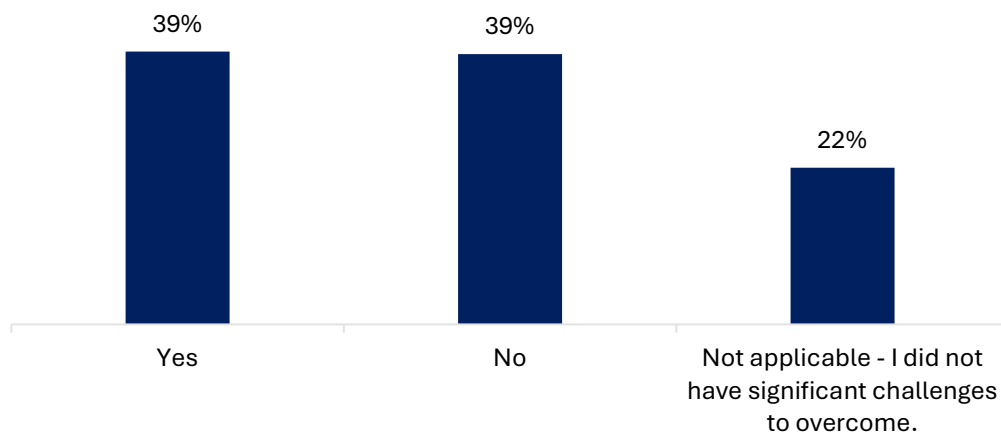


Conditional follow-up question shown for employment barriers indicated by respondent:
Please check the box for any employment barrier that TANF or ASPIRE tried to help you address.



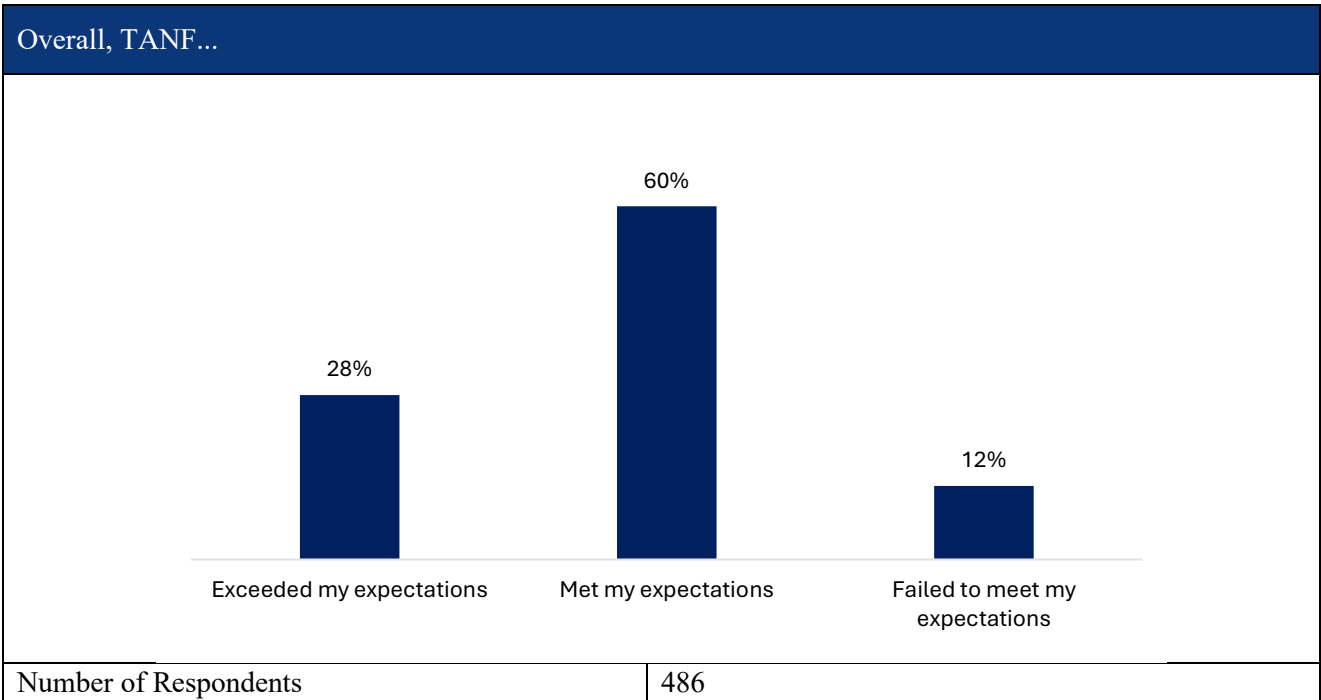
Number of Respondents	197
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Overall, did TANF and ASPIRE help you get to a point where you could overcome these challenges enough to be ready for a job?



Number of Respondents	300
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Expectations of TANF



Suggestions

Summary of open-text responses for:

Do you have any recommendations on how to improve the TANF program or the experience of receiving TANF benefits?

Most respondents (over 80%) either left this answer blank, stated that they had no suggestions, or otherwise indicated that the program was fine in their experience.

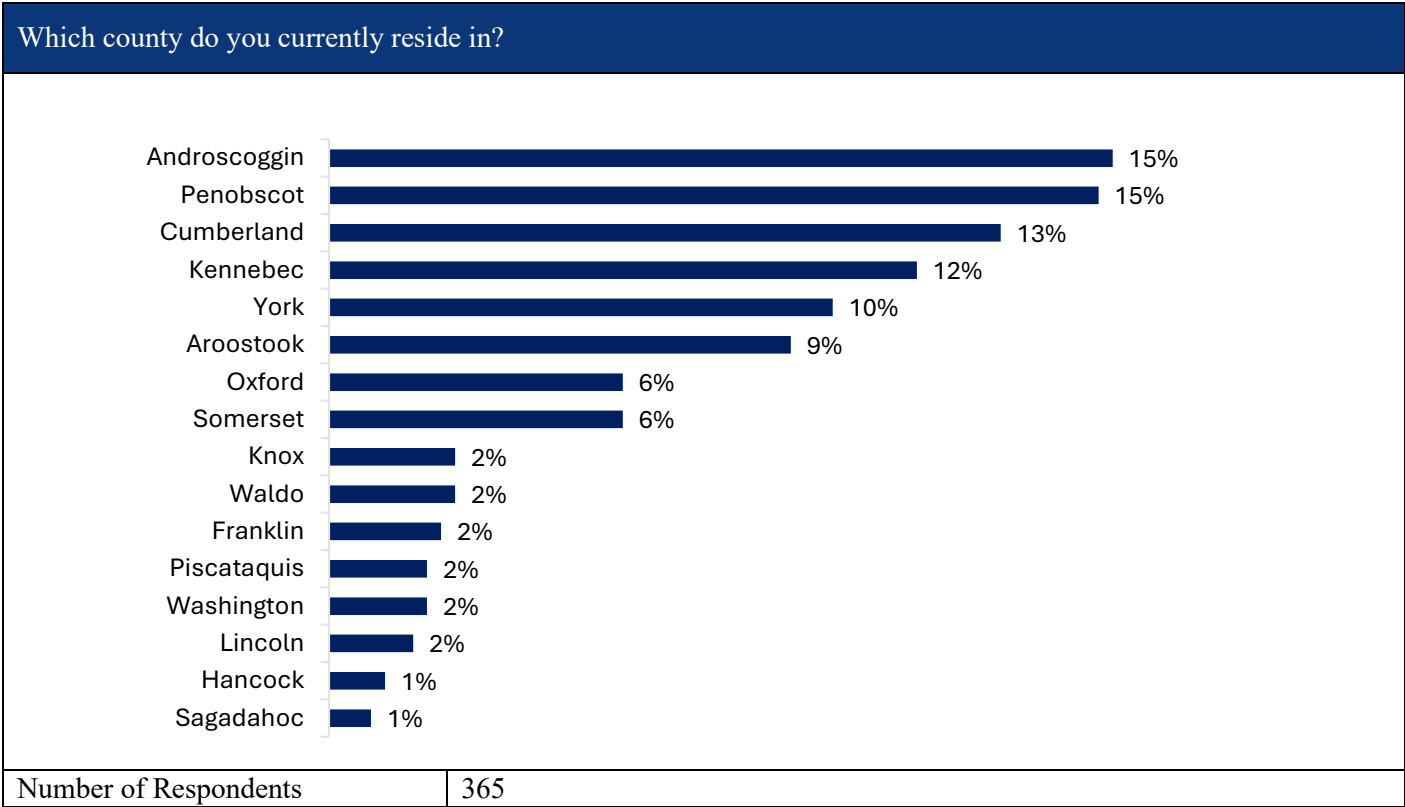
Of those that did make recommendations, they discussed topics including:

- High turnover with Fedcap staff, limiting their ability to form relationships with their caseworker
- Unhelpful Fedcap staff who simply steered them towards websites
- Frustrating applications
- Childcare as a barrier to participation
- Inadequate monthly benefit amount
- Difficulties in getting staff on the phone

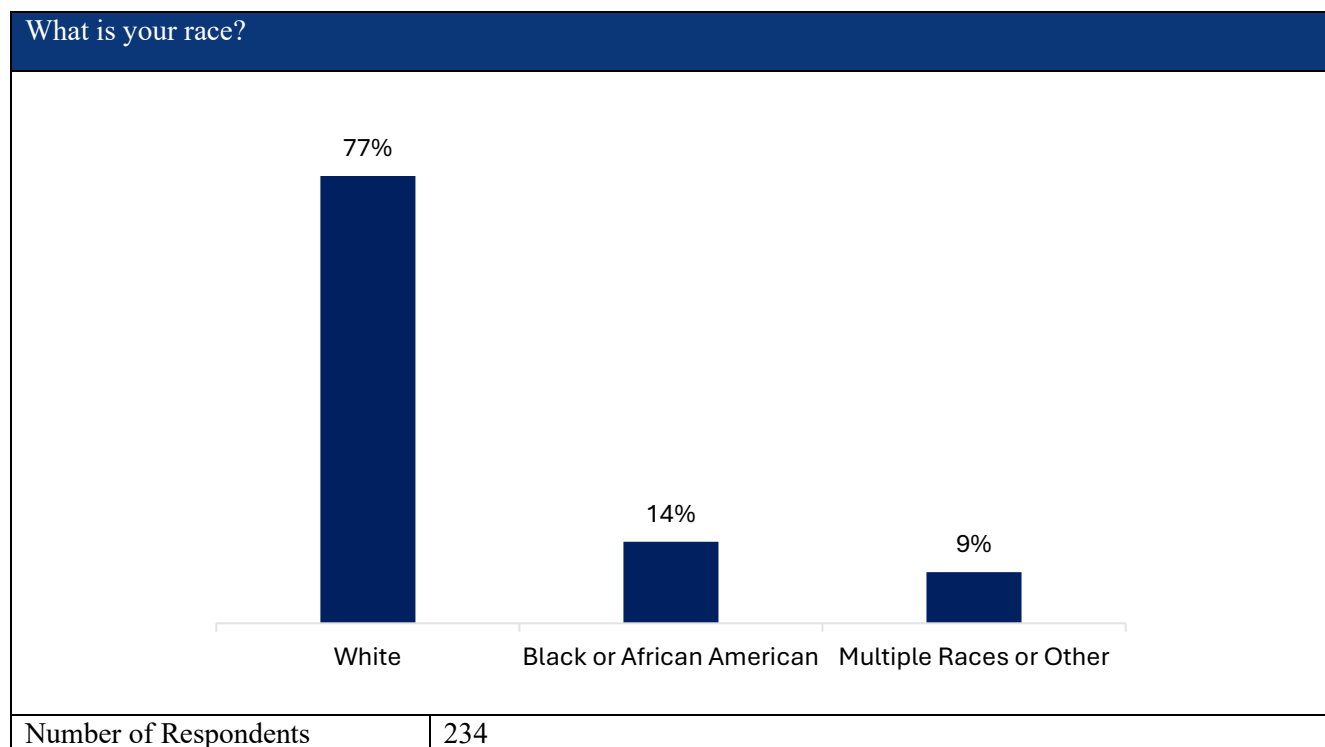
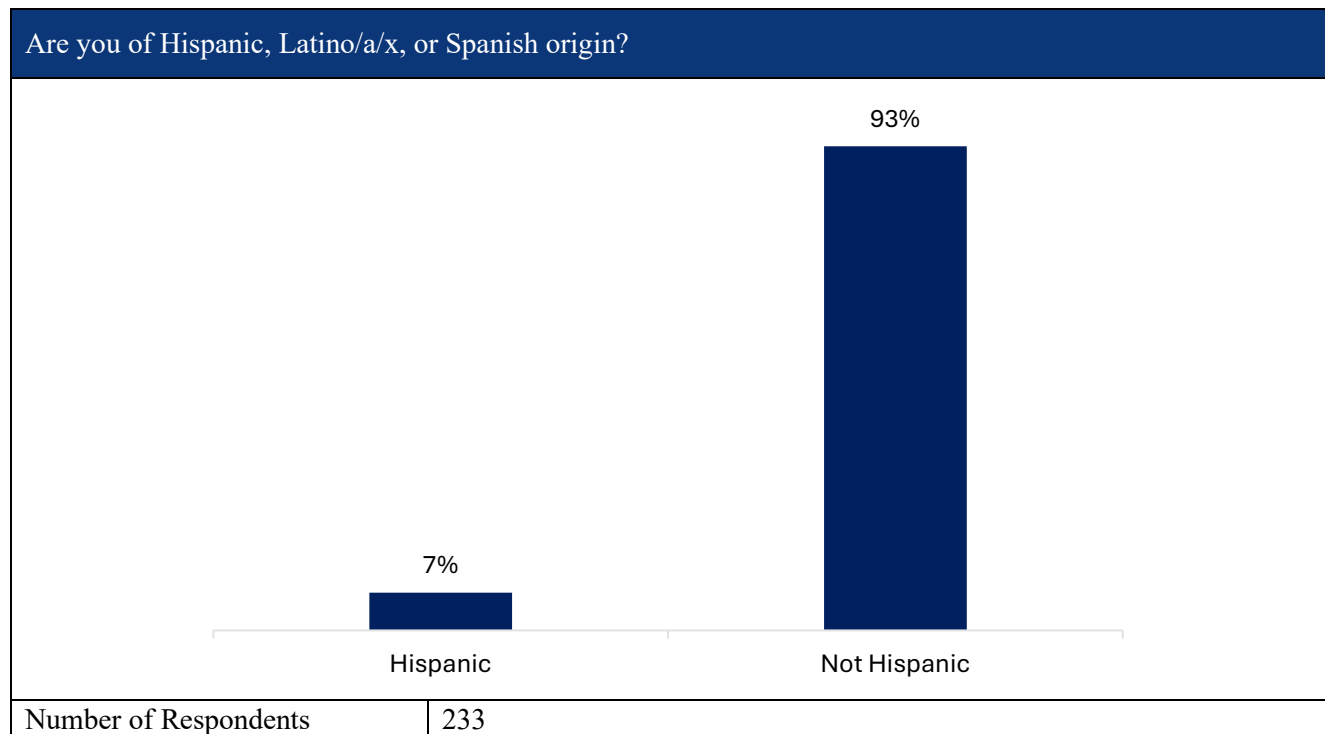
O. Demographics

The following results address optional demographics including county, racial or ethnic identity, tribe, sexual orientation, gender identity, disability, religion, and marital status.

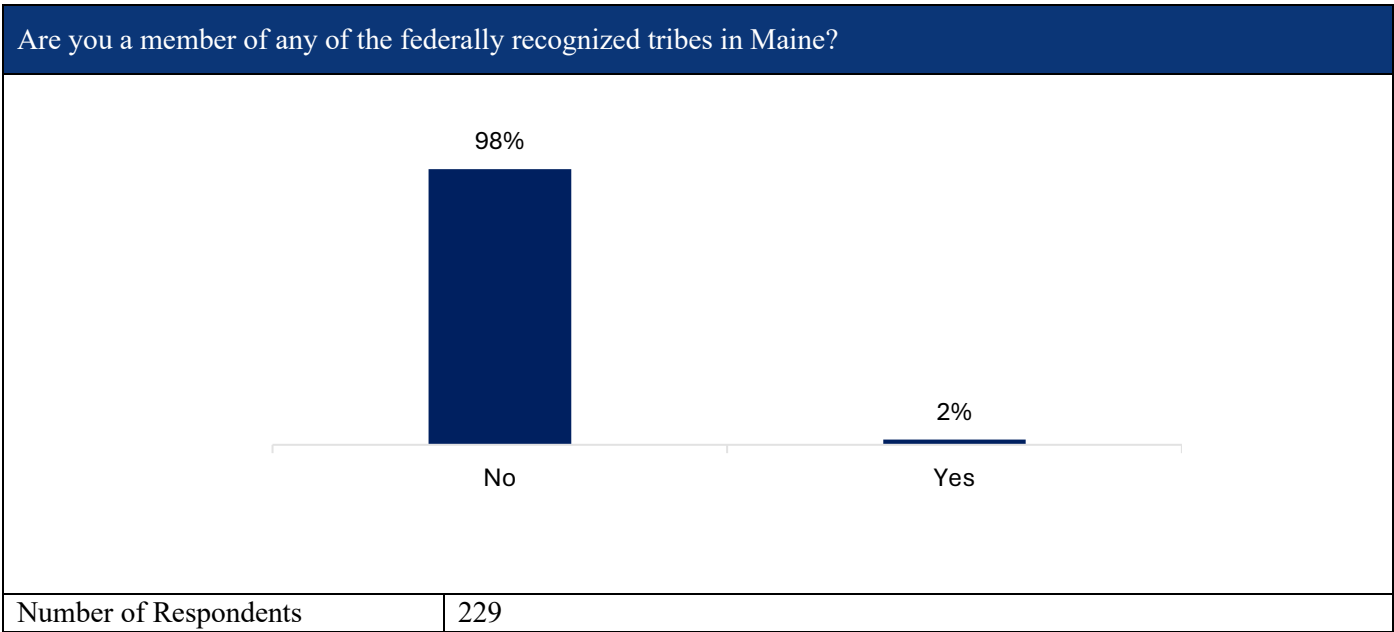
County



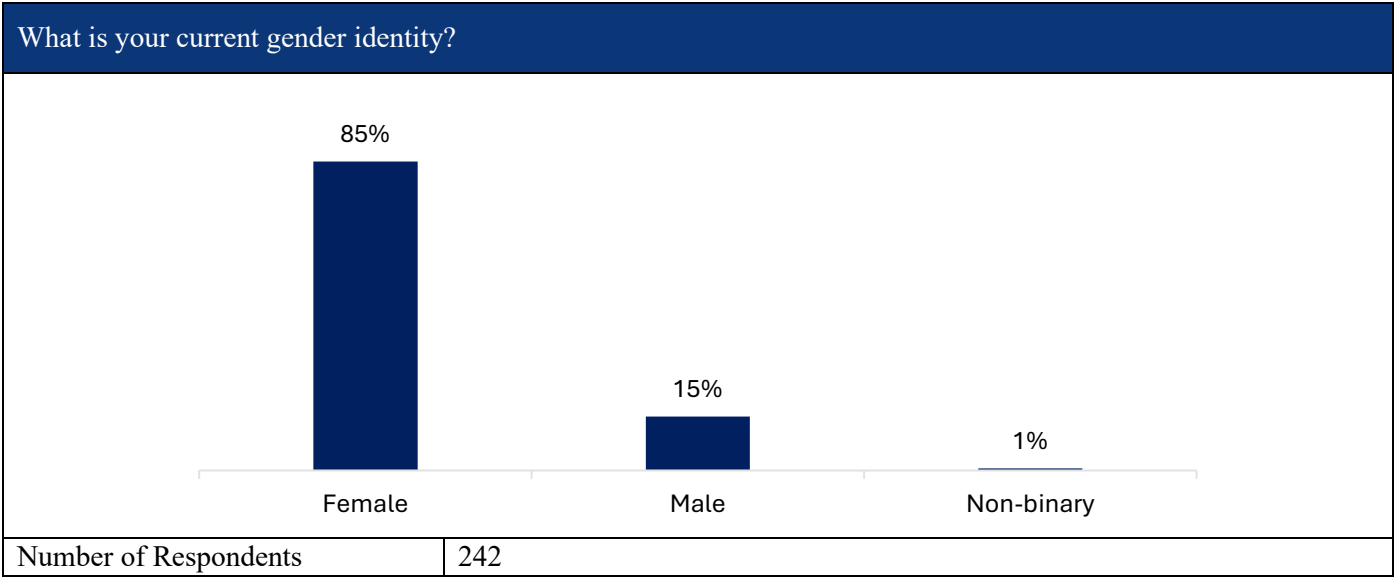
Race / Ethnicity



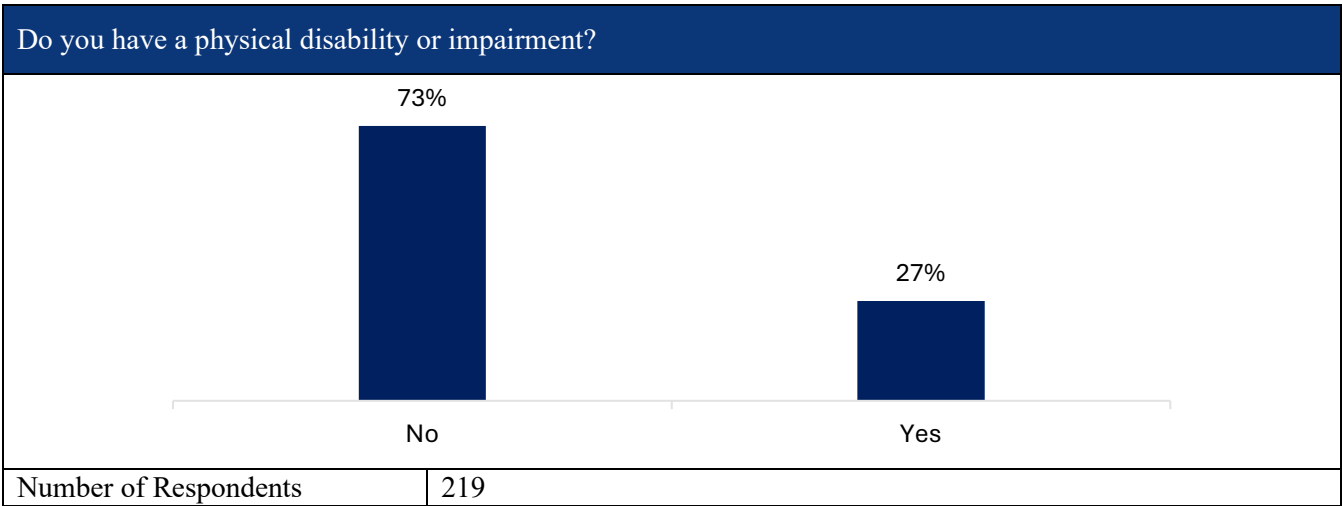
Tribal Citizenship



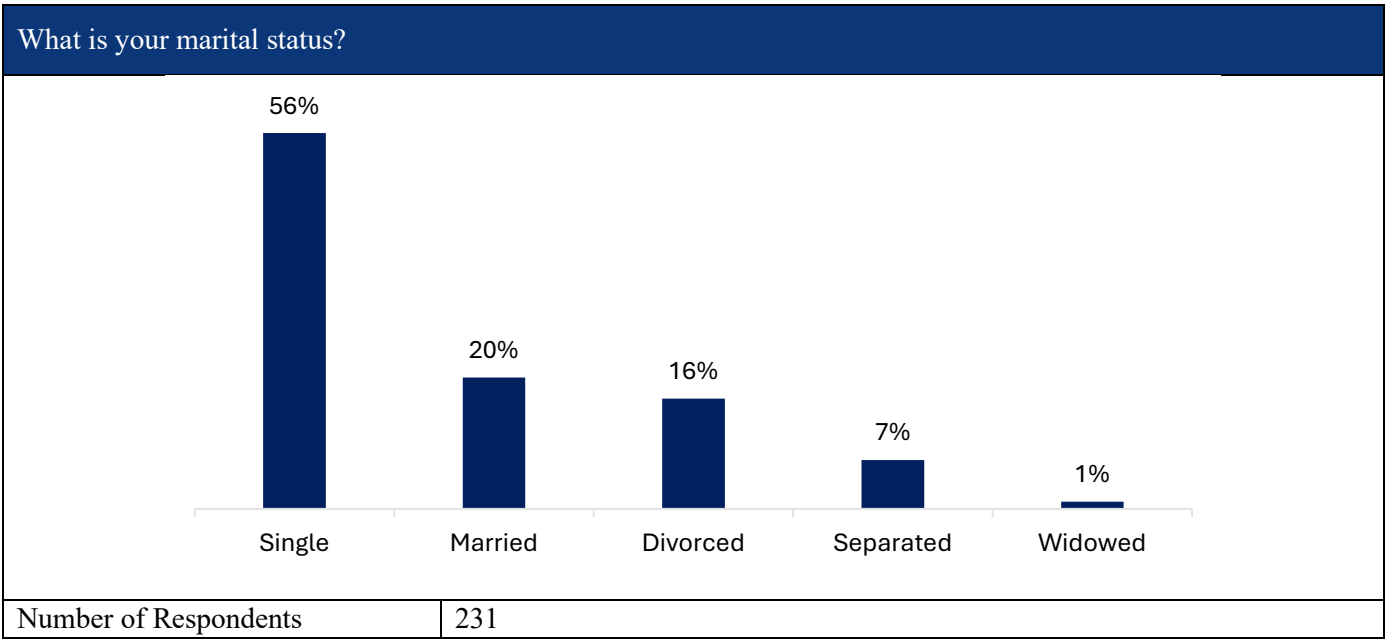
Gender



Physical Disability



Marital Status



APPENDIX

Acronyms

ACES	Automated Client Eligibility System
AG	Assistance Group
ASPIRE	Additional Support for People in Retraining and Employment Program
BUC	Bureau of Unemployment Compensation
COVID	Coronavirus Disease
COVID-19	Coronavirus Disease of 2019
CHIP	Children's Health Insurance Program
CSSP	Competitive Skills Scholarship Program
CY	Calendar Year
DHHS	Department of Health and Human Services
DOL	Department of Labor
DSS	Decision Support System - (OMS Database for MaineCare claims and eligibility data)
FNS	Food and Nutrition Services
FPL	Federal Poverty Level
SNAP	Supplemental Nutrition Assistance Program (formerly Food Supplement Program)
GA	General Assistance Program
HOPE	Higher Opportunities through Pathways to Employment
LIFT	Leveraging Investments so Families Can Thrive
MAGI	Modified Adjusted Gross Income
MC	MaineCare
MeCDC	Maine Center for Disease Control and Prevention
NOD	Notice of Decision
OFI	Office for Family Independence
OMS	Office of MaineCare Services
PaS	Parents as Scholars
SNAP	Supplemental Nutrition Assistance Program
SPIRIT	Successful Partners in Reaching Innovative Technology - (WIC Client Database)

SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income for aged, blind, and disabled
TANF	Temporary Assistance for Needy Families
WIC	Women, Infants and Children Special Supplemental Nutrition Program

Definitions

Additional Support for People in Retraining and Employment (ASPIRE): The TANF employment and training program created by the Governor and the Maine Legislature in July 1988, to provide case management, education, training, support and employment services to help TANF recipients to find or create jobs in the local labor market [10-144 CMR Ch. 607]

Automated Client Eligibility System (ACES): The database of information collected by the Office for Family Independence (OFI). The data within ACES is used by other OFI software to determine eligibility, create notices, and issue payments.

Calabrio: Telephony software for client call tracking

Children’s Health Insurance Program (CHIP): The state children’s health insurance program under Title XXI of the Social Security Act. “Children’s health insurance program, which is established in 22 MRS §3174-T, the federal Children’s Health Insurance Program, or CHIP, and the federal State Children’s Health Insurance Program, or S-CHIP. [22 MRS §3174-W]

CubCare: The medical insurance offered to low-income children in the state of Maine pursuant to 22 MRS §3174-T. Also known as CHIP, or the Children’s Health Insurance Program.

Federal Poverty Level (FPL): The nonfarm income official poverty line for a family of the size involved, as defined by the federal Office of Management and Budget and revised annually in accordance with the United States Omnibus Budget Reconciliation Act of 1981 [MRS §3762(1)(C)]

General Assistance (GA): A service administered by a municipality for the immediate aid of persons who are unable to provide the basic necessities essential to maintain themselves or their families. A general assistance program provides a specific amount and type of aid for defined needs during a limited period and is not intended to be a continuing “grant-in-aid” or “categorical” welfare program. This definition shall not in any way lessen the responsibility of each municipality to provide general assistance to a person each time that the person has need and is found to be otherwise eligible to receive general assistance [22 MRS §4301].

Leveraging Investments so Families Can Thrive (LIFT): LD 1774 An Act to Reduce Child Poverty by Leveraging Investments so Families Can Thrive.

MAGI MaineCare: Medicaid provided pursuant to Title II Subtitles A, B, C, and D, of the Patient Protection and Affordable Care Act of 2010 (PL 111-148)

MaineCare (MC): The healthcare program in Maine which provides free and low-cost health insurance to Mainers who meet certain requirements, based on household composition and income. There are also additional options for people with disabilities and certain health conditions, young adults who have been in foster care, and those who need long term care.

MaineRx: The prescription drug discount program Maine provides per PL 2003, c. 49412, and 22 MRS §2681

Notice of Decision (NOD): The written or electronic correspondence to a household or individual seeking aid from OFI that includes the office's decision, reason for that decision, and the rights and responsibilities of the individual.

Parents as Scholars (PaS): A TANF funded support for needy students with dependent children under 22 MRS § 3789-E. These student parents must be matriculated in a two or four-year degree program at a post-secondary education institution.

Social Security Disability Insurance (SSDI): A federal entitlement program to support individuals who, previously, paid an adequate amount of payroll taxes and are now determined to be disabled administered under 42 USC § 223 et seq.

Standard of Need (SON): Figures used in the determination of TANF and PaS eligibility and benefit amounts. The amount of income necessary to meet the full need in relation to household size.

Supplemental Nutrition Assistance Program (SNAP): The federal supplemental nutrition assistance program administered by the State pursuant to section 22 MRS § 3104. Formerly known in Maine as Food Supplement.

Supplemental Nutrition Assistance Employment and Training (SNAP E and T): A workforce development program established in accordance with 7 USC 2015(d)(4)(16) to serve Food Supplement recipients. In Maine this is referred to as the Food Supplement Employment and Training (FSET) Program.

Supplemental Security Income (SSI): Payments made by the federal government under 42 USC § 1381 et seq. to individuals who are determined to be aged, blind, or disabled and meet certain financial means tests.

TANF: The Temporary Assistance for Needy Families program, under the United States Social Security Act, as amended by the Personal Responsibility Work Opportunity Reconciliation Act (PRWORA) (PL 104-193).

TANF Closed/Terminated: An individual has been determined to no longer be eligible for TANF benefits. TANF assistance will no longer be issued to the individual, but they may be able to receive transitional benefits [10-144 CMR Ch. 331]. Due to adverse notification requirements an individual may receive a notice of closure/termination and receive one final TANF monthly cash payment. In this situation the TANF case is determined closed/terminated following the last day of the month of the final benefit.

Links to Relevant Maine Statutes and Additional References

<https://legislature.maine.gov/statutes/22/title22sec3109.html>

<http://legislature.maine.gov/statutes/22/title22sec3174-X.html>

<http://legislature.maine.gov/statutes/22/title22sec3769-G.html>

<https://www.maine.gov/sos/cec/rules/10/144/144c607.docx>

https://www.ssa.gov/OP_Home/ssact/title21/2100.htm

<https://legislature.maine.gov/legis/statutes/22/title22sec3174-T.html>

<https://legislature.maine.gov/statutes/22/title22sec3762.html>

<http://legislature.maine.gov/ros/LawsOfMaine/breeze/Law/getDocById/?docId=65814>

<https://www.congress.gov/111/plaws/publ148/PLAW-111publ148.pdf>

<https://www.maine.gov/dhhs/ofc/programs-services/health-care-assistance>

<https://legislature.maine.gov/statutes/22/title22sec2681.pdf>

<https://legislature.maine.gov/legis/statutes/22/title22sec2681.html>

<https://legislature.maine.gov/legis/statutes/22/title22sec3790.html>

https://www.ssa.gov/OP_Home/ssact/title02/0223.htm

<https://uscode.house.gov/view.xhtml?path=/prelim@title7/chapter51&edition=prelim>

<https://uscode.house.gov/view.xhtml?path=/prelim@title42/chapter7/subchapter16&edition=prelim>

<https://www.congress.gov/104/plaws/publ193/PLAW-104publ193.pdf>

<https://www.maine.gov/sos/cec/rules/10/144/144c331.docx>