



**DEPARTMENT OF COMMUNITY RESOURCES
INTEROFFICE MEMORANDUM**

TO: Board of County Commissioners
VIA: Terry L. Shannon, County Administrator *TL*
FROM: Jennifer Moreland, Director, Department of Community Resources *JM/IMV*
DATE: March 5, 2018
SUBJECT: Annual Report for Calvert County Department of Social Services Advisory Board

Background:

Local Department of Social Services (DSS) Advisory Boards are governed by the Maryland Annotated Code, Human Services Article. Section 3-501.

Annual Report Fiscal Year 2016

Please see the attached "Calvert County Department of Social Services Annual Report 2017."

Purpose

The duties and functions of the local Department of Social Services Advisory Board include:

- advising the local director on the local application of State policies or procedures;
- being well informed on local departmental activities;
- communicating to the residents of the county, information on the objectives, policies, programs, and problems of local social services and public assistance administration;
- reviewing periodic evaluations of the local department and consulting with the local director as to the proper implementation of the recommendations;
- reviewing and making recommendations regarding the annual estimate of needs;
- consulting with the local director regarding any new service that might be instituted to meet an unmet need;
- establishing/maintaining effective liaison with the local governing authority;
- serving, in conjunction with the Department they serve, as an advocate for social services and public assistance programs on the local, State, and federal levels;
- working to identify private, State, and federal grant sources for social services/public assistance programs;
- developing/implementing, in conjunction with the Department, an educational and public relations program for public and elected officials on the local, State, and federal level; and
- evaluating, in conjunction with the Department and the local executive authority or its designee, the local director and making recommendations based on the evaluation to the Secretary.

Past Accomplishments

In FY2017, The Department was challenged to continue to meet established goals with decreased staffing levels. The staff has exhibited a tireless commitment as they rise to this challenge and ensure that our agency performs above expectations. The Calvert County Department of Social Services Advisory Board established Calvert Family Advocates, an independent 501(c)(3). This philanthropic board has established themselves as a resource for Calvert County, raising \$110,000 in donations.

Current Status

The DSS Advisory Board meets monthly on the third Wednesday from 8:15 to 9:45 am.

Future Goals

In the upcoming year we will join community partners to establish a Child Advocacy Center—a resource for abused and neglected children. It brings together Child Protective Services, the State's Attorney's office, law enforcement, medical and counseling services under one roof. The Center is expected to be up and running by summer of 2018.

Thank you for your continued support.

Strategic Plan Highlights

- The Family Investment Division continued to meet the application compliance rate for Temporary Cash Assistance, Food Supplemental benefits, and Expedited Food Supplemental benefits. The Temporary Cash Assistance Rate was at 100 % each month during the fiscal year and the Food Supplement rate was never below 96% each month. The Agency focuses on same day processing for any customer eligible for Expedited Food Supplemental benefits and met the federal goal of ensuring customers get their EBT or Independence Card within seven calendar days.
- The team that works to assist customers to become job ready and employed had a goal of placing 98 customers into employment. The team placed 128 customers into employment where 84 of those placements were at \$10.00 an hour or more. The team placed nine customers into a Paid Internship Program where three of those customers were hired full time with that organization.
- The Family Investment Division began working with customers who obtain benefits from the Food Supplemental Program in assisting them in becoming job ready and employed. All customers who fit into the category of able-bodied adults must be working 20 hours a week to continue to receive benefits after three months. The agency developed a contract with Tri - County of Southern Maryland to assist us in our efforts.
- The process where customers apply for benefits on-line or at MYDHR.com continued to increase this fiscal year. The division averaged approximately 105 applications a month that were downloaded and entered into our benefit system. At the same time we are now taking Long Term Care applications on-line.
- Public Adult Guardianship held by Calvert County Dept. of Social Services for those who are 65 and under, increased from 1 to 5 people. As a result, the team had to re-allocate an Adult Services position to address the need.
- The Services Division continued to decrease the number of children in foster care. Family Involvement Meetings (FIMs) have increased children and youth participation by 42%, largely by the number of Youth Transitional FIMs being held.
- The Services Division achieved our Guardianship goal of 3 cases.
- The Services Division saw 100% of their children monthly, exceeding our goal of 95%.
- Child Protective Services closed 100% of its Alternative Response and Investigative Response cases within 60 days, surpassing its goal of 90%. Of the 16 foster care cases that were closed in FY 2016, none of the children re-entered foster care within 12 months of closure.
- Services Division has been working diligently with the States Attorney's Office (SAO) and law enforcement to develop and open a Child Advocacy Center early in 2018.

Calvert County Social Services Advisory Board "Calvert Family Advocates"

ADVISORY BOARD MEMBERS FY 2017

Karen Lane - Chair
Mari "Chris" Cummings
Reverend William Patton
Dr. Derek Sabedra
Katelynn Liptak
Dennis Helie
Katharine Knight
Jennifer Hillman
Melissa Brown Carter
Jennifer Moreland

2017 was a year of continued growth for Calvert Family Advocates due to the extraordinary generosity of county residents and business owners. \$110,000 was raised through donations and fundraisers. This income supported the continuation of current programs and the development of a new program for a Child Advocacy Center.

Safety

15 families remained in their homes when financial assistance was provided to pay utilities or rental arrearages that threatened eviction. Calvert Family Advocates paid for emergency dental surgery for a developmentally disabled man and sponsored the renovation of 6 homes for low-income elderly and disabled persons by the non-profit, Christmas in April.

Self-Sufficiency

2 young women received childcare assistance through the childcare grant program for low-income students attending the community college; and 5 individuals received educational assistance. A generous corporate donation supported the purchase of 5 certified pre-owned cars, resulting in improved employment opportunities and family connections for the recipients. Other self-sufficiency needs were supported including vehicle maintenance, driver's education, and the transport of low-income veterans to medical appointments.

Eldercare

Financial support was provided for 10 elderly individuals. Calvert Family Advocates contributed to the cost of replacing 2 well pumps and an oil tank; purchased hearing aids and a locator bracelet; and assisted with medical and dental bills.

Youth

Calvert Family Advocates provided a grant to the Calvert County Public Schools (CCPS) that provided 41 homeless and low-income children the opportunity to attend a two-week summer day camp or participate in sports programs. Additionally a grant was provided to CCPS to purchase new clothing for 54 homeless and low-income youth.

End-of-Year Donation

An end-of-year donation of \$100,000 from an anonymous Calvert County business will support the opening of a Child Advocacy Center in Calvert County, and provide needed resources to 2 adult day care programs.

Vision

We envision a community where individuals and families have unlimited opportunities to achieve independence and where all people are safe from harm. In addition, we envision a department that engages all team members in the mission, provides clear expectations to team members, strengthens shared values, builds trust, communicates effectively, recognizes good performance, and inspires all to be the best they can be.

Mission Statement

We will work with individuals and families of Calvert County in order to achieve a better quality of life by:

- Creating opportunities for obtaining independence;
- Protecting vulnerable children and adults;
- Providing appropriate financial support;
- Promoting preservation of families;
- Establishing strong business and community partnerships;
- Adopting programs and policies to meet the changing needs of our citizens and community.



Calvert County Department of Social Services
200 Duke Street
Prince Frederick, MD 20678
<http://dhr.maryland.gov/local-offices/calvert-county/>



Calvert County Department of Social Services



Annual Report 2017



Message from the Director

It is with great pleasure that I present to you the Calvert County Department of Social Services Annual Report for Fiscal Year 2017. This year was another challenging but productive year, none of which would have been possible without the dedicated staff here at the Department and the wonderful community partnerships that fill the gaps and enhance our service delivery.

In FY2017, the Department was challenged to continue to meet established goals with a decrease in staffing levels. The tireless commitment of the staff here at the Department continues to amaze me as they rise to the challenge and ensure that our agency performs above expectations. As you can see from the report, our highlights and accomplishments are many.

The Calvert County Department of Social Services Advisory Board, also referred to as Calvert Family Advocates, has made amazing strides this year establishing themselves as a resource for Calvert County. This group of volunteers have gone far beyond their established role as Advisors to the Department of Social Services and established themselves as a 501(c)(3) that has significantly impacted the citizens of Calvert County. Please take time to read their accomplishments noted in this report.

A note of excitement for the upcoming year is the venture to establish a Child Advocacy Center. This will be a center that will be a resource for abused and neglected children. It will bring together Child Protective Services, the State's Attorney's office, Law Enforcement, medical and counseling services under one roof. This will serve our most vulnerable children at one location at one time. This not only enhances our ability to protect and assess the child and his/her needs, but does it in a consolidated, comprehensive way that prevents the child from having to repeat description of the abusive event. This approach has been proven to decrease repeated trauma to the child and enhance prosecution rates. Through the generosity and commitment of the County Commissioners, Law Enforcement, the Health Department, the State's Attorney's Office, and Calvert Family Advocates, funding and services will be available to make this a reality. We look to open the Center by summer of 2018.

This next year will be filled with new ventures as well as continued excellence in serving the citizens of Calvert County. Our commitment to serving all customers in a comprehensive and compassionate way continues to drive our staff and be our main objective. We also look forward to continued partnerships in the community that enhance our ability to accomplish this goal.

- Amye Scrivener, LCSW-C, Director

Administration & Finance

Recruitment, New Hires and Reinstatements

Merit - New Hires and Transfers: 11
Contractual - New Hires and Transfers: 5
Reinstatements: 1

Retirements, Resignations and Transfers

Retirements: 4
Resignations and Transfers: 7

Other Actions

Non-competitive Promotions: 4
Promotions: 2
Reclassifications (including ASR), 3
Contract Renewals: 7



Family Investment

Food Supplement Nutritional Program

Households - 3,818
Participants - 7,199

Temporary Cash Assistance (TCA)

TCA Cases: 95
Work Eligible: 29
Exempt: 66
Universal Engagement: 100%
24 Month Participation Rate: 100%
Work Participation Rate:
58% without OTD (Disabled cases)
42% with OTD Cases (Disabled cases)

Medical Assistance

Community Cases: 629
SSI cases: 956
Long Term Care Cases: 171

Purchase of Care

Active Cases: 58
TCA Cases: 8
Transitional Cases: 3
Non-TCA Cases: 47
Total TCA Dollars Spent: \$488, 336

Emergency Assistance to Families and Children

Total Grants Issued: 59
Avg. Monthly Expenditure: \$2,526.08
Total Expenditure Amount: \$30,312.96

Homeless Prevention Program

Customers Served by Program Funds: 7
Total Homeless Individuals Served: 160
Total Adults Served: 92
Total Children Served: 68



Services

Child Protective Services (CPS)

CPS Investigated Cases

Total CPS Referrals: 974
Monthly Referral Average: 81
Referrals Accepted for a CPS Response: 386
Investigated Responses: 126
Alternative Responses: 138

Assessments

Substance Exposed Newborns: 47
Risk of Harm: 17
Requests from Other Agencies: 35

Multidisciplinary Team

Cases Reviewed: 11

After Hours

Calls for CPS Services: 264

Home Study

Total Home Studies: 33
Requests from Circuit Court: 15
Interstate Compact Placement of Children: 6
Supervised Placements: 3

Out of Home Care

Children Served: 84
New Entries: 22
Average Children in Care per Month: 57
Children who Exited Care: 27
Children who Aged Out of Care: 9
Children Reunified: 11
Adoptions Finalized: 4
Re-entries into Foster Care within 12 Months: 0

Resource Home Providers

Resource Homes in Calvert County: 29
New Resource Homes Approved: 6
Kinship Homes Approved: 6

Independent Living — As of June 30, 2017

Total Youth Independent Living Eligible: 25
47% of children in Foster Care are independent living aged

Family Centered Practice

Mediations: 4
Family Involvement Meetings (FIMs): 105
Families Served in FIMs: 43
Children Served in FIMs: 63

(Cont. on next page)

Adult Services

Adult Protected Services (APS)

Total APS Referrals: 189
Completed Investigations: 44
Carried in Continuing APS: 2
Well Being Assessments: 71
Financial Exploitation: 33 of Total Investigations

Adult Guardianship

Guardianship Assessments: 9
Total Guardianship (under 65 years old) Cases: 5

Senior Care

Customers Served per Month: 42

Project Home Case Management and Home Licensure

Customers in Project Home: 5
Licensed Project Homes: 4

Social Services to Adults

Customers Served: 63

Respite Care

Customers Served: 8

In-Home Adult Services (IHAS)

Vulnerable Adults Served: 26

Child Support

Total Amount of Child Support Disbursed in FFY 2017: \$10.93 million, a decrease of \$372,062 due to caseload decrease of 3.68% from FFY 2016 (92 cases).

Paying Arrears Goal: missed goal by 0.51%. #1 in the State.

Current Support Collection: missed goal by 0.24%. #1 in the State.

Court Order Establishment Goal: exceeded goal by 1.27%. #3 in the State.

Paternity Establishment Goal: missed goal by 1.33%. #14 in the State.

