

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 2020. This year has been a year like no other. When the mandatory tele-work order was issued in March, we knew that those who rely on us would need our assistance more than ever; so any disruption to services was simply not an option. As you will see in this report, we not only continued providing services by remote means but stepped up and added new programs to further assist customers statewide. We not only met these challenges but did all this while successfully moving staff to remote work. To ensure success we adopted and implemented a long list of new procedures needed to keep our staff and community safe. None of this would have been possible without the support and resiliency of my staff. They continue to amaze me by rising to every challenge and going beyond the call of duty, to ensure that our agency exceeds the expectations of all stakeholders. As you can see from this report, our accomplishments are many.

These continued hurdles are just as evident in the year to come, where we know service is never an option. We are ready to tackle these new ventures with continued excellence in our commitment to providing immaculate service to our valued citizens of Calvert County. Our commitment to serving all customers in a comprehensive and compassionate way will not waver but continue to drive our staff and remain our primary objective. We further look forward to continued partnerships within the community as we all progress toward this common goal.

- Amye Scrivener, LCSW-C, Director

Administration & Finance

Recruitment, New Hires and Reinstatements

Merit - New Hires and Transfers: 5
Contractual - New Hires and Transfers: 0
Reinstatements: 0

Retirements, Resignations and Transfers

Retirements: 1
Resignations and Transfers: 7

Other Actions

Non-competitive Promotions: 2
Promotions: 4



Family Investment

Food Supplement Nutritional Program

SNAP Cases: 4277
SNAP Recipients: 8037
SNAP Avg. HH Size: 1.87
Temporary Cash Assistance (TCA)
TCA Cases: 199
Work Eligible: 105
Exempt: 94
Job Placements: 144
Universal Engagement: 99%

**Pandemic changed strategies, requirements, and processes as customers were given bonus funds. The goal became to ensure customers received their benefits as work requirements were waived.

Emergency Assistance to Families and Children

EAFC: Total Expenditures: \$28,253.63
EAFC number of grants issued: 50
EAFC average grant amount: \$565.00

Homeless Prevention Program

Homeless Prevention Program Expenditures: \$2078
HPP number of grants: 7
HPP average grant amount: \$296.85

Medical Assistance

Medical Assistance Cases Under Care: 658
Medical Assistance Long Term Care Cases: 10
Medical Assistance SSI: 9

Temporary Disability Assistance Program (TDAP)

TDAP - Number of Ongoing Cases: 123
TDAP Short Term disability: 46
TDAP Long Term Disability: 77

Local Assistance Expenditure Amount: \$4995
Local Assistance Number of grants: 25
Local Assistance average grant amount: \$199.80

Services

Child Protective Services (CPS)

CPS Investigated Cases

Total CPS Referrals: 820
Monthly Referral Average: 68
Referrals Accepted for a CPS Response: 288
Investigated Responses: 112
Alternative Responses: 169
Children interviewed at CAC 50

Assessments

Substance Exposed Newborns: 38
Risk of Harm: 20
Requests from Other Agencies: 27

Multidisciplinary Team

Cases Reviewed: 5
CAC Case Reviewed 47

After Hours

Calls for CPS Services: 499

Home Study

Total Home Studies: 12
Requests from Home: 18
Interstate Compact Placement of Children: 8
Supervised Placements: 5

Out of Home Care

Children Served: 87
New Entries: 21
Average Children in Care per Month: 67
Children who Exited Care: 25
Children who Aged Out of Care: 5
Children Reunified: 14
Adoptions Finalized: 1
Guardianship: 5
Re-entries into Foster Care within 12 Months:

Resource Home Providers

Resource Homes in Calvert County: 26
New Resource Homes Approved: 5
Kinship Homes Approved: 6

Independent Living — As of June 30, 2020

Total Youth Independent Living Eligible: 32
51% of children in Foster Care are independent living aged

Family Centered Practice

Mediations: 3
Family Involvement Meetings (FIMs): 134
Families Served in FIMs: 129
Children Served in FIMs: 164
In-Home Family Services: 93 families



Adult Services

Adult Protected Services (APS)

Total APS Referrals: 270
Completed Investigations: 28
Well Being Assessments: 80
Financial Exploitation Total Investigations 12

Adult Guardianship

Guardianship Assessments: 17
Total Guardianship (under 65 years old) Cases: 4

Senior Care

Customers Served per Month: 10

Project Home Case Management and Home Licensure

Customers in Project Home: 2
Licensed Project Homes: 2

Social Services to Adults

Customers Served: 38

Respite Care

Customers Served: 35

In-Home Adult Services (IHAS)

Vulnerable Adults Served: 25

Child Support

This was the year of COVID 19. The courts were closed for 5 months and we were working remotely during those 5 months. Total Disbursed in FFY 2020: \$10.47 million for Calvert County's children. Our collections were only down by \$12.00 from FFY 2019.

We ended FFY 2020 #2 in the state for current support collections (missed our goal by .03%) and #1 in state for cases paying on arrears (goal met and excited goal by 3.32%). Cases with court orders established we finished #5 in the state (missed goal by .09%) and cases with paternity





Strategic Plan Highlights

- Pandemic changed requirements and strategies. During Pandemic MD DHS/FIA went to a statewide processing model. Still a work in progress. Allows for Open Door policy and processing cases locally for customers around the State of Maryland regardless of their residence
- Community Resource Day – CFA joined other local non-profit organizations in providing over 150 attendees with grab ‘n go resource bags filled with hats, gloves, and shelf-stable food.
- Since CFA inception in 2014, your generous support has enabled Calvert Family Advocates to assist more than 1,000 of our neighbors in need..



Calvert County Social Services Advisory Board “Calvert Family Advocates”

ADVISORY BOARD MEMBERS FY 2020

Barbara Kete - Chair
 Renita Alexander
 Sarah Crigler
 Melanee Derenzy
 Sandra Maresca
 Jennifer Moreland
 Karen Lane
 Sandy Maresca
 Melissa Brown Carter
 Amanda Jones

Safety

We assisted 43 people with housing and utility payments. Among them were 5 families with first month’s rent/security deposits, 4 families with rental assistance to avoid eviction, 1 family with mortgage assistance to avoid foreclosure, 2 families with emergency utilities assistance, 3 individuals with medical/dental assistance, and emergency housing assistance for a victim of domestic violence.

The Continuing Need

Even before COVID-19, almost 30% of Calvert County residents lived below the poverty level or earned less than the basic cost of living for our county. Although there has been a moratorium on evictions and utility shut offs, these bills have NOT gone away. We will continue to pursue grants, use social media, and solicit individual and corporate donations so that when these bills finally come due, we will be able to help.

Self-Sufficiency

Among the 10 people we assisted with self-sufficiency were 2 individuals who needed auto repair funding so they could get to work, and four other individuals with educational and specific job training assistance.

Elder Care

We provided emergency medical/dental assistance to 5 seniors and purchased a new furnace for another.

Youth Support

Working together with the Calvert County Public School system’s McKinney-Vento Homeless & Foster Care Liaison Specialist we were able to provide our children in need with school and hygiene products, bus passes, school clothes, and, in one case, a birth certificate.



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.



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<http://dhr.maryland.gov/local-offices/calvert-county/>



Calvert County Department of Social Services



Annual Report 2020

