



Queen Anne's County Department of Social Services Annual Report | 2013



Making A Difference



Martin O'Malley, Governor | Anthony G. Brown, Lt. Governor
Theodore Dallas, Secretary DHR | Cathy Dougherty, Director, QACDSS



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Strategic Plan

FY 2013 - FY 2015

Vision

We envision a quality of life in Queen Anne's County in which individuals and families are able to be nurtured to achieve success and are safe from abuse and neglect.

Mission

We will enhance the quality of life in Queen Anne's County by preserving and culturally respecting families, protecting children and vulnerable adults, and by empowering individuals to achieve independence while maintaining human dignity.

Values

1. We must be involved in maintaining a work environment that values teamwork, respect, dignity, diversity, honesty, and open communication within the organization and community.
2. We are committed to a high quality of service that empowers, supports and encourages individuals, children and families, assists in times of crisis and economic hardship, and protects individuals from abuse, neglect and exploitation.

Goals

1. QACDSS will utilize data driven decision-making to enhance service delivery.
 - Measure 1.* Review results of customer service satisfaction survey/partner agency survey/internal agency survey.
 - Measure 2.* Maintain excellent DHR/All Agency audit compliance (98 – 100%). Reports will be reviewed annually.
 - Measure 3.* Programs will adhere to statewide compliance measures. Measures will be reviewed quarterly.
2. QACDSS will empower residents to access resources that will lead them to independence, self-sufficiency and safe nurturing environments.
 - Measure 1.* Percentage of clients participating in classes and percentage of success.
 - Measure 2.* Increase the number of opportunities to educate the community through outreach. Track the number of events and the number of participants.
3. QACDSS will build and maintain strong connections with partner agencies to enhance community resources.
 - Measure 1.* Increase the number of community resources and knowledge.
 - Measure 2.* Increase funding from partner agencies (County Government, LMB, and Advisory Board).

Message from the Director



To Community Partners and Friends:



With great pride I am presenting the Annual Report for FY 13 for Queen Anne's County Department of Social Services. From every corner of the agency we have not only kept up with the demands but in many areas we far exceeded the goals. Our Child Support Unit received the coveted Gold Star Award, our Family Investment Unit received several Silver Spoon Awards, the Child Advocacy Center continues to thrive by working as a partnership with law enforcement and mental health. The Services Unit successfully reduced the number of children in foster care to an all time low as well as exceeded the adoption goal. To keep up with all this action, our Local General Administration was busier than ever keeping up with all the extra contracts and procurements. The Career Center placed customers in 51 community jobs, more than the goal of 34. In spite of all this hard work 100% of our staff contributed to the Maryland Charities campaign and many volunteered to make a difference in the community on their own time. Our staff pride themselves on giving excellent customer service to those who walk through our doors. We couldn't do it without the support of all our partners including the local, county, and state government and to the many citizens who take time to help us fulfill our responsibilities to those who depend on us to be safe and independent.

Cathy Dougherty, LCSW-C



Services to Vulnerable Children & Adults

The Services Unit provides services to develop positive, nurturing, parent-child relationships, provide a safe and stable environment for children, and protect children and adults.

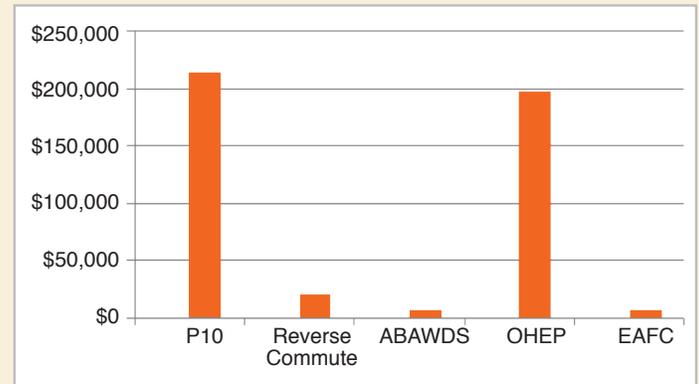
- The Adult Protective Services program initiated 27 new investigations and 2 guardianship cases.
- During FY 13, 46 adults were served by the Social Services to Adults (SSTA) program. SSTA provides assistance to adults with limited capacities seeking to remain or become self-supporting and self-sufficient.
- In Home Aide Services (IHAS) assisted 21 adults this year. This service provides chore services to help maintain customers in the least restrictive environment.
- Fiscal year 2013 began with 14 children in various out of home placements. At the end of the year there were 15 children in foster care. Of the 15 children in foster care, 11 were placed in family settings.
- There were 3 adoptions finalized this fiscal year.
- Intake screening received 674 calls from the community concerning child welfare or adult services programs.
- Child Protective Services assessed and investigated 145 reports of child maltreatment in FY 2013.
- In Home Services were provided to 98 families. A range of program options were made available depending on the family's level of need.
- Family Involvement Meetings (FIMs) helped to divert 6 children from coming into foster care. 24 FIMs were held in fiscal year 2013. Family Involvement Meetings assist family members, along with appropriate community professionals to deal with crisis by utilizing identified strengths and resources.
- Through the Nurturing Program, families increase their positive interactions and gain new parenting skills. Six sessions were held during this fiscal year. The program served 25 families, 29 adults and 49 children with a total of 78 participants. Funding and program facilitation was provided to The Family Center to assist with their provision of the program as well. The Nurturing Program is funded through a grant from the Mental Health Committee of Queen Anne's County, the Queen Anne's Government and the Family Investment Administration.
- During FY 2013, 5,590 items were donated to the agency's food pantry. 118 clients/families were served with bags of food totaling 1,997. Throughout the year, DSS contributed to 5 local food pantries and donated to the Back-Pack program in Sudlersville contributing approx. 3,000 items.

Family Investment



The Family Investment Administration issues temporary cash assistance benefits, provides supplemental assistance for those with ongoing needs and offers supportive job services. Staff utilize a variety of resources to help support customers. The receipt of any benefit is based on both technical and financial criteria. Each program consists of different regulations based on Federal, State, and Local policies.

Family Investment Administration Funding



- FIA served 4,925 customers.
- An average of 200 Food Supplement Program applications were received and an average of 180 applications were approved each month. On average, 2,162 households and 4,663 participants received benefits each month reflecting an increase of 25% in the monthly average of participants receiving food supplement benefits when compared to SFY11 reports.
- An average of 108 applications for Community Medical Assistance (MA) were received and processed every month. An average of 3,264 individuals receive MA each month.
- The Long Term Care (MA) program received and approved an average of 7 new applications each month. An average of 86 individuals received Long Term Care benefits each month.
- The Medical Assistance Social Security program (MA-SSI) received and approved an average of 67 applications each month. An average of 901 individuals received MA-SSI.
- The Temporary Disability Assistance Program helped 80 individuals.
- The Temporary Cash Assistance Program provided benefits to 178 individuals.
- The Careers Unit achieved 51 job placements that include 18 participants earning \$10.00 or more. The SFY 2013 job placement goal was 34 with 7 job placements earning \$10.00 or more.
- The Work Participation Rate goal of 50% was met in FY 13. The Federal Universal Engagement requirements of 100% was also met.
- The FIA OHEP staff processed 1,412 applications.
- The FIA CCS (Child Care Subsidy) program maintained 67 active cases.
- The FIA Unit served an average 1,157 walk-in customers per month.



Child Support Enforcement Services

The Queen Anne's County Office of Child Support Enforcement is committed to raising the standard of living for children by establishing and enforcing their right to receive support from both parents to enable them to mature into healthy and productive citizens.

The Child Support Enforcement unit provides assistance to custodial parents in the pursuit of child support services. The program establishes paternity, court orders and health insurance, collects support payments as well as enforces and reviews/adjusts court orders to maintain the appropriate amount of support ordered. The Non-custodial Parent Employment Program as well as locate services are also available.

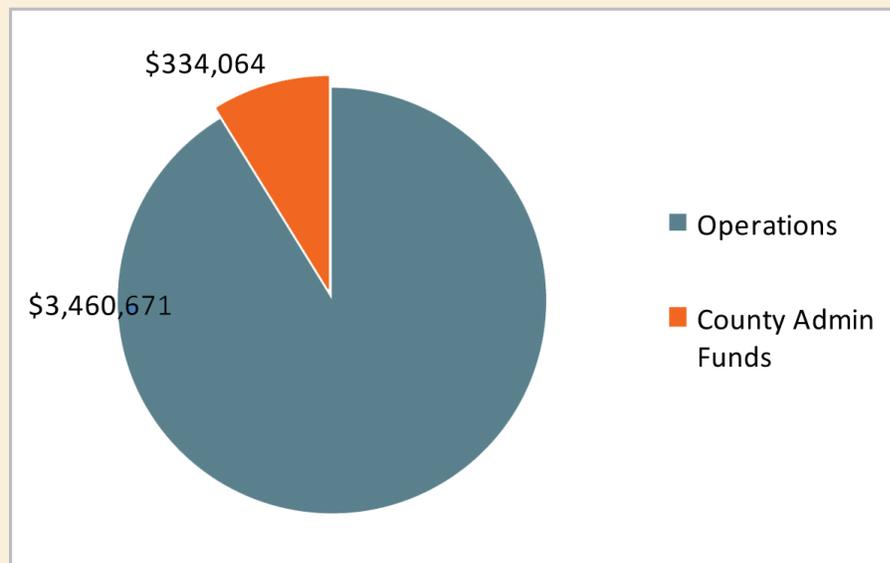
- Collected over **\$3.1 million** in Child Support payments.
- Continue to exceeded statewide standards in the establishment of paternity and court orders for support.
- Increased our referrals to NPEP (Non-custodial Parent Employment Program) program, a collaborative effort utilizing the resources of both internal administrations and community partners.
- Developed an “Administrative Contempt Process” to review and assist Non-Custodial parents during the early stages of their obligation in order to avoid formal court action. This proactive approach provides for better case management and has enhanced the lines of communication between staff and obligors.
- Established an “Employment Resource” table during Child Support Awareness month to provide one-on-one assistance to our unemployed non-custodial parents, a service that will continue monthly through-out the year.
- Continue to participate in a variety of community outreach activities to further strengthen our partnerships within the community.

Local General Administration



The Local General Administration (LGA) unit provides various support functions throughout the agency. The LGA unit consists of the Finance Office, Human Resources, Local Area Network Administration and Facility Management.

Administration





Advisory Board

The Queen Anne's County Advisory Board is comprised of volunteers living in the county as well as a county commissioner. They are appointed by the Queen Anne's County Commissioners to serve a three year term. Their duties include keeping abreast of current legislative actions that have an impact on the Department of Human Resources and Queen Anne's County Department of Social Services, promote awareness of the programs offered by the department, serve as an advocate for social services and public assistance programs, and identify problems and solutions in the delivery of services.

FY 2013 Advisory Board Members

Sharon Robertson, Chair
Kate Tumulty, Vice Chair
Bob Simmons, Commissioner, Ex-Officio
Sharon Addison
Reverend Genevieve Brown
Gay Gunther
Barbara Helfenbein
Bonnie Larrimore
David Quinn
Margaret Sisk



**Queen Anne's County Department of
Social Services**

Making A Difference

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