

Director's Message

It is my great pleasure to present the Kent County Department of Social Services (KCDSS) Annual Report for fiscal year 2012.

Our accomplishments were many this year. We implemented our new strategic plan in July and, as a part of that plan, our newly formed Employee Well Being Committee has made many health-related opportunities available to us all, including yoga and daily walking groups. Our Risk Management Team was honored with a Health and Safety Working Group Award of Excellence by the State Employee Risk Management Administration (SERMA). The Administration Division implemented a security guard contract for our main office, and two members of our Services staff participated in a 9-month Trauma Focused Cognitive Behavioral Therapy Certification Program. The Child Support division collected and disbursed nearly \$1.8 million in current support and arrears. And, the Family Investment division provided timely benefits to increased caseloads while far exceeding outcome targets for assisting individuals receiving Temporary Cash Assistance in securing employment.

As is true across the state and nation, Kent County continued to experience a rise in many caseloads as a result of the sluggish economy. The number of individuals in the county who receive Food Supplement benefits has increased by 114% since fiscal year 2007 and by nearly 9% just since last fiscal year. Other benefit programs have seen similar increases. As the age of the Kent County population continues to shift, we experienced a 161% increase in the number of Adult Protective Services investigations completed as compared to fiscal year 2011. Significant increases were also seen in the number of vulnerable adults and homeless individuals seeking and receiving services.

It is through the hard work and commitment of the KCDSS staff with the support of our advisory board and community partners, including government agencies, non-profit and faith-based organizations, resource families, generous individuals and our county government, that we are able to serve the citizens of Kent County. My sincerest thanks to each of you.

Linda C. Webb, LCSW, Director

Kent County Department of Social Services

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• Our Mission •

To promote personal responsibility,
dignity and self-sufficiency;
protect vulnerable children and adults;
and preserve families.

• Advisory Board Members •

Patricia Gatto, Chair
Gail Yerkie, Vice-Chair
Ronald Fithian, County Commissioner
Sheila Barry
Carolyn Brooks
Joseph Irr
Glenn W. Michael
Mary Walker
Robin Wood
Marcie Woodward



Martin O'Malley, Governor
Anthony Brown, Lt. Governor
Theodore Dallas, DHR Secretary



2012 Annual Report

Kent County Department of Social Services



Maryland Department of Human Resources

Program Performance

Administration Division

- Processed 5 new hires.
- Achieved 100% timeliness in the completion of employee evaluations.

Child Support Division

- Exceeded our Paternity Establishment goal by 4.77%.
- Consistently met or exceeded the statewide goals in the establishment of Court Orders and Paternity.
- Collected and disbursed nearly \$1.8 million in Child Support payments.

Family Investment Division

- Assisted 1,306 households with heating and electrical needs totaling \$991,642.
- Assisted individuals receiving Temporary Cash Assistance in obtaining 75 jobs with an average wage of \$10.07 per hour.
- Issued Food Supplement Program benefits averaging a total of \$346,500 per month to an average of 1,465 households per month.

Services Division

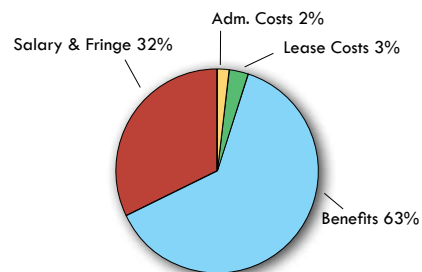
- Completed 103 Child Protective Services investigations, including 93 Abuse/Neglect and 10 at the request of other agencies.
- Reduced the number of children in foster care from 9 to 6.
- Finalized 1 adoption, meeting our state goal for adoptions. Maintained 16 adoption subsidies and 2 guardianship subsidies.
- Added 2 new resource homes, ending the year with 9.
- Conducted 27 Family Involvement Meetings: 20 children were safely diverted from foster care placements.
- Completed 29 Adult Protective Services investigations, an increase of 161% over FY 2011. Maintained 5 adults in guardianship. Served an average of 67 customers per month in Social Services to Adults, an increase of 116% from FY 2011. Served an average of 45 customers per month in In-Home Aide Services, an increase of 114% from FY 2011.
- Served 151 homeless individuals, an increase of 290% over FY 2011.

Accomplishments

- Received the Silver Spoon Award for performance in Food Supplement Program application timeliness, percent of cases reviewed and staff training activities.
- Partnered with Upper Shore Aging and other organizations to plan local implementation of MD Access Point, linking older adults and those with disabilities to community services.
- Partnered with the Presbyterian Church of Chestertown to provide holiday gifts to adults in guardianship.
- Supported two social workers' participation in a 9-month Trauma Focused Cognitive Behavioral Therapy Certification Program.
- Celebrated our resource parents with a Resource Parent Recognition Dinner. Supported Foster Parent Association Holiday Party for Foster Youth.
- Through the provision of In-Home Services, no children were taken into state custody.
- Provided 7 youths (those in foster care or receiving public assistance) access to participation in the regional Summer Youth Employment Program.
- Our Risk Management Team received The Health & Safety Working Group Award of Excellence from the State Employee Risk Management Administration. The team's accomplishments include a 99.3% overall reduction in claim costs.
- Implemented a Child Support Early Intervention Program to track newly established orders for payment compliance. This program provides for more effective case management and has been instrumental in establishing a better relationship with our customers which, in turn, has had a positive effect on child support collections.
- As part of our Strategic Plan, the Performance Evaluation Committee developed and implemented an outreach survey to better measure community response to agency training and presentations.

Financial Performance

Fiscal Year 2012 Actual Expenditures



Fiscal Year 2012 Customer Benefits

