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## DSS Gears Up For New Health Care Reform

On October 1, 2013, the Queen Anne's County Department of Social Services Family Investment Staff along with the Connector Entity SEEDCO, Navigator and Assistor will begin the enrollment processes for the Maryland Health Benefit Exchange. The qualified health plans take effect January 1, 2014 with enrollment ending on March 31, 2014. The Medicaid program is also **E-X-P-A-N-D-I-N-G**. Starting January 1, 2014, eligible people with income up to 138% of the federal poverty level (FPL) can get coverage in Medicaid. Even eligible childless adults can get full benefits! In fact,

everyone who is currently in Medicaid's Primary Adult Care (PAC) Program will **automatically** be enrolled into HealthChoice on January 1, 2014. Just come in the Social Services Office of the Queen Anne's County Health Department to apply. You can also go to the website [www.marylandhbe.com](http://www.marylandhbe.com) to get lots of information and complete an application or call the Consolidated Call Center at [1-855-642-8572](tel:1-855-642-8572). Income eligibility levels for children and pregnant women will be higher because they are not changing. Foster children? They're going to be covered too! You may have heard that children can stay on their parents' private plans until they

turn twenty-six. Former foster care children who have aged out of the system will now qualify for Medicaid until they are 26, regardless of their income. Here's what Medicaid Eligibility will look like starting January 1, 2014:

If your household size is this:	You may be eligible for Medicaid if your income* is this:
1	Less than \$15,856
2	Less than \$21,404
3	Less than \$26,951
4	Less than \$32,499
5	Less than \$38,047
6	Less than \$43,595
7	Less than \$49,143
8	Less than \$54,691

## Director's Spotlight

Greetings from the Eastern Shore! The staff at Queen Anne's County Department of Social Services has been busy as always, but it seems busier than ever this year. So many exciting changes are coming with Maryland Health Connections and Alternative Response among other new adventures. The pages that

follow will highlight our achievements over the past several months as well as milestones reached. Having hit my 30 year mark earlier this calendar year, I can certainly say I've seen many goals met, but we will always have more to reach for. One of the areas I am most proud of is our partnerships within the

community. The Affordable Care Act lead for the state is the Department of Mental Health and Hygiene, but in our jurisdiction it feels more like the 50-50 partnership with the local Health Department it should be.

Story continued on Page 2

## Services Celebrates Foster Parents, Adoptions

*“The goal [of Unity Day] was to spread the message of anti-bullying throughout Queen Anne’s County.”*

The Foster Care Unit had much to celebrate this year in the months of May and June. In May, Foster Parent Dawn Lange was named Foster Parent of the Year and was honored along with other foster parents of the mid shore at a dinner celebration held at Kent Island Yacht Club. Ms. Lange is the foster care

resource for two of her cousin’s children and the guardian of a third. She was also honored at a reception held at the Governor’s Mansion and had her picture taken with Governor O’Malley himself.

Additionally, the Services Unit has also exceeded the adoption

goal of two adoptions set by the Department of Human Resources by completing the adoption of three children on June 4, 2013. Please join the agency in congratulating the Services Unit on their many successes this year and hoping for many more to come!

## QACDSS Participates in County-Wide Unity Day



*Services AD Susan Coppage enjoys a hug from the Chick-Fil-A Cow, a Rita’s Italian Ice, and Tweety Bird on Unity Day.*

October 9<sup>th</sup> was Unity Day in Queen Anne’s County. This initiative was spearheaded by the county’s Anti-Bullying Committee (ABC).

QACDSS is represented on the ABC by Susan Coppage and Jody Simmons. The goal

was to spread the message of anti-bullying throughout Queen Anne’s County. Community donations allowed the ABC to provide every student and staff member in QAC public schools with an orange t-shirt stating “Bullying Stops with Me”. Each school in the county planned events to take place that day, which included students forming anti-bullying

messages. Two VIP buses toured the county’s schools with celebrities including Baltimore Ravens cheerleaders, Looney Toons characters from Six Flags, Ravens Super Fans, the Oriole Bird, and many more. The event was a huge success and received coverage from local news papers and ABC 2 news.

## Director’s Spotlight Continued from Page 1



*Jody Simmons enjoys a ride on the VIP Bus Tour on it’s way to the next QAC School to support Unity Day.*

*continued...* We work closely with our law enforcement partners as we strengthen our work in the Child Abuse Response and Evaluation (CARE) Center. Our Child Support Unit is working feverishly to work with every possible absent parent to meet their obligations to support

their children. This involves more courtroom appearances which have been successful. We’ve been able to hire more staff to deal with the increase in demands. A few years ago when the concept of Family Centered Casework was promoted to be an agency-wide venture, it seemed

impossible, but I can say it truly feels like that in the department these days as our focus is sharper than ever at the strengthening and supporting of families in need. Great job everyone, great job!

**Cathy Dougherty, LCSW-C**

# Nurturing Participates in School Supply Giveaway



School bells are ringing and what a better way to kick off the new school year than with a School Supply Giveaway Event held at Millstream Park in Centreville! The Giveaway was held on August 17, 2013 from 12:00PM to 2:00PM and was sponsored by the Abundant Life Restoration Church. Vendors were invited to share invaluable information with the community. Local agencies and programs participating in the event included Queen Anne's County Department of Social Services Nurturing Program coordinated by Heather Andrews, MD Choices, Delaware State University, Chesapeake

College Adult Education Program, and MD Excels. There were approximately 100 families that pre-registered for the event. Abundant Life Restoration Church,

Character Counts and the Board of Education provided children with backpacks loaded with all kinds of school supplies to get them ready and set for the upcoming school year. Children's faces lit up with excitement over all the new and fun school supplies they were receiving. The families were especially appreciative of the supplies they received on behalf of the community supported programs in Queen Anne's County. With the aid of the giveaway, families were able to get their children ready for the school year by including everything the students need for the classroom. Social Services also assisted with the

donations to the families and children thanks to a young lady in the community who celebrated her Sweet 16. In lieu of accepting birthday presents, she requested attendees bring school supplies. The supplies were then donated to QADSS for distribution at the giveaway. The event also supplied families with a free hot dog lunch and snow balls. Kia Reed, from the Abundant Life Restoration Church, created a scavenger hunt and included incentives to encourage families to converse with each one of the vendors. The Nurturing Program was addressed to the families that attended, encouraging participation in the research-based parenting education program. At this outreach event, three families committed to attending the next session of the program. The fall session of the Nurturing Program was initiated on September 19, 2013. Classes will be held weekly through November 21, 2013. There are 6 families that are currently attending the program, comprised of approximately 15-18 children and 6 parents. Licensed child care providers

***“Children’s faces lit up with excitement over all the new and fun school supplies they were receiving..”***

and one volunteer are available to care for and play with the youngest participants while the parents and children learn the

Nurturing concepts simultaneously in separate classrooms. For more information on the Nurturing Program, contact Heather Andrews.



***Nurturing Coordinator Heather Andrews works the School Supply Giveaway on behalf of QADSS's Nurturing Program held at Millstream Park in Centreville.***



# Child Support Awareness Month

*“...it is vitally important that every Non-Custodial Parent has what is referred to as a ‘right size [child support] order.”*

Child Support Awareness Month is an opportunity to make families aware of the variety of services available to them to ensure the financial stability of their children. To celebrate Child Support Awareness Month 2013, the child support staff reached out to 70 Non-Custodial Parents offering them an opportunity to get their support payments back on track. Child Support staff

assisted Non-Custodial Parents with the reinstatement of their



driver’s and professional licenses, resolved pending court issues, developed

options to re-establish and re-adjust their current support and arrears obligations, and also made referrals to the NPEP program if they requested assistance in obtaining employment. The program was met with a fair amount of success re-establishing the connection between the Non-Custodial Parent, Child Support staff and the Queen Anne’s County Department of Social Services.

## Administrative Hearings Aid in Collections

Queen Anne’s County Child Support has been very

children of Queen Anne’s County and try to help the Non-Custodial Parents meet their obligations. One day a month, we conduct in-house Administrative Hearings and attempt to help the Non-Custodial Parent remove any barriers that are preventing him/her from paying their support as court ordered. We set up payment plans for payment on the arrears to make the payment more reasonable, have them enter into the Payment Incentive Program for state-owed arrears, and, if appropriate, refer them to our NPEP Program (Non-Custodial

Parent Employment Program). We also discuss if a modification of their support order is necessary, as it is vitally important that every Non-Custodial Parent has what is referred to as a “right size order”. On average, we schedule 12 individuals a month and we usually have 6-8 appear. This has been a very successful program and has given our Non-Custodial Parents the opportunity to pay their support without feeling overwhelmed and to avoid a formal contempt proceeding.

**The QAC Child Support Team:** Kathy Nolan, Assistant Director, Shannon Jones, Melissa Winborne, Lead Worker, Lori Robinson, Supervisor, Dawn Seward, Theresa Morris, Liz Phillips.



innovative in their methods to collect support for the

# Child Support Celebrates 3-County Picnic

Child Support caseworkers and staff across 3 counties gathered together for a Staff Picnic on September 27, 2013 at Tuckahoe State Park in Queen Anne, MD. Child Support workers from Caroline, Kent, and Queen Anne's County came together in celebration of August's Child Support Awareness Month and bonded over a pot-luck lunch



**Child Support Assistant Directors, Supervisors, and caseworkers from 3 counties took a timeout from all the fun to gather for a group photo!**

including fried chicken, cold cut platter, various sides and desserts. Supervisors and workers alike participated in games promoting camaraderie, teamwork, and an opportunity to have fun!

**“Supervisors and workers alike participated in games promoting camaraderie, teamwork, and an opportunity to have fun!”**



**Lead Worker Melissa Winborne gives child support workers from neighboring counties some pointers on effective ways to collect on arrears. Go Melissa!**



**To celebrate Child Support Awareness Month, the Employee Appreciation Committee held an Ice Cream Social on August 15, 2013 to honor child support and all of the hard work they accomplish. Assistant Director Kathy Nolan accepted the award presented by Jodi and the EAC.**



**The QAC Child Support Team contemplates a football strategy to have an edge against Kent and Caroline Counties.**



# MEAP Update

**“[OHEP] helps Maryland’s hard working families pay their utility bills, minimize heating crises, and make energy costs more affordable.”**

The Office of Home Energy Programs (OHEP) helps Maryland’s hard working families pay their utility bills, minimize heating crises, and make energy costs more affordable. Our Queen Anne’s County OHEP team consists of: Jennifer Crumble, Betty Whyte, and Katie Comegys. Last year they served 1,413 customers and began taking

new applications on July 1, 2013. Grants are awarded to assist our customers with their heating and energy bills. The grant program runs each fiscal year from July 1<sup>st</sup> to June 30<sup>th</sup>. Households must meet the eligibility requirements and income standards. Payments are made directly to the fuel supplier and/or utility company on the

customer’s behalf. For further information, contact Jen, Betty or Katie. You can also visit the website at: [www.dhr.maryland.gov/ohep](http://www.dhr.maryland.gov/ohep).

**Cliff Townsend, Airlee Johnson, and Tanae Colbert showed everyone what they were made of on the ropes course at the Judy Center Partnership Retreat!**

## DSS Employees Attend Retreat



Family Investment Career Specialists Cliff Townsend and Airlee Johnson and Family Support Worker Tanae Colbert attended the Judy Center Partnership Retreat on August 22, 2013. The retreat was held at the Tuckahoe State Park Challenge Course. Its purpose was to encourage team

building, leadership and group dynamics. A total of 18 participants from the following agencies participated: The Judy Center, Healthy Families, The Family Center, and QACDSS.



## Welcome Baby Braden!

Congratulations to Administrative Assistant and all around “go-to” person Candace Jones as she gave birth to her son Braden on August 9, 2013! Baby Braden was welcomed by new mommy Candace and new daddy

Brad! Baby Braden is doing well and keeping his parents busy! We were also saddened to say farewell to Candace, as her last day here at QACDSS was 10/18/2013. On behalf of the entire agency, we wish Candace the best of luck in



all of her future endeavors and she will be greatly missed!

# FIA Welcomes New Employee

Family Investment Unit is pleased to welcome Pamela Melvin as an FIA Specialist I Case Manager. Pam started with QACDSS on September 23, 2013 and she will assist with screening new applications for public benefits. She is originally from Prince George’s County, attended UMBC and earned her Bachelor’s degree in Healthcare Administration. Pam previously worked for an Estate Planning Attorney for several years, then worked for

a family-owned car dealership for about 12 years. Pam moved to Centreville in 2007. She is married and has 3 children. Her oldest daughter is 23, recently married (April, 2013) and is living in Arnold. Her 2 sons are still at home— one is a freshman at Chesapeake College and the other is a freshman at Queen Anne’s County High School. On behalf of the entire agency, we would like to say, “Welcome Aboard!”



# QACDSS Holds All-Staff Picnic, Fun is Had by ALL

It was all fun and games (and food) for Queen Anne’s County DSS employees at the annual All-Staff Picnic on



**QACDSS Director Cathy Dougherty is not amused by Child Support A.D. Kathy Nolan hogging all the malt vinegar!**

Colbert, and a “best or craziest vacation game,” in which employees wrote down their best or craziest vacations and others had to guess whose vacation it was. Everyone had a laugh at what was decidedly the best answer: “Crumpton!” The Picnic



**Everyone was treated to Peggy’s delicious homemade cupcakes! We thank Peggy in advance for all her future goodies!**

due to the sales of casual day stickers and cooler raffle tickets, everyone received a gift card to Crab Deck to help pay for their lunch! Congratulations to this year’s

June 21, 2013 held at Fisherman’s Crab Deck! Coordinated by this year’s Picnic Committee, employees were not only treated to a sunny afternoon out by the water, but also to several fun activities coordinated by the Picnic Committee. Employees participated in games including a candy jar guess, won by Tanae

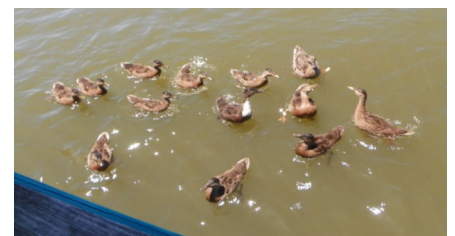


**This year’s picnic committee: Susie Spiering, Shannon Jones, Peggy Landskroener, Jennifer Crumble, Susan Anthony, Brittany VanBlargan, and Alesha Wright.**

Committee also surprised 4 lucky employees with a gift card giveaway by names chosen at random. Employees were also pleasantly surprised to find out that

Picnic Committee for coordinating a very successful and fun All-Staff Picnic!

**We had so much fun, other friends wanted to join in on the action!**





# Healthy QA Continues, Healthy Habits Form



Rosanette Cooper demonstrates how acupuncture works with her lovely assistant.

“Eleven Healthy Queen Anne’s walkers spent a total of 208 hours and 54 minutes exercising...”

Healthy Queen Anne’s, a workplace health initiative, has brought healthy lifestyle choices to our staff. The program is held at noon in the Multi-Purpose Room on the third Friday of each month. The program began in April 2013 and has had the following presentations:

**Yoga:** Phyllis Johnston, Everybody Yoga

**Nutrition:** Uma Borkar, Family & Consumer Sciences

**Sugar Blues:** Tina Squibb, Certified Health Coach

**Wellness:** Whitney Bourdelaise, Wellness Consultant

**Liver Health:** Whitney Bourdelaise, Wellness Consultant

**Traditional**

**Acupuncture:** Monika Armbruster, M.A.A.C.

**Commitment Fitness:** Ali Walbert, Roxy Cox

**Acupuncture & Chinese Herbal**

**Medicine:** Roseannette C. Cooper, L.Ac., Dipl.Ac.

Eleven Healthy Queen Anne’s walkers spent a total of 208 hours and 54 minutes exercising during the six week period of the American

Heart Association’s National Walking Day. Peggy Landskroener won top prize and



Eunice Stromberg won second prize for time exercising. All participants received a Casual Day sticker. Everyone was a winner!

The second six week walking challenge top prize was also won by Peggy Landskroener and Eunice Stromberg won second place. Although we did not meet our challenge to exceed a cumulative 225 hours in 6 weeks, everyone that participated was a health winner!



Twenty-two staff have participated in Healthy Queen Anne’s and we encourage all of you to attend. Healthy habits are developing at Healthy Queen Anne’s!

## DSS Participates in Day to Serve



One of 2 truck-loads of food donated by the community to benefit residents of Queen Anne’s County.

From September 15 through 29, 2013, Marylanders joined their neighbors in Virginia, West Virginia, and D.C. for Day to Serve events that recognize the connections between the health of our people, the health of our land, water and air, and the importance of taking action in something bigger than ourselves. From food drives to stream repair and highway clean ups, Marylanders worked

hard to relieve hunger and protect the environment by holding community service events throughout our state. In Queen Anne’s County, the Church of Jesus Christ of Latter-Day Saints organized an event to fight against hunger. Under the leadership of Craig Dilling, volunteers placed bags on residents’ doorsteps on Saturday, September 14, 2013. On September 21<sup>st</sup>, the

volunteers collected the donations and brought the items to the Queen Anne’s County Department of Social Services for distribution to the Queen Anne’s County Food Closet Program. The Department of Social Services organized the presence of three local food pantries:

*Continued on page 11*



# LGA RBA Improves

The LGA unit completed their FY '13 RBA analysis and found improvement in their performance compared to FY '12. A total of 1,458 invoices were processed by Catherine Gray. Twenty-three of the twenty-six staff that completed the LGA survey agrees invoices are processed timely. Laurie Marks responded to 1,959 IT trouble calls. Ninety-seven percent of staff feel their IT needs are met timely. Over two hundred sixty-two hours were donated by our volunteers. Peggy Landskroener surveyed



**Volunteers for Day to Serve and the LGA team: Judi Beskid, Catherine Gray, Peggy Landskroener, Cathy Dougherty, Eunice Stromberg, and Pam Marvel.**

supervisors and found twenty-five percent of the volunteers were rated outstanding, fifty

percent were rated satisfactory and twenty-five percent were rated unsatisfactory. Peggy will seek additional volunteers and

provide customer service training prior to assigning job duties. Building service requests totaled 31 for FY '13. Sixty-eight percent were completed within ten days. Forty-nine percent were completed within five days. Forty-two percent of all building service calls are for HVAC malfunctions. Contact Judi Beskid with building issues. Joanna Reynolds completed nine contracts in FY '13. The average time to complete a contract was 33 days. One hundred fourteen boxes of copy paper were used in FY '13. Eunice Stromberg calculated a reduction on 10.3% in paper usage in FY '13. She reminds staff to



continue to "Go Green."

## Did You Know LGA?

**Cathy Dougherty** is the 5<sup>th</sup> of 7 children born and raised on a dairy farm in Harford County. She loves the outdoors, loves to read, loves to sit on the beach, and loves water - period. She was not able to have her own children but raised two daughters in her first marriage. She has 10 nieces and nephews and now has 6 grandnieces and grandnephews with two more on the way. If she had a dog, it would be a Basset Hound, as she had two in the past. Just from these few sentences, you can see family is very important to Cathy and always will be her core. She became a social worker because she realized that not everyone was as lucky as she to

**"I have made my career working at DSS."**

have a good family. "I hope that in my 36 years so far as a social worker, I have made a difference in the lives of others."

**Catherine Gray** will be going on her first cruise this winter. She will be vacationing with her husband, her parents and her sister and family. "It should be great fun!"

**Laurie Marks** has been on a cruise, has been on a hot air balloon ride over the Napa Valley, and has been on a helicopter ride over the Chesapeake Bay. She has always wanted to sky dive! "I enjoy the paranormal, making cake pops, and being with my grandbabies!"

**Peggy Landskroener** always enjoys making different types of cakes, pies and sweet breads to share with others. She also enjoys making quilts to give away to friends and family for special occasions. "When spring arrives I am busy outside working in

my flower beds."

**Pam Marvel** has worked for QACDSS since 11/09/83 - 30 years! She also worked for the Department of General Services for 1 year, 4 months, making her career total 31 years, 4 months. "I have made my career working at DSS."

**Joanna Reynolds** has always wanted to ride in a hot air balloon. "I have made plans this spring for a ride."

**Eunice Stromberg** enjoys working in her flower beds. After a long day at work, you can find her outside enjoying her flower gardens.

**Judi Beskid** rode in the Amish Country Classic Bike Ride in Dover, Delaware on September 7, 2013 completing twenty-five miles. She will ride on October 19, 2013 in the Shelter Century Bike Ride starting in St. Michaels. "Come join the fun!"

# Customer Satisfaction Solicits Surveys

Meet the new Customer Satisfaction PQI team: Sara Tanski, Betty Whyte, Gail Dadds, and Alechia Wright, pictured with Jon and Director Cathy Dougherty.



Special thanks to Jon for encouraging all of our clients to complete



a survey and helping the team achieve fantastic results!

The Customer Satisfaction PQI Team has been working hard over the last several weeks during the second stage of our Customer Satisfaction Survey project. On September 2nd, the committee kicked off the distribution and collection of some of the most important information available from our agency. This month we are giving all

customers the specific opportunity to share their experiences of key quality factors, including: appropriateness; effectiveness; accessibility; availability; efficiency; continuity; timeliness; and respectfulness.

Human services work is ever changing and unpredictable which requires ongoing monitoring and evaluation. Sure, "it's one more thing" that we are asking everyone to do, but client satisfaction data can be a powerful tool to make great improvements in our services as well as acknowledge the great work that each of us do. We are already off to a phenomenal start as we have collected over 150 survey responses! In October, we began organizing and evaluating the data to share with everyone.

"Customers" aren't just limited to individuals to whom we provide direct service. The Customer Satisfaction PQI Team will also be working on additional projects to include input from Kinship Caregivers, Foster Caregivers, and Community Partners.

Unlike some of the other PQI teams, our customer satisfaction team relies heavily on input and collaboration with everyone at QACDSS. With everyone's help we hope to show how each person's hard work really does "count". Our team members include Aleisha Wright, Gail Dadds, Betty Whyte, and Sara Tanski.

Be on the lookout for exciting results which will allow us to brainstorm possible solutions and celebrate our successes!

## Make the Choice to Make a Difference

The Maryland Charities Campaign PQI Team is ready for the 2013 Campaign year. This year's goal is to raise \$2,013. Last year, the team exceeded

their goal of \$2,012 by raising a fantastic \$2,160. From this summer alone, the team raised a

total of \$84 just from the sale of bottled water. All the money that will be raised this year by the Maryland Charities Campaign Team will go to benefit Hospice. The theme this year is "Make the Choice To Make a Difference". The Team hosted the 2013 Kick-off on 10/11/13 in the Multi-Purpose Room. Staff

received their Pledge Sheets and had the opportunity to jump right into a fun season of special events, which will include a "Weigh the Pumpkin" contest, Soup Day in November and a Holiday Wreath raffle in December.





# EAC Continues to “Wow” Employees

The past few months have been exceptionally busy ones for the Employee Appreciation Committee (EAC). Team Leader, Jody Simmons, agreed to continue that role through the next fiscal year. The team hosted the agency’s Employee Recognition Event in May. This event coincides with Maryland State Employees Recognition Day which celebrates and highlights the dedication, hard work, commitment and professionalism of our State employee workforce. The special day



*Everyone enjoyed all the fixins’ at the Baked Potato Bar hosted by the EAC!*

gives each agency an opportunity to honor the exceptional work of State employees who make a difference for Maryland each day. The celebration featured a luncheon where workers feasted on fried chicken, potato salad, coleslaw and desserts. The

committee also organized games and activities that promoted camaraderie and unity. The EAC held several fundraisers in recent months including a Spring Basket Raffle, Beach Bag Raffle, and

Soup Day. In July, the EAC sponsored a White Elephant Sale and Carnival, which featured the sale of new and gently used goods donated by staff as well as several “carnival games” that staff could play for a possible prize. Additionally, the EAC sponsored a Baked Potato Bar Lunch on September 26<sup>th</sup> and for just \$5.00, employees were treated to a baked potato buffet with all the fixins’, including chili, melted cheese, broccoli, sour cream, and bacon. The committee raised over \$100 for the event. Fun was had by all and proceeds will be used to support future Employee Recognition Events and November’s “Gobble ‘Til You Wobble” Event.

*Who will be the lucky winner of the EAC’s Thanksgiving basket raffle?*



# Day to Serve continued

...Our Mother of Sorrows, Chesapeake Church of Christ and Centreville United Methodist Church. The food arrived on the back of two pick-up trucks. Representatives from each church as well as volunteers unloaded the bags of food and distributed evenly to each food pantry including the Department of Social Services food pantry. Approximately 350 bags full of food were unloaded.

Cathy Dougherty, Director, QACDSS and Heather Andrews, Nurturing Coordinator, QACDSS participated in unloading and distributing the food. The Queen Anne’s County Child Abuse Response and Evaluation (CARE) Center



*The C.A.R.E. Center’s Bingo fundraiser was a great success and proceeds will directly benefit their cause.*

held a bingo fund raiser also on September 21, 2013 -the Day to Serve. The

Queenstown Moose hosted the event and proceeds support the CARE Center. Queen Anne’s County Department of Social Services staff volunteered

their time at this event. The Child Abuse Response and Evaluation Center, a Child Advocacy Center, coordinates the investigative, medical, mental health and legal response to allegations of child sexual abuse and serious physical abuse and neglect. The CARE Center is a child friendly environment intended to ease the trauma of victimization. The LGA unit along with the Director and her executive assistant contributed numerous items to the agency Food Pantry in support of Day to Serve.

# Gateway Fun Pages!

## Match the “Fun Fact” to the agency Supervisor you believe it is describing!

1. This Supervisor’s father allowed her to drive a 5th wheel camper the length and size of a tractor trailer home from Disney World in 1994. They shared a special moment as her father never allowed anyone else to drive the camper before!
2. This Supervisor danced with Beyonce on the Today Show in NYC (along with a crowd of about 300 other people!)
3. This Supervisor once competed in the Miss Teen Maryland Pageant and finished in the Top 10!
4. This Supervisor’s family was once selected at random to be the Grand Marshalls of the daily Disney Parade that marched down Main St. USA in Disneyworld in Orlando!
5. The neighborhood children in this Supervisor’s community tell all the new kids that she is the town mayor– and they believe it!



**Happy Halloween! FIA employee Gail Dadds always knows how to get everyone into the Halloween spirit! As usual, Gail decorated her cube with the most amazingly ghoulish and frightening Halloween decorations and earns the title “The Queen of Halloween!”**



## Answers on Page 16

## Services Welcomes New Employee

The Adult Services Unit welcomed new employee on July 22, 2013, Sara “Kathy” Campbell. Kathy is a 1998 graduate of Queen Anne’s County High School and a 2003 graduate of Limestone College with a Bachelor’s Degree in Psychology. For the past seven years, Kathy was employed with Mid Shore Council on Family Violence as a client legal advocate providing services to Kent and Queen Anne’s Counties. She is also a certified classroom and behind-the-wheel instructor for Campbell’s Driving School. Kathy has two daughters, Lilly and Kaelyn, and got married on October 26, 2013! Please join the Services Unit in welcoming Kathy!



## State Service Milestones

- Aleisha - 5 years on 9/5/13
- Judi - 30 years on 9/28/13
- Pam - 30 years on 11/9/13
- Lisa - 34 years on 7/30/13
- Bonnie - 36 years on 11/13/13
- Marge - 40 years on 7/23/13

**Congratulations to all the employees who achieved a state service milestone recently and to all who continue to work hard to represent our agency and help serve our residents!**



## Cook's Corner: Broccoli Cheese Rice Recipe

### Ingredients:

- 1 cup raw long-grain **rice** (not instant)
- 4 Tablespoons (1/4 cup or 1/2 stick) **butter**, melted (liquefied, but cool)
- 2 cups frozen chopped **broccoli**, thawed
- 1 cup diced **sweet onions**
- 1 can **cream of mushroom soup** (undiluted)
- 1 soup can full of **water**
- 8 ounces **Velveeta** (processed cheese food), cut into 1/2-inch cubes
- 1/2 teaspoon **salt** and **pepper**



### Preparation:

Preheat oven to 375 F.

Mix rice and melted butter together in oven-proof casserole (a 3-quart covered casserole or Dutch oven should do it). Mix in broccoli, sweet onions, mushroom soup, water, Velveeta, and salt until well-combined.

Cover tightly and bake about 1 to 1-1/4 hours in preheated oven, stirring once mid-way through cooking. Cooking time may vary depending on how long mixture sits before baking. The longer it sits, the less cooking time is needed.

Always test rice for tenderness before serving. Cooking times vary with different ovens and casserole dishes, and you do not want any surprises. Recipe may be doubled.

Yields: 8 to 10 servings

**Variation:** You may also add fresh, peeled raw **shrimp** or cooked **chicken** cubes for extra protein.

## Baker's Nook: Pudding Chocolate Chip Cookies

### Ingredients:

- 2 1/4 cups all-purpose flour
- 1 teaspoon baking soda
- 1 cup (2 sticks) butter, softened
- 3/4 cup packed brown sugar
- 1/4 cup white sugar
- 1 (3.4 oz) package instant vanilla pudding mix
- 2 eggs
- 1 teaspoon vanilla extract
- 2 cups semisweet chocolate chips
- 1 cup chopped walnuts (optional)

### Preparation:

Preheat oven to 350 degrees. Sift together the flour and baking soda. Set aside. In a large bowl, cream together the butter, brown sugar, and white sugar. Beat in the instant pudding mix until blended. Stir in the eggs and vanilla extract. Blend in the flour mixture. Finally, stir in the chocolate chips and walnuts (optional). Drop cookies by rounded spoonfuls onto UNGREASED cookie sheets.

Bake 10 to 12 minutes until edges are golden brown.



# New Drug Threatens Youth

By Vera Meredith

Recently, a 15 year old student was offered a pill-like candy that looked like the following picture:



He was smart enough to refuse the candy-like pills, took a picture of them, and then sent it to his mother. The parent was enraged at the fact that drugs were being offered to her son in the 10<sup>th</sup> grade, but she was very proud that he took a stand and did the right thing. What would your child do?

We as parents need to make our children aware of the dangers of drugs and what to look for.

“Molly,” also commonly known as MDMA, is the pure form of

an illegal white powder found in ecstasy. The drug

lowers inhibitions and gives the user a sense of excitement. Some dangers include dehydrating very quickly and a rise in body temperature to 105 degrees. Breathing problems and health problems along with strokes are common among users. Many children have died from the use of this drug.

We as parents have to become the eyes for our children and help them to see the dangers that they may not be aware of. As always, I would like to hear from parents. What would be your response if your child was offered drugs? How many are aware of this drug? How many of your children are aware of the drug?

Please email me or send a note with your thoughts, opinions, and concerns.

“What would be your response if your child was offered drugs?”

## The Eyes of Our Children—Part 2

By Vera Meredith

I challenged parents in the article “The Eyes of Our Children,” published in the July 2013 issue of the Gateway newsletter, to take away the iPods, the iPhones, the electronic games, and the iPads, put them away for a week, and then email me or write me a note to let me know the results.

Following are the responses

to my challenge:

I interviewed Amy Clark from the Family Investment Unit. She has two children, ages 9 and 6, and they have a game system, but they do not play games very often and do not have cell phones. Amy’s children love to play outdoors. They have cows, pigs, cats and dogs. They get lots of exercise and love family activities.

Heather Andrews of the

Services Unit has children ages 1, 12 and 14. The older children have phones, but only use them for texting and emergencies. They have games, Wii, Xbox and computers, but have a time limit on games and computers. They listen to music on the computer, but also enjoy outside activities. Lisa Walls of the Family Investment Unit has a 10 year old child who has an





iPhone, an iPad, a Wii, a DS and an iPod. The phone was not Lisa's idea, however, her daughter does have limits on all her electronics. Lisa's daughter loves to play outside and enjoys being outside more than inside. I have set time limits on my own 17 year old son's phone by limiting the time he spends talking on the phone. The phone turns off from 10:00PM to 6:00AM on school nights. My 15 year old son listens to music through the game system. They do not play games Monday through Thursday and I find that grades are better and they get enough sleep. They enjoy outside

activities and they love to help me cook. It is clear that when parents set limits and boundaries to their children's usage of this new age of electronic gadgets and following through with these limits, children are much more likely to not only follow the rules, but also to participate in more engaging activities. We need to remember that the parents set an example for our children and are role models to their behavior. If we are constantly utilizing these electronic devices, especially during times that should be devoted to family, what are we telling our children? When the

parents not only set limits to this type of entertainment, but more importantly encourage other, more engaging activities, children will be more likely to turn off the phones, computers, and game systems themselves and take the initiative to encourage family activities. As evident by the above examples, children that have limits to their electronics with consistent parent monitoring and follow through are much more engaged with quality family time and family activities.

## Emergency Preparedness

The hurricane season officially begins in the Atlantic June 1st and ends November 30th. We are well into the season and fortunately there have only been two named storms to date. But as we know, hurricanes can form late in the season. As employees of the Department of Human Resources (DHR), we are the lead agency in providing mass care and shelter operations. As such, it is important to be prepared for emergencies. Start with your family and yourself. Do you have plans in effect for your family and pets if you were called to leave your home and work at a shelter? All DHR employees are mandated to attend Emergency Preparedness training and Shelter Management training. These

courses are offered by DHR and are frequently held regionally. Be prepared, not scared.

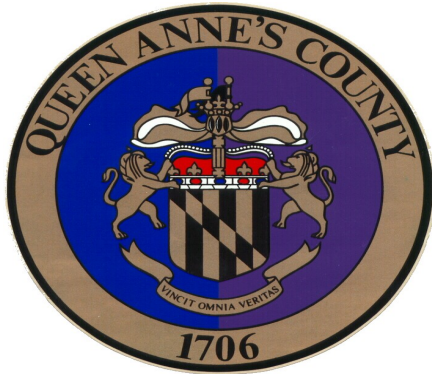
At the local level, we are meeting monthly with our community partners to plan



for shelter operations. Our partners include the Department of Emergency Services, the Health Department, the Board of Education, the Mid Shore Council on Mental Health, the Sheriff's Department, the Department of Community Services, American Red Cross, and

Animal Welfare League and Races. Together we are preparing for emergencies and planning outreach events for our county. In the future, you may be able to bring your pets along with your family to a shelter when you are required to work. Your pets and family will be shelter residents. Pet sheltering has not been approved at this time, however as we continue to meet with our partners, a plan may be developed for pet sheltering. Our neighboring counties include pet sheltering at their shelters. Good resources for emergency preparedness can be found at [www.redcross.org](http://www.redcross.org). Tools and resources, as well as the DHRnet Emergency Operations.

**Vera's Quote**  
**of the**  
**Quarter:**  
*"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."*  
**Maya Angelou**



## Queen Anne's County Gateway

The Gateway team would like to thank the Assistant Directors, Supervisors, and workers in each unit, as well as PQI Leaders, for taking the time to submit articles and photos for the November 2013 issue of the Gateway newsletter! Our team has been thrilled to help in re-launching Gateway and are fully committed to bringing you the most current, up-to-date and exciting stories, events, and achievements, personally and professionally, throughout the agency and the community. The Gateway team is always looking for new members to join the team! Please see any member of the Gateway team to learn how to join! The Gateway Team meets every first Monday of the month at 8:30AM in the lunchroom. We want your ideas!

### Advisory Board Members

**Sharon Robertson**, Chair  
**Bob Simmons**, County Commissioner;  
**Sharon Addison; Bobby Helfenbein;**  
**Bonnie Larrimore; Gay Gunther;**  
**Margaret Sisk; Rev. Genevieve Brown,**  
**Paul Stearns, Martha Anthony and**  
**David Quinn**, Foster Parent.

The Advisory Board meets on the second Thursday of each month.



## Extra Extra! Gateway Wants Your Good News!

The Gateway Team wants to publish your good news! We are now accepting articles for the March 2014 issue of the Gateway newsletter. We want to hear about your unit's or PQI Team's events, accomplishments, achievements, and general fantastic news! All articles must first be approved by your unit's Assistant Director before it's submission to a

member of the Gateway Team. Articles may be submitted at any time, but are due no later than



**The Gateway Team from left to right: Candace Jones, Dawn Seward, Robin Day, Vera Meredith**

January 3, 2014 to ensure its publication in the March 2014 issue. Any personal news or achievements from employees that might not be published into an article may be submitted to a member of the Gateway team to be printed in an upcoming "Employee News" column of the newsletter. Give us something to talk about!

**Answers to "Fun Facts" : (1) Peggy Landskroener (2) Nadine Mentecki (3) Lori Robinson (4) Susie Spiering (5) Joanne Hynson**