

# Director's Message

It is my great pleasure to present the Kent County Department of Social Services (KCDSS) annual report for fiscal year 2013.

This has been a very busy and productive year for us! First, we began working toward reaccrediting our agency and programs with the Council on Accreditation, an international child and family service and behavioral health accrediting organization. This process requires the time and attention of all of us at KCDSS and gives us the opportunity to reassess our service delivery and program integrity. In addition, we have been participating with our regional Department of Social Services partners to develop and implement strategies to prepare youth in foster care for adulthood in support of the MD Department of Human Resources' "Ready by 21" initiative. We took the next step in building the infrastructure for increased supportive services to children in Kent County by securing a grant from the Governor's Office of Crime Control and Prevention. This grant has helped us add a Victim Advocate/Child Advocacy Center Coordinator to our staff. Finally, we spent much of the year planning for the implementation of the Affordable Care Act and the expanded Medicaid eligibility that takes effect in Maryland on January 1, 2014.

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*

## Vision

We envision Kent County as a safe community, free from exploitation, neglect and abuse, where individuals take responsibility for themselves and their families by striving for independence.

## Mission

Kent County Department of Social Services promotes personal responsibility, dignity and self-sufficiency, protects vulnerable children and adults and preserves families. We accomplish this in partnership with our customers and stakeholders.

## FY 2013 Kent County DSS Advisory Board Members

Patricia Gatto, Chair	Carolyn Brooks
Gail Yerkie, Vice Chair	Dora Best
Rev. Mary Walker	Ronald Fithian, County Commissioner
Dr. Joseph Irr	Ernie Crofoot, County Administrator
Marcie Woodward	
Robin Wood	
Glenn Michael	

## Kent County Department of Social Services

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



# 2013 Annual Report Kent County Department of Social Services



Maryland Department of Human Resources

# Program Performance

## Services Division:

- Completed a total of 120 Child Protective Services investigations (112 abuse/neglect investigations and 8 at the request of other agencies)
- Finalized 1 adoption, meeting our state goal for adoptions
- Maintained 16 Adoption Subsidies and 2 Guardianship Subsidies
- Conducted 27 Family Involvement Meetings; 20 children were safely diverted from foster care placements
- Completed 16 Adult Protective Service investigations
- Maintained 7 adults in guardianship
- Served a high of 94, a low of 83, an average of 89 clients per month in Social Services to Adults, an increase of 33%
- Served a high of 56, a low of 49, an average of 52 clients per month in In-Home Aide Services, an increase of 16%
- Served 69 homeless individuals
- Issued Food Supplement Program benefits averaging a total of \$351,713 per month to an average of 1,533 households per month
- Served a monthly average of 1,586 households in Community, SSI and MCHP Medical Assistance and 94 individuals in Long Term Care Medical Assistance
- Assisted 44 households to resolve eviction proceedings and utility crisis totaling \$10,693
- Served 88 individuals and supported the Samaritan Group cold weather shelter through the Local Emergency Assistance Program
- Screened 42 applicants for The Bay Restoration Program of Kent County, which provides assistance with county water/sewer costs

## Child Support Division:

- Exceeded paternity establishment goal by 5.97%.
- Consistently met or exceeded goals in the establishment of court orders, paternity and collection of arrears
- Collected and disbursed in excess of \$1.8 million in Child Support payments

## Family Investment Division:

- Assisted 1,084 households with heating and electrical needs totaling \$1,174,527
- Assisted individuals receiving Temporary Cash Assistance in obtaining 75 jobs with an average wage of \$9.20 per hour

# Achievements:

- Recognized and supported our resource families by hosting a resource parent recognition dinner, supporting the local Foster Parent Association holiday party for youth in foster care, and recognizing the birthday of each resource home parent
- Partnered with the Presbyterian Church of Chestertown, which provided holiday gifts to our adult wards
- Secured a 3-year grant from the Governor's Office of Crime Control and Prevention to hire a Victim Advocate/Coordinator for our Child Advocacy Center
- Conducted a Child Support Awareness Month outreach activity that resulted in the enrollment of 25% of the target population in the Payment Incentive Program (PIP), which allows noncustodial parents the opportunity to resume payments and avoid further enforcement actions
- Received the DHR Golden Fork and Silver Spoon awards for performance in Food Supplement Program application timeliness, percent of cases reviewed and staff training activities
- Connected 25 families with 23 community sponsors who provided holiday gifts through our Adopt-a-Family Holiday Program
- Initiated an Outreach Committee that developed and implemented several strategies to increase our presence in the community through educational seminars and participation in community events
- Initiated an Employee Well-Being Committee, which delivered a number of benefits and activities to KCDSS staff, including walking groups and competitions; lunchtime fitness classes; annual health screenings in partnership with the Kent County Health Department; and a brown bag lunch series with the University of Maryland Extension, Kent County
- Implemented a process by which we analyze our annual customer, community partner and employee survey results and implement action plans to address areas of concern

