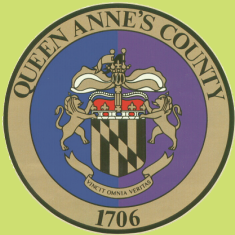




Queen Anne's County Department of Social Services



Making A Difference

ANNUAL REPORT FY 2014



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



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Message from the Director



Each year I get the opportunity to share with the community the accomplishments of the previous fiscal year. It always fills me with a sense of pride that our small department can accomplish so much for the citizens of Queen Anne's County.

The staff are the ones who deserve all the kudos. Whether it is helping a customer receive benefits for food or a single parent needing Child Support services or a struggling family needing to learn new ways to cope with the difficult job of parenting, we work together to make their lives better. Together, as a team, we continue to provide high quality services to the young and old and all those in between.

Our personnel have gone through some transitions this past year which is necessary for any organization to thrive. A re-organization highlighted a change by bringing our Office of Home Energy Program to the Services unit, thus allowing the Family Investment Unit more focus on the changes that come with Maryland Health Benefits Exchange. In doing so, it was necessary to add an additional supervisor and re-alignment to Services. The implementation of Alternative Response has provided the Services Unit with a new approach to managing low risk reports of child abuse and neglect. Staff has embraced this approach and is experiencing success with customers as a result. The Family Investment unit identified two Lead Workers and added a contractual position coming from the central office. The Jobs Program thrived due to the energy of the staff who found employment for 56 people, many who were placed in over \$10 an hour positions. The Child Support Unit met or exceeded their goals in all categories tracked by the Federal standards. There was a bit more turn over in staff this year and while we wish old friends a happy retirement we also welcome new staff with open arms. The new energy is fabulous and contagious.

Our Advisory Board is one of the most active in the state. Their support of our programs knows no bounds. They sponsored backpacks for children in August, gifts for families during the Holidays and sent children to special needs camps. They are interested in our programs and supportive of our work.

We appreciate the support of all our partners including the local, county, and state government as well as the many citizens who take time to help us fulfill our responsibilities to those who depend on us to be safe and independent.

In the following pages you will see the progress we made towards goals set by the state as well as the agency. It's been a great year and I imagine this time next year we will look back and say we did even better.

Cathy Dougherty, LCSW-C

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.

Advisory Board

The Queen Anne's County Department of Social Services 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 2014 Advisory Board Members

Sharon Robertson, Chairperson

Reverend Genevieve Brown

Sharon Addison

Bobbie Helfenbein

Gay Gunther

Margaret Sisk

Paul Stearns

Martha Anthony, Co-Chair

David Quinn

Bob Simmons, County Commissioner

QUEEN ANNE'S COUNTY POPULATION	
Total Population	48,517
Number of Households	17,165
Average Household Size	2.75
Median Age	39
Male: 49.6% / Female: 50.4%	

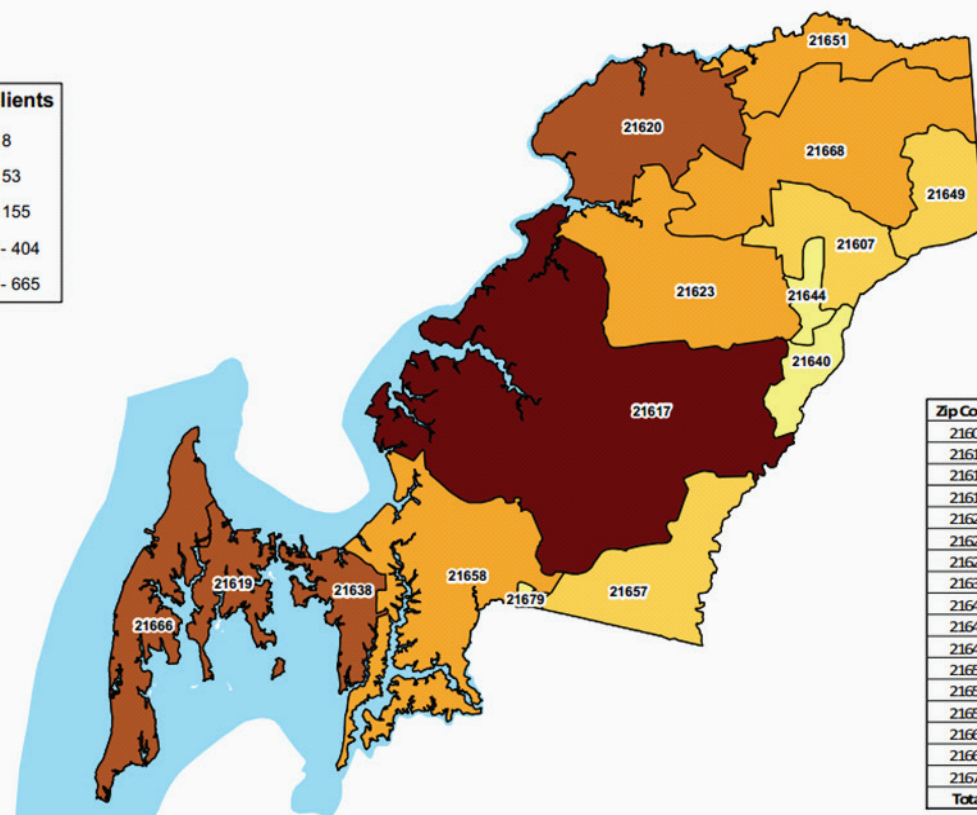
RACE	
White	89.8%
African American	6.9%
American Indian or Alaska Native	0.4%
Asian	1.2%
Hawaiian/Pacific Islander	0%
Other	1.4%
2 or more races	1.7%
Hispanic or Latino	3.4%

QUEEN ANNE'S COUNTY DEPARTMENT OF SOCIAL SERVICES WORKFORCE	
Total workforce	55 positions
50 State positions	
5 County positions	
FOUR DIVISIONS	
Family Investment Division	17 positions
Social Services Division	23 positions
Child Support Division	7 positions
Local General Administration Division	8 positions

STAFF COMPOSITION	
Silents: Born 1922 – 1944	1
Baby Boomers: Born 1945 – 1962	21
Generation X'ers: Born 1963 – 1981	26
Millennials (Gen Y's): Born 1982 – 1993	7

CARES Clients in Queen Anne's County by Zip Code

Number of Clients	
5 - 18	
19 - 53	
54 - 155	
156 - 404	
405 - 665	



Zip Code	Clients
21607	32
21617	665
21619	362
21619	362
21620	273
21623	155
21628	68
21638	373
21640	5
21644	18
21649	29
21651	109
21657	53
21658	153
21666	404
21668	151
21679	11
Total	3223

Family Investment Division Denime McCain, Assistant Director

The Queen Anne's County Family Investment Division provides assistance to individuals and families with children under the following program components: Welfare Avoidance Grants (WAG), Temporary Cash Assistance (TCA) and alternative program components that include: Emergency Assistance to Families with Children (EAFIC), Burial Assistance, Public Assistance for Adults (PAA), Temporary Disability Assistance Program (TDAP), Child Care Subsidy (CCS), Supplemental Nutrition Assistance Program (SNAP), and Medical Assistance (MA).

During the past fiscal year the Family Investment Division provided assistance to ensure the implementation of the Affordable Care Act for residents of Queen Anne's County. Through the expansion of the Enterprise Content Management System (ECMS), scanning locations and equipment was available to support the increased number of customers served. ECMS is a process whereby paper documents are digitally scanned, stored, and retrieved with specialized software. This system allows immediate state wide access to documents such as applications and verifications as well as Joint Application Development sessions for Optical Character Recognition (OCR) and Workflow advanced features for the Family Investment Division, Child Support Enforcement Administration and the Office of Home Energy Program.

All new applications and supporting verifications are being scanned into ECMS. Training was provided to ensure excellent customer service while providing program assistance. During the fiscal year, two positions were reclassified to Lead Workers and one contractual employee was added in an effort to support the compliance requirements, workload increase and training needs.

During Fiscal Year 2014, the Queen Anne's County Department of Social Services Family Investment Division met program goals and provided the following services:

- Completed 251 Temporary Cash Assistance (TCA) applications
- Placed 56 unemployed TCA recipients with employment
- Placed 14 unemployed TCA recipients with earning a minimum of \$10 per hour
- Promoted 100% Universal Engagement with 90% of work eligible individuals engaged in an authorized work activity
- Achieved more than the required minimum 50% of Work Participation Rate (WPR)
- Completed 2,448 applications for Medical Assistance (MA)
- Coordinated 84 applications with Child Care Subsidy services
- Completed 2,580 Supplemental Nutrition Assistance Program (SNAP) applications
- TCA, MA, SNAP programs reflect 5,028 assistance units, an increase of 7% over FY 2013
- Assisted 1,181 walk-ins
- Responded to 3,871 telephone inquires
- Provided Welfare Avoidance Grants to 2 customers
- Emergency Assistance to Families with Children was provided to 24 families
- Completed 24 applications for Public Assistance to Adults (PAA)

Social Services Division Susan Coppage, Assistant Director

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

In April 2014, the department began a new approach, Alternative Response, for managing low risk reports of child neglect and abuse. Alternative Response is a new state law based on the belief that families can stay together if they receive the assistance they need when concerns occur. Alternative Response creates a partnership between families and caseworkers and is designed to ensure child safety and well-being by addressing the family's issues as early as possible. Since April 2014, 20 families have received an Alternative Response in lieu of a Child Protective Services Investigation.

The Office of Home Energy Programs (OHEP) moved to the Services Unit in Fiscal Year 2014. OHEP helps Queen Anne's County's hard working families pay their utility bills, minimize heating crisis, and make energy costs more affordable.

The following services were provided to vulnerable children and adults:

- Child Protective Services responded to 102 allegations of child maltreatment
- In Home Services were provided to 70 families. A range of program options were made available depending on the family's level of need.
- Family Involvement Meetings (FIMs) helped to divert 13 children from coming into foster care. Seventeen FIMs were held in Fiscal Year 2014. Family Involvement Meetings assist family members, along with appropriate community professionals to deal with crisis by utilizing identified strengths and resources.
- Adult Protective Services initiated 13 new investigations and handled 3 guardianship cases.
- Social Services To Adults (SSTA) provides assistance to adults with limited capacities seeking to remain or become self-supporting and self-sufficient. During this fiscal year, 60 adults were served by the SSTA program.
- In Home Aide Services (IHAS) assisted 23 adults this year. This service provides chore services to help maintain customers in the least restrictive environment.
- Fiscal Year 2014 began with 13 children in various out of home placements. At the end of the year there were 7 children in foster care.
- Two children exited foster through guardianship by a relative.
- There were no children who entered the foster care system in Queen Anne's County during Fiscal Year 2014.
- Through the Nurturing Program, families increase their positive interactions and gain new parenting skills. Five sessions were held during this fiscal year. The program served 32 families/86 individuals, including 36 adults and 50 children.
- During Fiscal Year 2014, 4,952 items were donated to the agency's food pantry serving 148 clients/families with bags of food totaling 2,298 items. Throughout the year, the department contributed to 5 local food pantries and donated to the Back-Pack program in Sudlersville contributing 1,797 items.
- The OHEP unit processed 2,877 applications for heating, bill payments and arrearages.
- Heating assistance was provided to 1,123 households.
- Bill payment was made for 1,092 households.
- Arrearages were paid for 140 households.
- Utility assistance to families in Queen Anne's County totaled \$1.3 million dollars.

Child Abuse Response and Evaluation Center

The CARE Center coordinates the response to suspected child abuse cases by increasing communication among professional agencies. These efforts work to ensure that victims of child sexual abuse/assault and their non-offending caregivers have access to supports and services in a safe, culturally respectful environment. Through the CARE Center, the investigative, medical, mental health and judicial handling of child maltreatment cases in Queen Anne's County is coordinated in a compassionate, sensitive manner by a team of experienced professionals.

The CARE Center is a partnership of the Queen Anne's County Department of Social Services, the Maryland State Police, Queen Anne's County Office of the Sheriff, the Centreville Town Police, Queen Anne's County State's Attorney's Office, the Mid-Shore Medical Program and mental health consultants.

IN FISCAL YEAR 2014:

- Forty-four children were served by the CARE Center.
- Over \$59,000 was received through four grants to support the services of the CARE Center.
- Six members of the multi-disciplinary team attended an internationally recognized, evidence based conference.

Child Support Division Kathleen Nolan, Assistant Director

The Queen Anne's County Office of Child Support Enforcement is committed to the philosophy that all children in the State of Maryland deserve emotional and financial support from both parents to enable them to mature into healthy and productive citizens. These are just a few of the accomplishments of the Queen Anne's County Office of Child Support, given the economic challenges of a rural community, these achievements speak volumes to the commitment and dedication of the Child Support staff.

FEDERAL FISCAL YEAR 2014 ACCOMPLISHMENTS INCLUDE:

- Collected over \$3 million in Child Support payments, an increase of over \$83,000 from the previous year
- Exceeded state-wide standards in the establishment of paternity and court orders for support
- Enhanced the "Administrative Contempt Process" assisting non-custodial parents during the early stages of their obligation in order to avoid formal court action. This resulted in over 50% of the targeted population resuming payments thus avoiding further enforcement actions
- Continue to participate in a variety of community outreach activities to further strengthen our partnerships within the community
- The staff of 6 Child Support specialists provide assistance in the establishment, enforcement and/or modification of approximately 1,200 child support cases

Local General Administration Judi Beskid, Assistant Director

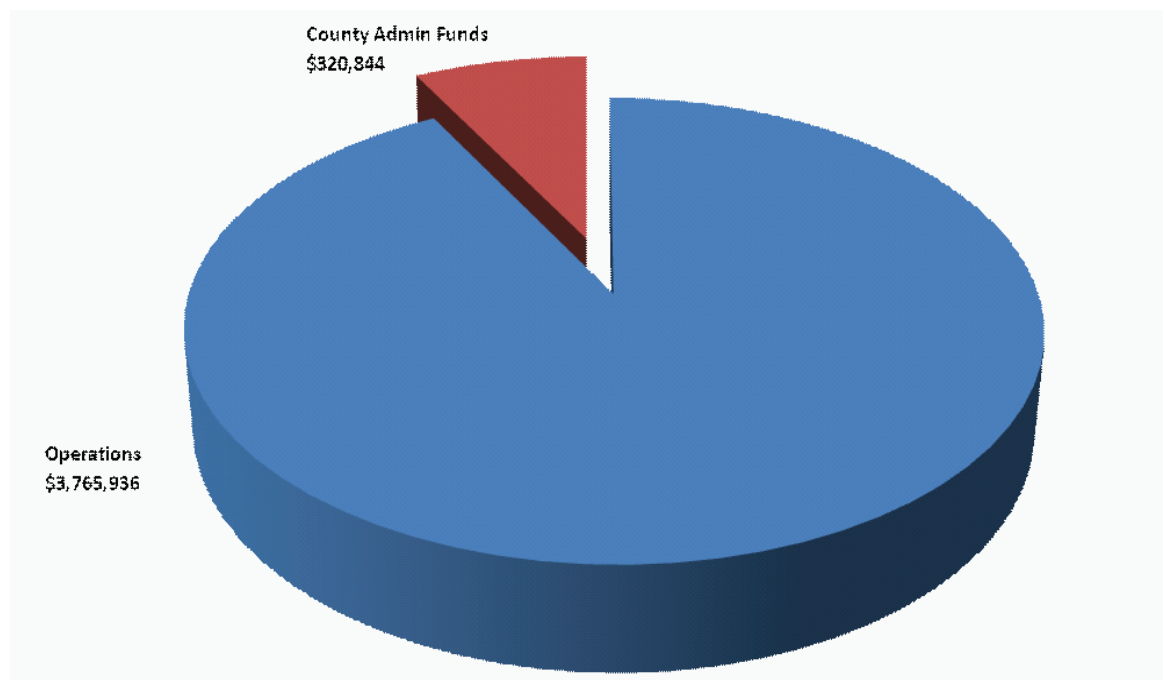
The Local General Administration (LGA) Unit provides various support functions throughout the agency. The unit consists of:

- Finance and Procurement
- Personnel and Fleet Management
- Information Technology and Telecommunications
- Emergency Operations
- Facilities Management

Administration

Local General Administration Highlights:

- Hired 9 new employees
- 100% PEP compliance
- Completed 12 contracts and 115 purchase orders
- Installed and replaced 53 computers
- Upgraded 92 operating systems to the DHR standard image
- Moved the PALS system to a new server





Queen Anne's County
Department of Social Services
Making A Difference
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Centreville, Maryland 21617

<http://dhr.maryland.gov/qacdss>

For further information regarding the content of this report,
or about Queen Anne's County Department of Social Services,
please call the Director's Office at 410-758-8000