Letter from the Director

It's my honor to present the Anne Arundel County Department of Social Services 2015 annual report. This year has brought a renewed focus on customer service that enabled us to better serve county residents, protect and keep children and vulnerable adults safe and help support families to achieve self sufficiency. More than 50,000 county residents are touched by our agency last year, either as customers, volunteers, or donors.

This year saw many key accomplishments. We opened a new playground for the Annapolis Family Support Center, we helped more than 1,200 residents leave welfare for work and we linked 440 homeless individuals with services at the 8th annual Homeless Resource Day. Organizational development and training was a top priority as we held a semi-annual staff professional development conference and launched a campaign to S.E.R.V.E. (Support, Encourage, Respect, Value, Empower) others.

Looking ahead to my second year as Director, we will build on collaborations with our community partners to end homelessness, prevent child abuse and neglect, stop the financial exploitation of vulnerable adults and give hope to families living in challenged communities.

In closing, I would like to thank Secretary Sam Malhotra and the Maryland Department of Human Resources, our Board of Directors, community partners, and County Executive Steve Schuh's administration for their support in helping us build stronger, safer and more self-sufficient families and adults.

--Carnitra D. White, Director

We S.E.R.V.E. Others
Support•Encourage•Respect•Value•Empower
Anne Arundel County Department of Social Services

Anne Arundel County Department of Social Services

Who We Are

The mission of the Anne Arundel County Department of Social Services is to assist county residents to achieve and maintain self-sufficiency, provide services to strengthen individuals and families, and join our community partners in the protection of vulnerable children and adults.

What We Do

Our staff works with individuals and families to keep children and vulnerable adults safe and assist Anne Arundel County residents with obtaining economic assistance benefits, employment, healthcare and other community supports to promote self-sufficiency. With each person, we strive to provide services that are accessible, customer-focused and delivered in a timely and accurate manner.

Advisory Board:

Mary O'Brien, *Chair*
Meg Phillips, *Vice Chair*
Ernestine Jones, *Treasurer*
Yevola Peters
Dee Zepp
Patricia O'Brien-Boarman
Linda Williams
George C. Backert

DHR
Maryland's Human Services Agency

**Annual Report
State Fiscal Year 2015**

Anne Arundel County Department of Social Services

Helping build stronger, safer & more self-sufficient families and adults

Lawrence J. Hogan, Jr., *Governor*
Boyd K. Rutherford, *Lt. Governor*
Sam Malhotra, *Secretary*
Carnitra White, *Director, AACoDSS*

Family Investment

- More than 50,000 residents served annually
- Temporary Cash Assistance was provided to 3,008 active recipients (1,283 active cases) that include 738 adults and 2,270 children
- Placed 1,254 unemployed Temporary Cash Assistance recipients in jobs with an average starting wage of $12.49
- The Supplemental Nutrition Assistance Program (SNAP) served 45,460 adults and children in 23,241 active cases
- Medical Assistance served 19,399 active cases
- Temporary Disability Assistance served 582 active adult recipients
- 98.9% of all new assistance applications were processed on time, a 0.7% increase from FY14

Local General Administration

- Processed 62 new hires (349 employees)
- Fulfilled 1,600 computer work requests
- Processed 453 procurement transactions
- Completed 110 work requests
- 10,911 total payments made by the Finance Department
- Serviced 245+ phone issues monthly

Social Services

Child Welfare:

- Fiscal year 2015 ended with 151 youth in foster care placements, a one-year decrease of 12%
- Adoptions were finalized for 12 children last year, exceeding the goal set by the state by 33%
- 52 children left foster care and achieved permanency through either adoption, family reunification or guardianship
- Approved 30 new Resource Homes
- 308 Team Decision Meetings (TDMs) helped to divert 98 children from coming into foster care and provided a forum for family members to learn from DSS staff and community providers on how to deal with crisis by utilizing identified strengths and resources
- 83 active & approved resource homes
- 607 new families were served by In Home Services (includes 1,016 children)
- Child Protective Services received 6,625 allegations of child maltreatment
- * 321 supervised family visits took place at Harmony House
- 1,368 families received Emergency Services

Adult Services:

- 41 new adults were served through the In Home Aide Services program
- 209 Adult Protective Services investigations were completed in FY15
- Achieved 100% compliance - 30 day case closure rule
- 31 adult guardianships were finalized
- 3 adult foster homes were approved
- 1,371 adults served by emergency services

Community Initiatives & Programs

These programs meet the specific and dynamic needs of families, children and vulnerable adults in Anne Arundel County:

FAMILY SUPPORT CENTER:

- Served 75 new participants
- 5 Teen Parent Alternative Program graduates received a diploma in May
- Opened a new outdoor tot-lot play area for children in day care

RESPONSIBLE PARENT EMPLOYMENT NETWORK PROGRAM (RPEN):

- Record 118 non-custodial parents enrolled
- 55 participants were employed, paying $191,951 in child support
- New partnership provides free driver's education classes

BACK TO SCHOOL & HOLIDAY SHARING:

- 4,925 backpacks donated and $20,362 raised through Back to School program
- $1.5 million: Value of FY15 Holiday Sharing program donations

HOMELESS RESOURCES:

- Held Homeless Resource Day March 28th at Annapolis High School. 440 guests were served by 90+ providers, 600 volunteers
- Total of 1,314 new homeless clients served, including 796 clients served by DSS