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## Mission & Vision Statements

### *Our Mission*

County Department of Social Services protects the vulnerable and provides resources and opportunities that promote self-determination, safety and independence.

### *Our Vision*

We envision Caroline County as a place where individuals and families are economically stable and safe from abuse and neglect.

# Caroline County

## Department of Social Services

**Child Welfare Services  
Adult Services  
Administration**

**John R. Hargreaves  
District Court &  
Multi-Services Center  
207 South 3rd Street  
Denton, MD 21629**



**Child Support Enforcement  
Caroline County Career Center  
Energy Assistance  
Family Investment  
Administration**

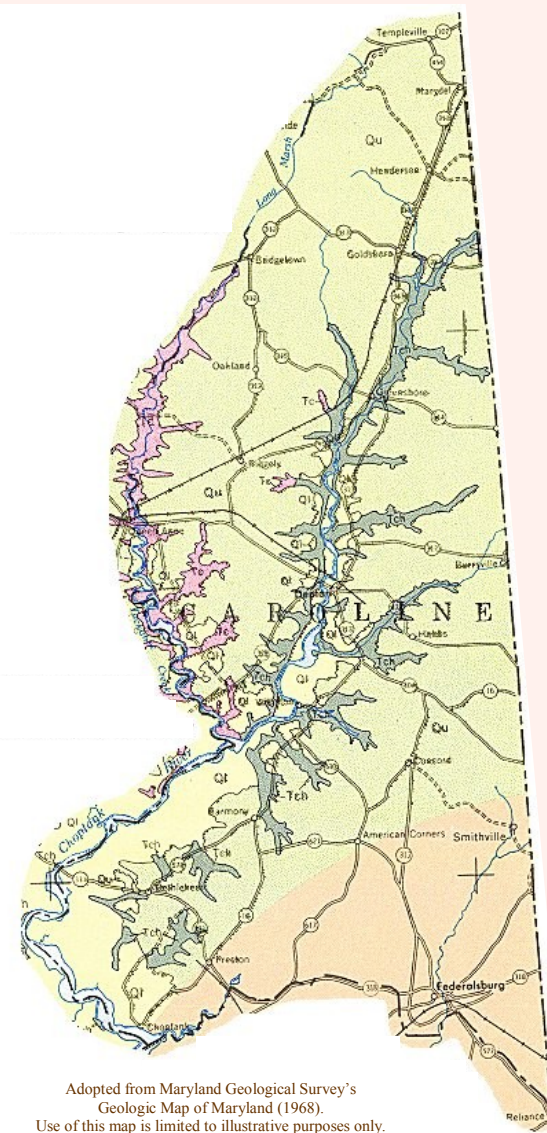
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300 Market Street  
Denton, MD 21629  
410-819-4500**



**Accredited**



**Council on Accreditation  
For Children and Family Services**



Adopted from Maryland Geological Survey's  
Geologic Map of Maryland (1968).  
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## 2016 | Annual Report

# Director's Message



The Caroline County Department of Social Services (CCDSS) has a long-standing commitment to quality services. In this FY 2016 Annual Report, the Agency outlines its commitment to quality services through its Core Values, which are: 1) Dignity, respect and equity for all individuals, 2) Maximize opportunities for self-sufficiency, 3) Collaboration through community partnerships, 4) Families are the primary source for emotional and financial support, 5) Involvement, commitment and learning are essential, and 6) Safety and well being are our first priority.

CCDSS's commitment to quality is also evident in its organizational vision, "individuals and families are economically stable and safe from abuse and neglect", and in its mission, "Protects the vulnerable and provides resources and opportunities that promote self-determination, safety and independence. Some accomplishments in 2016 are:

**Re-engaging Individuals through Successful Employment (RISE)** - RISE is a grant funded program that began in SFY 2016. The goal of the Mid-Shore RISE program is to assist the non-custodial parent (NCP) in addressing and removing any and all barriers that may prevent them from obtaining and retaining employment. In the first grant year, the goal was to serve 75 NCP's through this program. By the end of SFY 2016, 131 customers had been served by the RISE program. RISE participants paid a total of \$161,604.58 in child support during SFY 2016.

**Resource Homes** — In March 2016 CCDSS created a second foster care unit. This unit is implementing the State initiatives for Family Finding and Kinship Care Services. Since June 2016, three Family Finding cases have been completed and five families were provided Kinship Care Services. In that time the Unit has begun to reach out to the local community partners and other programs within the agency to share the information regarding these new initiatives. This unit also oversees the Family Involvement Meetings, Interstate Compact On Placement of Children (ICPC), Interstate Compact on Adoption and Medical Assistance (ICAMA), Resource Homes, Respite Care Program, and court ordered home studies.

**6th Annual Family Fun Fest** - Approximately 745 individuals attended the 6th Annual Family Fun Fest on August 5, in downtown Denton. The event was hosted by the Caroline County Office of Child Support Enforcement and the CCDSS Community Outreach Team to celebrate August as Child Support Awareness Month. Many community resources were provided including: refreshments, games, crafts, entertainment and other family-related activities. In addition, book bags filled with grade-appropriate school supplies were distributed to 516 children who registered.

Please join me in thanking my staff and Board for their hard work and dedication.

Sincerely,

Osvaldina Gomes Daly, LCSW

Director

# Family Investment & Child Support

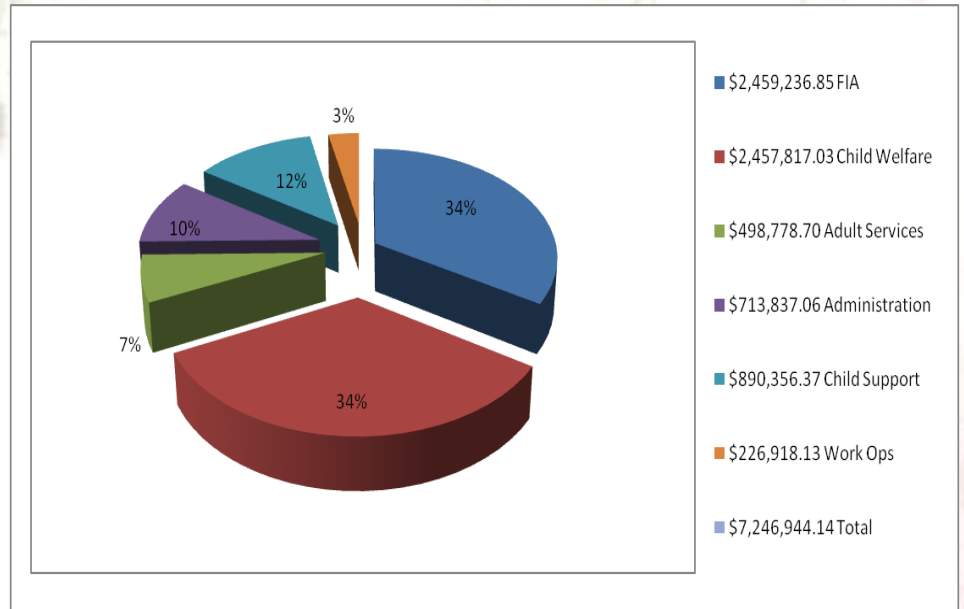
## Re-engaging Individuals through Successful Employment (RISE)

RISE is a grant funded program that began in SFY 2016. The goal of the Mid-Shore RISE program is to assist the non-custodial parent (NCP) in addressing and removing any and all barriers that may prevent them from obtaining and retaining employment. Parents who are able to work, but who are unemployed or underemployed and falling behind in child support payments, attend pre-employment training in which job search skills and strategies are taught. They work intensively with a case manager who assists with removing barriers in order to obtain and retain employment with an end result of increased and/or consistent child support payments. During this year's implementation, non-custodial parents participated in training to obtain certifications as forklift drivers, road flaggers, and ServSafe, which consists of a certification for food handling and food protection managers. One NCP completed training to obtain a CDL (Commercial Driver's License). Through the success of the program, a total of 57 participants obtained jobs, 52 full time positions and 5 part-time positions. Of those, 44 remained on the job after 90 days of employment.

In the first grant year, the goal was to serve 75 NCP's through this program and at the end of SFY 2016, 131 customers were served by the RISE program.

RISE participants paid a total of \$161,604.58 in child support during SFY 2016.

## Total Expenditures



Source: R\*Stars Report – DAF RG200 Agency Budget Report by Program, Organization, and Fund.



# Family Investment & Child Support

## Child Support

The Caroline County Office of Child Support Enforcement provides paternity and child support establishment, as well as enforcement and modification of child support services to Caroline County families. During Federal Fiscal Year (FFY) 2016, Child Support:

- Ended the service period with 1372 child support cases
- Disbursed \$3,399,978 in child support payments (current support plus arrears)

Child Support is measured on performance in the areas of paternity establishment, support order establishment, current collections and payments made on arrears. In FFY 2016, Child Support:

- Established paternity for 110.91% of the children in our caseload who were born out-of-wedlock (annual goal 103.64%) and established support orders in 92.13% of our cases (annual goal 92.41%)
- Collected 68.78% of current child support owed (annual goal 67.42%)
- Collected payments from 72.36% of non-custodial parents owing arrears (annual goal 70.68%)

## Non-Custodial Parent Employment Program

The State of Maryland initiated the Non-Custodial Parent Employment Program (NPEP) in April 2007. This program provides job readiness and job placement assistance to non-custodial parents who are able to work, but who are not paying child support. Program goals include regular and reliable child support payments, fewer children receiving public assistance, and an increased employment rate in the non-custodial parent population. The Office of Child Support Enforcement refers non-custodial parents to the job readiness and job placement programs operated by Family Investment. The court may also order non-custodial parents to participate. From the inception of the NPEP program through June 2016, the Caroline County program has:

- Referred 651 non-custodial parents with a total of 1595 child support cases to NPEP
- Enrolled 330 parents in the program
- Assisted 176 parents to successfully complete the program
- Collected a total of \$3,329,010.31 in child support payments from 532 of the parents referred to NPEP

## Parents as Partners

The Parents as Partners program provides case management and coordination of service delivery including employment development, parenting skills development, counseling, and assistance with child support-related issues to enable custodial and non-custodial parents to better meet the financial and emotional needs of their children. In SFY 2016, this program:

- Served 152 parents (190% of our annual goal)
- Assisted 21 parents in obtaining jobs
- Helped 9 parent retain employment for 90 days or longer
- Provided service linkages for parenting skills, job readiness and career counseling, life skills counseling, mental health treatment, and peer support groups

Parents as Partners participants paid a total of \$63,491.61 in child support during SFY 2016.

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## Child Welfare Services

### In-Home Services/Investigations

**Total Child Welfare Reports as of June 30, 2016:** 608

**Total Responses Assigned:** 195 (32% of Total Reports)

**CPS Responses** 168 (86% of Assigned Responses)

**ROA/Courtesy Responses** 27 (14% of Assigned Responses)

#### CPS Response-Type Breakdown:

**IR Assignments** 103 (61% of CPS Responses)

**AR Assignments** 65 (39% of CPS Responses)

**Physical Abuse:** 47 (28 % of CPS Responses)

**IR:** 27 (57% of Physical Abuse CPS Responses)

**AR:** 20 (43% of Physical Abuse CPS Responses)

**Neglect:** 91 (54% of CPS Responses)

**IR:** 46 (51% of Neglect CPS Responses)

**AR:** 45 (49% of Neglect CPS Responses)

**Sexual Abuse:** 30 (18% of CPS Responses)

#### Findings:

**Total Findings** 102

**Indicated:** 40 (39% of Total Findings)

**Physical Abuse:** 8 (20% of Indicated Findings)

**Neglect:** 22 (55% of Indicated Findings)

**Sexual Abuse:** 10 (25% of Indicated Findings)

**Unsubstantiated:** 20 (20% of Total Findings)

**Physical Abuse:** 6 (30% of Unsubstantiated Findings)

**Neglect:** 12 (60% of Unsubstantiated Findings)

**Sexual Abuse:** 2 (10% of Unsubstantiated Findings)

**Ruled Out:** 42 (41% of Total Findings)

### In-Home Services/Consolidated Programs

**Services to Families with Children – Intake (SFC-I)** - There are four caseworkers in this unit that provide SFC-I and Consolidated Services to families. In FY 2016:

- 96 Families were referred for assessment services SFC-I (34 additional families were carried over from FY '15) Total: 130 Families received Assessment Services
- 53 Families accepted Assessment Services SFC-1
- 19 Families were referred and accepted on-going Consolidated Services.
- 127 Children received SFC-I services
- 98% of those children were able to remain with family

## Family Investment

**The Family Investment Division** provides income, income supplements, service subsidies, medical coverage, and work opportunities to low income families in Caroline County.

During State Fiscal Year (SFY) 2016, Family Investment::

- Provided Food Supplement assistance to a monthly average of 6,576 individuals in 3,185 households
- Provided Temporary Cash Assistance to a monthly average of 282 children and 48 adults in 157 households
- Provided Medical Assistance to a monthly average of 116 Long Term Care individuals, and 792 individuals receiving Supplemental Security Income
- Provided Temporary Disability Assistance to a monthly average of 95 individuals
- Assisted 29 families through Emergency Assistance to Families with Children with expenses for items such as rent and utilities
- Screened 172 Family Investment and Child Welfare customers for substance abuse, referred 9 individuals for assessment and 7 for treatment
- Provided pre-employment training to 129 TCA, Food Supplement and Child Support customers

Family Investment is measured on performance in the areas of administrative processes (application timeliness), accuracy, and independence (job placements and work participation). In SFY 2016, Family Investment:

- Achieved a 99.05% application timeliness rate in regular Food Supplement cases completed and a 100% application timeliness rate for expedited Food Supplement cases completed for SFY 2016
- Assisted 125 individuals receiving Temporary Cash Assistance or owing child support obtain jobs (107% of our annual goal) for FFY 2016
- Achieved a 61% Work Participation Rate – FFY 2016 (122% of our annual goal – the number of work eligible Temporary Cash Assistance customers participating in a countable work activity for the required number of hours each month)

**The Office of Home Energy Programs (OHEP)** helps families pay utility bills, minimize heating crises and make energy costs more affordable. These programs are measured on performance in outreach or increasing the number of families in the community who access services. In SFY 2016, OHEP:

- Processed 1,945 applications for the Maryland Energy Assistance Program (MEAP), which provides assistance grants to help with the payment of home heating bills with 1,623 families certified for a total of \$1,242,742.90 in grants
- Processed 1,889 applications for the Electric Universal Service Program (EUSP), which provides financial assistance with electric bills with 1,588 households certified for a total of \$714,468 in assistance
- Processed 1,295 applications for the Electric Universal Service Arrearage Program, which provides financial assistance with past due electric bills with 325 households certified for a total of \$262,177.64 in assistance



## Adult Services

**Adult Protective Services (APS)** received 125 referrals for investigation. Of the 125 cases:

- 85 cases were screened out
- 14 cases were investigated for exploitation
- 13 cases were investigated for self-neglect, 6 cases were investigated for neglect by others
- 1 case was investigated for abuse
- 6 cases were APS continuing
- Department was Guardian of the Person for 5 adult clients
- Risk Assessment Screening Tool remains in effect for APS / SSTA
- Policy & Practice Initiative (PPI) is in effect using the Caseload Priority Analysis (CPA) tool for open cases

**Social Services to Adults (SSTA)** services assist clients through case management to maintain their independence and remain in their community.

- There was an average of 67 cases who received SSTA services for FY 2016
- There was an average of 94 cases on the SSTA wait list

**In-Home Aide Services (IHAS)** are support services provided to **SSTA** clients based on need and availability of services. These services may be in the form of chore and/or personal care.

- There was an average of 51 individuals who received chore and/or personal care services
- There was an average of 7 cases on the IHAS wait list

**Project Home (PH)** is a program that houses and provides case management services to adult clients who are physically and/or mentally disabled. In FY 2016:

- 3 customers resided in the 2 certified Project Care Homes

**Homelessness Prevention Program (HPP)** primarily assists eligible adults and families with eviction prevention. Rental costs have steadily increased even though funding has not increased. In FY 2016:

- 21 families who were presented with eviction notices were assisted with funds to prevent eviction subsequently preventing homeless situations

**Emergency Transitional Housing Services (ETHS)** provides funds for first month's rent or back rent to prevent homeless situations. Funds may also be utilized for temporary lodging, and emergency food. In FY 2016:

- 71 clients were assisted with ETHS funds despite rental costs steadily increasing and the funding remaining the same for the third year in a row
- The total number of bed nights for the shelters were 4800

**Emergency Assistance (EA)** In FY 2016, an average of 58 adults and/or families per month contact the Adult Services Unit for emergency assistance or referrals. Contacts are in the form of walk-ins, telephone calls, and repeat calls from/to clients and vendors. In FY 2016:

- 694 clients were served; 71 through ETHS (\$16,976), 21 through HPP (\$5,341), and 121 through EA. EA clients were assisted with utility cut-offs, medications and homeless individuals. There were 109 homeless individuals served from the ages of infant to 69 years. The total number of bed nights for the shelters was a total of 4800. Limited funding is available to the Department to assist EA clients and to pay for bed nights at the local area shelters (July 2015 – July 2016)
- Housing Counselor and Aftercare Program – Grant Funding for His Hope Haven Homeless Shelter for a case management position (July 2015 – June 2016) \$36,916

## Child Welfare Services

### In-Home Services/Consolidated Programs *continued*

#### Consolidated Services

The Place Matters initiative was implemented to improve the services offered to Maryland's children and families. These include family-centered practice, a focus on permanency practice, targeted child well-being practices, placement and community resource development, and resource home recruitment and retention.

From July 1, 2015 through June 30, 2016:

- 17 families were referred as a result of a CPS Investigation
- 7 families came from another county
- 8 Substance Exposed Newborns
- 19 Families were referred as the result of an SFC-I Assessment
- 111 children received Consolidated Services
- 109 or 98% of those children were able to remain with family (4 children entered Foster Care, 2 children entered through a Voluntary Placement Agreement)

#### Interagency Family Preservation Services (INFPS)

- There is one Social Worker designated to provide INFPS Services. Referrals can come from the Child Welfare Unit of the Department of Social Services, Department of Juvenile Services, and Mental Health Services through Core Services Agency, Board of Education, and the Caroline County Health Department.
- Families will receive 3 months of high intensive services in the home, in some cases up to 20 hours per week. They can receive up to, but no more than, a total of six months of service from INFPS.
- 11 families were provided INFPS services in FY 2016
- 24 Children were provided INFPS services in FY 2016
- 15 or 63% of those children were able to remain with family (5 children entered foster care)



## Child Welfare Services

### In-Home Services *continued*

### Out-of-Home Services/Foster Care and Adoptions

As of June 30, 2016 — 30 children were active in Foster Care (16 males and 14 females). A total of 43 were served in Out-of-Home placements for FY 2016.

- 6 Children were successfully reunited with their immediate family
- 1 Child was placed with relatives
- 3 Children were adopted
- 3 Youth signed themselves out after turning 18

#### Entering Foster Care:

- 1 Youth entered Foster Care due to neglect
- 2 Substance Exposed Newborns came into care as well as a group of 5 siblings due to neglect
- 3 Voluntary Placements; 1 child needed assistance due to a disability and 2 children are in a time limited voluntary placement

#### Current Permanency Plans:

- 2 Children in Foster Care currently have a plan of adoption
- 24 Children in Foster Care have a plan of reunification
- 11 Youth permanency plan is Another Planned Permanent Living Arrangement (APPLA)

### Respite Care

Respite care is designed to provide the caretaker and the child(ren) with short-term separation during times of crisis and to prevent a higher level of services from becoming necessary. The program also offers planned respite intervention for caretakers who are caring for children diagnosed as severely handicapped, emotionally disturbed or medically fragile, as well as children in the foster care system. Licensed foster homes are used to providing respite care.

Respite care is provided for a maximum of 72 hours per incident. The program pays for a maximum of 12 days per child during the contract year. Additional days are assessed on a case-by-case-basis. In FY 2016, 43 children were served through this program.

The goals and outcomes for FY 2016 are as follows:

- 277 overnights were used for respite care, 85 of which were considered to be crisis overnights with 192 considered to be planned overnights
- 43 children were served (unduplicated): 15 children were served in crisis respite and 28 children were served in planned respite
- Funding was provided by the Caroline Human Services Council; for FY 2017 the funding is built into the CCDSS budget
- 25 providers were utilized; Caregivers (families) were 79% satisfied
- The workers were 94% satisfied and the providers were 89% satisfied
- 90% of the children served remained in their homes of origin. 100% maintained their foster care placement
- 100% Foster Parents will continue to do foster care with 100% saying they will continue to provide foster care because of respite services available to them

## Child Welfare Services

**Resource Homes** — In March 2016 CCDSS created a second foster care unit. This unit is implementing the State initiatives for Family Finding and Kinship Care Services. In June 2016 a full time staff was assigned as the worker for those programs. Since June 2016, three Family Finding cases have been completed and five families were provided Kinship Care Services. In that time the Unit has begun to reach out to the local community partners and other programs in the agency to share the information regarding these new initiatives. This unit also oversees the Family Involvement Meetings, Interstate Compact On Placement of Children (ICPC), Interstate Compact on Adoption and Medical Assistance (ICAMA), Resource Homes, Respite Care Program, and court ordered home studies. From July 1, 2015 to June 30, 2016 the agency:

- Maintained an average of 27 licensed foster/adoptive homes. As of June 30, 2016 the diversity of our homes was 15 Caucasian families and 10 African American Families
- Held two community informational sessions to recruit new Foster Parents on August 20, 2015 and March 22, 2016
- Attended and marketed “Foster Care and Adoption Services” at Summer Fest and Family Fun Day in Caroline County
- Collaborated with other mid-shore Departments of Social Services to recruit additional foster/adoptive families
- Held annual multi-county holiday celebration for foster/adoptive families and foster children
- Celebrated Foster Parent Appreciation Month (May) by delivering hanging flower baskets to each foster parent family
- Caroline County Foster Parents continued participating in the local chapter of the Foster Parents Association
- Participated in the Foster Parent Resource Home Conference held on March 5, 2016 at Chesapeake College featuring speaker, John DeGarmo, Ph.D.
- Partnered with Talbot County DSS to recruit and promote foster care and adoption services during the Party in the Park Multi-Cultural Fair held on May 7, 2016
- Held the PRIDE Foster Parent Training in Caroline County in March and April of 2015 (FY2016). We continue to partner with the five (5) Mid-Shore DSS’s for a collaborative training effort

### Adult Services

**The Adult Services Unit** consists of a unit supervisor, three (3) full time case workers, one (1) administrative assistant and two (2) in-home aide workers. Also, through a partnership with Upper Shore Aging, the unit includes one (1) full time case worker (35 hours per week) and one (1) part time case worker (14 hours per week). In FY 2016, the AS unit accomplished:

- 100% (exceeding the state goal of 96%) of Adult Protective Services (APS) investigations indicated or unsubstantiated having no re-occurrence in six months
- 98.75% (exceeding state goal of 97%) for individuals receiving assistance to remain in the community