

VISION

The Allegany County Department of Social Services (ACDSS) envisions a community in which people can be economically and personally independent, and live safe and productive lives.

MISSION

The mission of the Allegany County Department of Social Services is to encourage, strengthen, protect, and preserve families.

Family Investment Administration (FIA)

FIA Begins to Implement Offloading

During the past year FIA workers in Allegany County began participating in a process known as offloading. This process endeavors to align resources with workload.

Allegany County and Baltimore County were the first counties in the state to embrace this concept on an ongoing basis.

Through offloading, Allegany County workers are now screening and processing

Food Supplement Program (FSP) applications that were filed by Baltimore County residents through MyDHR on-line application process. Each day Allegany

County workers screen and process approximately 30 cases for Baltimore County residents. The end result is having a workload equitably distributed across the state using current and future technologies available in DHR.

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Allegany County Department of Social Services



Annual Report Fiscal Year 2016



FamilyNet
positive connections for allegany county

www.dhr.state.md.us/allegany

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Message from the Director

The Allegany County Department of Social Services is dedicated to providing the highest quality customer services using a results based approach to evaluating and planning service delivery. During Fiscal Year 2016, the agency's Family Investment staff processed all applications for all programs in a timely and accurate manner, integrated the new demands associated with the work sharing initiative while dealing with the increasing automation of customer contact and an increasing demand for services. Family Investment staff also assisted cash assistance customers to move into or prepare for employment at a rate that exceeded the Federal goals for this activity. The agency's Child Support staff finished the fiscal year having achieved high performance levels in all four federally mandated performance measures including disbursement of almost seven million dollars of child support to caretaker relatives and their children. Child Welfare staff investigated over six hundred referrals of child abuse and neglect, maintained the number of children in out-of-home care at a low level and reduced the length of their stay in that service. They exceeded State performance goals on six out of nine Place Matters performance measures. Adult Services staff continued to decrease service waiting lists thereby increasing the number of vulnerable adult customers receiving services in Allegany County by at least 60 percent. This assured that over one hundred adults were protected from abuse, neglect or exploitation through ongoing implementation of the Policy and Practice Initiative, designed to change the way in which adult services are delivered. All of this was accomplished in an operational environment that stressed good management of state resources while faced with increasing demand and decreasing resources. In addition, staff from this agency served as leaders in many locally based efforts to improve conditions for people experiencing problems in our community. The Allegany County Department of Social Services is a key member in the human service delivery system in Allegany County.

Adult Services

There are 6 service areas within Adult Services: Adult Protective Services, Social Services to Adults, Project Home, Respite Care, In Home Aide Services, and Vendor Service. The following illustrates the number of individuals served in each during FY’16:

- APS – 143
- SSTA – 48 average/month
- Project Home – 12
- Respite Care – 18
- IHAS – 55 average/month
- Vendor Services – 52 average/month

During FY’16 Allegany County DSS continued with the Adult Services “Policy and Practice Initiative”. Allegany County’s plan is to continue to increase services, while living within the means of our current budget. As a result, all previous clients continue to receive services. Our PPI process continues to be successful with our waiting list remaining at 34, the same as the previous year.

Child Welfare Services

The 4 major service areas include: Child Protective Services/Alternative Response, In-Home Services, Out-of-Home/Adoption/Kinship Care Services, and Resource Management Services. **The highlights for FY’16 are:**

- **CPS/AR** – 453 CPS investigations were conducted, all were completed within the mandated timeframes; AR – services were offered to 205 cases; this program permits CPS staff to become involved with families without a traditional “finding” that comes with a CPS investigation.
- **In-Home Services** to families and children focuses on court ordered services and referrals to community resources to avoid Out-of-Home placements. The Safe and Snug Program provided coats, gloves, hats and scarves to children in Allegany County for the 16th year. This past year over 640 children received support.
- **Out-of-Home/Adoption/Kinship Care Services** provided safe, stable, temporary, Out-of-Home placement for children who can no longer remain in their own homes.



During FY’16, Allegany County received awards from the Maryland Department of Human Resources (DHR) in 6 major service areas:

Child Welfare Outcomes	Goal	Result
% of Children (under 18) in Group Homes	7% or lower	2%
% of Children (under 18) in Family Homes	85% or higher	97%
% of children in OHS visited every month (Caseworker Visitation)	95% or higher	100%
Number of Children Exiting to Guardianship	0 or more	21
CPS open less than 60 days (Investigative Response)	90% or higher	100%
CPS open less than 60 days (Alternative Response)	90% or higher	100%

- **Resource Management Services** continued to assist customers with crisis issues such as medications, housing, utilities, food, and transportation. The Resource Management Team provided emergency environmental crisis services to 13,897 customers. The number of families served over the past 3 fiscal years is:
 FY’16 = 5,559
 FY’15 = 5,437
 FY’14 = 6,339

The number of individuals served over the past 3 fiscal years is:
 FY’16 = 13,897
 FY’15 = 13,593
 FY’14 = 15,846

Child Support Enforcement

Allegany County maintained over 2800 cases during 2016. Over 96% of cases under Court Order received payment during the year, resulting in total disbursements of over \$7.2 million dollars.

Payments are received from several sources throughout the year. Income withholding continues to be the best resource for collecting child support with almost \$5.3 million in disbursements. That is an increase of \$60,000 from 2015.

The majority of collections came from the following sources:

Payment Source	FFY2016
Wage Withholding	\$5,291,625
Regular Payments	584,334
Unemployment	145,266
Federal Tax	463,931
State Tax	90,841
Payments from other states	549,791
FIDM	23,257

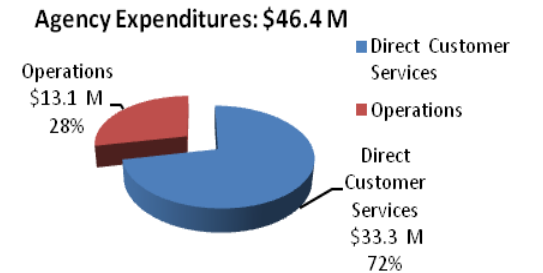
In FFY2016 our staff continued to increase collections on Current Support and Cases Paying on Arrears.

Child Support Enforcement Performance Measures	Result
% of Paternity Established	109.87%
% of Cases with Support Orders	91.34%
Collections as a % of SOA Obligations	74.25%
% of Cases Paying Arrears	76.94%

Local General Administrative Unit

Allegany County’s Local General Administrative Unit (LGA) provides essential support services to 165 staff members and has the direct responsibilities for all financial and budgeting functions, statistical reporting, fleet operations, facilities management and security, procurement of equipment and supplies, inventory and records management, telecommunications, and information technology operations. Some of the accomplishments that the unit achieved include:

- The Personnel Office completed nine retirements, three resignations, seven new recruitments, five contract renewals and twenty-two promotional reclassifications.
 - The average length of time for a vacant position to hiring completion was 64 days
- The unit processed a total of 3,905 invoices totaling \$ 2.5 million.
 - 99.51% of these invoices were processed within the required 30-day time period ensuring prompt vendor payment
 - 100 % of the fiscal reports were completed on time
- Total Agency Expenditures were \$46.4 million with 72% of these funds being utilized for direct customer services.



The agency’s overall performance is strengthened by maintaining a highly trained and experienced workforce, a safe work environment, and timely fiscal operations.