

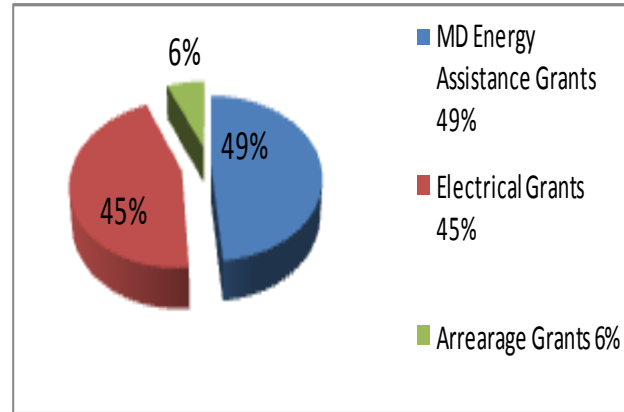
Family Investment

Individuals receiving Temporary Cash Assistance are required to seek work. Our Work Opportunities staff assist in developing workplace skills and finding employment

- Placed 42 TCA recipients in jobs. Four were full time and average starting salary was \$9.65
- 31 local employers hired our customers
- Transportation was provided to 64 customers through our partnership with Delmarva Community Transit
- We saw a 17% decrease in our TCA caseload. Employability U total recipients from July 1, 2016 to June 30, 2017 was 142.
- Our Work Participation Rate was 27%
- Case Compliance- SNAP and Expedited SNAP cases were completed on time 96% of the time. TCA cases were completed on time 96% of the time except for September (95.1%).
- "Employability U" total recipients from July 1, 2016 to June 30, 2017 was 142.

Energy Assistance

OHEP GRANTS FY 2017



Office of Home Energy Programs

Assisted 2,614 Dorchester County households with electric/heating expenses for a total of \$2,815,468.

Maryland Energy Assistance (MEAP)

Paid out \$1,367,680

Electric Universal Services Program

(Bill Payment) paid out \$1,263,416

Electric Universal Service Program

(Arrearage Retirement) paid out \$184,372

Administration

General Administration at Dorchester DSS continues to provide a variety of support services to its staff and community partners. These functions include personnel services, budget management, fiscal accounting operations, procurement and purchasing, fleet operations, information technology and communications, inventory/supply management, facilities/lease management, and security services.

Personnel

- Currently staff 114 employees
- The agency completed 20 recruitments
- We had 7 retirements
- Our vacancy rate for the year totaled 17.5%

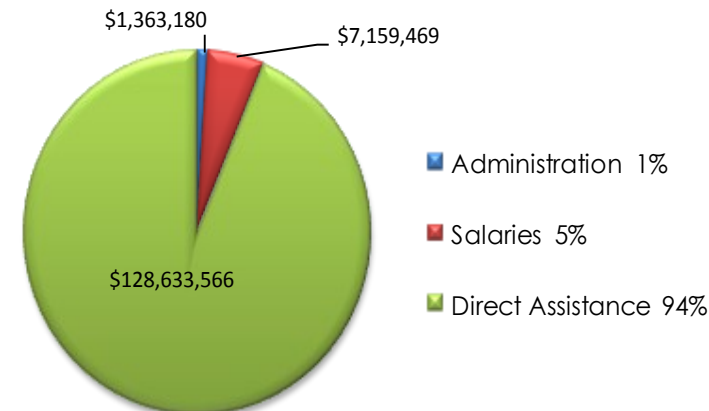
Finance

- The Fiscal unit processed 2,416 invoices

Information Technology

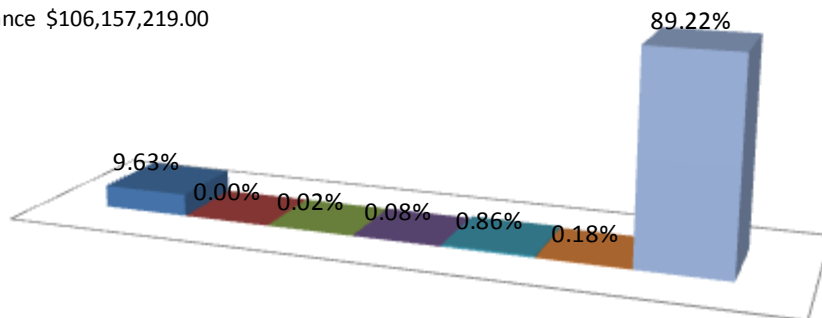
- The unit handled 1,840 IT request

OPERATING COSTS FY 2017



Assistance Programs Totals

- Food Supplement Program \$11,454,780.00
- Burial Assistance \$3,250.00
- Emergency Assistance to Families with Children \$17,904.57
- Public Assistance to Adults \$101,024.44
- Temporary Cash Assistance \$1,028,915.10
- Temporary Disability Assistance \$217,760.00
- Medical Assistance \$106,157,219.00



Dorchester County

Department of Social Services



2017 Annual Report



From the Director

First let me introduce myself, my name is Lisa Hartman and I am your new Director. I joined Dorchester County on April 3, 2017 and have experienced a warm reception from both the staff and community. I come to you with twenty nine years of experience in the fields of post secondary education, mental health and social services. For the past ten years I served as the Assistant Director of Services for the Wicomico County Department of Social Services. I am thrilled to be in Dorchester and look forward to getting to know the County and its residents.

"To everything there is a season", and this past year has been a season of change for the Department. Notable staff transitions include the departure of the previous Director, Assistant Directors for Child Support and Services and the retirement of our Finance Officer who had over 45 years of state service, all with Dorchester DSS. While transitions bring loss they also provide opportunity and hope for a brighter future. The staff of Dorchester DSS are resilient and we collectively chose to focus on the opportunity and to embrace the path forward.

The path forward includes celebrating our accomplishments and setting goals for the future that include improving customer service, eliminating inefficiencies in our practice and stepping bravely forward into modernization of our work processes. Please accept our Fiscal year 2017 Annual Report as a testament to our past success and a commitment to our future.

**Celebrating
Agency
Accreditation!
2017-2021**

With warmest regards,
Lisa Hartman, LCSW-C

Adult Services

Adult Protective Services

- 100 % of confirmed cases had no repeat findings.
- 85.3% of Adult Protective Services cases were able to remain in the community in the least restrictive environment.

Project HOME

- 100% of residents were maintained in a stable placement.
- 100% of Project C.A.R.E. HOME residents had no confirmed cases of abuse / neglect / exploitation within the last six months.
- 100% of HIV Case Management customers remained in their own home.
- 100% of HOPWA recipients maintained stable housing and income.

Senior Care

- 100% of Senior Care cases had no confirmed incidents of abuse / neglect / or exploitation within last six months.
- 95% of Adult customers at risk of nursing home placement were maintained in the community.

Child Support

Child Support Accomplishments

- Provided case maintenance and management for 2309 active cases through the reporting period.
- Disbursed a total of \$4,273,300 in payments.
- Current support distributions totaled \$3,126,204.
- Arrears payments received totaled \$1,147,096.
- Paternity was established for 1,762 Dorchester County residents.
- Court Orders were established for 2,168 Dorchester County residents.
- Improved in (3 of 4) federal performance criteria during FY17.
- Continued our partnership with the mid-shore RISE Program, which is hosted and organized by Caroline County DSS, to support non-custodial parents with job search, employment services, job retention services, transportation, education and job certification needs. There were 67 Dorchester County Non-Custodial Parents served this past fiscal year.
- Began working towards the implementation of a non-cash payment system at our office.

Child & Family Services

CPS ANNUAL REPORT STATISTICS

682 Reports
154 Investigations (22%)
159 Alternative Responses (23%)
There were no child fatalities.

IN HOME FAMILY SERVICES OUTCOMES

- **124** families with **279** children were served
- **6** families (**5%**) returned for services within 6-12 months after receiving In-Home Services.
- **107** families remained stabilized.
- **4** families received respite care
- **27** Substance Exposed Newborn Assessments

OUT OF HOME SERVICES OUTCOMES

- **25** children in out of home placement/ Foster Care
- **4** adoptions finalized
- **8** children were placed in out of home care.
 - 2 via child in need of assistance
 - 6 via voluntary placement

Family Fun Fest

On October 21, the community turned out to enjoy a much needed, fall day. Dorchester County Department of Social Services hosted our 3rd Annual "Family Fun Fest" . The Dorchester Elks Lodge contributed financially and Many community partners participated. More than 500 community residents attended. Vendors provided activities, games and door prizes.

