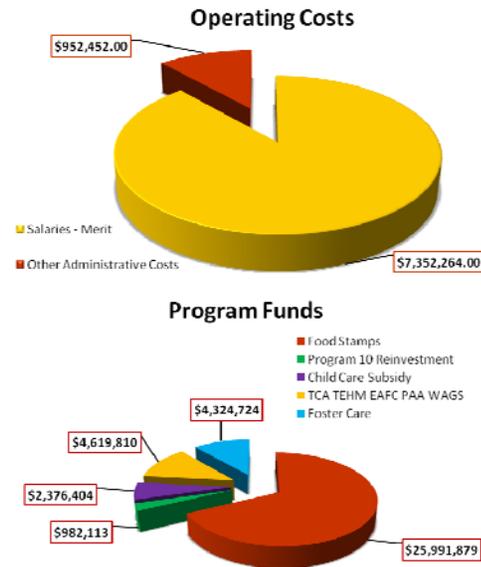


## Message from the Director

I am pleased to share our 2011 Annual Report with you. The information and data provides you with an overview of the department's budget and activities over the past year. We have continued to find efficiencies in every aspect of the department and worked diligently to meet our goals and objectives. Having said that, the needs are greater than ever, and we are partnering with many other public and private agencies to meet those needs in our community. We also respond to help our county during times of emergencies. I would be remiss if I did not thank our staff for providing assistance for mass sheltering and transporting our international workers to a safe place during Hurricane Irene. I would also like to thank DHR, Wicomico County Government, our Advisory Board, community partners, and our staff for their ongoing support so that we may continue to improve the lives of the citizens of Wicomico County.



## Administration



### LEADERSHIP TEAM

Paula M. Erdie, LCSW-C, Director  
 Matt Maize, Assistant Director—Administration  
 Lisa Hartman, Assistant Director—Child & Family Services  
 Susan Hill, Assistant Director—Adult and Family Investment  
 Pamela Hendren, Assistant Director—Child Support  
 Gaylena Bivens, Assistant Director—Planning & Special Projects  
 Raymond Jarvis, Esquire—Child and Family Services  
 Mark Tyler, Esquire—Child Support  
 Roy Brewington, HR Administrator

### ADVISORY BOARD

Paula M. Erdie, LCSW-C, Director  
 Reverend William Ross, Chairman  
 Milton Morris, Vice Chair  
 Emmanuel Onyeozili  
 Sheree Sample-Hughes  
 Narcinda Church  
 Jean Laws



Martin O'Malley, Governor  
 Anthony Brown, Lt. Governor  
 Theodore Dallas, Secretary  
 Paula Erdie, Director

## Wicomico County Department of Social Services



## FY 2011 Annual Report

### Our Mission.....

Wicomico County Department of Social Services leads the community through effective partnerships, which strengthen and preserve families, protect individuals from abuse and neglect, and promote self-sufficiency for all people.

### Our Vision.....

Wicomico County Department of Social Services envisions a community where peoples are self-supporting, free from abuse and neglect, and live in a safe and healthy environment.

### Core Values....

Wicomico County Department of Social Services is guided by the following values when interacting with employees, customers, and community partners: diversity, integrity, respect for others, excellence, compassion/empathy, and teamwork.

### Quality Statement....

Wicomico County Department of Social Services takes pride in: providing the highest quality service to our customers, pursuing excellence through a continuous quality improvement process, working together in an efficient, respectful and positive manner, and creating an environment of participation, teamwork, and professional growth.

# Family Investment Administration

- ◆ Placed 237 temporary cash assistance recipients in jobs, achieving 100% of our goal
- ◆ Issued \$17,959 in Welfare Avoidance Grants averting 13 families from needing to receive TCA
- ◆ Assisted 674 families with subsidized daycare
- ◆ Assisted 9,588 customers monthly with Community Medical Assistance
- ◆ Provided Long-Term Care coverage for a monthly average of 343 residents
- ◆ Maintained a Food Stamp Expedited rate of 96%



# Tri-County Workforce Development Initiative TCA Customers

- ◆ 123 received Life Skills Training
- ◆ 91 Completed Career Aptitude Assessments
- ◆ 264 Participated in work experience placements
- ◆ 237 Received work development and placement
- ◆ Achieved 98% universal engagement
- ◆ Achieved 44% work participation rate



MD RISE (Reaching Independence and Stability through Employment)

# Child Support

- ◆ Collected and distributed \$8,221,633 in child support payments
- ◆ Managed 5,133 active child support cases
- ◆ Enabled, encouraged, and enforced parental responsibility by utilizing innovative techniques and partnerships which contribute to a child's well being
- ◆ Assisted parents in establishing paternity through genetic marker testing, pre-court negotiation and court intervention

## PERFORMANCE MEASURES

	Achieved Rate 2010	Achieved Rate 2011
Children w/paternity Established	97.25	103.99
Cases with Support Orders	85.09	83.42
Cases paying arrears	63.74	63.38
Current support collected	60.28	59.55

## CHILD SUPPORT COLLECTIONS FROM FY 2009 - FY 2011

2009	2010	2011
\$8,189,040	\$8,032,336	\$8,221,633

# Planning & Special Projects

- ◆ Governor's Office of Crime Control & Prevention – \$147,613
  - ~ Staff training and development, and operation of S.A.R.A.H's House (Child Advocacy Center)
- ◆ Homeless Women Crisis Shelter Program – \$19,904
  - ~ Provided 520 bed nights at domestic violence shelter, serving 135 customers
- ◆ Rental Allowance Program – \$40,000
  - ~ Provided 24 rental subsidies to customers
- ◆ Homeless Prevention, Rapid Re-Housing Program 2 Years of Funding – \$145,398
  - ~ Provided rental assistance to 271 customers
- ◆ Adopt-A-Family Program – provided holiday assistance to 30 families with children with the support of community partners

# Services

- ◆ **Child Protective Services Investigation**
  - ~ Intake/Screening received 1,120 allegations of child maltreatment
  - ~ Investigated 619 complaints of maltreatment
- ◆ **In Home Services**
  - ~ Serviced 187 new family cases
  - ~ No child deaths in open cases
- ◆ **Out of Home Services**
  - ~ Placed 7 children in foster care (50% decrease from FY10)
  - ~ Averaged 66 children in care per month (16% decrease from FY10)
  - ~ 12 children were adopted, exceeding the agency goal for FY11
- ◆ **Resource Homes**
  - ~ Licensed 13 new foster homes
- ◆ **Adult Protective Services Investigation**
  - ~ Intake/Screening received 176 allegations of adult maltreatment
  - ~ Investigated 93 complaints of maltreatment
  - ~ 16 new cases were served in Continuing Adult Protective Services
- ◆ **Social Services to Adults**
  - ~ Serviced 40 new cases
- ◆ **Project Home**
  - ~ Averaged 8 licensed homes per month
  - ~ Averaged 23 placed clients per month
- ◆ **Emergency Services Intake**
  - ~ Processed 3,981 emergency customer needs
    - \* 1,322 for food
    - \* 440 for transportation
    - \* 249 for homelessness
    - \* 30 for prescriptions
    - \* 730 for emergency utility assistance
    - \* 1,127 for 1st month rent, past due rent, or eviction



Adoption

Adult Services