

Caroline County Department of Social Services

# Performance with Purpose

2010 Annual Report



## **Child Welfare Administration**

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

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

The Carter Building  
300 Market Street  
Denton, MD 21629

## Director's Message



On behalf of the Board of Directors and Staff of Caroline County Department of Social Services, I am pleased to provide you with our 2010 Annual Report.

The outcomes documented in this report reflect the commitment and dedication of our staff to providing quality services to the citizens of Caroline County; All of our efforts would not be possible without the support of our community partners with whom we collaborate on a daily basis to meet the needs of our most vulnerable citizens.

We have had many accomplishments in the past year and we are proud of the work and new initiatives that the agency has undertaken. Following are a few highlights of our accomplishments.

- ◇ In Fiscal Year 2010, the Child Protective Services Screening Unit (CPS) received over 700 Intake calls, which necessitated either investigation, referrals for In-Home Services, referrals to appropriate non-cps services and outside community resources. 275 cases were investigated. Of those, 10% resulted in an indicated finding, 14% were unsubstantiated, and 76% were ruled out.
- ◇ The Agency ended the Federal fiscal year with 1,531 cases in Child Support. \$3,228,078.00 in current and arrears support payments were collected and disbursed.
- ◇ Emergency Assistance (EA) - In 2010, an average of 85 adults and/or families per month contact the Adult Services Unit for emergency assistance or referrals. 132 customers were served in FY 2010: 64 through ETHS, 17 through HPP, and 51 through EA. EA clients were assisted with utility cut-offs and medications.
- ◇ The Office of Home Energy Programs (OHEP) processed 2,428 applications for the Maryland Energy Assistance Program (MEAP). 2,118 families were certified for a total of \$924,687.00 in grants.

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

*Osváldina Gomes Daly, LCSW*  
**Director**

# Caroline County Department of Social Services

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## Child Welfare Services

### In-Home Services

#### Child Protective Services (CPS)

- **Total Investigations Assigned 275**
- **Completed Investigations:**
  - 94 Physical Abuse
  - 38 Sexual Abuse
  - 143 Neglect
- **Investigations Outcome:**
  - 10% Indicated
  - 14% Unsubstantiated
  - 76% Ruled out
- **Other Cases Assigned or Referred in-house:**
  - 15 Requests from other agencies
  - 66 In-agency service referrals

#### Multiple Points of Prevention Program (MPP)

- 73 referrals received, 46 accepted services and the remaining families were referred for other agency services or declined service.
- MPP 80% of the families were measured to have shown positive movement or remained the same in the family function assessment used to measure positive growth in family functioning.
- 100% of families either fully or partially met the goals developed with them while receiving this service.
- 93% of families closed for one year following MPP intervention did not require any further CPS involvement.
- 100% of the families served were able to keep their children safe in their own homes and communities.

#### Services to Families with Children – Intake (SFC-I)

- 56 families received Assessment Services from the In-Home Unit. There are three caseworkers in this unit that provide SFC-I; SFC-C and Continuing Protective Services.

#### Services to Families with Children – Continuing (SFC-C)

- 63 families received services under this service.

#### Continuing Protective Services

- 47 families were served under this specialized program.

## Child Welfare Services

### **In-Home Services** *Continued*

#### **Interagency Family Preservation Services (INFPS)**

- 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.
- 8 families were provided INFPS services in FY 2010.

#### **Other Notable Services**

- **After Hours Coverage**
  - ◇ 128 After-Hours Calls were received averaging 11 per month
  - ◇ Staff spent 274 hours responding to After-Hours calls, with 201 hours spent on face-to-face contacts.

#### **Out-of-Home Services**

- 41 Children were in Foster Care on July 1, 2009
- 12 entered Foster Care during the fiscal year
- 13 foster children exited Foster Care during the fiscal year
  - 5 were adopted, 5 were reunified and 3 achieved independence

The Agency had 40 children in Foster Care at the end of the fiscal year (6/30/2010).

#### **Adoption**

- 8 children in Foster Care had the plan of adoption.
- 5 children in foster care were adopted and the Agency was able to meet its adoption goal.

## Child Welfare Services

### Out-of-Home Services *Continued*

**Resource Homes**— In 2010, the Agency:

- Maintained 34 licensed foster/adoptive homes
- Held quarterly roundtable discussions and potluck dinners to facilitate communication and provide education to foster/adoptive parents.
- Collaborated with other mid-shore department of social services to recruit additional foster/adoptive families
- Held annual holiday celebrations for foster/adoptive families and foster children
- Celebrated Foster Parent Appreciation Month (May) by hosting an event to acknowledge Caroline County Families
- Caroline County foster parents continued to participate in the local chapter of the Foster Parents Association.

## Adult Services

**Adult Services (AS)** The AS consists of a unit supervisor, 3 full-time case workers and 2 in-home aide workers and 1 full-time case worker provided by Upper Shore Aging. In FY 10, 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.

**Adult Protective Services (APS)** received 143 referrals for investigation. Of the 143 cases:

- 72 cases were screened out; 7 cases were investigated for exploitation.
- 33 cases were investigated for self-neglect, 15 cases were investigated for neglect by others.
- 9 cases were investigated for abuse.
- 4 for self-neglect and exploitation.
- 1 case was a request of another agency.
- Department was Guardian of the Person for 6 adult clients.



## Adult Services

**Social Services to Adults (SSTA)** services assist clients through case management to maintain their independence and remain in their community. There were 80 adults served in FY 2010. This number was reduced compared to FY 2009 due to a Moratorium in effect state-wide.

**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.

- 39 individuals received chore and/or personal care services. This number was reduced compared to the previous fiscal year due to a Moratorium in effect state-wide.

**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 2010:

- 5 customers resided in the 3 certified Project Care Homes.

**Homelessness Prevention Program (HPP)** primarily assists eligible adults and families with eviction prevention. Rental costs have steadily increased over the last two years even though funding has not increased. In FY 2010:

- 17 adults and 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 months rent or back rent to prevent homeless situations. Funds may also be utilized for temporary lodging, and emergency food. In FY 2010:

- 64 clients were assisted with ETHS funds. Rental costs have steadily increased over the last two years even though funding was decreased by 10%.

**Emergency Assistance (EA)** In FY 2010, an average of 85 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 2010:

- 132 clients were served; 64 through ETHS, 17 through HPP, and 51 through EA. EA clients were assisted with utility cut-offs and medications. Limited funding is available to the Department to assist EA clients.

# Family Investment & Child Support

## 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) 2010, Family Investment:

- Provided Food Supplement assistance to a monthly average of 4,804 individuals in 1,996 households, an increase of more than 30% over State fiscal year 2009.
- Provided Temporary Cash Assistance to a monthly average of 327 children and 105 adults in 187 households.
- Provided Medical Assistance to a monthly average of 2,656 community care households, 138 Long Term Care individuals, and 709 individuals receiving Supplemental Security Income.
- Provided a total of \$645,372 in Child Care Subsidy Program payments on behalf of a monthly average of 225 children in 125 households.
- Provided Temporary Disability Assistance to a monthly average of 109 individuals.
- Assisted 142 families through Emergency Assistance to Families with Children with expenses for items such as rent and utilities.
- Screened 329 Family Investment and Child Welfare customers for substance abuse, referred 48 individuals for assessment and 12 for treatment.
- Provided pre-employment training to 112 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 2010, Family Investment:

- Achieved a 0% error rate in Food Supplement cases reviewed for Federal Fiscal Year 2009 (October 2008 – September 2009). Negative (denied or closed) Food Supplement cases reviewed during the same time period were assessed a 10% error rate.
- Assisted 69 individuals receiving Temporary Cash Assistance or owing child support obtain jobs (153% of our annual goal).
- Achieved a 64% Work Participation Rate (128% 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).



## Family Investment & Child Support

### Family Investment *continued*

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 2010, OHEP:

- Processed 2,428 applications for the Maryland Energy Assistance Program (MEAP), which provides assistance grants to help with the payment of home heating bills. 2,118 families were certified for a total of \$924,687.00 in grants
- Processed 2,374 applications for the Electric Universal Service Program (EUSP), which provides financial assistance with electric bills. 2,073 households were certified for a total of \$1,481,580.00 in assistance.
- Processed 1,435 applications for the Electric Universal Service Arrearage Program, which provides financial assistance with past due electric bills. 522 households were certified for a total of \$468,026.00 in assistance.

### 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 2010, Child Support:

- Ended the service period with 1,531 child support cases
- Disbursed \$3,228,078.00 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 2010, Child Support:

- Established paternity for 97.54% of the children in our caseload who were born out-of-wedlock (annual goal 100%)
- Established support orders in 87.98% of our cases (annual goal 85%)
- Collected 65.66% of current child support owed (annual goal 69.21%)
- Collected payments from 70.44% of non-custodial parents owing arrears (annual goal 75.45%)



## Family Investment

### 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 2010, the Caroline County program has:

- Referred 191 non-custodial parents with a total of 417 child support cases to NPEP
- Enrolled 114 parents in the program
- Assisted 99 parents to successfully complete the program
- Collected a total of \$417,386.51 in child support payments from 150 of the parents referred to NPEP

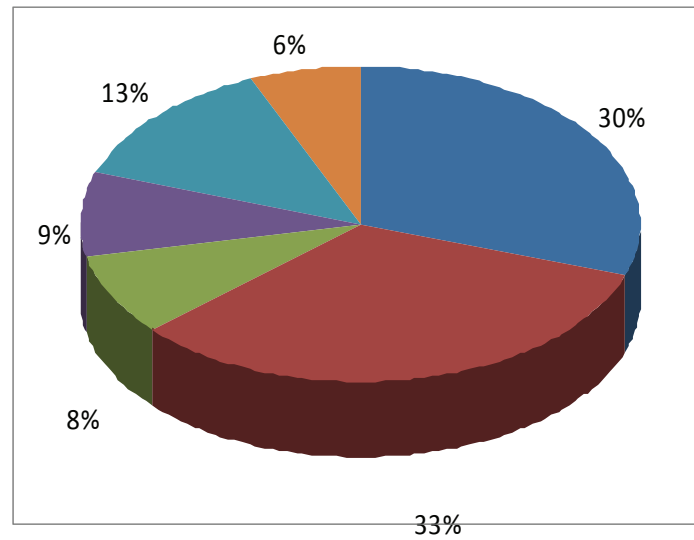
### Parents as Partners

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 2010, this program:

- Served 26 parents (104% of our annual goal)
- Assisted 12 parents in obtaining jobs and 4 parents in retaining existing employment
- Helped 2 parents 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 \$15,917.67 in child support during SFY 2010.

### Total Expenditures



- \$1,744,017.06 FIA
- \$1,922,221.99 Child Welfare
- \$472,803.17 Adult Services
- \$502,594.48 Administration
- \$773,131.40 Child Support
- \$368,620.26 Work Opp



## Board of Directors

Jefferson L. Ghrist, Caroline County Commissioner

Mario “Marty” Gangemi

Pablo E. Hernandez

Juanita A. Webster, Chair

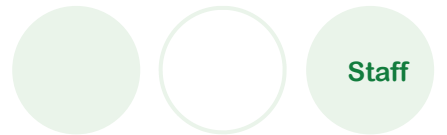
Kimberly A. Cutchin, Vice-Chair

Stephen Stouffer

Tina-Marie Brown

William D. Sparks

Jeffrey M. Porter



## Staff

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