



### **Kent County Employee of the Year**

Services Assistant Director Paula Gish with DHR Secretary Theodore Dallas, Director Linda Webb and MASSD President Kate Garvey.



### **Kent County DSS Advisory Board**

Patricia Gatto (Chair)  
Gail Yerkie  
Joseph Irr, PhD  
Marcie Woodward  
Judith Kennard  
Reverend Mary Walker  
Louise O'Brien  
Leon Frison  
Ronald Fithian, Kent County Commissioner

# *Kent County*

## Department of Social Services

### Annual Report

#### Fiscal Year 2011



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## Message from the Director

On behalf of the agency and advisory board, it is my great pleasure to present the Kent County Department of Social Services (KCDSS) 2011 Annual Report.

This has been a year of transitions and accomplishments! KCDSS staff performed in an outstanding fashion this year. As you'll see when reading this report, each program met many of the goals established by State or Federal requirements. That performance is just one indicator of the hard work and commitment of our staff, as well as their level of caring for our community.

The support of our advisory board, county and community partners was and continues to be critical to our success in achieving our vision of Kent County as a safe and healthy community in which individuals and families may achieve their greatest level of independence and self-sufficiency. At the same time, the sluggish economy has created challenges felt, not only in our county, but across the state and nation. We've seen an increase in the number of individuals seeking income and other supports from our agency, and we've used creativity and perseverance this year to continue to develop additional resources to meet these needs.

On a personal note, I joined the KCDSS family on April 6<sup>th</sup> and have been delighted by the warm welcome on the part of the agency, board, community and many partners. I've enjoyed these first few months and look forward to many, many more!

With Warmest Regards,

### VISION

We envision Kent County as a safe community, free from exploitation, neglect and abuse, where individuals take responsibility for themselves and their families by striving for independence and self-esteem.

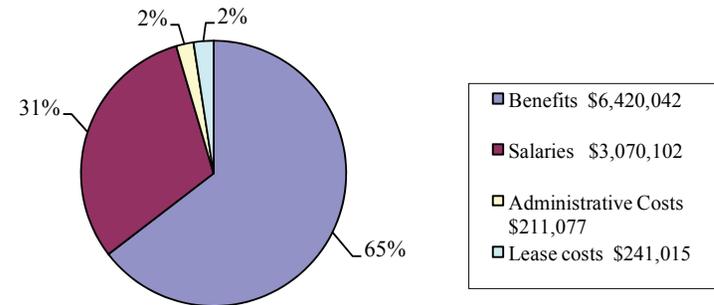
### MISSION

Kent County Department of Social Services promotes personal responsibility, dignity and self-sufficiency, protects vulnerable children and adults, and preserves families. We accomplish this in partnership with our customers and stakeholders.

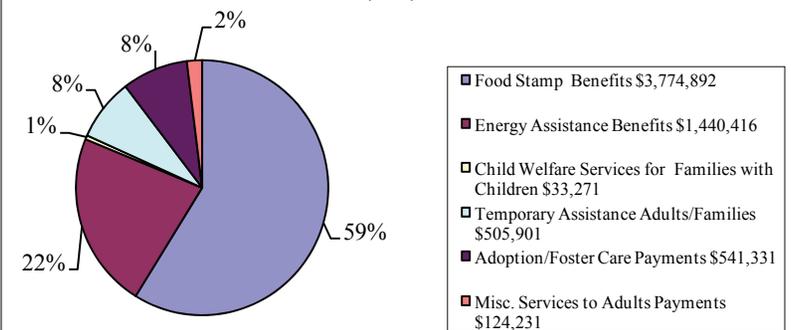
## Office of Fiscal/Administrative Services

### Expenditures for SFY 2011

**KENT COUNTY DSS  
FY 2011 SPENDING  
\$9,942,236**



**KENT COUNTY DSS  
FY 2011 CUSTOMER BENEFITS  
\$6,420,042**



**The Office of Child Support Enforcement** is committed to the philosophy that all children in the State of Maryland deserve emotional and financial support from both their parents to help them develop into healthy and productive citizens.

***In FFY 2011 we:***

- Collected over 1.8 million dollars in Child Support payments, an increase of over \$69,000 from the previous year.
- Continued to exceed statewide standards in the establishment of paternity, court orders and collection of arrears.
- In collaboration with Shared Opportunity Service Inc., continued and increased participation in our Fatherhood Program. This program targets Non-custodial fathers in the community assisting them in overcoming obstacles that have prevented them from fostering a relationship with their child(ren) and complying with their obligation to pay their court ordered child support.
- Collaborated with neighboring counties to conduct a regional workshop for staff during Child Support Awareness month (August). The workshop offered staff an opportunity to mingle with their counterparts and reinforced the fact that what they do on a daily basis really does have an impact on those we serve.

Though these are just a few of the accomplishments of the Kent County Office of Child Support Enforcement, given the economic challenges of a rural community and the current economic environment, these achievements speak volumes to the commitment and dedication of the Child Support staff.

**Federal Fiscal Year 2011 Performance**

Measure	FFY 2011 Goal	FFY 2011 Actual
Paternity Establishment	100%	108.90%
Court Order Establishment	85%	88.25%
Collection of Current Support	63.79%	62.56%
Collection of Arrears	67.67%	69.37%

**Family Investment** helps families achieve independence through work, personal responsibility and community involvement. In addition, a variety of family centered supportive services and assistance are provided. These include Temporary Cash Assistance, Temporary Disability Assistance, Emergency Assistance to Families with Children, Food Supplement Assistance, Medical Assistance, Work Readiness and Job Placement programs, and Child Care Subsidies. Home heating needs are also supplemented through our Office of Home Energy Programs.

***In State Fiscal Year (SFY) 2011 we:***

- Provided Food Supplemental Assistance to a monthly average of 2,682 individuals in 1,334 households
- Provided Medical Assistance to a monthly average of 1,135 community care households, 89 individuals in Long term Care settings, and 318 individuals receiving Supplemental Security Income
- Provided Temporary Cash Assistance to a monthly average of 119 children and 50 adults in 66 households
- Provided a total of \$333,171 in Child Care Subsidy Program payments on behalf of a monthly average of 125 children in 79 households
- Engaged 17 individuals in a Work Experience placement
- Assisted 69 individuals receiving Temporary Cash Assistance in locating and securing employment

**The Office of Home Energy Programs (OHEP)** helps families and individuals pay their utility bills, minimize heating crises, and make energy costs more affordable.

***In SFY 2011 we:***

- Processed 1,321 applications for Energy Assistance programs
- Provided \$575,003 in assistance with electric bills through the Electric Universal Service Program
- Provided \$731,723 in assistance with home heating bills through the Maryland Energy Assistance program
- Provided \$135,690 in assistance with past due electric bills through the Electric Universal Service Arrearage Program

**The Service Division** works to strengthen families and ensure the safety of the children and vulnerable adults in our community. We value our partnership with families and the community.

Our Child Advocacy Center is up and running after the purchase and installation of an iRecord audio/video server, recorder, microphones, and cameras. Staff also purchased new blinds and furniture for the CAC. We held an Open House at the CAC during our Community Excellence Awards. Our CPS Multi-Disciplinary Team members were able to attend the Mid-Atlantic Child Abuse and Neglect Conference thanks to funding provided by our Local Management Board. We continue to strengthen our Multi-D teams by providing opportunities to attend the Mid-Atlantic Child Abuse and Neglect Conference that is held annually in October and other trainings.

Kent County DSS facilitated, for the first time locally, a nine-week PRIDE session for prospective foster parents and taught by the Resource Parent Social Worker and a Kent County Foster Parent. There were five participants who completed the course, including two families from Kent County who are aiming to be permanent homes for our children.

We have also been able to bring local training to our foster parents at the agency. This has been a major request by the resource parents, and we were able to provide trainings on Discipline, Grief and Loss, and Medication Management. To support and show appreciation for our foster parents, we have coordinated and hosted many events during the year. In August, Kent County DSS hosted a bowling party, building partnerships with local businesses. In November, Kent County DSS worked with the local Dunkin Donuts to celebrate National Adoption Month and increase awareness of the need for resource homes. February brought a Valentine's Day party for foster families. We participated in a regional foster parent conference in March that involved hundreds of foster parents. Finally, flowers were delivered on each foster parent's birthday by a local florist.

The moratorium on new cases in Social Services to Adults and In-Home-Aide programs was partially lifted in March 2009, which led to increasing our cases by 30%. Staff organized the giving of Christmas presents to our adults in Guardianship with the assistance of several community partners. Staff took several of our adults to lunch during Elder Abuse Prevention month in June. The Adult Services Risk Screening Tool was implemented statewide. All intake workers use this tool, which assists in determining the type of Adult Services warranted.

***In SFY 2011 we:***

- Investigated 105 reports of abuse/neglect; 9 of the 105 were at the request of another agency
- We assisted 81 children in 48 families in their own homes
- Investigated 19 reports of abuse/neglect of vulnerable adults
- Maintained Guardianship of 6 adults
- Provided services to an average of 58 adults per month in the Social Service to Adults (SSTA), a 30% increase from SFY10. We averaged 8 adults per month on the waiting list
- Achieved 100% in the percentage of Adult Protective Services Indicated or Confirmed adult abuse cases for which there is no recurrence of abuse within 6 months of a previously indicated or confirmed adult abuse case
- Achieved 100% in the percentage of individuals receiving adult services who remain in the community during the year
- Assisted an average of 39 adults, families, and children per month utilizing In-Home Aide Services. We averaged 13 on this waiting list
- Had a total of 7 foster homes, 2 were licensed in FY 11
- Finalized 2 adoptions, exceeding our goal by 1
- Averaged 11 children in foster placements, ending the year with 9; 67% of children in Out of Home care were placed in family homes; 73% of our foster children were placed in Kent County. 0.0% of foster children were placed in group homes.
- Held 7 Out- of- Home and 11 In- Home Family Involvement Meetings



**Place Matters Awards**

(L to R): DHR Secretary Theodore Dallas, Services Assistant Director Paula Gish, Director Linda Webb, and DHR Social Services Administration Executive Director Carnitra White.