



St. Mary's County



“Alone we can do so little; together we can do so much.” – Helen Keller



Customer Care Team



Intake Team





Ongoing Team

Temporary Cash Assistance Team



St. Mary's Family Investment is dedicated to providing excellent customer service, working together to serve adults, children and families.

We are the St Mary's County Family Investment team consisting of our Intake & Ongoing Case Management units , The Work Program Team and Our Customer Care Team (CCT). We are located in Southern Maryland, a beautiful rural county surrounded by the Chesapeake Bay and Patuxent & Potomac Rivers. It is a melting pot due to our proximity to Patuxent Naval Base, Baltimore and Washington DC. Our amazing team strives to assist the citizens of St. Mary's County obtain the benefits they may be eligible for while accessing each customer with care to ensure we are providing World Class Customer service.

We are a close knit team of long-termers and newbies that help each other and our customers navigate systems, reducing barriers and increasing access to services and benefits. We all have different strengths/knowledge that together, make us successful. Over the past year, Our Team has completed 6158 applications across all programs (SNAP, TCA, TDAP, MA, EA, LTC). We implemented a new phone system and process to handle the increase in calls. Our CCT Team is available to resolve customer concerns at first point of contact - keeping customers informed and reducing wait times! Our Works Program team has strengthened our community partnerships to assist TCA recipients with obtaining employment and resolving barriers such as education, childcare and transportation ~ leading customers to self-sufficiency.

Team Work of the Family Investment and Customer Care Team strengthens families! Thank You For Your Service!