1309.1 GENERAL REQUIREMENTS

A. The TCA case manager may refer any assistance unit member for social services, which include, but are not limited to:
   1. Adult Services
   2. Child Protective Services
   3. Family Services
   4. Housing Services

B. TCA customers automatically meet income requirements for Social Services programs

C. Once a referral is made, the Social Services Administration’s program staff determines which services to provide.
   - A written agreement is signed by both the customer and the services case manager, indicating the desired goals and how that goal will be achieved

D. Written service agreements are not required for protective services

1309.2 ADULT SERVICES REQUIREMENTS

A. The Adult Services programs help adults achieve or maintain economic and personal self-sufficiency and dignity

B. Adult Services programs assist individuals who:
   1. Are 18 or older, and do not have a minor child in their care
   2. Meet income requirements
   3. Have a demonstrated need for the services offered

1309.3 SCOPE OF ADULT SERVICES

A. Adult Services programs seek to build, sustain, and augment the adult's family and community support systems by enabling and assisting the person to:
   1. Achieve or maintain economic self-support when possible
   2. Achieve or maintain safe and appropriate living arrangements in community settings
   3. Prevent and/or remedy abuse, neglect, self-neglect, or exploitation
   4. Prevent or reduce unnecessary or inappropriate institutionalization or
5. Secure necessary and appropriate institutional care

B. Eligible individuals may participate in the following broad categories of services:

1. Information and Referral

2. Crisis Intervention
   • Weekly face-to-face contact for up to 60 days

3. Case Management
   • Face-to-face contact at least once every 3 months

**1309.4 CHILD PROTECTIVE SERVICES REQUIREMENTS**

A. Child Protective Services intervenes without regard to economic circumstances to:

1. Determine if child maltreatment exists; and

2. Decrease the risk of continuing physical or sexual abuse or neglect of children.

B. Services are provided regardless of income to:

1. Children believed to be neglected or abused, including disabled infants with life-threatening conditions who do not receive appropriate nutrition, hydration, medication, or medical care

2. Parents or other adults having permanent or temporary custody, or parental responsibility, and household and family members

C. TCA case managers receiving formal or informal reports of, or having reason to suspect, child abuse or neglect are required to immediately report the allegation and the source of the allegations to the local protective services unit

**1309.5 SCOPE OF CHILD PROTECTIVE SERVICES**

A. The goals of Protective Services goals are to:

1. Promptly investigate or assess reports of child abuse or neglect

2. Determine what services or plans for care are required to protect children from being abused or neglected

B. Means to accomplish these goals include:
1. Conducting a comprehensive assessment of the safety, risk and service needs of the children and family

2. Offering services, as appropriate, to a family if child abuse or neglect exists or is suspected

3. Providing an alternative plan of care for the child or children when the parents are unable or unwilling to provide proper care and attention

C. Families in need of protective services intervention may also be in need of the following

<table>
<thead>
<tr>
<th>Family Investment programs</th>
<th>Referrals to family violence programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daycare for children</td>
<td>Legal services</td>
</tr>
<tr>
<td>Family planning</td>
<td>Transportation</td>
</tr>
<tr>
<td>Health services, including referrals to mental health and substance abuse programs</td>
<td>Housing information</td>
</tr>
</tbody>
</table>

1309.6 FAMILY SERVICES REQUIREMENTS –

A. The Family Services program assists families who experience a crisis brought on by:

<table>
<thead>
<tr>
<th>Natural catastrophes, such as fire or flood</th>
<th>Breakdown in spousal or parent-child relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of income</td>
<td>Suspected child abuse or neglect by a household member</td>
</tr>
<tr>
<td>Lack of shelter</td>
<td>Substance abuse or emotional disturbance of a household member</td>
</tr>
<tr>
<td>Physical or mental illness</td>
<td>Delinquency, chronic and violent acting out, chronic truancy, or chronic running away by a child household member</td>
</tr>
<tr>
<td>Death, desertion, or abandonment</td>
<td>Catastrophic health, environmental, or financial conditions, such as long-term illness or hospitalization, death of a parent</td>
</tr>
</tbody>
</table>
B. Requires information or referral for assistance from DHS staff or community resources

C. Families must meet income requirements

1309.7 SCOPE OF FAMILY SERVICES

A. Programs operating under Family Service provide the following basic services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family, marital, and individual counseling</td>
<td>Formal education or educational degree equivalent programs</td>
</tr>
<tr>
<td>Child development and parenting skills training</td>
<td>Housing coordination or information</td>
</tr>
<tr>
<td>Family planning and support counseling</td>
<td>Budget management</td>
</tr>
<tr>
<td>Health care or health care information</td>
<td>Vocational training</td>
</tr>
<tr>
<td>Employment opportunities</td>
<td></td>
</tr>
<tr>
<td>Employment counseling</td>
<td></td>
</tr>
</tbody>
</table>

B. Family Services serves families, who do not meet the income requirements but are otherwise eligible. Family Services provides the following services when necessary to meet family emergencies:

1. Financial assistance
   a. Utility bills to prevent shutoffs
   b. Security deposits
   c. Moving and storage fees
   d. Overdue rent to prevent eviction
   e. Referrals to temporary emergency shelter, motel stays, or assessment for temporary rental subsidies.
   f. Transportation costs
   g. Interview expenses
2. Referral to services and commodities
   a. Psychiatric or psychological evaluations
   b. Alcohol or drug abuse treatment
   c. Vocational assessment and training
   d. Appliances
   e. Furniture
   f. Foodstuffs
   g. Other commodities

1309.8 HOUSING SERVICES REQUIREMENTS

A. Homeless Services provides referrals to emergency shelter, rental subsidies, eviction prevention stipends, and other supportive services to families who are homeless or in immediate danger of becoming homeless

B. Families are eligible for homeless services if they:
   1. Are homeless or facing immediate eviction or foreclosure from their permanent housing
   2. Can document (if facing eviction or foreclosure) the pending eviction or foreclosure and their ability to pay the rent or mortgage ongoing after receipt of an eviction prevention stipend.
   3. Are in need of the Housing Counselor and Aftercare component of housing services and have applied for or are receiving TCA

1309.9 SCOPE OF HOUSING SERVICES

A. The Homeless Services Program has three components
   1. Homeless Services Program
   2. Homeless Women – Crisis Shelter Home Program (available in 13 jurisdictions only)
   3. Service Linked Housing Program (available in 13 jurisdictions only)

B. When funds are available, Emergency and Transitional Housing and Services (ETHS), a component of the Homeless Services Program, arranges for
providers, who do not require religious activity as a condition of service, to perform the following services:

1. Provide referral of the individual or family seeking shelter to one of the following accommodations, depending on jurisdictional availability:
   a. Emergency shelter Temporary motel stay if shelter space is not available
   b. Cold weather shelter or a seasonal overflow bed
2. Provide food for the family through any of the following methods:
   a. Served through the temporary shelter program
   b. Voucher for meal or groceries if staying in a motel
   c. Cash grant if other methods present a challenge
   d. Referral to food banks or other distribution sources
3. Voucher for public transportation if available.
4. Provide case management or referral for case management services including, but are not limited to:
   a. Needs assessment
   b. Case plan development
   c. Referrals to necessary support services
5. Provide an emergency rent, mortgage subsidy, or security deposit payment to allow the individual or family to move out of emergency shelter once during the state fiscal year that includes:
   a. Evaluation of the customer’s ability to pay rent ongoing to ensure the customer’s ability to maintain the housing permanently.
   b. Contacting the landlord
   c. Payment of the amount owed, made out to the name of the landlord or property owner.

C. The Housing Counselor and Aftercare Program (HCAP) assists families and individuals who are experiencing or are in imminent danger of loss of housing or shelter by providing housing counselors and aftercare case managers
1. Housing counselors in their effort to assist families with securing and maintaining permanent, affordable housing may:
<table>
<thead>
<tr>
<th>SOCIAL AND HOMELESS SERVICES 1309</th>
<th>SUPPORTIVE SERVICES 1300</th>
</tr>
</thead>
</table>

| **a.** Assist the customer in the search for and securing of affordable housing |
| **b.** Provide a current list of housing resources |
| **c.** Act as an advocate for the customer with landlords, property managers, realty companies, and other sources of low-income housing |
| **d.** Coordinate services, when applicable, with the TCA case manager |
| **e.** Assist the customer, as needed, with issues contributing to chronic housing problems, such as budgeting and household management |

2. Aftercare case managers help families maintain permanent, affordable housing and may:

   | **a.** Assess customer needs and develop a plan to meet those needs |
   | **b.** Refer the customer for other services |
   | **c.** Monitor provided services and intervene with the provider if necessary |
   | **d.** Maintain regular customer contact for counseling, skills development, and crisis intervention |

**D. Homelessness Prevention** assists families in immediate danger of losing housing or shelter by providing, the following services:

1. Case management
2. Counseling to identify households at risk of becoming homeless
3. Training on budgeting and other life skills
4. Education about tenant rights and responsibilities
5. Cash assistance to prevent eviction
6. Other services as deemed appropriate

**ADDITIONAL INFORMATION**
- Application — Family Violence Screening, Substance Abuse, Referrals
- Technical Eligibility — Suitability of Home
- Additional COMAR: 07.02.04.03, 07.02.15, 07.02.16, 07.01.17, 07.01.18 and 07.01.19.