

## Strategic Plan Highlights

- The Paid Internship Program continues its success. Ten customers were granted paid internships and eight completed the entire training period and obtained employment.
- The average rate of pay per job placement was \$13.00 per hour which is above the minimum wage requirement. One customer was placed in a job at \$20.00 an hour and another was hired as an administrative assistant in our Customer Service Unit at DSS and is performing extremely well.
- The Employment Team also exceeded its goal of 93 job placements with 111 placements.
- The Employment Team met the application compliance rate goal of 96% in every month of the fiscal year.
- Calvert Family Advocates (CFA) raised \$123,000 during the 2018-2019 fiscal year to support the organization's mission to improve the lives of Calvert County's most vulnerable citizens by helping them help themselves. This income enabled the continuation of current programs and provision of grant funding to nonprofit partner organizations serving the vulnerable residents of Calvert County.



## Calvert County Social Services Advisory Board "Calvert Family Advocates"

### ADVISORY BOARD MEMBERS FY19

Karen Lane - Chair	Jennifer Hillman
Melissa Brown Carter	Mari "Chris" Cummings
Reverend William Patton	Nancy Lehman
Dr. Derek Sabedra	
Katelynn Liptak	
Dennis Helie	
Jennifer Moreland	
Chad Thyges	

#### Safety

27 families remained in their homes when financial assistance was provided to pay utilities or rental arrearages that threatened eviction. 11 homeless families moved into housing when helped with security deposits and first month's rent. CFA sponsored oral surgery for a developmentally disabled adult.

#### Self-Sufficiency

3 unaccompanied youth received assistance paying for driver's education through a partnership with Calvert County Public Schools (CCPS) and a local driving school. A detention center reentry program participant received financial assistance with electrician's courses at the community college. A single mother received assistance with childcare so that she could begin a new job while awaiting childcare vouchers. Transportation-related assistance included car repairs, payments and insurance; and transportation for a reentry program participant to the community college to attain his commercial driver's license. CFA supported DSS employment efforts by providing gift cards to reward ABAWD customers, and all DSS customers, who make every effort to get job ready and employed.

#### Eldercare

2 veterans received assistance with transportation to medical appointments. CFA partnered with Christmas in April to sponsor roofing and heating home repairs for 3 low-income homeowners. In a second partnership with Christmas in April and the Southern Maryland Tri-County Community Action Committee, a daycare for low-income disabled seniors received new air conditioning units and much-needed facility repairs. CFA also sponsored dementia training for World Elder Abuse Awareness Day events in Calvert County, and provided small grants for senior center supplies.

#### Youth

CFA sponsored 44 homeless and low-income children for summer camp, summer enrichment or sports programs through a grant to CCPS. Grants were also provided to CCPS to purchase new clothing for 41 homeless and low-income youth. CFA ensured homeless families with school-aged children had a nice Thanksgiving by providing restaurant gift cards for families without kitchen access, and hams for families with microwave access.

## Vision

We envision a community where individuals and families have unlimited opportunities to achieve independence and where all people are safe from harm. In addition, we envision a department that engages all team members in the mission, provides clear expectations to team members, strengthens shared values, builds trust, communicates effectively, recognizes good performance, and inspires all to be the best they can be.

## Mission Statement

We will work with individuals and families of Calvert County in order to achieve a better quality of life by:

- Creating opportunities for obtaining independence;
- Protecting vulnerable children and adults;
- Providing appropriate financial support;
- Promoting preservation of families;
- Establishing strong business and community partnerships;
- Adopting programs and policies to meet the changing needs of our citizens and community.



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# Calvert County Department of Social Services



## Annual Report 2019



## Message from the Director

It is with great pleasure that I present to you the Calvert County Department of Social Services Annual Report for Fiscal Year 2019. In FY 2019, the Department launched our first ever PA2E (Public Assistance to Entrepreneurship) class. We partnered with the Small Business Development Center to offer classes to customers who had the drive and desire to become business owners. This win/win program helps provide financial stability for the entrepreneurs and brings small business into our community. This was a regional effort that graduated nine individuals.

The Calvert County Department of Social Services Advisory Board, also referred to as Calvert Family Advocates, continues to make amazing strides establishing themselves as a resource for Calvert County. This group of volunteers have gone far beyond their established role as board members to the Department of Social Services. Please take time to read their accomplishments noted in this report.

As promised, our Child Advocacy Center is up and running as a result of a partnership between DSS, the State's Attorney's office, Law Enforcement, the Health Department, and various medical and counseling services. The Child Advocacy Center serves our most vulnerable children at one location at one time, reducing trauma and enhancing service delivery.

This next year will be filled with new ventures as well as continued excellence in serving the citizens of Calvert County.

Thanks to the wonderful staff at the Department who strive everyday to meet customer and community needs. Our commitment to serving all customers in a comprehensive and compassionate way continues to drive our staff and be our main objective.

- Amye Scrivener, LCSW-C, Director



## Administration & Finance

Recruitment, New Hires & Reinstatements  
MERIT- New Hires: 6; Transfer from another State Agency- 3  
CONTRACTUAL - New Hires: 1; Transfer From Another State Agency: 0  
REINSTATEMENTS: 0  
Retirements, Resignations, Transfer Out and Terminations  
RETIREMENTS: 0 ; Resignations: 6  
TRANSFER TO Another State Agency: 1  
TERMINATION: 2  
Other Actions  
Non-competitive Promotions: 4  
Promotions: 3; Reclassifications (including ASR):5  
Contract Renewals: 6

## Family Investment

Food Supplemental Nutritional Program  
Households: 3189  
Participants: 5866 or 1.8 individuals per household.  
TCA Cases: 67  
Work Eligible: 21  
Exempt: 46  
Job Placements: 111  
Universal Engagement: 100%  
24 month Participations Rate: 100%  
Work Participation Rate: Including disabled population 26%, excluding the disabled population is 46%.  
Medical Assistance:  
Community: 601  
SSI: 1015  
Long Term Care: 199  
Total: 1815  
Temporary Disability Assistance Program:  
Ongoing Cases: 96  
Short Term Disability: 6 cases  
Long Term Disability: 90 cases  
Crisis Intervention:  
Programs that provide funds to customers to avoid homelessness, physical put out, and utility cut off.  
Emergency Assistance for Families and Children:  
Total Spent: \$30,313, 50 grants issued at an average of \$606.26 per grant.  
Homeless Prevention Program:  
Total spent: \$3589.00, 10 grants issued at an average of \$358.90 per grant  
Local Assistance:  
Total Spent: \$5000.00, 34 grants issued at an average of \$147.00 per grant

## Services

CPS Investigated Cases  
Total CPS Referrals: 928  
Monthly Referral Average: 75  
Referrals Accepted for a CPS Response: 356  
Investigated Responses: 132  
Alternative Responses: 224  
Children interviewed at CAC: 78

Assessments  
Substance Exposed Newborns: 46  
Risk of Harm: 19  
Requests from Other Agencies: 38

Multidisciplinary Team  
Cases Reviewed: 4  
CAC Case Reviews: 9

After Hours:  
Calls for CPS Services: 363

Home Study  
Total Home Studies: 3  
Requests from Civil Court: 14/ 20 homes  
Interstate Compact Placement of Children: 11  
Supervised Placements: 5

Out of Home Care  
Children Served: 84  
New Entries: 27  
Average Children in Care per Month: 61  
Children who Exited Care: 24  
Children who Aged Out of Care: 3  
Children Reunified: 12  
Adoptions Finalized: 7  
Re-entries into Foster Care within 12 Months: 1  
OOH was able to obtain permanency for 21 children

Resource Home Providers  
Resource Homes in Calvert County: 28  
New Resource Homes Approved: 6  
Kinship Homes Approved: 8

Independent Living – As of June 30, 2019  
Total Youth Independent Living Eligible: 27  
43% of children in Foster Care are independent living aged

Family Centered Practice  
Mediations: 5  
Family Involvement Meetings (FIMs): 111  
Families Served in FIMs: 113  
Children Served in FIMs: 151  
In-Home Family Services: 112 families (Cont. on next page)

## Adult Services

### Adult Protected Services (APS)

Total APS Referrals: 291  
Completed Investigations: 37  
Well Being Assessments: 96  
Financial Exploitation: 18 of Total Investigations

### Adult Guardianship

Guardianship Assessments: 12  
Total Guardianship (under 65 years old) Cases: 7

### Senior Care

Customers Served per Month: 11

### Project Home Case Management and Home Licensure

Customers in Project Home: 3  
Licensed Project Homes: 3

### Social Services to Adults

Customers Served: 70

### Respite Care

Customers Served: 30

### In-Home Adult Services (IHAS)

Vulnerable Adults Served: 32

## Child Support

Total Disbursed in FFY 2019: \$10.47 million for Calvert County children

We ended FFY 2019 #1 in the state for current support collections and excided goal by 1.63% and #1 in state for cases paying on arrears (missed goal by .05%/one case). Cases with court orders established we finished #5 in the state (missed goal by .34%) and cases with paternity established we finished #5 in the state and excided goal by 0.32%.

Our caseload continues to decrease and will continue to work with DHS to adjust goals for FFY2020.

