



Washington County  
Department of Social Services  
Commitment to Community



*Partners in Press*

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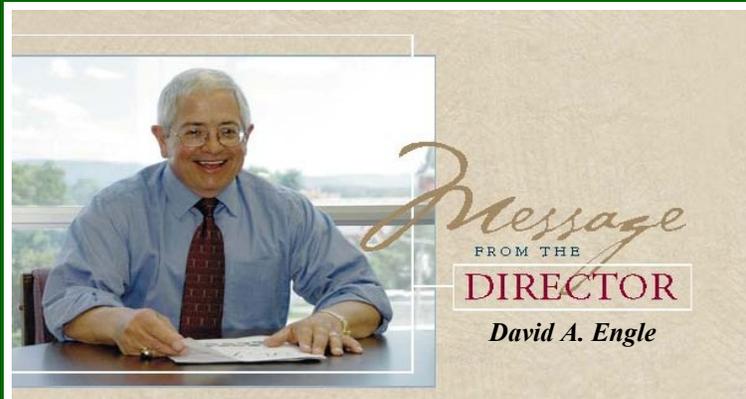
Winter 2014

*We serve people, promote self-reliance, and provide safety by delivering quality services and developing community partnerships.*

*-WCDSS Mission Statement*

*Knowing is not enough,  
we must apply.  
Willing is not enough,  
we must do.*

*- Bruce Lee*



**DIRECTOR'S CORNER**

I am pleased to share with you some exciting details about our upcoming cultural diversity training entitled "Effective Communication Skills in Today's Diverse Workplace". This half day training is scheduled for March 18, March 24, March 30 and April 14, 2015.

The most recent Census data confirms that our community is becoming ever more diverse: 84% of our population is White, 11% Black or African-American, 4% Hispanic/Latino, 3% two or more races, and 2% Asian. These statistics for minorities are up 10% since the 2000 Census. Last month at our agency Diversity Team meeting staff reported that Hispanics/Latinos, Eastern Europeans and persons from India are more frequent consumers of our service.

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Board meetings are held the fourth Monday of the month (September-June) at 5:30 pm in the Washington County DSS Board Room.

**How to reach us:**

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122 N. Potomac St., Hagerstown, MD 21741  
Phone: 240-420-2100 Fax: 240-420-2111  
Child Abuse Hotline: 240-420-2222  
[www.dhr.state.md.us/washington.htm](http://www.dhr.state.md.us/washington.htm)  
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The Safe Place — Child Advocacy Center  
24 N. Walnut Street, Hagerstown, MD 21740  
Phone: 240-420-4300 Fax: 240-420-4339  
\*\*\*\*\*

The Family Center and Sunshine Center  
221 McRand Court  
Hagerstown, MD 21740  
Phone: 301-790-4002 Fax: 301-790-4007  
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Lawrence J. Hogan, Jr. Governor  
Boyd K. Rutherford, Lt. Governor  
Sam Malhotra, Secretary



**Director's Corner Continued**

Working with the public today provides more challenges than any time in the past because our county, our state, our nation, and our world are truly becoming multi-cultural. Our Strategic Plan states, "In all of our interactions with employees, clients, and stakeholders, we will be guided by the following values: human dignity, respect, compassion, communication, teamwork, quality of services, and integrity." To ensure that you have the tools to achieve these goals, we are pleased to have engaged the services of Joni Daniels as our diversity trainer this year. Since 1989 Ms. Daniels' consulting firm has worked with companies such as Marriott, UNISYS, United Way, American Red Cross, and many others. Ms. Daniels began her career in banking and held management positions with Cigna and the Sun Company to name a few. When she interviewed for this training engagement, Ms. Daniels spoke about cultural sensitivity as being closely linked with the concept of mutual respect. She indicated that her training will help us examine our styles and techniques for communication and how these can positively or negatively affect our clients and coworkers. She stressed the importance of valuing differences among one another to ensure a working environment free of discrimination and harassment with high levels of staff morale. These are goals I know we all embrace. As human service professionals in our community, we must set the standard for celebrating diversity and adding richness and flavor to our lives by learning more about others different from us.

As we have done in the past, we have organized Ms. Daniels' classes to ensure a proportionate mix of staff from all parts of the agency. In addition to growing our communication and sensitivity skills, I hope you will enjoy fellowship and friendship with coworkers you haven't met before. Continuing education credits will be available for those who need them.

Thank you for the good work you do each day in serving vulnerable adults, children and families in Washington County. I'm sure you will enjoy this year's diversity training.

# THE SALVATION ARMY

By: Rochelle Morrell, Director of Development

After the stockings were hung, the bells were rung, and a new year ushered in, Christmas time fades into a warm memory. But, the season of giving and sharing will again reach a pinnacle, unpacked with next year's Christmas decorations.



Yet, sadly, need knows no season. At the Salvation Army, that statement is personified throughout the year as countless neighbors in



Washington County come to our door for assistance.

Our mission and goal is to respond to as many of those who need our help as possible, either through our weekday mass feeding program, food pantry, women/children's shelter, transitional housing, human services ministry, clothing assistance at our thrift store, Christmas assistance to families in need, youth programs in the Shifler community center or a summer camp experience for underprivileged youth. The Salvation

Army has been serving residents in Washington County since 1903.

So, as we say good-bye to Christmas 2014, the Salvation Army is pleased to share that 863 families, with 2,259 children, received 18,610 toys (and clothing), along with food gift cards this holiday season. We extend our thanks and appreciation to all volunteers, donors and partners who worked alongside the Salvation Army to make Christmas 2014 special for many neighbors here in Washington County.



# CHILD SUPPORT COMMUNITY PARTNER



## SHERIFF'S DEPARTMENT

*By: Gerri Zaccaria, Child Support*

Each year the Child Support Enforcement Administration (CSEA), WCDSS, and the Washington County Sheriff's Department (Provider), establish a Cooperative Reimbursement Agreement in which the provider agrees to provide child support enforcement services. The Sheriff's Department has three Deputies, one Captain, one Senior Office Records person, and a Secretary/Criminal Entry Specialist who are paid through this agreement and who perform duties to help collect child support.



The Deputies serve parties summons and warrants for child support cases and court proceedings. Several attempts of service at home and at their work sites are completed. If these attempts are unsuccessful, an information card is left at the residence requesting the individual to contact the Sheriff's Office. Arrangements are then made either in person or by telephone for service of summons and warrants. All methods for locating the parties are exhausted before the summons is "non-est." or un-served. All warrants are entered into the Miles/Meters computer program so that other law enforcement agencies throughout the state can either make arrests or serve the summonses. In addition, the Sheriff's Office provides security services at the Child Support Office and inside the courtroom. They are responsible for transporting child support employees with funds they collected at the courthouse and transporting prisoners to and from the correctional facilities and the detention center to court.

The Senior Office Records Clerk enters all summonses and warrants into CSES for tracking and informational purposes. This permits Deputies who come into contact with any of these individuals to serve their warrants or summonses. Location searches are also completed by the Sheriff's Department.

Performance standards are established under this agreement. Statistical data from the Summons and Warrants Tracking Report is used to measure the Sheriff's Department's performance under this contract. The Sheriff's Department always exceeds the 75% goal for service of summons and warrants. We appreciate this great support from Sheriff Mullendore and his Deputies!

## Diversity Training

*By: Carly McFerren, Family Investment*

Beginning in March, all staff will attend diversity training with Joni Daniels. Diversity training is provided for all Department of Social Services staff to promote more informed perceptions and positive interactions with our clients and coworkers. The interactive training focuses on communication and understanding how to value differences. Joni Daniels is the founder of Daniels & Associates and specializes as a consultant, trainer, and presenter. She works with clients of both profit and non-profit organizations. Past participants include the Department of Defense, United Way, and the Red Cross, among others. Ms. Daniels has a Masters of Science degree in Counseling and a Bachelors of Art degree in English, and is a 15 year member of the National Speakers Association, the American Society for Training and Development, and the Organizational Development Network.



# Employee Recognition

It's seldom that you find a really funny, clean comedian and it's seldom that you find a really good, captivating speaker. It's nearly impossible to find one who is both. Mark Mayfield is one of the rare individuals in the world who is equally accomplished at performing comedy shows or delivering high content keynote speeches.

Known as "The Corporate Comedian", he has merged together his corporate background as a lobbyist and his comedy background as a nightclub performer to create an extremely unique and comedic presentation style. He has received rave reviews sharing the stage with a wide variety of celebrities like Paul Newman, Peter Frampton, Colin Powell, and Bob Newhart and has introduced the President of the United States on a live, nationwide television broadcast.



Mark Mayfield, CSP, CPAE

Raised on a farm in Caney, Kansas, he received two degrees from Kansas State University and served as National President of the Future Farmers of America. He has spent time as a high school teacher, a corporate lobbyist, was a partner of an innovative golf instruction facility, was a professional model and spokesperson in print and television commercials, and owned a top rated nightclub. He obviously struggled with holding down a job.

Mark is author of the popular book, *Mom's Rules*, a comedic yet poignant look at those things Mom said to us as kids, and he makes nearly 100 presentations annually to a wide variety of corporations, conventions, and trade associations. He has received two degrees magna cum laude from Kansas State University and is a recipient of the "Certified Speaking Professional" designation from the National Speakers Association. He has also been inducted into their "Speaker Hall of Fame".

**"WCDSS WORDSMITHS" ARE BACK!**

**Watch your email to learn more about opportunities to participate in the WCDSS Toastmasters Chapter.**

April 17, 2015

Mark Mayfield, Guest Speaker

Topic: "Momma Told Me There'd Be Days Like This".

Schedule for Day:

Session 1:	8:30 a.m. - 10:00 a.m.
Session 2:	10:30 a.m. - 12:00 p.m.
Lunch:	12:15 p.m. - 1:15 p.m.
Awards Ceremony:	1:15 p.m. - 2:15 p.m.

## MARYLAND HEALTH CONNECTION



By: Carly McFerren, Family Investment

Applying for Medical Assistance has become more accessible and efficient with the Maryland Health Connection. Those wishing to apply may visit [marylandhealthconnection.gov](http://marylandhealthconnection.gov) or call 855-642-8572. The Department of Social Services hosts a computer lab where customers may apply. Eligibility and plans are offered after completing the application. Eligibility standards have not changed since the Affordable Care Act took effect. Open enrollment ended February 15th; however, applications can be filed at any time.

## 2014 MCC Campaign Wrap-up

*By: Diane Eves, Child Support*

The Maryland Charities “Make a Difference” Campaign was a winner! Thanks to the hard work of the team and generosity of the DSS staff we did “make a difference.” Washington County raised the third highest amount of donations in the Department of Human Resources. The combined total for pledges and agency MCC activities was **\$12,913**, which is \$4,383 more than last year’s total! Pledges designated for Safe Place increased to \$2,265 and those for the Family Center increased to \$3,393. Activities raising the most money were the gift card raffles and the Executives’ Soup and Salad luncheon. Give yourselves a “hooray!”



Team members to be congratulated are Sandy Blickenstaff, Roni Deike, Ruth Fuller, Cindy Gilroy, James Gossard, Tracy Knable, Julie Kreit, Jason Licari, Barb Moyer, Mooch Mutchler, Anne Orndorff, Barry Shoemaker, and Dori Yorks. We also appreciate Johanna Keefer for doing the data entry of the pledge sheets, greatly facilitating the process.

## DIVERSITY TEAM

*By: Amanda Bishop, Supervisor, Child Welfare*

Greetings from the Diversity Team! One of the main goals of our team is to enhance customer service through gaining a greater understanding and appreciation of the diverse clientele that we serve, while also enriching our own lives through meaningful and respectful interactions with co-workers and the larger community. In recognizing that DSS staff members have personally rich cultural experiences, we wanted to share with you one such experience of Loretta McGee, a Resource Home Worker in the Services Division. In September 2014, Loretta and her husband traveled to the enchanting country of Ireland. During a chat about her trip, Loretta revealed that one thing about the culture that she found striking was the Irish “laid back” mentality. She explained that in Ireland, every day is like a holiday where time for family and recreation is the norm. Loretta further indicated that based on their lifestyle, the people of Ireland generally believe that Americans just do not know how to relax. Another interesting component of the Irish culture is their love for their history. There is minimal governmental oversight of historic sites and most historical relics are located on private property. Loretta stated that because the sharing of history is so important to the Irish people, the owners of the land on which the attractions are located allow the general public to have access to the site for a nominal donation. When it comes to fun and recreation, Loretta indicated that a popular activity while visiting Ireland is to trace one’s heritage. There are a multitude of genealogy centers throughout the country to assist people in doing so. And of course, visiting the Irish pubs goes without saying! Loretta concluded that her trip to Ireland was a pleasant one and that she felt welcome in the country. One last fun tidbit—Nancy Hopkins, our very own Diversity Team Member, visited Ireland several years ago and reported that there are palm trees in Ireland. Who knew?



Shortly after Safe Place opened in the spring of 2001, the Friends of Safe Place Board was established. As a private, non-profit corporation, "Friends of Safe Place" is dedicated to raising funds to help Safe Place provide services to Washington County children who have been maltreated.



Alice Growden, current President of the Board, joined about one year after the Friends Board formed. "This Board is really a hardworking group that is dedicated to supporting Safe Place through fundraisers, community awareness and outreach," said Alice.

The Friends Board continues to host many fundraisers, including the Annual Evening of Comedy & Magic, the Bachelor Auction and the Ugly Sweater Dinner/Dance. The Board also participates in other community events such as Rock Me, Don't Shake Me and partners with the Hancock Coalition during their Walk Against Child Abuse. They are staples at many of the outreach events throughout the year, such as the Donut Drop, United Way Events, Elgin Station, National Night Out, and Convoy of Hope.

"The Friends Board is very committed to the mission of Safe Place and continues to dedicate countless hours raising awareness and thousands of dollars in support of Safe Place. We couldn't ask for a better Board and Mooch always keeps the meetings so much fun," said Alice.



Safe Place is so grateful for the Friends of Safe Place because without them we would not be able to do as much to help kids in Washington County. All the staff at Safe Place would like to say Thank You for all you do for us!

## **DADS' Connection Spot Light on New Hire**

*By: Kathy Boyd-Mansfield, Supervisor, Child Welfare*

The DADS' Connection, located at the Washington County Family Center, is pleased to welcome Joseph Sacchet to the program as a case manager/job coach. Mr. Sacchet brings with him many years of experience working in the field of corrections. Mr. Sacchet retired from the State of Maryland, Department of Corrections with thirty years of employment with the agency. During his tenure he worked for Maryland Correctional Training Center (MCTC) as a Classification Counselor and then became the supervisor for the Work Release Program. His first administrative position was as the Assistant Warden at MCTC and later as Warden at the facility. After five years, he was appointed as Warden at Roxbury Correctional Institution (RCI) and finally as Warden at the Maryland Correctional Institution (MCI-H). After retiring from the Department of Corrections, Mr. Sacchet was hired as the Executive Director for the Berkeley/Jefferson Day Report Center in Martinsburg, WV. This program worked closely with the Prosecutors Offices in both Berkeley and Jefferson Counties by providing drug/alcohol testing and educational services to clients referred to the Center.

The DADS' Connection welcomes Mr. Sacchet and his wealth of experience to the team and looks forward to working with him as we move this invaluable program forward.

The focus of the DADS' Connection program is to assist fathers in becoming a steady resource for their child (ren) both financially and emotionally. The program works with non-custodial parents, who receive SNAP benefits or are connected to TCA recipients, to enhance their ability to be self-sufficient, pay child support, which includes addressing some of the most common barriers to successful, long-term employment. Barriers to be address include lack of education, lack of job skills, criminal history, limited transportation, lack of work specific clothes, tools, food insecurity and homelessness. Case management services will focus on employment readiness, positive parenting group and educational programs.

**"Any man can be a father, but it takes a special person to be a dad. That's what I want to be  
- I want to be a dad."**

# Homeless Coalition

By: Lindsey Willhide, Adult Services Intern and Brooklyn Needy, Case Worker

Washington County's homeless population includes more than 2,000 adults and families with over 600 children. The Homeless Coalition of Washington County is hosting a Homeless Resource Day at Turning Point/Way Station on March 7, 2015 from 9:00 a.m. - 2:00 p.m., thanks to the Department of Human Resources' generous sponsorship. The Washington County Homeless Coalition's commitment to helping the homeless population is shown through both service and awareness. The Homeless Coalition consists of community representatives who provide direct services such as shelter, food, employment and healthcare.



On the Homeless Resource Day volunteer guides will be assigned to each adult/family to help connect the guest with the various benefits and services being offered onsite or with van transportation to the Health Department for services, that includes emergency dental care.

During this event, over thirty local vendors will be available to help to connect Washington County homeless with necessary services. For instance, Family Investment case managers will assist guests in applying for TCA, TDAP and SNAP benefits, and the Washington County Free Library staff will assist guests with job searches on laptop computers. Mental health and physical health vendors will provide information and assistance on how to obtain their services. The Commission on Aging will offer disabled and older adults their Benefits Checkup to determine which benefits the person is eligible to receive, and information and assistance in obtaining services in the community. Adult and Family Services staff will host a table to provide assistance with obtaining case management services and other in-home services.

The Homeless Resource Day offers opportunities for agency staff to volunteer as one-on-one guides, staff agency tables, assist with registration, issue gift cards and bus cards, drive a van, and assist vendors.

If any additional units would like a table for this event, or if any WCDSS staff would like to volunteer, please contact John Kenney at [john.kenney@maryland.gov](mailto:john.kenney@maryland.gov)

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## TRAUMA INFORMED CARE



Insley Schaden and Tammie Campher attended a special training last year on Trauma Informed Practice held by Montgomery County Department of Social Services. Part of the Department of Human Resources' goal is to incorporate trauma informed care into everyday casework practice. Since being trained, the agency Trauma Team has been reconstituted into the Trauma Informed Care Team. The goals of the team are to provide training to staff at Washington County DSS on the following: understanding how trauma impacts the clients we serve, how to integrate this into the work that we do, and how to minimize the impact of secondary trauma. The Trauma Informed Care Team has begun a brown bag series of trainings to educate staff on some of these issues. Topics have included the following: "Traumas Impact on the Brain," presented by Dr. Carlton Munson, secondary traumas, interventions for clients who have experienced trauma, and effectively working with individuals who may present as difficult. These brown bags are planned to be ongoing and any requests for specific topics are encouraged. Additionally, the team has formed a partnership with Hospice of Washington County to provide counseling services to staff who may have suffered a loss professionally or personally. The team is planning to have Hospice do an additional training on understanding grief and loss for staff. If there are any questions, please do not hesitate to contact Insley Schaden (x2363) or Tammie Campher (x2199).