

Child Support Division

- Collected \$3,427,350 in Child Support payments and \$850,761 in arrears payments.
- Succeeded in reaching and exceeding our Federal Performance Goals prior to the end of the fiscal year.
- Enhanced our “Administrative Contempt Process” assisting Non-Custodial parents during the early stages of their obligation in order to avoid formal court action. This resulted in over 50% of the targeted population resuming payments thus avoiding further enforcement actions.
- Expanded our collaboration with our regional counterparts to further enhance our NPEP (Non-custodial Parent Employment Program) resulting in an increase in participation and collections.
- Continues to participate in a variety of community outreach activities to further strengthen our partnerships within the community.

Local General Administration

- Eight new employees were hired in FY 15.
- The agency met 100% compliance in the Performance Evaluation Program.
- Automated CHECK-IN system was installed.
- Four Canon copiers were installed and configured for email and scanning.
- Completed 12 contracts and 197 purchase orders.

Family Investment Division

- The Supplemental Nutrition Assistance Program (SNAP) served 4,176 active recipients which include 2,181 active cases comprised of 2,608 (Adults) and 1,568 (Children).
- Medical Assistance served 2,996 active recipients: 1,738 active cases that include 1,648 adults and 1,348 children.
- Medical Assistance (Long Term Care) served 87 active adult recipients.
- Temporary Cash Assistance was provided to 146 active recipients (59 active cases that include 35 adults and 111 children).
- Placed 52 unemployed Temporary Cash Assistance recipients with employment in FY 15. Thirteen placements earned \$10 or more per hour.
- Temporary Disability assistance includes 58 active adult recipients.
- The Reception Desk Interactions for FY15 were 13,521.
- The Phone Calls handled at Reception Desk exceeded 27,688.
- Maintained excellent compliance of 98—100% in all Family Investment programs.



Social Services Division

- The Adult Protective Services program initiated 13 new investigations and 1 guardianship case.
- During the fiscal year, 60 adults were served by the Social Services to Adults (SSTA) program. SSTA provides assistance to adults with limited capacities seeking to remain or become self-supporting and self-sufficient.
- In Home Aide Services (IHAS) assisted 23 adults this year. This service provides chore services to help maintain customers in the least restrictive environment.
- Fiscal year 2015 began with 7 children in various out of home placements. At the end of the year there were 5 children in foster care.
- There was one adoption finalized in FY 15.
- Child Protective Services responded to 97 allegations of child maltreatment in FY 2015.
- In Home Services were provided to 72 families. A range of program options were made available depending on the family's level of need.
- Family Involvement Meetings (FIMs) helped to divert 4 children from coming into foster care. 19 FIMs were held in fiscal year 2015. Family Involvement Meetings teach family members, along with appropriate community professionals to deal with crisis by utilizing identified strengths and resources.

Family
is not an
IMPORTANT
thing, it is
Everything

Additional Services

- Through the Nurturing Program, families increase their positive interactions and gain new parenting skills. 3 sessions were held during this fiscal year. The program served 24 families, 35 adults and 40 children. The Nurturing Program is funded through a grant from the Mental Health Committee of Queen Anne's County and the Family Investment Administration.
- During FY 2015, 3,467 items were donated to the agency's food pantry. 93 clients/families were served with bags of food totaling 1,162 items. Throughout the year, DSS contributed 2,208 items to 4 local food pantries and donated to the Backpack program in Sudlersville.
- The Office of Home Energy Programs (OHEP) Unit processed 2,567 applications for heating, bill payments and arrearages.
- Heating assistance was provided to 1,042 households.
- Bill payments was made for 1,009 households.
- Arrearages were paid for 114 households.
- Utility assistance to families in Queen Anne's County totaled 1.2 million dollars.

The Child Abuse Response and Evaluation (CARE) Center served 36 children in FY 15.

Over \$82,954 was received through grants to support the services of the CARE Center.

Five members of the multi-disciplinary team attended an internationally recognized, evidence based conference. Two attended the National Children's Alliance's Leadership Conference in Washington, DC.

Message from the Director

It gives me great pleasure to present the Queen Anne's County Department of Social Services Annual Report for FY 2015. I continue to marvel at the agency's achievements this past year and I am proud of the hard work and dedication our staff have shown serving the citizens of Queen Anne's County.

Throughout FY'15, the staff at QACDSS have continued to shine despite the challenges that come with the work we do. The Services Unit was honored with a Place Matters Award for ensuring vulnerable children are well cared for in safe and stable homes. Mrs. Betty Whyte, the Program Director for the Office on Home Energy Programs (OHEP), was the recipient of the Customer Service Excellence Award. The Child Support unit earned a "Silver Award" for exceeding their federal performance goals. The Family Investment Unit maintained excellent compliance in all programs.

Our presence in the community continued to grow this year as evidenced by the expansion of our outreach efforts. Over 3,500 people visited our tables at community events. Generous food donations were made to the agency and helped to restock the agency food pantry as well as supply four local area pantries. Our community partnerships have also allowed us to continue to expand our services to the county's most vulnerable. This year marked the county's first "Make A Difference Day" in partnership with Queen Anne's County Housing and Community Services. This collaborative county wide event brought together resources for those individuals and families who may be struggling with housing and other basic needs to a one stop shop. Participants were guided by service professionals and community volunteers in an effort to connect them with the programs that can meet their needs. Due to its success, the event will be held annually in the future. Our Child Abuse Response and Evaluation (CARE) Center partners reaffirmed their commitment by resigning the Interagency Agreement allowing for joint investigations between Child Protective Services, law enforcement and the State's Attorney's Office. In collaboration with Queen Anne's County Public Schools and the Local Management Board's Anti-Bullying Committee, staff planned and organized Unity Day wearing their shirts displaying the message "Bullying Stops with Us" at the event.

We appreciate the support of our Advisory Board and all our partners including local, county, and state government as well as the many citizens who take time to help us fulfill our responsibilities to those who depend on us.

Regards,
Cathy Dougherty, LCSW-C

Queen Anne's County Department of Social Services

125 Comet Drive
Centreville, Maryland 21617
Phone: 410-758-8000
E-mail: qacdss@dhr.state.md.us
<http://dhr.maryland.gov/qacdss>

• Vision •

We envision a quality of life in Queen Anne's County in which individuals and families achieve success and are safe from abuse and neglect.

• Mission •

We will enhance the quality of life in Queen Anne's County by preserving families, protecting children and vulnerable adults, and by empowering individuals to achieve independence.

• Values •

We must be involved in maintaining a work environment that values teamwork, respect, dignity, diversity, honesty, and open communication within the organization and community.

We are committed to a high quality of service that empowers, supports and encourages individuals, children and families, assists in times of crisis and economic hardship, and protects individuals from abuse, neglect and exploitation.

• Advisory Board •

Paul Stearns, Chairperson
Martha Anthony, Co-Chair
Mark Anderson, County Commissioner

Gay Gunther
Robin Heinecke
Daniel Kirchner, Jr.
David Quinn
Sharon Robertson
Margaret Sisk



Annual Report FY 2015

Queen Anne's County Department of Social Services



Maryland Department of Human Resources



Lawrence J. Hogan, Jr., Governor
Boyd K. Rutherford, Lt. Governor
Sam Malhotra, Secretary
Cathy Dougherty, Director, QACDSS