



CHARLES COUNTY
DEPARTMENT OF SOCIAL SERVICES
Fiscal Year 2015 Annual Report

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SPECIAL MESSAGE FROM THE DIRECTOR

I wish to start this Annual Report with a “thank-you” to the staff at the Charles County Department of Social Services. I am honored to work with people who, every day, make the decision to come to work and try to mend the wounds caused by abuse, neglect, domestic violence, substance abuse and trauma, while at the same time, maintaining their own lives and families.

This year saw many changes at the Department. Three new Assistant Directors began service (Maurice Butler in Administration; Susan Seufert in Family Investment and Dr. Tanisha Sanders in Family, Adult and Children’s Services). A re-haul of our Intake process resulted in a more efficient way of helping customers navigate the process of applying for benefits. Multi-year contracts, access to new technology, a modernized foster home recruitment and retention plan, and new community outreach efforts are examples of changes that coincide with the goals and mission of this Department and our parent organization, the Department of Human Resources (DHR).

Data-driven accomplishments were achieved in every Division. The Family, Adult and Children’s Services Division was recognized for reaching seven of nine “Place Matters” goals for children placed in foster care. Compliance rates for helping Temporary Cash Assistance customers seek and-or obtain work far exceeded the mandate of 50% in the Family Investment Division. Child Support collections rose consistently through the year. The Administrative Division reduced operating costs through multiple changes in procedures, equipment and the elimination of some contracts.

Throughout the pages of this Annual Report, the reader will catch a glimpse of the tremendous work done by the staff of the Charles County Department of Social Services to achieve these results on behalf of our customers. Enjoy!

- Therese Wolf,
Director

ADMINISTRATION DIVISION

Administration continues to advance its objective of increasing the operational efficiency of the agency. Through acquisition and use of technologies, a paperless initiative, and streamlining of business processes, the agency has effectively improved upon operational efficiency, amid cost-containment measures Statewide. Automation, coupled with computer software and operating system upgrades, has set the stage for improved allocation of human and fiscal resources to provide quality services to vulnerable residents of Charles County.

The Information Technology staff supported a standard imaging project initiated by Department of Human Resources' Office of Technology Human Services (OTHS), providing uniformity among the agency's computer software and operating systems, and supports information security measures. Modified business processes within the Family Investment and Family, Adult, and Children Services Divisions were provided support through provision of multi-functional printers which effectively replaced desktop printing, reduced costs, and contributed to Administration's paperless initiatives. Human Resources continues to aid staff by providing guidance concerning their use of the new Statewide Personnel System (SPS); and serves as a resource to staff regarding their access and use of online systems for payroll and personnel data, training, and expanded use of Workday. These automated systems provide a centralized bank of knowledge for State personnel. Human Resources' efforts to inform and educate staff regarding these tools encourages increased competency while furthering the Division's objectives specific to technology and its use within the agency.

Risk Prevention

The Risk Prevention Committee took a proactive role in increasing staff's awareness of existing and potential threats. Through the implementation of a computer-monitored guard patrol system, security checkpoints have been established throughout the agency as well as the outer perimeter, ensuring a consistent security presence for both staff and customers. Department of Human Resources provided all-staff training specific to safety in the workplace as well as enhanced awareness of potential threats external to the agency. Additionally, a risk assessment was provided by the La Plata Police Department. The assessment included a comprehensive review of risk-related areas including facility access, alarms, security cameras; and their recommendations were integrated into the agency's risk prevention initiatives.

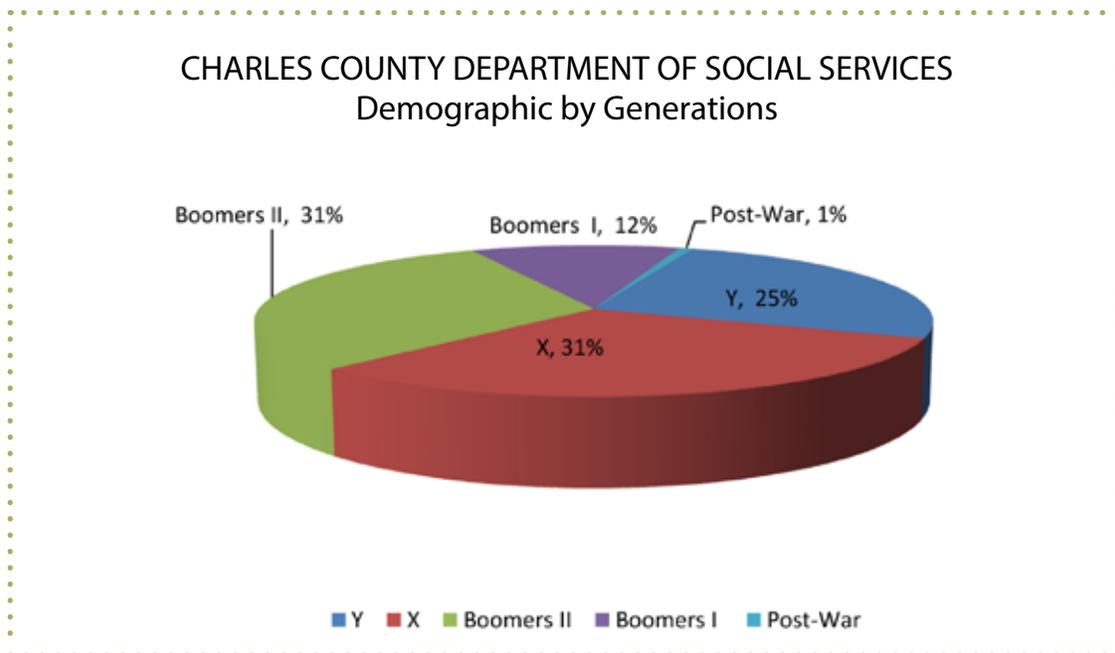
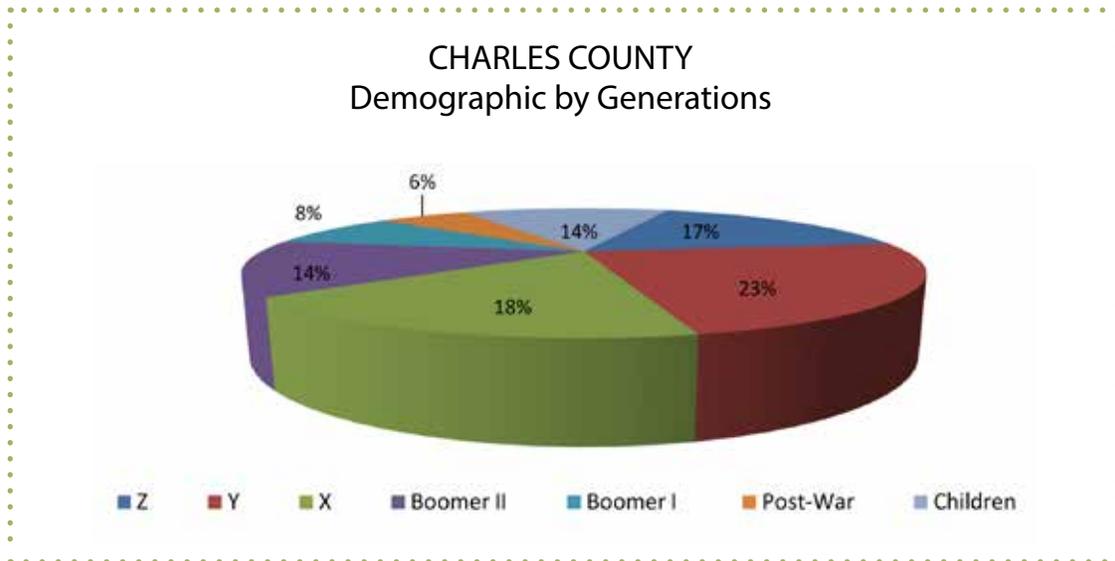
Media coverage of recent acts of violence within agencies and public venues around the country has necessitated a greater preparedness for external threats, coupled with a plan of action. The Risk Prevention Committee's objectives and initiatives have expanded to address the concerns of staff while developing protocols that ensures their well-being as well as customers' safety.

Procurement

Charles County Department of Social Services procures both supplies and services to serve vulnerable individuals and families within Charles County. These supplies and services vary widely, as the agency serves many customers with differing needs. In fiscal year 2015, the agency procured psychological services, in-home aides, expanded public transportation, and in-home parenting support services, to name a few. The agency procured \$1,111,992 worth of supplies and services to serve our customers. To improve the efficiency of procurement processes and ensure that contracted vendors are in place when customers have need of services, the agency executed multi-year contracts. These contracts were awarded with appropriate preference shown for Minority Business Enterprise (MBE) and Small Business Reserve (SBR).

Human Resources

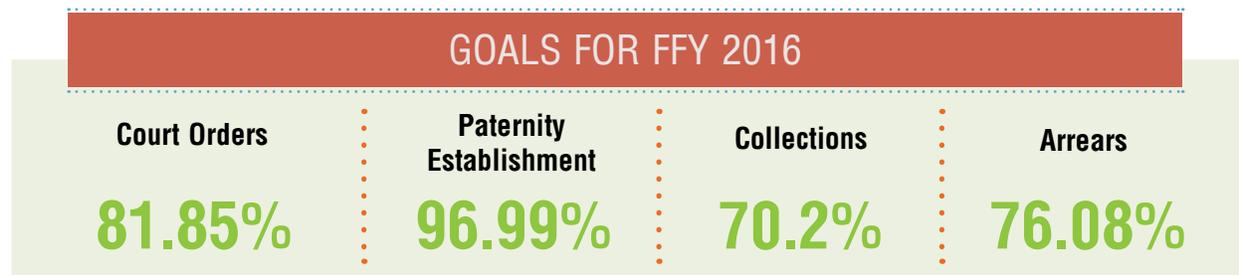
To better plan for future staffing needs, the Assistant Director of Administration conducted an analysis of staff turn-over, staffing related to age and generational membership. Charles County Department of Social Services had a 14% turn-over rate for federal fiscal year 2015. Most of the attrition (42%) was in the Generation “Y” or 21-38 year old employee group with most leaving for higher paying positions and opportunities for advancement. Over all, employees in the Baby Boom Generation and Post-War Generation accounted for 43% of the agency’s employee base as of October 31, 2015. CCDSS faces a challenge in planning for replacement of veteran workers facing retirement and retaining younger employees to fill their positions.



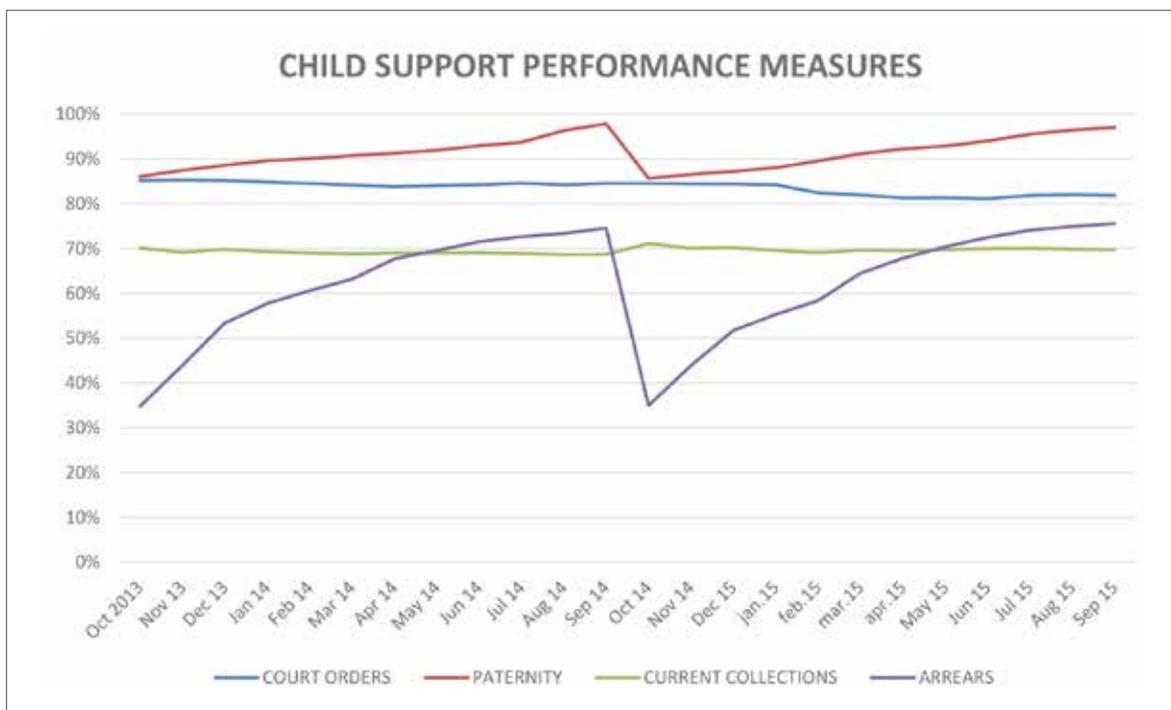
CHILD SUPPORT ENFORCEMENT DIVISION

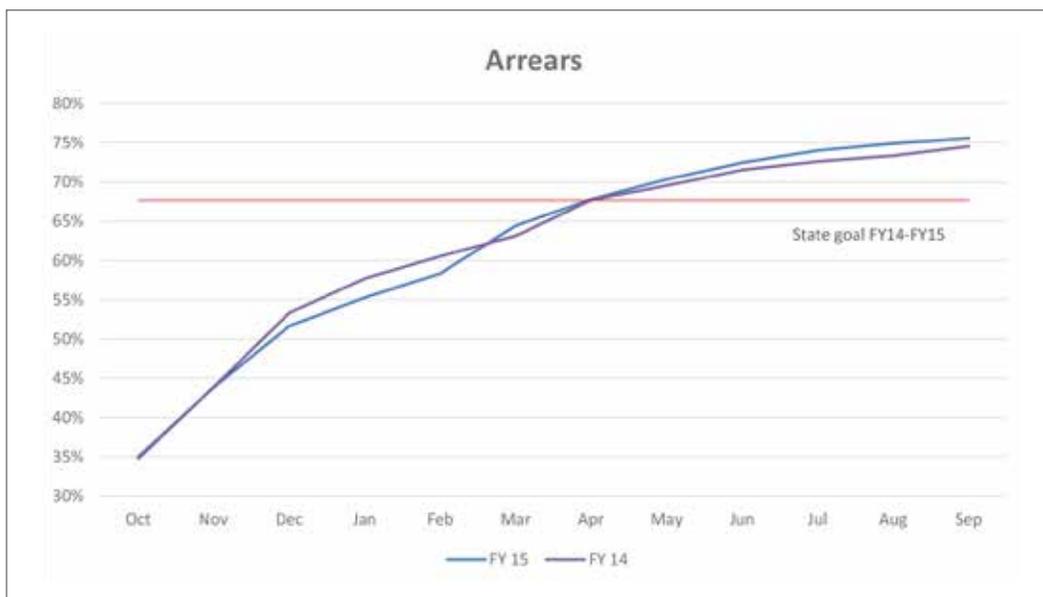
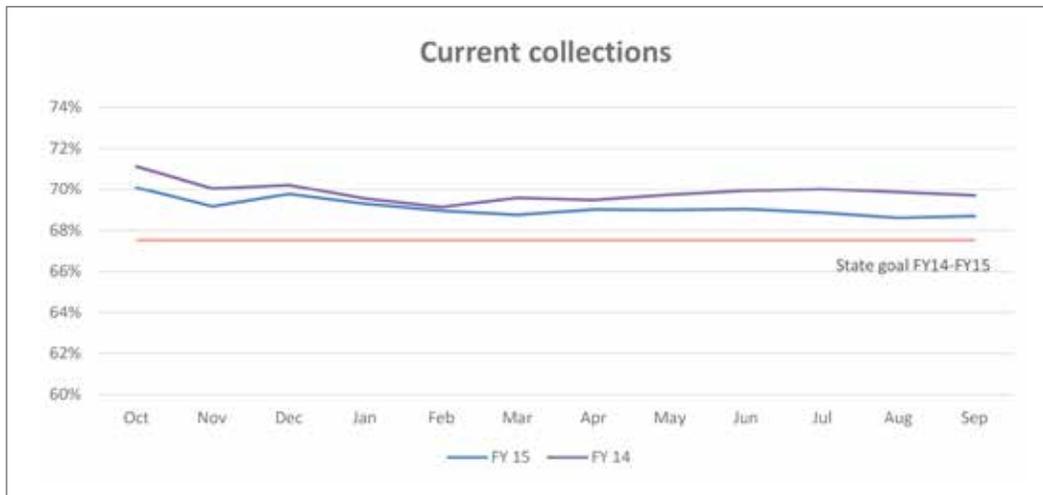
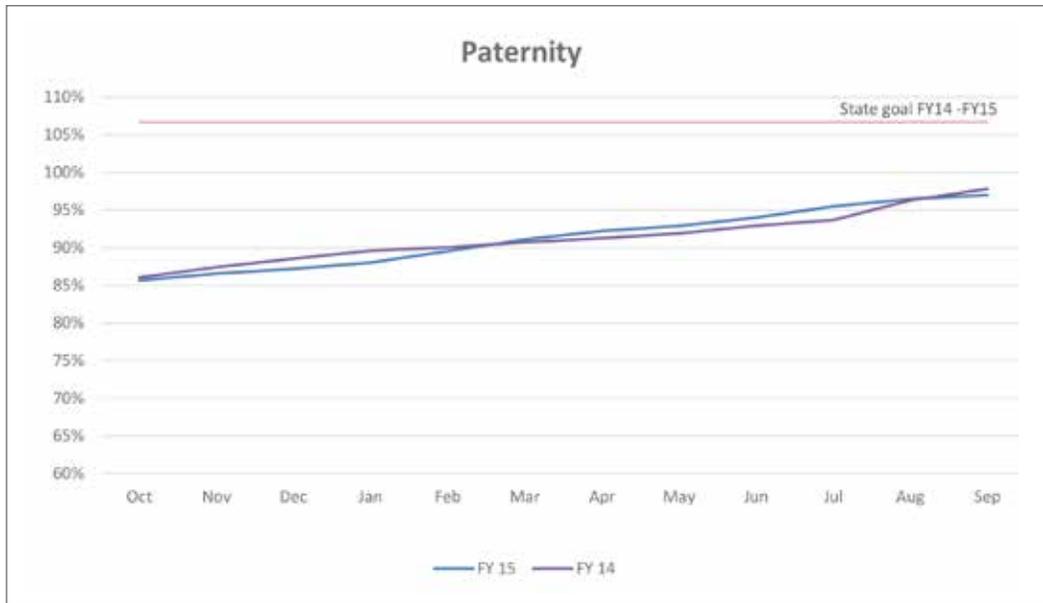
The Child Support Enforcement Administration rolled out the Case Management System (CMS) sometimes referred to as the “Dashboard”, which enables staff to better work their cases and monitor the status and progress of each case. The Dashboard eliminates the need to work certain weekly, monthly or quarterly reports and helps to ensure the entire delinquent caseload is worked regularly. The Dashboard is a valuable tool for specialists to use in helping better manage their caseloads and for assisting the customers.

Staff turnover, specifically with the contractual positions has been consistent over the last 6 years, resulting in a number of staff with less than 1-3 years of experience. Staff continue to work diligently to appropriately manage cases and meet compliance measures despite consistent turnover in contractual positions. Due to the consistent turnover, there have been some organizational shifts in order to accommodate and manage the workload. Current collections increased just slightly over the prior year exceeding the expected goal and arrears collections were exceeded.



Child Support Performance Data







24/7 DAD POWER

The Fatherhood program had a total of 25 participants go through the program this year. A total of 29 were actually referred to the program through the courts and the Child Support Specialists. Participants were involved in classes conducted by the Southern Maryland Workforce Development- An American Job Center- One-Stop. Some of those classes were: Resumes-Cover letter Workshop, Interviewing Skills Workshop, Re-employment Opportunities Workshop.

T47 International, INC (Contracted) also provided classes for the participants where fathers learned work behaviors and attitudes as well as develop skills to help maintain employment and promote occupational success. Additionally, life skills (managing time, stress, conflict resolution and building self-esteem), self sufficiency goal and entrepreneurial skills.

FATHERHOOD PROGRAM MEASUREMENTS	2013	2014	2015	NARRATIVE
Number of Participants in the Program	22	28	15	Total Participants for Entire Fiscal Year
How Many Referrals	48	43	29	Referred by Court, Child Support Agents, and Volunteer Participants
How Many Obtained Employment?	12	18	11	Gained Employment While in the Program or Were Self-Employed
How Many (Completed) Graduated?	16	10	0	Six-Week Program—Participants Attend Twice Weekly
Number of Fathers put through formal job training?	n/a	15	6	Number of Group Sessions In A Year
Number of Files Closed Due to Employment	12	18	11	Files Closed Due to Gaining Employment
Number of Files Closed Due to Lack of Participation	6	10	4	Participants Failed to Attend or Respond to Attempts to Contact
Coordinator Court Attendance	48	45	41	Court Appearance by the Coordinator to Obtain Referrals for Program; Assist and Advocate for Participants
Amount of C-S Collected From Fathers	\$45,356	\$17,823	\$45,356	Total Dollars Received from Stated Number of Participants

FAMILY, ADULT AND CHILDREN'S DIVISION

The FACS (**Family, Adults and Children's Services**) Division provides child welfare and adult services to Charles County individuals and families. Consolidated Services Unit (Child Protective Services and In-Home services), Out-of-Home Services (foster care and adoption), Kinship Care, Resource Home (foster and adoptive recruitment and support), Clinical Resources, and Adult Protective Services and the Social Services to Adults Program are housed in this Division.

Clinical Services Unit: In Fiscal Year 2015, the Resource Home Unit has provided PRIDE training to over 151 people and recruited 11 resource home providers. The Resource Home Unit retained an average of 54 resource homes and nine formal kinship homes during the year. Recruitment and retention efforts included the following; an Ice Cream Social, a Back to School Giveaway, a Health and Wellness/Self Care Event, as well as, an additional four Resource Parent Trainings were provided. The Unit attended and sponsored a group of foster parents to attend the Fall Resource Parent Conference in Hagerstown and the Foster Parent Association Retreat in Norfolk, Virginia. The Resource Parent Picnic was held at the Charles County Fairgrounds in May, along with this year's Adoption and Foster Care Celebration. Outreach efforts included a local radio and television PSA, local newspaper and newsletter articles, presentations to churches, civic groups, and school groups along with, Social Media postings and flyers distributed throughout Charles County. Foster parents continue to utilize the Resource Parent Monthly Meeting and the Resource Parent Support Group. A Foster Parent Panel has also been included in the PRIDE Training.

In May of 2014, the Quality Assurance Unit began. It supports all services programs in the FACS Division and conducts data collection, statistical reporting, and quality case reviews. In Fiscal Year 2015, the Intake Unit provided services to a total of 1,794 customers (~ 1% increase from 1,566 customers in FY 2014). 547 (~ 1% increase from 410 in FY 2014) of these customers received utility assistance and 788 (~ 1% increase from 719 in FY 2014) received assistance with housing issues such as rent and shelter. Individuals served through Intake include the homeless and new applicants for all programs.

Consolidated Services Unit: The Child Protective Services Unit collaborated with the County Attorney, County Sheriffs Office and the Center for Children (non-profit mental health agency) to form the Charles County Children's Advocacy Center (CAC). The CAC allows partners to conduct a joint interview of young children in a structured process that increases the reliability of the facts obtained in an interview and reduces trauma for the victim. Five staff received certification in evidence based 10 Step-Forensic interviewing, which is critical to the CAC process.

In-Home Services Unit: In-Home Services experienced changes in their service population as a result of the introduction of Alternative Response (AR). AR was introduced in Fiscal Year 2015. It is an alternative method for CPS investigators to intervene in low-risk cases where children are safely left in their own homes, often with the provision of family stabilization services. CCDSS ranks high in the State in its use of AR with a consistent rate of 80% of maltreatment cases accepted into AR (vs. investigative response and potential removal). The consolidated services unit provided services to an average of 63 families per month from July 1, 2014 to June 30, 2015.

In-Home Services also sponsored two major events this year, to engage with and celebrate families in the community. The first was a therapeutic trip for 150 family members to Six Flags America. This positive family activity celebrated the end of the school year and accomplishments of the children. This enjoyable event with families provided social workers with the opportunity to develop more cohesive relationships with the families they serve. The second activity was a Community Day, where families from the La Plata community joined CCDSS for Zumba, Face Painting, massages and a host of other activities. Over 20 community partners shared information about their services with over 200 local families who participated.

Out-Of-Home Unit: The Out-Of-Home Unit met seven of the nine “Place Matters” goals for the State of Maryland. “Place Matters” goals relate to federal goals each state is expected to achieve for children placed in foster care such as number of adoptions achieved, percentage of children placed with relatives, etc. Out-Of-Home staff member Lolita Gleaton received a Customer Service Award from the Department of Human Resources, recognizing her for stellar service to clients and responsiveness to their needs. There was an average of 90 Out of Home placements in Fiscal Year 2015.

Adult Services Unit: The Adult Services Program Unit serves the vulnerable and impoverished adults of Charles County. The program maintains a close relationship with community partners with whom cases are often shared. Partner agencies include but are not limited to the Department of Community Services Aging unit, the Health Department’s AERS nurses and CORE Services, the Department of Disability Administration, Lifestyles of Southern Maryland and the Special Victims Unit (Fraud Unit).

CCDSS’ Adult Services Unit came on board with the Department of Human Resources’ Adult Services Policy Practice Initiative (PPI) in October 2015. PPI established a statewide Adult Service policy and practice model to enable localities to meet the demands for services for the growing adult population in a time of limited public resources while supporting the capacity of local staff to deliver these services as effectively as possible. CCDSS has improved its ability to locate and place vulnerable adults with family members by using Family Involvement Meetings where agency workers and the client’s social support network meet to develop a care plan for the person. The Adult Services Unit has seen a decrease in the length of time these cases are open (< 6 months) and the Social Service to Adults wait list has decreased from 150 cases to 30-35 cases.

The following highlight activities took place in the Adult Services Unit during fiscal year 2015: December 2014 CARE Holiday Parties for the CARE customers and their biological families with approximately 73 in attendance. CARE provider Holiday Dinner at The Prime Street Grille with 25 in attendance; promotion and retention activity. June 2, 2015 IN HOUSE- Elderly Abuse Awareness Event with approximately 45 agency staff attending. June 13, 2015 the Annual CARE Picnic took place at Gilbert Rum with approximately 63 customers, biological family members and, providers in attendance. On June 16, 2015 the Charles County Commissioners provided a Proclamation for Elderly Abuse Awareness Month. The 3rd Annual CCDSS Adult Service Symposium was held on June 19, 2015 with 54 attendees. This Symposium focused on secondary trauma; and preventing and addressing symptoms. Lastly on June 27, 2015, a CARE provider appreciation dinner was held on the Spirit of Washington to promote CARE program and serve as a retention activity.

FAMILY, ADULT AND CHILDREN'S SERVICES DATA

CHILD WELFARE FY'15

784 / New Child Protective Services Responses (inclusive of IR, AR, FSA's, and ROA's)

118 / Cases staffed at the Charles County Child Advocacy program

40 / Cases staffed at the Charles County Multi-Disciplinary Team meeting

19 / Community presentations on Child Protective Services

184 / Number of families served by Consolidated Family Services

FOSTER CARE/ADOPTION SERVICES FY'15 (*denotes average)

90* / Children in Foster Care

6* / Foster children in Independent Living Programs and Semi-Independent Living Arrangements

11 / Adoptions

15 / Guardianships

ADULT SERVICES FY'15

94 / Adult Protective Services Investigations (monthly 17 case average)

20 / Adults in CARE HOME

8 / CARE Homes

6 / CARE Customer Assessments

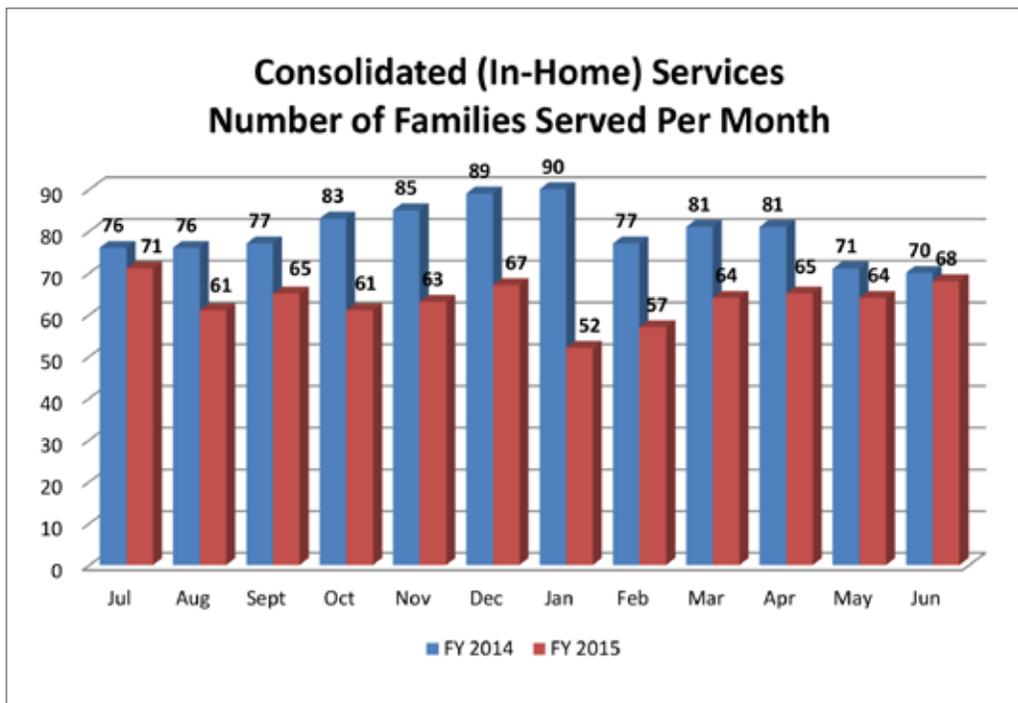
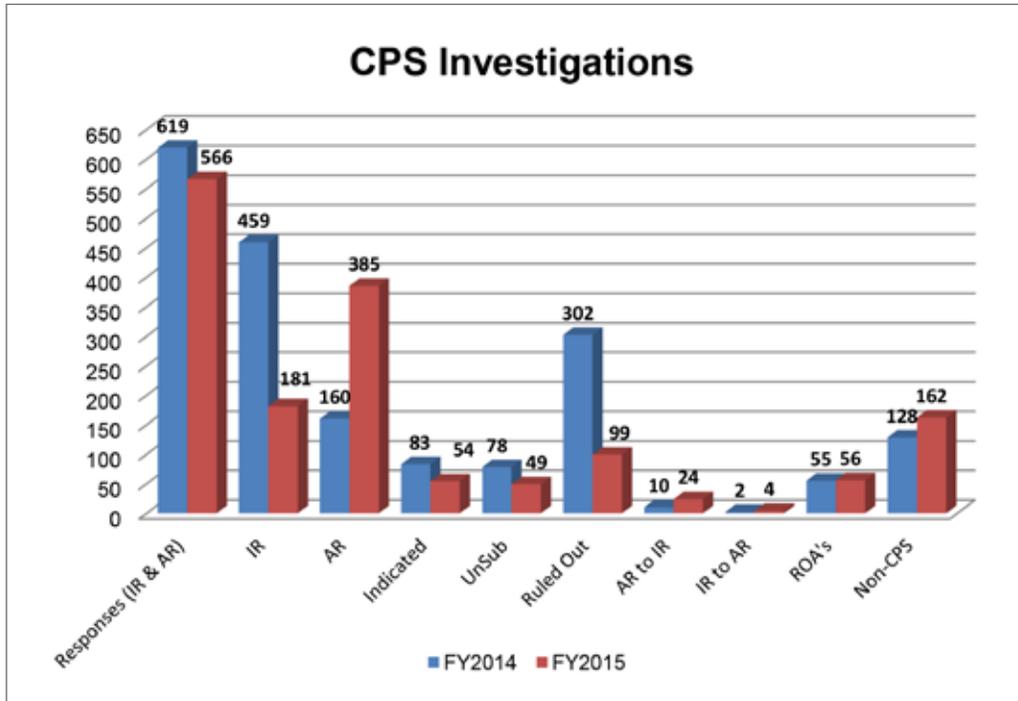
163 / Social Service to Adults cases assessed (monthly 29 case average)

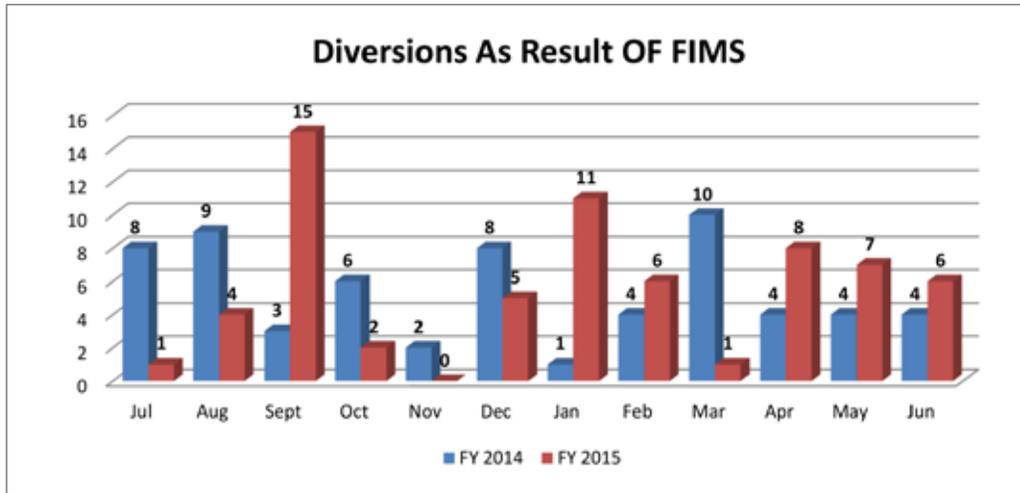
15 / IHAS monthly case load

12 / Respite monthly case load

23 / Guardianship Cases

CHILD WELFARE: Child Protection Services and In-Home Services Data





Family Involvement Meetings (FIMS) serve multiple purposes including preventing children from coming into foster care. By identifying relatives who can take the child into their home and the development of safety plans, children can be kept in the community while their parents work towards reunification.

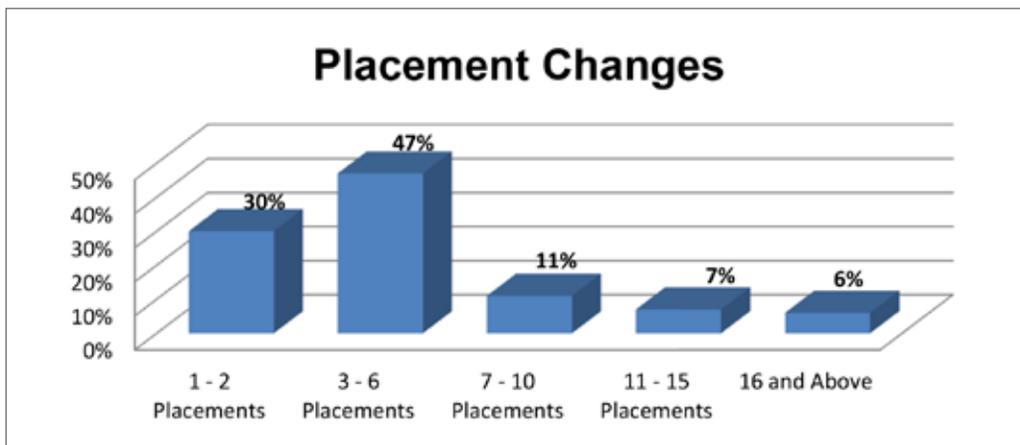
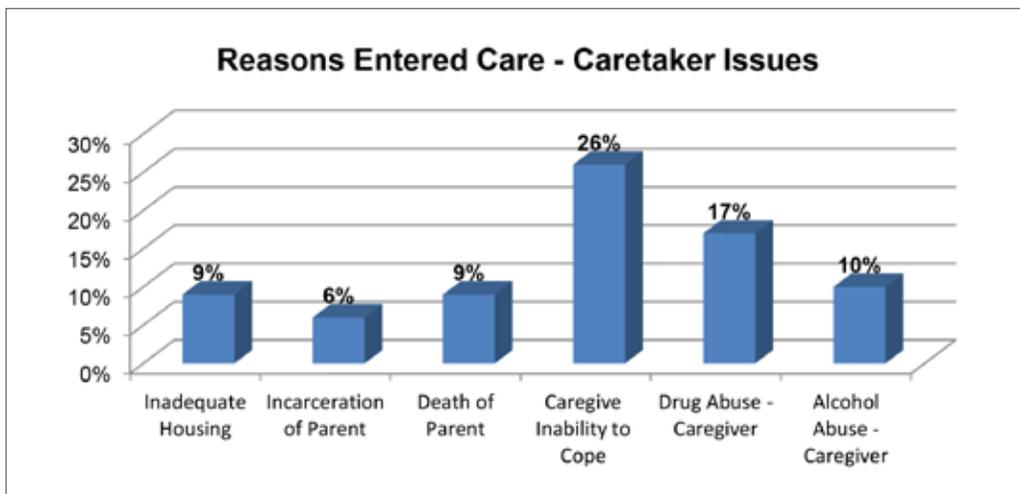
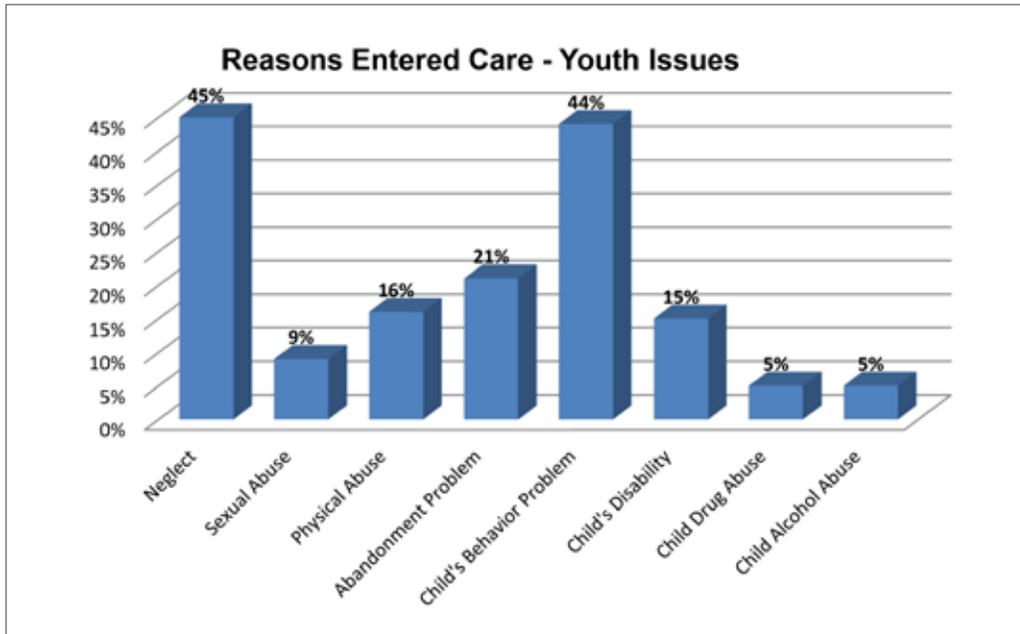
CHILD WELFARE: Out-of-Home Services Programs and Data

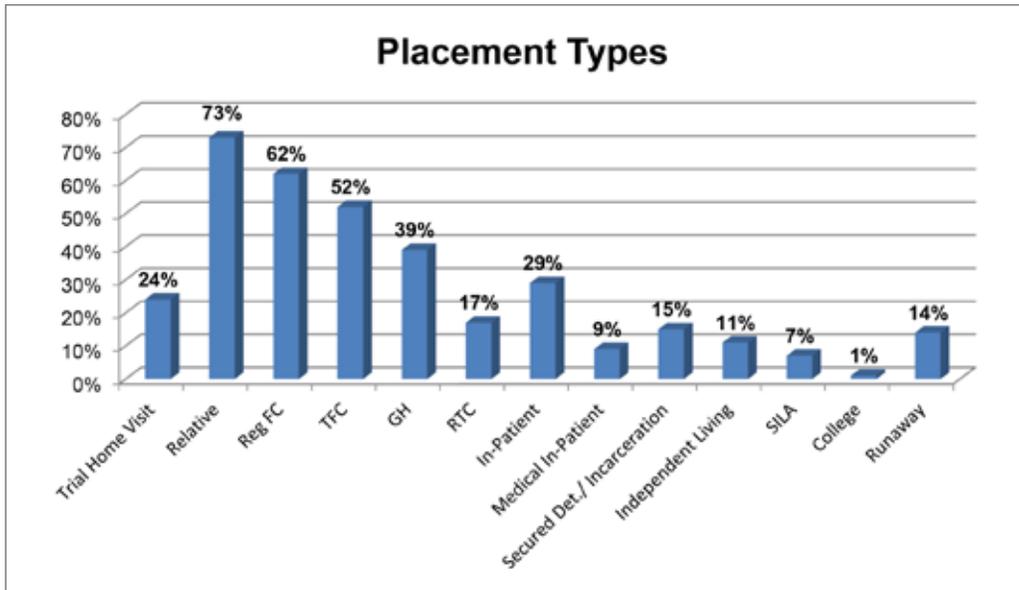
Older youth in foster care present a unique challenge as well as an awesome experience for those who choose to serve this population of youth. Charles County Department of Social Services saw 107 youth age 14 and older enter its foster care system between 2010 and 2015. These youth were regularly placed out of the county and often in group homes or other congregate care facilities due to the lack of family settings ready, able and trained to work with this population. Finding homes, mentors and other adult supports for this population of youth is Charles County Department of Social Services primary focus.

Between October 1, 2010 and September 30, 2015, 107 youth age 14 and over were in foster care. During that timeframe, 36 entered care and 71 exited foster care. Sixty-six percent were African-American and neglect (45%) was the primary reason these youth were in care. Caregivers cited an “inability to cope” with the youth’s behavior as a primary reason they wanted the child removed from their home. Forty-seven percent of these youth experienced 3-6 placements and 13% had 11 or more placements while in care. While 47% of these youth had a goal to reunify with their families which were in Charles County, 68% were placed outside of Charles County and 8% were out-of-state (a total of 76%), making visitation and work towards reunification difficult at best. In these 5 years, only 28% of the closed cases (20 of 71 youth) were youth actually reunified with their families while 58% exited foster care to “independence” – meaning to the care and custody of themselves.¹

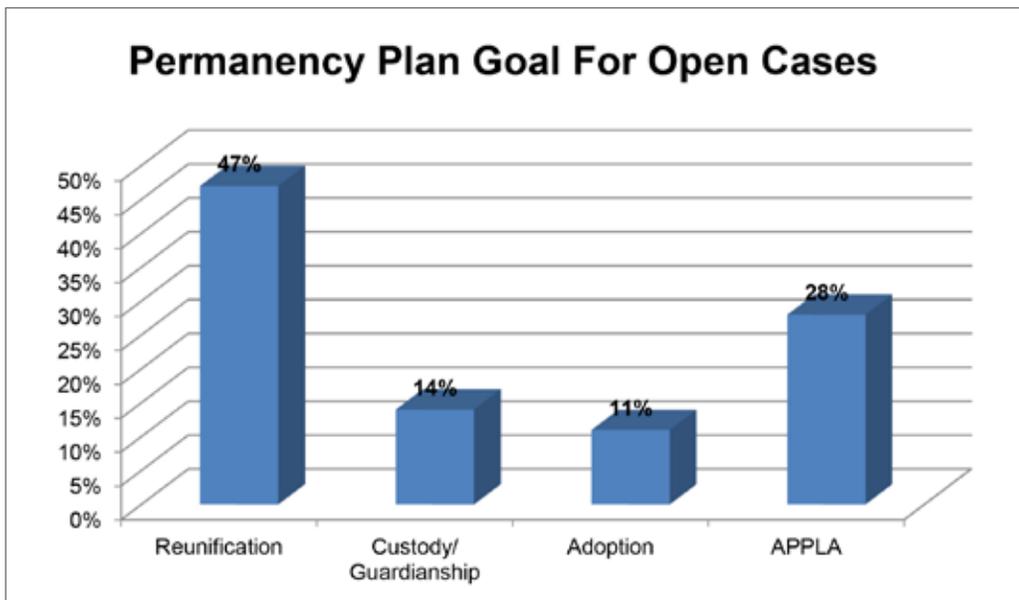
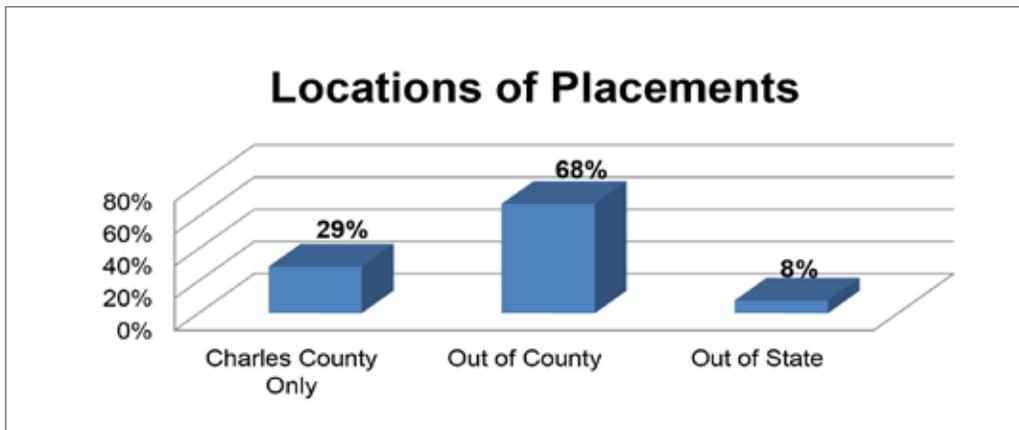
The following seven graphs are representative of the 107 youth, age 14 and over in foster care, between October 1, 2010 and September 30, 2015.

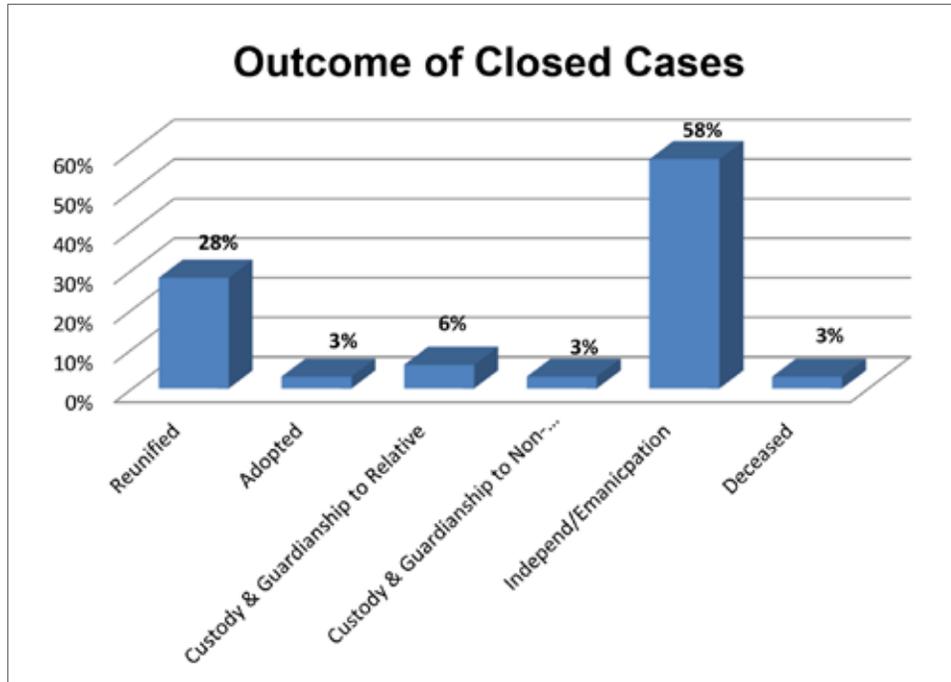
¹ 14% exited to adoption, adult guardianship, runaway, incarceration or other.



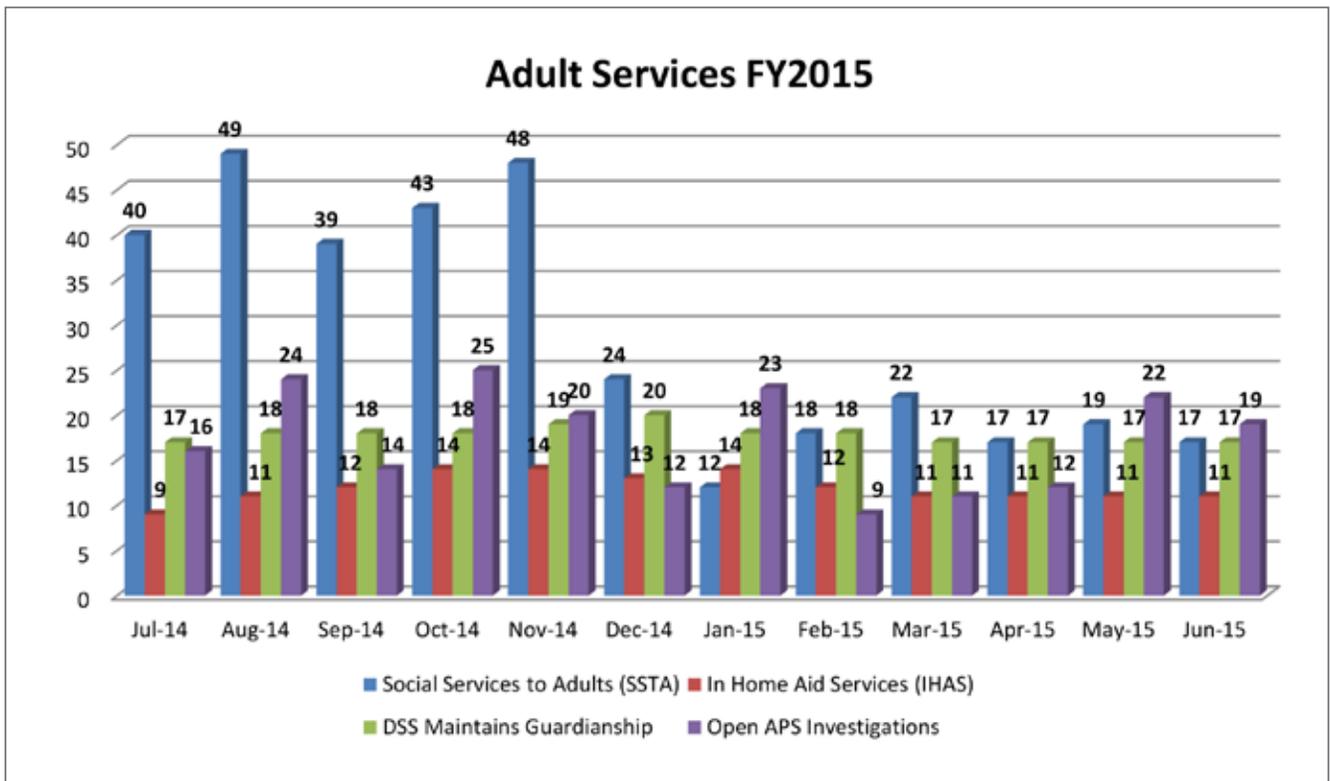


This graph reflects the placement types of the 107 youth age 14 and over. Numbers exceed 100% since most youth were in more than one placement.





ADULT SERVICES



Data from November through June reflects the change in numbers served as a result of implementing FIMS with adult services through the Policy to Practice Initiative.

FAMILY INVESTMENT SERVICES DIVISION

New Customer Intake Process

On June 1, 2015, the Family Investment (FI) Division, in collaboration with the Family, Adult, and Child Services (FACS) Division implemented a new intake process designed to provide a comprehensive and streamlined approach to customer service.

The unique intake team assesses customers for all possible benefits that the agency offers. Customers applying for the Food Supplement Program (FSP) are screened for emergency eligibility and are processed the same day or within 24-hours. Households facing evictions, utility cut-offs, and burials are seen by the intake team who work to resolve the emergency using available funding through both the FI and FACS Divisions.

Gone is the assigned number system that created extensive wait times for individuals who just wanted to drop-off information. A dedicated window at the reception desk allows the customer to submit their documents, get them scanned, obtain a receipt, and leave within a reasonable time frame.

Families, children, and individuals can apply for and obtain healthcare by using the on-site, self-service Charles County DSS computer lab. A member of the intake team, in addition to a dedicated Healthcare Reform (HCR) Specialist, is present at all times to assist with navigating through the web based Maryland Health Connection (MHC) and successfully enrolling applicants into Medicaid. Households and individuals found eligible for a Qualified Healthcare Plan (QHP) will be referred to the regional connector entity, Connect Southern Maryland, to discuss and select optional healthcare plans.

The intake team also responds to 48-hour customer call back requests, where individuals may have questions about the status of their applications or general questions about program eligibility. In addition, the intake team is equipped to receive and act on reported customer case changes. Every effort is made to resolve all customer issues on the front end in order to allow the on-going caseload managers to focus on active case maintenance functions, fewer applications, and redeterminations on the back end.

The Electronic Benefit Transfer System (EBTS) is also managed by the intake team. Emergency “vault cards” are issued to individuals meeting specific emergency FSP criteria and to individuals claiming homelessness. Vault cards enable these households to immediately have access to food within the required Federal guideline of seven days.

This collaborative effort has dramatically improved the overall FI application compliance rates, reduced overall customer wait time, and effectively minimized the “silo effect” often encountered by customers seeking assistance from the agency.

Between June 2015 and September 2015, nearly 2,300 customers were assisted through the new customer intake process. Over 480 customers were assessed and processed for emergencies. 1,028 customers were interviewed for program eligibility. 729 customers elected to drop off applications and were assessed and processed for expedited service, when appropriate.

Ongoing Eligibility-Caseload Restructuring

The implementation of the new customer intake process necessitated a restructuring of active program caseloads. The Charles County DSS determines eligibility for the following programs: the Supplemental Nutrition Assistance Program (SNAP), the Temporary Disability Assistance Program (TDAP), Public Assistance to Adults (PAA), Temporary Cash Assistance (TCA), Long Term Care Medical Assistance (LTC MA), and non-Modified Adjusted Gross Income Medical Assistance (non-MAGI MA) —this includes MA for children in Foster Care, MA for Adopted children, MA for youth in the Juvenile Justice system, as well as individuals who are aged (over age 65), medically verified disabled individuals, recipients of Social Security Benefits (SSDI and SSI), and Medicare eligible recipients.

On June 1, 2015, the Supplemental Nutrition Assistance Program (SNAP) caseload for the Charles County DSS, FI Division totaled 8,239. As a result of the restructuring, 10 case managers were each assigned alphabetical caseloads of 824. These 10 individual caseloads also included responsibility for handling the above mentioned Non-MAGI MA coverage groups, with the exception of Foster Care, Adoption, Juvenile Justice MA, and LTC MA.

TDAP, LTC MA, and Foster Care, Adoption and Juvenile Justice MA were assigned to 3 lead case managers for special handling.

Individual caseload assignments, independent of the intake process, allow for focused attention to caseload maintenance activity, improved payment accuracy, and increased redetermination compliance.

SAIL Coordinators

Service Access and Information Link (SAIL), is an online application that allows ease of access to FI programs. While application is made online, eligibility for programs is still determined by the Charles County DSS. Seeing the need for specialized handling, 2 case managers were designated as SAIL Coordinators to pull applications daily, screen for emergency SNAP eligibility, and determine eligibility for all programs applied for.

In FFY16 (November 9, 2015) DHR is launching a new web portal called **myDHR**. DHR is modernizing information technology systems to improve the customer experience through simplicity, transparency and accessibility to multiple services and programs. The **myDHR** website is one of the first steps of DHR's IT Modernization initiative.

Replacing **SAIL**, the **myDHR** website is customer-friendly, easy to access (even from a Smartphone) and will give our DHR customers direct access to their cases without having to come in to or call their local office.

On **myDHR**, customers will be able to apply online for FIA benefits. They can check the status of their applications, report changes and manage their various accounts. The **myDHR** website also includes links to access online applications for child care subsidies as well as to health care options available on the Maryland Health Connection site.

FIA Case Managers can use **myDHR** to help customers apply for benefits and community-based organizations that currently help our customers apply for benefits on **SAIL** will be able to continue assisting them via the myDHR website

Child Care Subsidy Program (CCS), formerly known as Purchase of Care (POC)

Effective August 31, the Maryland State Department of Education (MSDE) Child Care Subsidy (CCS) program centralized case management functions.

- The CCS program moved from local Department of Social Services (DSS) offices to a centralized processing center, CCS Central.
- CCS Central offers CCS families easy access to application or subsidy-voucher information at a toll-free number, where any customer service representative can help.
- A new automated phone menu also provides CCS applicants and customers with details about their CCS application or case 24 hours-day, 7 days-week.
- CCS Central will receive application and verification documents by mail, FAX or email, so customers won't have to travel to a local office to drop off documents.

FIA Goals

In line with WIOA (Workforce Innovation and Opportunities Act):

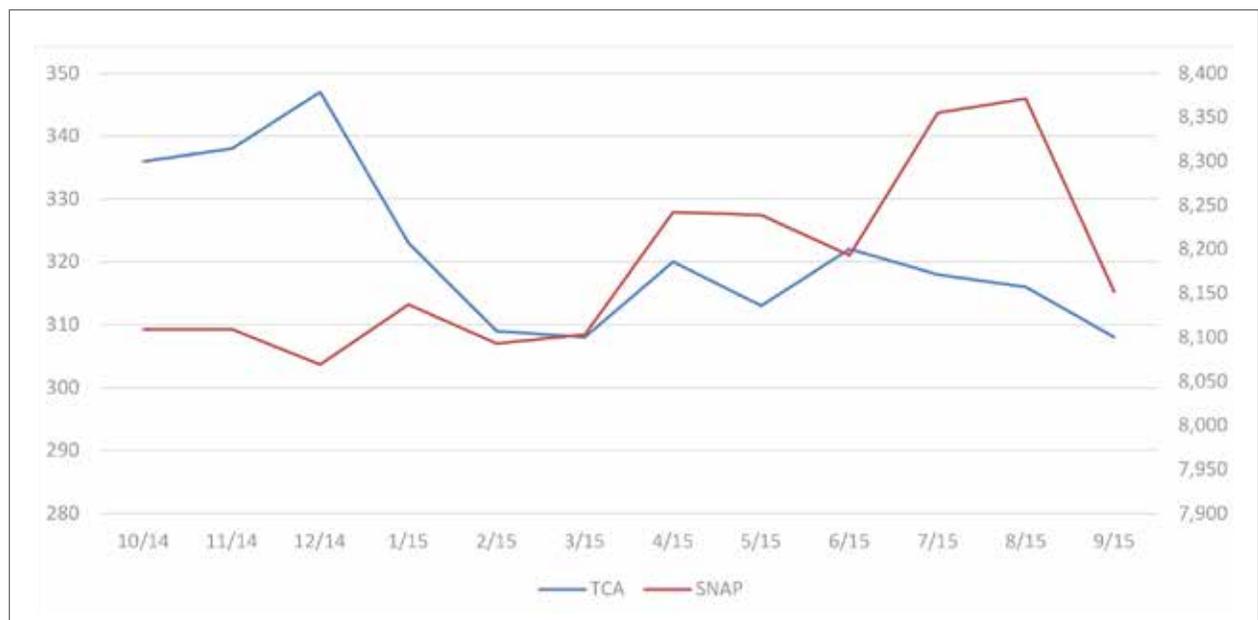
A regional Career Navigator-Job Developer position(s) with the Tri County Council of Southern Maryland — a collaborative effort between Charles, Calvert, and St Mary's County DSS's to assist TANF customers establish careers rather than jobs.

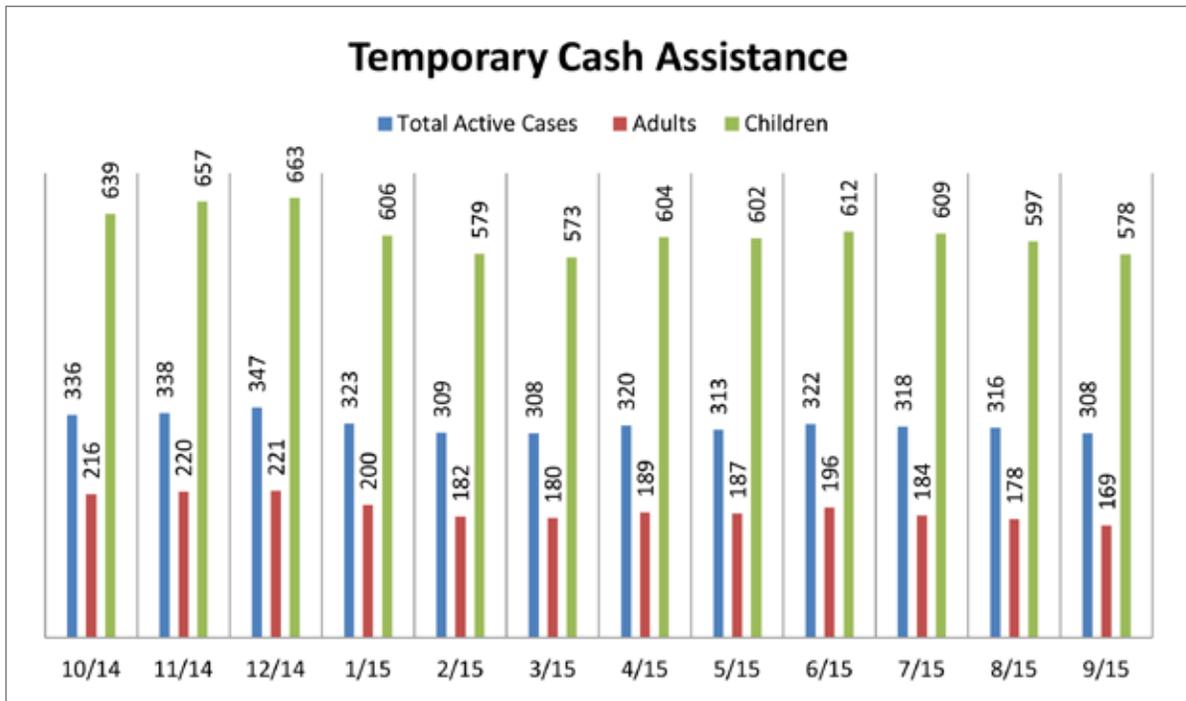
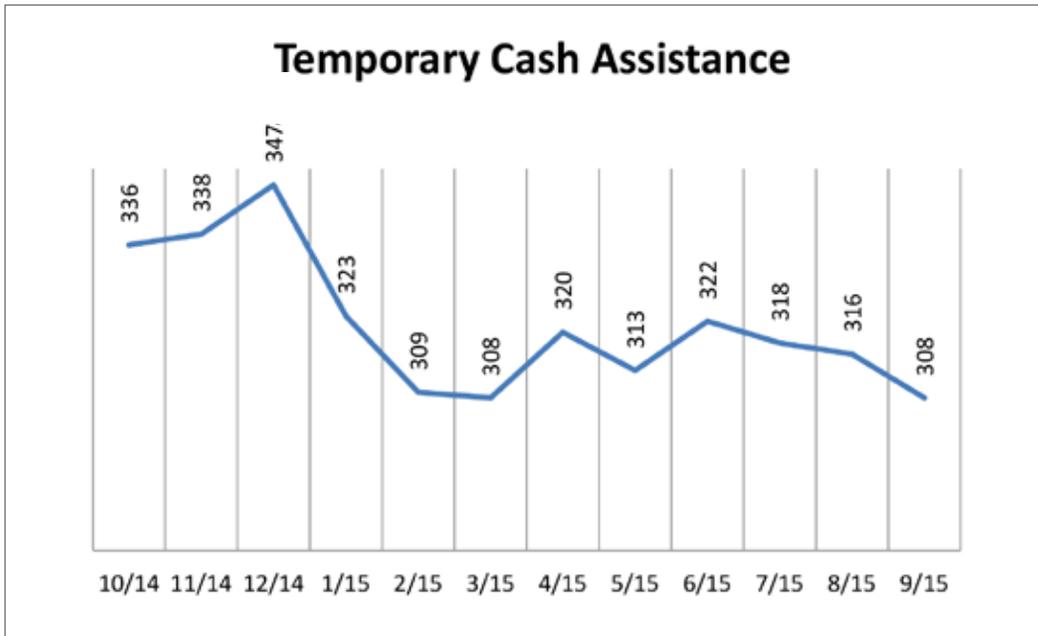
Work Experience Internships — increase the number of work experience sites leading to subsidized employment (private and public sector) while providing more wrap around supportive services.

Re-assess our long term disabled TCA population — obtain updated medical documentation and assist with the Social Security application process, improving our Work Participation Rate (WPR).

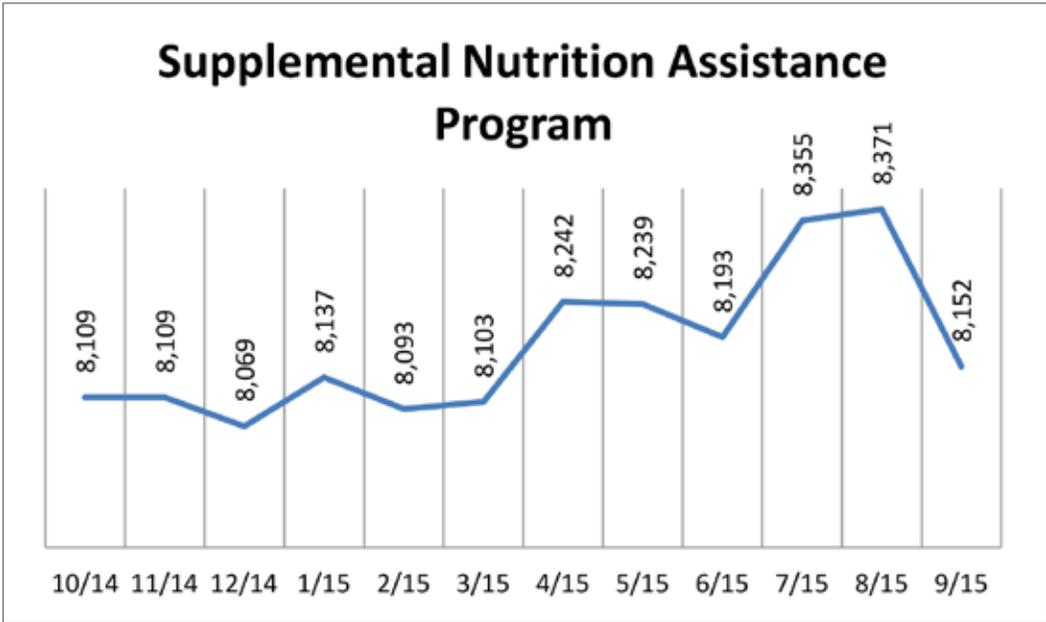
Additional Goal:

Transition all MAGI Medicaid cases to the Maryland Health Connection—reducing the caseload sizes for the continuing program eligibility staff.

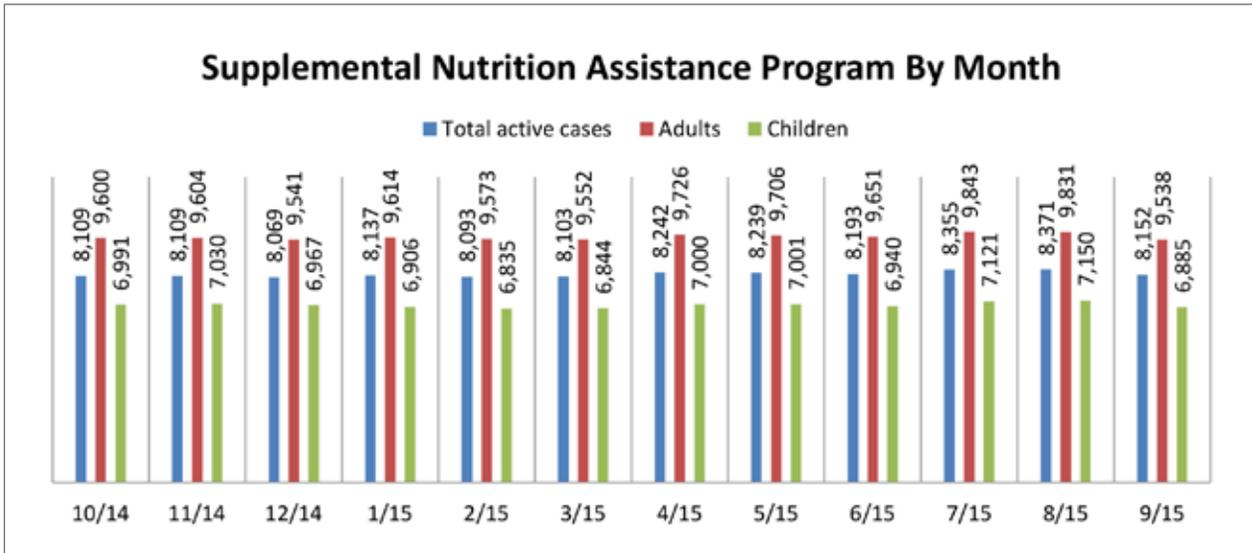


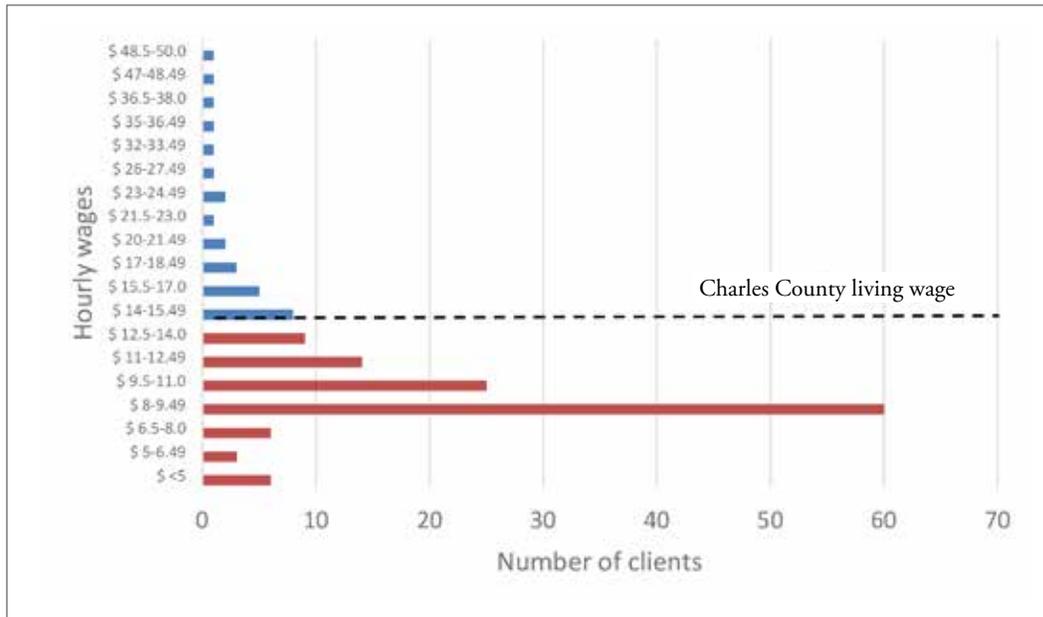


Supplemental Nutrition Assistance Program



Supplemental Nutrition Assistance Program By Month





Work Participation Statistics

- 60%** Avg. Work Participation Rate FFY15
- 66** Job Placement Goal for FFY15
- 139** Total Job Placements for FFY15
- *215%** of the goal met in FFY15
- 24** Job placements for FFY16
- 66** Job Placement Goal for FFY16
- *36%** of the FFY16 Goal Met Thus Far
- \$12.20** Average Wage per hour
- *20.8%** TCA Work-Eligible Customers Have No High School Diploma
- *10.4%** TCA Work-Eligible Customers have some college education

SNAP Program Statistics

16,423	Active SNAP Recipients as of 10/1/15
9,538	Active SNAP Adults as of 10/1/15
6,885	Active SNAP Children as of 10/1/15
2	Average SNAP Household Size as of 10/1/15
\$241	Average SNAP Benefit Amount as of 10/1/15

Medical Assistance (MA)

7,026	Active MA Cases as of 10/1/15
10,484	Active MA Recipients as of 10/1/15
5,274	Active MA Adults as of 10/1/15
5,210	Active MA Children as of 10/1/15
331	Long-Term Care Medical Assistance Total Customers Covered by LTCMA as of 10/1/15

FIA Job Center Activities 2015

Guest Speaker Health Seminars

- Charles County Health Department Oral Health
- Charles County Health Department Smoking Cessation
- United Healthcare Healthy Smiles
- United Healthcare Pre-Natal “Baby Shower”
- United Healthcare Women’s Health (Twice)
- Good Omen Yoga
- Denta Quest

Job Fairs

- 3rd year participating as a Business Partner-Sponsor for the “Nine Innings of Networking” event hosted by Job Match Re-Employment Project. It is the premiere Southern Maryland hiring event held at Blue Crabs Stadium in June.
- DLLR Job Fair hiring event
- Jaycees Job Fair hiring event

Guest Speakers: Employment-Workforce Readiness-Motivational-Goal Setting Topics

- Liberty Tax Services – Alicia Pryor
- Visiting Angels - Yolanda
- AVON – Mary Washington
- BB&T Bank Lunch & Learn – Tia Macon Dorsey
- The Golden Mop – Tyriek Bailey
- Spirit of Excellence (PUMPS) – Cynthia Williams
- Life Skills – Stacy Jordan
- Various Job Center Customer Presentations
- Weekly Tuesday & Thursday Classes – Tina Wilson

- *Weekly Resume review and registration at WMBE jobs for every Job Center customer at DLLR every Friday
- *Weekly Resume Class with CCDSS staff every Wednesday
- *Weekly Orientation and One-on-One Individual Life Plans with CCDSS staff every Monday

6	Welfare Avoidance Grants (WAGS) were paid during 2015
36	Emergency Assistance to Families with Children (EAFC) grants were paid
8	customers completed certificate programs at CSM and are still working
16	Customers were assisted with supportive services
3	Customers participated in Subsidized Employment program and are still working
125	Customers participated in the Work Experience program (WEX)
60%	Work Performance Rate (WPR) for FY 2015

CCDSS Community-Outreach Events

Nineteen volunteers from the Charles County DSS Outreach Committee and other staff attended the 2015 Charles County Fair between September 17 and September 20, 2015. Volunteers from each division were available to answer questions regarding support services offered at the Charles County DSS. Flyers, pamphlets, and brochures were available to assist the patrons as visual reminders of the names, numbers, and addresses that were available to help to explain and assist patrons in their search for services. Giveaways such as pens, pencils, lanyards, balloons, magnets, water bottles, back packs, and other items were also available for easy reference to the agency telephone number and address.



2014 Winter Coat Drive

The Charles County DSS Outreach Committee managed coat distribution in collaboration with the Charles County DSS Board and the Charles County Volunteer Fire and EMS Associations. Servpro and Goodwill graciously provided additional assistance. Coats, jackets, scarf's and gloves were collected at local Fire and EMS locations throughout Charles County in an effort to provide coats for those who where in need. Committee members and volunteers tagged and separated coats from those that needed to be laundered and bagged them to be picked up by Servpro, who provided the cleaning services. A request from the outreach committee to Goodwill Industries of Washington D.C. was granted and 8 garment racks were delivered to hang the coats. Committee members provided hangers and all of the coats were separated by size and gender while being stored at DSS. On distribution day, committee members delivered the coats to the La Plata Volunteer Fire Department located at 911 Washington Ave, in La Plata. Committee members and volunteers from the Child Support Division also were available to assist with distribution, set-up and clean up during and after the event.



Community Day was a community event hosted by the Charles County Department of Social Services. This opportunity to “Celebrate Healthy Individuals, Healthy Families, and a Healthy Community” highlighted the richness of Charles County. It was a showcase of information sharing and promotions from local agencies and businesses that provide community outreach and resource information from The Charles County Humane

Society, Jude House, La Plata United Methodist Church, The La Plata Police Department, Maryland WIC Program, The Charles County Health Department, MED STAR Family Choice and many more. It's carnival style environment provided an opportunity to enjoy the company of those who live, work, and play in Charles County. Hosting this event was an opportunity for the community to experience the Charles County Department of Social Services and learn about its services through a very unthreatening and fun modality.





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