

Vision

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

Mission

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

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.



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Queen Anne's County Department of Social Services

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Queen Anne's County Department of Social Services

Annual Report | FY 2016



Larry Hogan, *Governor*
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Greg James, *Acting Secretary, DHR*
Susan Coppage, *Director, QACDSS*



Maryland's Human Services Agency

Message from the Director

It is with great pleasure that I present to you the Queen Anne's County Department of Social Services Annual Report for Fiscal Year 2016. This year has been marked with many changes, including my appointment to lead this Department. I am proud of our achievements and believe it is a good foundation for things to come.

I want to acknowledge and thank Cathy Dougherty for her leadership as Director over the last seven years. She has been a tireless advocate for the vulnerable citizens of Queen Anne's County and her leadership has resulted in an improved quality of life for those residents who have been involved with the Department. Cathy has created a strong foundation from which to build upon and I am excited about what's on the horizon.

Although I am new to the position of Director, I am very familiar with the Department having served as the Assistant Director for Services for the past seven years. Prior to that, I spent two years as the Special Assistant to the Executive Director of the Department of Human Resources' Social Services Administration and an additional seven years at the Talbot County Department of Social Services. I was raised in Queen Anne's County therefore; I have a unique perspective and a strong investment in the welfare of this community and its residents.

Despite the challenges of a leadership change, 2016 brought forth continued progress and achievement within the Department. Recognizing the human capital that exists within the agency, the Performance Quality Improvement (PQI) process was examined and a new staff driven process was developed to be implemented during the next fiscal year. I am looking forward to the new initiatives resulting from this process.

Looking into the future, the Department is focused on implementing a new customer service approach into agency practice. Strengthening existing community partnerships and developing new ones is also on the horizon. The Department's continued commitment to providing quality services to the individuals and families in Queen Anne's County remains but with a bright future marked by new initiatives and partnerships.

Susan P. Coppage, Director, LCSW-C

Family Investment Administration

- A total of 5,410 customers were served reflecting a 99% compliance rate.
- The Supplemental Nutrition Assistance Program (S.N.A.P.) served 4,055 customers.
- Medical Assistance served 1,044 customers.
- Medical Assistance (Long Term Care) served 78 active adult recipients.
- Temporary Cash Assistance was provided to 67 customers.
- Placed 29 unemployed Temporary Cash Assistance recipients with employment, Fifteen placements earned \$10.00 or more.
- Temporary Disability assistance includes 57 active adult recipients.
- The Reception Desk Interactions were 13,048.
- The telephone calls handled at the Reception Desk exceeded 35,656.



Social Services Administration

- The Adult Protective Services program initiated 16 new investigations and 2 guardianship cases.
- During the fiscal year, 55 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 13 adults this year. This service provides chore services to help maintain customers in the least restrictive environment.
- Fiscal year 2016 began with 5 children in various out of home placements. At the end of the year there were 6 children in foster care.
- Child Protective Services responded to 76 allegations of child maltreatment in FY 2016.
- In Home Services were provided to 59 families. A range of program options were made available depending on the family's level of need.
- Family Involvement Meetings (FIMs) helped to divert 12 children from coming into foster care as a result of 21 meetings. Family Involvement Meetings teach family members, along with appropriate community professionals to deal with crisis by utilizing identified strengths and resources.

Local General Administration

- Ten employees were hired in FY 16.
- All workstations were upgraded during FY 16.
- SPS Workday, a cloud based human resources management, benefits and time tracking system, was implemented.

Additional Services

Through the Nurturing Program, families increase their positive interactions and gain new parenting skills. Five sessions were held during this fiscal year. The program served 35 families, 40 adults and 57 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 2016, 3,644 items were donated to the agency's food pantry. 158 clients/families were served with bags of food totaling 2,151 items. Throughout the year, DSS contributed 1,894 items to 4 local food pantries and donated to the Backpack program in Sudlersville.

The Office of Home Energy Programs (OHEP) Unit processed 2,735 applications for heating, bill payments and arrearages.

- Heating assistance was provided to 984 households.
- Bill payments was made for 950 households.
- Arrearages were paid for 165 households.
- Utility assistance to families in Queen Anne's County totaled 1.4 million dollars.

The Child Abuse Response and Evaluation (CARE) Center served 35 children in FY 16. Over \$107,292 was received through grants to support the services of the CARE Center. Four members of the multi-disciplinary team attended an internationally recognized, evidence based conference. Eight attended the Maryland Children's Alliance Annual Conference. The CARE Center also hosted training on Situational Awareness and Sexual Abuse for 27 MDT members. One CARE Center Forensic Interviewer participated in Advanced Forensic Interviewing Training.



Child Support Administration

- Collected \$3,470,535 in current support and \$727,028 towards arrears, for a combined total of \$4,197,563
- Exceeded statewide standards in the establishment of paternity and collection of arrears.
- Continued to be a driving force behind the "Regional Best Practice"; a quarterly collaboration with our regional counterparts to discuss strategies to improve services to custodial and non-custodial parents to ensure the financial stability of their children.
- Enrolled in the second phase of the Maryland Electronic Court Filing system (MDEC), a statewide initiative to provide a more efficient and "paperless" method of filing pleadings/ motions with the court.
- Succeeded in securing a regional employment and training grant, "Re-engaging Individuals through Successful Employment" (RISE), assists non-custodial parents in obtaining and maintaining employment.
- Participated/Collaborated in a regional workshop during CS Awareness month to promote staff enrichment.
- Continue to participate in a variety of community outreach activities to further strengthen our presence in the community.