

Child Support Enforcement

The Queen Anne's County Office of Child Support Enforcement strives to ensure that all children in the State of Maryland receive the financial and emotional support from both parents to enable them to mature into healthy and productive citizens. The transfer of the office from the private sector to the Department of Social Services in October, 2010, has delivered positive outcomes for the staff and citizens of the county as well. The ability of line-staff to now interact freely with other divisions, e.g. Services or Family Investment Administration, has proven invaluable. The capacity to adequately serve our customers has been greatly enhanced with this new collaboration and the outcomes speak for themselves.

FFY 2011 Accomplishments:

- Collected a total of **\$3,855,255** for the children of the county, an increase of over \$92,000 from the previous year.
- Exceeded statewide standards in the establishment of paternity and court orders for support.
- Referred 14 Non-Custodial Parents to NPEP (Non-custodial Parent Employment Program), a resource that had not been utilized previously.
- Participated/Collaborated in a regional workshop during Child Support Awareness month to promote staff enrichment.
- Participated in various community outreach activities to better educate the community as to the services available in the child support arena.



Other Services We Provided

- During the fiscal year, the **Adult Protective Services** program initiated 28 new investigations.
- The **Social Services to Adults (SSTA)** program served 39 adults. SSTA provides assistance to adults with limited capacities seeking to remain or become self-supporting and self-sufficient; it seeks to prevent abuse, neglect or exploitation; and it reduces unnecessary institutionalization or secures appropriate institutional care when necessary.
- **In Home Aide Services (IHAS)** assisted 14 adults this year. IHAS provides chore services to help maintain customers in the least restrictive environment.
- Fiscal year 2011 began with 22 children in various out of home placements. At the end of the year, there were 20 children in **Foster Care**. Of the 20 children in foster care 12 are placed in family foster homes.
- Two **Adoptions** were finalized this fiscal year.
- **Child Protective Services** investigated 171 allegations of child maltreatment. This includes 34 sexual abuse, 60 physical abuse, and 77 neglect allegations.
- In Home Services were provided to 114 families, The families were either referred by someone in the community or came in to ask for assistance. A range of program options were made available, such as **Services to Families with Children, Families Now and Inter-Agency Family Preservation**, depending on the family's level of need.
- **Family Involvement Meetings (FIM)** include family members, along with appropriate community professionals, that meet with the worker to strategize how to deal with crisis, utilizing identified strengths and resources. There were 27 FIMS held in fiscal year 2011, as a result 21 children were diverted from foster care.

The **Visitation Mediation Program**, funded through the Circuit Court for Queen Anne's County, assists parents to develop child focused agreements that encourages parents to work together to make custody and visitation decisions that are in the best interest of their children. In FY 2011, the Visitation Mediation program provided services to 94 families, including 115 children. Custody evaluations for 11 families were completed as well as three adoption home studies.

Through the **Nurturing Program**, families increase their positive interactions and gain new parenting skills. In fiscal year 2011 there were over 40 parents in three different sessions. The Nurturing Program is funded through a grant from the Mental Health Committee of Queen Anne's County and the Family Investment Administration.



Family Investment Administration

- The **Temporary Cash Assistance Program** provided benefits for an average of 87 adults and 223 children per month.
- Over 143 **Food Supplement Program** applications were received monthly with an average of 121 of those being approved. An average of 1,785 households (3,922 participants) received benefits each month reflecting a 38 percent increase in the monthly average of participants receiving food supplement benefits from SFY10 reports.
- The **Food Supplement Education and Training** program disbursed \$5,380 helping unemployed Food Supplement recipients.
- Over 193 applications for **Community Medical Assistance** were received and processed every month. An average of 123 applications were approved. The CMA caseload was more than 1,798 cases per month. Ongoing an average of 2,005 individuals remained under care each month.
- The **Long Term Care (MA) program** received and approved an average of five applications each month. Ongoing 99 individuals remained under care each month.
- The **Medical Assistance Social Security (MA-SSI)** received and approved an average of seven applications each month. Ongoing 403 individuals remained under care each month.
- The **Medical Assistance (MCHP)** received and approved an average of 28 applications each month. Ongoing 245 individuals remained under care each month.
- The **Temporary Disability Assistance Program** helped more than 76 individuals every month.
- The **Careers Unit** placed 42 unemployed adults in new employment.
- The **Work Participation Rate** goal of 50 percent was met with 100 percent of Federal Engagement Requirements.
- The **Energy Assistance Program** certified 1,546 households and exceeded the state goal of 1,396 expanding by a total of 150 households.
- The **Child Care Subsidy Program (CCS)** served an average of 109 families and an average of 178 children in FY11.

Message from the Director

It's time once again to reflect on the past year and review our accomplishments and our challenges. We actually accomplished a great deal especially given our higher numbers of customers coming to our door for assistance. We were allotted an additional caseworker for the Family Investment unit due to higher caseloads. Under the management of a new Assistant Director the unit continues to amaze with meeting the mandates mostly related to deadlines. This was also our first year having Child Support back in our department after being privatized for over 12 years. They have transitioned smoothly. One of our largest accomplishments has been the progress towards our local Child Advocacy Center which we will call the Child Abuse Resource and Evaluation (CARE) Center. We applied for grants to hire a coordinator for the project and hope to be fully accredited in the next fiscal year or two. We continue to assist the Healthy Families program so they can be a resource to young mothers. We continue to have strong partnerships with the Workforce Investment Board, DLLR, Veterans' Administration etc. who serves our customers in our Career Center as well as our community partners in the Local Management Board, schools and law enforcement. These partnerships translate into better service being provided to our customers who know they can start to get help by coming to see us.

Our biggest challenge this past year, beside the growing numbers of needy due to the poor economy, has been to prepare our agency for the changes ahead with Health Care Reform and other program overhauls. We worked on becoming more familiar with the Results Based Accountability format written by Mark Friedman in order to have our focus on doing the important things first and to measure our results. We will complete the updated Strategic Plan in the next fiscal year which will be our roadmap for the next three years. We feel totally capable of meeting these challenges.

Our staff has shown that they care by providing excellent service to those who need us the most. An old proverb says, "We don't ask for a light load, we ask for a strong back".

Cathy Dougherty, LCSW-C



Annual Report FY 2011

Queen Anne's County
Department of Social Services

Queen Anne's County Department of Social Services

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• 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.

• 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.

• Advisory Board •

Kate Tumulty, Chairperson
Martha Anthony, Vice-Chairperson
Rev. Genevieve Brown
Robin JL Heinecke
Veronica Holthaus
Bonnie Larrimore
Deborah Lawrence
Gail Lundberg
David Quinn
Sharon Robertson
Bob Simmons, County Commissioner



Maryland Department of Human Resources



Martin O'Malley, Governor
Anthony Brown, Lt. Governor
Theodore Dallas, Secretary