

# Baltimore City Department of Social Services



**bcdss**  
baltimore city department  
of social services



## WE CARE Our Core Values

Baltimore City Department of Social Services is the largest jurisdiction within the State of Maryland. It is the only jurisdiction that is not located within one of Maryland's 23 counties. Baltimore City is a melting pot of various neighborhoods of ethnic culture and diversity that makes the city one of the most unique places in Maryland to live and work.

Baltimore City Department of Social Services Family Investment Administration is as unique and diverse as the city itself. BCDSS consist of six (6) Family Investment Centers which includes the Dunbar/Orangeville Center, Harborview Center, Hilton Heights Center, Northeast Regional Office, Northwest Center and Penn-North Center. In addition to the six (6) Family Investment Centers, other operational components of BCDSS are the In-Take Unit, Payment Integrity/Over-Payments, Customer Service, Payment Accuracy Review and the Office of Workforce Development.

The BCDSS Family Investment team strives to diligently service our customers while promoting the Governor's Gold Standard of Customer Service. Within the past year, Baltimore City Department of Social Services has made great strides in improving program compliance and service. The compliance improvements have reduced the number of customers needing to report to the local offices for assistance.

BCDSS employees are honored to service the citizens of Baltimore City and the State of Maryland with great pride and compassion.

**Welcoming, Engaged, Committed, Aware, Respect, Excellence**  
**This is our WHY**