



FREDERICK COUNTY

Department of Social Services

ANNUAL REPORT FY2022

A MESSAGE FROM THE DIRECTOR

Social service agencies all over the country are focused on several important trend areas in the aftermath of the COVID 19 pandemic. These include helping people who have experienced trauma; the use of technology in operations and customer service; and facing systemic racism with the goal of equity and justice for all involved in our work. At FCDSS, we took these issues “head-on” in 2022 and the complexity and struggle that you can imagine each area brings to our work and to our outcomes was real.



As you will see in our FY 2022 FCDSS Annual Report, our staff continue to heroically work with those in most need in the county. We never stopped, but as we brought more staff and customers back into face-to-face interaction, it was obvious that the pandemic had taken a toll. We saw increases in those needing our services across programs, the trauma and its impact on physical and mental health and the adjustments needing to be made with technology becoming so primary in our day to day lives. And we responded to the need to take real action in bringing a diversity, equity and inclusion lens to our work.

We have many challenges to face ahead of us and we know that change and healing will take time in these important areas. But I look back with gratitude for our staff, partners, customers and other stakeholders for your support, strength, and commitment to our mission.

Debbie Marini

A MESSAGE FROM THE ADVISORY BOARD CHAIR

We appreciate how difficult it has been for the agency, as embodied in its staff, to meet the needs of Frederick County’s neediest residents in the past ye, Administrators and staff have had to be creative and persistent to fulfill the mission of the agency.

We support and look forward to witnessing the team’s efforts to empower and partner with clients, to enhance equality and opportunity, and to continue to be the safety net for children and families in dire need. It is exciting to witness novel and creative efforts to maintain families, and help them function with dignity and efficacy, or when out of home placement is necessary, to creatively partner with biological and resource families to return children home or to another permanent living situation.

We applaud the agency staff for coming together to assist statewide at times of overwhelming need for Maryland’s families. We also applaud the agency’s networking with other public and private service and resource providers on behalf of Frederick’s people. This Annual Report documents the commitment and dedication of the fine staff of the department.

Patrick Hammett

OVERVIEW

Mission Statement

The Mission of Frederick County Department of Social Services (FCDSS) is to help individuals and families achieve safety, independence, and self-sufficiency through the provision of professional, fiscally responsible, quality human services in an innovative, collaborative, and customer service-oriented environment.

Vision Statement

Everything we do is to enhance our internal and external customers' experience and improve the outcomes for individuals, children, and families in becoming self-sufficient.

Guiding Principles

We at FCDSS will:

- Manage our work using data.
- Approach our work with respect, compassion, understanding, tolerance, and a non-judgmental attitude.
- Deliver high quality services assuring customers receive all appropriate services and benefits.
- Concentrate on our strengths.
- Aid staff in continuous learning.
- Encourage all to "lead from any seat".
- Share teamwork and community partnerships.

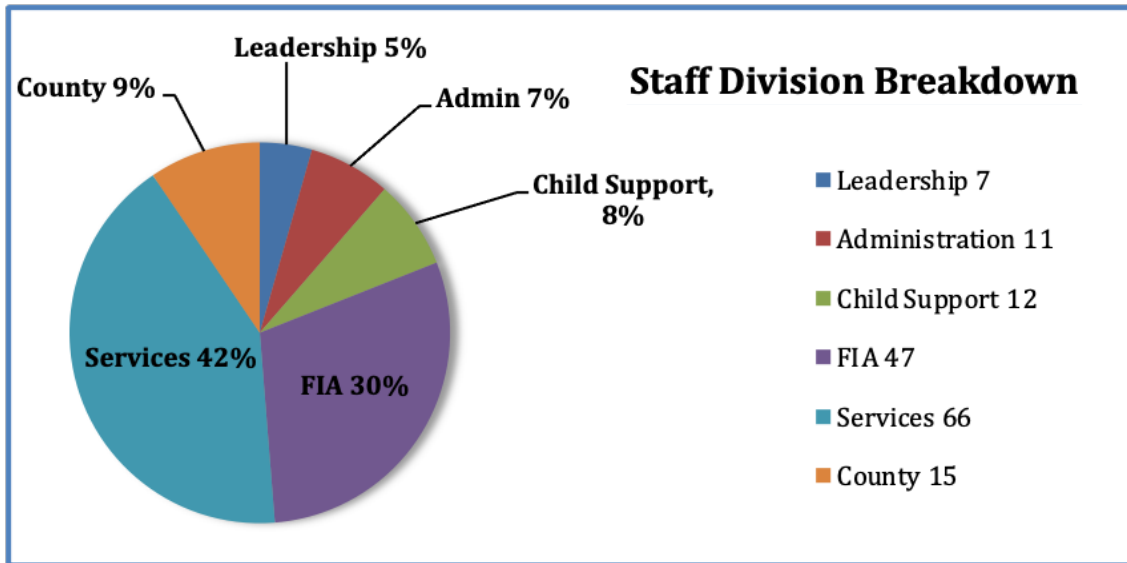
Agency Description:

FCDSS is a State agency operating as one of twenty-four local Departments of Social Services within the Maryland Department of Human Services (DHS). The operations are managed and funded by the State of Maryland and supported by both the federal and local governments to locally implement certain human services programs. FCDSS has four (4) Divisions: Child Support Administration (CSA), Family Investment Administration (FIA), Administrative Operations, Child, Family and Adult Services (SSA). FCDSS is part of a large network of local partners whose mission is to meet the needs of Frederick County Citizens. FCDSS brings over \$50,000,000 to Frederick County through these programs as well as grants and contracts with several community human service agencies. The goal is to provide support and enable families to stay together while maintaining their safety and self-sufficiency.



AGENCY STAFF AND ADVISORY BOARD

FCDSS has a truly dedicated staff and board who work tirelessly toward fulfilling our mission and vision for the individuals, children, and families we serve. There are a total of 157 Staff (138 State Staff 4 Contractual and 15 County Staff).



Leadership Team:

Debbie Marini, Director
 Bradley Burns, Human Resources
 Donna Heller, Administrative Officer
 Jackie Byerly, Assistant Director, Family Investment Administration
 Tiffany Gregoire, Assistant Director, Child Support Administration
 Kim Smith, Assistant Director - Child, Family & Adult Services
 David Drees, Assistant Director - Administrative Operations

Extended Management Team:

Roni Shaffer, CSA, Supervisor
 Rajinder Sagar, CSA, Supervisor
 Margaret Flick, CSA, Supervisor
 Lori Heslin, FIA, Supervisor
 Benjamin Brusini, FIA Supervisor
 Jennifer Hemler, FIA, Supervisor
 Renee Walchuck, FIA, Supervisor
 Rachelle Swope, FIA Supervisor
 Linnea Adams, FIA, Program Integrity Administrator
 Ray Brown, Admin, Supervisor
 Michelle Harris, Admin, Supervisor
 Melissa Curtis-Cherry, SSA Family Preservation, Program Manager
 Jennifer Long, SSA, Out of Home Program Manager
 Scott Birdsall, SSA, Adult Services Program Manager
 Shelley Sexton, SSA, Child Protective Services, Program Manager

Advisory Board:

Patrick Hammett - Chair (Frederick)
 Kerri Burson (New Market)
 Cheryl Back (Thurmont)
 Esther Slack-Metellus (Frederick)
 Ed Hinde (New Market)
 Renee Knapp (Council Member Liaison)

SERVICES TO CHILDREN, FAMILIES AND ADULTS

FCDSS divisions that provide services to children, families and adults include Child Support, Family Investment, and Child, Family and Adult Services. While each division provides its own unique programs, customers often access services across divisions. A brief description of each service is provided below along with the data and stories that demonstrate their impact.

SERVICES TO CHILDREN:

Risk of Harm (ROH) - In addition, CPS screens for Risk of Harm (ROH) cases for specific categories of reports, such as Substance Exposed Newborns and domestic violence. In ROH cases, FCDSS works collaboratively with the family and appropriate community resources to assess the families' strengths and needs, and to provide services without the threat of a formal finding.

Alternative Response (AR) - (AR) encourages community agencies to participate in supporting families who are considered low risk, allowing CPS to focus on the more serious cases in which abuse and neglect have been confirmed. In addition, CPS screens for Risk of Harm (ROH) cases for specific categories of reports, such as Substance Exposed Newborns and domestic violence. In ROH cases, FCDSS works collaboratively with the family and appropriate community resources to assess the families' strengths and needs, and to provide services without the threat of a formal finding.



Human Trafficking Task Force - The focus of the task force is to educate the public, identify and serve the victims of human trafficking with comprehensive services, and increase prosecution of human traffickers. From this task force, the Frederick County Human Trafficking Response Team was created to provide a victim-centered, collaborative response to human trafficking in Frederick County.

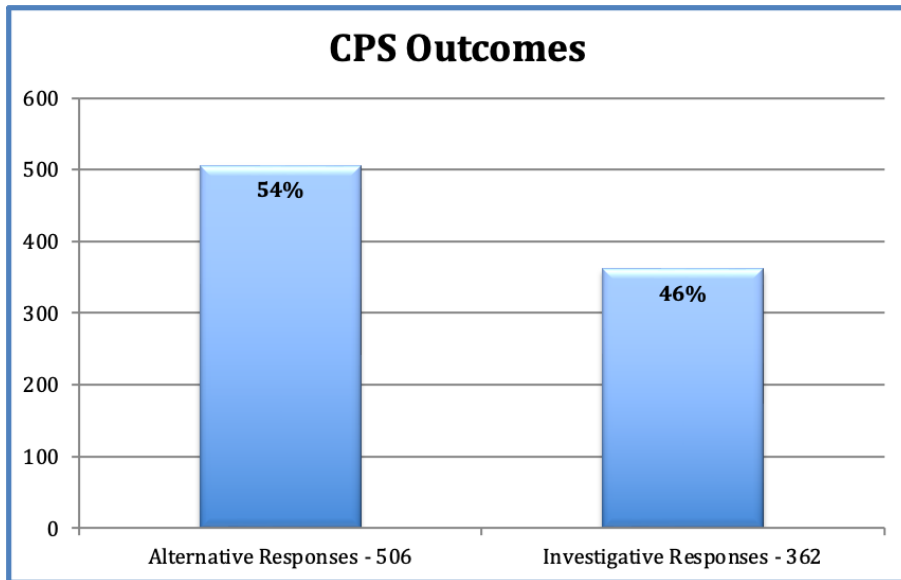
Older Youth Services - Ready By 21 Services are available to youth ages 14 to 21 in out-of-home placement and are designed to prepare youth to transition from foster care into self-sufficiency. Independent Living Coordinators work with the youth on the goals of housing, health care, education, employment, financial literacy, and well-being. This work is fulfilled using strategies such as Youth Transition Planning, Independent Living Skills classes, and Youth Leadership activities, including the Youth Advisory Board and Foster Youth Legislative Day.

Crossover Youth - The Crossover Youth Practice Model, developed by the Center for Juvenile Justice Reform at Georgetown University, creates a collaborative effort between FCDSS and the Department of Juvenile Services (DJS) that improves outcomes for child welfare youth who crossover into the juvenile system and vice versa. The goals of this collaboration are to reduce the number of youths placed in out of home care, reduce the length of stay in out of home care, reduce the use of congregate care, reduce the disproportionate representation of children of color, and reduce the number of youths crossing over and becoming dually involved.

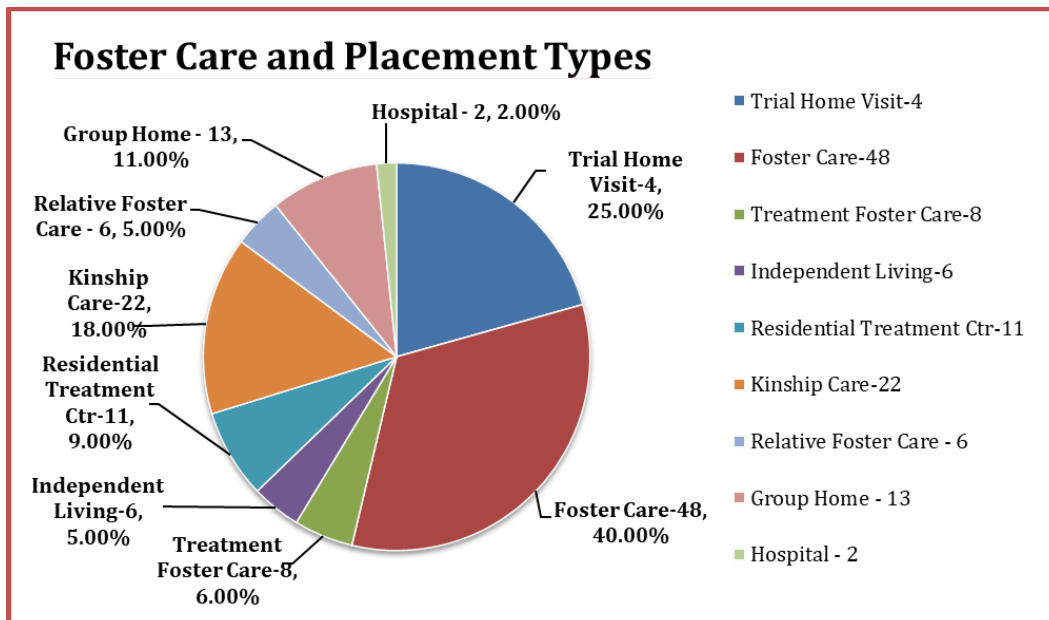
Specialized Placement Services - Most children who come into foster care are placed with Kinship Families or Resource Families who are recruited, prepared, and supported by the Resource Homes unit of FCDSS. If a child has special needs that cannot be met in a FCDSS Resource Home, they are referred to a partner agency that provides therapeutic foster care in a family home setting. There are times when a group home or residential treatment center may be required to meet the child's needs until they are ready to return to a family setting.

PROGRAM OUTCOMES FOR SERVICES TO CHILDREN:

- 868 Child Protective Services Responses



- 239 Risk of Harm Cases
- 26 Family Involvement Meetings held for older youth transitioning from foster care.
- 5 Older Youth Discussion Groups held with an average of 4-5 youth participating in each
- 3 Youth Advisory Board meetings held with 2 youth participating in each meeting
- Individual life skills meetings were held with 6 youth
- Older Youth Special Events: Hershey Park Outing, Bar-T Weekend Retreat and SSA Youth Conference
- 9 youth identified as Crossover Youth by FCDSS & DJS
- 120 Children served in Foster Care in the following Placement Types:



START Client Highlight:

The Sobriety Treatment and Recovery Team (START) works with families who are struggling with a Substance Use Disorder (SUD) and have at least one child five (5) years old or younger. The team is comprised of a dyad, which includes START social worker Heather Strosnider, LMSW, and Family Mentor/Certified Peer Recovery Specialist Kimberly Kyle under the guidance of Family Preservation Supervisor Jim Miller, LCSW-C. The team is currently working with five (5) families consisting of seven (7) adults and seven (7) children ranging in ages from four (4) months to four (4) years old. Since implementation in April 2020, the START team has served a total of 21 families (including 25 adults and 34 children) by meeting program participants where they currently are on their path to sobriety and recovery, while ensuring the safety and well-being of their children.

One family the START program partnered with from December 2021 to July 2022 included a young, single mother with a three-year-old child. There were also three additional children living outside of their mother's home with other family members. The mother had a history of substance use, which was exacerbated by a cancer diagnosis and the forced isolation of the pandemic, causing a resumption of use. After her needs were assessed by the CPS Assessment Team, the family was referred to the START program for continued support aimed at the safety and well-being of the child and parental recovery resources for the caregiver. The mother worked diligently with the START team to achieve sobriety and proactively engaged in treatment and community recovery supports while meeting the daily care of her child, who has specialized needs related to a genetic disorder. The child was connected to Child Find and now attends Head Start and greatly enjoys school. During this time, the mother also rebuilt her relationships with her older children that had previously been impacted by her substance use.



In July of 2022, the mother demonstrated her commitment to her sobriety and early recovery and met the program requirements for successful case closure. The START Family Mentor has continued to be a source of connection and support for the mother even after case closure, assisting her to navigate sobriety and any issues related to her recovery. Despite a brief resumption of use after case closure, the mother was able to utilize her tools and supports to ensure the safety of her child and to increase her participation in recovery services and treatment, ultimately increasing her engagement with her treatment partners on her own. This young family is considered a success not only based on the early sobriety of the caregiver, but also due to her development of a community support network and self-awareness to recognize when additional support may be required as well as improving parent-child interactions and establishing healthier bonds between them.



SERVICES TO FAMILIES:

Family Teaming - Family Team Decision Meetings (FTDMs) occur when a child in the home has been identified as being at risk for out-of-home placement and are held with the child and the family throughout their engagement with the agency. The purpose of these meetings is to reinforce the partnership between families/youth and the agency; serve as a vehicle for family-driven decision making; and identify supports of the family who would participate in the teaming. A neutral, trained facilitator mediates and leads these meetings at FCDSS.

In-Home Family Services - The services listed below are offered as a part of FCDSS's efforts to partner with families and the community to promote the stability of children with their families and prevent the need for children to be placed in out-of-home care. In 2018, the Family First Prevention Services Act was enacted and represents the biggest child welfare reform bill passed in many years. FCDSS has been innovative in its efforts to address the needs of families and continues to expand our work in this area. A few innovative in-home family services programs include:

Sobriety Treatment and Recovery Teams (START) - The broad goals of START are to keep children safely with their parents whenever possible and to promote parental recovery and their capacity to care for their children. A START Family Mentor (an individual in long-term recovery) is paired with the LDSS caseworker, and the team works collaboratively with the family to address the parental substance use.

Family Partnership - Through formal and informal parent education workshops, support, and counseling, FCDSS partners with the county to provide services that will prevent future child abuse and neglect as measured by indicated findings in Child Protective Services investigations and out-of-home placements.

Interagency Family Preservation Services (IFPS) - The IFPS program is an intensive, in-home family intervention service targeting families whose children are at imminent risk of out-of-home placement into foster care, juvenile commitment, educational and/or mental health facilities, and/or are at high risk

for future maltreatment. IFPS involves families as partners in all steps of the therapeutic and intervention process. Services include crisis intervention/prevention; family counseling; and family education in the areas of child development, parenting skills, communication skills, and mood management. Sheppard Pratt provides these contracted services to our families.

Multi-systemic Therapy (MST) - MST is an intensive evidence-based treatment for juveniles with serious behavioral issues and their families. The primary goals of MST are to decrease youth delinquent behavior and out-of-home placements.

Kinship Navigation - Kinship Navigation services support informal kinship families, which are defined as families who provide 24-hour care for children through a private living arrangement made by the parent or legal guardian due to serious hardship or absence. The relative or fictive kin provides care to a child who is not in the care and custody or guardianship of the LDSS.

Out-of-Home Family Services - When a child cannot be safely cared for in their home, FCDSS initiates out-of-home family services with the goal of ensuring safety for the child(ren) and providing effective permanency planning for both the child and family. Below are a few of the out-of-home family services offered by FCDSS:

Foster Care/Resource Homes - Children are placed into foster care either involuntarily by the courts or voluntarily by the parent(s) when the needs of the child clearly cannot be met. Foster parents are called "Resource Parents" because they serve not only as a resource to the child, but also to the child's family with the goal of providing temporary care while also working toward permanency. Reunification is the primary goal of foster care and requires the involvement of a team to be successful.

Permanency Services - While reunification is the primary goal, some foster children will find permanency in other ways. For example, adoption, guardianship, and independent living are all permanency outcomes for foster children. In each of these outcomes, it is important to engage the families involved in order to ensure the well-being and safety of the child. Some specific permanency services include:

Family Assessments - The FCDSS Family Assessment Specialist works diligently to collect and summarize information to complete psycho-social family assessments with families of children in court-ordered out-of-home foster care. These assessments are utilized to develop timely and appropriate case plans to reduce the length of stay for children in out-of-home care.

Family Visitation - Parent, child and sibling visitation is facilitated to maintain attachments, preserve a sense of family and work toward reunification. In addition to the family visitation rooms at FCDSS, many visits also take place in the community, both supervised and unsupervised, as well as through our partnerships with community organizations.

Safe Babies Court Team - The first three years of life encompass the most critical phase of brain development. Recognizing this, the Safe Babies Court Team Project aims to: increase awareness among those who work with maltreated infants and toddlers about the negative impact of abuse and neglect on very young children and to change local systems in order to improve outcomes and prevent future court involvement in the lives of very young children.

Voluntary Placement Agreements (VPA) - Parents or legal guardians of children with a documented developmental disability or mental illness are able to enter into an agreement with the Department to have their child voluntarily placed when their treatment needs cannot be met in the community and the parent needs funding assistance. In these situations, the parents retain custody of their child.

Financial Benefits and Supports - Mainly through our Family Investment and Child Support Administration, numerous families are provided with the financial benefits and support needed to be stable and healthy. Some of the financial benefits and supports offered through FCDSS include:

Supplemental Nutrition Assistance Program (SNAP) - SNAP benefits supplement a household's food budget by providing benefits to Frederick County residents with income too low to provide their families with basic nutrition. Monthly allotments are used to purchase food items only.

Temporary Cash Assistance (TCA) - TCA benefits are temporarily provided for children in need and their caretaker relatives. Those who are employable are included on the grant and must find employment. Most adult participants can only receive benefits for five years.

Child Support - Child Support works with both parents to provide financial and medical support to help in raising their child(ren). Child Support specifically addresses the issue of financial support and is viewed as a separate issue from physical care, emotional and spiritual support, and the day-to-day raising of the child(ren). Services available with Child support include Location, Establishment, Collections, and Enforcement.

Location

Once all necessary information is received in an application, the Child Support Division will use different resources to locate the non-custodial parent (NCP) to move forward with a case. Some of these resources include State Directory of New Hires, Maryland Automated Benefits System, Federal Parent Locator Service, MVA, and Maryland Judiciary among others.

Establishment

Once the non-custodial parent is located, a case then moves into the Establishment phase. There are two parts to establishment: - establishment of parentage if not already established and establishment of court order for support. A total of 750 applications were received and processed this fiscal year. 1, 847 walk-in customers were assisted by child support staff.

Collections

After there has been an establishment of a court order for support, accounts are set up on the Child Support Enforcement System (CSES) so that collection for payments can commence. That can be done through direct pay from the non-custodial parent or via earnings withholding through NCP's employer. For Federal fiscal year 2022, Frederick County collected \$12,834,267 in child support collections.

Enforcement

If no payments are received, enforcement actions are taken against NCP to obtain payments. These enforcement actions are broken down into administrative enforcement actions which include but are not limited to driver's license suspensions, professional license suspensions, bank liens, passport denial and judicial enforcement actions where the case is taken back to court for contempt. As of the end of the fiscal year, there were 4274 active child support cases.

Holiday Assistance - Every year, FCDSS partners with the community to support seniors and children with their parents over the holidays with gifts and items needed to make the holiday special.

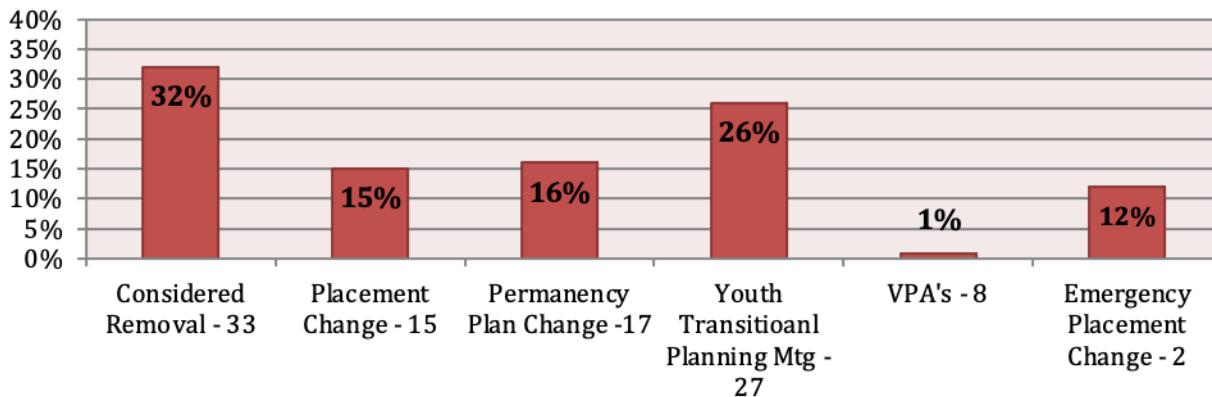
Generous Jurors - The Circuit Court for Frederick County and FCDSS cooperate in this program that allows jurors to donate their jury pay to the FCDSS Foster Care unit. The donations are used to provide items for foster children in the county that state budgets do not support, such as school band uniforms, funds for field trips, birthday, and holiday gifts, etc.

Care Portal - During the past fiscal year, FCDSS entered a partnership with Crossed Bridges and the Asian American Center of Frederick to implement the CarePortal platform. CarePortal is an online platform developed by the Global Orphan Project that connects vulnerable families, children, and adults to resources within the local faith community.

PROGRAM OUTCOMES FOR SERVICES TO FAMILIES:

- 102 Family Teamings were held for the following reasons:
- As a result of Family Teamings, 38 children were diverted from out-of-home placement.

Family Teamings



In-Home Family Services:

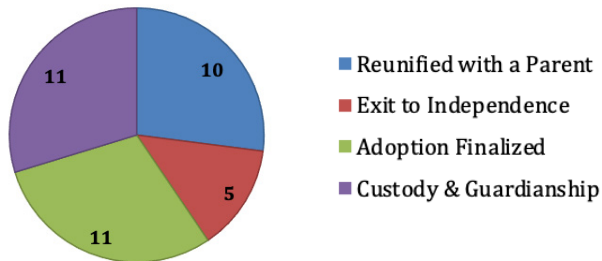
- 167 children (88 families) were served by the FCDSS In Home Services team throughout the fiscal year and as of June 20, 2021.
- 5 of these families served through Family Preservation had kinship caregivers and were supported by our Kinship Navigator.
- 29 additional families with kinship caregivers requested short-term support and were served with information and referrals
- In-person relative caregiver support group events were held monthly at a local YMCA Gymnastics Center with 147 children and caregivers participating. A special Thanksgiving dinner was also held in November and a Mother's Day celebration in May at a local restaurant with 118 caregivers and children in attendance.
- The Sobriety Treatment and Recovery Team (START) - served 14 families, including 16 adults and 23 children
- 85 Families were served through a contract with Way Station Interagency Family Preservation Services
- 59 Families (89 children) were served through our collaboration with Family Partnership
- The Multi-Systemic Therapy Program served 22 families in FY22, with 14 families completing the full course of MST treatment.
- 93% of families completing MST met program outcomes



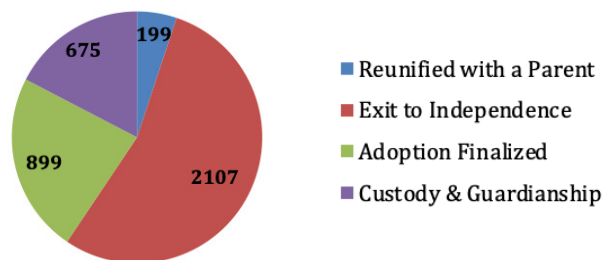
Out-of-Home Services:

- 83 Children in Foster Care as of June 30, 2022
- 10 Children in placements with a VPA
- 43 families are licensed as foster/adoptive families as of June 30, 2022

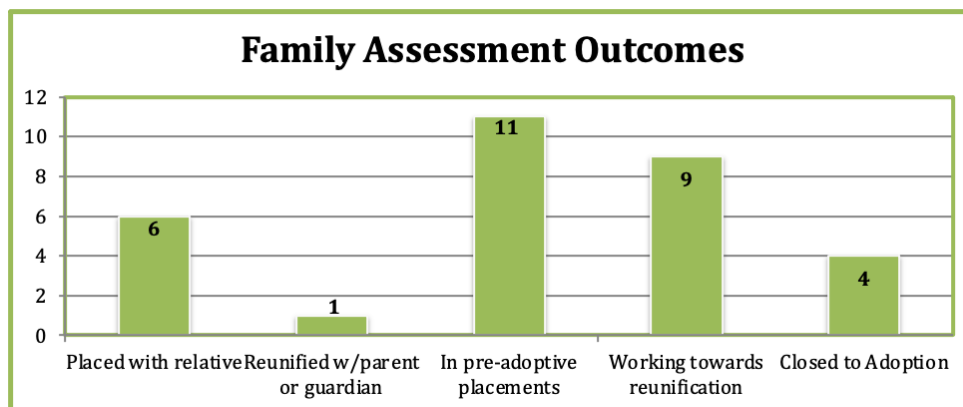
Children Exiting Care -37 Total



Average Days in Care



- 9 Family Assessments were completed (19 children) and those children had the following plans/outcomes:



**Some children are included in more than one category*

- 35 children were served through Safe Babies Court Team (SBCT)
- 7 total SBCT cases closed with 2 reunifications, 1 custody and guardianship to a relative and 4 children reached permanency through adoption.

FINANCIAL SERVICES AND BENEFITS TO FAMILIES:

- 4,241 new applications were approved for Supplemental Nutrition Assistance Program
- \$58,385,026 issued in SNAP benefits (monthly average of 10,437 households/19,994 recipients)
- Approved 302 new applications for Temporary Cash Assistance.
- 594 active Temporary Cash Assistance cases totaling \$3,636,457 of funds disbursed.
- Average of 402 Temporary Cash Assistance households per month with a total of 1,047 recipients
- On average, a TCA household received \$750 per month.
- Child Support Collections – (07/01/2021 to 06/30/2022) \$12,834,267
- 4274 active cases as of June 30, 2022
- 750 Child Support applications received (07/01/2021 to 06/30/2022)
- In 2022, the Holiday Gift Drive served 57 seniors, 11 children in out-of-home care, and 13 Family Preservation families that included 23 children. The funds came from both the Bar Association of Frederick County and The Community Foundation of Frederick County.
- 19 children used Generous Jurors funding this year for a variety of items including but not limited to driver's education, camps, sports registrations and equipment, therapeutic tools, school activities, electronic equipment, and formal wear for school functions.
- In FY22, FCDSS submitted 30 requests through CarePortal for our clients. 25 of those requests were met impacting 73 children for a total of \$12,032 in economic impact. Resources provided include diapers, wipes, food, clothing, furniture, and utility assistance to name a few.



Program Highlight/Success Story



My journey in the USA is one of the most rewarding, though uncertain. I landed at Dulles airport on March 21st, 2016, with my daughter Hannah, six years old. I was also seven months pregnant with my son, Philip.

Upon my arrival, we faced accommodation challenges, and some friends took us in for a short while. The children and I eventually transitioned to an emergency shelter three months after our arrival. Once in the shelter, I was connected to the Social Services Department, which assisted me in my application for Temporary Cash Assistance, Food Stamps, and Child Care vouchers. I remember those baby steps as if it was yesterday. Despite the challenges, I had a strong desire to succeed in this blessed land, so I took advantage of the help I received and returned to college full-time.

As a TCA recipient, I had to commit to 20 weekly hours of volunteering activities, which I did, knowing that it was my way of giving back to the community. In 2019, I graduated from Frederick Community College with an AAS in Business Administration. Shortly after, I got my first full-time job with Mercer, and my TCA stopped after I had been in the program for three years: It was a proud moment for me. Then in 2022, I got another job with Johns Hopkins Health System, and this time, my Food Stamp Benefit was closed; This was another positive milestone for me.

I am happy that today I can stand on my feet, and I am forever grateful for the help I received when I was at my lowest. My journey continues, and in the Spring of 2024, I will graduate with my master's degree in public administration. My children and my academic achievements are a great source of joy.

Written by Elizabeth Etouke, a former TCA recipient.



SERVICES TO ADULTS:

Adult Services - Adult Services provides programs and services to assist vulnerable adults including, Protective Services, In Home Aide, Respite, Adult Foster Care and Guardianship.

Workforce Development - FCDSS partners with Frederick County Workforce Services, which is a one-stop-shop for resume writing services, mock interviewing, job readiness workshops and a multitude of employment opportunities including internships and educational grants to qualified applicants. During COVID 19, they began offering virtual services. Services are available to all Frederick County US citizens.

Medical Assistance (Medicaid) - Medicaid programs assist eligible residents of all ages year-round. FCDSS staff provides eligibility determinations and redeterminations for this assistance. Frederick County residents who are aged, blind, or disabled are offered government subsidized health insurance through Maryland Health Connection. Qualified Health Plan Coverage (QHP) is available for households whose income exceeds Medicaid standards during an open enrollment period. The Maryland Children's Health Program (MCHP) provides medical coverage to individuals under the age of 19 and pregnant women with family income below 200 percent of the federal poverty level.

Emergency Assistance - Emergency Assistance provides cash assistance payments to help families with children resolve a specific emergency such as an eviction, foreclosure, or utility cut-off. Burial assistance payments are limited to recipients of public assistance, SSI, foster care children, or certain Medical Assistance recipients in nursing homes. Local policy defines eligible types of emergencies and determines the amount available for assistance. Funding is limited.

Temporary Cash Assistance to Disabled Adults - (TDAP) is a state-funded entitlement program for needy, disabled adults without children who are ineligible for other forms of public assistance. A temporary benefit is paid to eligible individuals until their conditions improve or they become eligible for long-term federal disability benefits.

Public Assistance to Entrepreneurship (PA2E) -This program offers classes on starting a business. The primary goal is to provide entrepreneurship training for customers with ideas and talent, who are in pursuit of their entrepreneurial dreams of starting a small business while supporting their families. DHS/FCDSS partners with the Small Business Development Centers (SBDC) in the region.

Walk-in and Call Center and Online Support Services - Applying for benefits can be complex. The FCDSS provides "gold standard" customer service by assisting customers with online support and as needed, in-person support.

PROGRAM OUTCOMES FOR SERVICES TO ADULTS:

Adult Services

- 48 Adult Protective Services Responses
- 132 Adults served in Social Services to Adults/Senior Care
- 81 Adults served by In-Home Aide Service (IHAS)
- 11,871 hours of (IHAS) service
- 8 Temporary adult guardianship assessments
- 9 Adults under Public Guardianship with the agency as of June 30, 2022
- 13 Project Home individuals placed with 9 Project Home providers (Adult Foster Care) as of June 30, 2022
- Funded 1,067 State Respite Hours.

Workforce Development

- 57 total job placements with 54 employers
- 53 TCA customers placed in employment with 26 full-time/\$11+ per hour jobs

Medical Assistance

- 802 new applications approved for Medical Assistance
- 233 new applications for Long Term Care
- 762 SSI medical cases were approved
- 5,936 monthly Medical Assistance recipients

Temporary Cash Assistance to Disabled Adults

- 376 approved new applications for TDAP
- Average TDAP recipients per month was 258

PA2E

- 6 participants for PA2E for the Fall 2021 and Spring 2022 virtual classes

Walk-in and Online Support

- 3,110 online program applications
- FIA responded to 4,470 work orders generated by the Call Center
- 7,243 walk-in customers were assisted by FIA staff





AGENCY INITIATIVES:

PQI (Performance Quality Improvement) - FY22 was a busy year for our PQI team. The goal is that PQI continue to serve as a function of FCDSS to actively promote and demonstrate a culture of learning and continual improvement. From July 2021 – June 2022 the following activities occurred:

- Committee meetings were held monthly throughout the year.
- Continued development of program indicators and discussion about data for each division took place
- The Agency's strategic planning process started at the end of FY22 and now includes a PQI strategic goal and direction.
- The DEI Committee became a part of the PQI structure and identified a lead and performance indicators to be working toward.

Integrated Practice Model (IPM) - The IPM for Child Welfare and Adult Services articulates Maryland's values, principles, and core practices and sets forth expectations for how we will work with children, youth, families, and vulnerable adults, as well as how we will work with each other and with our community and state partners, regardless of jurisdiction. FCDSS supervisors and staff have been engaged in training and coaching on the tools and materials of the IPM to improve practice. We will continue to implement and sustain these practices and are committed to collaborating with, advocating for, respecting, and empowering each other and the children, youth, families, and vulnerable adults we serve and support.

Center for Excellence in Resource Parent Development (CfE) – In 2019, the federal Children's Bureau awarded the Maryland Department of Human Services (DHS)/ Social Services Administration (SSA) funding for the National Center for Excellence in Foster Family Development (CfE). The purpose of the CfE is to prepare and support resource parents to support timely reunification, permanency, and family-based placements. Resource parents participating in the program will provide enhanced reunification and stability support to birth families and children. FCDSS is one of 5 Maryland jurisdictions selected to implement the CfE locally and in FY 2021 we began our planning phase.

Diversity, Equity and Inclusion (DEI) Task Force – In 2019, FCDSS formed the DEI Task Force which has steadily been learning together and forming a framework for how it will positively impact the culture at FCDSS. Here are some highlights from our beginning work together:

- We've broadened our knowledge as individuals committed to justice and equity by engaging in learning and conversations about the deeply rooted American issue of racism and the need for social justice.
- We've memorialized the importance of our work by making it a part of the organization's improvement planning process and ensuring accountabilities and measurable goals are in place.
- We've seen strides in making FCDSS a more inclusive and safer place for everyone through visual, written and verbal communications (t-shirts, posters, this newsletter, brown bag lunches, etc.).
- We've asked our staff for feedback on morale, sense of safety and inclusion through surveys and small group discussions.
- We incorporated DEI in our HR Onboarding and began strategizing on how to attract a more diverse workforce.

ADMINISTRATION

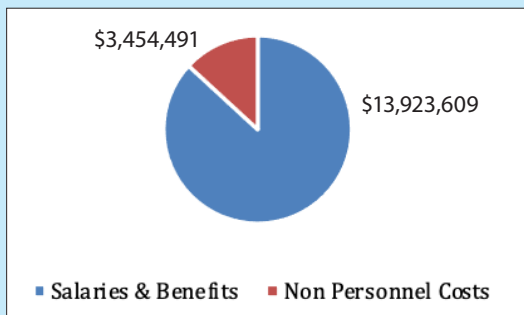
The FCDSS Administrative Operations Division provides systems and services that sustain and support safe, efficient and effective work. The division consists of Administrative Services, Facility Management, Information Technology, Financial Services, Fleet Management, Procurement, Safety and Emergency Preparedness Management.

The Administrative Operations Division relies on project management, lean principles, and continuous improvement to ensure the on-time, and efficient delivery of outcomes. Operations' professionals are dedicated to supporting the mission of the agency, our colleagues, and the greater Frederick community. Our teams work closely with the other divisions and community as business partners to accomplish the following objectives:

- Provide a safe and secure environment in which everyone can perform at their best.
- Maintain and enhance the physical, data, and technological infrastructure of the agency.
- Ensure resource development and stewardship of existing and future assets with a clear focus on fiscal responsibility.

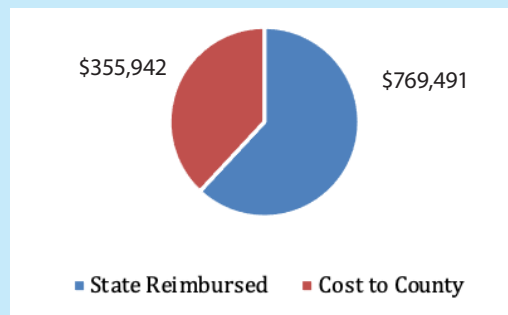
FY22 State Administrative Appropriation Budget

Salaries & Benefits	\$13,923,609
Non-Personnel Costs	\$3,454,491
Total	\$17,378,100

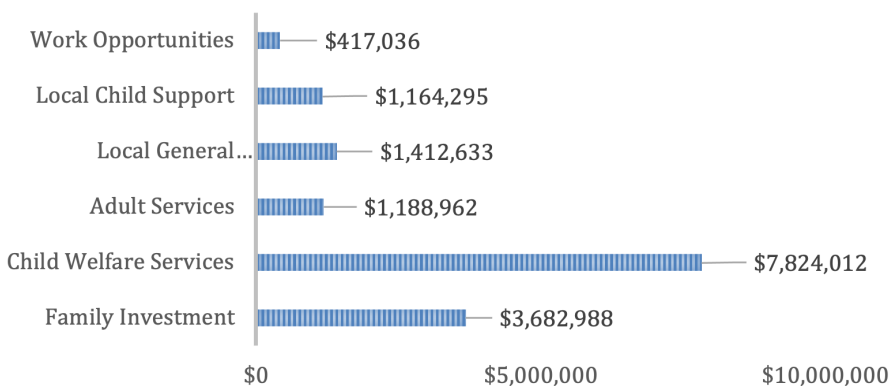


FY22 County Operating Budget

State Reimbursed	\$769,491
Cost to County	\$355,942
Total	\$1,125,433



FCDSS FY21 EXPENDITURES



FY2022 Expenditures

Family Investment	\$4,433,680
Child Welfare Services	\$7,756,043
Adult Services	\$946,801
Local General Admin	\$1,335,680
Local Child Support	\$1,226,427
Total	\$15,698,631

COMMUNITY OUTREACH

Our agency is happy to report that we participated in many outreach events throughout the year some are listed below.

- National Night Out
- Children's Festival
- YMCA Kids Day
- Asbury United Methodist Church Community Block Party
- In the Street
- Frederick Pride Festival
- Out of the Darkness
- AACF - Community Health Fair
- Love for Lochlin Flu/Covid Vaccines and Food Distribution
- City of Frederick Food Distribution and Turkey Giveaway

PARTNERSHIPS

- Asian American Center
- Child Advocacy Center
- Crossed Bridges
- Department of Juvenile Services
- Faith Community Partnership (Various Faith Partners)
- Families Connected
- Family Partnership
- Frederick City Department of Health and Human Services
- Frederick City Police
- Frederick City Public Housing Authority
- Frederick Community College
- Frederick County Citizens Services
- Frederick County Continuum of Care Collaborative
- Frederick County Government
- Frederick County Health Department
- Frederick County Sheriff's Office
- Frederick County Public Schools
- Frederick County Senior Services
- Frederick County Workforce Development
- Frederick Health
- Frederick Rescue Mission
- Head Start
- Heartly House
- Local Food Banks
- Love for Lochlin
- Mental Health Association
- Religious Coalition
- SHIP
- Trauma Responsive Frederick
- United Way of Frederick County
- Way Station



GET INVOLVED

If You Have Considered....

Helping Children in Foster Care in Frederick County? You can:

- Spread the word about the need for foster and adoptive parents in Frederick County by following our foster care Facebook page ([fcdss.fosteradopt](https://www.facebook.com/fcdss.fosteradopt))
- Become a childcare volunteer so foster parents can attend training and support groups
- Attend an information session to learn more about becoming a resource parent
- Become a mentor to a teen in foster care
- Join a small group of community members to provide support to one youth at a time through a program called The Open Table
- Become a CASA (Court Appointed Special Advocate)
- Host an information session through your business, place of worship, or other club or organization
- Display our foster parenting brochures or flyers in your office or place of worship?
- Donate to the Frederick County Foster and Adoptive Parent Association through Amazon Smiles?
- Donate to the Frederick County foster care program during jury duty through Generous Jurors
- Ask your pastor or faith leader to consider participating in the Faith Community Partnership with Frederick County DSS.

Are you are interested in Helping Vulnerable Individuals and Families in Your Community in Frederick County?

- Share information about our services to families through your school systems, churches, and community groups.
- Become a Project Home provider and host a vulnerable adult in your family setting.
- Learn about how Trauma impacts those in our community and commit to supporting those who have been impacted by trauma. Instead of asking, "What's wrong with that family?" ask "What has happened?" and "How can I help?"

Social Media Information:



Facebook – Like us at:

Frederick County Department of Social Services

Contact Us:

General Phone

(301) 600-4555

Adult & Elderly Services

Project Home (301) 600-4504, IHAS (301)600-2481

Child & Adult Protective Services

1(800)91Prevent 1(800) 917-7383

Child Support

(800) 332-6347

Family Investment

(301) 600-4575

Foster Care and Adoption

(301) 600-2466

Email Information:

General Email


FCDSS.info@maryland.gov

Child Support

fcdss.childsupport@maryland.gov

Family Investment

fcdss.fia@maryland.gov



State of Maryland
Wes Moore, Governor
Aruna Miller, Lt. Governor

Maryland Department of Human Services
Rafael López, Secretary

Frederick County Department of Social Services
Debbie Marini, LCSW-C, Director