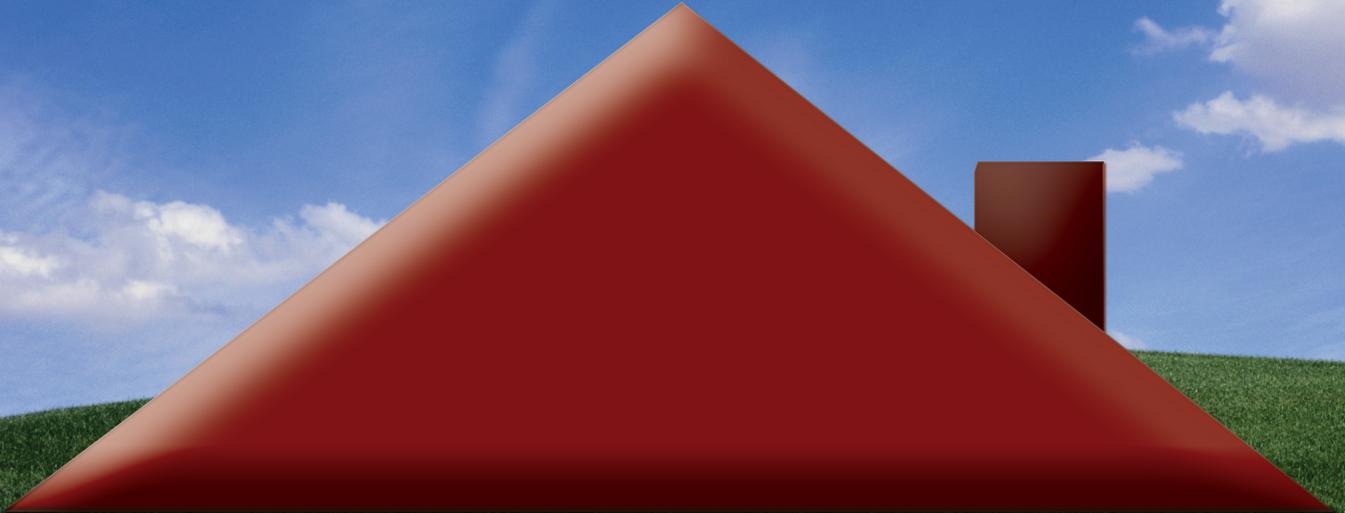




Addressing Domestic Violence

Maryland's Plan 2010-2011



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submitted on behalf of the Maryland Department of Human Resources

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I. Introduction

A. The State of Maryland Domestic Violence Plan

The Family Violence Prevention and Services Act (FVPSA), originally passed in 1984, was the first federal funding stream for domestic violence programs and shelters. The FVPSA provides life-saving programs for victims of domestic violence. Administered by the federal Department of Health and Human Services (HHS), FVPSA is the only federal funding stream dedicated to emergency domestic violence shelters.

Maryland's Governor Martin O'Malley is committed to reducing violent crime against women and children. This plan supports his goal to reduce violent crimes committed against women and children 25% by the end of 2012.

Working with stakeholders, Governor O'Malley signed legislation into law to take firearms out of the hands of domestic abusers. Maryland will need to achieve sustained reductions by 25% or more in the violent crime categories defined by the federal government in its Uniform Crime Reports guidelines: rape, murders against women, and murders against children.

In addition, Maryland is developing for the first time a uniform system of tracking domestic-related incidents of violence which will lead to an accurate baseline for domestic-related crimes in Maryland through new tracking technology.

Finally, state agencies, in conjunction with advocate groups throughout Maryland, have developed specific outcome targets to measure progress in the following four (4) strategies to reduce violent crime against women and children:

1. Identify offenders at high risk for violence against women and children and improve outcomes through enhanced monitoring and law enforcement strategies.
2. Maximize the use of best practices for placement and provision of services to youth under supervision by the juvenile system.
3. Achieve child safety-related "Place Matters" goals and implement additional victims support and prevention programming to improve outcomes for youth and women in the State human resources system (DHR).
4. Leverage technology and tracking resources to improve information sharing among child-serving agencies, law enforcement agencies, and victims.

The FVPSA funds support approximately 2,000 emergency domestic violence shelters and programs in this country. These funds primarily are distributed through formula grants to states. In addition to lifesaving emergency shelter, FVPSA-funded programs provide counseling, legal assistance, crisis intervention, and services for children. In Federal Fiscal Year 2009, FVPSA Program was funded at \$127.7 million.

The State of Maryland acknowledges that the HHS deems cooperation as vital to the delivery of the domestic violence programs and collaboration as a fundamental part of the US Department of Health and Human Services (HHS) commitment to protecting victims of domestic violence across America. The FVPSA grant award process fosters strong collaboration and information sharing across program lines and supports implementation of more integrated education, shelter, and counseling program activities at the State and local levels. To that extent, the State plan is a means through which to document, for the sponsoring agency (HHS), how each State will meet program goals within the context of each of their unique communities. Furthermore, the plan makes stakeholders aware of innovative strategies developed locally, shows how States leverage community partnerships and resources to meet the goals of the FVPSA program, and provides a wealth of information on best practices for other grantees seeking to develop approaches to deal with the challenges service providers face every day.

This document constitutes the State of Maryland's first formal Domestic Violence Plan. It is the result of input from the Maryland Network Against Domestic Violence, the State's coalition of domestic violence programs and a primary stakeholder, service providers, and other State government entities. It provides an overview of our approach to meeting the needs of those affected by domestic violence in the communities we serve now and in the years to come.

B. Mission Statement

The Maryland Department of Human Resources (DHR or the Department) is the State's administering agency for the Family Violence Prevention and Services Act Program. The Department envisions a community where people independently support themselves and their families and where individuals are safe from abuse and neglect. Our mission is to aggressively pursue opportunities to assist people in economic need, provide prevention services, and protect vulnerable children and adults. Our mission is founded upon the following principles:

1. Work is indispensable for achieving independence.
2. Partnerships and alliances with business and the community are critical to our customers' ability to achieve and maintain independence.
3. Families should be the first resource for the emotional and financial support of their children and other family members.
4. Assistance is provided to people while honoring individual and group differences.
5. Empowerment is essential to the provision of human services.

II. Background

A. The Beginning

Maryland's Domestic Violence Program dates back to 1977 when crisis-related services were initially offered to victims and their children. Under §§ 4-513-515 of the Family Law Article, Code of Maryland, the Domestic Violence Program was established under the Department of Human Resources. The Maryland Domestic Violence State Plan illustrates how the Department's values provide a foundation for our services for victims of domestic violence.

The Maryland Census of Domestic Violence Services (DV Counts) illustrates the magnitude of family violence in our State. The demand for domestic violence services exceeds the available capacity of providers. In one day, September 15, 2009, 1,082 victims received assistance from local domestic violence programs throughout Maryland. Five hundred and eighty three victims found refuge in emergency shelters and transitional housing. Counseling, legal advocacy, and an array of other non-residential supportive services were provided to 599 adults and children. Nonetheless, 254 victim requests for shelter could not be met by local programs.

The National Domestic Violence Census (DV Counts) found that in just one 24-hour period in 2009, 5,537 requests for shelter and housing went unmet due to a lack of resources. This illustrates how the demand for services rises every year as more victims learn about the resources available to them and seek to leave abusive relationships.

In 1985, The Maryland Department of Human Resources, Community Services Administration, developed regulations for the Domestic Violence Program. The DHR Office of Grants Management (OGM) is the administering office for the Domestic Violence Program in Maryland and is responsible for ensuring that the services outlined in the Code of Maryland Regulations (COMAR) Title 07, Subtitle 01, Chapter 15, are available for victims and their families throughout the State.

B. The Office of Grants Management (OGM)

The Office of Grants Management (OGM) falls under the direction of the Department's Deputy Secretary of Programs. As such, the OGM Director serves as a member of the Department's Statewide Senior Leadership Team. DHR believes that making services available to victims on the local level increases the likelihood that citizens will seek the services they require immediately and benefit from appropriate linkages to other community based services as needed. Additionally, provision of services on the local level fosters a coordinated community approach to serving domestic violence and other crime victims through partnerships with law enforcement, courts, hospitals, local departments of social services and other related support agencies.

Therefore, the OGM administers both State General Funds and the FVPSA funds by awarding grants to a network of local domestic violence service programs that includes local governments and community based non-profit entities. These programs provide comprehensive services to meet the specific needs of domestic violence victims and their families.

The OGM funds twenty (20) comprehensive programs serving the 24 Maryland jurisdictions (see map included as Attachment A). The DHR OGM executes grant agreements with sixteen (16) private non-profit domestic violence agencies. Additionally, the Department also enters into intergovernmental agreements with four (4) government agencies providing domestic violence services. Agencies are situated throughout rural, suburban, and urban areas of the state. Family Violence Prevention and Services Act (FVPSA) funds support these grants.

The OGM conducts periodic site visits and desk reviews of program reports in evaluating compliance with the terms and conditions of each grant agreement. Technical assistance as needed also is a key function of OGM's supportive relationship with each service provider.

Furthermore, the OGM interfaces with other key programs within the Department that, occasionally, connect services they offer with those offered by OGM, particularly as they relate to the issue of domestic violence. The Social Services Administration (SSA), the Maryland Office of Refugees and Asylees (MORA) and the Office of Adult Services (OAS) are those programs. These partnerships will be highlighted in the sections to follow.



III. Outreach to Underserved Populations

Maryland's plan defines which populations are underserved, indicates how the needs of underserved populations will be met, explains how the outreach plan is to be followed, describes the public information component, and discusses the collaborative effort that will be made in the outreach process by the administering agency and the state's domestic violence coalition.

All domestic violence programs funded through the OGM must provide specialized services that reflect awareness of and sensitivity to the needs of underserved populations and implement their programs in accordance with State and federal regulations or guidelines. Each program develops and implements a plan for outreach to and engagement of underserved populations. While the OGM requires all domestic violence programs to identify and provide services to unserved and underserved populations, it does not require the programs to adopt one standard approach for outreach and intervention. Programs develop and implement their own outreach efforts as defined by their understanding of the specific needs of their respective jurisdictions.

Unserved and underserved victim populations targeted for outreach and services include; individuals with mental health issues and substance abuse issues, older adults, individuals with disabilities, ethnic or racial groups - especially people with limited English proficiency, immigrants, people in same-sex relationships, teens, military families, male victims, and individuals and families living in rural areas of the State where access to services may be limited.

Examples of outreach efforts are: Public service announcements, brochures, and other materials in multiple languages designed by service providers are circulated throughout their jurisdictions through departments of social services, libraries, courts, doctors' offices, and hospitals.

Notably, the number of individuals with limited English proficiency is rising within certain areas of the State. Service providers have identified the need to be better able to communicate with and to provide services and/or be able to connect these individuals to the specialized services they may require. OGM encourages programs to use State and FVPSA funds to support the hiring of translators and/or staffs that can communicate with victims with limited in English proficiency as well as facilitate efforts of collaborate with various ethnic community organizations.

Likewise, providers are reminded of the importance of considering the needs of elderly and individuals with disabilities that may require special accommodations in crisis shelters when preparing program budgets containing FVPSA funds. We also are aware of the challenges faced by programs in rural areas of the State in making services more accessible, as citizens residing in rural and some suburban areas may have low access to available services, largely due to lack of public transportation or a program's limited resources in making services available in alternate program sites.

As capacity allows, programs offer education and training to professionals within their communities about the issue of domestic violence. Knowledge of program services gained by these groups (doctors' offices, hospitals, courts, local departments of social services, etc.) is one way underserved populations are reached.

The OGM collaborates with the Maryland Network Against Domestic Violence (MNADV), in providing technical assistance to service providers to services underserved populations and in meeting other challenges they may face in providing services, including collecting data and building capacity.

For the public seeking information about domestic violence programs throughout the state, the OGM makes available a complete directory of the domestic violence programs it funds (Attachment B). The directory is available through the internet at www.dhr.state.md.us. The safety and security of children, assistance to the elderly, disabled, and vulnerable adult are key elements of the mission of the Department of Human Resources and to the Domestic Violence Program of Maryland.

IV. Core Program Services

Core services funded through the Family Violence Prevention and Services Act and State General Funds are the foundation of all domestic violence services in Maryland. Each recipient of FVPSA and State domestic violence funds provides the same core services and is evaluated by compliance with the provisions under the Code of Maryland Regulations- Title 07, Subtitle 01, Chapter 15-Domestic Violence Program, Sections .01-12 (Attachment B) and the Family Law Article: Annotated Code of Maryland, Sections 4-513-4-516 (Attachment C). The core services are: 24 hour hotlines, safe accommodations, crisis counseling, for the abuser, and information and referral to other community resources. A variety of other advocacy and supportive services are central to the continuum of services that includes the civil and criminal justice system, social services, health care, the faith community, and others. Victims may seek services on their own or may be referred by other agencies and organizations.

A. Determinations for Eligibility

The Code of Maryland Regulations (Attachment D) defines a victim of domestic violence as “an individual that has received deliberate, severe, and demonstrable physical injury or is in fear of imminent deliberate, severe and demonstrable physical injury from a current or former spouse, a current or former cohabitant...” Maryland’s domestic violence programs do not limit services to victims of physical abuse. Services are available to victims that have suffered emotional, verbal, psychological, financial and sexual abuse. Further, victims in abusive dating relationships are eligible to receive services, even if they have not cohabited with their abusers. Victims of domestic violence residing in Maryland and any of their children are eligible for shelter services. A victim of domestic violence and any immediate family member are eligible for non-shelter services.

B. Applications for Assistance

A victim of domestic violence or an abuser may apply directly to a program for services or be referred from another source. Program staff assesses the application and determine whether services are available and appropriate for the applicant. If program services are not available or appropriate for the applicant, they are referred to other appropriate resources. All applicants accepted for shelter services must abide by shelter rules and acknowledge their understanding of the available services. Within the first three working days after the date of admission to a shelter, program staff and the applicant develop and begin to implement a written comprehensive service plan agreement.

C. Program Services

Each local domestic violence program includes the following services: 24-hour operations to receive and respond to crisis calls from victims of domestic violence; the provision of safe accommodations for victims of domestic violence and their children; counseling services for the victim of domestic violence, accompaniment for legal and medical services; information and referral to other community resources as needed and counseling services for the abuser. Maryland requires that abusers receive counseling services. The Abuser Intervention Program (AIP) has resulted in better coordination of counseling for victims and their children.

D. Additional Services

Programs may also offer the following services:

- (1) Continuing counseling after the immediate crisis
- (2) Legal services and counseling as provided by attorneys or paralegal personnel
- (3) Specialized services designed to help children of a victim of domestic violence or an abuser
- (4) Supportive services to help meet the need for:
 - (a) Housing
 - (b) Employment
 - (c) Education,
 - (d) Parenting skills
 - (e) Child care
 - (f) Health care
 - (g) Transportation

The program terminates services to participants when the goal set in the service plan is reached, the recipient requests termination of services, a shelter services recipient fails to abide by the shelter rules, or the shelter staff decides with the recipient that the service is no longer appropriate. Residence in a shelter is limited to two months. However, a reevaluation of the service plan may confirm that continuing residency is required if the shelter has available space.

The OGM works with domestic violence programs to help victims develop a safety plan and use tools that can help them attain or retain economic stability once they leave abusers. Resume writing, job training, and counseling toward attaining self-sufficiency are among those services.

In the effort to address the devastating effects of domestic violence on children, who may witness such violence in their homes, the OGM works with the DHR Social Service Administration and service providers to make specialized services available for those children whenever possible.

E. Program Shelter Requirements

All program shelters provide room and board for the resident victim of domestic violence and any minor children, counseling, and paid staff or volunteers trained to assess need, establish eligibility, and develop comprehensive service and safety plans. All funded shelters meet the requirements of applicable State and building, health and safety codes. Shelters have written policies and grievance procedures.

F. Program Staffing Requirements

Professional, paraprofessional staff and volunteers are trained to provide crisis intervention as well as continuing counseling and supportive services. Staff are supervised by professional staff.

G. Program Documentation and Records

The local program maintains books, records, documents, and other evidence of all expenditures and income in accordance with generally accepted accounting principles.

The program maintains a case record for each applicant for service, which includes identifying and demographic data and the nature of the request for service. Once accepted into the program, an applicant's case record documents the services rendered, including the service plan, and disposition of the case. The program retains all records for a period of three-years following the completion of services. Records are stored in a locked area and access is limited to program staff except in cases of suspected child abuse or neglect. Any other disclosure of information requires the consent of the applicant or recipient of service.

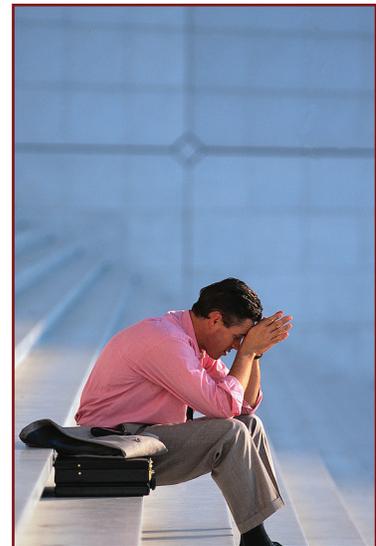
H. Grievance Procedure

The program affords any applicant or recipient of service aggrieved by a decision, action, or inaction of the program, a procedure by which the grievance may be heard. The procedure includes a notice of grievance rights and explains the steps required to initiate the grievance process. Each grievant has a formal opportunity to be heard and is provided a written decision by the program director or their designee, which includes the factual and/ or legal basis for the decision.

I. Monitoring

Outcomes are measured using client surveys which assess each participant's knowledge of community resources and their knowledge of how to plan for safety as the result of receiving program services. The State's own Managing for Results (MFR) goal is that 85% of victims receiving domestic violence services will be knowledgeable about community resources and have a plan for safety.

The program review is conducted for each domestic violence program receiving funding to determine compliance with all terms and conditions of the grant agreements. In addition, the review helps the OGM to learn about gaps in services and funding needs. The program review serves as an opportunity for OGM staff to meet individually with service providers to learn about and discuss uniquely specific needs and accomplishments of the programs.



V. Local Providers/ Domestic Violence Directory

A brief summary description of each of the 20 service-providers funded through Maryland's Domestic Violence Program is presented below. Each provider is required to provide the services outlined within the Code of Maryland Regulations (COMAR) and each is a member of the Maryland Network Against Domestic Violence, the statewide coalition of domestic violence programs.

ALLEGANY COUNTY

Population: 72,238

Area served: Rural

Family Crisis Resource Center <i>Established 1978</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 301-759-9246 Hotline: 301-759-9244 Fax: 301-759-4934
Status	Sole provider of comprehensive domestic violence and sexual assault services
Type of Organization	Non-Profit Dual Domestic Violence and Rape Crisis Center
Special Challenges	Outreach to isolated areas
Response to Challenges	Provision of transportation to safe shelter; Use of 24-hour hotline

ANNE ARUNDEL

Population: 512,790

Area served: Suburban

YWCA of Annapolis and Anne Arundel <i>Established 1977</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 410-626-7800 Ext. 202 Hotline: 410-222-6800 Fax: 410-757-0908
Status	Sole provider of comprehensive domestic violence and sexual assault services
Type of Organization	Non-Profit Dual Domestic Violence and Rape Crisis Center
Special Challenges	Serving speakers of other than English
Response to Challenges	Partnerships with community organizations serving special populations including those with limited English proficiency.

BALTIMORE CITY

Population: 636, 919

Area served: Urban

House of Ruth, Maryland <i>Established 1977</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Legal Services
Contact	<p>Phone: 410 -889-0840 Hotline: 410 -889-7884 Fax: 410 -889-9347</p>
Status	Primary provider of comprehensive domestic violence services in Baltimore City and surrounding areas.
Type of Organization	Non-Profit Agency
Special Challenges	Serving the needs of a large urban community
Response to Challenges	The House of Ruth opened a new 84-bed shelter and 6 apartment transitional housing, featuring expanded services and programs. The shelter has a holistic health and wellness program, including an on-site health clinic staffed by the Johns Hopkins University School of Nursing.

BALTIMORE COUNTY

Population: 785,618

Area served: Suburban

Family & Children Services of Central Maryland <i>Established 1977</i>	
Services	<ul style="list-style-type: none"> • Counseling • Referrals to Shelter • Advocacy
Contact	<p>Phone: 410-281-1334 Hotline: 410-828-6390 Fax: 410-298-4326</p>
Status	One of three providers of comprehensive domestic violence services in Baltimore County.
Type of Organization	Non-Profit Agency (multiple sites)
Special Challenges	Meeting service needs of suburban and urban residents
Response to Challenges	The agency is situated off of major thoroughfares serving the county and Baltimore City. Evening hours have been expanded for counseling into evening. Community partnerships have been formed with the local department of social services, area courts, schools, law enforcement agencies, and two other domestic violence programs in Baltimore County as well as area hospitals.

BALTIMORE COUNTY

Population: 785,618 / Area served: Suburban

TurnAround, Inc. <i>Established 1978</i>	
Services	<ul style="list-style-type: none"> • Counseling • Advocacy • Referrals to Shelter
Contact	Phone: 410-377-8111 Hotline: 410-828-6390 Fax: 410-377-6806
Status	One of three providers of comprehensive domestic violence services in Baltimore County.
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Serving a large jurisdiction with diverse populations
Response to Challenges	Aspects of TurnAround’s programs are the Community Anti-Violence Project offering services to the gay and lesbian community and the Safe Homes, Safe Pets Program which provides shelter to animal victims of domestic violence. TurnAround works closely with the Family Crisis Center of Baltimore County and Family and Children’s Services of Central Maryland-West Baltimore County. Together, they strive to ensure that victims in Baltimore County receive the specific services they need, wherever they seek them in that jurisdiction.

Family Crisis Center of Baltimore County, Inc. <i>Established 1978</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 410-285-4357 Hotline: 410-828-6390 Fax: 410-285-4361
Status	One of three providers of comprehensive domestic violence services in Baltimore County and has the only on-site, fully staffed domestic violence shelter in Baltimore County.
Type of Organization	Non-Profit Agency
Special Challenges	Meeting the needs of underserved populations including those who traditionally have not reached out for assistance after abuse. Travel by public transportation takes considerable time for clientele.
Response to Challenges	The FCC-Baltimore County is within reach of automobile by all parts of the county. FCC seeks to connect with underserved populations in all parts of the county and Baltimore City. Use of the Lethality Assessment Tool has alerted FCC to those underserved. In addition to offering an emergency safe shelter and other required services, FCC provides transitional housing and a family psychotherapy clinic as well as free legal services to victims. Community partners include Family and Children’s Services of Central Maryland-Baltimore County, Turnaround, Inc., the Baltimore County Department of Social Services, the courts, and law enforcement.

CALVERT COUNTY

Population: 88,698

Area served: Rural

Calvert County Health Department Crisis Intervention Program <i>Established 1984</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Advocacy
Contact	Phone: 410-535-5400 Hotline: 410-535-1121 Fax: 410-414-3962
Status	Sole Provider of Comprehensive Domestic Violence and Sexual Assault services
Type of Organization	Public Dual Domestic Violence and Rape Crisis Center
Special Challenges	Outreach to remote areas of the county
Response to Challenges	Partnerships with local churches, the community college to hold community education events; use of libraries, billboards, and health fairs in outreach efforts.



CAROLINE COUNTY

Population: 33,138

Area served: Rural

Mid-Shore Council on Family Violence <i>Established 1985</i>	
Services	<ul style="list-style-type: none"> • Safe House/Shelter • Crisis Intervention • Legal Accompaniment
Contact	Phone: 410-479-1149 Hotline: 1-800-927-HOPE (4673) Fax: 410-479-2064
Status	Sole provider of comprehensive domestic violence services in the region
Type of Organization	Non-Profit Agency
Special Challenges	MSCFV serves a population consisting of an increasing number of immigrant women whose primary language is Spanish, many of whom have less than a high school education. Transportation and affordable housing are limited and residents largely are under-employed.
Response to Challenges	All services are available in Spanish and are available in each jurisdiction served by MSCFV. The Center also operates a victim-centered program to assist victims of domestic violence with transitional housing.

CARROLL COUNTY

Population: 169, 353

Area served: Rural

Family & Children’s Services of Central Maryland <i>Established 1977</i>	
Services	<ul style="list-style-type: none"> • Counseling • Referrals to Shelter • Advocacy
Contact	<p>Phone: 410-876-1233 Hotline: 410-857-0077 Fax: 410-876-4791</p>
Status	Sole provider of comprehensive domestic violence services in the county.
Type of Organization	Non-Profit Agency (multiple sites)
Special Challenges	Overcoming the rural mores and attitudes that present barriers to those seeking escape from abusive partners; meeting the needs of county residents who are dispersed widely and consist of a growing number of residents with limited English proficiency
Response to Challenges	Outreach to the limited English proficient and residents in outlying areas through partnerships with other organizations such as the Human Services Program, the County Commissioners, State’s Attorney’s Office, and the local department of social services.

CECIL COUNTY

Population: 99,926

Area served: Rural

Cecil County Department of Social Services Domestic Violence/ Rape Crisis Center <i>Established 1985</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Advocacy
Contact	<p>Phone: 410- 996-0333 Hotline: 410- 996-0333 Fax: 410-996-0820</p>
Status	Sole provider of comprehensive services for adults and for child victims through the adjunctive Child Advocacy Center
Type of Organization	Public Dual Domestic Violence and Sexual Assault Center
Special Challenges	Limited public transportation and meeting multiple needs of domestic violence and sexual assault victims.
Response to Challenges	Use of local taxi service to transport victims to services, e.g. court hearings, counseling sessions, etc.; collaboration with other public and private organizations in providing services.

CHARLES COUNTY

Population: 140,764

Area served: Rural

DORCHESTER COUNTY

Population: 31,998

Area served: Rural

Center for Abused Persons (CAP) <i>Established 1983</i>	
Services	<ul style="list-style-type: none"> • Counseling • Referrals to Shelter • Advocacy
Contact	<p>Phone: 301-645-8994 Hotline: 301-645-3336 Fax: 301-645-8342</p>
Status	Sole provider of comprehensive services in the county
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the crisis needs of a semi-rural, semi-suburban populations with limited resources
Response to Challenges	CAP partners with the regional women's shelter serving two counties: Charles and St. Mary's. Collaborations with local department of social services, law enforcement, State's Attorney's Office, etc.

Mid-Shore Council on Family Violence <i>Established 1985</i>	
Services	<ul style="list-style-type: none"> • Safe House/Shelter • Crisis Intervention • Legal Accompaniment
Contact	<p>Phone: 410-479-1149 Hotline: 1-800-927 HOPE(4673) Fax: 410-479-2064</p>
Status	Sole provider of comprehensive domestic violence services in the region
Type of Organization	Non-Profit Agency
Special Challenges	MSCFV serves a population consisting of an increasing number of immigrant women whose primary language is Spanish, many of whom have less than a high school education. Transportation and affordable housing are limited and residents largely are under-employed.
Response to Challenges	All services are available in Spanish and are available in each jurisdiction served by MSCFV. The Center also operates a victim-centered program to assist victims of domestic violence with transitional housing.

FREDERICK COUNTY

Population: 225,721

Area served: Rural

Heartly House, Inc. <i>Established 1979</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 301-662-8800 Hotline: 301-662-8800 Fax: 410-996-4334
Status	Sole comprehensive program in the county
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the needs of residents in a mostly rural area
Response to Challenges	Heartly House has implemented counseling and legal advocacy services in three outlying areas of the county. In addition to the required services, Heartly House makes available transitional housing, outreach to the hearing impaired and the Hispanic population.

GARRETT COUNTY

Population: 29,698

Area served: Rural

Domestic Violence/Sexual Assault Resource Center, Inc. (DOVE Center) <i>Established 1991</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 301-334-6255 Hotline: 301-334-9000 Fax: 301-245-4525
Status	Sole provider of comprehensive services in the county.
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Serving a rural community
Response to Challenges	Cultivation of partnerships with the local hospital, department of social services, State's Attorney's Office, and others to do outreach and coordinate service provision.

HARFORD COUNTY

Population: 240,351

Area served: Suburban

Sexual Assault/Spouse Abuse Resource Center (SARC), Inc.

Established 1978

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Hotline
Contact	<p>Phone: 410- 836-8431 Baltimore Line: 410- 879-3486 Hotline: 410- 836-8430 Fax: 410- 838-9484</p>
Status	Sole provider of comprehensive services in the county.
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the crisis and on-going needs of domestic violence victims residing in a historically rural area that anticipates a surge in the economy and population as the result of Base Realignment and Closure (BRAC), a military program. Aberdeen Proving Ground, a military installation, is located in the county.
Response to Challenges	Partnerships with the Family Justice Center, a community center that houses the Sheriff's and State's Attorney's offices which have resources to support the work of SARC, particularly for underserved populations like the elderly and those with limited English proficiency. SARC envisions establishing satellite offices to be able to meet needs of the community for the services.

HOWARD COUNTY

Population: 274,995

Area served: Suburban

Domestic Violence Center of Howard County, Inc.

Established 1978

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Hotline
Contact	<p>Phone: 410-997-0304 Hotline: 410-997-2272 1-800-752-0191 Fax: 410-997-1397</p>
Status	Sole provider of comprehensive dual domestic violence services in the county
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Educating the community about domestic violence as an issue affecting county residents regardless of socioeconomic status.
Response to Challenges	Outreach through the 24-hour Help line and through community partners that include the local hospital, department of social services, State's Attorney's Office, schools, law enforcement, and others.

KENT COUNTY

Population: 20,151

Area served: Rural

MONTGOMERY COUNTY

Population: 950,680

Area served: Urban/Suburban

Mid-Shore Council on Family Violence

Established 1985

Services	<ul style="list-style-type: none"> • Safe House/Shelter • Crisis Intervention • Legal Accompaniment
Contact	<p>Phone: 410-479-1149 Hotline: 1-800-927 HOPE(4673) Fax: 410-479-2064</p>
Status	Sole provider of comprehensive domestic violence services in the region
Type of Organization	Non-Profit Agency
Special Challenges	MSCFV serves a population consisting of an increasing number of immigrant women whose primary language is Spanish, many of whom have less than a high school education. Transportation and affordable housing are limited and residents largely are under-employed.
Response to Challenges	All services are available in Spanish and are available in each jurisdiction served by MSCFV. The Center also operates a victim-centered program to assist victims of domestic violence with transitional housing.

Montgomery Co. Dept. of Health & Human Services Abused Persons Program

Established 1977

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Crisis Intervention
Contact	<p>Phone: 240-777-4891 Hotline: 240-777-4357 Fax: 240-777-4860</p>
Status	Sole comprehensive provider of services to domestic violence victims in the county.
Type of Organization	Public Agency
Special Challenges	Serving the needs of an increasing volume of women whose first language is Spanish, French, and Korean. Immigration status and the fear that reaching out for services could threaten deportation are two major barriers to be overcome by them.
Response to Challenges	Because APP is located within the Department of Health and Human Services, which has primary responsibility for the delivery of public health and human services that address the basic and critical needs of the county's most vulnerable children, adults and seniors in Montgomery County, it has access to resources that can meet some of the needs of underserved populations, such as interpreters and cultural organizations that partner with APP.

PRINCE GEORGE'S COUNTY

Population: 820,852

Area served: Urban

QUEEN ANNE'S COUNTY

Population: 47,091

Area served: Rural

Family Crisis Center of Prince George's Co.

Established 1981

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	<p>Phone: 301-779-2100 Hotline: 301-863-9101 Fax: 301-779-2104</p>
Status	Sole provider of comprehensive domestic violence services in the county.
Type of Organization	Non-Profit Agency
Special Challenges	Serving a growing population of limited English proficient residents, particularly Spanish-speakers.
Response to Challenges	FCC-PG has two satellite offices and has bilingual staff to provide services to an ever increasing population of persons whose primary language is Spanish. Community partners include a faith-based organization that provides transitional housing, the local hospital, and another domestic violence program, located in Baltimore City that can provide clinical therapeutic services.

Mid-Shore Council on Family Violence

Established 1985

Services	<ul style="list-style-type: none"> • Safe House/Shelter • Crisis Intervention • Legal Accompaniment
Contact	<p>Phone: 410-479-1149 Hotline: 1-800-927 HOPE(4673) Fax: 410-479-2064</p>
Status	Sole provider of comprehensive domestic violence services in the region
Type of Organization	Non-Profit Agency
Special Challenges	MSCFV serves a population consisting of an increasing number of immigrant women whose primary language is Spanish, many of whom have less than a high school education. Transportation and affordable housing are limited and residents largely are under-employed.
Response to Challenges	All services are available in Spanish and are available in each jurisdiction served by MSCFV. The Center also operates a victim-centered program to assist victims of domestic violence with transitional housing.

ST. MARY'S COUNTY

Population: 101,578

Area served: Rural

SOMERSET COUNTY

Population: 26,119

Area served: Rural

St. Mary's County Board of Commissioners – Walden-Sierra, Inc. <i>Established 1984</i>	
Services	<ul style="list-style-type: none"> • Counseling • Referrals to Shelter • Crisis Intervention
Contact	Phone: 301-290-0270 Hotline: 301-863-6661 Fax: 301-290-0762
Status	Sole Provider of comprehensive domestic violence and sexual assault services
Type of Organization	Non-Profit Dual Domestic Violence and Rape Crisis Center
Special Challenges	Serving residents of a largely rural area
Response to Challenges	Partnerships with the Southern Maryland Center for Family Advocacy (legal services), the Center for Children (therapeutic services for child victims), St. Mary's Hospital, the State's Attorney's Office and the Sheriff's Department. Walden-Sierra sub-contracts with Three Oaks Center and Catholic Charities Shelter for safe accommodations.

Life Crisis Center, Inc. <i>Established 1976</i>	
Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	Phone: 410-749-0632 Hotline: 410-749-4357 Fax: 410-548-9496
Status	Sole provider of comprehensive services in the tri-county region
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the crisis needs of rural populations, many of whom are migrant workers with limited English proficiency.
Response to Challenges	The licensed professional staff conducts outreach through local senior centers, radio, churches, and colleges in the area. The comprehensive support services offered to the community include a 19 bed safe home, intensive case management, supervised visitation, counseling and legal services, victim support and abuser groups and outreach. Additionally, The LCC houses the suicide hotline and is the designated information and referral center for Maryland 2-1-1 for the entire eastern shore of Maryland.

TALBOT COUNTY

Population: 36,215

Area served: Rural

WASHINGTON COUNTY

Population: 145,384

Area served: Rural

Mid-Shore Council on Family Violence

Established 1985

Services	<ul style="list-style-type: none"> • Safe House/Shelter • Crisis Intervention • Legal Accompaniment
Contact	<p>Phone: 410-479-1149 Hotline: 1-800-927 HOPE(4673) Fax: 410-479-2064</p>
Status	Sole provider of comprehensive domestic violence services in the region
Type of Organization	Non-Profit Agency
Special Challenges	MSCFV serves a population consisting of an increasing number of immigrant women whose primary language is Spanish, many of whom have less than a high school education. Transportation and affordable housing are limited and residents largely are under-employed.
Response to Challenges	All services are available in Spanish and are available in each jurisdiction served by MSCFV. The Center also operates a victim-centered program to assist victims of domestic violence with transitional housing.

CASA, Inc.

Established 1977

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	<p>Phone: 301-739-4990 Hotline: 301-739-8975 Fax: 301-797-6717</p>
Status	Sole Provider of Comprehensive Domestic Violence and Sexual Assault services
Type of Organization	Non-Profit Dual Domestic Violence and Rape Crisis Center
Special Challenges	Service to remote areas; assisting limited English speakers
Response to Challenges	Established a satellite center and hired bilingual staff.



WICOMICO COUNTY

Population: 94,046

Area served: Rural

WORCESTER COUNTY

Population: 49,274

Area served: Rural

Life Crisis Center, Inc.

Established 1976

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	<p>Phone: 410-749-0632 Hotline: 410-749-4357 Fax: 410-548-9496</p>
Status	Sole provider of comprehensive services in the tri-county region
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the crisis needs of rural populations, many of whom are migrant workers with limited English proficiency.
Response to Challenges	The licensed professional staff conducts outreach through local senior centers, radio, churches, and colleges in the area. The comprehensive support services offered to the community include a 19 bed safe home, intensive case management, supervised visitation, counseling and legal services, victim support and abuser groups and outreach. Additionally, The LCC houses the suicide hotline and is the designated information and referral center for Maryland 2-1-1 for the entire eastern shore of Maryland.

Life Crisis Center, Inc.

Established 1976

Services	<ul style="list-style-type: none"> • Counseling • Safe House/Shelter • Information and Referral
Contact	<p>Phone: 410-749-0632 Hotline: 410-749-4357 Fax: 410-548-9496</p>
Status	Sole provider of comprehensive services in the tri-county region
Type of Organization	Non-Profit Dual Domestic Violence and Sexual Assault Center
Special Challenges	Meeting the crisis needs of rural populations, many of whom are migrant workers with limited English proficiency.
Response to Challenges	The licensed professional staff conducts outreach through local senior centers, radio, churches, and colleges in the area. The comprehensive support services offered to the community include a 19 bed safe home, intensive case management, supervised visitation, counseling and legal services, victim support and abuser groups and outreach. Additionally, The LCC houses the suicide hotline and is the designated information and referral center for Maryland 2-1-1 for the entire eastern shore of Maryland.

VI. Other Program Components and Complements

A. Abuser Intervention Programs (AIPs)

AIPs are designed to foster abuser accountability and promote victim safety by changing abuser behaviors. They are a part of the core services in Maryland and comprehensive domestic violence programs are required to offer them. Currently, most participants are court-ordered.

The Department is supportive of standardized AIP referral forms for use by courts and advocate that courts mandate counseling for all abusers. Members of the Maryland Abuser Intervention Collaborative (MAIC) and the Governor's Family Violence Council have revised the Operational Guidelines for Domestic Violence Abuser Intervention Programs.

The new Guidelines include stricter staffing practices and educational requirements for staff. They define the minimum number of sessions and hours per session, eligibility and screening, participation, program content, compliance requirements, evaluation, and required facilitator training. All programs—those independent of domestic violence centers as well as those belonging to centers—must be certified under these Guidelines.

B. Lethality Assessment Program (LAP)

The LAP was launched by the MNADV with the goal to increase the identification and referral of high risk victims to programs. This statewide program directly impacts the delivery of core services.

As the result of its implementation, the LAP has increased the identification and referral of high risk victims as well as victims who were not previously aware of available services to the local comprehensive domestic violence programs. Because the goal of the LAP is to link these victims with services provided by local domestic violence programs, the expansion of the screening beyond law enforcement to court personnel, health care providers, the faith community, departments of social services, Parole and Probation, and others has dramatically increased the demand for services. Moreover, many domestic violence victims are now more likely to have multiple problems that require more intensive services and follow-up for a longer period of time. The impact of the LAP upon service delivery emphasizes the need for capacity building of local programs.

C. Local Domestic Violence Coordinating Councils (DVCC)

The role of the local DVCC is to facilitate collaboration and partnership with the local service provider, law enforcement, attorneys, the judiciary, faith-based organizations and other community stakeholders to ensure that services are available; gaps in services are addressed, and advocacy on behalf of victims is assured. All Maryland jurisdictions have coordinating councils that are made up of representatives from the professional groups mentioned above as well as other community members.

VII. Partnerships

Description of the process and procedures used to involve the State Domestic Violence Coalition, knowledgeable individuals, and interested organizations, specifically those serving underserved communities.

The OGM cooperates with other State entities, community based organizations, and stakeholders devoted to serving victims of crime generally, as well as victims of family violence specifically. This section briefly enumerates and describes those relationships. The Director of OGM represents the Department at meetings of and during activities sponsored by several of the organizations listed below.

A. Service providers and stakeholders outside the OGM funded network

The Governor's Family Violence Council (FVC)

The mission of the Council is to provide the Governor with timely and accurate information on family violence with recommendations that will reduce and eliminate abusive behaviors. The Council studies and evaluates State policies and programs to determine their impact on the efforts to prevent family violence and assesses the relationship between family violence and other social issues including but not limited to mental health and juvenile delinquency. Council members, such as the Secretary of the Department of Human Resources, who is a member of the Governor's cabinet, are appointed by the Governor and represent the State legislature and judiciary as well as leaders and advocates in the family violence field. The Office of Grants Management collaborates with the FVC over legislative and policy matters affecting services to victims of family violence. The OGM director represents the Secretary of the DHR on the Council and, as such, is a member of the Data Collection and Public Relations Subcommittees of the FVC.

The Governor's Office of Crime Control & Prevention (GOCCP)

GOCCP is a repository of resources for service providers in Maryland. These resources are designed to improve public safety. The GOCCP provides access to federal and state grant funds and assistance to town, city, county, and non-profit agencies. The GOCCP works with our partners to plan projects, coordinate stakeholders, develop accountability measures, and get improved results from investments and efforts. They connect member agencies to best practices and innovations in national and state programming. The GOCCP is the leader in the implementation of programs that serve victims of crime, including victims of domestic violence. The Director of OGM is a participant in the Violence Against Women Act (VAWA) program statewide planning process. By participating in the annual VAWA Program re-evaluation of statewide strategic priorities for unserved and underserved victims of domestic violence, rape and sexual assault and stalking, OGM is able to reassess priorities for domestic violence program funding.

The Maryland Children's Alliance

The Maryland Children's Alliance (MCA) is a non-profit organization created to better serve abused and neglected children. Through MCA, these children have a voice and the potential for healing after abuse. Its members include Child Advocacy Centers throughout the state of Maryland. MCA's goal is to facilitate the development of interdisciplinary teams of professionals and community representatives whose focus is child welfare and to establish new Child Advocacy Centers (CAC's) while enhancing the services available at existing Centers. The MCA accomplishes this by providing training, resources, and networking opportunities for child abuse professionals in Maryland. Annually, MCA sponsors a training conference in Ocean City, Maryland. MCA also seeks to educate the public about the prevention of child abuse and what they can do to keep children safe. The OGM partners with MCA in fostering effective collaboration among stakeholders. Collaboration about policy and legislative matters that may affect OGM programs that serve victims of family violence is another aspect of this relationship.

The Maryland Coalition Against Sexual Assault (MCASA)

The MCASA is the State's identified sexual assault coalition. The MCASA represents 100% of the sexual assault programs receiving Rape Crisis Program funding from the Department of Human Resources. The OGM Director works closely with the Executive Directors of MCASA and MNADV to facilitate collaboration between domestic violence and sexual assault programs. Coordination of services between the two coalitions is critical as many victims of domestic violence also are victims of sexual assault.

The Maryland Network Against Domestic Violence (MNADV)

The Maryland Network Against Domestic Violence (MNADV) is Maryland's statewide domestic violence coalition and works together with local domestic violence programs, law enforcement, prosecutors, court personnel, health care and social service providers, the faith community, educators, businesses, and concerned individuals to end domestic violence in Maryland. A diverse Board of Directors meets monthly to discuss policy and programmatic concerns affecting service delivery to victims of domestic violence and ways to enhance access and services to underserved populations, increase victim safety, and ensure abuser accountability. The Board of Directors meeting includes liaisons from OGM, who provide information, coordination, and collaboration. MNADV activities include education and awareness, training and technical assistance, legislative and public policy advocacy, and collaborative initiatives. The Network created the nationally recognized Lethality Assessment Program and the Domestic Violence Fatality Review Project as well as programs and projects that focus on the special needs of underserved populations.

The Maryland State Board of Victim Services.

The purpose of the State Board of Victim Services is to develop a comprehensive system by which to identify, coordinate, and address the needs of victims of crime. Members of the State Board of Victim Services are appointed by the Governor and represent all aspects of victim services. The Secretary of DHR is represented by the OGM Director.

B. Internal DHR partners

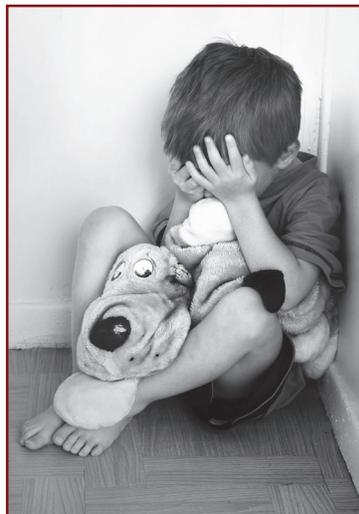
The Maryland Office for Refugees and Asylees (MORA) and the Office of Adult Services (OAS). The OGM also has an on-going relationship with the Maryland Office for Refugees and Asylees (MORA) and the Office of Adult Services (OAS) that are also within the Department of Human Resources. MORA funds a range of services aimed at assisting refugees and asylees to become acclimated to the United States. OAS focuses on the needs of the elderly, disabled, and vulnerable adult. MORA and OGM often consult about overlapping issues within their respective focus areas. The two offices share information with OGM regarding the needs of the unserved and underserved populations they target.

The Maryland DHR Social Services Administration (SSA)

The OGM partners with the SSA as required, to meet Departmental and domestic violence program goals. The SSA has primary responsibility for the social service components of the Social Security Act Title IV-E plan and programs that include:

- A) Independent Living Services,
- B) the Social Security Act Title IV-B plan and programs for children and their families funded through the Social Services Block Grant, and
- C) the Child Abuse Prevention and Treatment Act (CAPTA).

The Maryland DHR has made a deliberate and focused shift in its practice, policy and service delivery with the July 2007 statewide rollout of the “Place Matters” initiative, which promotes safety, family strengthening, permanency and community-based services for children and families in the child welfare system. The proactive direction of “Place Matters” is designed to improve the continuum of services for Maryland’s children and families. It places emphasis on preventing children from coming into care when possible, ensuring that children are appropriately placed when they enter care, and shortening the length of time youth are placed in out-of-home care. When appropriate, the OGM works closely with the SSA to ensure that families with children who are experiencing violence in the home are able to avoid the removal of their children from their custody and are able to access the full array of supportive services available to protect and preserve their family.



VIII. State of Maryland Strategic Priorities for 2010 and Beyond

Moving forward, the State of Maryland will seek to improve the quality and integration of services to meet the ever changing needs of the communities served by the network of service providers with cooperation and support of stakeholders and advocacy groups. Our focus will be on three key areas: Building capacity of the comprehensive domestic violence programs; updating the Code of Maryland Regulations (COMAR) to bring them in line with current, accepted practice; and selecting specific underserved populations for whom to improve access and services e.g. people with disabilities, children living in abusive families and teen dating violence.

A. Capacity Building of Comprehensive Domestic Violence Programs

Core services funded through the Family Violence Prevention and Services Act are the foundation of all domestic violence services in Maryland. Ensuring visibility and vitality of comprehensive, primary purpose programs is at the center of an effective coordinated community response. Funding that is sufficient for providing program services and the ability to demonstrate program effectiveness are essential to capacity building.

Technical assistance on grant-writing, development of outcome measures, and/or other management issues would strengthen the operations of these programs. The Department will partner with the MNADV and other organizations to support workshops and conferences, facilitate and support collaborations, identify funding resources and provide resources. It is anticipated that at least one joint meeting of the MNADV and the Maryland Coalition Against Sexual Assault (MCASA) during the year ahead, will offer technical assistance and identify and address issues and concerns shared by both programs, as many of the local domestic violence programs are dual centers. Additionally, The Department will work with the MNADV to offer their 32-hour domestic violence staff/advocate training for service providers to ensure the understanding of basic domestic violence information, concepts, and resources in order to improve the quality of services to victims and their families. Regional trainings are planned.

To improve statewide data collection, a new data collection form was created a year ago to allow for electronic submission of statistics for local providers receiving FVPSA funding. This form allows for the collection of data in conjunction with the FVPSA requirements. Currently, the Department inputs the information that is manually submitted by the local programs as well as monitors submissions. There will be training for local programs to use the data collection system. After programs submit data electronically, DHR will only be responsible for monitoring submissions. The Outcome Measures form also was updated in conjunction with FVPSA requirements. Local programs may continue to submit the quarterly reports manually.

Another aspect of enhancing program effectiveness includes the review and update of voluntary program guidelines in the MNADV Standards for Domestic Violence Programs in Maryland to ensure program compliance with basic program standards and enhance fundamental operations of shelter services. The process may also include reviewing alternative shelter models and shelter rules and requirements. It may also call for a discussion of domestic violence program certification or other compliance with basic standards.

B. Updating the Code of Maryland Regulations (COMAR)

The current regulations governing the Maryland Domestic Violence Program will be updated. Terminology, program practice, and population trends that were outlined in the 1980's have ceased to be accurate or timely or do not take into consideration trends in service provision that should be addressed today. A team of service providers, advocates, other funders, and the Department in partnership with the MNADV, will review and revise the regulations to make them pertinent and current. In fact, the MNADV now holds quarterly Domestic Violence Directors Meetings which is one forum for discussing, reviewing and revising the regulations.

C. Underserved Groups and Populations with Special Needs

The Department and the MNADV intend to support and facilitate partnerships between the comprehensive domestic violence programs that provide traditional services and community-based programs serving special populations. Local domestic violence programs will be encouraged to collaborate with other organizations to improve access and appropriate services to underserved populations, including those who may not want or are not able to access traditional services. These include community-based organizations providing culturally and linguistically competent services to immigrants, individuals with limited English proficiency, and ethnic and religious groups; organizations and agencies serving older adults and people with disabilities, with a special focus on safety planning for individuals who cannot leave their homes to access traditional services; collaborations and cross-training with agencies and organizations that address mental health and substance abuse issues; collaborations with individuals and organizations in the LBGT community, and collaborations to improve the response to children in abusive families, promote training on healthy relationships and increase awareness and resources for teen and college-age dating abuse. Already, the MNADV will hold its second annual children and teens conference and in the fall 2010. The Department supports this event.

IX. Summary

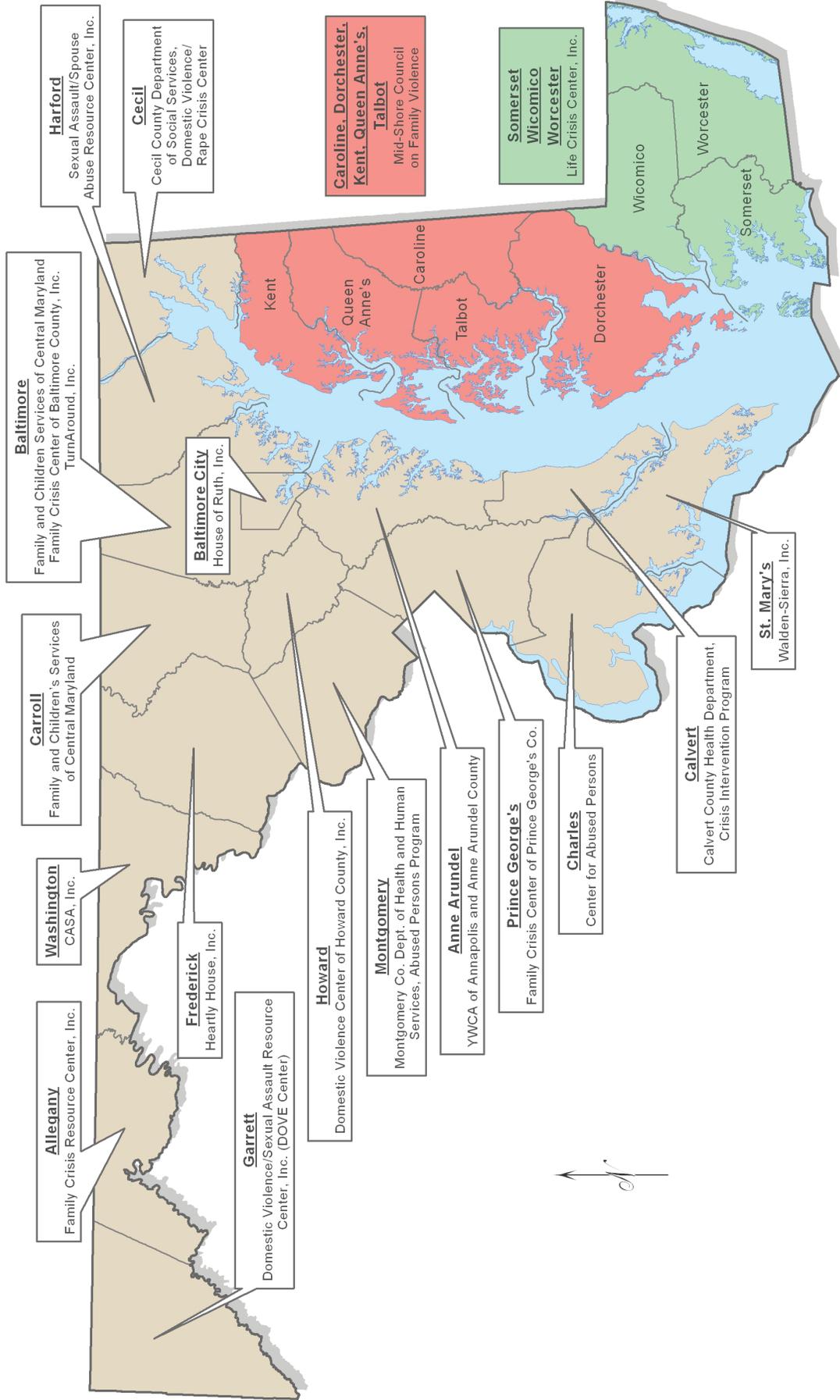
The goal of the Domestic Violence Program in Maryland is to provide intervention and support to victims of domestic violence and their families. An end to domestic violence is desirable. While we work to end domestic violence, the provision of these services does not guarantee such an outcome. Domestic violence is a social issue that has an impact upon many fundamental aspects of the lives of Maryland citizens: employment, education, health and mental health and other effects that yet may be unknown. Any number of societal conditions will need to be altered before an end to domestic violence is realized.

In the meantime, the twenty (20) comprehensive domestic violence centers in Maryland are the gateway for victims and their family members to be aided in their quest for safety, recovery, and self-sufficiency. The core services are critical in meeting these needs. Additional services to increase safety and well-being, such as legal services, services for children living in abusive home, housing, employment, and educational assistance as well as parenting programs, and assistance with health care and transportation can help assure that victims can move beyond the crisis stage toward permanent safety and self-sufficiency.

For the moment, the Department of Human Resources is the administering agency for the Domestic Violence Program in Maryland. In the near future, the Governor's Office of Crime Control and Prevention will likely take on the Program. This State Plan is a work in progress. It is fluid and amenable to alteration as time goes by. For now, it will serve as a primary guide for action in the effort to improve upon services already in place and a source of reference for providing a new perspective on future efforts.

Attachment A

The Office of Grants Management Domestic Violence Programs by County



Martin O'Malley, Governor
 Anthony G. Brown, Lt. Governor
 Brian Wilbon, Interim Secretary
<http://www.dhr.state.md.us/>



CLueHarat - 08/17/10

Code of Maryland Regulations

Title 07 Department of Human Resources

Subtitle 01 OFFICE OF THE SECRETARY

Chapter 15 Domestic Violence Program

Authority: Family Law Article, §§4-501 and 4-513—4-516, Annotated Code of Maryland

.01 Purpose.

The Maryland Domestic Violence Program is a State-wide program to make available a temporary sheltered environment and supportive services to meet the special needs of victims of domestic violence and their children through a network of local domestic violence service programs.

.02 Definitions.

A. In this chapter, the following terms have the meanings indicated.

B. Terms Defined.

(1) “Abuse” means:

- (a) An act that causes serious bodily harm;
- (b) An act that places an individual in fear of imminent serious bodily harm;
- (c) Battery or assault and battery;
- (d) Rape or sexual offense as defined by Criminal Law Article, §§3-303—3-306, Annotated Code of Maryland, or attempted rape or sexual offense; or
- (e) False imprisonment.

(2) “Batterer” means an individual who has abused a current or former spouse, or current or former cohabitant.

(3) “Department” means the Department of Human Resources.

(4) “Nonshelter services” means those services provided to the victim of domestic violence and any immediate family while not residing at the safe accommodation.

(5) “Program” means a local domestic violence service program, in a specific area of the State, designed to meet the needs of a victim of domestic violence and the family.

(6) “Safe accommodation” means that location where the victim of domestic violence and children may take refuge from the batterer.

(7) “Shelter” means a specific facility operated by a domestic violence program designed to be a safe accommodation.

(8) “Shelter services” means those services provided to the victim of domestic violence and any children while they reside at the safe accommodation.

(9) “Victim of domestic violence” means an individual who has received deliberate, severe, and demonstrable physical injury or is in fear of imminent deliberate, severe, and demonstrable physical injury from a current or former spouse, or a current or former cohabitant, as defined in Family Law Article, §4-501, Annotated Code of Maryland.

.03 Eligibility.

- A. A victim of domestic violence who is a resident of Maryland and any children are eligible for shelter services from a program.
- B. A victim of domestic violence and any immediate family are eligible for nonshelter services from a program

.04 Application Procedure.

- A. A victim of domestic violence or a batterer may apply directly to a program for service, or be referred from another source.
- B. Program staff shall assess the application and determine whether services are available and appropriate for the applicant. When the program is at capacity or when the service is not appropriate to the applicant’s needs, the staff shall refer the applicant to other appropriate resources.
- C. For the applicant who is accepted for shelter services, staff shall explain the services available and obtain the applicant’s written agreement to abide by the shelter rules.
- D. Within the first 3 working days from the date of admission to a shelter, staff, with the applicant, shall develop and begin to implement a written comprehensive service plan.
- E. Staff shall determine the fee to be paid for services based on the schedule of fees in Regulation .12D of this chapter. The calculation of the amount of the fee to be paid is included in the service plan.

.05 Program Services.

- A. The program shall include the following services:
 - (1) Receipt and response to crisis calls on a 24-hour basis;
 - (2) Safe accommodation and board for the victim of domestic violence and any children;
 - (3) Counseling services for the victim of domestic violence to alleviate the immediate crisis;
 - (4) Counseling services for the batterer; and
 - (5) Information and referral service as needed to other community resources.
- B. The program may include the following services:

- (1) Continuing counseling after the immediate crisis;
- (2) Legal services and counseling as provided by attorneys or paralegal personnel;
- (3) Specialized services designed to help children of a victim of domestic violence or a batterer;
- (4) Accompaniment for legal and medical services; and
- (5) Supportive services to help meet the need for:
 - (a) Housing,
 - (b) Employment,
 - (c) Education,
 - (d) Parenting skills,
 - (e) Child care,
 - (f) Health care,
 - (g) Transportation.

C. The program may offer education and training to the community.

.06 Duration of Services.

A. The program shall terminate services when:

- (1) The goal set in the service plan is reached;
- (2) The recipient requests termination of services;
- (3) A shelter services recipient fails to abide by the shelter rules; or
- (4) The shelter staff decides with the recipient that the service is no longer appropriate.

B. Residence in the shelter may not continue beyond 2 months unless a reevaluation of the service plan confirms that continuing residency is required and the shelter has available space.

.07 Requirements for a Shelter Provided by a Program.

A. The shelter shall have available:

- (1) Room and board capacity for the resident victim of domestic violence and any minor children;
- (2) Counseling; and
- (3) Paid staff or volunteers trained to assess need, establish eligibility, and develop comprehensive service plans.

- B. The shelter shall meet the physical requirements of applicable State and local fire codes and applicable State and local health codes.
- C. The program shall make available to the Department upon request a copy of the shelter rules, including the grievance procedure.

.08 Requirements for the Domestic Violence Program Staff.

- A. Professional, paraprofessional staff and volunteers shall be trained to provide crisis intervention and continuing counseling and supportive services.
- B. Paraprofessional staff and volunteers shall have experience in interviewing persons under stress and shall be supervised by professional staff.

.09 Requirements for Program Documentation and Records.

- A. Fiscal Recording. The program shall:
 - (1) Maintain books, records, documents, and other evidence of all expenditures and income;
 - (2) Maintain records according to generally acceptable standards of accounting; and
 - (3) Present upon receipt of reasonable notice all books, records, documents, and other evidence for inspection, review, or audit by State auditors or others authorized to monitor the performance of the program.
- B. Case Record. For each:
 - (1) Applicant for service, the program shall collect and retain basic identifying and demographic data concerning the applicant, and the nature of the request for service;
 - (2) Recipient of service, the program shall collect and retain data concerning the services rendered, including the service plan, and disposition of the case.
- C. The program is responsible for compilation and transmittal of statistical data as required by the Department.
- D. The program shall retain all records for a period of 3 years following the completion of services.

.10 Confidentiality.

- A. The program may not disclose any identifying information regarding an applicant or recipient of service to any agency or individual without written authorization from the applicant or recipient except:
 - (1) As required by State law regarding the reporting of cases of suspected child abuse or neglect; or
 - (2) To Department of Human Resources employees authorized to monitor or audit the program.

- B. The program shall maintain all written records regarding applicants and recipients of service in a securely locked location.

.11 Grievance Procedure.

- A. The program shall make available to any applicant or recipient of service aggrieved by a decision, action, or inaction of the program, a procedure by which the grievance may be heard. The procedure shall include a notice of the grievance rights and the steps to take to initiate the grievance process, an opportunity to be heard, and a written decision by the program director or the director's designee that affirms or reverses the program's action. The written determination shall include the basis for the decision.
- B. The program shall make available to the Department upon request a summary of each decision rendered, including findings of fact concerning each grievance heard.

.12 Charges and Fees.

- A. The program shall charge a recipient of shelter services a fee according to the available monthly income of the recipient. The income scale and fee amounts are set forth in §D of this regulation.
- B. The program may charge recipients for nonshelter services according to the available monthly income of the recipient. The program may set sliding fee scales for the services with the prior approval of the Department.
- C. Determining Available Monthly Income.
- (1) Income from the following sources is included in determining the monthly income of a recipient of services:
- (a) Wages received by the recipient after any deductions;
 - (b) Child support received directly;
 - (c) Alimony payments received directly;
 - (d) Dividends or interest actually received from savings, stocks, or bonds;
 - (e) Social Security, V.A., or other disability or retirement pension plan payments actually received;
 - (f) Public assistance payments actually received; and
 - (g) Other money income including but not limited to tips, donations, rents.
- (2) The following fixed continuing expenditures are deducted from the monthly income of a recipient:
- (a) Housing obligations such as rent, mortgage payments, utility costs, security or utility deposit actually paid by the recipient;

- (b) Child care payments actually paid by the recipient;
 - (c) Work related expenses such as transportation costs, uniform costs, meal expenditures actually paid by the recipient;
 - (d) Health-related expenses actually paid by the recipient such as monthly doctor, hospital, or dental bills, health insurance; and
 - (e) Regular payments actually made by the recipient such as for charge cards, car payments, or loans.
- (3) The remaining is considered available monthly income.

D. Income and Fee Amount.

Daily Fees By Family Size

Available Monthly Income in Dollars	1	2	3	4	5	6
\$ 0 — \$99	—	—	—	—	—	—
100 — 149	\$0.50	\$1.00	\$1.25	\$1.50	\$1.75	\$2.00
150 — 199	1.00	1.50	1.75	2.00	2.25	2.50
200 — 249	1.50	2.00	2.25	2.50	2.75	3.00
250 — 299	2.00	2.50	2.75	3.00	3.25	3.50
300 — 349	2.50	3.00	3.25	3.50	3.75	4.00
350 — 399	3.00	3.50	3.75	4.00	4.25	4.50
400 — 499	3.50	4.00	4.25	4.50	4.75	5.00
450 — Over	4.00	4.50	4.75	5.00	5.25	5.50

Family Law Article: Annotated Code of Maryland

§ 4-513.

In this Part III of this subtitle, “victim of domestic violence” means an individual who has received deliberate, severe, and demonstrable physical injury, or is in fear of imminent deliberate, severe, and demonstrable physical injury from a current or former spouse, or a current or former cohabitant, as defined in § 4-501 of this subtitle.

§ 4-514.

The General Assembly finds that:

- (1) an increasing number of victims of domestic violence are forced to leave their homes to ensure their life, safety, and welfare;
- (2) victims of domestic violence and their children often are economically dependent on the abuser and have no place to live outside the household; and
- (3) in the past, these victims of domestic violence have been ignored and, therefore, there is a lack of counseling, service, and quality emergency public or private housing to provide place to live for these victims of domestic violence and their children.

§ 4-515.

- (a)
 - (1) The Secretary shall establish a program in the Department of Human Resources to help victims of domestic violence and their children.
 - (2) The purpose of the program is to provide for victims of domestic violence and their children, in each region of this State:
 - (i) temporary shelter or help in obtaining shelter;
 - (ii) counseling;
 - (iii) information;
 - (iv) referral; and
 - (v) rehabilitation.
- (b) As a part of the domestic violence program, there shall be, in a major population center of this State, at least 1 program serving the area.
- (c) Any program established under this section shall be subject to the following conditions:

- (1) the program shall provide victims of domestic violence and their children with a temporary home and necessary counseling;
 - (2) the Department of Human Resources shall:
 - (i) supervise the program;
 - (ii) set standards of care and admission policies;
 - (iii) monitor the operation of the program and annually evaluate the effectiveness of the program; and
 - (iv) adopt rules and regulations that set fees for services at and govern the operation of each program;
 - (3) the program shall accept from the police or any other referral source in the community any victim of domestic violence and the child of any victim of domestic violence; and
 - (4) housing may not be provided under this subtitle to an applicant for housing who is not a resident of this State at the time the application for housing is made.
- (d) (1) As funds become available, the Secretary may extend the domestic violence program to other areas in this State.
- (2) Expansion of the domestic violence program may include:
- (i) establishing additional shelters; or
 - (ii) providing funds and technical assistance to a local organization or agency that shows that it is able and willing to run a domestic violence program.



Maryland's Human Services Agency

Maryland Department of Human Resources
Social Services Administrations
311 W. Saratoga Street
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