

Local Projects

The **Visitation Mediation Program** provided services to 72 families, including 85 children during the past fiscal year. Through mediation parents develop parenting agreements, which are child focused and involve both parents working together to make custody and visitation decisions that are in the best interest of their children. Custody evaluations for 7 families were completed as well as 2 adoption home studies. This program is funded by the Circuit Court for Queen Anne's County.

The **Nurturing Program** is a program that teaches parenting skills. Families increase their positive interactions and gain new parenting skills. In fiscal year 2010 there were 70 participants in four different sessions, which included 40 adults and 30 children. The Nurturing Program was funded through a grant from the Mental Health Committee of Queen Anne's County and the Family Investment Administration's Program 10.

Back to School supplies donated by the community and staff at Queen Anne's County Department of Social Services provided 75 children with backpacks and supplies.

Holiday Giving

Toys For Tots and community donations assisted 100 families which included 180 children with toys for the holidays. Twenty-five businesses in Queen Anne's County sponsored families for the holidays in FY 2010.

Better Informational Gathering for Inter-Office Efficiency (BIGIE)

An inter-agency team was developed with the Services and Family Investment Unit to ensure that continuity of care and services are provided to all eligible customers in need.

Queen Anne's County Commission on Improving Child Welfare

A grant through the Administrative Office of the Courts provided funding for 1,242 training hours for staff on subjects such as child abuse, permanency, and substance abuse. This grant sent a multi-disciplinary team of 7 staff to Huntsville, Alabama for the National Symposium on Child Abuse. Trainees included staff from the State Police, the Queen Anne's County State's Attorney's Office, the Department of Social Services and the Department of Juvenile Services.

Mission

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

Vision

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

Advisory Board

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Queen Anne's County
Department of Social Services
125 Comet Drive
Centreville, Maryland 21617

Phone: 410-758-8000

E-mail: qacdss@dhr.state.md.us



Queen Anne's County Department of Social Services Annual Report FY 2010

Maryland Department of Human Resources



Martin O'Malley, Governor

Anthony Brown, Lt. Governor

Brenda Donald, Secretary

Dear Community Stakeholders and Citizens:

Our Annual Report for FY 2010 depicts the various programs that help those in need in Queen Anne's County. Our staff worked tirelessly to provide these services so that families, children and adults in need can be safe from maltreatment and reach independence. I am always amazed at the strength shown by those who persevere through hard times and FY 2010 was certainly a hard time economically. We saw more customers come in for help than in previous years. On top of the tougher than usual economy, we weathered the worst snow storms in decades and then had a very hot summer.

We welcomed several new staff this past year and we said goodbye to two seasoned Family Investment Administrators, Beatrice Brown, Assistant Director from FIA, and Joan Wilmer, FIA Supervisor. Both of these employees had 35 years of service with the State of Maryland and obviously will be missed.

We made many preparations for the return of Child Support in our office next fiscal year as the 14 year privatization pilot was voted to end by the fall of 2010.

We were part of a 5 county regional leadership program this year for the first time. Laura Stahl, Cindy Olah and Alex Sweetak graduated and in their regional groups presented wonderful ideas on how to become more efficient.

With new staff comes new energy which resulted in our being awarded a federal Court Improvement Grant to work more collaboratively with our partners to focus on removing barriers to permanency for our out of home placements. Our Multi-Disciplinary Team is working more closely than ever before with great results.

This was my first full year as a Director and I must say it has been extremely fulfilling and challenging in many respects. I remain energized by the knowledge that the public desperately needs the service we can provide and the certainty that we are providing excellent service to our county.



Cathy Dougherty, Director

Family Investment Administration

- The **Food Supplement Training and Education program** disbursed almost \$6,233 helping unemployed Food Supplement recipients.
- An average of 148 **Food Supplement** applications were processed per month with 1,295 households receiving benefits each month.
- Over 70 adults and 194 children received benefits each month from the **Temporary Cash Assistance Program**.
- Each month approximately 92 individuals received services from the **Long Term Care (MA) Program**.
- Over 186 applications for **Community Medical Assistance** were received every month. The C-MA caseload was more than 1,798 cases per month.
- The **JOBS Program** placed 26 unemployed adults in new employment.
- The **Temporary Disability Assistance Program** helped almost 61 individuals every month.
- The **Work Participation Rate** (based on unemployed individuals seeking employment) increased 1% (1,693) FY10 from (1,686) in 09/09. Clearly, an indication of a higher unemployment rate being experienced in Queen Anne's County.
- The **Energy Assistance Program** certified 1,464 households and exceeded the state goal of 1,396.
- The **Emergency Assistance Program** provided almost \$8,396 in assistance helping families resolve crisis situations.
- The **Purchase of Care Program (P.O.C.)** served an average of 111 families and an average of 172 children each month in FY10.

Public Assistance



Services

- The **Adult Protective Services** program initiated 14 new investigations.
- During the fiscal year 53 adults were served by **Social Services to Adults (SSTA)**. SSTA provides assistance to adults with limited capacities seeking to remain or become self-supporting and self-sufficient; it seeks to prevent abuse, neglect or exploitation; and it reduces unnecessary institutionalization or secures appropriate institutional care when necessary.
- **In Home Aide Services** assisted 19 adults this year. This service provides chore services to help maintain customers in the least restrictive environment.
- Fiscal year 2010 began with 22 children in various out of home placements. At the end of the year there were 21 children in **Foster Care**. Of the 21 children in foster care 17 are placed in family foster homes, 4 children are in residential settings.
- There was one finalized **Adoption** this fiscal year.
- **Child Protective Services** investigated 184 allegations of child maltreatment in FY 10.
- In Home Services were provided to 117 families that were either referred by someone in the community or came in to ask for assistance. A range of program options were made available, such as **Services to Families with Children, Families Now** and **Inter-Agency Family Preservation**, depending on the family's level of need.
- **Family Involvement Meetings (FIM)** include family members, along with appropriate community professionals, that meet with the worker to strategize how to deal with crisis, utilizing identified strengths and resources. There were 37 FIMS held in fiscal year 2010, as a result 9 children were diverted from foster care.