

Director's Message

I am pleased to present the Baltimore County Department of Social Services (DSS) Annual Report for fiscal year 2015. The Department continued to achieve excellence in many areas and made improvements in others, as we provided services to 1 in 5 County residents during the year.



Through family-centered and community-based practice, we successfully implemented Alternative Response, which provides a dual-track Child Protective Services (CPS) system where we can work in partnership with families to resolve low-risk cases while still following an investigative track for the more serious cases of child maltreatment.

Our Child Welfare program implemented the *Partnering for Success* pilot. This is a cross-system partnership between DSS and community-based mental health therapists using Cognitive Behavioral Therapy Plus (CBT+), an evidence-based practice.

To improve services to low-income Baltimore County residents who receive public assistance benefits, we developed a Document Management Center (DMC). The DMC receives over 600 pieces of mail per day and ensures the documents are immediately scanned so that case workers in five different offices can easily find them and make eligibility decisions quickly and accurately.

We expanded the available housing subsidies to County residents by competing for additional vouchers for Veterans. Finally, we also implemented a Mobility Program to offer holistic housing services and improve opportunities for low-income families.

Thank you for taking time to review our report. I believe the year ahead will be marked with many more successes, as my staff and I work to ensure that the residents of Baltimore County lead healthy, safe, productive lives.

Vision

We envision a Baltimore County with strong, healthy families where children are nurtured to achieve their full potential, where individuals live lives of maximum independence, and where all citizens realize their full capacity to be productive, contributing members of the community.

Mission

We **PROMOTE** individual well-being, stronger families and communities.

We **PROTECT** vulnerable children and adults from abuse and neglect.

We **PROVIDE** support to help people achieve and sustain independence.

Advisory Board Members

Lois Sheeler, Chair

Orrester Shaw, Vice Chair

Karen Bethea

Donald Gabriel

Lisa Simon Jablon

Sheri Jackson

Gregory Powell

Roslyn Wiley

Gale Woods



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Baltimore County
Department of Social Services

Annual Report

Fiscal Year 2015



Maryland Department of Human Resources

Lawrence J. Hogan, Jr., Governor

Boyd K. Rutherford, Lt. Governor

Sam Malhotra, Secretary

Baltimore County

Department of Health and Human Services

Kevin Kamenetz, Baltimore County Executive

Gregory Wm. Branch, M.D., MBA, CPE, FACP, Director

Program Performance

Family Investment Program

- Achieved 1,572 job placements at an average hourly wage of \$11.11 for recipients of Temporary Cash Assistance.
- Improved the Food Supplement Program payment accuracy rate to 99.38%.

Family Services

- 40% of CPS referrals were for Neglect, 27% were for Physical Abuse, 13% were for Sexual Abuse and 8% were for Substance Exposed Newborns.
- Of the 2,412 CPS cases, 43% received an Alternative Response and 57% received a traditional Investigative Response.

Children's Services

- Safely reduced the number of children in out-of-home placement to about 550, the lowest in recent history.
- Achieved permanency goals with 26 adoptions and 30 exits to guardianship.

Adult Services

- 90% of the nearly 300 clients served through In-Home Aid Service are safely aging in place.
- The Department is guardian to 187 vulnerable adults between the ages of 19 and 87.

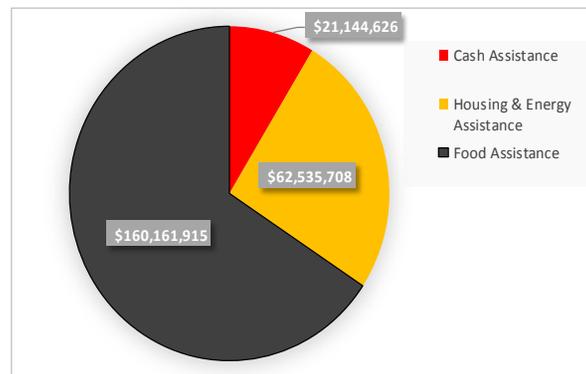
Housing

- Housed over 5,800 per month through housing voucher programs.
- Introduced 182 project-based vouchers and expanded to 272 the number vouchers for veterans.

Community Impact in FY 2015

- About one in five Baltimore County residents were served by the Department.
- The Department had an economic impact of over \$20 million per month through assistance payments made to County residents and businesses.
- The Department received over 70,000 referrals from community partners and made over 100,000 referrals to community partners.

Annual Assistance Payments



Employees

The Department achieves its mission through the work of over 700 dedicated employees:

- 242 social workers
- 350 human service professionals
- 36 professional support (finance, HR, legal, IT)
- 88 administrative support

Through consolidation under Baltimore County Department of Health and Human Services, many of these positions also support and collaborate with the Department of Health, Human Relations Commission and the County's Local Management Board.

Highlights and Achievements

- Maintained accreditation through the Council on Accreditation with the highest possible rating on 91% of the 835 standards.
- Our Child Advocacy Center maintained accreditation through the National Children's Alliance.
- Safely reduced the number of children/youth in foster care to the lowest number in decades.
- Implemented Partnering for Success, a model for evidence-based mental health treatment for child welfare involved children/youth.
- Implemented SURGE, the Department's Policy and Practice Initiative for vulnerable adults.
- Enrolled over 100,000 residents in the Maryland Health Connection, allowing them to access health care through the Affordable Care Act.
- Hosted 206 professionals at the 9th annual *In Plain Sight* domestic violence conference.
- Achieved 7 of 9 Place Matters goals, Maryland's initiative to ensure children served by Child Welfare are well cared for and achieve permanency.
- Implemented the second phase of our SHAPE eligibility process improvement strategy by creating the Document Management Center.
- Five former recipients of housing vouchers achieved homeownership through Family Self Sufficiency.
- Hosted the 15th annual Camp Connect, a summer camp for siblings placed separately in foster care.