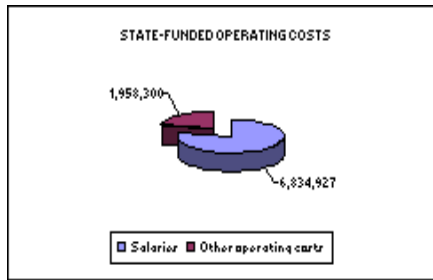
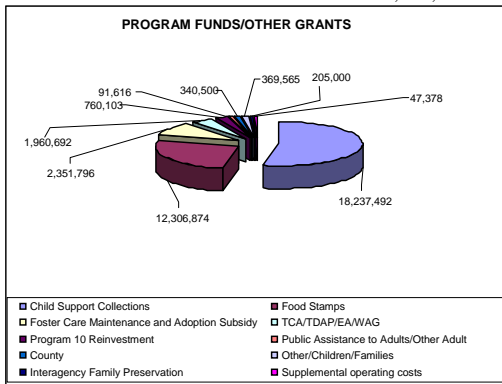


Fiscal



State Funded Operating Costs

Salaries	6,834,927
Other operating costs	1,958,300
.....	8,793,227



Definitions

State-Funded Operating Costs

Salaries	6,834,927
Other operating costs	1,958,300
Total.....	8,793,227

Program Funds and Other Grants

Child Support Collections	18,237,492
Food Stamps	12,306,874
Foster Care Maintenance And Adoption Subsidy	2,351,796
TCA/TDAP/EA/WAG	1,960,692
Program 10 Reinvestment	760,103
Public Assistance to Adults/Other Adult	369,565
County	340,500
Other/Children/Families	91,616
Interagency Family Preservation	205,000
Supplemental Operating Costs	47,378
Total	36,671,016
GRAND TOTAL	45,644,516

Our Vision

We envision a Charles County where residents are safe, stable and functioning independently.

Our Mission

Charles County Department of Social Services is committed to building alliances that promote self-sufficiency, empower families, increase personal safety and security, and value diversity.

Our Guiding Principles

Integrity, quality, and excellence mark our service.

We respect the value, confidentiality, dignity, and differences of our customers and ourselves.

We will measure outcomes and hold ourselves accountable for results.

It is essential that our customers live free from abuse, neglect, and exploitation.

It is important for our customers to be economically independent, self sufficient, and live in permanent settings.

We commit to collaboration and partnership with other community organizations and businesses that are essential to excellent customer service.

We will continue to employ, train, recognize, reward and retain a competent workforce.

We will continue to provide a safe, secure work environment for staff, customers, and visitors.

Annual Report FY 2009



Charles County Department of Social Services

Board of Directors

Dr. Edith Patterson – Board of Commissioners
 Thomas R. Simpson, Jr., Chair
 Willie Mae Napper
 Stephen Mitchell
 Suzanne Wible
 Karen Coombs
 Tanya Dorsey

State of Maryland Department of Human Resources

Martin O'Malley, Governor
 Anthony Brown, Lt. Governor
 Brenda Donald, Secretary

FROM THE DIRECTOR

OUR YEAR IN REVIEW ...

The Charles County Department of Social Services was accredited by the Council on Accreditation during FY 09. It was a tremendous effort by staff members, in partnership with our community stakeholders to make this effort possible.

“Place Matters” in Charles County. We had 15 children adopted. We licensed 70 foster homes. There was no recurrence of child or adult abuse. We reduced the number of guardianship wards. We maintained children safely in their homes.

MD RISE is a new Department of Human Resources initiative supporting adults to obtain meaningful jobs in our community. We will assist job-seekers receive the training and support necessary to land a job with the potential for upward mobility. We are excited to partner with our business community and Workforce Investment Board on this important employment initiative. We held our annual Job Fair which is a tremendous benefit for our community. We continue to partner with the college of Southern Maryland Board of Education and Charles County Government to make MD RISE a reality!

Due to the economic challenges our families are facing, we have seen an increase in all of our caseloads. It is certainly the time to “manage more with, less.”

The Charles County Department of Social Services staff and Board, the Department of Human Resources, and our Commissioners, continue to give 110% for Charles County citizens. I wish to thank them all for their continued support.

It is due only to the talented, competent staff of the Department and the support of our many partners that we are able to help the citizens of Charles County.

Child Support

The following reports are based on the Federal Fiscal Year, 2009

- **4,152** - Total cases with paternity established
- **5,823** – Total IV-D cases
- **98.65%** – Percentage of cases with paternity established
- **80.18%** - Percentage of cases with a court order
- **4,669** – Total IV-D cases with a court order
- **4,224** – Total cases receiving payment
- **90.47%** - Percentage of paying cases
- **74.08%** - Percentage of cases paying on arrears
- **\$148,087** - Total support disbursed for TCA cases
- **\$18,089,405** – disbursed for Non-Temporary Cash Assistance cases
- **\$18,237,492** – Total support disbursed
- Held a tri-county retreat for all Cooperative Reimbursement Partners
- Conducted Child Support orientation monthly for Charles County Detention Center



Services

FAMILY & ADULT SERVICES PREVENTION

- **1,499** – Information and referral requests
- **1,155** – Environmental emergency requests
- **41** – Custody investigations completed

CHILD WELFARE

Child Protective Services

- **691** – New Child Protective Services investigations
- **221** – Cases staffed at the Charles County Child Advocacy program
- **15** – cases staffed at the Charles County Multi-Disciplinary Team meeting
- **6** – Community presentations on Child Protective Services
- **200** – Average Number of Families Served by Consolidated Family Services

Foster Care/Adoption Services

- **109** – Children in Foster Care
- **2** – Children in Independent Living Program
- **2** – Foster children attending college
- **70** – Licensed foster parents
- **6** - Foster parent trainings
- **19** – Adoptions/Guardianships
- **20** - Children awaiting adoption

ADULT SERVICES

- **70** – Adult Protective Services investigations
- **30** – Adults in Adult Foster Care
- **104**- Senior Services to Adults
- **16** – Adult foster homes
- **25** – Adults receiving In-Home Adult Services from Agency staff
- **36** - Customers received over \$18,862.42 in rental assistance to prevent homelessness.

PROGRAM HIGHLIGHTS/ EVENTS HELD

- Employee Recognition Event
- CARE Support Group & News letter
- Training to Over 253 Community Members
- Foster Provider Recognition Event

Family Investment

- **92.9%** - TCA caseload reduced since January 1996
- **26%** - TCA caseload reduction from 7/07 – 6/08.
- **120** - individuals diverted from welfare through up-front job search or welfare avoidance grants
- **125** – TCA customers placed in jobs
- **100%** - TCA customers who were in the 24-60th month of receipt were in appropriate work activities
- **115** – Served by Career Track Program (Job Readiness Class)
- **90** - Individuals completed all four weeks of the course
- **52** - TCA customers placed in work experience opportunities
- **2,096** – Average number of applications processed per month
- **15,520** – Average number of persons receiving medical assistance
- **270** – Average number of adults assisted monthly with long term care medical assistance
- **2,100** – Individuals served by Employment Resource Center.



Administration

Administration & Personnel

- **128** – Total employees
- **5** - Vacancies
- **74%** - Timely completion of staff Performance Evaluations

Conference Room Visits

- **99** – Outside groups used the agency's conference rooms for trainings and meetings

Information Technology Trainings

- **3020 PC/network/phone issues resolved**
- **138 Users trained**

Fleet

- **15** - Vehicles in fleet
- **182,686** - Total vehicle miles
- **1** - Accident

Risk Management

- The Risk Prevention Management Committee reviewed data from incidents, accidents, grievances, and customer complaints. The Committee made recommendations for corrective action to the Performance Quality Improvement Team. Risk Prevention and Management seeks to reduce the agency's risk, loss and liability exposure.

Procurement

- Charles County Department of Social Services procured \$1,233,067.00 worth of supplies and services. 31% of qualified purchases were issued to minority businesses, and 26% to small businesses. State law mandates 25% of purchases go to minority businesses and 10% to small businesses.