



Shelly Neal-Edwards, LCSW-C
Director

Office of Child Support
Administration
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Kent County

DEPARTMENT OF SOCIAL SERVICES

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Date: April 17, 2020
To: Kent County DSS Advisory Board Members
From: Shelly Neal-Edwards
Re: April Board Meeting

There will be **no meeting** of the Kent County Department of Social Services Advisory Board on **Monday, April 20, 2020 at 3:30 p.m.** at 315 High Street, Chestertown, MD in the Child Support Conference Room.

The agenda for the meeting will be as follows: PQI presentation- Shelly Neal-Edwards

- **Chairperson’s Report**
 - No approval of published minutes – No meeting in March due to COVID-19 pandemic.
- **Kent County CARES Foundation**
 - No additional information at this time
- **Director’s Report**
 - Division Performance Reports – March
 - ✓ **Please note the highlighted area for the FIA Division Report. We are unable to get the exact numbers due to the inability to perform face to face interviews and perform normal verifications. There is a 60 day delay in these duties. In addition, the staff are completing statewide processing of applications not just Kent County applications.**
 - COVID-19 Updates for KCDSS
- Additional Topics
 - None



Performance Quality Improvement

Social Services Board Update

Information provided by Shelly Neal-Edwards, LCSW-C, KCDSS Director

- PQI is broad based, agency wide process that includes staff and stakeholders.
- Uses data to identify areas of improvement throughout the agency. Want to achieve performance targets of programs, customer satisfaction and positive customer outcomes.
- There are key PQI Components:
 - PQI Plan- summarizes activities and describes the process. Reviewed regularly by the Council.
 - Code of Ethics- must maintain high standards of personal conduct, treat customers with respect, courtesy, fairness; adhere to commitments; uphold the vision of the agency, promote the general welfare of society and maintain confidentiality.
 - Vision, Mission, Values-
 - Customer Rights & Responsibilities- copy provided, next page
 - Customer Service Principles- copy provided
 - PQI Council- meet once per month. Oversee the implementation and effectiveness of the plan and activities; monitor outcomes of the divisions.
 - Management Team- oversee the outcomes and ensure the goals are met.
 - Divisional Outcomes
 - Service Monitoring & Evaluation- staff suggestion box; risk management committee
 - Satisfaction Measurement- provide customer, stakeholder and employee surveys throughout out the year.

KENT COUNTY DEPARTMENT OF SOCIAL SERVICES
CUSTOMER RIGHTS AND RESPONSIBILITIES

Your Responsibilities

1. **Courtesy** – to be courteous, respectful and patient.
2. **Provide Information** – you must give accurate and complete information. You must provide proof of this information. We will keep this information private.
3. **Report Changes** – you must report all changes within ten (10) days. Examples are changes in household size, address, income, employment and assets. You may report changes in person, by telephone or by mail to the Department. **PENALTIES**-If you do not report correct changes, we may deny, stop or reduce your benefits. A judge may fine you and/or imprison you if you intentionally do not give correct information for reported changes.

Your Rights

1. **Equal Rights** – the Department may not discriminate against you.
2. **Courtesy** – to be treated with courtesy, dignity and respect.
3. **Services** – to receive the services for which you are eligible.
4. **Involvement** – to participate in the development and/or revision of your Service Plan.
5. **Clarification** – to receive an explanation of:
 - a. Your eligibility, ineligibility or reason(s) for termination of services;
 - b. The content and objectives of your Service Plan;
 - c. The nature and significance of any possible adverse effects of the Service Plan;
 - d. The name, title and role of personnel directly responsible for providing services to you and your family;
 - e. Assistance from other service providers, when applicable and available.
6. **Confidentiality** – to privacy and confidentiality of services provided and records.
7. **Record Access** – to access your Record or Service Plan as allowed by regulations.

If DSS staff responsible for your case determines that access to your records would be harmful to you or other interested parties, that information will not be released.
8. **Information Released** – to have information released to other agencies only with your written consent unless provided for by regulation.
9. **Right to Appeal** – you have the right to a timely, impartial grievance procedure. You can appeal any action taken by the Department. If you request a hearing orally, your case manager can help you put it in writing. At your hearing, you can speak for yourself or have someone else represent you.
10. **Right to Written Notice** – we must give you a written notice explaining your benefits or services. If we deny or change your benefits or services, we must send you a written explanation. You have a specified time after a notice to request an appeal. Contact your case manager/worker for the specific timeframe as different programs have different time limitations.
11. **Right to Claim Good Cause** – to receive TCA, you must help the Department get child support. We may excuse you from helping if it puts you or anyone included in your application at risk.

Our Office is Open:

8:00 a.m. – 4:30 p.m.

Monday – Friday

We provide emergency coverage during the time that the office is closed.

Contact the Maryland State Police at 410-758-1101.

Customer Signature

Date

Worker Signature

Date

KENT COUNTY DEPARTMENT OF SOCIAL SERVICES

CUSTOMER SERVICES PRINCIPLES

1. To our customers, I am KCDSS:

- I will treat each customer pleasantly, politely, and with the utmost dignity and respect. I will refer to each customer by title and name (i.e. Mr./Mrs./Ms Smith). I will match his/her sense of urgency. I will be open, honest and tactfully candid.
- I will respond (response does not mean “provide an answer”) to a verbal, telephone or voice mail customer request/inquiry within 24 hours. (As soon as possible the same business day is the generally accepted standard, but by the end of the next business day, at the latest).
- I will respond to mail, fax, or e-mail correspondence promptly (as soon as possible, but within at least five [5] working days from the day of receipt).
- I will not leave a customer on telephone hold without explaining how long it will take to be able to respond or to connect him/her with someone who addresses their need.

2. I will establish a professional helping relationship with the customer.

- I will ask the customer for feedback, both formally and informally.
- I will take advantage of every opportunity to enhance this relationship through the quality of service I provide.
- I am responsible for helping the customer define and meet his/her needs.
- I accept responsibility for assisting and empowering the customer to develop and utilize his/her own skills and resources to solve the problem, whenever possible.
- I will try to anticipate my customer’s needs and will be proactive in providing services.
- I will refer customers to other agencies for assistance as appropriate.
- If I need to communicate the customer’s needs to another source, I will do so only with the customer’s knowledge and permission. I will follow up with that source to verify that the customer’s needs have been met.
- When an associate refers a problem to me, I will follow through and partner in developing a solution.

3. I will “under-promise” and “over-deliver” services to customers.

- I will go out of my way to constantly exceed the customer’s expectations.
- My goal is timely, error-free work in both written and spoken forms.
- I will complete the eligibility determination process as soon as possible.

4. I will continuously strive to improve quality.

- I will listen to hear my customer’s concerns and do what I can to improve my customer service.
- When communicating with a customer who believes s/he received poor service, I will not make excuses or blame others. I will focus on what can be done now to meet the customer’s needs instead.
- When customer service standards cannot be met, I will see if any procedural changes are needed to improve service and management of expectations (the customer’s, my own, and those of KCDSS).
- I will strive for KCDSS to continue to be a high performance organization. I will impart that sense of the organization to each customer with whom I interact.
- I will collaborate with other human services agencies to provide the highest quality service possible, and encourage and assist other staff/agencies to do the same.

5. I will strive to move beyond customer satisfaction to build customer respect and trust in KCDSS.

- I will remember that my services are intended to empower and enable the customer to become self-sufficient, self-reliant and self-supporting.
- I will build the trust of our customers by assuring the validity, reliability and integrity of our service.

KENT COUNTY
FAMILY INVESTMENT DIVISION
Fiscal Year 2020

Program	Data Element	State Fiscal Year												YTD	
		July 2019	Aug 2019	Sept 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	June 2020		
Food Supplement Program ¹	Active Cases (Households)	1,439	1,399	1,407	1,409	1,401	1,391	1,356	1,356						
	Adult Recipients	1,800	1,586	1,595	1,566	1,577	1,565	1,568	1,561						
	Child Recipients	933	901	906	905	909	887	880	882						
	Total Recipients	2,503	2,487	2,501	2,491	2,485	2,452	2,448	2,443						
Community Care Medical Assistance ³	Amount Paid for Report Month	\$ 264,276	\$ 233,821	\$ 266,346	\$ 266,741	\$ 266,783	\$ 260,663	\$ 254,777	\$ 255,842						
	Active Cases (Households)	756	763	764	776	763	780	772	782						
	Adult Recipients	678	685	684	692	685	698	699	699						
	Child Recipients	678	82	83	87	84	84	85	85						
Long Term Care/Medical Assistance ⁴	Total Recipients	759	767	767	779	769	782	774	784						
	Active Cases	81	85	87	88	90	89	90	86						
	Active Cases (Households)	53	58	54	52	52	53	51	52						
	Adult Recipients	29	35	33	32	32	32	29	30						
Temporary Cash Assistance ¹	Child Recipients	105	108	97	99	97	98	89	91						
	Total Recipients	134	144	130	131	129	130	118	121						
	Amount Paid for Report Month	\$ 30,086	\$ 33,996	\$ 28,239	\$ 30,374	\$ 29,782	\$ 28,744	\$ 27,993	\$ 26,763						
	Active Cases	26	28	24	24	21	18	18	17						
Temporary Disability Assistance ¹	Amount Paid for Report Month	\$ 5,259	\$ 5,474	\$ 5,044	\$ 4,829	\$ 4,184	\$ 3,655	\$ 3,757	\$ 3,596						
	Active Cases	11	11	12	11	10	10	12	9						
	Amount Paid for Report Month	\$ 902	\$ 902	\$ 884	\$ 820	\$ 738	\$ 620	\$ 984	\$ 738						
	Active Cases (Households) ²	0	0	0	0	0	0	0	0						
Public Assistance to Adults ¹	Active Cases (Households) ²	0	0	0	0	0	0	0	0						
	Applications on Wait List ³	0	0	0	0	0	0	0	0						
	Active Cases (Households)	1	2	2	2	0	1	0	0						
	Adult Recipients	1	2	2	2	0	1	0	0						
Child Care Subsidy	Child Recipients	2	3	4	4	0	3	0	0						
	Total Recipients	3	5	6	8	0	3	0	0						
	Amount Paid for Report Month	\$ 250	\$ 500	\$ 500	\$ 500	\$ 250	\$ 250	\$ 250	\$ 250						
	Active Cases (Households)	5	7	1	1	3	5	1	1						
Local Emergency Assistance ⁴	Amount Paid for Report Month	\$ 1,239.55	\$ 1,590.00	\$ 250.00	\$ -	\$ 750.00	\$ 1,017.00	\$ 250.00	\$ 250.00						
	Individuals Served	-	-	1	-	2	2	-	-						
	Expenditures	\$ -	\$ -	\$ 400.00	\$ -	\$ 800.00	\$ -	\$ -	\$ -						
	Active Cases (Households)	3	3	2	2	2	2	2	1						
Rental Allowance Program ⁴	Applications	224	258	116	69	64	39	58	33						
	Applications Certified	223	172	121	49	53	38	53	128						
	Benefits Certified	79,872	\$ 117,660	\$ 65,292	\$ 27,264	\$ 6,300	\$ 45,296	\$ 27,267	\$ 10,356						
	Applications Certified	22	9	7	2	9	3	6	4						
OHEP Arrangements ⁵	Benefits Certified	9,780	\$ 17,805	\$ 5,605	\$ 1,331	\$ -	\$ 14,043	\$ 3,662	\$ 3,801						
	Applications Certified	224	100	207	162	59	39	58	33						
	Benefits Certified	\$ 222,248	\$ 94,174.00	\$ 103,553.00	\$ 41,059.00	\$ 10,596.00	\$ 86,183.00	\$ 52,956.00	\$ 17,575.00						
	Applications Certified														
Mid Energy Assistance Program (MEAP) ⁶	Benefits Certified														
	Applications Certified														
	Benefits Certified														
	Applications Certified														
Application Timeliness ⁸	Exp FSP	100%	100%	100%	100%	97%	100%	100%	100%						
	FSP	100%	100%	100%	100%	100.0%	100%	100%	100%						
	TCA	100%	100%	100%	100%	100%	100%	100%	100%						
	Exp FSP	100%	100%	100%	100%	97%	100%	100%	100%						

Sources: ¹ MD DHR CARES Assistance Unit Statistical Report, SGXY02PR
² MD CCATS Active Cases by District and Worker ID, CCATS POC 082 Report
³ MD CCATS Wait List by Application Date and Subsidy Level, CCATS POC 085 Report
⁴ Local Tracking
⁵ OHEP Database Monthly Workload Report
⁶ Data Watch Report
⁷ University of Maryland Report

KENT COUNTY
CHILD SUPPORT DIVISION
FFY 2020

Federal Measure	2019			2020											
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept			
IV-D Cases	729	724	722	716	707	708									
IV-D Cases with Orders	653	653	655	656	651	650									
% (cumulative)	89.57%	90.19%	90.72%	91.62%	92.08%	91.81%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
FFY 2020 GOAL 89.75 %															
IV-D Cases with Paternity Established	523	526	529	533	537	554									
IV-D Children Born Out-of-Wedlock	565	565	565	565	565	565									
% Established (cumulative)	92.57%	93.10%	93.63%	94.34%	95.04%	98.05%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
FFY 2020 GOAL 112.93 %															
Current Support Owed	\$ 183,689	\$ 361,843	\$ 551,582	\$ 734,355	\$ 920,084	\$ 1,106,258									
Current Support Collected	\$ 125,728	\$ 237,979	\$ 368,331	\$ 487,314	\$ 603,830	\$ 718,967									
% Collected	68.45%	65.80%	66.78%	66.36%	65.63%	64.99%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
FFY 2020 GOAL 63.73 %															
Cases with Arrears	557	567	579	589	599	603									
Cases Paying on Arrears	207	258	302	325	353	369									
% Paying	37.16%	45.50%	52.16%	55.18%	58.93%	61.19%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			
FFY 2020 GOAL 69.02 %															
Total Arrears Collected - YTD	\$ 32,782	\$ 49,621	\$ 73,997	\$ 99,732	\$ 128,087	\$ 151,075									
Total Child Support Collected - YTD	\$ 158,510	\$ 287,600	\$ 442,328	\$ 587,046	\$ 731,917	\$ 870,042	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			

Source: MD CSES, OCSE-157 Data Report, SIDFBDDR

**KENT COUNTY
CHILD WELFARE AND ADULT SERVICES DIVISION
SFY 2020**

CATEGORY	2019						2020						Totals	
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June		
Foster Care ¹	Children	6	6	6	6	6	6	6	6					
	Voluntary Placement	1	1	1	1	1	1	1	1					
	Homes	3	3	4	4	4	4	5	5					
	Guardian Subsidy	3	3	3	3	3	3	3	3					
	Neglect	1	2	2	4	1	3	1	1	2				
Child Protective Services Investigations ²	Physical Abuse	1	0	1	3	1	1	3	1	0				
	Sexual Abuse	1	2	0	0	0	0	0	1	3				
	Mental Injury	0	0	0	0	0	0	0	0	0				
	Alt Response-Neglect	2	6	2	2	1	3	2	2	1				
	Alt Response-Physical	0	2	0	2	1	1	0	1	0				
Services to Adults ³	Active	44	42	41	41	41	41	39	40	37				
	Waiting List	11	10	9	9	9	9	9	10	10				
Adult Guardianship ²	Waiting List	5	5	5	5	5	5	5	5	5				
	Adoption Subsidy	14	14	14	14	14	14	14	14	14				
Adoptive Services ¹	Adopt Cases	0	0	0	0	0	0	0	0	0				
	Adopt ICPC	0	0	0	0	0	0	0	0	0				
Adult Protective Services ²	Finalized Adopt	0	0	0	0	0	0	0	0	0				
	Investigations	0	6	1	3	1	1	3	1	0				
I.H.A.S. ³	Active	7	7	8	9	7	8	8	7	4				
	Waiting List	1	0	0	0	0	0	0	0	0				
Consolidated Services/FP ²	Active	11	12	13	12	12	15	14	14	14				
	Waiting List	0	0	0	0	0	0	0	3	2				
Referrals to Samaritan Shelter ⁴		0	0	0	0	0	0	0	3	2				
PERFORMANCE	CPS- Open less than 60 days ² 90% or higher	Investigation Response [^]	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Alternative Response	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Number of children in Out of Home placement ¹	Goal = 9 or less	7	7	7	7	7	7	7	7	7	7	7	
	Caseworker Visitation ⁵ percent of children in Out of Home care visited every month	95% or Higher	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Exits from Out of Home care - Guardianship exits ¹	Goal = 1	0	0	0	0	0	0	0	0	0	0	0	0	
	Goal = 0	0	0	0	0	0	0	0	0	0	0	0	0	
Exits from Out of Home care - Adoption ¹	Goal = 0	0	0	0	0	0	0	0	0	0	0	0	0	
	Goal = 0	0	0	0	0	0	0	0	0	0	0	0	0	

Sources: ¹ Local Tracking (Out of Home Supervisor)
² Local Tracking (In Home Supervisor's Logs)
³ SSA Reports AS06
⁴ Local Tracking (CIS Intake Forms completed by On Call Workers)
⁵ SSA Report - Caseworker visitation exception Report
[^] Awaiting corrected figures

Kent County Social Services Board

COVID-19 Update Report

- On March 13, 2020, we began working on a plan for staff to telework due to the pandemic. State of MD was at a Level 2 response.
- KCDSS and all LDSS are responsible for local feeding plans for those that are unable to get food. LDSS Director and CSA Assistant Director are a part of the Local Emergency Operations Command Center- EOC. Have to work with Local Health Department and Emergency Services on this plan.
- Social Action Committee and LMB are working with volunteers throughout the county to get food to the most vulnerable people. One KCDSS staff person is taking those phones calls, advising KC residents and will deliver food as a last resort.
- Sunday, March 15th, the Governor raised the response to an elevated Level 2. Must have all staff in State buildings teleworking and close all state buildings to the public.
- Due to lack of teleworking equipment, KCDSS could not achieve 100% of staff teleworking. KCDSS IT Lan Admin, Curtis Olsen worked very hard to get old/used equipment back to working and reassigned as many laptops as possible. In addition, we needed VPN access so that staff could securely telework.
- March 18th, formal signs went up on both buildings to inform the public that KCDSS was closed to the public.
- Staff continue to process all SNAP, TCA, cash assistance, medical assistance applications via telephone interviews and through electronic applications. Kent County residents prefer face to face so that has been an adjustment.
- FIA staff are processing Kent County and statewide applications. Statewide, for just the month of April, there have been over 45,000 applications for financial assistance.

COVID-19 Update Information Continued:

- Services staff conduct virtual meetings with the foster youth and foster parents. Statewide, reports for child and adult maltreatment have been down for the months of March and April due to the children not being in schools and adults not being able to be visited due to the social distancing requirements.
- Services staff were trained by the KC Health Department on how to properly use personal protective equipment (PPE). The Health Department and the Office of Emergency Services have provided staff with PPE in order to ensure safety while home visiting.
- Working with Mid-Shore Behavioral Health on a plan of how to address homeless individuals who test positive for COVID-19. We are inquiring to contract with the local hotels to assist.
- Received essential personnel letter for all staff that have to drive to the office and conduct work. We have several staff that have to go into the office to perform mission, critical duties including the Director.
- March 31, 2020, Assistant Director for Services Lisa Falls retired. Nikki Strong is now the Acting AD for Services. Due to the hiring freeze, unsure if we will be able to fill this position. KCDSS has 5 other vacancies that are frozen as well.
- April 1, 2020, KCDSS was informed that KC was approved for the Summer SNAP program.
- KCDSS Finance Staff are assisting The Maryland Department of Commerce to meet the extraordinary demand for the Maryland Small Business COVID-19 Emergency Relief Grant and Loan Programs by participating in the payment process to eligible applicants. Commerce received over 7,000 applications in the first twenty-four hours of these programs.
- FIA Division is assisting the county with requests for assistance with land tax, water and sewer and other financial assistance.

COVID-19 Update Information Continued

- The Services Division assisting the LMB with referrals to the Good Neighbor Fund through the Community Outreach Table to ensure customers who normally would call or come in for housing or other emergencies are being served.
- The Child Support Division is working diligently processing an increased number of referrals and applications for child support due to COVID-19 pandemic.
- CAC Coordinator has been doing many activities through out the county to promote “Child Abuse Awareness Month.” Here are some activities:

"Supporting Children, Connecting Community, and Empowering Families"

- Throughout the 30 Days in April, posts will be shared on Facebook that would:
 - Support Children: Provide activities for children to do that promotes self-esteem and wellness.
 - Connect Community: Capture human narratives from businesses, community leaders, organizations that share “belonging moments”. I would connect with Connect in Blue Project partners from 2019 and new in the coming weeks through email/ phone to ask for stories to be shared for postings.
 - Empower Families: Provide links / resources for families that encourage safety and positive insight while recognizing the struggles facing parents.
- Pinwheel Plantings:
Enhance the number of Pinwheel Plantings with organizations:
 1. Commissioners Building
 2. High School/ Middle School (with permission)
 3. Banks
 4. Wilmer Park (with permission)
 5. Washington College Lawn (with permission)

COVID-19 Update Information Continued:

- Please visit Kent County Department of Social Services Facebook page for updates and more information about what is going on at KCDSS. This is what the page looks like:



- Next meeting: Monday, May 20, 2020. Presentation by the Adult Services Division regarding services that are provided to the most vulnerable adults in Kent County.