

Department of Human Resources

MISSION

The Maryland Department of Human Resources (DHR) will aggressively assist and empower people in economic need, provide prevention services and protect vulnerable children and adults.

VISION

We envision a Maryland where people independently support themselves and their families and where individuals are safe from abuse and neglect.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. DHR is recognized as a national leader among human service agencies.

Obj. 1.1 Achieve a Work Participation Rate of fifty percent (less the Caseload Reduction Credit) in federal fiscal year 2016 and retain this rate in subsequent fiscal years.

¹ **Obj. 1.2** In fiscal year 2017, local out-of-home placement boards will review 1,300 cases.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
^{2,3} Work Participation Rate	46.1%	50.4%	49.7%	47.8%	50.0%	50.0%	50.0%
¹ Statewide total number of out-of-home placement cases reviewed by local boards	1,659	1,242	1,136	1,298	1,358	1,300	1,300

Goal 2. Maryland residents have access to essential services to support themselves and their families.

Obj. 2.1 Maintain the Food Supplement error rate at or below six percent each Federal fiscal year.

Obj. 2.2 Annually distribute meals to Marylanders in need of food.

Obj. 2.3 Annually place individuals from Temporary Cash Assistance (TCA) families into high quality jobs.

Obj. 2.4 Place TCA recipients into full-time jobs in targeted promising/growth industries identified by DHR in conjunction with the Department of Labor, Licensing and Regulation (DLLR).

Obj. 2.5 Place 80 percent of refugees and asylees registered for employment services during Federal fiscal year 2018 in unsubsidized employment.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
³ Food Supplement Program payment error rate	3.4%	2.1%	3.4%	2.2%	2.9%	4.0%	4.0%
⁴ Number of meals distributed to hungry Marylanders	11,380,906	14,424,970	14,606,630	16,497,832	14,166,086	14,166,086	14,166,086
Total number of TCA job placements	12,380	12,504	11,124	13,413	13,068	13,088	13,108
⁵ Earnings Gain Rate	49%	50%	56%	52%	56%	56%	56%
Percent of refugee and asylee employment caseload placed into jobs	84%	83%	73%	73%	73%	77%	77%

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- Obj. 2.6** Each fiscal year, the Office of Home Energy Programs (OHEP) will maintain a level of participation that ensures greater than 60 percent of households served are a vulnerable population, as defined as having a child under six, disabled individual, and/or an elderly citizen aged sixty or older.
- Obj. 2.7** Provide homeless individuals with appropriate levels of shelter and shelter services in order to move individuals in crisis to stable housing.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percent of OHEP unified applications received and processed from eligible households	47.3%	44.3%	42.7%	40.8%	40.0%	41.0%	43.0%
MEAP and/or EUSP benefits paid to targeted groups:							
⁶ Percent of eligible households over 60 years of age	26.1%	24.7%	25.3%	25.3%	23.4%	23.6%	23.9%
⁶ Percent of eligible disabled households	23.8%	24.8%	26.6%	26.4%	24.5%	24.7%	24.9%
⁶ Percent of eligible households with children under six	46.5%	40.7%	36.1%	33.0%	28.7%	28.9%	29.2%
⁷ Total number of households receiving homelessness treatment and prevention services	N/A	N/A	N/A	N/A	5,741	5,635	5,635
⁷ Total number of households acquiring and/or maintaining permanent housing	N/A	N/A	N/A	N/A	4,514	4,375	4,375

Goal 3. Maryland residents are safe from abuse, neglect and exploitation.

- Obj. 3.1** By fiscal year 2018, 90.9 percent of victims of maltreatment will have no recurrence of maltreatment within 12 months of a first occurrence.
- Obj. 3.2** By fiscal year 2018, of all children in foster care during a 12 month period, the rate of victimization per 100,000 days of foster care will be no more than 8.5.
- Obj. 3.3** For fiscal year 2017, 96.5 percent of adult abuse cases will have no recurrence in six months.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	87.0%	89.2%	89.8%	90.1%	87.6%	89.2%	89.2%
Rate of victimization per 100,000 days of foster care during a 12 month period	N/A	10.2	12.9	10.1	12.3	11.8	11.8
Number of reports of adult abuse	6,049	6,434	6,672	6,229	6,364	6,374	6,374
Number of investigations of adult abuse completed	5,968	6,234	6,233	5,712	6,166	6,037	6,037
Number of cases of adult abuse indicated or confirmed	1,858	1,838	1,696	1,531	1,624	1,531	1,531
Percent of indicated or confirmed adult abuse cases for which there is no recurrence of abuse within six months	98.2%	96.7%	96.0%	97.3%	96.0%	96.7%	96.7%

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Goal 4. Maryland children live in permanent homes, and vulnerable adults live in the least restrictive environments.

- Obj. 4.1** By fiscal year 2018, the rate of entry into foster care will be no more than 1.5 per 1,000 children under 18.
- Obj. 4.2** By fiscal year 2018, no more than 12 percent of children who exit out-of-home care to reunification with their family of origin will re-enter out-of-home care within 12 months.
- Obj. 4.3** By fiscal year 2018, of all children who enter foster care in a 12 month period, the rate of placement moves per 1,000 days of foster care will be no more than 4.12.
- Obj. 4.4** By fiscal year 2018, reduce the percent of foster/kinship children who are in care 24 or more continuous months to 45 percent for all foster care children, 30 percent for foster care children under 18, and 89 percent for foster children 18 and over.
- Obj. 4.5** By fiscal year 2018, 40 percent of children will exit to permanency within 12 months of entry into foster care.
- Obj. 4.6** By fiscal year 2018, 98.4 percent of individuals served by adult services are served in the community.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percent of children who exit foster/kinship care to permanency within 12 months of entry	N/A	40.7%	36.8%	39.5%	38.0%	38.1%	38.1%
Rate of all removals into foster care per 1,000 children under 18 years of age	N/A	1.77	1.50	1.50	1.75	1.50	1.50
Percent of children re-entering out-of home care within 12 months of exiting care to reunify with their family of origin	15.5%	15.2%	17.0%	14.6%	17.0%	16.2%	16.2%
Percent of children re-entering out-of-home care within 12 months of exiting care to guardianship	N/A	5.1%	5.3%	9.2%	7.7%	7.4%	7.4%
Rate of placement moves per 1,000 days of foster care	N/A	4.1	4.7	4.1	4.6	4.4	4.4
Percent of foster/kinship children who are in care 24 or more continuous months	49%	49%	47%	46%	44%	44%	44%
Percent of foster/kinship children under age 18 who are in care 24 or more continuous months	36%	34%	32%	33%	32%	32%	32%
Percent of foster/kinship children ages 18-20 who are in care 24 or more continuous months	90%	91%	90%	89%	86%	88%	88%
Percent of individuals served by Adult Services who remain in the community during the year	98.1%	98.4%	98.1%	98.3%	98.1%	98.3%	98.3%

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Goal 5. Enable, encourage and enforce parental responsibility.

Obj. 5.1 Increase the statewide percentage of child support cases with support orders by one percentage point per year.

Obj. 5.2 Increase by one percentage point each Federal fiscal year the number of cases with payment on arrears.

Obj. 5.3 Increase the statewide percentage of children in the child support caseload with paternity established by one percentage point each Federal fiscal year.

Obj. 5.4 Increase the statewide percentage of current support collected by one percentage point each Federal fiscal year until we reach eighty percent.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percent of cases in the State child support caseload with support orders	83.4%	85.1%	85.2%	84.6%	84.9%	84.9%	84.9%
Percent of cases with arrears for which a payment is received	64.1%	67.7%	69.3%	69.6%	70.4%	70.9%	71.4%
Percent of children in the State child support caseload with paternity established	97.9%	98.7%	99.3%	98.9%	98.4%	98.9%	98.9%
Percent of current support paid	65.7%	66.8%	67.8%	68.6%	69.0%	69.5%	70.0%

NOTES

¹ Revised to focus on local out-of-home placement reviews.

² Data for 2013 and 2014 updated based on federal work participation reports published in January and July of 2016.

³ Due to federal reporting timelines, data for 2015 and 2016 are departmental estimates.

⁴ Data for 2015 revised to reflect only DHR funded programs.

⁵ University of Baltimore study containing final 2015 figures was not available until the fall of 2016. The 2015 data is updated to reflect final figures. University of Baltimore study containing final 2016 figures will not be available until fall of 2017. The 2016 data is a departmental estimate.

⁶ Counts may be duplicated across categories.

⁷ Measure revised to focus more broadly on comprehensive homelessness prevention and services.