

Department of Human Services

MISSION

The Maryland Department of Human Services (DHS) 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. DHS 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.

Obj. 1.2 In fiscal year 2019, local out-of-home placement boards will review 1,250 cases.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
¹ Work Participation Rate	50.4%	49.7%	51.5%	32.8%	30.7%	50.0%	50.0%
² Statewide total number of out-of-home placement cases reviewed by local boards	1,242	1,136	1,298	1,358	1,305	1,250	1,250

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 DHS 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 2019 in unsubsidized employment.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
¹ Food Supplement Program payment error rate	2.1%	3.4%	3.2%	6.0%	6.5%	5.9%	5.9%
Number of meals distributed to hungry Marylanders	14,424,970	14,606,630	16,497,832	14,166,086	13,733,983	14,166,086	14,166,086
³ Total number of TCA job placements	12,504	11,124	13,561	13,068	12,240	12,568	12,568
⁴ Earnings Gain Rate	50%	58%	52%	55%	54%	54%	54%
Percent of refugee and asylee employment caseload placed into jobs	83%	73%	73%	73%	64%	58%	60%

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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.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percent of OHEP unified applications received and processed from eligible households	44.3%	42.7%	40.8%	40.0%	40.0%	41.0%	41.0%
MEAP and/or EUSP benefits paid to targeted groups:							
⁵ Percent of eligible households over 60 years of age	24.7%	25.3%	25.3%	23.4%	24.9%	25.1%	25.4%
⁵ Percent of eligible disabled households	24.8%	26.6%	26.4%	24.5%	25.2%	25.4%	25.7%
⁵ Percent of eligible households with children under six	40.7%	36.1%	33.0%	28.7%	28.1%	28.4%	28.7%

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

Obj. 3.1 By fiscal year 2019, 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 2019, 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 2018, 96.5 percent of adult abuse cases will have no recurrence in six months.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	89.2%	89.8%	90.1%	87.6%	90.1%	90.8%	91.0%
Rate of victimization per 100,000 days of foster care during a 12 month period	10.2	12.9	10.1	12.3	12.8	11.7	12.3
Number of reports of adult abuse	6,434	6,672	6,229	6,364	6,459	6,351	6,351
Number of investigations of adult abuse completed	6,234	6,233	5,712	6,166	6,606	6,161	6,161
Number of cases of adult abuse indicated or confirmed	1,838	1,696	1,531	1,624	1,709	1,621	1,621
Percent of indicated or confirmed adult abuse cases for which there is no recurrence of abuse within six months	96.7%	96.0%	97.3%	96.0%	94.9%	96.1%	96.1%

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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 2019, 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 2019, 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 2019, 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 2019, 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 2019, 40 percent of children will exit to permanency within 12 months of entry into foster care.
- Obj. 4.6** By fiscal year 2019, 98.4 percent of individuals served by adult services are served in the community.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percent of children who exit foster/kinship care to permanency within 12 months of entry	40.7%	36.8%	39.5%	38.0%	25.3%	34.3%	34.3%
Rate of all removals into foster care per 1,000 children under 18 years of age	1.77	1.50	1.50	1.75	1.79	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	15.2%	17.0%	14.6%	17.0%	17.3%	16.3%	16.3%
Percent of children re-entering out-of-home care within 12 months of exiting care to guardianship	5.1%	5.3%	9.2%	7.7%	7.4%	7.4%	7.4%
Rate of placement moves per 1,000 days of foster care	4.1	4.7	4.1	4.6	4.8	4.1	4.1
Percent of foster/kinship children who are in care 24 or more continuous months	49%	47%	46%	44%	41%	44%	43%
Percent of foster/kinship children under age 18 who are in care 24 or more continuous months	34%	32%	33%	32%	30%	32%	31%
Percent of foster/kinship children ages 18-20 who are in care 24 or more continuous months	91%	90%	89%	86%	85%	87%	86%
Percent of individuals served by Adult Services who remain in the community during the year	98.4%	98.1%	98.3%	98.1%	98.1%	98.2%	98.2%

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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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percent of cases in the State child support caseload with support orders	85.1%	85.2%	84.6%	84.9%	86.1%	84.9%	84.9%
Percent of cases with arrears for which a payment is received ⁵	67.7%	69.3%	69.6%	70.4%	66.4%	71.4%	71.9%
Percent of children in the State child support caseload with paternity established ⁴	98.7%	99.3%	98.9%	98.4%	94.0%	98.9%	98.9%
Percent of current support paid	66.8%	67.8%	68.6%	69.0%	68.7%	70.0%	70.5%

NOTES

¹ Due to federal reporting timelines, data for 2015 is now final, and data for 2016 and 2017 are departmental estimates.

² Eight fewer Citizens Review Boards occurred in fiscal year 2017, and Objective 1.2 and this measure were updated to reflect this reduction.

³ Department recalculated 2015 and 2016 using more complete data.

⁴ Department recalculated 2014 using more complete data. University of Baltimore study containing final 2016 data was not available until the fall of 2017. The 2016 data is updated to reflect final figures. The University of Baltimore study containing final 2017 figures will not be available until the fall of 2018. The 2017 data is a departmental estimate.

⁵ Counts may be duplicative across categories.