

# 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
<sup>1</sup> Work Participation Rate	49.7%	51.5%	32.8%	29.2%	50.0%	50.0%	50.0%
Statewide total number of out-of-home placement cases reviewed by local boards	1,136	1,298	1,358	1,305	1,241	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 2020 in unsubsidized employment.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
<sup>1</sup> Food Supplement Program payment error rate	3.4%	3.2%	6.0%	6.4%	5.7%	5.9%	5.9%
Number of meals distributed to hungry Marylanders	14,606,630	16,497,832	14,166,086	13,733,983	15,362,265	15,000,000	15,000,000
Total number of TCA job placements	11,124	13,561	13,068	12,240	11,325	12,304	12,304
<sup>1</sup> Earnings Gain Rate	58%	52%	55%	56%	54%	54%	54%
Percent of refugee and asylee employment caseload placed into jobs	73%	73%	73%	64%	71%	60%	62%

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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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of OHEP unified applications received and processed from eligible households	42.7%	40.8%	40.0%	40.0%	40.0%	41.0%	41.0%
MEAP and/or EUSP benefits paid to targeted groups:							
Percent of eligible households over 60 years of age	25.3%	25.3%	23.4%	27.0%	27.3%	27.6%	27.6%
Percent of eligible disabled households	26.6%	26.4%	24.5%	23.8%	24.0%	24.3%	24.3%
Percent of eligible households with children under six	36.1%	33.0%	28.7%	32.0%	32.3%	32.7%	32.7%

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

**Obj. 3.1** By fiscal year 2020, 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 2020, 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 2020, 96.5 percent of adult abuse cases will have no recurrence in six months.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	89.8%	90.1%	87.6%	90.1%	89.8%	89.3%	89.3%
Rate of victimization per 100,000 days of foster care during a 12 month period	12.9	10.1	12.3	12.8	11.6	11.7	11.7
Number of reports of adult abuse	6,672	6,229	6,364	6,459	6,353	6,392	6,401
Number of investigations of adult abuse completed	6,233	5,712	6,166	6,606	4,686	5,819	5,704
Number of cases of adult abuse indicated or confirmed	1,696	1,531	1,624	1,709	1,288	1,540	1,512
Percent of indicated or confirmed adult abuse cases for which there is no recurrence of abuse within six months	96.0%	97.3%	96.0%	94.9%	98.2%	96.3%	96.5%

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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 2020, 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 2020, 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 2020, 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 2020, 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 2020, 40 percent of children will exit to permanency within 12 months of entry into foster care.
- Obj. 4.6** By fiscal year 2020, 98.4 percent of individuals served by adult services are served in the community.

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percent of children who exit foster/kinship care to permanency within 12 months of entry	36.8%	39.5%	38.0%	25.3%	39.0%	34.0%	34.0%
Rate of all removals into foster care per 1,000 children under 18 years of age	1.50	1.50	1.75	1.79	1.90	1.81	1.81
Percent of children re-entering out-of home care within 12 months of exiting care to reunify with their family of origin	17.0%	14.6%	17.0%	17.3%	15.6%	16.3%	16.3%
Percent of children re-entering out-of-home care within 12 months of exiting care to guardianship	5.3%	9.2%	7.7%	7.4%	8.5%	7.8%	7.8%
Rate of placement moves per 1,000 days of foster care	4.7	4.1	4.6	4.8	5.1	4.5	4.5
Percent of foster/kinship children who are in care 24 or more continuous months	47%	46%	44%	41%	40%	42%	42%
Percent of foster/kinship children under age 18 who are in care 24 or more continuous months	32%	33%	32%	30%	29%	30%	30%
Percent of foster/kinship children ages 18-20 who are in care 24 or more continuous months	90%	89%	86%	85%	85%	85%	85%
Percent of individuals served by Adult Services who remain in the community during the year	98.1%	98.3%	98.1%	98.1%	98.5%	98.2%	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.

<b>Performance Measures</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Act.</b>	<b>2017 Act.</b>	<b>2018 Act.</b>	<b>2019 Est.</b>	<b>2020 Est.</b>
Percent of cases in the State child support caseload with support orders	85.2%	84.6%	84.9%	86.1%	83.6%	84.9%	84.9%
Percent of cases with arrears for which a payment is received	69.3%	69.6%	70.4%	66.4%	70.2%	71.9%	72.4%
Percent of children in the State child support caseload with paternity established	99.3%	98.9%	98.4%	94.0%	98.4%	98.9%	98.9%
Percent of current support paid	67.8%	68.6%	69.0%	68.7%	68.7%	70.5%	70.5%

**NOTES**

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<sup>1</sup> 2018 data is an estimate.