

Department of Human Services

MISSION

The Maryland Department of Human Services (DHS) will aggressively pursue opportunities to assist people in economic need, provide prevention services, and protect 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. Increase access to services and benefits that support individual and family wellbeing

Obj. 1.1 Achieve immediate reductions in child poverty through increased economic benefits for families across the state.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number of individuals enrolled in Supplemental Nutrition Assistance Program (SNAP)	N/A	N/A	N/A	692,966	681,165	681,165	681,165
Number of Individuals enrolled in Temporary Cash Assistance (TCA)	N/A	N/A	N/A	45,430	43,003	43,003	43,003
Number of individuals enrolled in Temporary Disability Assistance Program (TDAP)	N/A	N/A	N/A	9,525	10,881	10,881	10,881
Number of households enrolled in Maryland Energy Assistance Program (MEAP)	N/A	N/A	N/A	94,197	128,926	128,926	128,926
Number of households enrolled in Electric Universal Service Program (EUSP)	N/A	N/A	N/A	112,132	130,046	130,046	130,046
MEAP and/or EUSP benefits paid to targeted groups:							
Percent of eligible households over 60 years of age	38.2%	39.1%	24.7%	38.5%	39.1%	39.1%	39.1%
Percent of eligible disabled households	33.8%	34.1%	21.6%	29.8%	30.9%	30.9%	30.9%
Percent of eligible households with children under six	17.7%	17.3%	36.6%	18.6%	18.0%	18.0%	18.0%
Number of meals distributed to hungry Marylanders	20,441,468	6,479,721	7,388,331	11,068,366	18,957,995	10,973,603	12,471,564
¹ Number of children receiving SUN Bucks	N/A	N/A	N/A	605,227	630,006	630,006	630,006

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Obj. 1.2 End cycles of poverty and help create sustained long-term wealth.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Work Participation Rate	4.8%	11.8%	12.0%	7.8%	8.4%	12.0%	12.0%
Total number of TCA job placements	4,933	5,066	4,508	5,607	5,473	5,473	5,473
¹ Percent of individuals placed into a job who retain the employment after one quarter (90 day job retention)	76.0%	79.0%	79.0%	77.0%	79.0%	79.0%	79.0%
Average hourly wage of employment income	\$15.43	\$16.79	\$17.81	\$16.97	\$19.44	\$16.00	\$17.00
Percent of employable refugees placed into jobs within eight months after arrival	41.0%	51.0%	35.0%	44.0%	36.0%	48.0%	52.0%

Obj. 1.3 During the current fiscal year, improve the efficiency and effectiveness of child support services statewide, resulting in increased support orders, payments on arrears, paternity establishment, current support collection, and overall cost effectiveness.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percent of cases in the State child support caseload with support orders	86.5%	86.8%	86.6%	86.2%	85.7%	86.2%	86.7%
Percent of cases with arrears for which a payment is received	73.2%	69.6%	67.3%	66.0%	65.5%	66.0%	66.5%
Percent of children in the State child support caseload with paternity established	96.2%	96.2%	94.1%	94.3%	94.3%	94.8%	95.3%
Percent of current support paid	68.7%	69.8%	62.6%	64.4%	63.8%	64.3%	64.8%
¹ Cost Effectiveness	\$3.31	\$3.29	\$2.87	\$2.51	\$3.52	\$3.56	\$3.59
Performance measures related to TCA-involved Child Support cases:							
Average monthly collections for TCA related cases	\$315	\$314	\$343	\$389	\$397	\$401	\$405
Number of families that received passed through collections	5,674	4,489	3,167	3,090	3,018	3,048	3,079
Number of children that received passed through collections	11,962	10,036	7,246	7,091	6,777	6,845	6,913
Total collections on arrears for TCA related cases (\$ millions)	\$10.78	\$7.58	\$3.34	\$5.29	\$4.50	\$4.55	\$4.59
Percent of active TCA related cases in the child support caseload with a support order	49.4%	55.0%	41.8%	46.7%	43.9%	44.4%	44.9%
Number of active TCA cases in the child support caseload that switched to Non-TCA	67,194	40,650	40,229	6,122	7,442	7,516	7,592
Total collections on current assistance (\$ millions)	\$16.00	\$18.00	\$14.00	\$12.00	\$13.00	\$13.00	\$13.00
Total collections on former assistance (\$ millions)	\$160.00	\$87.00	\$71.00	\$71.00	\$72.00	\$73.00	\$73.00
Total collections on never assistance (\$ millions)	\$366.00	\$406.00	\$373.00	\$373.00	\$365.00	\$369.00	\$372.00
Total amount of distributed collections (\$ millions)	\$543.00	\$511.00	\$458.00	\$456.00	\$450.00	\$455.00	\$459.00

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Obj. 1.4 During the current fiscal year, support individuals to build lasting family relationships and live in the least-restrictive setting as possible through in-home services, community referrals, and timely reunification.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percent of children who exit out-of-home care to permanency within 12 months of entry	28.9%	29.0%	26.0%	26.0%	24.3%	25.4%	25.2%
Percent of children re-entering out-of-home care within 12 months of exiting to reunification	10.9%	10.0%	11.2%	9.4%	13.0%	11.2%	11.2%
Percent of children re-entering out-of-home care within 12 months of exiting to guardianship	2.7%	2.3%	1.4%	1.1%	1.1%	1.2%	1.1%
Rate of placement moves per 1,000 days of out-of-home care	5.19	6.65	7.98	6.15	6.19	6.77	6.37
Percent of children in out-of-home care who are in care for 24 or more continuous months	46.0%	52.0%	50.0%	47.0%	48.0%	48.0%	48.0%
Percent of children in out-of-home care under the age of 18 who are in care for 24 or more continuous months	36.0%	41.0%	21.0%	39.0%	40.0%	33.0%	37.0%
Percent of children in out-of-home care aged 18-20 who are in care for 24 or more continuous months	86.0%	87.0%	87.0%	86.0%	88.0%	87.0%	87.0%
Percent of individuals served by Adult Services who remain in the community during the year	99.9%	99.0%	95.4%	97.3%	98.7%	97.1%	97.7%

Goal 2. Ensure Marylanders are safe from abuse, neglect, and exploitation.

Obj. 2.1 During the current fiscal year, ensure the safety of children and adults by way of screening reports, conducting investigations, and providing ongoing support to families.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Number children entering into out-of-home care due to neglect	N/A	N/A	N/A	712	846	846	846
Rate of all removals into out-of-home care per 1,000 children under 18 years of age	1.20	1.20	1.00	1.00	1.09	1.03	1.04
Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	98.0%	93.2%	93.0%	92.2%	91.2%	92.1%	91.8%
Rate of victimization per 100,000 days of out-of-home care during a 12 month period	11.10	10.00	9.90	12.20	7.16	9.75	9.70
Number of reports of adult abuse or neglect	7,116	8,202	17,358	21,760	22,803	20,640	21,734
Number of investigations of adult abuse or neglect completed within 60 days	5,654	5,242	5,777	5,145	5,219	5,558	5,485
Number of cases of adult abuse or neglect indicated or confirmed	847	1,412	1,429	1,344	1,277	1,350	1,324
Percent of indicated or confirmed adult abuse or neglect cases for which there is no recurrence within six months	98.8%	96.4%	98.9%	95.0%	90.4%	95.6%	94.5%

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Goal 3. Excel in evidence-driven and customer-service oriented governance.

Obj. 3.1 During the current fiscal year, ensure programs and services are delivered at high quality, in a timely manner, and in a way that upholds respect and dignity for our customers.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
SNAP payment error rate	N/A	35.6%	19.0%	13.6%	N/A	N/A	N/A
SNAP Application Processing Timeliness Rate	N/A	89.2%	84.8%	N/A	N/A	95.0%	95.0%

NOTES

¹ 2025 data is estimated.