

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 50 percent (less the Caseload Reduction Credit) in Federal fiscal year 2024.

Obj. 1.2 In fiscal year 2024, local out-of-home placement boards will review 1,300 cases.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
¹ Work Participation Rate	26.6%	14.3%	4.8%	11.8%	12.0%	12.0%	13.0%
Statewide total number of out-of-home placement cases reviewed by local boards	1,339	871	385	660	703	660	660

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 80 percent of refugees and asylees registered for employment services during Federal fiscal year 2024 in unsubsidized employment.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
^{1,2} Supplemental Nutrition Assistance Program payment error rate	8.4%	N/A	N/A	35.6%	N/A	6.0%	6.0%
Number of meals distributed to hungry Marylanders	21,159,547	21,429,339	20,441,468	6,479,721	7,388,331	6,500,000	6,500,000
Total number of TCA job placements	10,309	7,181	4,933	5,066	4,508	4,836	4,836
Percent of refugee and asylee employment caseload placed into jobs	63%	61%	41%	51%	33%	50%	60%

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Obj. 2.5 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	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of OHEP unified applications received and processed from eligible households	39.9%	38.0%	40.7%	65.0%	41.0%	49.0%	49.0%
Maryland Energy Assistance Program (MEAP) and/or Electric Universal Service Program (EUSP) benefits paid to targeted groups:							
Percent of eligible households over 60 years of age	27.6%	27.8%	38.2%	39.1%	24.7%	33.7%	33.7%
Percent of eligible disabled households	23.6%	23.5%	33.8%	34.1%	21.6%	13.6%	13.6%
Percent of eligible households with children under six	34.5%	31.9%	17.7%	17.3%	36.6%	36.6%	36.6%

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

Obj. 3.1 By fiscal year 2024, 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 2024, 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 2024, 96.5 percent of adult abuse cases will have no recurrence in six months.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	90.2%	93.8%	98.0%	93.2%	93.0%	94.7%	93.6%
Rate of victimization per 100,000 days of foster care during a 12 month period	12.1	10.4	11.1	10.0	9.9	10.5	10.5
Number of reports of adult abuse	7,531	6,467	7,116	8,202	17,358	14,796	16,042
Number of investigations of adult abuse completed	5,002	4,029	5,654	5,242	5,777	5,558	5,526
Number of cases of adult abuse indicated or confirmed	1,254	1,273	847	1,412	1,429	1,229	1,357
Percent of indicated or confirmed adult abuse cases for which there is no recurrence of abuse within six months	99.3%	99.4%	98.8%	96.4%	98.9%	98.0%	97.8%

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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 2024, 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 2024, 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 2024, 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 2024, 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 2024, 40 percent of children will exit to permanency within 12 months of entry into foster care.
- Obj. 4.6** By fiscal year 2024, 98.4 percent of individuals served by adult services are served in the community.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of children who exit foster/kinship care to permanency within 12 months of entry	35.0%	33.9%	28.9%	29.0%	26.0%	29.5%	29.5%
Rate of all removals into foster care per 1,000 children under 18 years of age	1.58	1.61	1.20	1.20	1.00	1.25	1.25
Percent of children re-entering out-of-home care within 12 months of exiting care to reunify with their family of origin	16.9%	13.9%	10.9%	10.0%	11.2%	10.7%	10.6%
Percent of children re-entering out-of-home care within 12 months of exiting care to guardianship	5.3%	4.7%	2.7%	2.3%	1.4%	2.1%	1.9%
Rate of placement moves per 1,000 days of foster care	4.5	4.8	5.2	6.7	8.0	5.8	5.8
Percent of foster/kinship children who are in care 24 or more continuous months	41%	39%	46%	52%	50%	49%	50%
Percent of foster/kinship children under age 18 who are in care 24 or more continuous months	32%	28%	36%	41%	21%	32%	32%
Percent of foster/kinship children ages 18-20 who are in care 24 or more continuous months	84%	83%	86%	87%	87%	87%	87%
Percent of individuals served by Adult Services who remain in the community during the year	99.5%	99.5%	99.9%	99.0%	95.4%	98.1%	97.5%

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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.

Obj. 5.5 Increase the statewide cost effectiveness each federal fiscal year.

Performance Measures	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Act.	2024 Est.	2025 Est.
Percent of cases in the State child support caseload with support orders	84.0%	85.9%	86.5%	86.8%	86.6%	87.8%	88.3%
Percent of cases with arrears for which a payment is received	67.8%	76.6%	73.2%	69.6%	67.3%	70.6%	71.1%
Percent of children in the State child support caseload with paternity established	92.6%	97.9%	96.2%	96.2%	94.1%	97.2%	97.7%
Percent of current support paid	69.0%	68.9%	68.7%	69.8%	62.6%	70.8%	71.3%
Cost Effectiveness	\$3.80	\$3.67	\$3.31	\$3.29	\$2.87	\$3.01	\$3.16
<i>Performance measures related to TCA related Child Support cases:</i>							
Average monthly collections for TCA related cases	215.1	331.4	314.8	313.8	343.4	0.0	0.0
Number of families that received passed through collections	3,037	5,957	5,674	4,489	3,167	0	0
Number of children that received passed through collections	6,739	12,434	11,962	10,036	7,246	0	0
Total collections on arrears for TCA related cases (\$	\$1.04	\$14.22	\$10.78	\$7.58	\$3.34	\$0.00	\$0.00
Percent of TCA related cases with a support order	57.4%	48.0%	49.4%	55.0%	41.8%	0.0%	0.0%
Number of TCA cases that switched to Non TCA	75,032	72,704	67,194	40,650	40,229	0	0
Total collections on current assistance (\$ millions)	\$11	\$15	\$16	\$18	\$14	\$0	\$0
Total collections on former assistance (\$ millions)	\$153	\$176	\$160	\$87	\$71	\$0	\$0
Total collections on never assistance (\$ millions)	\$381	\$392	\$366	\$406	\$373	\$0	\$0
Total amount of distributed collections (\$ millions)	\$545	\$583	\$543	\$511	\$458	\$0	\$0

NOTES

¹ 2023 data is an estimate.

² The Food and Nutrition Service did not release a national error rate for federal fiscal years 2020 and 2021 due to flexibilities provided to States by Section 4603(a)(2) of the Continuing Appropriations Act, 2021 and Other Extensions Act. The first year of calculated error rates will be 2022.