

Shelly Neal-Edwards, LCSW-C Director

> Office of Child Support Administration

315 High Street, Suite 208 Chestertown, MD 21620 Phone: 1-800-332-6347





### **Kent County**

DEPARTMENT OF SOCIAL SERVICES
350 High Street, PO Box 670 I Chestertown, Maryland 21620 I Phone: 410-810-7600 I Fax: 410-778-1497

Date:

April 17, 2020

To:

Kent County DSS Advisory Board Members

From:

Shelly Neal-Edwards

Re:

April Board Meeting

There will be **no meeting** of the Kent County Department of Social Services Advisory Board on **Monday, April 20, 2020 at 3:30 p.m**. at 315 High Street, Chestertown, MD in the Child Support Conference Room.

The agenda for the meeting will be as follows: PQI presentation- Shelly Neal-Edwards

- Chairperson's Report
  - No approval of published minutes No meeting in March due to COVID-19 pandemic.
- Kent County CARES Foundation
  - No additional information at this time
- Director's Report
  - Division Performance Reports March
  - Please note the highlighted area for the FIA Division Report. We are unable to get the exact numbers due to the inability to perform face to face interviews and perform normal verifications. There is a 60 day delay in these duties. In addition, the staff are completing statewide processing of applications not just Kent County applications.
    - COVID-19 Updates for KCDSS
  - Additional Topics
    - None

#### **Performance Quality Improvement**

#### Social Services Board Update

#### Information provided by Shelly Neal-Edwards, LCSW-C, KCDSS Director

- PQI is broad based, agency wide process that includes staff and stakeholders.
- Uses data to identify areas of improvement throughout the agency. Want to achieve performance targets of programs, customer satisfaction and positive customer outcomes.
- There are key PQI Components:

 PQI Plan- summarizes activities and describes the process. Reviewed regularly by the Council.

- Code of Ethics- must maintain high standards of personal conduct, treat customers with respect, courtesy, fairness; adhere to commitments; uphold the vision of the agency, promote the general welfare of society and maintain confidentiality.
- O Vision, Mission, Values-
- Customer Rights & Responsibilities- copy provided, next page
- Customer Service Principles- copy provided
- PQI Council- meet once per month. Oversee the implementation and effectiveness of the plan and activities; monitor outcomes of the divisions.
- Management Team- oversee the outcomes and ensure the goals are met.
- Divisional Outcomes
- Service Monitoring & Evaluation- staff suggestion box; risk management committee
- Satisfaction Measurement- provide customer, stakeholder and employee surveys throughout out the year.

# KENT COUNTY DEPARTMENT OF SOCIAL SERVICES CUSTOMER RIGHTS AND RESPONSIBILITIES

#### Your Responsibilities

- 1. Courtesy to be courteous, respectful and patient.
- **2. Provide Information** you must give accurate and complete information. You must provide proof of this information. We will keep this information private.
- 3. Report Changes you must report all changes within ten (10) days. Examples are changes in household size, address, income, employment and assets. You may report changes in person, by telephone or by mail to the Department. PENALTIES-If you do not report correct changes, we may deny, stop or reduce your benefits. A judge may fine you and/or imprison you if you intentionally do not give correct information for reported changes.

#### **Your Rights**

- 1. Equal Rights the Department may not discriminate against you.
- 2. Courtesy to be treated with courtesy, dignity and respect.
- 3. Services to receive the services for which you are eligible.
- 4. Involvement to participate in the development and/or revision of your Service Plan.
- 5. Clarification to receive an explanation of:
  - a. Your eligibility, ineligibility or reason(s) for termination of services;
  - b. The content and objectives of your Service Plan;
  - c. The nature and significance of any possible adverse effects of the Service Plan;
  - d. The name, title and role of personnel directly responsible for providing services to you and your family;
  - e. Assistance from other service providers, when applicable and available.
- 6. Confidentiality to privacy and confidentiality of services provided and records.
- Record Access to access your Record or Service Plan as allowed by regulations.
   If DSS staff responsible for your case determines that access to your records would be harmful to you or other interested parties, that information will not be released.
- 8. **Information Released** to have information released to other agencies only with your written consent unless provided for by regulation.
- 9. **Right to Appeal** you have the right to a timely, impartial grievance procedure. You can appeal any action taken by the Department. If you request a hearing orally, your case manager can help you put it in writing. At your hearing, you can speak for yourself or have someone else represent you.
- 10. **Right to Written Notice** we must give you a written notice explaining your benefits or services. If we deny or change your benefits or services, we must send you a written explanation. You have a specified time after a notice to request an appeal. Contact your case manager/worker for the specific timeframe as different programs have different time limitations.
- 11. **Right to Claim Good Cause** to receive TCA, you must help the Department get child support. We may excuse you from helping if it puts you or anyone included in your application at risk.

#### Our Office is Open:

8:00 a.m. – 4:30 p.m.

Monday - Friday

We provide emergency coverage during the time that the office is closed. Contact the Maryland State Police at 410-758-1101.

# KENT COUNTY DEPARTMENT OF SOCIAL SERVICES CUSTOMER SERVICES PRINCIPLES

#### 1. To our customers, I am KCDSS:

- I will treat each customer pleasantly, politely, and with the utmost dignity and respect. I will refer to each customer by title and name (i.e. Mr./Mrs./Ms Smith). I will match his/her sense of urgency. I will be open, honest and tactfully candid.
- I will respond (response does not mean "provide an answer") to a verbal, telephone or voice mail
  customer request/inquiry within 24 hours. (As soon as possible the same business day is the generally
  accepted standard, but by the end of the next business day, at the latest).
- I will respond to mail, fax, or e-mail correspondence promptly (as soon as possible, but within at least five [5] working days from the day of receipt).
- I will not leave a customer on telephone hold without explaining how long it will take to be able to respond or to connect him/her with someone who addresses their need.

## 2. I will establish a professional helping relationship with the customer.

- I will ask the customer for feedback, both formally and informally.
- I will take advantage of every opportunity to enhance this relationship through the quality of service I provide.
- I am responsible for helping the customer define and meet his/her needs.
- I accept responsibility for assisting and empowering the customer to develop and utilize his/her own skills and resources to solve the problem, whenever possible.
- I will try to anticipate my customer's needs and will be proactive in providing services.
- I will refer customers to other agencies for assistance as appropriate.
- If I need to communicate the customer's needs to another source, I will do so only with the
  customer's knowledge and permission. I will follow up with that source to verify that the customer's
  needs have been met.
- When an associate refers a problem to me, I will follow through and partner in developing a solution.

## 3. I will "under-promise" and "over-deliver" services to customers.

- I will go out of my way to constantly exceed the customer's expectations.
- My goal is timely, error-free work in both written and spoken forms.
- I will complete the eligibility determination process as soon as possible.

### 4. I will continuously strive to improve quality.

- I will listen to hear my customer's concerns and do what I can to improve my customer service.
- When communicating with a customer who believes s/he received poor service, I will not make excuses or blame others. I will focus on what can be done now to meet the customer's needs instead.
- When customer service standards cannot be met, I will see if any procedural changes are needed to improve service and management of expectations (the customer's, my own, and those of KCDSS).
- I will strive for KCDSS to continue to be a high performance organization. I will impart that sense of the organization to each customer with whom I interact.
- I will collaborate with other human services agencies to provide the highest quality service possible, and encourage and assist other staff/agencies to do the same.

# 5. I will strive to move beyond customer satisfaction to build customer respect and trust in KCDSS.

- I will remember that my services are intended to empower and enable the customer to become self-sufficient, self-reliant and self-supporting.
- I will build the trust of our customers by assuring the validity, reliability and integrity of our service.

# KENT COUNTY FAMILY INVESTMENT DIVISION Fiscal Year 2020

Sources: 1 MD DHR CARES Assistance Unit Statistical Report. SGXY02PR

2 MD CCATS, Active Cases by District and Worker ID, CCATS POC 082 Report

3 MD CCATS, Wait List by Application Date and Subsidy Level, CCATS PCC 085 Report

<sup>4</sup> Local Tracking
5 OHEP Database Monthly Workload Report
6 Data Watch Report
7 University of Maryland Report

# KENT COUNTY CHILD SUPPORT DIVISION FFY 2020

COLLECTION		SSTEER STATES									STA	TS								
Total Child Support Collected - YTD	Total Arrears Collected - YTD		FFY 2020 GOAL 69.02 %	% Paying	Cases Paying on Arrears	Cases with Arrears	FFY 2020 GOAL 63.73 %	% Collected	Current Support Collected	Current Support Owed		FFY 2020 GOAL 112.93 %	% Established (cumulative)	IV-D Children Born Out-of-Wedlock	IV-D Cases with Paternity Estabished	FFY 2020 GOAL 89.75 %	% (cumulative)	IV-D Cases with Orders	IV-D Cases	Federal Measure
\$ 158,510	\$ 32,782			37.16%	207	557		68.45%	\$ 125,728	\$ 183,689			92.57%	565	523		89.57%	653	729	Oct
\$ 287,600	\$ 49,621			45.50%	258	567		65.80%	\$ 237,979	\$ 361,643			93.10%	565	526		90.19%	653	724	Nov
\$ 442,328	\$ 73,997	THE PERSON		52.16%	302	579		66.78%	\$ 368,331	\$ 551,582			93.63%	565	529		90.72%	655	722	Dec
\$ 587,046	\$ 99,732			55.18%	325	589		66.36%	\$ 487,314	\$ 734,355			94.34%	565	533		91.62%	656	716	Jan
\$ 731,917	\$ 128,087			58.93%	353	599		65.63%	\$ 603,830	\$ 920,084 \$			95.04%	565	537		92.08%	651	707	Feb
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# CHILD WELFARE AND ADULT SERVICES DIVISION SFY 2020 KENT COUNTY

ı	PER																												
Exits from Out of Home care - Guardianship exits   Exits from Out of Home care - Adoption   Adoption   1		Caseworker Visitation <sup>5</sup> percent of children in Out of Home care visited every month	Number of children in Out of Home placement <sup>1</sup>	90% or higher	CPS- Open less than 60 days <sup>2</sup>	Releidis to Samantan Sheller	Consolidated Services/FF		I.H.A.S. <sup>3</sup>	Adult Protective Services <sup>2</sup>		Adoptive Services	Adoption Springs		Adult Guardianship <sup>2</sup>	Sel vices to Addits	Son to Adulto 3			Investigations <sup>2</sup>	Child Protective Services				- Coldi Cald	Eneter Care 1		CATEGORY	
Goal = 0	Goal = 1	95% or Higher	Goal = 9 or less	Alternative Response	Investigation Response ^			Waiting List	Active	Investigations	Finalized Adopt	Adopt ICPC	Adopt Cases	Adoption Subsidy		Waiting List	Active	Alt Response-Physical	Alt Response-Neglect	Mental Injury	Sexual Abuse	Physical Abuse	Neglect	Guardian Subsidy	Homes	Voluntary Placement	Children		
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Sources: <sup>1</sup> Local Tracking (Out of Home Supervisor)
<sup>2</sup> Local Tracking (In Home Supervisor's Logs)
<sup>3</sup> SSA Reports AS06

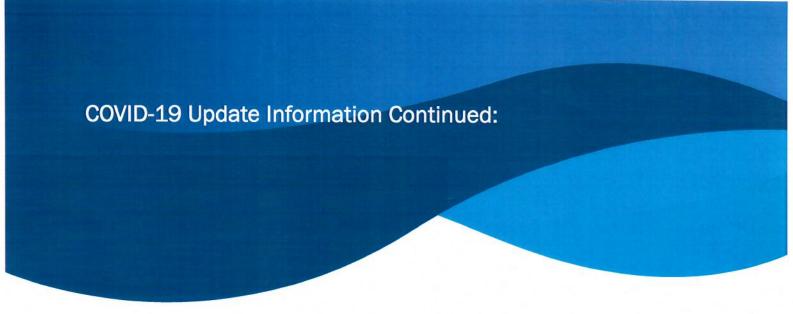
Local Tracking (CIS Intake Forms completed by On Call Workers)
 SSA Resport - Caseworker visitation exception Report

Awaiting corrected figures

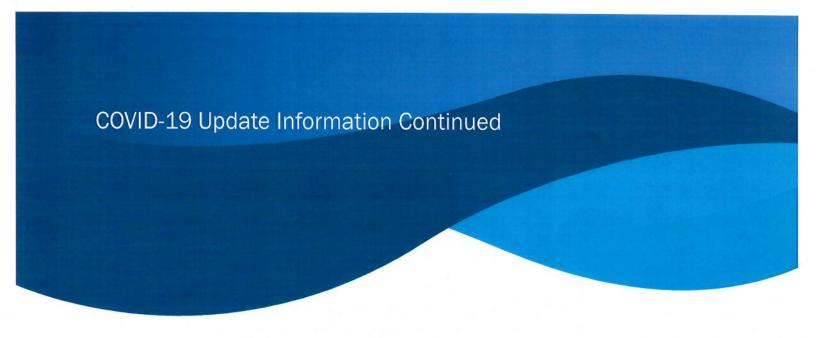
Kent County Social Services Board

## COVID-19 Update Report

- On March 13, 2020, we began working on a plan for staff to telework due to the pandemic. State of MD was at a Level 2 response.
- KCDSS and all LDSS are responsible for local feeding plans for those that are unable to get food. LDSS Director and CSA Assistant Director are a part of the Local Emergency Operations Command Center- EOC. Have to work with Local Health Department and Emergency Services on this plan.
- Social Action Committee and LMB are working with volunteers throughout the county to get food to the most vulnerable people. One KCDSS staff person is taking those phones calls, advising KC residents and will deliver food as a last resort.
- Sunday, March 15<sup>th</sup>, the Governor raised the response to an elevated Level 2. Must have all staff in State buildings teleworking and close all state buildings to the public.
- Due to lack of teleworking equipment, KCDSS could not achieve 100% of staff teleworking. KCDSS IT Lan Admin, Curtis Olsen worked very hard to get old/used equipment back to working and reassigned as many laptops as possible. In addition, we needed VPN access so that staff could securely telework.
- March 18<sup>th</sup>, formal signs went up on both buildings to inform the public that KCDSS was closed to the public.
- Staff continue to process all SNAP, TCA, cash assistance, medical assistance applications via telephone interviews and through electronic applications. Kent County residents prefer face to face so that has been an adjustment.
- FIA staff are processing Kent County and statewide applications.
   Statewide, for just the month of April, there have been over 45,000 applications for financial assistance.



- Services staff conduct virtual meetings with the foster youth and foster parents. Statewide, reports for child and adult maltreatment have been down for the months of March and April due to the children not being in schools and adults not being able to be visited due to the social distancing requirements.
- Services staff were trained by the KC Health Department on how to properly use personal protective equipment (PPE). The Health Department and the Office of Emergency Services have provided staff with PPE in order to ensure safety while home visiting.
- Working with Mid-Shore Behavioral Health on a plan of how to address homeless individuals who test positive for COVID-19. We are inquiring to contract with the local hotels to assist.
- Received essential personnel letter for all staff that have to drive to the
  office and conduct work. We have several staff that have to go into the
  office to perform mission, critical duties including the Director.
- March 31, 2020, Assistant Director for Services Lisa Falls retired. Nikki Strong is now the Acting AD for Services. Due to the hiring freeze, unsure if we will be able to fill this position. KCDSS has 5 other vacancies that are frozen as well.
- April 1, 2020, KCDSS was informed that KC was approved for the Summer SNAP program.
- KCDSS Finance Staff are assisting The Maryland Department of Commerce to meet the extraordinary demand for the Maryland Small Business COVID-19 Emergency Relief Grant and Loan Programs by participating in the payment process to eligible applicants. Commerce received over 7,000 applications in the first twenty-four hours of these programs.
- FIA Division is assisting the county with requests for assistance with land tax, water and sewer and other financial assistance.



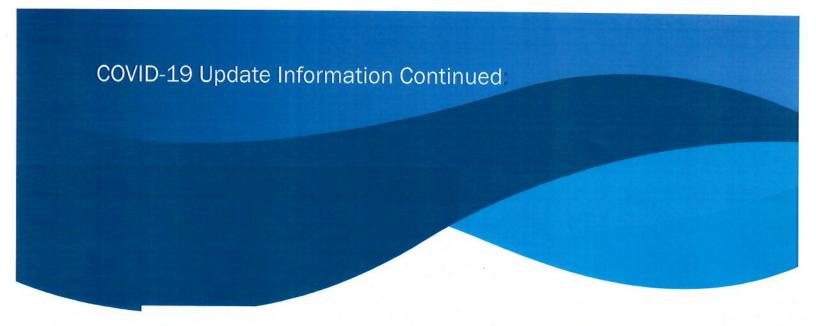
- The Services Division assisting the LMB with referrals to the Good Neighbor Fund through the Community Outreach Table to ensure customers who normally would call or come in for housing or other emergencies are being served.
- The Child Support Division is working diligently processing an increased number of referrals and applications for child support due to COVID-19 pandemic.
- CAC Coordinator has been doing many activities through out the county to promote "Child Abuse Awareness Month." Here are some activities:

"Supporting Children, Connecting Community, and Empowering Families"

- Throughout the 30 Days in April, posts will be shared on Facebook that would:
  - Support Children: Provide activities for children to do that promotes self-esteem and wellness.
  - Connect Community: Capture human narratives from businesses, community leaders, organizations that share "belonging moments". I would connect with Connect in Blue Project partners from 2019 and new in the coming weeks through email/ phone to ask for stories to be shared for postings.
  - Empower Families: Provide links / resources for families that encourage safety and positive insight while recognizing the struggles facing parents.
- Pinwheel Plantings:

Enhance the number of Pinwheel Plantings with organizations:

- 1. Commissioners Building
- 2. High School/ Middle School (with permission)
- 3. Banks
- 4. Wilmer Park (with permission)
- 5. Washington College Lawn (with permission)



 Please visit Kent County Department of Social Services Facebook page for updates and more information about what is going on at KCDSS. This is what the page looks like:



Next meeting: Monday, May 20, 2020. Presentation by the Adult Services
Division regarding services that are provided to the most vulnerable
adults in Kent County.