

ANNUAL REPORT 2024

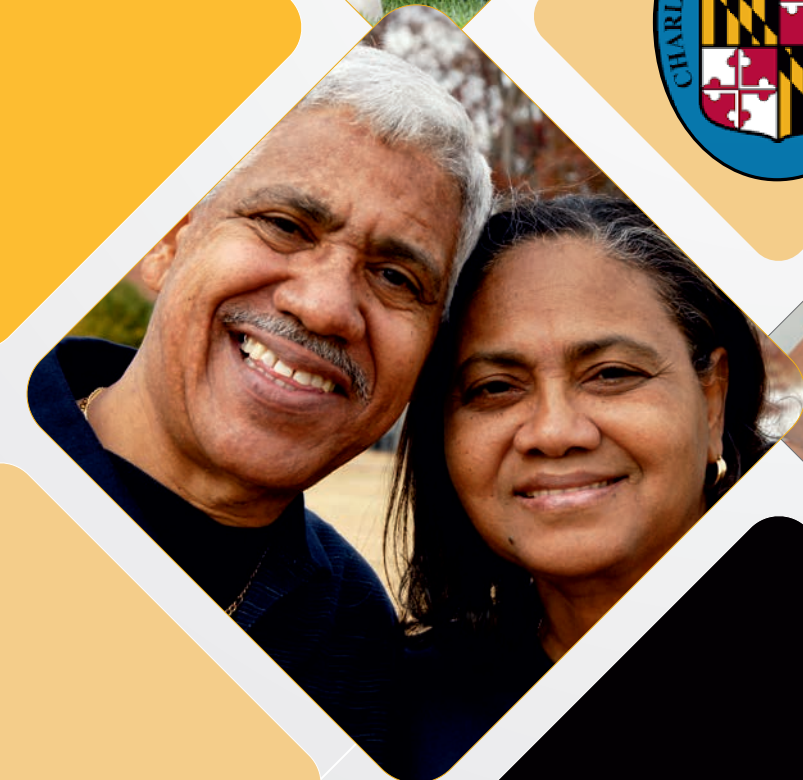


Maryland

Department of Human Services

CHARLES COUNTY

Department of Social Services



CONTACT US

Charles County Department of Social Services
200 Kent Avenue
La Plata, Maryland 20646
www.charlescountydss.com

Hours of Operation:

Monday – Friday 8:00 am – 4:00 pm

The office is closed on weekends and State holidays.

Customer Call Center	1-800-332-6347
Main Number	301-392-6400
Toll Free	877-871-1177
TTY	301-934-8901
Fax	301-870-3958
Fax	301-753-4353
To Report Abuse or Neglect	301-392-6724
Child Protective Services (CPS)	301-392-6739
Adult Protective Services	301-392-6724
Maryland's Child and Adult Protective Services (CPS and Adult Service Hotline)	1-800-91-PREVENT 1-800-917-7383
Charles County Sheriff's Office After Hours, Weekends and Holidays	301-932-2222
Child Support	1-800-332-6347
Emergency Services	301-263-7325



EXECUTIVE LEADERSHIP TEAM

Aleata G. Dawkins, MA, LCPC, NCC

Acting Director

Deputy Director of Service Programs

Maurice S. Butler, MPA, MBA

Deputy Director of Operations

WHO WE ARE AND WHAT WE DO

The Charles County Department of Social Services (CCDSS) is committed to building alliances that promote self-sufficiency, empower families and increase the personal safety and security of our community. CCDSS staff work with individuals and families to keep children and adults safe. We assist Charles County residents with obtaining economic benefits, employment, health care coverage and other community resources. We strive to provide timely and effective services that are accessible and customer-focused.

Family Investment Administration provides economic assistance to families and individuals through Temporary Cash Assistance (TCA), Supplemental Nutrition Assistance Program (SNAP), Medical Assistance (MA) and other programs.

Family Services The Services Intake Unit provide a single point of entry for all family, adult, and children's services programs.

Child Protective Services (CPS) responds to reports of alleged child abuse and/or neglect and ensures safety for children.

In-Home Services provide preservation services to families and children that allow children to remain at home, while enhancing child safety and well-being to prevent maltreatment and reduce the need for foster care.

Foster Care provides temporary homes for children/youth with relatives or foster families when they are at imminent risk of harm. The goal is to reunite the child/youth with his/her family or secure a permanent home through guardianship or adoption.

Adult Protective Services (APS) APS responds to reports of alleged physical and sexual abuse, neglect by others, self-neglect, financial exploitation of adults ages 18- 64 and delivers home and community-based services to promote self sufficiency and aims to prevent unnecessary institutionalization.

Services to Families With Children (SFC) provides crisis intervention, referrals to community resources, and counseling in the areas of health, parenting, school adjustment, and family relationships. SFC enhances family functioning, promotes self- sufficiency, and reduces the recurrence of abuse or neglect.

Child Support Administration provides the child support services appropriate for families according to Federal and Maryland State law, regulation, and policy.

Emergency Services assists individuals and families in crisis by aiding with eviction, rent, utilities, burials, TCA/SNAP benefits and other supportive services to prevent evictions, foreclosures and utility cut off. The team helps to support the basic needs for those unhoused, including providing access to food, clothing, showers, laundry, transportation, and identification.

COMMUNITY INITIATIVES AND PROGRAMS

Back to School Community Day collaborates with community partners to provide backpacks, school supplies, haircuts and other community resources to students enrolled in Charles County Public Schools, aged 5-18.

Christmas Toy Connection Program partners with Charles County Children's Aid Society to headline one of the largest Christmas programs in Charles County. The program assists approximately 2,000 children with Christmas toys and gifts.

LOCAL GOVERNMENT ADMINISTRATION (LGA)

The **Local General Administration (LGA)** unit provides the operational backbone for the **Charles County Department of Social Services**, ensuring that every division functions efficiently in service to the community. LGA encompasses **Human Resources, Procurement, Finance, and Information Technology**, each playing a vital role in supporting staff, programs, and customers.

In **Fiscal Year 2024**, the **Human Resources** team successfully recruited **21 new employees**, strengthening CCDSS's capacity to meet the growing needs of Charles County residents. **Procurement** executed both short- and long-term contracts totaling more than **\$916,000** to secure essential services—including psychological and therapeutic supports, security personnel, and transportation.

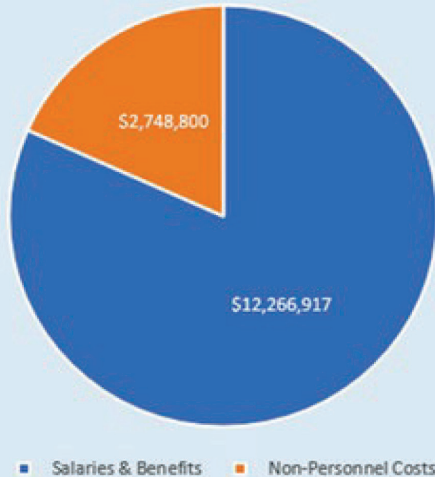
The **Information Technology** unit managed critical system upgrades, maintained the agency's technical infrastructure, and ensured timely equipment repair and distribution to staff. Meanwhile, **Finance** oversaw the timely processing of payments, ensuring fiscal compliance and responsiveness to customer and programmatic needs.

Together, these units uphold CCDSS's commitment to operational excellence, accountability, and service delivery—ensuring that the agency remains both **data-informed and heart-led** in fulfilling its mission to serve the residents of Charles County.

FINANCE FY24

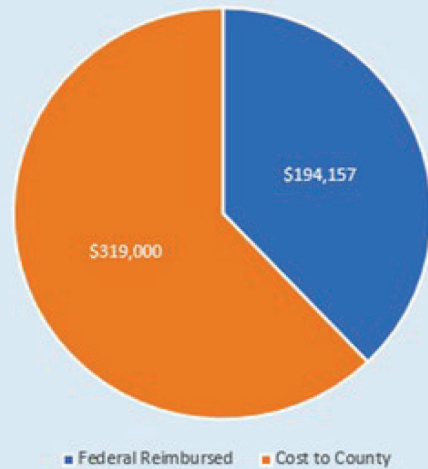
FY24 State Administrative Appropriation Budget

Salaries & Benefits	\$12,266,917
Non-Personnel Costs	\$2,748,800
Total	\$15,015,717

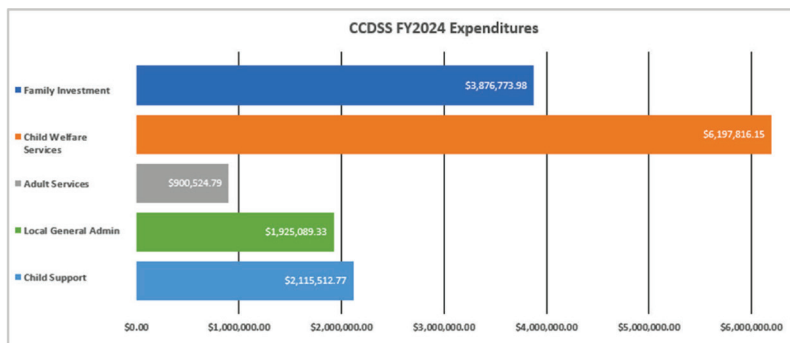


FY24 County Operating Budget

Federal Reimbursed	\$194,157
Cost to County	\$319,000
Total	\$513,157



CCDSS FY24 EXPENDITURES



CCDSS FY24 Expenditures

Family Investment	\$3,876,773.98
Child Welfare Services	\$6,197,816.15
Adult Services	\$900,524.79
Local General Admin	\$1,925,089.33
Child Support	\$2,115,512.77
Total	\$15,015,717.02

FAMILY INVESTMENT ADMINISTRATION

The **Family Investment Administration (FIA)** administers Maryland's core financial assistance programs designed to help individuals and families achieve economic stability and independence.

Through programs such as **Temporary Cash Assistance (TCA)**, **Supplemental Nutrition Assistance Program (SNAP)**, **Temporary Disability Assistance Program (TDAP)**, **Medical Assistance (MA)**, and **Energy Assistance**, the unit helps Marylanders meet basic needs—including food, shelter, healthcare, and utility costs—while supporting long-term self-sufficiency.

FIA staff work closely with customers to assess needs, connect them with community resources, and promote pathways to employment and financial independence. By combining direct support with workforce development and preventive services, FIA strengthens families and reduces barriers to economic well-being.

Guided by the mission of the **Maryland Department of Human Services**, the unit remains committed to delivering compassionate, efficient, and equitable service to all residents of Charles County.

FY24 OUTCOMES

The Supplemental Nutrition Assistance Program (SNAP)

- Total Applications Received; 9835
- Total Applications Approved; 5269
- Total Program Expenditures; \$33,603,486.49

Temporary Cash Assistance (TCA)

- Total Applications Received; 1355
- Total Applications Approved; 315
- Total Net Expenditures; \$2,924,087.39

Temporary Disability Assistance Program (TDAP)

- Total Applications Received; 990
- Total Applications Approved; 195
- Total Net Expenditures; \$690,468.00

FAMILY INVESTMENT ADMINISTRATION

Emergency Cash Assistance to Families with Children (EAFC)

- Total Grants Approved; 19
- Total Net Expenditures; \$36,486.00
- Burial Assistance Grants Approved; 0
- Burial Assistance Net Expenditures; 0

Public Assistance to Adults (PAA)

- Total Applications Received; 10
- Total Applications Approved; 7
- Total Recipients; 316
- Total Net Expenditures; \$62,871.00

FAMILY SERVICES

The **Family Services Unit** of the **Charles County Department of Social Services (CCDSS)**, under the **Maryland Department of Human Services' Social Services Administration (SSA)**, safeguards children, adults, and families through prevention, protection, and family-strengthening services.

Family Services includes four programs: **Child Protective Services (CPS)**, **Adult Protective Services (APS)**, **Foster Care**, and **In-Home Services**—each focused on ensuring safety, stability, and permanency for county residents.

CPS investigates reports of abuse and neglect, intervenes to protect children, and connects families with resources to promote safe reunification.

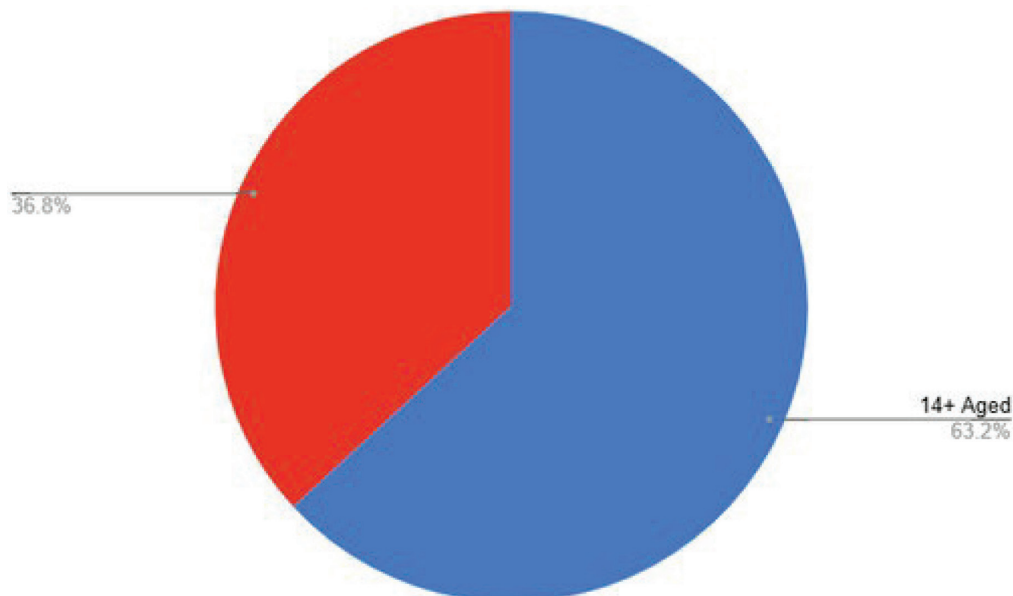
APS protects vulnerable adults from abuse, neglect, and exploitation, coordinating medical, legal, and social supports to ensure safety and dignity.

Foster Care provides nurturing placements for children who cannot remain at home, pursuing permanency through reunification, guardianship, or adoption.

In-Home Services delivers intensive case management to prevent removals, addressing challenges like substance use, violence, and housing instability.

Through strong collaboration with **Charles County Government, schools, law enforcement, and community partners**, Family Services delivers coordinated care that promotes safety and self-sufficiency. Guided by compassion and accountability, the unit remains committed to protecting the vulnerable and strengthening families across Charles County.

PROGRAM OUTCOMES FOR SERVICES TO CHILDREN



FAMILY SERVICES

There were 306 total Child Protective Services Responses, of which 81% were Investigative Responses.

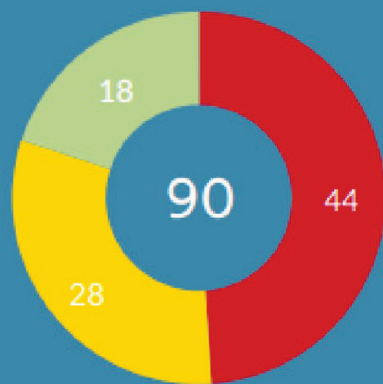
- 58 Alternative Responses
- 248 Investigative Responses
- 74 Request of Another Agency
- (ROA) 29 Substance Exposed Newborn (SEN)
- 35 Family Service Assessments (FSA)

FACILITATED MEETING SUMMARY REPORT

Charles County • SFY2024

This report presents facilitated meeting data collected through a self-report and the state's administrative data system (CJAMS). Self-reported facilitated meeting data is submitted monthly by facilitators through the LOSS Monthly Facilitated Meeting Data Form to OHS. DAMS data is extracted from the information entered into Contact: Meetings and Contact: Notes.

Completed facilitated meeting breakdown, per LDSS self-reported data:

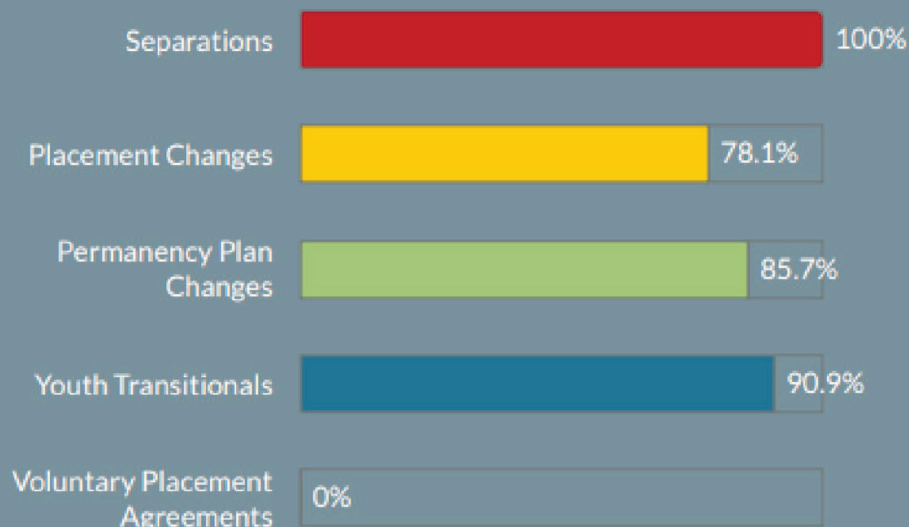


0
Facilitated Meetings
Disrupted

11
Facilitated Meetings
Cancelled

Family Team Decision Meetings Facilitated Family Meetings
Youth Transition Planning Meetings Q RTP Planning Meetings

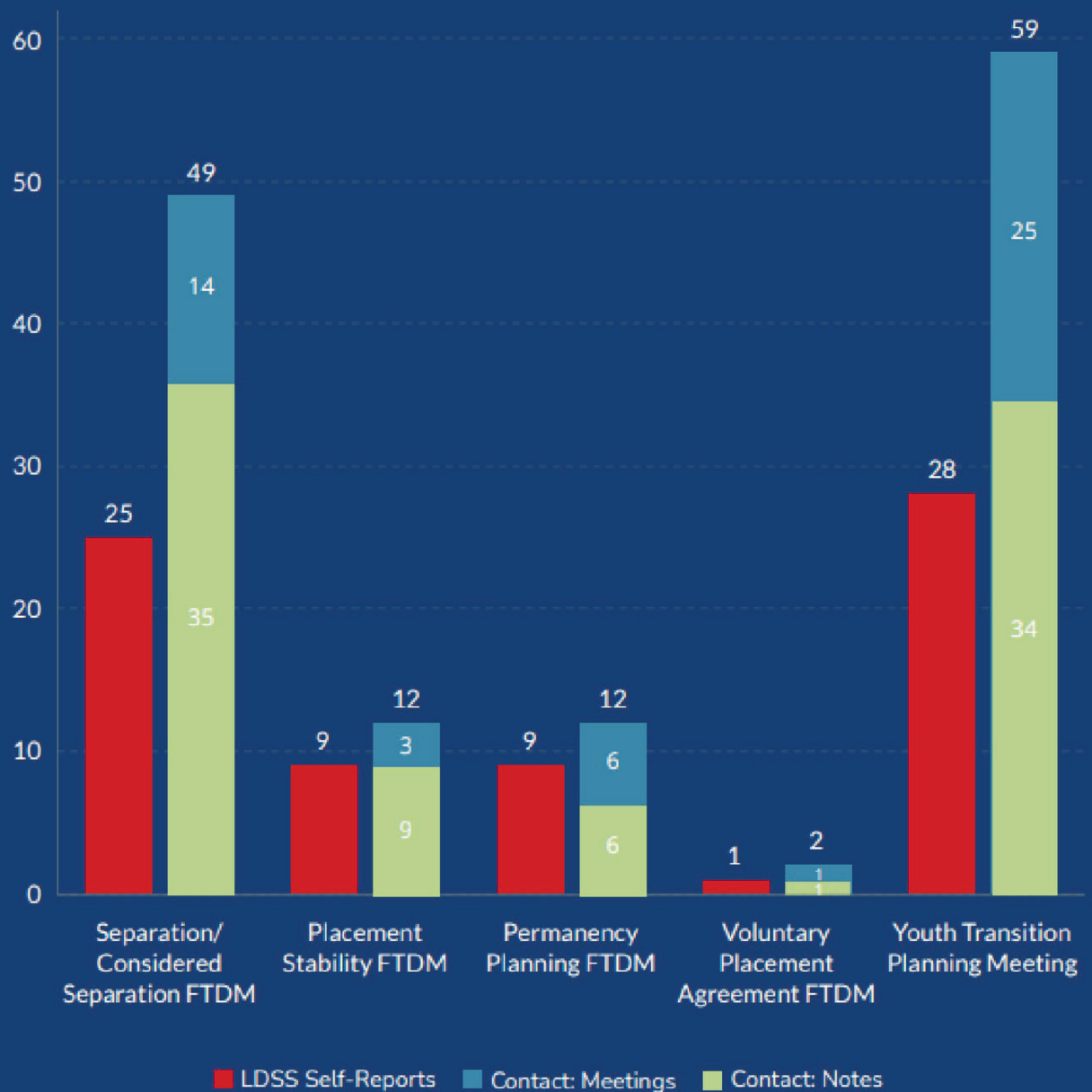
Percentage of policy-identified intervention points that had any type of facilitated meeting occur, per CJAMS:



Note: No children entered care via a VPA during the specified timeframe.

FACILITATED MEETING SUMMARY REPORT

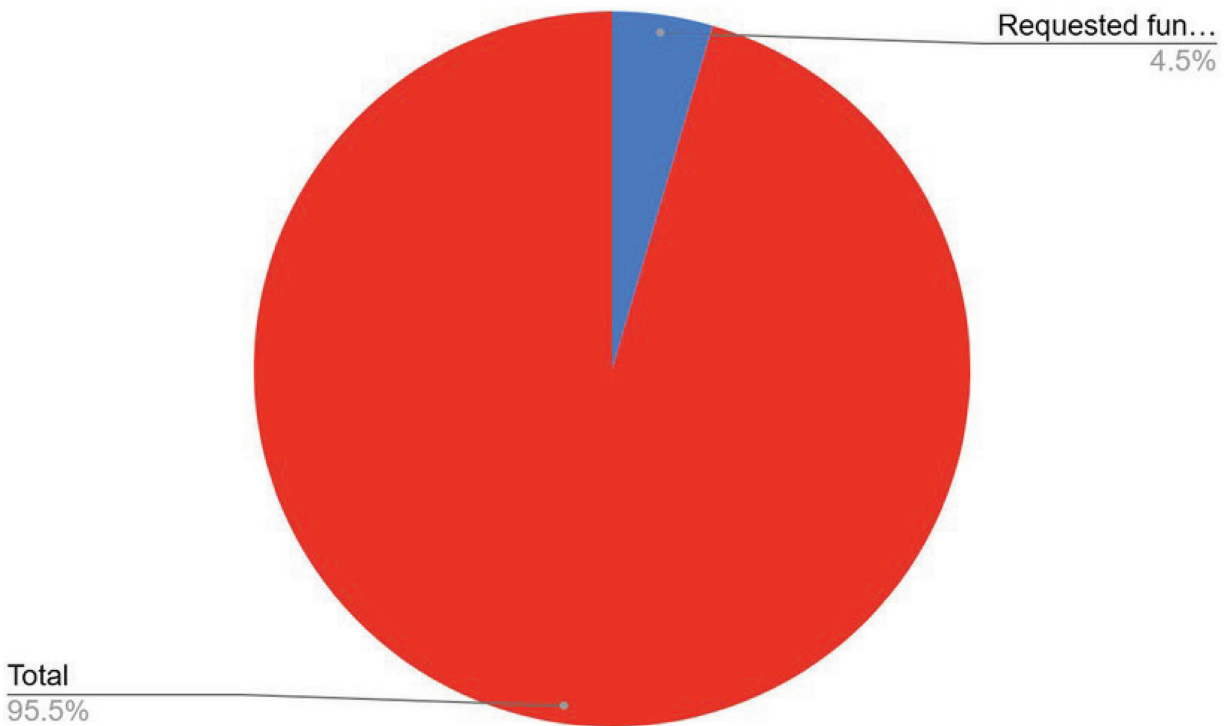
- Number of facilitated meetings completed, comparing LDSS self-reported data and CJAMS data:



IN - HOME FAMILY SERVICES (FAMILY PRESERVATION)

The Family Preservation Services Team served 109 families during FY 2024.

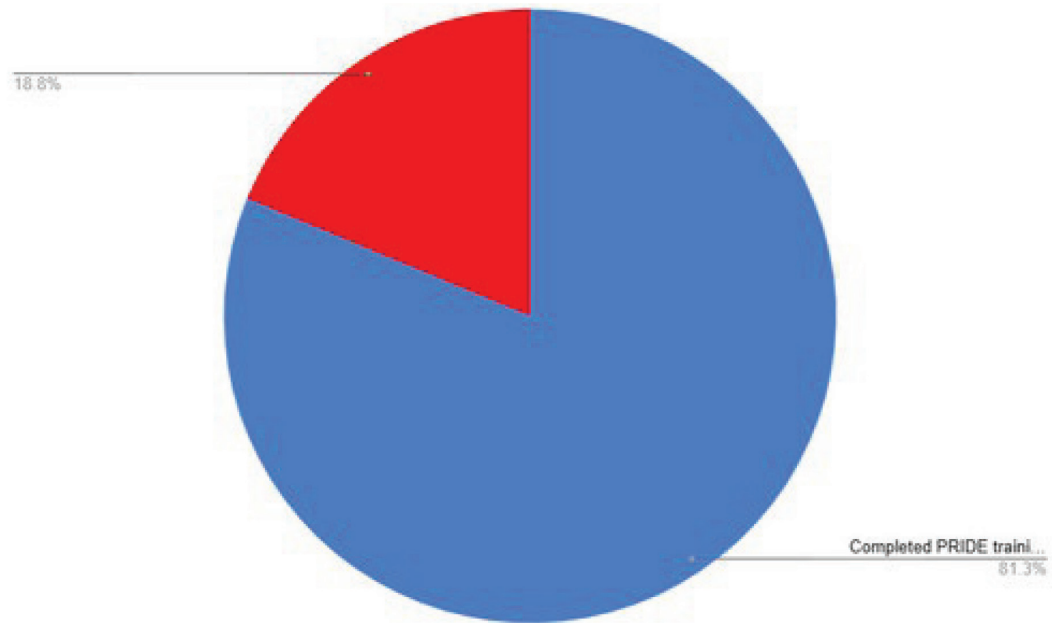
- Some children/families carried over from month to month.
- 232 of the families served through Family Preservation had kinship caregivers and were supported by our Kinship Navigator.
- Some children/families are carried over each month.
- 4.5% of families with kinship caregivers requested funding only support and were served one time only.
- 95.5% of adults were served throughout the year via in-person, kin support group events



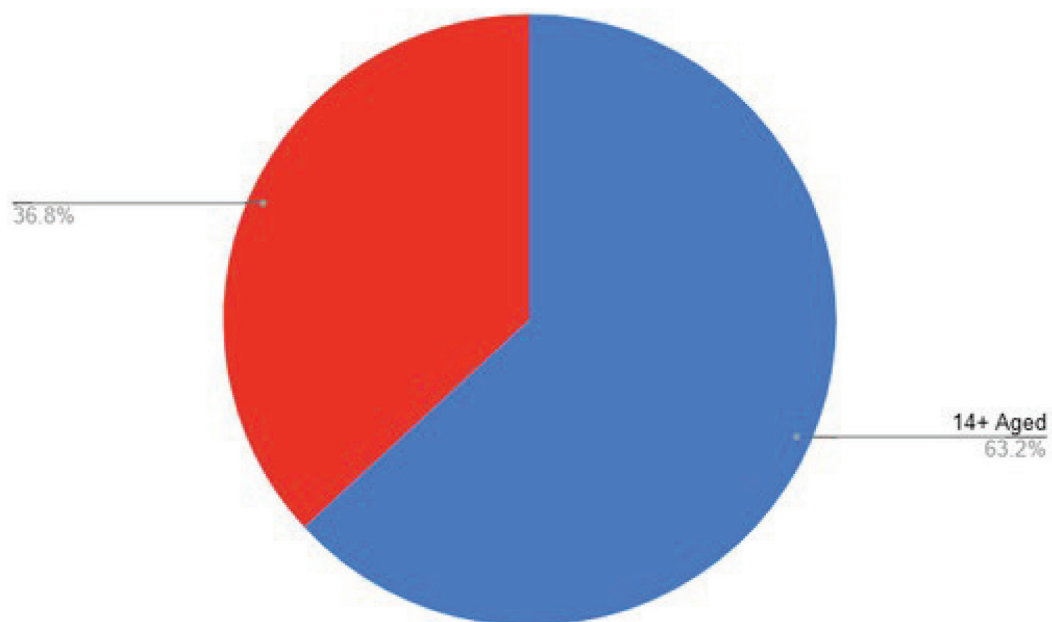
OUT OF HOME AND RESOURCE HOMES

There were 16 families licensed as resource providers as of June 30, 2024.

- 81.3% (13) of those families completed PRIDE training during FY 2024.

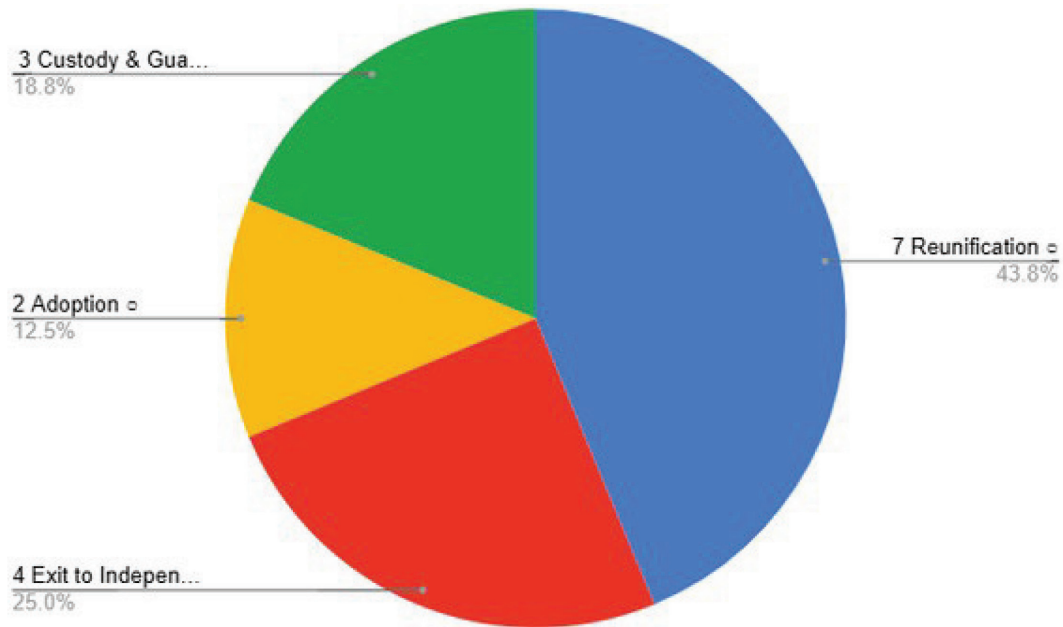


- There were 19 youth in care as of June 30, 2024. 63.2% of the youth in care were aged 14+.



OUT OF HOME AND RESOURCE HOMES

- 8 youth total entered care during FY 2024. .375% were aged 14+. 16 total youth exited care during FY 2024.



Average Number of Months in Care of Youth Who Exited Care

Custody and Guardianship:	7 months
Adoption:	35 months
Exit to Independence:	70 months
Reunification:	31 months

SERVICES TO ADULTS

- 198 Adult Protective Services Responses
- 296 Adults served in Social Services to Adults/Senior Care (SSTA)
 - Some adults cover multiple months.
- 146 Adults served by In-Home Aide Service (IHAS)
 - Some adults cover multiple months.
 - Some adults were a one time only teaming crisis.
- Temporary adult guardianship assessments
- 19 Adults under Public Guardianship as of June 30, 2024
- 8 Project Home individuals placed with 4 Project Home providers (Adult Foster Care) as of June 30, 2024

CHILD SUPPORT UNIT

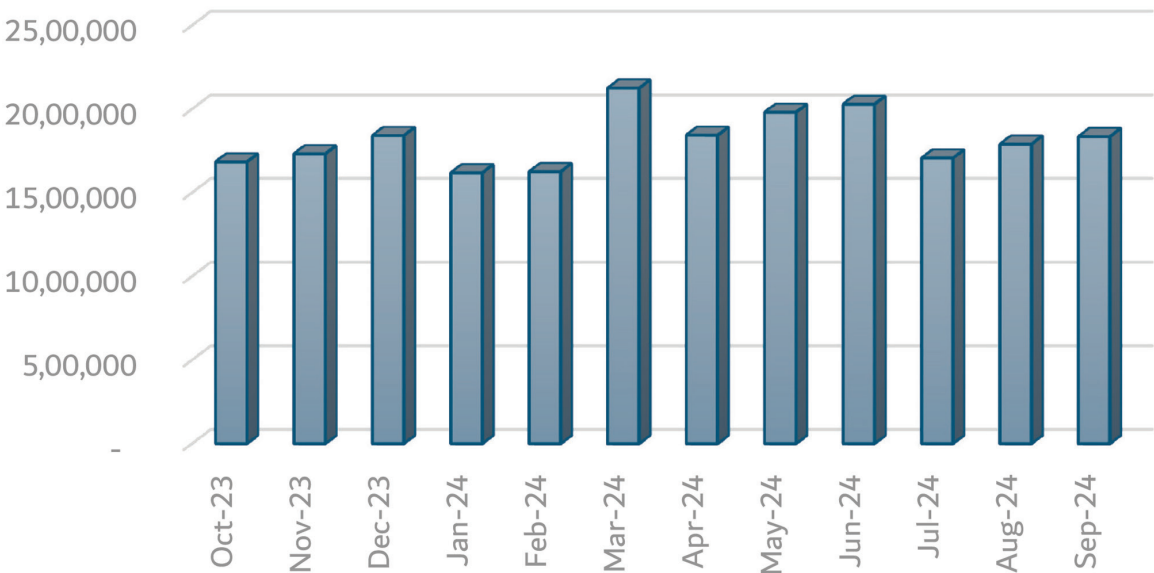
The Child Support Unit is dedicated to promoting the financial stability and well-being of children and families. Comprising four specialized teams—**Intake, Establishment, Enforcement, and Fiscal**—the unit works to ensure that parents meet their financial obligations and that children receive the support they deserve.

PERFORMANCE OVERVIEW

In Federal Fiscal Year 2024, CCDSS’s Child Support Unit collected a total of **\$21,813,176** on behalf of children in Charles County. This achievement underscores the unit’s diligence, coordination, and commitment to ensuring that children receive the resources they need to thrive.

Monthly Collections Trend

Child Support Collections by Month FFY2024



The unit maintained strong and steady monthly performance, with peak collections in **March 2024 (\$2.1M)** and consistent totals exceeding **\$1.6M** in all other months.

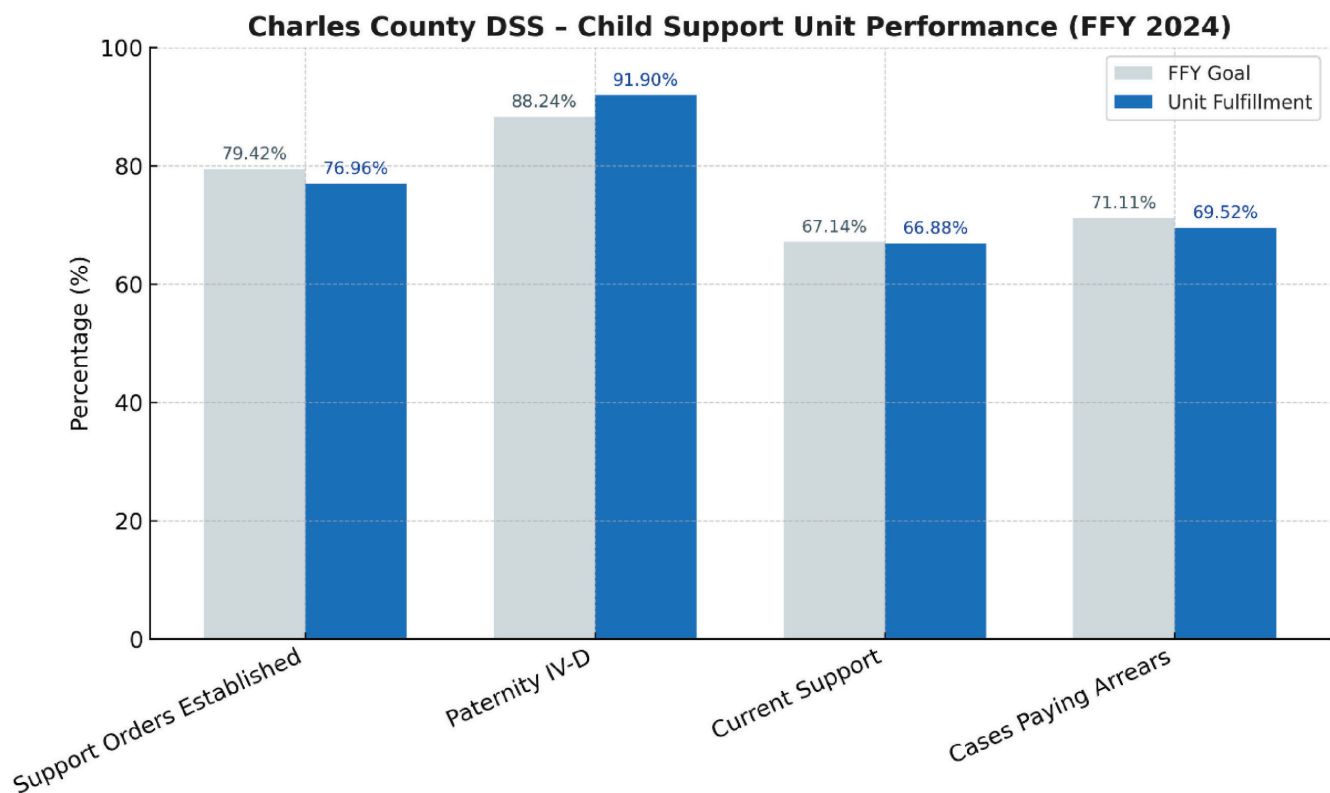
“Every child deserves the security of financial stability and the opportunity to thrive. Our Child Support Unit ensures this promise is fulfilled for families throughout Charles County.”

— **Cindy Russell**, Child Support Program Administrator

CHILD SUPPORT UNIT

KEY PERFORMANCE INDICATORS (FFY 2024)

KPI	Unit Fulfillment	FFY Goal	Outcome
Support Orders Established	76.96%	79.42%	Near Target
Paternity IV-D	91.90%	88.24%	Exceeded Goal
Current Support	66.88%	67.14%	Near Target
Cases Paying Arrears	69.52%	71.11%	Slightly Below Target



IMPACT AND COMMUNITY COMMITMENT

The Child Support Unit's work directly impacts the lives of thousands of children and families across Charles County. By ensuring timely and consistent support payments, the unit promotes economic stability, reduces reliance on public assistance, and strengthens families.

Through enhanced communication, community outreach, and data-informed practices, CCDSS remains committed to improving service delivery and exceeding performance expectations in the coming year.



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