

ANNUAL REPORT



2006

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STATE OF MARYLAND

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The Department and the Community Services Administration gratefully acknowledge the support and assistance provided by state officials, other government agencies, community partners and individuals who help strengthen our capacity to achieve our goals.

**MARYLAND DEPARTMENT OF HUMAN RESOURCES
COMMUNITY SERVICES ADMINISTRATION
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The Community Services Administration (CSA) provides services to assist individuals and families in crisis and transition. The programs within CSA aggressively pursue opportunities to help people in economic need, increase prevention efforts and protect vulnerable children and adults.



The **Office of Home Energy Programs** provides benefits to help low-income families cope with high energy costs and alleviate home energy crises for vulnerable households through the following programs.

- ◆ **The Electric Universal Service Program (EUSP)** provides energy assistance to Maryland low income electric customers. Qualifying requirements are that the applicants enroll in a budget billing program with their utility and have the bill in their name. These conditions are required to help the applicant clear up past utility debt with available arrearage retirement funds and apply the bill assistance funds on regular monthly bills to make electric bills more affordable and stabilize the household through high consumption periods such as summer cooling and winter heating.

In FY 2006, the EUSP paid benefits for 83,853 households. Of those 3,937 households also received an additional arrearage retirement benefit. A total of \$34,594,479 was paid out in EUSP benefits.

- ◆ **The Maryland Energy Assistance Program (MEAP)** provides energy assistance to Maryland low income households for all fuel types. MEAP is funded by the federal Low Income Home Energy Assistance Program (LIHEAP) and was designed as a winter heating program. In April, 2006 LIHEAP distributed an additional \$27 million to Maryland due to the high cost of oil and natural gas. Some of these funds covered a deficit in the budgeted MEAP funds and carried the program through the entire program year.

In FY 2006, MEAP served 89,109 households, an increase of 8 percent over FY 2005. Of the 89,109 households, 29,087 had a household member 60 years or older; 22,629 had a disabled household member; and 21,932 households had a child five years or younger.

- ◆ **Emergency Services** - OHEP provides emergency services by addressing applicants with turn off notices for gas and electric customers and emergency deliveries for households out of oil in two ways. Gas and electric customers with termination notices are reviewed expeditiously and a “hold on the account” is requested of the utility to stop a turn off of services. These applications must be complete at the time of commitment. This commitment guarantees the utility payment within a 25 day period. Applicants who heat with oil, propane or other bulk fuels and who are out of fuel during the winter heating season are provided a minimum delivery of fuel at the time of application to get them through the crisis. Once the application is processed, the full benefit is sent to the fuel vendor and arrangements are made to deliver the remaining supply.
- ◆ The **Deficiency Appropriation** initiated by Governor Ehrlich, included funds for both MEAP and EUSP. Besides Project Heat Up, funds from this appropriation were used to provide seamless service to EUSP applicants through the end of the program year. More than \$1.5 million was used to supplement EUSP ratepayer funds once the EUSP appropriation was exhausted.



The **Office of Transitional Services** is a key provider of emergency services, administering programs for emergency and transitional shelter, food pantries and soup kitchens, and other programs for households in crisis. OTS works to end hunger and homelessness through a comprehensive network of quality community-based services. This office provides staff support to the Inter-agency Council on Homelessness and spearheaded the development of Maryland's Ten-Year Plan to Make Homelessness Rare and Brief.

- ◆ **The Homelessness Prevention Program (HPP)** funds provide grants to households with a pending eviction and funding for support counselors who work with tenants and landlords to prevent evictions. HPP operates in all 24 Maryland jurisdictions. By providing short-term mediation or linkage to resources, the program helps families and individuals at risk of eviction to stay in their housing. In FY 2006, the program helped prevent evictions for 9,888 households statewide; 2,138 through eviction prevention grants and the remainder through mediation, court action, or other intervention services.
- ◆ **The Emergency and Transitional Housing and Services Program (ETHS)** provides State funding for emergency shelters and transitional housing programs in all 24 Maryland jurisdictions. ETHS funds shelter beds and support services such as food, transportation, and case management. It may also provide eviction/foreclosure prevention assistance. ETHS helped pay for over 111,772 bednights in shelters and transitional facilities around the state. Rent and mortgage assistance was also provided to keep families and individuals from losing their housing. Approximately 30,000 individuals and families stayed in emergency and transitional facilities during the year. An additional 5,000 were placed in motels. Over 40% of people sheltered were families. More than 25% were children. We must note that the amount of time people reside in shelters (“length of stay”) has increased by over 60% in the past two years, resulting in a dramatic decrease in the number of people who can use the shelter system.
- ◆ **The Housing Counselor & Aftercare Program (HCP)**, operating in five jurisdictions, assists low income families who are homeless, or in imminent danger of becoming homeless, to locate, secure, and maintain permanent housing. Counselors help families establish adequate credit references and to apply for subsidized housing. The counselors can also help families access local public and private resources for the first and last month’s rent, security deposits, utility payments, or donations of furniture. In FY 2006, 611 households were served by the HCP.
- ◆ **The Service-Linked Housing Program (SLH)** provides funds to employ local resident advocates to link low-income residents of permanent housing to community services in 13

jurisdictions. SLH stabilizes households that are in precarious situations, thereby avoiding episodes of homelessness. The local Resident Advocates help link the residents to health services, education, job training, employment, addiction treatment, and other counseling. In FY 2006, the program helped 2,690 households to maintain their permanent housing.

- ◆ The **Homeless Women-Crisis Shelter Home Program** provides shelter, room and board, counseling, and referral services to homeless women and children. The shelters offer a 24-hour crisis hotline in addition to safe accommodations and meals. Other services include direct resource referral for housing, physical and mental health care, education, training, employment services, and case management. This program is available in 13 jurisdictions in Maryland. In FY 2005, the Homeless Women-Crisis Shelter Home Program helped 2,924 women and children receive emergency shelter and related services.
- ◆ The **The Emergency Food Assistance Program (TEFAP)** distributes federal surplus foods to emergency food pantries and soup kitchens. The program operates in a partnership with local governments and community organizations in all of the State's 24 jurisdictions. In federal fiscal year 2006, the U.S. Department of Agriculture provided over 500 emergency food pantries, soup kitchens, and shelters with 5.5 million pounds of commodities. These commodities provide a base supply for emergency feeding locations, enabling these sites to use their resources for the purchase of additional foods. More than 350,000 households in Maryland received TEFAP commodities in FFY 2006.
- ◆ The **Maryland Emergency Food Program (MEFP)** provides grants to assist emergency food providers, (including soup kitchens, food pantries, and shelters) in purchasing food for needy individuals and families. It is a complement to The Emergency Food Assistance Program (TEFAP) because MEFP funds allow providers to purchase the foods that are not available from TEFAP or those which are in short supply. MEFP was funded for FY 2006 at \$1,001,171. That amount was allocated to 221 emergency food programs for the purchase of food. The total amount requested by providers was \$2,609,567.

- ◆ The **Statewide Nutrition Assistance Program (SNAP)** funds the purchase of capital equipment for emergency food pantries, soup kitchens, shelters, and food banks, such as shelving, refrigerators, freezers, and food handling equipment. SNAP was funded for FY 2006 at \$312,812 and the entire amount was allocated. During this fiscal year, SNAP distributed financial grants to 64 emergency food programs. The total amount requested by the programs was \$623,323.
- ◆ **Home-Delivered Meals To Persons With HIV/AIDS - The Maryland** Legislature allocated \$481,250 in FY 2006 for the home delivered food and nutrition counseling to persons with HIV/AIDS and other serious disabilities. The program recognizes that many people suffering from the effects of HIV/AIDS, cancer, and other illnesses have very specific dietary needs. Nutritious meals, prepared in a safe and contamination-free manner, help maintain the immune system and reduce the side effects of some medications. The Home-Delivered Meals to Persons with HIV/AIDS program delivered meals and groceries to 846 customers in thirteen jurisdictions.



The **Office of Victim Services** meets the crisis and ongoing needs of crime victims and their families through a comprehensive network of community based services.

- ◆ **The Victims of Crime Assistance (VOCA)** Program serves to respond to the emotional and physical needs of crime victims, assist victims and their families and to stabilize their lives after victimization. The program assists victims to understand and participate in the criminal justice system and to provide victims with a measure of safety and security whether by provision of temporary shelter or the replacement of repair of locks to their home. This program served 31,835 new victims of crime in 2006.

- ◆ **The Domestic Violence Program** provides safe refuge and support services to victims of domestic violence and their children. Services include 24-hour hotlines, safe accommodations and board for victims and their children, therapeutic counseling, abuser intervention programs, legal counseling and court accompaniment. Domestic Violence funds also support special projects that enhance and expand services to victims of domestic violence and target unserved and underserved victim populations such as the elderly, individuals with disabilities and individuals with limited English proficiency. This program served 13,633 new domestic violence victims in 2006.
- ◆ **The Rape Crisis Program** provides services to adult and child victims of rape and other sexual offenses. Services include 24-hour hotline, counseling, medical accompaniment, and assistance in accessing other support services such as legal assistance, as needed. There are also funds designated for specific prevention efforts throughout the State. In 2006, 2,574 new victims received services through the Rape Crisis Program.

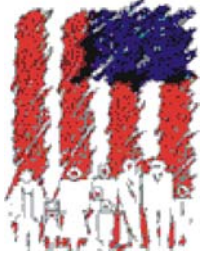


The **Office of Adult Services**, in conjunction with the local departments of social services and community based organizations, coordinates services for the vulnerable adult population throughout Maryland in order to promote their safety, stability, and independence. During FY 2006 Adult Services staff answered 49,207 requests for assistance. Forty three percent (43%) of all requests were for adults under the age of 60. 40% were provided to adults 60 and older, the remaining 17% of requests did not disclose their age.

- ◆ The purpose of **Adult Protective Services (APS)** is to prevent or remedy abuse, neglect, self-neglect, or exploitation of adults who are at risk of immediate harm. During FY 2006 there were 4,826 New Investigations. Of those, 2,562 required continuing APS services. Adults over 60 years of

age accounted for 67% of all new and continuing APS cases. Twenty two percent (22%) of continuing APS cases required Public Guardianship.

- ◆ **Social Services to Adults (SSTA)** provides case management to elderly, disabled and vulnerable adults assisting clients to maintain self-sufficiency, economic self-support and the prevention of abuse, neglect or exploitation. SSTA was provided to 15,954 adults in crisis during FY 2006 (33% of all Adult Services offered). Of those receiving SSTA, 66% were under the age of 60.
- ◆ The **In Home Aide Services Program (IHAS)** assists functionally disabled adults with activities of daily living in their homes by providing chores, personal care, transportation/escort, and training in self-care and caretaking skills. During FY 2006 3,305 individuals and families received IHAS services and there were 3,866 individuals waiting for services. Of those waiting for services, 1,770 (45%) of individuals were on a waiting list registry. The waiting list registry was implemented in January 2005 as a way for local departments to identify and document requests for services that are unmet due to decreased capacity to provide services. Seventy six percent (76 %) of IHAS recipients were female. Sixty nine percent (69 %) of all IHAS recipients were over age 60.
- ◆ The **Respite Program** provides short term periodic care to individuals with disabilities, in order to allow a period of rest and renewal for family caregivers. There were 8,033 requests for services. Eighty five percent (84% or 6,964) of those requests were met with 225,475 hours of service. Of those requests that were not met (1,096), 15% had used the maximum number of hours for the year and 22% were the result of no workers being available to provide the service. Eighty five percent (85%) of all applications for respite received full subsidy for the cost of respite. The majority of recipients (57%) were under age 65.
- ◆ **Project Home** provides a protective living environment in a homelike setting for disabled adults who cannot live alone due to mental or physical health problems. Project Home supported 682 adults in 248 approved homes and 97 provisional homes during FY 2006.



The **Maryland Office for New Americans** eases the transition of refugees to America by providing adjustment and employment services through community based delivery systems. It also serves as a resource to the Governor and General Assembly on refugee and immigrant policy.

- ◆ **Refugee Employment Services Program** - During FY 2006, 701 refugees and asylees registered for employment services. About 80% (512) were employed with an average hourly wage of \$8.57. Full-time job placements accounted for 79% of total placements. Full-time placements providing health benefits accounted for 85% (443). Compared to FY 2005, hourly wage at placement increased 45 cents. More than 88% (496) of the clients placed during the year remained employed after 90 days.
- ◆ **English as a Second Language Training** - For the year, 731 refugees and asylees enrolled in ESL classes. More than 55% (401) were female, with 80% (585) arriving in the U.S. during FY 2006. About 82% (603) of the total participants (731) completed some level of training in ESL. Enrollments continue to be more diverse than in past years, with students coming from more than 56 different countries, the vast majority of them from Africa (58%), former Soviet Union (25%) and others (17%).
- ◆ Offered **Citizenship Promotion Program** classes to 150 Legal Permanent Resident immigrants in Montgomery County, which has more foreign-born residents eligible for naturalization than any other jurisdiction. Classes featured ESL methodology and civics and history content designed to prepare students for the naturalization test. Special emphasis was placed on reaching elderly residents, who comprise the majority of students.
- ◆ The **Refugee Youth Project** provided more than 75 newly arrived refugee youth who have been resettled in Baltimore with regular after-school tutoring and mentoring, as well as weekend educational activities. Refugee student participants in the Refugee Youth Project range in age from 10 to 18. More than 140 volunteers provided assistance.

- ◆ **Trainings or Presentations** - MONA staff provided dozens of trainings and presentations to community based organizations, professional associations, advocacy groups, churches and health departments as well as DHR modals and local departments. Topics included: "Immigration 101," immigrant eligibility, communicating with immigrant clients, working with foreign-born clients, demographics of immigrants in Maryland, Limited English Proficiency (LEP)/linguistic access, human rights issues facing immigrants, reaching out to immigrants, civil rights and civil liberties issues facing immigrants, and cross-cultural competence.
- ◆ Sponsored 24th annual conference, "*Fixing a Broken Immigration System*," which provided a variety of training workshops for some 350 participants.



The **Office of Community Initiatives** administers and directs community-based programs aimed at strengthening individuals and families by collaborating with local departments of social services, community organization, the faith community, and other governmental agencies to develop innovative programs and strategic partnerships and acquire resources for areas of need.

- ◆ **Father-focused Programs** - Enhanced father-focused employment and supportive service programs to provide positive, emotional and economic involvement in the lives of their children and provided workforce development services to non-custodial parents who are failing to meet their child support obligations through the Fatherhood Programs. Services were provided to 635 fathers, 524 non-custodial fathers and 14 families in 2006.
- ◆ The **Displaced Homemaker Program** assisted individuals over age 35, who have been the primary caretakers in their family homes and have lost income, in part or whole and need work support programs. The loss is the result of separation, divorce, death or disability of the income-providing family member, or loss of public assistance. In SFY 2006,

program providers served 867 new participants and 511 were placed in employment.

- ◆ **The Child First Authority Program** funded ten after-school programs throughout Baltimore City in FY 2006. Programming expanded from partial to five days each week in the school sites. The program served 1,250 students in FY 2006. The goal of the program is to create and provide (a safe environment), high quality academic, cultural and recreational activities for students by organizing parents, teachers, principals, and church and community members to collaborate for the program's success.



The **Maryland Legal Services Program (MLSP)** contracts statewide with various law firms to provide quality and cost-effective legal representation for children in Children in Need of Assistance (CINA) cases and Termination of Parental Rights (TPR) cases. The MLSP also contracts statewide with various law firms for the legal representation of indigent adults in Adult Protective Services Guardianship proceedings and Adult Public Guardianship Review Board Hearings. CINA and TPR cases can result in life altering decisions; the children involved in these cases need information, and they need a voice. Child's counsel advocate for the wishes of the child. MLSP's contracted attorneys promote the needs and welfare of the indigent adult population by advocating their wishes. Our attorneys also represent adults in cases to contest guardianship when the client has the ability to make responsible decisions.

MLSP's primary mission is to ensure that Maryland's vulnerable population of children and indigent adults are provided the highest level of quality legal services available. The aims and objectives of these programs are to provide quality legal services in a cost effective and efficient manner to ensure that those individuals who are being represented are afforded their full rights, entitlements and protection under Maryland State law. The MLSP monitors legal representation in all 24 Maryland jurisdictions.

- ◆ The **Maryland Legal Services Program (MLSP)** with the assistance of its contracted legal services providers statewide has provided legal services to over 15,710 Children in Need of Assistance. The MLSP has also provided legal services to over 1,195 indigent adults involved in Adult Guardianship proceedings. Moreover, it is estimated that

the MLSP contracted attorneys have provided quality representation in approximately 96% of all CINA/TPR and Adult caseloads throughout Maryland. In FY 2006, MLSP attorneys averaged approximately eight (8) hours per case and three (3) in-person client contacts per case.

With a focus on reducing costs associated with providing legal services, the MLSP has worked in concert with the Maryland Judiciary to develop guidelines that ensure better utilization of MLSP contracted attorneys. Currently, when an attorney conflict arises in a case, the Judiciary will resort to appointing private counsel from the Court Appointed Attorney Program (CAAP). This practice, although procedurally sound, is fiscally more costly to the State. Once uniform implementation of the guidelines is achieved, the MLSP fully anticipates that the cost to the State for legal services rendered will be greatly reduced.

Realizing the importance of maintaining highly skilled and professional attorneys to represent clients in civil matters, the MLSP remains dedicated to providing access to quality legal trainings for all of its attorneys statewide. Accordingly, the MLSP has ensured that 100% of all contracted attorneys have received at least sixteen (16) Continuing Legal Education training hours in FY 2006.



Executive Office of the Governor's and Maryland Commissions



The Governor's Commission on Asian Pacific American Affairs, Governor's Commission on Hispanic Affairs, Maryland Commission for Women and the Maryland Office for New Americans jointly presented a seminar for legislators and policymakers. The two-hour seminar covered an overview of proposed State and Federal legislation in the areas of healthcare, education, business/economic development as well as employment issues, the changing demographics in Maryland, and a summary of other issues in Maryland pertinent to the communities served by the Commissions.

◆ The **Governor's Office and Commission on Asian Pacific American Affairs** went through a period of transition in 2006 while continuing to further the mission of serving the needs of the Asian Pacific American community. The Commission was active in areas that con-

cern the daily lives of Asian Pacific Marylanders. Four key pillars were established for the Commission to be successful. Commissioners needed to be active; visible; advocate for the community; and serve as a resource to Governor Ehrlich, Lt. Governor Steele, and Administration officials. To this end, the Governor's Commission cultivated and renewed working relationships and strategic partnerships with key state agencies such as the Department of Business and Economic Development, Governor's Office on Minority Affairs, Maryland Department of Aging, and Maryland Department of Health and Mental Hygiene. The Governor's Office and Commission on Asian Pacific American Affairs continued collaborative endeavors to serve Maryland's underserved communities by working with the Governor's Commission on Hispanic Affairs, Maryland Commission for Women, and the Maryland Office for New Americans.

Throughout the year, the Governor's Office and Commission on Asian Pacific American Affairs celebrated occasions important to the diverse Asian Pacific American communities in Maryland. Governor Ehrlich presented citations to deserving leaders for their efforts in providing assistance and guidance in the community.

- ◆ In 2006, the **Governor's Commission on Hispanic Affairs** continued with its efforts to bring the Hispanic community together through workshops, events and also through its outreach efforts in jurisdictions throughout Maryland. The Commission continued to provide information to interested supporters of the Hispanic community on their website: www.marylandhispanics.org, and sought to amplify and improve the ties between the Commission, State government, community groups and the people they serve.
- ◆ Taking into consideration Governor Ehrlich's five pillars - Fiscal Responsibility, Education, Health and the Environment, Public Safety and Safer Neighborhoods and Commerce, the Commission continued to seek opportunities for forums in which to disseminate information on these key areas. The Commission's collaborative efforts with the community seek to strengthen the Hispanic community and Maryland as they continue to move forward. Additionally, in 2006, the Commission spearheaded several ambitious projects, including:

- ◆ Taxpayer Workshops for Individuals and Small Businesses
 - ◆ Health Fairs
 - ◆ Fair Housing Symposium
 - ◆ Public Safety Day
 - ◆ Utility Assistance Expos
 - ◆ Hispanic Heritage Month Festivities
- ◆ **Maryland Commission for Women:** In the spirit of acknowledging and celebrating the Maryland Commission for Women's 40th Anniversary - the Maryland Commission for Women (MCW) embarked on renewed and dedicated outreach efforts to women and interested groups across the state. Both MCW staff and Commissioners met with several County Commissions for Women, attended numerous seminars and events focusing on women and family issues and participated in relevant legislative/policy forums. MCW has also established very strong and effective liaisons with other Commissions within DHR, the Governor's Office and both legislative houses.

As part of their strategic planning, a Community Café was held in order to seek input from stakeholders around issues affecting women and girls.

- ◆ The Maryland Heritage Center Committee was very active in both developing the programmatic aspects of the Center as well as planning various events around the State of Maryland to raise awareness about the Center. Again, in 2006, the Women of Tomorrow Award Program and Hall of Fame were fabulous successes. Both events continued to recognize outstanding women and girls for their accomplishments and spirit of service to their communities. MCW is striving to ensure that the Heritage Center becomes the permanent home for the Hall of Fame awardees.

Project Heat Up was a one-time program for FY 2006 that was created to help families just over the income level approved for the Electric Universal Service Program and the Maryland Energy Assistance Program. Applicants for this program received a benefit if they were in the 150-175 percent of the federal poverty limit. This program was at the initiative of Governor Robert Ehrlich, Jr. Funds were provided under a \$10.9 million deficiency appropriation. The Project's application period ran from January 15 to March 31, 2006. Due to the popularity of this program, the timeframe for applications was extended to May 31st. Even without much time for

CSA Initiatives and Highlights 2006

advance outreach about the program, Project Heat Up served over 3,600 applicants.

Maryland Interagency Council on Homelessness (ICH) During the year the members and staff of the ICH worked with local service providers, advocacy organizations, consumers and representatives of federal, state, and local government to complete Maryland's 10 Year Plan to End Homelessness (i.e., to Make Homelessness Rare and Brief). This broad-based document delineates activities the state can initiate or expand to prevent homelessness and to reduce the incidence and duration of homelessness. Twelve Cabinet-level Secretaries signed the plan in early 2006.

In 2006 the Council identified and began to implement priorities and to assist local jurisdictions in focusing their efforts on ending homelessness. The Plan may be reviewed or downloaded in PDF format from the DHR website at:
www.dhr.state.md.us/transit/pdf/ich-plan.pdf

The Office of Victim Services In fiscal year 2006, the Office of Victim Services (OVS) conducted outreach to Child Advocacy Centers throughout the State under the Governor's **Sexual Offender Compliance and Enforcement in Maryland (SOCEM)** initiative. The purpose of the outreach was to determine the need for expansion of services at established Child Advocacy Centers and to assist developing Centers to build capacity. Under the SOCEM initiative, additional funding was

provided to ten established Centers to assist in the expansion of services to victims of child sexual abuse/assault. Additionally, funding was provided to eight other Centers who were either developing or in need of funds to enhance the services they were already providing to child victims. The 18 Child Advocacy Centers that were funded under the SOCEM initiative currently serve 20 jurisdictions within the State.

Over \$20 Million in VOCA Funds Awarded Statewide – The Office of Victim Services, within CSA, awarded over \$20 million in Victims of Crime Assistance (VOCA) funding, for a four-year period, to private nonprofit service providers throughout the State to provide direct services to crime victims. These grant-funded programs provide assistance to Maryland residents who have been victimized by crime and who are in need of services to alleviate the trauma associated with victimization.

Resettlement Centers - In partnership with the International Rescue Committee, Church World Service and Lutheran Immigration and Refugee Services, MONA opened two new resettlement centers, one in Hagerstown, the other in Silver Spring. Modeled after MONA's Baltimore Resettlement Center, these facilities headquarter Public-Private Partnerships offering one-stop service centers for newly arrived refugees and co-locating such services as reception and placement, benefits eligibility determination, case management and employment services.