

Department of Human Resources

MISSION

The Maryland Department of Human Resources (DHR) 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. DHR is recognized as a national leader among human service agencies.

- Obj. 1.1** Achieve a Work Participation Rate of fifty percent (less the Caseload Reduction Credit) in Federal fiscal year 2016 and retain this rate in subsequent fiscal years.
- Obj. 1.2** During fiscal year 2017, local child protection panels or teams will review 30 cases using the DHR case review instrument.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Work Participation Rate	43.6%	46.1%	48.0%	46.4%	47.8%	47.0%	47.0%
Statewide total number of child protection cases reviewed by the case review panel/teams	40	28	28	6	12	12	12

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 TCA recipients into full-time jobs in targeted promising/growth industries identified by DHR in conjunction with the Department of Labor, Licensing and Regulation (DLLR).
- Obj. 2.5** Place 80 percent of refugees and asylees registered for employment services during Federal fiscal year 2017 in unsubsidized employment.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
1 Food Supplement Program payment error rate	6.1%	3.4%	2.1%	3.4%	2.2%	3.0%	3.0%
Number of meals distributed to hungry Marylanders	8,131,912	11,380,906	14,424,970	14,606,630	17,074,949	16,000,000	16,000,000
Total number of TCA job placements	10,380	12,380	12,504	11,124	13,413	11,124	11,124
Earnings Gain Rate	49%	49%	50%	56%	56%	56%	56%
Percent of refugee and asylee employment caseload placed into jobs	89%	84%	83%	73%	73%	82%	82%

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- Obj. 2.6** 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.
- Obj. 2.7** Provide homeless individuals with appropriate levels of shelter and shelter services in order to move individuals in crisis to stable housing.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of OHEP unified applications received and processed from eligible households	47.1%	47.3%	44.3%	42.7%	40.8%	41.2%	42.4%
MEAP and/or EUSP benefits paid to targeted groups:							
2 Percent of eligible households over 60 years of age	24.2%	26.1%	24.7%	25.3%	25.3%	25.6%	25.8%
2 Percent of eligible disabled households	30.0%	23.8%	24.8%	26.6%	26.4%	26.6%	26.9%
2 Percent of eligible households with children under six	45.7%	46.5%	40.7%	36.1%	33.0%	33.3%	33.6%
Number of individuals entering emergency shelters	N/A	N/A	N/A	N/A	N/A	18,000	18,000
Number of individuals exiting emergency shelters	N/A	N/A	N/A	N/A	N/A	2,500	2,500
Number of stipend grants provided to prevent eviction	8,700	10,753	6,936	4,899	4,377	4,377	4,377
Number of grant recipients that have maintained housing up to 3 months following receipt of a grant	N/A	N/A	N/A	N/A	1,900	1,900	1,900

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

- Obj. 3.1** By fiscal year 2017, 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 2017, 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 2016, 96.5 percent of adult abuse cases will have no recurrence in six months.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
3 Percent of children with no recurrence of maltreatment within 12 months of a first occurrence	86.1%	87.0%	89.2%	89.8%	90.1%	90.9%	90.9%
Rate of victimization per 100,000 days of foster care during a 12 month period	N/A	N/A	10.2	12.9	10.1	9.5	8.5
Number of reports of adult abuse	5,901	6,049	6,434	6,672	6,229	6,480	6,600
Number of investigations of adult abuse completed	5,585	5,968	6,234	6,233	5,712	5,962	6,072
Number of cases of adult abuse indicated or confirmed	1,765	1,858	1,838	1,696	1,531	1,610	1,640
Percent of indicated or confirmed adult abuse cases for which there is no recurrence of abuse within six months	96.88%	98.19%	96.68%	96.04%	97.32%	97.66%	97.90%

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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 2017, 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 2017, 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 2017, 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 2017, 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 2017, 40 percent of children will exit to permanency within 12 months of entry into foster care.
- Obj. 4.6** By fiscal year 2017, 98.4 percent of individuals served by adult services are served in the community.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of children who exit foster/kinship care to permanency within 12 months of entry	N/A	N/A	41%	37%	40%	41%	41%
Rate of all removals into foster care per 1,000 children under 18 years of age	N/A	N/A	1.77	1.5	1.5	1.4	1.4
Percent of children re-entering out-of home care within 12 months of exiting care to reunify with their family of origin	11.6%	15.5%	15.2%	17.0%	14.6%	12.0%	12.0%
Percent of children re-entering out-of-home care within 12 months of exiting care to guardianship	N/A	N/A	5.1%	5.3%	9.2%	5.0%	5.0%
Rate of placement moves per 1,000 days of foster care	N/A	N/A	4.08	4.73	4.12	4.12	4.12
Percent of foster/kinship children who are in care 24 or more continuous months	52%	49%	49%	47%	46%	45%	45%
Percent of foster/kinship children under age 18 who are in care 24 or more continuous months	40%	36%	34%	32%	33%	30%	30%
Percent of foster/kinship children ages 18-20 who are in care 24 or more continuous months	90%	90%	91%	90%	89%	88%	88%
Percent of individuals served by Adult Services who remain in the community during the year	98.3%	98.1%	98.4%	98.1%	98.3%	98.4%	98.4%

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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.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Percent of cases in the State child support caseload with support orders	82.90%	83.41%	85.06%	85.21%	84.55%	85.21%	85.21%
Percent of cases with arrears for which a payment is received	61.57%	64.05%	67.65%	69.30%	69.61%	70.30%	70.80%
Percent of children in the State child support caseload with paternity established	92.92%	97.91%	98.66%	99.27%	98.90%	99.27%	99.27%
Percent of current support paid	64.70%	65.68%	66.78%	67.75%	68.55%	68.75%	69.25%

NOTES

¹ The federal fiscal year 2015 error rate is estimated through June 2015.

² Counts may be duplicated across categories.

³ Revised data - base period and observation period extended from 6 months to 12 months.