

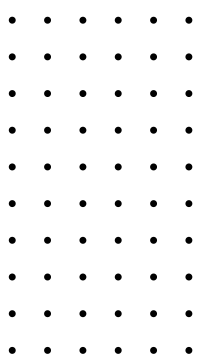
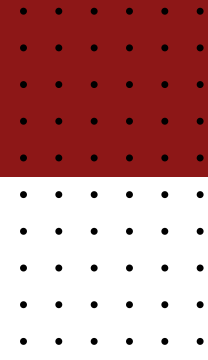


# Charles County

## Department of Social Services



OUR PAST, OUR PRESENT, OUR FUTURE



# CHARLES COUNTY DEPARTMENT OF SOCIAL SERVICES

[www.charlescountydss.com](http://www.charlescountydss.com)



# CONTACT US



Charles County Department of Social Services  
200 Kent Avenue  
La Plata, Maryland 20646  
[www.charlescountydss.com](http://www.charlescountydss.com)

## HOURS

Monday – Friday 8:00 am – 4:00 pm

Customer Call Center	1-800-332-6347
Main Number	301-392-6400
Toll Free	877-871-1177
TTY	301-934-8901

301-870-3958 (Fax)

301-753-4353 (Fax)

<b>To Report Abuse or Neglect</b>	301-392-6724
Child Protective Services (CPS)	301-392-6739
Adult Protective Services	301-392-6724

1-800-91-PREVENT	1-800-917-7383
<b>Maryland's Child and Adult Protective Services (CPS and Adult Service Hotline )</b>	

<b>Charles County Sheriff's Office</b>	
After Hours, Weekends and Holidays	301-932-2222

<b>Child Support</b>	1-800-332-6347
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<b>Emergency Services</b>	301-263-7325
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Direct dialing to each staff person's extension is available and should be used whenever possible.

The office is closed on State holidays.

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# CHILD SUPPORT ADMINISTRATION



## **Intake Services**

Intake is the very first step towards opening a child support case. Necessary information is collected on all involved family members to move forward with the application process. The required timeframe is 30 days for processing applications.



## **Location Services**

Location may be required if the person requesting services does not know the address of the other customer. The Child Support Administration (CSA) receives data on a national scale from employers including new hire information and quarterly wage information. Data is also received from the federal government's records. At the State level, CSA has access to Maryland's Motor Vehicle Administration records. The required timeframe for location services is 75 days.



## **Establishment Services**

Establishment is the process of establishing paternity, child support, or medical support. Paternity may be established by an Affidavit of Parentage, through DNA, or by a Court Order. Establishment of an order could take up to 60-90 days.



### **Modification Services**

Modification is the process of changing the support order so that the amount of child support ordered is consistent with the Maryland Child Support Guidelines. Modifications can also be used to extend the support obligation through a child's high school graduation (but not beyond age 19), or to change the terms of the medical support provision of the court order.



### **Enforcement Services**

There is a variety of automated tools used to assist with payment collections. Examples may include MVA, Professional Licenses, federal and state tax refunds, lottery intercepts, and unemployment benefits. Court is the last resort for enforcement. Negotiations are made in attempt to avoid court processes.



### **Delivery of Support Payment**

CSA offers several methods of payment delivery. The preferred method is electronic delivery, either by direct deposit into the customer's checking or account, or the EPiC card, which is a VISA debit card. Parents for whom electronic delivery presents a hardship may elect to receive payment by check.

To learn more about custody and visitation, customers may visit the local circuit courthouse for Charles County.



# FAMILY INVESTMENT SERVICES

All Family Investment Program applications are accepted M-F 8:00 a.m. to 4:00 p.m. Face to Face interviews are conducted M,W,F from 8:30 am - 11:30 am.

To report suspected fraud in Food Stamps, Temporary Cash Assistance, or Medical Assistance, call 1-800-332-6347.

## **Cash Assistance for Families with Children (Temporary Cash Assistance (TCA))**

Temporary Cash Assistance (TCA) provides cash assistance to families with dependent children when available resources do not fully address the family's needs. In addition, the program prepares participants for independence through work.

To be eligible for TCA, a family must cooperate with child support, participate in work activities and comply with substance abuse provisions. Adults with dependent children applying for TCA must meet financial and technical eligibility requirements.

## **Emergency Assistance**

Financial assistance may be provided for families to resolve certain crisis situations. Applicants for this program can apply in person or online at [mymdthink.maryland.gov](http://mymdthink.maryland.gov)

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# **SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM (SNAP)**

The Supplemental Nutrition Assistance Program (SNAP) helps low income eligible households buy the food they need for good health. This benefit is meant to supplement an applicant's monthly food budget.

## **HOW DO I APPLY?**

An application can be filed online, by mail, fax or by visiting a local Department of Social Services. Visit:

**[https:// dhs.maryland.gov/supplemental-nutritionassistance-program/](https://dhs.maryland.gov/supplemental-nutritionassistance-program/)** for more information.

## **WHAT HAPPENS AFTER I APPLY?**

Once the application has been received and reviewed, you may have a telephone interview, or a face-to-face interview scheduled at a social services office near you.

# SNAP PROGRAM CONTINUED

## WHAT SHOULD I BRING TO THE INTERVIEW?

- Proof of identity (driver's license, Maryland identification card, or employment identification)
- Social Security Numbers for everyone in the household
- Proof of address (lease, utility, water, or phone bill, rent or mortgage statement)
- Proof of income (most recent pay stubs or benefit letter for government checks: Social Security–Supplemental Security Income, Supplemental Security Disability Income, Veterans Benefit, Social Security, or any others)
- Proof of household expenses (most recent utility: gas, electric bill or other that shows the company's name, address, and telephone number; receipt or written statement of child care costs; real estate tax bill; recent doctor or hospital bills.)

## HOW IS ELIGIBILITY DETERMINED?

You must meet all financial and technical eligibility factors prior to getting assistance. Eligibility decisions are normally made within 30 days.

## IF YOU NEED US, WE ARE HERE FOR YOU; SO PLEASE, GET IN TOUCH:

**Online Visit** <https://mymdthink.maryland.gov> to apply for benefits, upload documents, and view and update the status of your application. Log in to create an account today!

**Call** our Department's Customer Call Center at 1-800-332-6347 (TTY 1-800-735-2258), available from 8:30a.m. to 5:00 p.m. Monday - Friday. Generally, the days with the shortest call wait times are Thursdays and Fridays.

**In Person** Visit your local Department of Social Services, where staff will assist you.





## **Temporary Disability Assistance Program (TDAP)**

The Temporary Disability Assistance Program (TDAP) is available to help low-income, disabled Marylanders through a period of short-term disability or while they are awaiting approval of federal disability support. The program is funded through the State of Maryland to provide help to individuals without dependent children

## **Public Assistance To Adults (PAA)**

The Public Assistance to Adults (PAA) program pays for the cost of care and a personal needs allowance for needy individuals who live in assisted living facilities licensed by the Maryland Department of Health (MDH) and in Certified Adult Residential Environmental homes (also known as Project Home).

## **Child Care Scholarship (formerly known as "Child Care Subsidy Program (CCSP)"))**

This program is now housed with the Maryland State Department of Education. You may visit the MSDE website and the Child Care Scholarship tab at:

<https://www.marylandpublicschools.org/Pages/Default.aspx>

## **MEDICAL ASSISTANCE (MA)**

**The Medical Assistance Program** assists needy persons and families who cannot meet the cost of necessary medical and health services. There are many different coverage groups such as:

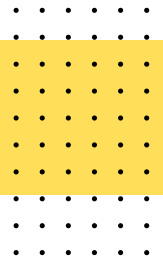
- Medical Assistance for long-term care is available to eligible individuals who are in need of nursing home care for longer than 30 days and who have no other insurance).
- Medical Assistance for pregnant women & unborn children
- Medical Assistance for families and children
- Medical Assistance for Adults
- Medical Assistance for Medicare eligible individuals
- Emergency alien services

Due to Health Care Reform, those ineligible under new Medical Assistance regulations may be eligible for a Qualified Health Plan (QHP).

## **EMERGENCY SERVICES (EA)**

**Emergency Assistance Program** assists individuals and families facing a crisis. The Federal, State and Local funding is used to prevent evictions, foreclosures, utility cut off, burials, and other limited situations. The grant along with the customer's resources must be sufficient to resolve the entire emergency. The customers must also show that they will be able to pay the ongoing expenses to keep the crisis from reoccurring.

# FAMILY SERVICES



## Service Intake 1-800-917-7383

The function of the **Services Intake Unit** is to provide a single point of entry for all family, adult, and children's services programs listed below.

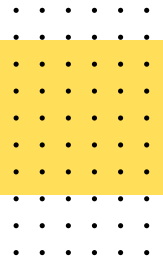


**Services to Families With Children (SFC)** provides crisis intervention, referrals to community resources, and counseling in the areas of health, parenting, school adjustment, and family relationships. SFC enhances family functioning, promotes self-sufficiency, and reduces the recurrence of abuse or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



**Family Preservation** provides family centered, time-limited services to families whose children are at risk of out-of-home placements. A social worker and parent aide provide a team approach to the delivery of In-home family preservation services. Upon completion of the program, the family may be referred to other continuing services programs or community resources.

# FAMILY SUPPORT SERVICES



## **Family Support Services**

Trained family support workers provide services to families who are at risk of abuse or neglect. They assist case managers in helping families become self sufficient and serve as role models and teachers to parents.

## **Child Protective Services (CPS) 301-392-6739**

## **Adult Protective Services (301) 392-6724**

## **1-800-91-PREVENT (1-800-917-7383)**

## **Maryland's Child and Adult Protective Services (CPS and Adult Service Hotline )**

This program is required by law to respond to all reports of suspected child abuse or neglect. CPS investigators are responsible for assessing the safety of children and taking steps to make alternative placements if necessary for the safety of the child. Continuing services are available to help families resolve the problems that led to abuse or neglect, and to monitor the safety of the child.

## **Reports of suspected abuse or neglect must be reported to the:**

**Charles County Department of Social Services** during regular working hours at **301-392-6739**;

or to the **Sheriff's Office** after hours, on weekends and holidays, at **301-932-2222**.

## **FOSTER CARE SERVICES FOR CHILDREN**

Foster Care provides a temporary living arrangement for children who cannot remain at home because of abuse, neglect, or abandonment. Foster Care provides short-term and intensive supportive services to the family. Efforts are made to reunite the family through various service providers and remediation of existing family dysfunction. The department actively recruits families to provide foster homes for these children. Orientation and ongoing training are provided to help foster parents play an active role with the family to meet the goal of reunification. You may submit a **Foster/Adoptive Parent Inquiry Form** at <https://charlescountydss.com/foster-adoptive-parent-inquiry-form/>

## **ADOPTION SERVICES**

**Adoption** offers permanency for many children in foster care. Foster parent training also known as PRIDE training offers a basic understanding of providing permanency for a youth who was unable to reunite with their family. Various community resources are utilized to increase awareness, understanding and comfort with the concept of transitioning from fostering a youth to providing permanency for a youth.

## **CLINICAL RESOURCE UNIT**

**The Clinical Unit** supports services programs through Family Involvement Meetings, Assessments, Training, Accountability, Case Reviews and Staffing. **Family Involvement Meetings** optimize the case management of both the child and their family through meetings that promote communication and increased understanding about what brought the child/children into care.

The key goal for reunification is assessing the family's needs, strengths, coping, decision-making capacity and wishes for the future. The second function of the unit is to provide information to staff on available resources within the community through training and presentations.



# SERVICES FOR ADULTS

## **Adult Protective Services (APS)**

The Office of Adult Services focuses on the needs of the elderly, disabled and vulnerable adults. We work with local departments of social services and community based organizations to coordinate services for the vulnerable adult population throughout Maryland to promote their safety, stability and independence. Our services are delivered with the principles of personal dignity, quality of life, privacy and the right to make choices.

## **Social Services to Adults (SSTA)**

This program provides brief support and counseling services to adults over the age of 18 who are experiencing problems in adjustment or functioning due to a physical, mental, or developmental disability. Social work services are offered and referrals are made to meet both physical and emotional needs. The goals are to help the client and family achieve self-sufficiency and to maintain the adult in the least restrictive environment.

## **Certified Adult Residential Environment (CARE)/Project Home**

Provide supportive housing to individuals who are unable to live on their own or completely care for themselves due to physical or mental health impairment. The goal of this program is to maintain individuals in the least restrictive living environment that maximizes a person's strengths. Participants will receive services such as but not limited to: case management, transportation to medical appointments, social activities and medication management.

**Project Home C.A.R.E Providers** Project Home providers offer care in their own homes to one to four residents who have a disability. Providers must be certified by the local department of social services "Project Home Case Manager" Providers must be willing to participate in training and work with the local Department of Social Services Case Manager/Social Worker and the individual resident to develop a treatment plan.

# ADULT PUBLIC GUARDIANSHIP

**The Adult Public Guardianship** program exists to safeguard the welfare of persons with disabilities. Public guardianship is a legal procedure in which the court determines if a person's ability to make health and safety decisions for themselves is significantly impaired by disease, accident or disability. If so, the court will appoint a guardian to act as a substitute decision-maker. Public guardianship in Maryland is administered by local Departments of Social Services for those aged 18-64, and the Department of Aging for those aged 65+. Public guardianship is a situation of last resort, when there are no family members, friends and loved ones to serve in this capacity.

There are two types of adult guardianship:

- A guardian of the person is authorized by the court to make decisions for the disabled person about their health care, shelter, or other daily needs.
- A guardian of the property is a person or agency appointed by the court to manage the property of a disabled person. A public agency may not be the guardian of the property.

**In-Home Aide Services (IHAS)** provides personal care, chore services and/or respite and other supportive services in an effort to prevent institutionalization, abuse, neglect and/or exploitation. Service is provided to those 18 and older with functional disabilities.

**Respite Care Services** Respite Care offers financial assistance for short-term care to functionally-disabled and developmental disabled persons in order to provide the family or primary caregiver with periods of rest and renewal. Eligible families may receive a maximum of 164 hours of respite care in a 12 month period. The program is designed to allow families to select their own caregivers, depending on the level of care given.



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