



Department of Human Resources
StateStat

Reporting Period: October 09

Brenda Donald

Secretary

Appointed January 2007

DHR Management Team

Operations: **Brian L. Wilbon**

Programs: **Stacy L. Rodgers**

Administrations:

Social Services Administration: **Carnita White**

Family Investment Administration: **Kevin M. McGuire**

Child-Support Enforcement Administration: **Joseph A. Jackins, Jr.**

PERSONNEL DATA

	TWO-WEEK REPORTING PERIODS				% Change	YEAR TO DATE				
	08/25/09	09/08/09	09/22/09	10/06/09		Average	Minimum	Maximum	Total	Periods
OVERTIME (HOURS)	7,471.8	7,431.7	7,700.0	8,576.9						
Office of the Secretary	11.0	6.3	6.5	11.2	72.3%	16.1	0.0	145.3	433.6	27
Operations	33.0	0.0	50.9	0.5	-99.0%	55.0	0.0	262.5	1,485.0	27
Social Services	0.0	0.0	6.4	0.0	-100.0%	10.9	0.0	96.0	293.9	27
Family Investment	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	3.5	3.5	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	0.0	3.0	3.8	1.5	0.0%	0.0	17.8	60.6	481.6	27
LDSS	7,427.8	7,422.4	7,632.4	8,563.7	12.2%	7,185.3	6,401.3	8,018.0	194,003.9	27
SICK LEAVE (DAYS)										
Office of the Secretary	66.7	70.3	88.1	68.9	-21.8%	65.1	27.4	112.7	1,758.8	27
Operations	130.2	121.4	155.6	155.8	0.1%	141.1	99.0	180.2	3,809.1	27
Social Services	32.3	20.0	46.8	35.0	-25.2%	35.7	20.4	57.1	964.0	27
Family Investment	34.3	54.3	60.2	61.3	1.8%	74.6	44.3	120.4	2,013.7	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	186.1	122.8	255.7	229.2	-10.4%	215.9	153.2	286.8	5,828.7	27
LDSS	2,572.9	2,020.6	2,844.8	2,762.3	-2.9%	2,598.4	2,031.1	3,057.0	70,156.5	27
ACCIDENT LEAVE (DAYS)										
Office of the Secretary	0.0	0.0	0.0	0.0		5.3	0.0	25.0	142.3	27
Operations	1.1	0.0	2.3	0.9	-60.9%	4.4	0.0	12.0	118.2	27
Social Services	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	1.4	2.4	27
Family Investment	0.0	0.0	0.0	0.0	0.0%	0.2	0.0	4.2	4.7	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	1.3	0.0	0.0	0.0		2.5	0.0	31.2	68.7	27
LDSS	152.7	93.5	130.3	138.6	6.4%	76.4	38.0	152.4	2,062.5	27
UNSCHEDULED LEAVE (DAYS)										
Office of the Secretary	3.5	3.4	0.6	1.5	0.0%	12.3	0.0	27.0	331.7	27
Operations	3.6	7.0	4.9	8.1	65.3%	6.5	0.0	21.6	175.8	27
Social Services	1.9	2.1	4.0	2.0	-50.0%	4.2	0.0	16.4	113.8	27
Family Investment	0.0	0.2	5.4	5.2	-3.7%	2.9	0.0	10.2	77.2	27
Community Services	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Child-Support Enforcement	19.6	10.3	23.5	18.7	-20.4%	21.3	0.0	42.8	575.2	27
LDSS	435.1	355.1	376.1	414.8	10.3%	471.1	246.9	630.0	12,720.7	27
FROI TO IWIF						12.05555556	4	19	217	18
Secretary	0	0	0			0.2	0.0	2.0	5.0	26
Social Services	7	10	10		0.0%	12.0	3.0	23.0	311.0	26
Family Investment	2	0	0			0.2	0.0	1.0	6.0	26
Community Services	0	0	0			0.0	0.0	0.0	0.0	26
Child-Support Enforcement	0	0	3			0.7	0.0	2.0	18.0	26
FROI LAG > 3 DAYS						4.55555556	1	9	82	18
Secretary	0	0	0			0.1	0.0	2.0	3.0	26
Social Services	2	5	2		-60.0%	4.8	1.0	14.0	125.0	26
Family Investment	0	0	0			0.1	0.0	1.0	2.0	26
Community Services	0	0	0			0.0	0.0	0.0	0.0	26
Child-Support Enforcement	0	0	1			0.1	0.0	1.0	3.0	26



**Department of Human Resources
LDSS Personnel
Reporting Period: October 09**

TOTAL OVERTIME BY JURSDICTION

	TWO-WEEK REPORTING PERIODS				% Change	YEAR TO DATE				
	08/25/09	09/08/09	09/22/09	10/06/09		Average	Minimum	Maximum	Total	Periods
Allegany	256.8	263.5	277.5	263.0	-5.2%	263.6	123.0	380.0	7,118.2	27
Anne Arundel	777.0	423.0	510.0	464.8	-8.9%	547.0	279.0	906.0	14,769.0	27
Baltimore City	1983.4	1858.5	1647.9	2746.5	66.7%	1,345.1	883.6	2,495.6	36,317.8	27
Baltimore	223.0	150.0	396.0	289.0	-27.0%	244.8	58.0	513.0	6,610.5	27
Calvert	277.5	284.8	294.7	294.8	0.0%	280.2	226.0	333.5	7,564.6	27
Caroline	246.0	303.0	203.8	405.0	98.7%	273.6	231.0	355.0	7,386.6	27
Carroll	265.3	262.0	297.5	271.8	-8.6%	276.8	260.2	297.0	7,473.8	27
Cecil Co.	246.0	246.0	255.0	246.0	-3.5%	262.5	239.0	332.0	7,087.1	27
Charles	250.5	256.5	377.8	377.8	0.0%	294.0	213.5	444.0	7,937.0	27
Dorchester	249.0	265.5	289.5	281.5	-2.8%	266.9	240.0	312.5	7,207.1	27
Frederick	280.1	280.1	273.5	254.5	-6.9%	277.7	244.5	374.6	7,497.3	27
Garrett	251.0	251.5	270.3	243.8	-9.8%	258.0	251.0	273.0	6,965.3	27
Harford	264.9	359.5	308.8	289.9	-6.1%	332.1	181.8	438.7	8,967.2	27
Howard	216.0	273.0	264.0	252.3	-4.4%	282.7	183.0	451.8	7,633.2	27
Kent	246.0	264.0	246.0	246.0	0.0%	256.2	246.0	275.5	6,916.5	27
Montgomery	76.5	93.5	207.0	167.0	-19.3%	129.9	32.0	265.0	3,506.9	27
Prince George's	196.5	219.5	243.2	223.7	-8.0%	244.9	138.5	368.0	6,612.5	27
Queen Anne's	246.0	246.0	264.0	246.0	-6.8%	247.9	214.0	287.1	6,694.3	27
Somerset	54.0	108.0	30.0	69.0	130.0%	99.7	30.0	178.6	2,691.5	27
St. Mary's	0.0	0.0	0.0	0.0	0.0%	3.6	0.0	55.3	96.0	27
Talbot	183.1	246.0	264.0	270.0	2.3%	249.6	63.0	375.0	6,738.3	27
Washington	255.2	253.0	274.4	259.1	-5.6%	331.8	234.5	595.6	8,959.0	27
Wicomico	246.0	264.0	248.5	259.2	4.3%	257.8	231.0	299.0	6,959.7	27
Worcester	138.0	251.5	189.0	143.0	-24.3%	159.1	69.0	216.0	4,295.9	27
TOTAL	7427.8	7422.4	7632.4	8563.7						



Department of Human Resources LDSS Personnel

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ON CALL OVERTIME BY JURSDICTION

	08/25/09	09/08/09	09/22/09	10/06/09	% Change	Average	Minimum	Maximum	Total	Periods
Allegany	246.0	243.5	261.5	243.5	-6.9%	248.2	123.0	364.0	6,702.0	27
Anne Arundel	777.0	423.0	510.0	390.3	-23.5%	497.1	279.0	906.0	13,420.4	27
Baltimore City	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Baltimore	223.0	150.0	396.0	158.0	-60.1%	230.8	58.0	513.0	6,232.5	27
Calvert	245.5	264.0	241.0	246.0	2.1%	249.3	199.5	291.0	6,730.2	27
Caroline	246.0	246.0	162.0	348.0	114.8%	252.7	217.0	300.5	6,823.5	27
Carroll	265.3	262.0	297.5	271.8	-8.6%	276.8	260.2	297.0	7,473.8	27
Cecil Co.	246.0	246.0	255.0	246.0	-3.5%	250.7	183.0	327.0	6,767.6	27
Charles	244.5	244.5	245.0	245.0	0.0%	251.6	182.5	286.4	6,793.2	27
Dorchester	244.0	244.5	263.5	242.5	-8.0%	249.1	236.0	263.5	6,727.0	27
Frederick	246.0	246.0	265.0	246.0	-7.2%	250.6	244.5	273.0	6,767.5	27
Garrett	251.0	251.5	270.3	243.8	-9.8%	258.0	251.0	273.0	6,965.3	27
Harford	212.9	319.6	272.3	205.0	-24.7%	258.7	140.5	360.0	6,986.0	27
Howard	216.0	273.0	264.0	234.8	-11.1%	257.3	183.0	440.0	6,946.8	27
Kent	246.0	264.0	246.0	246.0	0.0%	250.7	246.0	264.0	6,768.0	27
Montgomery	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Prince George's	196.5	179.5	217.0	205.0	-5.5%	225.1	138.5	324.0	6,079.0	27
Queen Anne's	246.0	246.0	264.0	246.0	-6.8%	247.9	214.0	287.1	6,694.3	27
Somerset	54.0	108.0	30.0	69.0	130.0%	92.0	30.0	177.1	2,483.8	27
St. Mary's	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Talbot	183.1	246.0	264.0	270.0	2.3%	249.4	63.0	375.0	6,733.8	27
Washington	246.0	245.9	264.0	246.0	-6.8%	249.3	228.0	264.0	6,730.8	27
Wicomico	246.0	264.0	246.0	246.0	0.0%	250.2	231.0	279.0	6,754.5	27
Worcester	138.0	251.5	189.0	138.0	-27.0%	157.8	69.0	216.0	4,259.9	27
TOTAL	5218.8	5218.5	5423.1	4986.7						



Department of Human Resources LDSS Personnel

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SICK LEAVE BY JURSDICTION

	TWO-WEEK REPORTING PERIODS				% Change	Average	Minimum	Maximum	Total	Periods
	08/25/09	09/08/09	09/22/09	10/06/09						
Allegany	56.9	68.9	63.5	85.5	34.6%	80.7	33.3	110.8	2,180.2	27
Anne Arundel	154.4	145.0	216.2	192.2	-11.1%	114.0	58.1	151.4	3,077.3	27
Baltimore City	1066.0	805.0	1194.5	1124.0	-5.9%	1,054.2	766.0	1,274.0	28,463.5	27
Baltimore	47.0	0.5	67.0	44.0	-34.3%	187.1	63.6	263.5	5,051.0	27
Calvert	55.0	32.2	51.7	39.4	-23.8%	29.3	16.1	41.3	790.1	27
Caroline	28.0	16.0	12.0	29.0	141.7%	26.3	11.0	44.0	709.0	27
Carroll	74.8	75.4	67.7	78.0	15.2%	55.9	34.4	82.4	1,510.3	27
Cecil Co.	84.0	84.0	128.0	135.1	5.5%	83.4	50.6	125.6	2,251.4	27
Charles	52.0	37.0	54.0	67.0	24.1%	31.5	10.0	81.5	850.0	27
Dorchester	18.9	29.2	28.4	32.5	14.4%	48.3	29.1	71.8	1,305.3	27
Frederick	60.5	56.0	64.0	59.0	-7.8%	55.4	26.7	76.0	1,495.8	27
Garrett	32.0	13.0	17.5	35.0	100.0%	25.8	10.0	42.0	697.0	27
Harford	52.3	71.8	71.1	107.6	51.3%	79.3	49.8	102.1	2,141.0	27
Howard	46.4	45.9	73.5	71.9	-2.2%	56.0	23.6	89.4	1,511.1	27
Kent	55.0	21.0	27.0	18.0	-33.3%	20.3	8.0	40.5	548.1	27
Montgomery	196.8	131.9	175.3	157.4	-10.2%	163.3	91.7	214.6	4,408.2	27
Prince George's	248.4	199.7	233.7	167.0	-28.5%	157.0	73.5	420.7	4,240.1	27
Queen Anne's	20.5	10.3	15.0	22.8	52.0%	26.7	8.1	57.5	720.3	27
Somerset	40.9	26.7	27.8	33.9	21.9%	33.0	15.9	65.5	890.4	27
St. Mary's	43.3	25.5	34.0	57.5	69.1%	44.9	22.8	88.9	1,212.4	27
Talbot	45.0	21.0	30.0	36.0	20.0%	34.6	16.0	55.0	933.0	27
Washington	57.0	99.0	99.4	107.0	7.6%	108.4	72.0	171.4	2,926.0	27
Wicomico	57.5	45.2	114.3	92.1	-19.4%	68.3	39.3	104.6	1,844.3	27
Worcester	37.2	29.3	42.7	55.9	30.9%	30.6	10.8	58.4	827.4	27
TOTAL	2572.9	2020.6	2844.8	2762.3						



Department of Human Resources LDSS Personnel

Reporting Period: October 09

ACCIDENT LEAVE (DAYS)

	TWO-WEEK REPORTING PERIODS				% Change	Average	Minimum	Maximum	Total	Periods
	08/25/09	09/08/09	09/22/09	10/06/09						
Allegany	10.0	8.0	10.0	8.0	0.0%	0.6	0.0	10.0	15.1	27
Anne Arundel	5.9	0.4	0.0	0.3	0.0%	1.6	0.0	40.0	44.3	27
Baltimore City	50.0	53.0	64.0	80.0	25.0%	45.7	24.0	106.0	1,234.0	27
Baltimore	10.0	10.0	20.0	20.0	0.0%	5.2	0.0	28.0	139.9	27
Calvert	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Caroline	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Carroll	0.0	0.0	0.0	0.0	0.0%	0.3	0.0	3.0	7.6	27
Cecil Co.	0.0	0.0	0.0	0.0	0.0%	1.4	0.0	16.0	36.5	27
Charles	10.0	8.0	11.0	10.0	0.0%	2.3	0.0	24.0	63.0	27
Dorchester	0.0	0.0	0.0	0.0	0.0%	0.1	0.0	3.3	3.3	27
Frederick	1.0	8.0	10.0	10.0	0.0%	0.3	0.0	6.0	9.0	27
Garrett	0.0	0.0	0.0	0.0	0.0%	0.2	0.0	3.5	6.1	27
Harford	8.0	0.0	0.0	0.0	0.0%	2.5	0.0	18.0	67.9	27
Howard	0.0	0.0	5.0	0.0	0.0%	3.3	0.0	10.0	90.0	27
Kent	0.0	0.0	0.0	0.0	0.0%	1.8	0.0	10.0	49.4	27
Montgomery	1.0	5.9	10.0	10.0	0.0%	3.9	0.0	17.0	106.4	27
Prince George's	56.8	0.2	0.3	0.3	0.0%	3.5	0.0	53.4	95.0	27
Queen Anne's	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.3	0.3	27
Somerset	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
St. Mary's	0.0	0.0	0.0	0.0	0.0%	1.9	0.0	15.4	50.1	27
Talbot	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Washington	0.0	0.0	0.0	0.0	0.0%	1.7	0.0	12.0	44.6	27
Wicomico	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Worcester	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
TOTAL	152.7	93.5	130.3	138.6						



Department of Human Resources LDSS Personnel

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UNSCHEDULED LEAVE (DAYS)

	TWO-WEEK REPORTING PERIODS				% Change					
	08/25/09	09/08/09	09/22/09	10/06/09		Average	Minimum	Maximum	Total	Periods
Allegany	0.0	0.0	0.3	1.5	400.0%	8.8	0.0	13.0	238.0	27
Anne Arundel	11.9	10.6	13.5	11.0	-18.5%	15.2	0.6	51.8	409.2	27
Baltimore City	183.0	125.0	166.0	180.0	8.4%	182.9	57.0	291.0	4,939.0	27
Baltimore	25.0	0.0	8.0	12.0	50.0%	15.5	1.0	31.0	417.9	27
Calvert	1.0	4.0	4.2	8.0	0.0%	2.4	0.0	22.4	66.1	27
Caroline	0.0	0.0	0.0	6.0	0.0%	0.0	0.0	0.0	0.0	27
Carroll	6.0	1.6	3.9	4.5	15.4%	5.5	2.4	11.4	149.0	27
Cecil Co.	31.7	30.0	16.0	38.8	142.5%	18.7	2.5	38.5	505.0	27
Charles	10.0	12.0	0.0	0.0	0.0%	4.7	0.0	20.0	126.8	27
Dorchester	0.0	0.0	0.0	3.0		5.9	0.0	29.0	158.4	27
Frederick	0.0	0.0	0.4	2.6	0.0%	5.1	0.0	40.0	138.6	27
Garrett	0.0	0.0	0.0	0.0	0.0%	0.0	0.0	0.0	0.0	27
Harford	2.3	2.4	1.1	10.0	809.1%	14.1	0.3	60.0	380.4	27
Howard	14.6	13.8	17.2	15.4	0.0%	4.8	0.0	15.8	128.3	27
Kent	0.0	10.0	7.0	5.5	-21.4%	2.5	0.0	13.0	66.5	27
Montgomery	17.7	13.4	8.8	20.3	130.7%	22.7	1.8	49.1	612.3	27
Prince George's	113.6	118.6	115.0	84.0	-27.0%	140.4	53.0	275.1	3,789.8	27
Queen Anne's	0.0	0.0	0.0	0.0	0.0%	0.9	0.0	4.5	24.4	27
Somerset	2.0	1.0	2.0	2.0	0.0%	2.7	0.0	12.0	72.3	27
St. Mary's	8.3	8.2	8.3	6.0	-27.7%	7.9	0.0	22.0	214.5	27
Talbot	0.0	0.0	0.0	0.0	0.0%	1.6	0.0	20.0	42.0	27
Washington	8.0	0.0	0.0	0.0	0.0%	1.0	0.0	10.0	26.6	27
Wicomico	0.0	4.5	4.4	4.2	0.0%	6.9	0.0	52.3	185.1	27
Worcester	0.0	0.0	0.0	0.0	0.0%	0.8	0.0	6.0	20.5	27
TOTAL	435.1	355.1	376.1	414.8						



Department of Human Resources

Social Services Administration

Reporting Period: Aug-09

Place Matters *

	Baseline		FY 2010 Goal		REPORTING PERIOD: Monthly				Source
	Date	Data	Goal	Target	May-09	Jun-09	Jul-09	Aug-09	
Current Measures									for Baseline and Results
Children in Out-of-Home Placement **	06/30/09	8,756	Reduce by 10%	7,880	8,873	8,755	8,765	8,730	State Stat
Children in Group Homes (% of all placements)	6/30/09	12.7%	12% or less	12.0%	13.4%	12.7%	12.3%	12.0%	State Stat
Children in Family Homes (% of all placements (includes children in trial home visits))	6/30/09	76.6%	75% or more	75.0%	76.2%	76.6%	76.9%	77.2%	State Stat
					REPORTING PERIOD: Annual				
					FY09-Q1	FY09-Q2	FY09-Q3	FY09-Q4	
Recurrence of Maltreatment within Six Months ***	FY09-Q3	2.3%	6.1% or less	6.1%	4.5%	5.0%	2.3%	1.6%	Federal Target is 6.1% Source: MD CHESSIE
					REPORTING PERIOD: Point in Time				
					1/30/08	12/31/08	3/31/09	6/30/09	
Children Placed in their Home Jurisdiction ****									
Family Homes --	3/31/09	53%	Increase percentage	63%	31%	51%	53%	49%	Baseline: MD CHESSIE
Group Homes --	3/31/09	38%	by 10 points	48%	33%	41%	38%	41%	Source: MD CHESSIE

* Start date for Place Matters: July 2007, however, Place Matters Measures, Baseline, and Targets were updated July 2009

** Additional out-of-home placement data are contained in the SSA section of the DHR State Stat report

*** National Standards: <http://www.acf.hhs.gov/programs/cb/cwmonitoring/legislation/background.htm>

**** Children Placed in Home Jurisdiction -- Challenges remain for identifying the placement jurisdiction for children placed in private Treatment Foster Care and Ind. Living Programs

1/30/2008 Data Missing: Family Foster Homes -- 33%; Group Homes -- 12%

12/31/2008 Data Missing: Family Foster Homes -- 29%; Group Homes -- 0%

3/31/09 Data Missing: Family Foster Homes - 27%; Group Homes - 0%

6/30/09 Data Missing: Family Foster Homes - 27%; Group Homes - 1%

Detailed definitions for Indicators with Federal Targets:

Recurrence of Maltreatment

Of all children who were victims of substantiated or indicated abuse or neglect during the first 6 months of the reporting year, what percent experienced another incident of substantiated or indicated abuse or neglect within a 6-month period?



Department of Human Resources

Social Services Administration

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CHILD WELFARE SERVICES

CHILD PROTECTIVE SERVICES

	REPORTING PERIOD					FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	% Change	Average	Minimum	Maximum	Total	Periods
Investigations										
Total # Open at beginning of month*	5,239	5,564	4,965	4,263	-14.14%	4,614	4,263	4,965	9,228	2
Total # New during report month	2,700	2,223	2,012	1,999	-0.65%	2,006	1,999	2,012	4,011	2
Total # Completed during month	2,375	2,793	2,714	2,459	-9.40%	2,587	2,459	2,714	5,173	2
Total # Open at end of month	5,564	4,994	4,263	3,803	-10.79%	4,033	3,803	4,263	8,066	2
Total New Allegations	3,132	2,763	2,269	2,397	5.64%	2,333	2,269	2,397	4,666	2
Physical Abuse	1,153	773	546	570	4.40%	558	546	570	1,116	2
Sexual Abuse	316	330	291	292	0.34%	292	291	292	583	2
Mental Injury-Abuse	14	11	3	2	-33.33%	3	2	3	5	2
Neglect	1,648	1,644	1,427	1,530	7.22%	1,479	1,427	1,530	2,957	2
Mental Injury-Neglect	1	5	2	3	50.00%	3	2	3	5	2
Reports	4,715	3,922	3,668	3,535	-3.63%	3,602	3,535	3,668	7,203	2

* Due to corrected counts in Charles County (-28) and a transfer from Kent County(-1), June End of Month does not equal July Beginning of Month

FINDINGS TO ALLEGATIONS

	REPORTING PERIOD					FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	% Change	Average	Minimum	Maximum	Total	Periods
Total Findings	2,712	3,166	3,093	2,964	-4.17%	3,029	2,964	3,093	6,057	2
"Indicated" Findings Total	478	587	592	656	10.81%	624	592	656	1,248	2
Physical Abuse	103	130	110	135	22.73%	123	110	135	245	2
Sexual Abuse	81	104	116	128	10.34%	122	116	128	244	2
Mental Injury-Abuse	1	1	1	0	-100.00%	1	0	1	1	2
Neglect	293	350	365	393	7.67%	379	365	393	758	2
Mental Injury-Neglect	0	2	0	0	0.00%	0	0	0	0	2
"Unsubstantiated" Findings Total	565	607	615	576	-6.34%	596	576	615	1,191	2
Physical Abuse	183	209	195	171	-12.31%	183	171	195	366	2
Sexual Abuse	48	56	79	46	-41.77%	63	46	79	125	2
Mental Injury-Abuse	2	0	2	10	400.00%	6	2	10	12	2
Neglect	330	341	338	349	3.25%	344	338	349	687	2
Mental Injury-Neglect	2	1	1	0	-100.00%	1	0	1	1	2
"Ruled Out" Findings	1,669	1,972	1,886	1,732	-8.17%	1,809	1,732	1,886	3,618	2

IN-HOME SERVICES

	REPORTING PERIOD					FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	% Change	Average	Minimum	Maximum	Total	Periods
Beginning of Month - Total Families	3,644	3,686	3,539	3,191	-9.83%	3,365	3,191	3,539	6,730	2
New Families	826	893	672	738	9.82%	705	672	738	1,410	2
Cases Closed	784	1,040	1,021	720	-29.48%	871	720	1,021	1,741	2
End of Month Total Families	3,686	3,539	3,190	3,209	0.60%	3,200	3,190	3,209	6,399	2



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OUT-OF-HOME SERVICES

	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
Beginning of Month - Total Children	8,895	8,873	8,755	8,765	8,760	0.11%	8,755	8,765	17,520	2	
New Out-of-Home Placements	270	274	270	295	283	9.26%	270	295	565	2	
Total # of Child Welfare Caseworkers **	662	664	646	641	643	-0.77%	641	646	1,287	2	
AVG Caseload Volume for Caseworkers	13	13	14	14	14	0.35%	14	14	27	2	
Children Leaving Out-of-Home Placement	292	390	260	330	295	26.92%	260	330	590	2	
Children Adopted	70	106	36	63	50	75.00%	36	63	99	2	
Children Reunified	101	163	128	156	142	21.88%	128	156	284	2	
Children in Legal Guardianship	48	55	39	63	51	61.54%	39	63	102	2	
Aged Out	69	60	53	46	50	-13.21%	46	53	99	2	
Other	4	8	4	2	3	-50.00%	2	4	6	2	
End of Month - Total Children	8,873	8,755	8,765	8,730	8,748	-0.40%	8,730	8,765	17,495	2	
Children in Family Homes	6,422	6,345	6,370	6,335	6,353	-0.55%	6,335	6,370	12,705	2	
Children in Group Homes	1,187	1,116	1,077	1,045	1,061	-2.97%	1,045	1,077	2,122	2	
Children in Residential Treatment Centers	298	290	295	293	294	-0.68%	293	295	588	2	
Children in Independent Living	241	255	270	267	269	-1.11%	267	270	537	2	
Children in other placements	382	386	381	386	384	1.31%	381	386	767	2	
Children in Trial Home Visits	343	362	372	404	388	8.60%	372	404	776	2	

** Counts of Case Workers as assigned by LDSS, may vary from HRDT staff allocations

FOSTER HOMES

	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
Beginning of Month - Foster Families	3,122	3,115	3,129	3,136	3,133	0.22%	3,129	3,136	6,265	2	
New Homes	57	59	95	93	94	-2.11%	93	95	188	2	
Closed Homes	64	45	88	70	79	-20.45%	70	88	158	2	
End of Month - Foster Families	3,115	3,129	3,136	3,159	3,148	0.73%	3,136	3,159	6,295	2	
Unrestricted Foster Families	2,127	2,118	2,150	2,176	2,163	1.21%	2,150	2,176	4,326	2	

FOSTER HOME RECRUITMENT

	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
Inquiries during Report Month	571	556	523	482	503	-7.84%	482	523	1,005	2	
New Applications	181	185	206	182	194	-11.65%	182	206	388	2	
Completed (Accepted) Applications	113	70	160	125	143	-21.88%	125	160	285	2	



ADULT SERVICES

Department of Human Resources

Social Services Administration

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	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
TOTAL CASES	8,763	8,986	9,047	8,851	-2.2%	8,949	8,832	9,066	17,898	2	
# Protective Services Investigations	343	460	422	411	-2.6%	417	411	422	833	2	
Active Protective Services Caseload	1,560	1,540	1,581	1,596	0.9%	1,589	1,581	1,596	3,177	2	
Social Services Case Management Cases	2,944	2,914	2,902	2,888	-0.5%	2,895	2,888	2,902	5,790	2	
% under 65 Years Old	25%	25%	26%	25%	-3.8%	0	0	0	1	2	
Closed Cases	408	534	675	358	-47.0%	517	358	675	1,033	2	
# In Home Aide Services (IHAS) Customers	2,136	2,091	2,127	2,131	0.2%	2,129	2,127	2,131	4,258	2	
% of customers under 65 Years Old	37%	38%	37%	37%	0.0%	0	0	0	1	2	
New Clients Receiving Services	48	61	65	52	-20.0%	59	52	65	117	2	
Closed Cases	52	111	88	151	71.6%	120	88	151	239	2	
IHAS Waiting List	915	897	816	707	-13.4%	762	707	816	1,523	2	
Avg. Length of Time Receiving Services (in years)	3	3	3	3	-1.6%	3	3	3	6	2	
# Respite Clients ***	326	547	667	589	-11.7%	628	589	667	1,256	2	
New Clients	37	71	58	100	72.4%	79	58	100	158	2	
# Unable to Serve	478	255	85	156	83.5%	121	85	156	241	2	
# Project Home Placements	539	537	532	529	-0.6%	531	529	532	1,061	2	
Applications	6	8	9	6	-33.3%	8	6	9	15	2	
New Clients	21	12	24	35	45.8%	30	24	35	59	2	
Denials	1	0	1	1	0.0%	1	1	1	2	2	

*** Effective July 2009, Respite Clients count revised to include only clients receiving respite care during month. Previously, counts included all active clients whether or not respite care services were received in the report month. May and June 2009 counts have been retroactively adjusted as well.



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CHILD PROTECTIVE SERVICES (CPS)

JURISDICTION	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
Number of New Allegations	3,132	2,763	2,269	2,397	5.6%	2,333	2,269	2,397	4,666	2	
Allegany	88	72	58	72	24.1%	65	58	72	130	2	
Anne Arundel	222	169	170	167	-1.8%	169	167	170	337	2	
Baltimore (City)	826	692	642	696	8.4%	669	642	696	1,338	2	
Baltimore	298	212	197	219	11.2%	208	197	219	416	2	
Calvert	47	30	39	31	-20.5%	35	31	39	70	2	
Caroline	22	14	20	18	-10.0%	19	18	20	38	2	
Carroll	57	48	49	57	16.3%	53	49	57	106	2	
Cecil	150	176	51	119	133.3%	85	51	119	170	2	
Charles	60	42	48	27	-43.8%	38	27	48	75	2	
Dorchester	23	30	18	17	-5.6%	18	17	18	35	2	
Frederick	148	226	110	125	13.6%	118	110	125	235	2	
Garrett	14	22	17	9	-47.1%	13	9	17	26	2	
Harford	91	78	65	76	16.9%	71	65	76	141	2	
Howard	87	74	54	66	22.2%	60	54	66	120	2	
Kent	6	9	4	5	25.0%	5	4	5	9	2	
Montgomery	286	247	175	153	-12.6%	164	153	175	328	2	
Prince George's	361	315	224	272	21.4%	248	224	272	496	2	
Queen Anne's	18	18	15	8	-46.7%	12	8	15	23	2	
St. Mary's	48	35	42	37	-11.9%	40	37	42	79	2	
Somerset	18	22	24	18	-25.0%	21	18	24	42	2	
Talbot	16	11	17	9	-47.1%	13	9	17	26	2	
Washington	159	131	139	124	-10.8%	132	124	139	263	2	
Wicomico	56	37	46	44	-4.3%	45	44	46	90	2	
Worcester	31	53	45	28	-37.8%	37	28	45	73	2	



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IN-HOME SERVICES

	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
Caseload	3,686	3,539	3,191	3,209	0.6%	3,200	3,191	3,209	6,400	2
Allegany	82	80	80	83	3.8%	82	80	83	163	2
Anne Arundel	198	188	175	185	5.7%	180	175	185	360	2
Baltimore (City)	1,319	1,244	989	993	0.4%	991	989	993	1,982	2
Baltimore	354	337	337	351	4.2%	344	337	351	688	2
Calvert	42	40	41	34	-17.1%	38	34	41	75	2
Caroline	56	54	49	50	2.0%	50	49	50	99	2
Carroll	42	45	45	42	-6.7%	44	42	45	87	2
Cecil	77	79	77	83	7.8%	80	77	83	160	2
Charles	115	105	101	98	-3.0%	100	98	101	199	2
Dorchester	54	54	49	50	2.0%	50	49	50	99	2
Frederick	70	66	67	68	1.5%	68	67	68	135	2
Garrett	48	49	45	45	0.0%	45	45	45	90	2
Harford	74	67	75	72	-4.0%	74	72	75	147	2
Howard	80	86	84	80	-4.8%	82	80	84	164	2
Kent	14	13	14	10	-28.6%	12	10	14	24	2
Montgomery	155	154	163	156	-4.3%	160	156	163	319	2
Prince George's	391	373	277	270	-2.5%	274	270	277	547	2
Queen Anne's	27	28	23	28	21.7%	26	23	28	51	2
St. Mary's	83	86	93	91	-2.2%	92	91	93	184	2
Somerset	39	41	37	30	-18.9%	34	30	37	67	2
Talbot	49	41	42	42	0.0%	42	42	42	84	2
Washington	148	146	164	191	16.5%	178	164	191	355	2
Wicomico	85	86	87	87	0.0%	87	87	87	174	2
Worcester	84	77	77	70	-9.1%	74	70	77	147	2



Department of Human Resources
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FOSTER CARE

	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
# of Children in Out-of-Home Care	8,873	8,755	8,765	8,730	-0.4%	8,748	8,730	8,765	17,495	2
Allegany	117	113	113	115	1.8%	114	113	115	228	2
Anne Arundel	189	183	180	180	0.0%	180	180	180	360	2
Baltimore (City)	5,213	5,132	5,135	5,105	-0.6%	5,120	5,105	5,135	10,240	2
Baltimore	603	597	608	610	0.3%	609	608	610	1,218	2
Calvert	50	47	47	46	-2.1%	47	46	47	93	2
Caroline	33	39	40	37	-7.5%	39	37	40	77	2
Carroll	40	39	36	35	-2.8%	36	35	36	71	2
Cecil	120	123	126	126	0.0%	126	126	126	252	2
Charles	110	112	104	105	1.0%	105	104	105	209	2
Dorchester	31	29	31	32	3.2%	32	31	32	63	2
Frederick	177	173	177	179	1.1%	178	177	179	356	2
Garrett	52	50	52	50	-3.8%	51	50	52	102	2
Harford	305	301	300	290	-3.3%	295	290	300	590	2
Howard	75	76	73	70	-4.1%	72	70	73	143	2
Kent	16	16	16	16	0.0%	16	16	16	32	2
Montgomery	582	580	579	574	-0.9%	577	574	579	1,153	2
Prince George's	603	607	612	622	1.6%	617	612	622	1,234	2
Queen Anne's	20	22	22	23	4.5%	23	22	23	45	2
St. Mary's	112	105	102	106	3.9%	104	102	106	208	2
Somerset	52	48	49	44	-10.2%	47	44	49	93	2
Talbot	31	29	29	28	-3.4%	29	28	29	57	2
Washington	210	199	195	202	3.6%	199	195	202	397	2
Wicomico	88	88	92	89	-3.3%	91	89	92	181	2
Worcester	44	47	47	46	-2.1%	47	46	47	93	2



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FOSTER HOMES

	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
Number of Foster Homes	3,115	3,129	3,136	3,159	0.7%	3,148	3,136	3,159	6,295	2
Allegany	58	59	60	58	-3.3%	59	58	60	118	2
Anne Arundel	103	104	106	106	0.0%	106	106	106	212	2
Baltimore (City)	1,356	1,355	1,347	1,371	1.8%	1,359	1,347	1,371	2,718	2
Baltimore	219	223	221	219	-0.9%	220	219	221	440	2
Calvert	37	38	39	36	-7.7%	38	36	39	75	2
Caroline	36	36	36	36	0.0%	36	36	36	72	2
Carroll	26	26	25	26	4.0%	26	25	26	51	2
Cecil	64	67	66	68	3.0%	67	66	68	134	2
Charles	69	70	70	70	0.0%	70	70	70	140	2
Dorchester	28	28	27	26	-3.7%	27	26	27	53	2
Frederick	90	90	92	92	0.0%	92	92	92	184	2
Garrett	47	44	45	45	0.0%	45	45	45	90	2
Harford	120	122	121	121	0.0%	121	121	121	242	2
Howard	54	54	55	55	0.0%	55	55	55	110	2
Kent	9	9	10	11	10.0%	11	10	11	21	2
Montgomery	294	293	299	300	0.3%	300	299	300	599	2
Prince George's	176	177	178	178	0.0%	178	178	178	356	2
Queen Anne's	20	20	20	20	0.0%	20	20	20	40	2
St. Mary's	38	37	39	40	2.6%	40	39	40	79	2
Somerset	25	25	25	24	-4.0%	25	24	25	49	2
Talbot	15	16	17	17	0.0%	17	17	17	34	2
Washington	164	167	168	169	0.6%	169	168	169	337	2
Wicomico	50	50	51	52	2.0%	52	51	52	103	2
Worcester	17	19	19	19	0.0%	19	19	19	38	2



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ADOPTION

	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Maximum	Total	FY Goals	Periods
Number of Finalized Adoptions	70	104	36	63	75.0%	50	63	99	707	2
Allegany	0	0	0	0		0	0	0	15	2
Anne Arundel	1	1	1	2	100.0%	2	2	3	19	2
Baltimore (City)	32	66	21	35	66.7%	28	35	56	375	2
Baltimore	5	1	0	1		1	1	1	44	2
Calvert	0	0	0	1		1	1	1	10	2
Caroline	0	1	0	1		1	1	1	8	2
Carroll	0	1	1	1	0.0%	1	1	2	2	2
Cecil	9	5	0	0		0	0	0	27	2
Charles	4	1	5	3	-40.0%	4	5	8	14	2
Dorchester	0	2	0	0		0	0	0	5	2
Frederick	0	0	0	1		1	1	1	13	2
Garrett	0	0	0	3		2	3	3	3	2
Harford	0	0	3	7	133.3%	5	7	10	15	2
Howard	3	0	0	0		0	0	0	10	2
Kent	0	0	0	0		0	0	0	2	2
Montgomery	9	9	1	0	-100.0%	1	1	1	52	2
Prince George's	3	2	1	3	200.0%	2	3	4	30	2
Queen Anne's	0	0	0	0		0	0	0	2	2
St. Mary's	0	5	0	0		0	0	0	11	2
Somerset	0	2	0	2		1	2	2	6	2
Talbot	0	2	0	0		0	0	0	9	2
Washington	1	4	3	2	-33.3%	3	3	5	17	2
Wicomico	2	1	0	0		0	0	0	11	2
Worcester	1	1	0	1		1	1	1	7	2



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CHILD WELFARE CASELOAD VOLUMES -- CPS Investigations

	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09	Average		Minimum	Maximum	Total	Periods	
Statewide AVG Caseload Volume	13.7	12.3	10.5	9.4	-10.9%	10	9	11	20	2	
Allegany	6.1	3.3	3.7	4.0	7.7%	4	4	4	8	2	
Anne Arundel	16.0	14.3	12.4	10.6	-14.3%	11	11	12	23	2	
Baltimore (City)	4.4	4.2	3.4	3.5	3.5%	3	3	4	7	2	
Baltimore	13.8	8.8	9.0	8.6	-5.3%	9	9	9	18	2	
Calvert	11.4	6.6	7.4	9.2	24.3%	8	7	9	17	2	
Caroline	36.7	34.0	37.7	40.0	6.2%	39	38	40	78	2	
Carroll	11.1	10.0	8.7	9.0	3.3%	9	9	9	18	2	
Cecil	22.3	19.6	17.6	13.8	-22.0%	16	14	18	31	2	
Charles	18.4	13.0	9.2	6.9	-25.3%	8	7	9	16	2	
Dorchester	24.0	28.3	30.0	26.8	-10.8%	28	27	30	57	2	
Frederick	36.0	30.6	26.9	28.9	7.4%	28	27	29	56	2	
Garrett	11.7	11.7	9.7	3.5	-63.8%	7	4	10	13	2	
Harford	17.3	15.3	12.4	11.2	-10.1%	12	11	12	24	2	
Howard	16.9	14.1	8.9	8.5	-4.3%	9	9	9	17	2	
Kent	8.7	7.3	6.0	4.7	-22.2%	5	5	6	11	2	
Montgomery	30.4	30.4	23.2	15.9	-31.6%	20	16	23	39	2	
Prince George's	15.7	14.7	12.9	11.3	-12.8%	12	11	13	24	2	
Queen Anne's	11.7	12.0	9.7	7.0	-27.6%	8	7	10	17	2	
St. Mary's	29.2	23.8	22.0	18.6	-15.5%	20	19	22	41	2	
Somerset	18.7	20.7	20.7	16.0	-22.6%	18	16	21	37	2	
Talbot	11.2	8.8	9.6	9.2	-4.2%	9	9	10	19	2	
Washington	24.7	22.9	19.1	15.4	-19.3%	17	15	19	35	2	
Wicomico	18.0	14.4	14.4	11.9	-17.8%	13	12	14	26	2	
Worcester	17.0	19.0	20.2	25.8	27.7%	23	20	26	46	2	



Department of Human Resources Jurisdiction Comparison

Reporting Period: Aug-09

CHILD WELFARE CASELOAD VOLUMES -- Out-of-Home Placement

	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
Statewide AVG Caseload Volume	13.4	13.2	13.6	13.6	0.4%	14	14	14	27	2
Allegany	10.6	10.3	10.3	10.5	1.8%	10	10	10	21	2
Anne Arundel	10.5	9.6	10.0	10.0	0.0%	10	10	10	20	2
Baltimore (City)	13.2	12.9	13.5	13.5	0.5%	14	13	14	27	2
Baltimore	15.5	15.3	15.6	15.6	0.3%	16	16	16	31	2
Calvert	16.7	15.7	11.8	11.5	-2.1%	12	12	12	23	2
Caroline	11.0	13.0	13.3	12.3	-7.5%	13	12	13	26	2
Carroll	6.7	7.8	7.2	7.0	-2.8%	7	7	7	14	2
Cecil	12.0	12.2	12.6	12.6	0.0%	13	13	13	25	2
Charles	14.0	14.3	13.3	13.4	1.0%	13	13	13	27	2
Dorchester	10.3	9.7	10.3	10.7	3.2%	11	10	11	21	2
Frederick	13.6	13.5	13.8	14.9	8.3%	14	14	15	29	2
Garrett	9.5	9.1	9.5	9.1	-3.8%	9	9	9	19	2
Harford	15.0	15.1	15.0	14.5	-3.3%	15	15	15	30	2
Howard	8.3	8.4	8.1	7.8	-4.1%	8	8	8	16	2
Kent	10.7	10.7	10.7	10.7	0.0%	11	11	11	21	2
Montgomery	20.8	20.7	20.7	20.5	-0.9%	21	21	21	41	2
Prince George's	14.7	14.8	14.9	15.2	1.6%	15	15	15	30	2
Queen Anne's	10.0	11.0	11.0	11.5	4.5%	11	11	12	23	2
St. Mary's	18.7	17.5	17.0	17.7	3.9%	17	17	18	35	2
Somerset	8.7	8.0	8.2	7.3	-10.2%	8	7	8	16	2
Talbot	10.3	9.7	9.7	9.3	-3.4%	10	9	10	19	2
Washington	12.4	11.7	11.5	11.9	3.6%	12	11	12	23	2
Wicomico	9.8	9.8	11.5	11.1	-3.3%	11	11	12	23	2
Worcester	11.0	11.8	11.8	11.5	-2.1%	12	12	12	23	2



Department of Human Resources
Jurisdiction Comparison
 Reporting Period: Aug-09

CHILD FATALITIES- IN HOME SERVICES

Fatalities of children receiving In-Home Services	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
	0	0	0	0		0	0	0	0	2
Allegany	0	0	0	0		0	0	0	0	2
Anne Arundel	0	0	0	0		0	0	0	0	2
Baltimore (City)	0	0	0	0		0	0	0	0	2
Baltimore	0	0	0	0		0	0	0	0	2
Calvert	0	0	0	0		0	0	0	0	2
Caroline	0	0	0	0		0	0	0	0	2
Carroll	0	0	0	0		0	0	0	0	2
Cecil	0	0	0	0		0	0	0	0	2
Charles	0	0	0	0		0	0	0	0	2
Dorchester	0	0	0	0		0	0	0	0	2
Frederick	0	0	0	0		0	0	0	0	2
Garrett	0	0	0	0		0	0	0	0	2
Harford	0	0	0	0		0	0	0	0	2
Howard	0	0	0	0		0	0	0	0	2
Kent	0	0	0	0		0	0	0	0	2
Montgomery	0	0	0	0		0	0	0	0	2
Prince George's	0	0	0	0		0	0	0	0	2
Queen Anne's	0	0	0	0		0	0	0	0	2
St. Mary's	0	0	0	0		0	0	0	0	2
Somerset	0	0	0	0		0	0	0	0	2
Talbot	0	0	0	0		0	0	0	0	2
Washington	0	0	0	0		0	0	0	0	2
Wicomico	0	0	0	0		0	0	0	0	2
Worcester	0	0	0	0		0	0	0	0	2



Department of Human Resources
Jurisdiction Comparison
 Reporting Period: Aug-09

CHILD FATALITIES- OUT-OF-HOME PLACEMENTS

Fatalities of children in Out-of-Home Care	REPORTING PERIOD				% Change	FISCAL YEAR-TO-DATE				
	May-09	Jun-09	Jul-09	Aug-09		Average	Minimum	Maximum	Total	Periods
	1	1	0	1		1	0	1	1	2
Allegany	0	0	0	0		0	0	0	0	2
Anne Arundel	0	0	0	0		0	0	0	0	2
Baltimore (City)	0	0	0	0		0	0	0	0	2
Baltimore	0	0	0	0		0	0	0	0	2
Calvert	0	0	0	0		0	0	0	0	2
Caroline	0	0	0	0		0	0	0	0	2
Carroll	0	0	0	0		0	0	0	0	2
Cecil	0	0	0	0		0	0	0	0	2
Charles	0	0	0	0		0	0	0	0	2
Dorchester	0	0	0	0		0	0	0	0	2
Frederick	0	0	0	0		0	0	0	0	2
Garrett	0	0	0	0		0	0	0	0	2
Harford	0	1	0	0		0	0	0	0	2
Howard	0	0	0	0		0	0	0	0	2
Kent	0	0	0	0		0	0	0	0	2
Montgomery	0	0	0	1		1	0	1	1	2
Prince George's	0	0	0	0		0	0	0	0	2
Queen Anne's	0	0	0	0		0	0	0	0	2
St. Mary's	0	0	0	0		0	0	0	0	2
Somerset	0	0	0	0		0	0	0	0	2
Talbot	0	0	0	0		0	0	0	0	2
Washington	0	0	0	0		0	0	0	0	2
Wicomico	1	0	0	0		0	0	0	0	2
Worcester	0	0	0	0		0	0	0	0	2



**Department of Human Resources
Family Investment Administration
Reporting Period: September-09**

FOOD SUPPLEMENT PROGRAM

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
Total Food Supplement Program Recipients	478,023	491,262	504,168	511,673	1.5%	502,368	491,262	511,673	551,143	SFY 2010	
Recipient Households	223,554	230,155	236,053	240,174	1.7%	235,461	230,155	240,174	267,280	SFY 2010	
\$ Value Disbursed	\$62,932,397	\$64,144,215	\$66,098,444	\$66,875,856	1.2%	\$65,706,172	\$64,144,215	\$66,875,856	\$586,386,039	SFY 2010	
Cases Closed	16,289	17,553	14,983	19,357	29.2%	17,298	14,983	19,357	187,420	SFY 2010	
Applications Taken	25,238	28,124	24,545	26,615	8.4%	26,428	24,545	28,124	277,479	SFY 2010	
Approvals	21,501	24,154	20,881	23,478	12.4%	22,838	20,881	24,154	244,032	SFY 2010	
Denials	6,123	6,492	6,058	6,717	10.9%	6,422	6,058	6,717	63,941	SFY 2010	
	Nov-08	Dec-08	Mar-09	Jun-09	% Change	Average	Minimum	Maximum	Total	Periods	
Payment Error Rate	6.96%	6.12%	6.28%	7.21%	3.6%	7.21%	3.10%	6.56%	7.21%	FFY 08, 09	
Overpayment Error Rate	5.59%	5.26%	4.65%	5.49%	18.1%	5.49%	1.99%	4.95%	5.49%	FFY 08, 09	
Underpayment Error Rate	1.37%	0.86%	1.63%	1.72%	5.5%	1.72%	0.91%	1.98%	1.72%	FFY 08, 09	
State-reported Negative error rate	13.85%	13.76%	14.99%	14.73%	-1.7%	14.73%	14.00%	17.30%	14.73%	FFY 08, 09	

MEDICAID

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
Applications Taken (CC, LTC & SSI)	27,033	29,949	26,211	27,240	3.9%	27,800	26,211	29,949	83,400	SFY 2010	
Approvals (CC, LTC & SSI)	21,462	23,190	21,233	21,701	2.2%	22,041	21,233	23,190	66,124	SFY 2010	
Denials (CC, LTC & SSI)	17,054	18,226	16,648	17,474	5.0%	17,449	16,648	18,226	52,348	SFY 2010	
Community Care Cases	285,355	277,278	277,292	288,226	3.9%	280,932	277,278	288,226		SFY 2010	
Applications Taken	25,712	28,473	24,879	25,894	4.1%	26,415	24,879	28,473	79,246	SFY 2010	
Approvals	19,314	21,561	19,031	19,031	3.3%	20,081	19,031	21,561	60,242	SFY 2010	
Denials	15,805	16,834	15,425	16,226	5.2%	16,162	15,425	16,834	48,485	SFY 2010	

TEMPORARY CASH ASSISTANCE

	REPORTING PERIOD					% Change	YEAR-TO-DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
Recipients	62,482	62,844	65,130	66,088	1.5%	64,687	62,844	66,088	69,864	SFY 2010	
Recipient Families	25,370	25,489	26,333	26,554	0.8%	26,125	25,489	26,554	29,174	SFY 2010	
% of TANF 60 Month Families	7.5%	6.5%	6.7%	6.7%	0.0%	6.6%	6.5%	6.7%		SFY 2010	
\$ Value Disbursed	\$11,433,615	\$10,951,770	\$11,349,469	\$11,001,497	-3.1%	11,100,912	10,951,770	11,349,469	33,302,737	SFY 2010	
Cases Closed	2,575	2,989	2,453	2,887	17.7%	2,776	2,453	2,989	8,329	SFY 2010	
Applications Taken	5,582	6,074	5,394	5,972	10.7%	5,813	5,394	6,074	17,440	SFY 2010	
Approvals	2,455	2,811	2,470	2,772	12.2%	2,684	2,470	2,811	8,053	SFY 2010	
Approved and "New" to the TCA Program	630	728	675	716	6.1%	706	675	728	2,119	SFY 2010	
Approved and Returning to the TCA Program	1,825	2,083	1,795	2,056	14.5%	1,978	1,795	2,083	5,934	SFY 2010	
Denials	3,561	3,931	3,502	3,990	13.9%	3,808	3,502	3,990	11,423	SFY 2010	
Payment Accuracy Rate	97.70%	97.69%	97.84%	96.33%	-1.5%	96.33%	94.00%	97.84%		FFYTD-12/08	
Federal Work Participation Rate	38.4%	40.5%	40.4%	41.2%	2.0%	41.2%	34.0%	40.5%	41.2%	FFY '09	
YTD Job Placements	8,269	9,121	589	713	21.1%	760	619	9,121	9,121	SFY 2009	
QUARTERLY MEASURES	Oct-Dec 07	Jan-Mar 08	Apr-Jun 08	Jul-Sep 08	% Change	Average	Minimum	Maximum	Total	Periods	
Earnings Gain Rate	57.8%	54.0%	55.3%	40.0%	-27.7%	54.3%	40.0%	68.0%		Closed Cases Oct '07-Sep '08	
Employment Retention Rate	73.0%	77.0%	73.8%	74.3%	0.7%	74.5%	73.0%	77.0%		Closed Cases Oct '07-Sep '08	



**Department of Human Resources
Family Investment Administration
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TEMPORARY DISABILITY ASSISTANCE PROGRAM

	REPORTING PERIOD					YEAR-TO-DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Recipients	17,567	17,735	18,340	18,724	2.1%	18,266	17,735	18,724	19,964	SFY 2010
\$ Value Disbursed	\$3,194,950	\$3,227,849	\$3,325,243	\$3,194,438	-3.9%	3,249,176	3,194,438	3,325,243	9,747,529	SFY 2010
Cases Closed	1,635	1,599	1,347	1,431	6.2%	1,459	1,347	1,599	4,377	SFY 2010
Applications Taken	3,597	4,116	3,652	3,739	2.4%	3,836	3,652	4,116	11,507	SFY 2010
Approvals	1,645	1,819	1,646	1,641	-0.3%	1,702	1,641	1,819	5,106	SFY 2010
Denials	2,350	2,543	2,357	2,854	21.1%	2,585	2,357	2,854	7,754	SFY 2010

HOME ENERGY PROGRAMS

	REPORTING PERIOD					YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Electric Universal Service Program										
Recipient Households	5,306	0	15,817	17,060	7.9%	10,959	0	17,060	32,877	SFY 2010
\$ Value Disbursed	\$3,887,964	\$0	\$9,344,988	\$10,063,032	7.7%	\$6,469,340	\$0	\$10,063,032	19,408,020	SFY 2010
Applications	233	24,610	22,227	19,601	-11.8%	22,146	19,601	24,610	66,438	SFY 2010
Approvals	4,306	7,059	16,787	13,009	-22.5%	12,285	7,059	16,787	36,855	SFY 2010
Denials	236	813	1,893	1,467	-22.5%	1,391	813	1,893	4,173	SFY 2010
MD Energy Assistance Recipients										
Recipient Households	5,584	-	0	0		0	0	0	0	SFY 2010
\$ Value Disbursed	\$2,462,908	\$0	\$0	\$0		\$0	\$0	\$0	0	SFY 2010
Applications	236	25,307	22,862	20,286	-11.3%	22,818	20,286	25,307	68,455	SFY 2010
Approvals	3,509	0	0	0		0	0	0	0	SFY 2010
Denials	2,051	826	1,908	1,230	-35.5%	1,321	826	1,908	3,964	SFY 2010
Arrearage (one time only)										
Recipient Households	1,342	0	4,647	3,643	-21.6%	2,763	0	4,647	8,290	SFY 2010
\$ Value Disbursed	\$1,329,425	\$0	\$4,764,834	\$3,700,589	-22.3%	\$2,821,808	\$0	\$4,764,834	\$8,465,423	SFY 2010
Applications	364	5,216	4,318	3,446	-20.2%	4,327	3,446	5,216	12,980	SFY 2010
Approvals	658	2,585	3,628	2,849	-21.5%	3,021	2,585	3,628	9,062	SFY 2010
Denials	76	461	574	430	-25.1%	488	430	574	1,465	SFY 2010

REFUGEES AND ASYLEES

	REPORTING PERIOD					YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Refugee Employment Program Clients										
New Clients	304	304	255	205	-19.6%	255	205	304	764	SFY 2010
# of Employment Placements	81	63	61	10	-83.6%	45	10	63	134	SFY 2010
Average Wage	\$8.98	\$9.01	\$9.47	\$8.77	-7.4%	9	9	9	27	SFY 2010
% with Health Benefits	87%	83%	72%	95%	31.9%	1	1	1	3	SFY 2010
Job Retention >90 Days	46	59	67	78	16.4%	68	59	78	204	SFY 2010



Department of Human Resources
Family Investment Administration
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APPLICATION COMPLIANCE, EXPEDITED FOOD SUPPLEMENT PROGRAM

Expedited Food Supplement Program Benefits, % Processed On Time	REPORTING PERIOD					M/M change in rate	FISCAL YEAR-TO-DATE				Periods
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum			
	94.3%	94.7%	93.0%	92.0%	-1.0%	93.2%	92.0%	94.7%		3	
Allegany	96.3%	100.0%	95.9%	100.0%	4.3%	98.6%	95.9%	100.0%		3	
Anne Arundel	87.4%	90.5%	88.3%	85.5%	-3.2%	88.1%	85.5%	90.5%		3	
Baltimore (City)	97.7%	97.0%	98.3%	95.6%	-2.8%	97.0%	95.6%	98.3%		3	
Baltimore	79.8%	83.9%	81.3%	79.2%	-2.6%	81.5%	79.2%	83.9%		3	
Calvert	94.4%	99.1%	98.9%	98.9%	0.0%	98.9%	98.9%	99.1%		3	
Caroline	93.0%	96.2%	95.8%	98.5%	2.7%	96.8%	95.8%	98.5%		3	
Carroll	97.1%	98.4%	94.0%	93.7%	-0.3%	95.4%	93.7%	98.4%		3	
Cecil	91.5%	89.0%	91.0%	87.9%	-3.4%	89.3%	87.9%	91.0%		3	
Charles	95.0%	96.6%	90.9%	92.9%	2.2%	93.5%	90.9%	96.6%		3	
Dorchester	91.7%	91.8%	89.4%	90.0%	0.7%	90.4%	89.4%	91.8%		3	
Frederick	94.5%	92.6%	91.8%	90.9%	-1.1%	91.8%	90.9%	92.6%		3	
Garrett	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%		3	
Harford	91.8%	98.3%	94.4%	96.2%	1.8%	96.3%	94.4%	98.3%		3	
Howard	94.7%	97.8%	94.4%	90.4%	-4.2%	94.2%	90.4%	97.8%		3	
Kent	96.8%	94.9%	98.0%	100.0%	2.0%	97.6%	94.9%	100.0%		3	
Montgomery	94.8%	93.3%	90.2%	87.9%	-2.4%	90.5%	87.9%	93.3%		3	
Prince George's	94.9%	94.8%	81.4%	88.8%	9.2%	88.3%	81.4%	94.8%		3	
Queen Anne's	93.9%	91.9%	93.3%	95.9%	2.8%	93.7%	91.9%	95.9%		3	
St. Mary's	91.7%	83.1%	86.7%	95.1%	9.6%	92.0%	86.7%	95.1%		3	
Somerset	100.0%	100.0%	96.7%	100.0%	3.4%	98.9%	96.7%	100.0%		3	
Talbot	100.0%	100.0%	97.2%	100.0%	2.9%	99.1%	97.2%	100.0%		3	
Washington	96.8%	98.7%	98.1%	98.0%	-0.2%	98.2%	98.0%	98.7%		3	
Wicomico	98.7%	96.2%	94.8%	96.1%	1.4%	95.7%	94.8%	96.2%		3	
Worcester	100.0%	100.0%	100.0%	95.7%	-4.3%	98.6%	95.7%	100.0%		3	



**Department of Human Resources
Family Investment Administration
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APPLICATION COMPLIANCE, "REGULAR" FOOD SUPPLEMENT PROGRAM

"Regular" Food Supplement Program Benefits, % Processed On Time	REPORTING PERIOD				M/M change in rate	FISCAL YEAR-TO-DATE				Periods
	Jun-09	Jul-09	Aug-09	Sep-09		Average	Minimum	Maximum		
	83.7%	88.9%	85.8%	85.3%	-0.5%	86.7%	85.3%	88.9%		3
Allegany	97.9%	97.1%	94.6%	97.4%	3.0%	96.4%	94.6%	97.4%		3
Anne Arundel	88.7%	89.6%	91.8%	95.3%	3.8%	92.2%	89.6%	95.3%		3
Baltimore (City)	92.7%	94.4%	93.7%	93.7%	0.0%	93.9%	93.7%	94.4%		3
Baltimore	73.2%	79.4%	71.4%	69.1%	-3.2%	73.3%	69.1%	79.4%		3
Calvert	96.2%	99.0%	95.5%	95.5%	0.0%	96.7%	95.5%	99.0%		3
Caroline	90.7%	88.0%	83.7%	85.9%	2.7%	85.9%	83.7%	88.0%		3
Carroll	93.2%	91.5%	92.7%	84.5%	-8.8%	89.6%	84.5%	92.7%		3
Cecil	93.1%	92.8%	94.3%	92.3%	-2.2%	93.1%	92.3%	94.3%		3
Charles	89.0%	91.3%	83.4%	90.1%	8.1%	88.3%	83.4%	91.3%		3
Dorchester	80.2%	83.8%	83.2%	81.8%	-1.7%	83.0%	81.8%	83.8%		3
Frederick	71.2%	79.2%	77.6%	76.2%	-1.8%	77.7%	76.2%	79.2%		3
Garrett	98.7%	100.0%	97.9%	100.0%	2.2%	99.3%	97.9%	100.0%		3
Harford	82.1%	92.8%	94.0%	92.4%	-1.8%	93.1%	92.4%	94.0%		3
Howard	55.4%	76.7%	57.7%	68.3%	18.4%	67.6%	57.7%	76.7%		3
Kent	92.0%	100.0%	97.1%	96.6%	-0.5%	97.9%	96.6%	100.0%		3
Montgomery	82.0%	87.7%	84.6%	76.9%	-9.0%	83.1%	76.9%	87.7%		3
Prince George's	80.6%	86.9%	84.5%	84.8%	0.4%	85.4%	84.5%	86.9%		3
Queen Anne's	76.7%	87.4%	80.8%	88.5%	9.6%	85.6%	80.8%	88.5%		3
St. Mary's	79.6%	90.0%	86.3%	82.6%	-4.2%	86.3%	82.6%	90.0%		3
Somerset	100.0%	99.1%	97.7%	98.1%	0.5%	98.3%	97.7%	99.1%		3
Talbot	95.8%	95.0%	95.2%	96.5%	1.4%	95.6%	95.0%	96.5%		3
Washington	92.9%	97.8%	99.4%	99.1%	-0.3%	98.8%	97.8%	99.4%		3
Wicomico	82.6%	80.1%	74.1%	74.4%	0.5%	76.2%	74.1%	80.1%		3
Worcester	91.0%	97.1%	94.7%	91.2%	-3.8%	94.3%	91.2%	97.1%		3



FIA LDSS Vacant PINS

# of Vacant FIA PINS, statewide	REPORTING PERIOD					% Change	FISCAL YEAR-TO-DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
	117	131	124	129	4.0%	128	0	131	384	3	
Allegany	2	1	1	1	0.0%	1	0	1	3	3	
Anne Arundel	7	7	5	4	-20.0%	5	0	7	16	3	
Baltimore (City)	57	67	68	72	5.9%	69	0	72	207	3	
Baltimore	14	14	11	12	9.1%	12	0	14	37	3	
Calvert	0	1	1	1	0.0%	1	0	1	3	3	
Caroline	1	3	1	1	0.0%	2	0	3	5	3	
Carroll	0	1	0	1	100.0%	1	0	1	2	3	
Cecil	2	2	1	1	0.0%	1	0	2	4	3	
Charles	1	0	0	1	100.0%	0	0	1	1	3	
Dorchester	3	4	3	2	-33.3%	3	0	4	9	3	
Frederick	0	1	1	1	0.0%	1	0	1	3	3	
Garrett	0	0	0	0	0.0%	0	0	0	0	3	
Harford	2	2	1	1	0.0%	1	0	2	4	3	
Howard	3	2	3	3	0.0%	3	0	3	8	3	
Kent	0	0	0	0	0.0%	0	0	0	0	3	
Montgomery*											
Prince George's	22	23	24	23	-4.2%	23	0	24	70	3	
Queen Anne's	0	0	0	0	0.0%	0	0	0	0	3	
St. Mary's	1	1	2	3	50.0%	2	0	3	6	3	
Somerset	0	0	0	0	0.0%	0	0	0	0	3	
Talbot	0	0	0	0	0.0%	0	0	0	0	3	
Washington	1	1	1	1	0.0%	1	0	1	3	3	
Wicomico	0	0	0	0	0.0%	0	0	0	0	3	
Worcester	1	1	1	1	0.0%	1	0	1	3	3	

# of Vacant FIA PINS	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	Sep-09	FY 2011
Statewide	256.5	151.5	166	114.5	76.5	150	200	117	129	
Allegany	0	1	0	0	0	2	1	2	1	
Anne Arundel	10.5	6	10	10	6	12	18	7	4	
Baltimore (City)	115	80	77	61	28	59.5	84.5	57	72	
Baltimore	35.5	14	20	6.5	10.5	26.5	24	14	12	
Calvert	0	2	4.5	3.5	1	0	2	0	1	
Caroline	1	2	1	0	1	0	1	1	1	
Carroll	0	1	0	1	1	1	2.5	0	1	
Cecil	3.5	1	0	0	2	3	4	2	1	
Charles	8	4	2	2	1	3.5	5	1	1	
Dorchester	1	0	3	0	0	0	0	3	2	
Frederick	5	7	0	1	1.5	5	5	0	1	
Garrett	2	0	1	0	0.5	0	1	0	0	
Harford	7	8	4	0	1	0	4	2	1	
Howard	5.5	3	2	1	3	3	5	3	3	
Kent	4	2	0	0	0	1.5	0	0	0	
Montgomery*										
Prince George's	45	11.5	28.5	23.5	13	22	27	22	23	
Queen Anne's	1	0	0	0	0.5	0	2	0	0	
St. Mary's	6	0	4	1	2	3	6	1	3	
Somerset	0.5	0	1	0	1	0	0	0	0	
Talbot	0	1	0	0	1	0	0	0	0	
Washington	4	5	7	2	1	4	3	1	1	
Wicomico	2	3	1	2	1	4	5	0	0	
Worcester	0	0	0	0	0.5	0	0	1	1	

*Montgomery County HHS staff are not State employees



**Department of Human Resources
Family Investment Administration**

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LOCAL FIA POSITIONS

FIA	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FYTD 2009	FY 2010	FY 2011
Total PINS	2358.8	2092.8	2003.8	1955.8	1959.8	1950.3	1943.48	1808.3	1808.3	
# of Filled PINS	2102.3	1941.3	1837.8	1841.3	1883.3	1800.3	1743.48	1691.3	1679.3	
# of Vacant PINS*	256.5	151.5	166	114.5	76.5	150	200	117	129	
FIA Caseload**	454,726	481,487	523,279	551,789	558,895	562,722	587,735	666,798	731,811	
LDSS PINS Eliminated since 2002		266	355	403	399	408.5	415.32	550.5	550.5	

Notes on Fiscal Year to Date (FYTD) 2010: FY 2010 vacancy data as of 10/05/09. Data reflects FTEs and does not include the 100 new grant-funded PINs.

"Filled PINS" includes workers on long-term sick leave.

*Vacancies as of June 30 for FY 2002-FY 2009.

**Caseload in this context represents total households that receive TCA, FSP, TDAP and/or Community MA, LTC-MA or SSI-MA.

While there are households that receive more than one of these benefits, the number provides a reasonable representation of the increase in overall workload. We say this because the total LDSS workload includes applications received but denied, interim changes, EAFC and flex fund grants, TCA and FSP work activities and other programs not included, such as MCHP Medical Assistance and PAA.



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Energy Assistance Applications, by month, for applicants who applied in that month, for FY 2010

COUNTY	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	FY10 TOTAL	2010 Goal
Allegany	1,049	837	699										2,585	6,098
Anne Arundel	1,226	1,446	950										3,622	7,328
Baltimore City	5,136	5,536	3,105										13,777	43,159
Baltimore	3,587	2,451	2,209										8,247	20,166
Calvert	55	289	244										588	2,141
Caroline	562	545	384										1,491	2,586
Carroll	647	514	558										1,719	4,055
Cecil Co.	489	836	996										2,321	4,612
Charles	649	318	421										1,388	2,506
Dorchester	1,354	441	333										2,128	3,435
Frederick	1,006	417	545										1,968	4,755
Garrett	619	660	581										1,860	3,452
Harford	755	1,300	858										2,913	6,239
Howard	500	376	496										1,372	3,744
Kent	294	197	215										706	1,373
Montgomery	2,336	1,529	2,929										6,794	11,479
Prince George's	3,083	1,843	1,863										6,789	15,045
Queen Anne's	399	240	186										825	1,396
St. Mary's	163	619	473										1,255	2,228
Somerset	264	354	309										927	2,426
Talbot	242	226	311										779	1,672
Washington	445	898	726										2,069	4,298
Wicomico	632	884	804										2,320	5,071
Worcester	243	486	379										1,108	2,224
TOTAL	25,735	23,242	20,574	0	0	0	0	0	0	0	0	0	69,551	161,487



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Energy Assistance Applications, by month, for applicants who applied in that month, for FY 2009

COUNTY	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	FY09 TOTAL	2009 Goal
Allegany	971	843	817	808	528	419	410	256	232	154	93	1	5,532	5,603
Anne Arundel	478	814	928	862	720	361	402	542	520	597	416	11	6,651	6,305
Baltimore City	3,623	2,863	2,093	2,404	4,918	7,441	5,162	3,920	1,858	2,573	2,191	189	39,235	39,134
Baltimore	2,784	2,336	1,733	1,788	1,242	1,753	1,513	1,436	1,419	1,070	1,256	39	18,369	17,700
Calvert	111	340	233	319	37	230	161	179	161	103	72	0	1,946	1,159
Caroline	426	391	391	293	134	233	168	114	103	69	29	0	2,351	2,137
Carroll	887	532	511	311	225	296	212	215	279	129	84	5	3,686	3,468
Cecil Co.	619	766	771	569	327	305	272	193	196	111	63	0	4,192	3,899
Charles	76	343	320	337	115	310	159	257	206	99	56	0	2,278	2,141
Dorchester	1,159	320	381	224	193	247	172	128	116	97	83	0	3,120	3,117
Frederick	754	382	399	441	518	524	358	349	249	154	187	8	4,323	3,915
Garrett	699	525	582	399	266	213	166	122	81	44	31	9	3,137	3,084
Harford	506	757	691	869	773	475	454	409	320	223	181	2	5,660	5,255
Howard	433	420	234	415	309	278	249	263	367	234	180	21	3,403	2,618
Kent	486	170	118	92	94	71	77	44	38	31	25	0	1,246	1,165
Montgomery	1,668	782	391	492	918	3,340	680	612	599	625	294	10	10,411	9,947
Prince George's	3,169	1,278	1,254	1,429	1,005	1,022	1,156	1,126	1,100	732	410	7	13,688	12,338
Queen Anne's	227	210	153	168	120	100	98	86	60	34	13	0	1,269	1,108
St. Mary's	79	306	318	285	124	227	201	237	157	59	31	1	2,025	1,950
Somerset	146	325	238	234	139	270	432	484	125	53	36	0	2,482	1,621
Talbot	133	178	210	170	204	176	140	118	98	58	35	0	1,520	1,252
Washington	285	625	624	500	340	470	255	251	315	182	58	0	3,905	3,472
Wicomico	146	308	348	435	419	494	684	553	588	530	119	2	4,626	4,167
Worcester	161	313	207	79	138	294	271	281	186	71	32	0	2,033	1,820
TOTAL	20,026	16,127	13,945	13,923	13,806	19,549	13,852	12,175	9,373	8,032	5,975	305	147,088	138,376



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Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of Individuals who indicate they want to register*	2,546	2,741	2,442	2,844	16.5%	2,676	2,442	2,844	8,027	3	
Allegany	2	5	2	5	150.0%	4	2	5	12	3	
Anne Arundel	103	100	88	85	-3.4%	91	85	100	273	3	
Baltimore (City)	1080	1098	940	1180	25.5%	1,073	940	1,180	3,218	3	
Baltimore	286	248	257	329	28.0%	278	248	329	834	3	
Calvert	10	8	9	10	11.1%	9	8	10	27	3	
Caroline	9	2	10	5	-50.0%	6	2	10	17	3	
Carroll	13	13	10	12	20.0%	12	10	13	35	3	
Cecil	5	7	6	7	16.7%	7	6	7	20	3	
Charles	84	99	87	103	18.4%	96	87	103	289	3	
Dorchester	1	3	2	2	0.0%	2	2	3	7	3	
Frederick	13	20	13	9	-30.8%	14	9	20	42	3	
Garrett	1	1	2	2	0.0%	2	1	2	5	3	
Harford	27	23	26	26	0.0%	25	23	26	75	3	
Howard	20	8	15	9	-40.0%	11	8	15	32	3	
Kent	1	5	1	3	200.0%	3	1	5	9	3	
Montgomery	257	342	331	365	10.3%	346	331	365	1,038	3	
Prince George's	444	467	450	487	8.2%	468	450	487	1,404	3	
Queen Anne's	0	4	2	4	100.0%	3	2	4	10	3	
St. Mary's	111	165	119	123	3.4%	136	119	165	407	3	
Somerset	2	10	4	5	25.0%	6	4	10	19	3	
Talbot	2	1	2	3	50.0%	2	1	3	6	3	
Washington	58	80	53	56	5.7%	63	53	80	189	3	
Wicomico	13	26	12	7	-41.7%	15	7	26	45	3	
Worcester	4	6	1	7	600.0%	5	1	7	14	3	



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Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of Individs. applying for benefits, recertifying, or changing addresses*	29,404	33,150	28,917	32,029	10.8%	31,365	28,917	33,150	94,096	3	
Allegany	570	629	516	570	10.5%	572	516	629	1,715	3	
Anne Arundel	1760	1971	1647	1780	8.1%	1,799	1,647	1,971	5,398	3	
Baltimore (City)	10,410	12019	10,200	11,434	12.1%	11,218	10,200	12,019	33,653	3	
Baltimore	3488	3666	3178	3295	3.7%	3,380	3,178	3,666	10,139	3	
Calvert	319	379	312	382	22.4%	358	312	382	1,073	3	
Caroline	250	246	263	262	-0.4%	257	246	263	771	3	
Carroll	320	438	346	421	21.7%	402	346	438	1,205	3	
Cecil	539	620	588	562	-4.4%	590	562	620	1,770	3	
Charles	720	750	669	771	15.2%	730	669	771	2,190	3	
Dorchester	307	320	309	361	16.8%	330	309	361	990	3	
Frederick	724	756	629	730	16.1%	705	629	756	2,115	3	
Garrett	186	176	131	157	19.8%	155	131	176	464	3	
Harford	720	877	849	778	-8.4%	835	778	877	2,504	3	
Howard	505	596	535	501	-6.4%	544	501	596	1,632	3	
Kent	118	111	97	111	14.4%	106	97	111	319	3	
Montgomery	1685	1904	1716	2056	19.8%	1,892	1,716	2,056	5,676	3	
Prince George's	4028	4491	4232	4840	14.4%	4,521	4,232	4,840	13,563	3	
Queen Anne's	114	172	161	181	12.4%	171	161	181	514	3	
St. Mary's	668	716	603	627	4.0%	649	603	716	1,946	3	
Somerset	223	252	179	228	27.4%	220	179	252	659	3	
Talbot	115	143	124	112	-9.7%	126	112	143	379	3	
Washington	764	927	805	934	16.0%	889	805	934	2,666	3	
Wicomico	629	714	598	673	12.5%	662	598	714	1,985	3	
Worcester	242	277	230	263	14.3%	257	230	277	770	3	



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Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of New Registration Forms Taken Home by beneficiary* (person is undecided on whether to register)	152	172	157	139	-11.5%	156	139	172	468	3	
Allegany	11	15	5	5	0.0%	8	5	15	25	3	
Anne Arundel	1	14	21	10	-52.4%	15	10	21	45	3	
Baltimore (City)	44	33	35	23	-34.3%	30	23	35	91	3	
Baltimore	21	19	11	12	9.1%	14	11	19	42	3	
Calvert	3	2	1	9	800.0%	4	1	9	12	3	
Caroline	0	1	2	0	-100.0%	1	0	2	3	3	
Carroll	1	4	9	4	-55.6%	6	4	9	17	3	
Cecil	5	4	0	2	100.0%	2	0	4	6	3	
Charles	2	0	0	1	100.0%	0	0	1	1	3	
Dorchester	1	6	1	2	100.0%	3	1	6	9	3	
Frederick	10	20	19	17	-10.5%	19	17	20	56	3	
Garrett	0	0	0	0	0.0%	0	0	0	0	3	
Harford	3	4	3	3	0.0%	3	3	4	10	3	
Howard	0	0	0	2	100.0%	1	0	2	2	3	
Kent	0	0	0	1	100.0%	0	0	1	1	3	
Montgomery	2	2	3	0	-100.0%	2	0	3	5	3	
Prince George's	1	5	3	3	0.0%	4	3	5	11	3	
Queen Anne's	0	2	0	1	100.0%	1	0	2	3	3	
St. Mary's	1	0	1	0	-100.0%	0	0	1	1	3	
Somerset	7	4	5	4	-20.0%	4	4	5	13	3	
Talbot	0	1	0	0	0.0%	0	0	1	1	3	
Washington	19	12	9	10	11.1%	10	9	12	31	3	
Wicomico	9	15	16	17	6.3%	16	15	17	48	3	
Worcester	11	9	13	13	0.0%	12	9	13	35	3	



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Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# Already Registered to Vote*	16,362	18,636	16,019	17,712	10.6%	17,456	16,019	18,636	52,367	3	
Allegany	304	294	249	300	20.5%	281	249	300	843	3	
Anne Arundel	913	1062	882	934	5.9%	959	882	1,062	2,878	3	
Baltimore (City)	7153	8388	7044	7716	9.5%	7,716	7,044	8,388	23,148	3	
Baltimore	1710	1868	1672	1599	-4.4%	1,713	1,599	1,868	5,139	3	
Calvert	185	231	188	235	25.0%	218	188	235	654	3	
Caroline	136	151	155	153	-1.3%	153	151	155	459	3	
Carroll	157	244	185	234	26.5%	221	185	244	663	3	
Cecil	294	331	276	278	0.7%	295	276	331	885	3	
Charles	362	378	361	415	15.0%	385	361	415	1,154	3	
Dorchester	256	249	250	260	4.0%	253	249	260	759	3	
Frederick	313	350	296	326	10.1%	324	296	350	972	3	
Garrett	119	101	68	81	19.1%	83	68	101	250	3	
Harford	414	522	471	444	-5.7%	479	444	522	1,437	3	
Howard	252	245	228	170	-25.4%	214	170	245	643	3	
Kent	72	64	61	66	8.2%	64	61	66	191	3	
Montgomery	504	517	412	624	51.5%	518	412	624	1,553	3	
Prince George's	1767	1954	1712	2233	30.4%	1,966	1,712	2,233	5,899	3	
Queen Anne's	68	103	91	117	28.6%	104	91	117	311	3	
St. Mary's	233	214	231	229	-0.9%	225	214	231	674	3	
Somerset	159	170	123	157	27.6%	150	123	170	450	3	
Talbot	67	90	84	73	-13.1%	82	73	90	247	3	
Washington	417	518	457	520	13.8%	498	457	520	1,495	3	
Wicomico	342	418	361	382	5.8%	387	361	418	1,161	3	
Worcester	165	174	162	166	2.5%	167	162	174	502	3	



Department of Human Resources

Family Investment Administration

Reporting Period: September-09

Voter Registration	REPORTING PERIOD					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of Individuals who Decline Registration Form*	10,344	11,601	10,299	11,334	10.0%	11,078	10,299	11,601	33,234	3	
Allegany	253	315	260	260	0.0%	278	260	315	835	3	
Anne Arundel	743	795	656	751	14.5%	734	656	795	2,202	3	
Baltimore (City)	2133	2500	2181	2515	15.3%	2,399	2,181	2,515	7,196	3	
Baltimore	1471	1531	1238	1355	9.5%	1,375	1,238	1,531	4,124	3	
Calvert	121	138	114	128	12.3%	127	114	138	380	3	
Caroline	105	92	96	104	8.3%	97	92	104	292	3	
Carroll	149	177	142	171	20.4%	163	142	177	490	3	
Cecil	235	278	306	275	-10.1%	286	275	306	859	3	
Charles	272	273	221	252	14.0%	249	221	273	746	3	
Dorchester	49	62	56	97	73.2%	72	56	97	215	3	
Frederick	388	366	301	378	25.6%	348	301	378	1,045	3	
Garrett	66	74	61	74	21.3%	70	61	74	209	3	
Harford	276	328	349	305	-12.6%	327	305	349	982	3	
Howard	233	343	292	320	9.6%	318	292	343	955	3	
Kent	45	42	35	41	17.1%	39	35	42	118	3	
Montgomery	922	1043	970	1067	10.0%	1,027	970	1,067	3,080	3	
Prince George's	1816	2065	2067	2117	2.4%	2,083	2,065	2,117	6,249	3	
Queen Anne's	46	63	68	59	-13.2%	63	59	68	190	3	
St. Mary's	323	337	252	275	9.1%	288	252	337	864	3	
Somerset	55	68	47	62	31.9%	59	47	68	177	3	
Talbot	46	51	38	36	-5.3%	42	36	51	125	3	
Washington	270	317	286	348	21.7%	317	286	348	951	3	
Wicomico	265	255	209	267	27.8%	244	209	267	731	3	
Worcester	62	88	54	77	42.6%	73	54	88	219	3	

*Data provided are for DHR local offices only.



**Department of Human Resources
Child Support Enforcement Administration**

Reporting Period: September-09

Total Caseload	REPORTING PERIODS					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
Total Active Caseload at the Beginning of the Month	253,638	252,744	252,504	252,780	0.1%	252,676	252,504	252,780	N/A	3	
Number of Active Cases Added during the Month	3,903	3,978	4,064	3,729	-8.2%	3,924	3,729	4,064	11,771	3	
Number of Active Cases Subtracted during the Month	4,797	4,218	3,788	4,479	18.2%	4,162	3,788	4,479	12,485	3	
Total Active Caseload at the End of the Month	252,744	252,504	252,780	252,030	-0.3%	252,438	252,030	252,780	N/A	3	
In-state Caseload	222,141	221,987	222,229	221,479	-0.3%	221,898	221,479	222,229	N/A	3	
Interstate Caseload	30,603	30,517	30,551	30,551	0.0%	30,540	30,517	30,551	N/A	3	
Interstate Cases Initiated By Maryland to Another State	15,691	15,659	15,665	15,647	-0.1%	15,657	15,647	15,665	N/A	3	
Interstate Cases Received By Maryland from Another States	14,461	14,411	14,438	14,464	0.2%	14,438	14,411	14,464	N/A	3	

Paternity Establishment	REPORTING PERIODS					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of Children in the Caseload Born Out-of-Wedlock	164,660	164,370	164,862	164,793	0.0%	164,675	164,370	164,862	N/A	3	
# of Children in the Caseload with Paternity Established	139,403	139,402	139,853	139,711	-0.1%	139,655	139,402	139,853	N/A	3	
% of Children in the Caseload with Paternity Established	84.7%	84.8%	84.8%	84.8%	-0.1%	84.8%	84.8%	84.8%	N/A	3	
# of Children Needing Paternity Established at the Beginning of the Month	25,973	25,257	24,968	25,009	0.2%	25,078	24,968	25,257	N/A	3	
# of Children Needing Paternity Established Added during the Month	1,799	1,837	1,851	1,742	-5.9%	1,810	1,742	1,851	5,430	3	
# of Children Needing Paternity Established Subtracted during the Month	2,515	2,126	1,810	1,669	-7.8%	1,868	1,669	2,126	5,605	3	
# of Children Needing Paternity Established at the End of Month	25,257	24,968	25,009	25,082	0.3%	25,020	24,968	25,082	N/A	3	

Support Order Establishment	REPORTING PERIODS					% Change	YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	Average		Minimum	Maximum	Total	Periods	
# of Cases With a Support Order	205,680	205,345	205,352	204,854	-0.2%	205,184	204,854	205,352	N/A	3	
% of Cases in Caseload with a Support Order	81.4%	81.3%	81.2%	81.3%	0.0%	81.3%	81.2%	81.3%	N/A	3	
# of Cases Needing a Support Order Established at the Beginning of Month	48,068	47,064	47,159	47,428	0.6%	47,217	47,064	47,428	N/A	3	
# of Cases Needing a Support Order Established Added during the Month	3,042	3,237	3,340	3,089	-7.5%	3,222	3,089	3,340	9,666	3	
# of Cases Needing a Support Order Established Subtracted during the Month	4,046	3,142	3,071	3,341	8.8%	3,185	3,071	3,341	9,554	3	
# of Cases Needing a Support Order Established at the End of the Month	47,064	47,159	47,428	47,176	-0.5%	47,254	47,159	47,428	N/A	3	



Department of Human Resources
Child Support Enforcement Administration
 Reporting Period: September-09

Current Support Collections	REPORTING PERIODS					YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Amount of Current Support Due	\$ 51,304,882	\$ 51,467,463	\$ 50,961,890	\$ 50,940,093	0.0%	\$ 51,123,148.77	\$ 50,940,093.44	\$ 51,467,462.82	\$ 153,369,446	3
Amount Distributed toward Current Support	\$ 33,302,866	\$ 32,998,282	\$ 30,627,753	\$ 29,869,156	-2.5%	\$ 31,165,063.64	\$ 29,869,155.62	\$ 32,998,281.82	\$ 93,495,191	3
Percent of Current Support Distributed	64.9%	64.1%	60.1%	58.6%	-1.5%	61.0%	58.6%	64.1%	N/A	3
Number of Cases with Current Support Due	133,402	132,804	132,759	132,757	0.0%	132,773	132,757	132,804	N/A	3
Number of Cases that had a Distribution toward Current Support	86,396	84,716	82,727	82,859	0.2%	83,434	82,727	84,716	N/A	3
# of Cases that did not have a Distribution toward Current Support	47,006	48,088	50,032	49,898	-0.3%	49,339	48,088	50,032	N/A	3
% of Cases that had a Distribution toward Current Support	64.8%	63.8%	62.3%	62.4%	0.1%	62.8%	62.3%	63.8%	N/A	3

Arrears Collections	REPORTING PERIODS					YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Amount of Arrears Owed	\$ 1,666,679,935	\$ 1,669,535,576	\$ 1,678,627,379	\$ 1,682,580,016	0.2%	\$ 1,676,914,323.26	\$ 1,669,535,575.51	\$ 1,682,580,015.75	\$ 5,030,742,970	3
Amount Distributed toward Arrears	\$ 11,657,651	\$ 9,526,467	\$ 6,814,354	\$ 8,299,625	21.8%	\$ 8,213,481.98	\$ 6,814,353.85	\$ 9,526,466.71	\$ 24,640,446	3
Percent of Arrears Distributed	0.7%	0.6%	0.4%	0.5%	0.1%	0.5%	0.4%	0.6%	N/A	3
Number of Cases in Arrears	164,286	163,982	165,734	165,400	-0.2%	165,039	163,982	165,734	N/A	3
Number of Cases in Arrears that had a Distribution toward Arrears	53,587	49,015	42,298	48,206	14.0%	46,506	42,298	49,015	N/A	3
Number of Cases in Arrears that did not have a Distribution toward Arrears	110,699	114,967	123,436	117,194	-5.1%	118,532	114,967	123,436	N/A	3
Percent of Cases in Arrears that had a Distribution toward Arrears	32.6%	29.9%	25.5%	29.1%	3.6%	28.2%	25.5%	29.9%	N/A	3

Disbursed Collections	REPORTING PERIODS					YEAR TO DATE				
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods
Total Child Support Disbursed in the Month	\$ 44,327,321	\$ 47,643,846	\$ 38,164,486	\$ 42,393,327	11.1%	\$ 42,733,886.32	\$ 38,164,486.21	\$ 47,643,845.94	\$ 128,201,659	3
Total Number of Paying Cases	106,844	102,858	99,766	100,070	0.3%	100,898	99,766	102,858	N/A	3
Percent of Paying Cases	56.4%	54.3%	52.7%	52.8%	0.1%	53.2%	52.7%	54.3%	N/A	3
Number Children in Cases Receiving Support	110,197	108,098	105,772	106,237	0.4%	106,702	105,772	108,098	N/A	3
Total Payment Issued (Transactions)	225,086	222,181	199,442	213,641	7.12%	211,755	199,442	222,181	635,264	3
Checks Issued in Error	31	16	15	18	20.00%	16	15	18	49	3
Dollar Value of Payments Issued in Error	\$34,672	\$14,775	\$4,046	\$12,846	217.52%	\$10,556	\$4,046	\$14,775	\$31,667	3



**Department of Human Resources
Child Support Enforcement Administration**
Reporting Period: September 2009

Non-Custodial Parent Employment Program (NPEP)	REPORTING PERIODS					YEAR TO DATE					
	Jun-09	Jul-09	Aug-09	Sep-09	% Change	Average	Minimum	Maximum	Total	Periods	
# of Referrals	217	203	134	176	31.3%	171	134	203	513	3	
# of cases receiving payments from referrals	179	204	160	149	-6.9%	171	149	204	513	3	
% of cases receiving payments from referrals	82.49%	100.49%	119.40%	84.66%	-29.1%	101.52%	84.66%	119.40%	100.00%	3	
# of payments made via wage-withholding	118	89	74	88	18.9%	84	74	89	251	3	
% of payments made via wage-withholding	65.92%	43.63%	46.25%	59.06%	27.7%	49.65%	43.63%	59.06%	48.93%	3	
NPEP total payments made	\$ 764,862	\$ 922,248	\$ 802,596	\$ 907,315	13.0%	\$877,386	\$802,596	\$922,248	\$2,632,158	3	

GDU Agency Goals and Actions Assessment Dashboard- DHR
(Contributing Actions, Benchmarks, and Progress to Date)

GDU II. Reduce Violent Crimes Against Women and Children by 25% by 2012

Contributing Actions/Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments
F. Achieve Child Safety Related Place Matters Goals by 2010 (DHR)				
F1. Ensure that No More than 12% of Children are Placed in Group Homes by End of FY10				
Implement Family Centered Practice	Train all jurisdictions in FCP: 7/09-5/10	5/10	# trained, # youth benefitting?	all trainings scheduled
Implement Transitioning Youth to Families (TYTF) in 4 jurisdictions	Develop State policy for TYTF (9/09); implement in four targeted jurisdictions	12/09	jurisdictions participating, # youth benefitting	
F2. Maintain the % of Children Who Experience a Recurrence of Maltreatment Within 6 Months at 5.4% or less during FY10				
Birth Match legislation	Legislation enacted (10/09); staff trained on data requirements (10/09); implementation of regulations (12/09)	12/09	# staff trained, # youth benefitting?	
Implement CFSR program improvement plan (PIP)	Implement program, target #s?	TBD	Extent implemented, # youth benefitting?	

GDU VI. Improve the Marketable Skills of Maryland's Adult Workforce by 20% by 2012

Contributing Actions/ Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments
B. Launch the Competitive Skills Initiative to Advance 1,800 workers by 2010				
SUBSTANTIVE ACTIONS NEEDED	target #s?	?	target #s?	
B2. Strengthen Skills & Employment Opportunities for TANF Recipients, Foster Youth & Non-custodial Parents				
Plan and implement MD Rise by 2010	Implement program, # workers to benefit(?)	TBD	Extent implemented, # workers benefitting?	
Renegotiate DHR edu and workforce contracts to prioritize skill and wage advance	Renegotiate contracts, target #s?	TBD	# contracts renegotiated, # workers benefitting?	
Implement 2 yr \$5 mil partnership to integrate local DSS and WIA services	Implement 2 yr. \$5 mil partnership, target #s?	6/10	Extent implemented, # workers benefitting?	

GDU XII. End Childhood Hunger in Maryland by 2015

Contributing Actions/ Deliverables	Implementation Targets	Delivery Date	Progress to Date	Explanatory Comments
C. FY 2010 Sub Goal - Increase Participation Rate for Children by 15% to 64% (251,351)				

Fully implement telephone interviews for all hardship reasons.	Telephone interviews utilized for all hardship reasons in all jurisdictions starting in July when programming for scheduling is done.	September 2010	Step1: FIA is surveying local jurisdictions to obtain current information regarding to what extent each is utilizing telephone interviewing at present, which still need training on telephone interviewing, and if any other barriers exist. FIA will use this information to target support where needed in order to be ready to fully implement telephone interviews when the system enhancements are finished.	The University of MD School of Social Work developed a training module for telephone interviewing. Local departments contact the School directly to schedule training for their jurisdictions.
			Step 2: June is the target date for automated system programming by ACS that will support scheduling of telephone interviews. Development of case information form on hold until FY 2011.	The development of the case information form, which is on hold until FY 2011, will further reduce the time required to process a telephone interview.
			Step 3: Starting in July, we will be able to fully implement telephone interviews for all hardship reasons.	
Increase use of group redeterminations.	FIA is surveying local jurisdictions to obtain current information regarding which ones are utilizing group redeterminations and what the reasons are for jurisdictions that are not utilizing group redeterminations. We will set a target for this deliverable once the results of the survey are compiled.	June 2010	FIA is surveying local jurisdictions to obtain current information in order to establish a baseline and set a stretch target for this deliverable.	This is not appropriate for all jurisdictions so the expectation is not that all jurisdictions will use this strategy.
Increase number of community and faith-based organizations (CBOs) included in the Food Supplement Program Outreach Plan.	Target number of CBOs to be established after mapping and demographic analysis is done.	September 2010	Step 1: Map the geographical reach and analyze the demographic focus of the 5 CBOs in the 2010 Plan .	DHR does not have authority to define the CBOs' activities. This program is still very new, with operational issues being sorted out between FNS and FIA.
			Step 2: Identify regions and demographic groups that still need coverage based on population density, geography and demographic focus of the CBOs currently in the Plan.	
			Step 3: Cultivate relationships with prominent CBOs in regions where additional partners in the plan are needed.	

<p>Increase utilization of SAIL by training CBOs to help families apply for benefits via SAIL.</p>	<p>24 additional CBOs trained. Increase total SAIL applications for food stamps to 4500 per month.</p>	<p>September 2010</p>	<p>37 CBOs currently trained. September 09 baseline of 3700 SAIL applications per month for food stamps.</p>	<p>The increase in CBOs trained is based on expected interest from CBOs and may not increase as much as we plan.</p>
<p>Implement customer care center in Baltimore that will handle SAIL applications for the metro area.</p>	<p>Fully functional customer care center.</p>	<p>June 2010</p>	<p>Site has been identified, and staffing decisions are being made.</p>	<p>Once the center is functional, we can establish a baseline of activity and develop targets.</p>