

Citizen Services Appropriations

Citizen Services Summary

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Citizen Services Administration	\$459,944	\$346,130	\$328,200	\$339,870	-1.81%	3.56%
Aging and Disabilities	1,683,714	1,249,680	1,242,590	1,272,370	1.82%	2.40%
Recovery Support Services	405,897	411,940	411,940	115,280	-72.02%	-72.02%
Total Citizen Services	\$2,549,555	\$2,007,750	\$1,982,730	\$1,727,520	-13.96%	-12.87%

Total Without Benefits	\$1,761,930	\$1,823,910	\$1,808,750	\$1,562,620	-14.33%	-13.61%
-------------------------------	--------------------	--------------------	--------------------	--------------------	----------------	----------------

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Access Carroll	\$20,000	\$20,000	\$20,000	\$20,000	0.00%	0.00%
The Arc Carroll County	270,800	270,800	270,800	276,220	2.00%	2.00%
Penn-Mar Human Services	265,540	265,540	265,540	270,850	2.00%	2.00%
Springboard Community Services	392,070	392,070	392,070	403,830	3.00%	3.00%
Flying Colors of Success	46,640	46,640	46,640	48,970	5.00%	5.00%
Human Services Program	1,217,310	1,217,310	1,217,310	1,241,660	2.00%	2.00%
Sheppard Pratt	109,760	109,760	109,760	111,960	2.00%	2.00%
Rape Crisis Intervention Services	168,630	168,630	168,630	177,060	5.00%	5.00%
Target Community and Educational Services	270,800	270,800	270,800	276,220	2.00%	2.00%
Youth Service Bureau	1,070,390	1,070,390	1,070,390	1,166,800	9.01%	9.01%
Total Citizen Services Non-Profits	\$3,831,940	\$3,831,940	\$3,831,940	\$3,993,570	4.22%	4.22%

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Health Department	\$3,601,730	\$3,601,730	\$3,601,730	\$3,709,780	3.00%	3.00%
Social Services	20,000	20,000	20,000	20,000	0.00%	0.00%
Total Citizen Services State	\$3,621,730	\$3,621,730	\$3,621,730	\$3,729,780	2.98%	2.98%

Total Citizen Services	\$10,003,225	\$9,461,420	\$9,436,400	\$9,450,870	-0.11%	0.15%
-------------------------------	---------------------	--------------------	--------------------	--------------------	---------------	--------------

Total Without Benefits	\$9,215,600	\$9,277,580	\$9,262,420	\$9,285,970	0.09%	0.25%
-------------------------------	--------------------	--------------------	--------------------	--------------------	--------------	--------------

Citizen Services

Citizen Services Summary

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Citizen Services Administration	\$459,944	\$346,130	\$328,200	\$339,870	-1.81%	3.56%
Aging and Disabilities	1,683,714	1,249,680	1,242,590	1,272,370	1.82%	2.40%
Recovery Support Services	405,897	411,940	411,940	115,280	-72.02%	-72.02%
Total Citizen Services	\$2,549,555	\$2,007,750	\$1,982,730	\$1,727,520	-13.96%	-12.87%
Total Without Benefits	\$1,761,930	\$1,823,910	\$1,808,750	\$1,562,620	-14.33%	-13.61%

Mission and Goals

To provide individuals and families with information, programs, and services that focus on sustaining and enhancing quality of life.

Goals include:

- Ensure that Carroll County remains a place where all citizens can live healthy, secure, and productive lives
- Deliver quality customer service to the evolving community of Carroll County
- Provide the highest quality of services, programs, and assistance to promote choice, dignity, and independence for older adults and those who care for them

Highlights, Changes, and Useful Information

Services provided at the Senior Centers	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20
Meals served	37,124	39,374	38,781	36,809	33,622	13,989
Older Adults registered at Senior Community Centers	5,556	4,856	4,932	5,663	4,932	3,868
Income Tax Forms prepared by AARP at Bureau	1,255	1,211	1,093	2,337	1,460	787

Services provided through Veterans Services	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20
Number of People Served (unduplicated)	721	760	795	825	857	537
Home and Community Based Service Program	5	5	6	7	7	6
Veterans Transportation Shuttle Program	129	204	281	323	372	425

Budget Changes

- The overall Citizen Services decrease from FY 21 Original to Adjusted is due to employee turnover.
- The overall Citizen Services decrease from FY 21 to FY 22 is due to grant funds available to support triage beds at Recovery Support Services.

Citizen Services Administration

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$272,636	\$273,990	\$263,340	\$276,620	0.96%	5.04%
Benefits	157,639	43,350	36,070	37,960	-12.43%	5.24%
Operating	12,448	28,790	28,790	25,290	-12.16%	-12.16%
Capital	17,220	0	0	0	0.00%	0.00%
Total	\$459,944	\$346,130	\$328,200	\$339,870	-1.81%	3.56%
Total Without Benefits	\$302,304	\$302,780	\$292,130	\$301,910	-0.29%	3.35%
Employees FTE	4.50	4.50	4.50	4.50	-----	-----

Note: Actuals include allocations for health and fringe, OPEB, and other operating expenditures. The Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes. FY 22 County employee pension rate decreases due to an allocation change between the Correctional Deputy and County employee portions.

Contact

Celene Steckel, Director (410) 386-3600

Stephanie R. Krome, Senior Budget Analyst (410) 386-2082

<https://www.carrollcountymd.gov/government/directory/citizen-services/>

Budget Changes

- The decrease from FY 21 Original to Adjusted is due to employee turnover.
- A 5.55% salary increase is included in FY 22.
- Operating decreases due to a reduction to Cold Weather Shelter staffing.

Mission and Goals

To provide individuals and families with information, programs, and services that focus on sustaining and enhancing quality of life.

Goals include:

- Ensure that Carroll County remains a place where all citizens can live healthy, secure, and productive lives
- Provide the highest quality of service programs and assistance to promote choice, dignity, and independence for older adults and those who care for them

Description

The Department of Citizen Services administers:

- Aging and Disabilities
- Housing and Community Development
- Local Management Board
- Recovery Support Services

The Department is responsible for the County government's compliance with the Americans with Disabilities Act and serves as the liaison to the following agencies which receive County funds:

- Access Carroll
- The Arc Carroll County
- Penn-Mar Services
- Springboard Community Services
- Flying Colors of Success
- Human Services Program
- Sheppard Pratt
- Rape Crisis Intervention Services
- Social Services
- Target Community and Education Services
- Youth Services Bureau

Aging and Disabilities

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$898,464	\$928,070	\$923,560	\$961,890	3.64%	4.15%
Benefits	629,985	140,490	137,910	126,940	-9.64%	-7.95%
Operating	137,603	175,120	175,120	177,540	1.38%	1.38%
Capital	17,662	6,000	6,000	6,000	0.00%	0.00%
Total	\$1,683,714	\$1,249,680	\$1,242,590	\$1,272,370	1.82%	2.40%
Total Without Benefits	\$1,053,729	\$1,109,190	\$1,104,680	\$1,145,430	3.27%	3.69%
Employees FTE	21.32	21.32	21.32	21.12	-----	-----

Note: Actuals include allocations for health and fringe, OPEB, and other operating expenditures. The Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes. FY 22 County employee pension rate decreases due to an allocation change between the Correctional Deputy and County employee portions.

Contact

Celene Steckel, Director (410) 386-3600

Stephanie R. Krome, Senior Budget Analyst (410) 386-2082

<https://www.carrollcountymd.gov/government/directory/citizen-services/bureau-of-aging-disabilities/>

Mission and Goals

To provide the highest quality of services, programs, and assistance to promote choice, dignity, and independence for older adults, adults with disabilities, and those who care for them.

Goals include:

- Promote independent living
- Minimize or prevent inappropriate institutional placement
- Assure a dignified level of living for those requiring a more structured living environment
- Promote awareness of Maryland Access Point (MAP) services

Description

The Bureau of Aging and Disabilities is responsible for a wide range of programs and services for older adults (60 and over) and disabled adults (18 and older) at the five Senior and Community Centers in Carroll County. Federal, State, and County funding support the programs which provide essential services for Carroll County:

- Information and Assistance
- Senior Assisted Living Group Home Subsidy
- Senior Care – Nursing Home Diversion Program
- Senior Health Insurance Program
- Senior Medicare Patrol
- Transportation Assistance
- Comprehensive Case Management and Supports Planning
- National Family Caregiver Support Program
- Long Term Care Ombudsman Program
- Legal Aid Services
- Guardianship Program
- Senior Inclusion Program
- Senior and Community Centers
- Nutrition Program – Congregate Meals
- Home Delivered Meal Program

- Chronic Disease Self-Management Program
- Veterans Services
- Veterans Transit Services

Program Highlights

In FY 20:

- Carroll County is a site for MAP and served 794 people. MAP is Maryland's version of Federal Aging and Disability Resource Center. It streamlines access to needed services for older adults and those 18 and over with disabilities.
- Veterans Services staff provided guidance and assistance to 537 Veterans applying for veterans' benefits.
- Staff provided assistance with Medicare and other senior health care services to 2,045 seniors.
- The five senior centers served 3,868 individuals.
- 1,321 older adults participated in classes and 13,989 meals were served.

Budget Changes

- The decrease from FY 21 Original to Adjusted is due to employee turnover.
- Personnel increases due to a 5.55% salary increase, partially offset by personnel allocation changes to Aging and Disabilities Grants.
- Operating increases due to one-time expenses in FY 22.

Recovery Support Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	390,067	406,940	406,940	100,280	-75.36%	-75.36%
Capital	15,830	5,000	5,000	15,000	200.00%	200.00%
Total	\$405,897	\$411,940	\$411,940	\$115,280	-72.02%	-72.02%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: The Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Celene Steckel, Director (410) 386-3600

Stephanie R. Krome, Senior Budget Analyst (410) 386-2082

<http://cchd.maryland.gov/recovery-support-services-rss/>

Mission and Goals

To provide treatment and triage service for individuals who have substance use or co-occurring substance use and mental health disorders, to improve their quality of life, and to foster self-sufficiency, dignity, and respect.

Goals include:

Improve quality of life by providing an integrated network of comprehensive, effective, and efficient behavioral health services that foster self-sufficiency, dignity, and respect

Description

This program provides a residential treatment center offering substance use and co-occurring treatment services to adults in Carroll County and surrounding jurisdictions. The program can provide American Society of Addiction Medicine levels of care III.1 – III.5 to up to 42 individuals at time, as well as 6 triage beds. Carroll County Government provides funding for the 6 triage beds while Medicaid billing funds the level III.1 – III.5 treatment. In FY 22, as with FY 20 and 21, the Carroll County Health Department is utilizing a grant to pay for triage bed usage.

Budget Changes

- Operating decreases due to grant funds available to support triage beds.
- Capital increases for planned appliance replacement.

Citizen Services Non-Profits

Citizen Services Non-Profits Summary

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Access Carroll	\$20,000	\$20,000	\$20,000	\$20,000	0.00%	0.00%
The Arc Carroll County	270,800	270,800	270,800	276,220	2.00%	2.00%
Penn-Mar Human Services	265,540	265,540	265,540	270,850	2.00%	2.00%
Springboard Community Services	392,070	392,070	392,070	403,830	3.00%	3.00%
Flying Colors of Success	46,640	46,640	46,640	48,970	5.00%	5.00%
Human Services Program	1,217,310	1,217,310	1,217,310	1,241,660	2.00%	2.00%
Sheppard Pratt	109,760	109,760	109,760	111,960	2.00%	2.00%
Rape Crisis Intervention Services	168,630	168,630	168,630	177,060	5.00%	5.00%
Target Community and Educational Services	270,800	270,800	270,800	276,220	2.00%	2.00%
Youth Service Bureau	1,070,390	1,070,390	1,070,390	1,166,800	9.01%	9.01%
Total Citizen Services Non-Profits	\$3,831,940	\$3,831,940	\$3,831,940	\$3,993,570	4.22%	4.22%

Mission and Goals

Citizen Services Non-Profit Service Providers is a functional grouping of agencies that provide a variety of services to fulfill the basic needs of children, youth, older adults, and the disabled in the community. The Department of Citizen Services is the coordinating agency for all human service functions funded by Carroll County Government.

Goals include:

- Linking citizens to community services
- Reducing the risk of crime and substance abuse, with attention to prevention, enforcement, and treatment, and focusing on youth and families

Highlights, Changes, and Useful Information

These agencies are funded at the discretion of the Commissioners. This funding is to offset part of the cost of services the County would likely provide if they were not made available to citizens through the non-profits.

Budget Changes

Additional funding of \$75,000 is included in Youth Service Bureau for substance abuse treatment. This is the final year of a multi-year funding plan for substance abuse treatment programs.

Access Carroll

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	20,000	20,000	20,000	20,000	0.00%	0.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$20,000	\$20,000	\$20,000	\$20,000	0.00%	0.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Tammy Black, RN, BSN - Executive Director (410) 871-1478
Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.accesscarroll.org/>

Mission and Goals

To champion health and provide quality, integrated health care services for low-income residents of Carroll County.

Goals include:

- Increase the number of pro bono or discount providers
- Increase the number of people receiving coordinated healthcare

Description

Access Carroll is a primary care medical office located at 10 Distillery Drive in Westminster, MD. Access Carroll provides free medical care and health education to uninsured Carroll County residents who are at 200% or below the Federal Poverty Level. Access Carroll is a Medicaid accepting provider and offers reduced costs on a sliding fee scale for eligible residents. The organization estimates roughly 24,000 people in the County qualify for treatment. Patients are seen on an appointment basis by nurse practitioners, physicians, or physician assistants and donations are accepted. In addition to primary healthcare, services also include:

- Medication assistance
- Laboratory testing
- Radiology testing
- Referrals to specialists
- Family dental services
- Individual, Group and Family Counseling
- Health Exchange and Medicaid insurance enrollment and Navigation

In addition to the direct contribution of \$20,000, the County provides Access Carroll with \$270,000 of in-kind services through building space and utilities at the Citizen Services Distillery Building.

Program Highlights

- Access Carroll served 9,264 individual patients, including 887 new clients, in FY 20.
- During the COVID-19, Access Carroll operated an Emergency Medical Respite where patients were offered integrated community services through a housing first model.

The Arc Carroll County

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	270,800	270,800	270,800	276,220	2.00%	2.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$270,800	\$270,800	\$270,800	\$276,220	2.00%	2.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Donald Rowe, Executive Director (410) 848-4124
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.arccarroll.com>

Mission and Goals

To support the efforts of people with intellectual and developmental disabilities in their individual pursuit of fulfilling life.

Goals include:

- Promote, expand, and enhance the name, image, and services of The Arc Carroll County (The Arc) throughout the community
- Evaluate all programs and service areas for relevance and quality of services and supports for clients
- Raise program quality through staff input and innovation by creating person-centered services
- Identify the needs of the people who are served
- Maximize the use of monetary assets by prioritizing needs and investing responsibly for the future
- Expand staff development to include formal orientation for new hires and targeted trainings to address complex needs
- Develop and enhance the relationships and partnerships with major stakeholders
- Become the most dynamic and sought after provider of services without boundaries

Description

The Arc is a non-profit organization located at 180 Kriders Church Road, Westminster, MD. The Arc organizes the numerous services it provides to individuals with intellectual and developmental disabilities into three primary service departments:

- Community Living programs
- Employment and Day Services
- Transportation services

The Community Living program creates personalized living arrangements in a community-based setting. Services in the program include respite care, adaptive equipment, architectural modifications, personal care, health services, in-home support, medical supplies, and transportation.

The Employment and Day Services program provides a variety of opportunities to assist people in realizing their career and employment goals through vocational and job development training, paid employment opportunities with local businesses, and job retention services.

Transportation services provides door-to-door transportation to people participating in The Arc sponsored programs and services, as well as daily transportation to over 200 students attending specialized programs in Carroll County Public Schools.

Program Highlights

- In FY 20, 185 individuals were served by various programs.
- The Arc began providing virtual services in FY 20.

Budget Changes

A 2% increase is included.

Penn-Mar Human Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	265,540	265,540	265,540	270,850	2.00%	2.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$265,540	\$265,540	\$265,540	\$270,850	2.00%	2.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Jennifer Mettrick, Chief Strategy Officer (410) 876-2179
 Ashleigh Smith, Budget (410) 386-2082
<http://www.penn-mar.org/>

Mission and Goals

To turn life into living for individuals, families, our staff and volunteers. Penn-Mar Human Services vision is to be a national leader impacting policy makers and organizations committed to supporting the transformation of life into living.

Goals include:

- Foster an environment that promotes cooperation in the community for the success of each individual
- Communicate clearly, truthfully, and constructively in all interactions with all facets of our community
- Work towards encouraging an environment that embraces trust and commitment
- Pursue higher standards that promote an environment that encourages creativity, innovation, and interdepartmental collaboration
- Work together in an environment that recognizes and celebrates communal successes and individual accomplishments

Description

Formerly known as CHANGE, Inc., Penn-Mar Human Services is a non-profit organization located at 115 Stoner Avenue, Westminster, MD, provides the following programs for individuals with developmental and intellectual disabilities:

- Day Habilitation with daily transportation
- Customized Employment Services
- Personal Supports
- Family and Individual Support Services
- Respite Inn

Clients in the Day Habilitation Program receive support, training, and assistance in activities of daily living, including basic hygiene, mobility, communications, and personal care. Services include a community volunteer program, and daily transportation.

The Vocational Program provides clients with the opportunity to work 1:1 with a specially trained employment specialist in order

to determine the client's career path to aide in obtaining independent employment.

The Support team model is a holistic approach that focuses on a person's unique support needs, their vision of a "good life" and the goal to achieve their "good life". Geographically based support teams serve 25-30 individuals in the community setting for employment, volunteering and inclusion.

Family and Individual Support Services provide respite care, in home personal assistance, and other services to families and individuals.

The Respite Inn provides temporary care for children and adults in a comfortable home-like environment.

Program Highlights

- In FY 20, 200 individuals were served by various programs.
- Penn-Mar Human Services delivered extensive job development and social development curriculum virtually to adult and transitioning students to maintain services during the pandemic.

Budget Changes

A 2% increase is included.

Springboard Community Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	392,070	392,070	392,070	403,830	3.00%	3.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$392,070	\$392,070	\$392,070	\$403,830	3.00%	3.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Ernestina Simmons, (443)-865-8031
 Ashleigh Smith, Budget Analyst (410) 386-2082
<https://www.springboardmd.org/>

Mission and Goals

To transform the lives of children and adults by providing opportunities to build self-confidence, resilience, and hope.

Goals include:

- Foster safety, resiliency, and stability for families impacted by crime and violence
- Expand capacity, infrastructure, and efficiency to increase the number of victims served, particularly those that are in special classes or who have been traditionally underserved
- Contribute to a more cohesive and streamlined victim services system that is more accessible and responsive
- Provide education and professional development opportunities for law enforcement, the court system, service providers, and the public about the devastating emotional, psychological, and physical effects that crime and violence have on victims and the options available to them.
- Provide safety and prevention of abuse to Carroll County's aging population by offering respite for caregivers and a safe place for the seniors in their family who need support to go during the day
- Provide general counseling services as requested by those in the community who are not able to connect to other mental health providers

Description

Springboard Community Services (SCS), formerly known as Family and Children's Services (FCS) of Central Maryland is a private not for profit agency that has two locations it operates programming for Carroll County families. SCS operates the West End Place Adult Day Care at 7 School House Avenue, Westminster, MD. The Adult Day Care supports seniors and older adults who are unable to stay at home during the day. There are daily activities for client engagement and weekly trips available for client participation. A second location, 22 North Court Street, Westminster, MD, houses behavioral health and case management programs, provides specialized programs to victims of domestic violence, sexual assault, childhood sexual and physical abuse, and elder neglect and abuse.

The emphasis of the Family Violence Project is on developing and implementing strategies specifically intended to move families impacted by crime and violence from crisis and vulnerability to safety and stability. Carroll County services include, but are not limited to:

- Twenty-four hour hotline which provides emergency counseling, and sheltering at the Domestic Violence Program (DVP) Safe House.
- DVP Safe House offers up to 60 days of safe shelter, individual and group counseling and therapy, education, ongoing case management, and support groups.
- Legal representation, court accompaniment, and assistance obtaining resources for victims.
- First Step Projects provides outreach, with police accompaniment, as follow-up to 911 calls.
- Psychiatric evaluations, consultations, and ongoing treatment by board-certified psychiatrists.
- Court-ordered and voluntary programs including Abuser Intervention, Anger Management, and Appropriate Responses to Abuse.

Program Highlights

- SCS served 1,451 individuals in FY 20.
- In FY 20, SCS raised the remaining \$1.0M for the West End Place Expansion project, which will provide additional space for shelters and senior housing.
- SCS received the highest level of re-accreditation from the Commission on Accreditation of Rehabilitation Facilities.
- SCS continues to collaborate with Carroll County Advocacy and Investigation Center (CCAIC) which allows for a coordinated community response to abuse and trauma.

Budget Changes

A 3% increase is included.

Flying Colors of Success

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	46,640	46,640	46,640	48,970	5.00%	5.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$46,640	\$46,640	\$46,640	\$48,970	5.00%	5.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

C. Michael Hardesty, M.S. President/CEO (410) 876-0838
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.flyingcolorsofsuccess.org/>

Mission and Goals

To provide the highest quality community-based support designed to enhance the quality of life and increase the independence of people with disabilities and special needs.

Goals include:

- Provide quality community-based residential services to citizens with intellectual and developmental disabilities in single family homes throughout Carroll County
- Develop and provide specialized one-on-one day services for individuals ineligible for, or who elect not to attend, traditional day programs
- Develop handicap accessible housing
- Serve as a model for other organizations and citizens
- Provide a handicap respite resource
- Provide advocacy/support to students with intellectual disabilities transitioning from Carroll County Public Schools

Description

Flying Colors of Success (FCS, Inc.) was founded by the Kennedy Krieger Institute in 1991 and established as a private non-profit organization. The administrative offices of FCS, Inc. are located at 88 East Main Street, Westminster, MD. FCS, Inc. is licensed to provide residential services, family and individual support services, respite, community supported living arrangements, and day program services. The residential program operates 365 days a year and provides 24-hour support. FCS, Inc. provides transportation for medical appointments, as well as social and recreational activities. Direct support staff is trained in health, safety, and behavioral support. Quality Assurance staff monitor the programs to assure client needs are met.

Program Highlights

In FY 20, FCS, Inc. provided residential services to 28 individuals and day services to 7, for a total of 35 individuals.

Budget Changes

A 5% increase is included.

Human Services Program

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	1,217,310	1,217,310	1,217,310	1,241,660	2.00%	2.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$1,217,310	\$1,217,310	\$1,217,310	\$1,241,660	2.00%	2.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Scott Yard, Executive Director (410) 386-6620
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.hspinc.org/>

Constituents Served:

	Clients
FY 17	10,410
FY 18	13,228
FY 19	5,803
FY 20	6,925

Mission and Goals

To help improve the quality of life and self-sufficiency of at-risk and low-income Carroll County residents by providing assistance with basic needs, advocacy, linkages to resources, and opportunities to enhance life skills. Services involve three main divisions: emergency assistance, housing and shelters for the homeless, and a family support center.

In addition to the direct contribution of \$1,241,660, the County provides Human Service Program with \$633,000 of estimated in-kind services through building space at the Citizen Services Distillery Building and the space provided for shelters.

Goals include:

To assist low-income and at-risk residents with:

- Employment
- Education
- Income management
- Housing
- Emergency services
- Nutrition
- Self-sufficiency

Program Highlights

In FY 20:

- Cold Weather Shelter served 169 adults.
- Safe Haven Shelter served 55 adults.
- Family Shelter served 36 adults and 42 children.
- Men's Shelter served 23 adults.
- Coordinated Entry for Shelter & Housing Services served 435 participants, 329 Adults, 106 Children.
- Permanent Supportive Housing served 26 participants, 21 adults, and 5 children.
- Rapid Rehousing served 73 participants, 50 adults, and 23 children.
- 81 Evictions were prevented, and 177 Security Deposits were provided to avoid homelessness.
- Office of Home Energy Programs served 2,350 Households.
- The Family Support Center served 62 parents and 72 Children by providing Basic Life Skill, Health, Parent Education courses, and Child Development.
- Community garden served 791 pounds of produce to the community.
- Financial Education served 106 participants.
- Volunteer Income Tax Assistance completed 737 tax returns.

Description

Human Services Program (HSP) located at 10 Distillery Drive, Westminster, MD, is a private, non-profit agency. HSP is the County's designated Community Action Agency (CAA) that serves as the point of entry for accessing the many countywide services that fight poverty and promote self-sufficiency for low-income individuals and families to enable them to achieve economic independence. Programs and Services offered include:

- Emergency and Energy
- Family Support Center
- Child and Adult Food Programs
- Workforce Development
- Shelters:
 - Safe Haven Shelter
 - Cold Weather Shelter
 - Women and Children's Shelter
 - Intact Family Shelter
 - Men's Shelter
- Housing:
 - Rental Allowance Program (RAP)
 - Homeless Prevention Program

Budget Changes

A 2% increase is included.

Sheppard Pratt

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	109,760	109,760	109,760	111,960	2.00%	2.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$109,760	\$109,760	\$109,760	\$111,960	2.00%	2.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Daniel Young, Clinical Program Director (410) 751-5970
Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.mosaicinc.org/>

Mission and Goals

To improve the quality of life of individuals and families by compassionately serving their mental health, addiction, special education and community support needs.

Goals include:

- Provide quality outpatient mental health psychiatric treatment services and therapy
- Provide crisis and case management services
- Provide in-home and off-site based Psychiatric Rehabilitation Program for up to 30 Carroll County adults with severe mental illness
- Provide Residential Rehabilitation Housing for up to 28 county residents with severe mental illness
- Provide a comprehensive corporate compliance and quality improvement program to evaluate treatment outcomes and develop process improvement

The Psychiatric Rehabilitation Program provides skills training and support to individuals with severe and persistent mental illness. The elements of this program include:

- A housing program, which serves up to 28 people in agency-operated housing and another 42 in their own homes.
- A day rehabilitation program, which provides group services to individuals designed to improve social skills, self-esteem, and daily life coping.
- Vocational pathways, a supported employment program, uses evidence-based technologies to help as many as 50 disabled individuals become employed.

In FY 19, 903 clients were served.

Budget Changes

A 2% increase is included.

Description

Sheppard Pratt, formerly known as Mosaic Community Services, Inc., is a non-profit mental health organization located at 288 E. Green Street, Westminster, MD. Sheppard Pratt is Carroll County's largest provider of publicly supported outpatient mental health services to adults and older teens. The organization's two primary services include the clinic and group practice, and the Psychiatric Rehabilitation Program.

Program Highlights

The mental health clinic and group practice serves over 1,300 people at any one time, including over 1,000 consumers in the Public Mental Health System. Treatment services include:

- Psychiatric evaluation
- Medication evaluation, treatment, and monitoring
- Individual, group, and family therapy
- Treatment planning and coordination
- Case management and coordination with other providers

Rape Crisis Intervention Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	168,630	168,630	168,630	177,060	5.00%	5.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$168,630	\$168,630	\$168,630	\$177,060	5.00%	5.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Janice Kispert, CEO (410) 857-0900
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.rapecrisiscc.org>

In addition to the direct contribution of \$177,060, the County provides RCIS with \$40,000 of estimated in-kind services through building space.

Mission and Goals

To provide counseling and support services to citizens hurt by sexual violence and to eliminate sexual violence in Carroll County through education and advocacy.

Goals include:

- Develop service plans for clients receiving in-person counseling
- Have clients meet their goals as outlined in their service plans
- Provide education regarding healthy relationships, sexual abuse, and assault prevention to youth in Carroll County public middle and high schools

Program Highlights

- RCIS continues their partnership with the Carroll County State's Attorney's Office to provide all high schools and middle schools by providing programs on relationship violence.
- In FY 20, 269 individuals were served.

Budget Changes

A 5% increase is included.

Description

Rape Crisis Intervention Service of Carroll County (RCIS), is a private non-profit organization located at 224 North Center Street, Room 102, Westminster, MD. RCIS serves Carroll County residents aged 12 and older who have been affected by any type of sexual violence.

The following aspects of service make RCIS unique among other service providers in Carroll County:

- Free confidential crisis counseling services are available on a walk-in basis, and same day service is provided.
- The 24-hour hotline provides fast access and confidentiality, and is staffed by certified volunteers.
- Accompaniment services to police stations, hospitals, and courts are available.
- Victims do not need to disclose their name or personal financial information to access services.
- Minors do not require parental permission or knowledge to obtain services or information.

All services are of a short duration with most clients completing treatment within a period of six months. County funds are used primarily to support crisis intervention services, education programs, outreach services, and overhead costs. Treatment services are provided to both victims and families.

Target Community and Educational Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	270,800	270,800	270,800	276,220	2.00%	2.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$270,800	\$270,800	\$270,800	\$276,220	2.00%	2.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Thomas Zirpoli, President & CEO (410) 848-9090
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.targetcommunity.org/>

Mission and Goals

To enhance the lives of individuals with developmental and physical disabilities through quality, community-based residential, vocational, recreational, and family support services.

Goals include:

- 100% of clients in Residential Services will score satisfied or higher concerning their current living arrangement.
- 100% of clients in Vocational Services will be satisfied with their current job placement.

Description

Target Community and Educational Services, Inc. is a non-profit organization located at 111 Stoner Avenue, Westminster, MD. Target provides residential, vocational, recreational, and family support services to children and adults with developmental disabilities. Target services include:

- Residential / Community Living Services
- Vocational Services
- Recreational Services
- Family Support Services
- Autism Program

Target programs include:

- Eight alternative-living unit houses owned by Target and occupied by no more than three developmentally disabled adults under the direct care of staff
- Supervision, support, and direct care to clients who choose to live with their family or in their own home
- Assistance to individuals in finding jobs
- Job-coaching support and helping individuals earn a competitive wage
- A partnership with Carroll County Public Schools to provide a School-to-Work transaction program for students with disabilities leaving the public school system, but not ready for college or employment
- An autism program that provides in-home support, services, and respite for families in Carroll County who have children with autism

The Winchester Country Inn is the former home of William Winchester, the founder of Westminster, MD. It is located on the property used by Target Community and Educational Services, Inc. The Inn is a functioning tearoom and gift shop, as well as a vocational training site for individuals with developmental disabilities.

Program Highlights

- Target served 180 individuals in FY 20.
- In FY 20, Target completed renovations to their office building, adding a new entrance way, foyer and more accessible space for easier wheelchair access to the building.

Budget Changes

A 2% increase is included.

Youth Service Bureau

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	1,070,390	1,070,390	1,070,390	1,166,800	9.01%	9.01%
Capital	0	0	0	0	0.00%	0.00%
Total	\$1,070,390	\$1,070,390	\$1,070,390	\$1,166,800	9.01%	9.01%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Lynn Davis, Executive Director (410) 848-2500
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://www.ccysb.org/>

Mission and Goals

To provide a continuum of community-based mental health and substance abuse services for children, adults, and families in Carroll County. The Carroll County Youth Service Bureau (CCYSB) uses a multi-disciplinary approach to deliver prevention, intervention, and treatment services in the least restrictive and most cost-effective manner. In the true spirit of the helping profession, CCYSB is dedicated to excellence in service, innovation in programming, and responsiveness to our community.

Goals include:

- Maximize potential of youth by providing, supporting, and advocating for high-quality counseling
- Provide crisis intervention services by way of suicide intervention and potential for violence assessments
- Refer children and families to other appropriate resources when services at CCYSB are at capacity
- Provide educational and outreach services to children, parents, adults, and organizations in the community
- Deter youth from delinquent activities through early intervention and prevention activities
- Identify physical and social conditions that provide opportunities for growth and healthy maturation for youth
- Provide home-based case management, intensive counseling, and support services through mobile treatment and family preservation services
- Provide quality service by staying current in clinical knowledge and statistical trends, and by continually evaluating the effectiveness through a quality assurance system

Description

CCYSB operates from 59 Kate Wagner Road, Westminster, MD. Serving the Carroll County community since 1972, CCYSB is an outpatient mental health clinic for children, adults, and families, and the organization receives oversight licensing and certification from the MD Department of Health and Mental Hygiene and Juvenile Services. The Local Management Board also provides oversight. On July 1, 2011 CCYSB took over the

management of the substance abuse services formally provided by Junction, Inc.

CCYSB clients possess a variety of behavioral and emotional illnesses and can include at-risk and severely emotionally disturbed children, adolescents, and adults, as well as the chronically mentally ill. With a strong focus on prevention through early intervention, education, and recognition that children, adults, and families may require different services, CCYSB has developed a continuum of services to meet individual needs. Services currently provided include:

- Alcohol and Substance Abuse Services
- Violence Assessment Program
- Assertive Community Treatment
- Intensive Family Preservation Services
- Safe and Stable Family Preservation Program
- Brief Strategic Family Therapy
- Parenting Education Workshops
- Suicide/Self-Injury Intervention Program
- Interactive Group Therapy
- Parents as Teachers
- Dialectical Behavioral Therapy

Program Highlights

- In FY 20, CCYSB served 2,248 clients.
- Despite the ongoing opioid crisis, no drug overdose fatalities have occurred with CCYSB clients while actively engaged in clinic treatment services.

Budget Changes

A 2% increase is included, as well as an additional \$75,000 of ongoing funding. This is the final year of a multi-year plan for additional funding for substance abuse treatment programs.

Citizen Services State

Citizen Services State Summary

	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Health Department	\$3,601,730	\$3,601,730	\$3,601,730	\$3,709,780	3.00%	3.00%
Social Services	20,000	20,000	20,000	20,000	0.00%	0.00%
Total Citizen Services State	\$3,621,730	\$3,621,730	\$3,621,730	\$3,729,780	2.98%	2.98%

Mission and Goals

Citizen Services State is a functional grouping of State Agencies that provides a variety of services to fulfill the basic needs of children, youth, adults, and the disabled in the community. The Department of Citizen Services is the coordinating agency for all human service functions funded by Carroll County Government.

Goals include:

- Promote financial independence
- Strengthen family stability
- Ensure a safe and healthy family environment

Highlights, Changes, and Useful Information

The State Agencies are funded at the discretion of the Commissioners, with the exception of a required match for the Health Department.

Health Department

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	3,601,730	3,601,730	3,601,730	3,709,780	3.00%	3.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$3,601,730	\$3,601,730	\$3,601,730	\$3,709,780	3.00%	3.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: The Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Edwin Singer, Health Officer (410) 876-4974
 Ashleigh Smith, Budget Analyst (410) 386-2082
<http://cchd.maryland.gov/>

Mission and Goals

To create and sustain a community of wellness in Carroll County and to assure the optimum quality of life by empowering the public with knowledge and resources through advocacy and community partnerships.

Goals include:

- Minimize the incidence of preventable illness, disability, and premature death in Carroll County residents from environmental and organic causes
- Promote good health practices by educating the public about health issues
- Protect the public from environmental hazards by keeping the environment clean, healthy, and safe
- Establish a program to protect County citizens against bioterrorism and other disasters with public health implications

Description

Since 1934, each of Maryland's 23 counties and Baltimore City has established its own local health department. From 2001 to 2009, local health departments were overseen by the Community Health Administration within the Department of Health and Mental Hygiene (DHMH). Beginning in July 2009, oversight responsibility was transferred to Public Health Services within DHMH in order to ensure basic public health services are provided in all parts of Maryland.

Under the direction of a local Health Officer, each local health department provides these services and administers and enforces State and local health laws and regulations in its jurisdiction. Programs meet the public health needs of the community and provide services not offered by the private sector. The local Health Officer is appointed jointly by the Secretary of Health and Mental Hygiene and the local governing body.

The Carroll County Health Department is located at 290 South Center Street in Westminster, MD. The County is mandated by law to provide the Health Department matching funds in support of the following Core programs:

- Communicable disease control services
- Environmental health services
- Family planning services
- Maternal and child health services
- Wellness promotional services
- Adult health and geriatric services
- Administration and communication services associated with the provision of the services described above

Generally, County funding provides approximately 20% of the total Health Department budget. State and Federal funding provides close to 66% of the budget, and the remaining 14% is obtained through private grants and fees.

For more information on Public Health Services within DHMH, refer to:

http://www.msa.md.gov/msa/mdmanual/16dhmh/html/16agenp_h.html

Budget Changes

A 3% increase is included in FY 22.

Social Services

Description	Actual FY 20	Original Budget FY 21	Adjusted Budget FY 21	Budget FY 22	% Change From Orig. FY 21	% Change From Adj. FY 21
Personnel	\$0	\$0	\$0	\$0	0.00%	0.00%
Benefits	0	0	0	0	0.00%	0.00%
Operating	20,000	20,000	20,000	20,000	0.00%	0.00%
Capital	0	0	0	0	0.00%	0.00%
Total	\$20,000	\$20,000	\$20,000	\$20,000	0.00%	0.00%
Employees FTE	0.00	0.00	0.00	0.00	-----	-----

Note: The Adjusted Budget includes budget changes made during the year. Ongoing mid-year changes have been annualized for comparison purposes.

Contact

Vicky Keller, Director (410) 386-3300

Ashleigh Smith, Budget Analyst (410) 386-2082

<http://dhr.maryland.gov/local-offices/carroll-county/>

Mission and Goals

To promote financial independence, strengthen family stability, and ensure a safe and healthy environment for children and vulnerable adults.

Goals include:

- Provide a safe and healthy environment for all citizens
- Develop and maintain an open system of communication between staff and clients
- Create a trusting work environment that promotes learning, communication, and generally fosters high morale
- Increase customer and community knowledge of, and accessibility to, the services provided by the agency and the community

Description

Located in each of Maryland's 23 counties and Baltimore City, the local Departments of Social Services are coordinated and directed by the Social Services Administration (SSA) within the Maryland Department of Human Resources (DHR). The SSA determines what factors contribute to social and family problems and recommends ways to address those problems. The Carroll County office is located at 1232 Tech Court, Westminster, MD.

The local Departments of Social Services (DSS) administer the various programs subject to the supervision, direction, and control of the SSA. DSS provides a variety of services to men, women, and children from all socioeconomic backgrounds in Carroll County.

Services provided include:

- Children Protective Services
- Foster Care and Adoption
- Adult Protective Services
- Child Support Enforcement and Collection Services

Other services include supervision and licensing of all public and private institutions that have the care, custody, or control of dependent, abandoned, or neglected children.

DSS has evolved from an agency that provides long-term financial assistance for families to a "workforce support" agency. Programs and partnerships to assist families to become self-sufficient include:

- The Family First Program's focus is to prevent child abuse, prevent out-of-home placement, and provide emergency services to prevent abuse
- Temporary Cash Assistance is a time-limited subsidy intended to help parents of young children
- DSS helps people obtain quality daycare, learn job skills, obtain transportation, and maintain medical care so they can work

Program Highlights

In FY 20, the Department received 2,399 child welfare referrals and provided in-home family services to 54 families.