



DHHS

MONTGOMERY COUNTY
DEPARTMENT OF HEALTH & HUMAN SERVICES

ANNUAL REPORT

FY2017

maryland health

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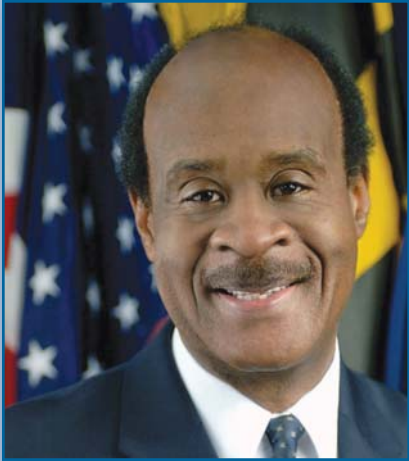
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MESSAGE FROM THE COUNTY EXECUTIVE



I am pleased to present the Fiscal Year 2017 Annual Report for the Department of Health and Human Services.

The Department and its staff are committed and compassionate in working to help the most vulnerable in our midst. Montgomery County remains committed to maintaining a safety net of services so that we help as much as possible those in our community who are most at need.

I am grateful to all the staff of the Department of Health and Human Services for the commitment they have to providing these services to more and more in our community. The work they perform not only helps those vulnerable individuals and families achieve a better chance for health and success, but it also improves and strengthens the quality of life in Montgomery County.

Sincerely,
Isiah Leggett
County Executive

FROM THE DESK OF THE DIRECTOR:



I am proud to present the Montgomery County Department of Health and Human Services Annual Report for Fiscal Year 2017.

In our strategic roadmap we identified four key priority areas:

- Service Delivery Transformation
- Effective and Equitable Service Delivery
- Capable and Engaged Workforce
- Strong Collaborative Relationships

Our annual report captures our progress on these key areas of work. From Service Integration to Technology Modernization and a strong investment in our workforce and in our partnerships, we have much to be proud of and still more to accomplish. We are committed to continuing our work in FY18 and to be ready for the changes to come in FY19.

This past year we fully implemented our technology modernization initiative including the Electronic Content Management System, our Electronic Health Record and our Electronic Integrated Case Management System. All staff have been trained on the systems and in privacy and confidentiality protocols. While we continue to work on ensuring user adoption and expertise, the exciting work of using data to manage our programs and track our outcomes is beginning. Analytics is our next new frontier.

As you read this document, I hope you get a strong feel for the depth and breadth of this department – our scope is vast, the expectations are significant, our partnerships are strong and our commitment to serving those who most need our services remains unwavering. However, with the absence of immigration reform at the national level and continued growth in poverty, we are seeing some complex policy and practice issues emerge. In addition, with more programs and strained resources, we have to continue to assess and support our infrastructure to ensure high performance and mitigate risk.

Our Department continues to have a reputation of high performance and a strong commitment to mission. The high caliber of our staff and our strong partnerships is a testament to our commitment to mission. We hope with our new technology systems to further spotlight outcomes and manage more effectively with data in the coming years. I want to express my gratitude to all the volunteers and advocates who actively contribute their time and brain-trust through our 19 boards, committees and commissions. My thanks to the members of the County Council who continue to support our mission. Most of all I want to express my gratitude to Mr. Firestine the County Chief Administrative Officer and to Mr. Leggett our County Executive for their tireless support of our complex department and its' myriad challenges! We know FY2018 promises to be an equally exciting year!

Sincerely,
Uma S. Ahluwalia
Director

MONTGOMERY COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

Building a Healthy, Safe and Strong Community – one person at a time.

Equity refers to fair policies, decisions, and actions by the Montgomery County Department of Health and Human Services when impacting the lives of people.

Equity is a value of fairness that guides the way that Montgomery County Department of Health and Human Services works with customers, staff, and community to promote health, safety, well-being and self-sufficiency. Our Equity Principles address five major areas:

OUR MISSION:

To promote and ensure the health and safety of the residents of Montgomery County and to build individual and family strength and self-sufficiency.

OUR VISION:

We envision a healthy, safe and strong community

OUR CORE VALUES:

Equity, Trust and Service and Partnership

Dignity: We believe that all individuals should be treated with dignity and respect.

Elimination of Disparities: We believe in preventing and eliminating social and health disparities to achieve optimal health and wellbeing.

Access: We believe in ensuring access to effective and high quality services that meet people's needs, when they need them, delivered by a professional workforce which is competent to provide those services in a caring and respectful manner.

Distribution of Resources: We believe that the resources of the Department should be distributed in a manner that maximizes the health, safety, well-being and self-sufficiency of the community as a whole.

Community Engagement and Participation: We believe that our diverse communities should be meaningfully engaged in providing input and feedback on policies, practices and services.

Trust as a value is the confidence or reliance one has in the integrity, strength and ability in a product, service or person.

Trust includes the following behaviors:

- Communicate consistently, honestly and openly
- Treat others as we would like to be treated
- Demonstrate behavior that is consistent with what has been communicated
- Demonstrate Integrity in all aspects of work

Service and Partnership is the action of doing work or providing assistance to someone in partnership or collaboration.

Service in Partnership is a value that impacts the following areas:

- Provide services that build on the strengths of our customers and the community.
- Create a seamless system of care within the Department, with public partners and public/private partners.
- We will be responsive to the changing needs of our community.

WHO WE ARE: AT A GLANCE

The Department of Health and Human Services is responsible for public health and human services that help address the needs of our community's most vulnerable children, adults and seniors. We have more than 120 programs and deliver services at more than 20 locations. Our core services protect the community's health, protect the health and safety of at-risk children and vulnerable adults and address basic human needs including food, shelter and clothing.

Our department provides services through several service areas:

In addition, our administrative functions include budget administration, fiscal administration, contract management, facilities, grant acquisition, human resources, information systems and performance management.

Aging and Disability Services

Community Support Network for People with Disabilities
Adult Protective Services and Case Management
Aging and Disability Resource Unit
Respite Care
Senior Nutrition
Long Term Care Ombudsman
Senior Community Services
Community First Choice
Adult Evaluation and Review Services

Behavioral Health and Crisis Services

Crisis, Intake and Trauma Services
Behavioral Health Treatment Services
Core Service Agency/Behavioral Health Planning and Management Services

Children, Youth and Family Services

Child and Adolescent School and Community Based Services
Child Care Subsidies
Child Welfare Services
Early Childhood Services
Income Supports
Infants and Toddlers Program
Linkages to Learning
Positive Youth Development

Public Health Services

Cancer Screening Programs
Communicable Disease and Emergency Preparedness
Community Health Services
Health Care for the Uninsured
Planning and Epidemiology
Licensure and Regulatory Services
School Health Services

Special Needs Housing

Housing Stabilization Services
Homeless Prevention
Rental and Energy Assistance Programs
Individual and Family Shelter Services
Supportive Housing Program

Community Affairs

Community Action Agency
Head Start Program
Takoma East Silver Spring (TESS) Service Center
Outreach and Language Access Services
Minority Health Programs: African American Health Program, Asian American Health Initiative and the Latino Health Initiative
Leadership Institute of Equity and Elimination of Disparities

WHO WE ARE: AT A GLANCE

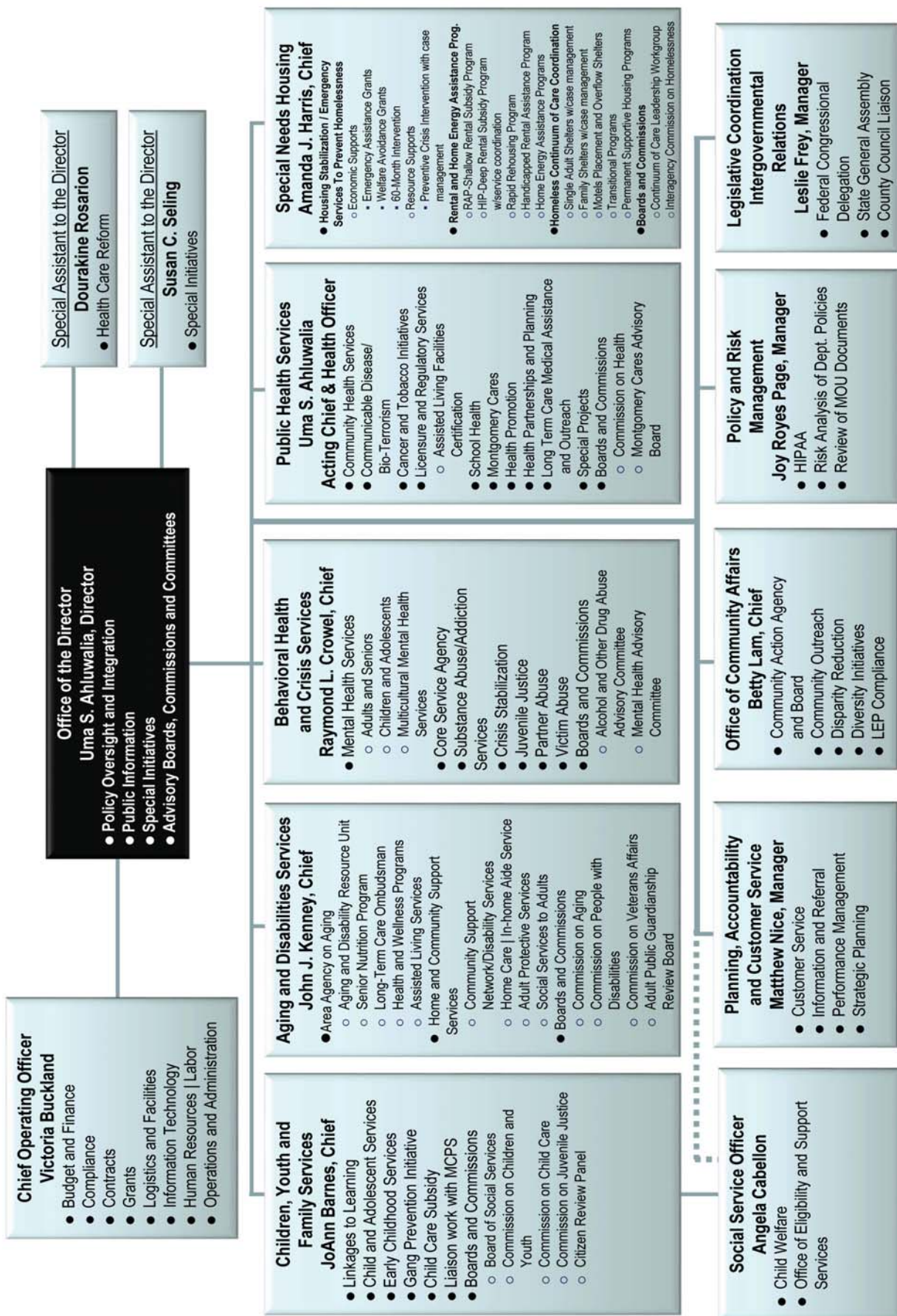
Number of client served	Over 120,000
Number of programs and services offered	120
Number of service locations	20 + staff in 200 public schools
Number of employees	1,386 full time, 330 part time
Number of Contracts with Community Partners	640
FY 2017 Budget	Total Funding: \$299,047,357 County Funding: \$220,441,042 State Funding: \$ 62,535,550 Federal Funding: \$ 16,070,765

BOARDS, COMMITTEES AND COMMISSIONS

The Department of Health and Human Services relies on Boards, Committees and Commissions to advise the County Executive, County Council and the Department on issues on related to the delivery of high quality public health and human services. Hundreds of volunteers Board, Committee and Commission members dedicate thousands of hours each year on behalf of the residents of Montgomery County.

Adult Public Guardianship Review Board
Alcohol & Other Drug Abuse Advisory Council
Board of Social Services
Citizen Review Panel
Commission on Aging
Commission on Child Care
Commission on Children and Youth
Commission on Health
Commission on Juvenile Justice
Interagency Commission on Homelessness
Commission on People with Disabilities
Commission on Veterans Affairs
Community Action Board
Mental Health Advisory Committee
Montgomery Cares Advisory Board
Victim Services Advisory Board

Department of Health and Human Services – Organizational Chart



COLLABORATIONS, PARTNERSHIPS AND ACCOMPLISHMENTS



Aging and Disability Services

- Under a Memorandum of Agreement with Montgomery County Public Schools, the Community Support Network's Autism Waiver Program provides Service Coordination to 244 MCPS students. The program has had three consecutive "perfect" audit ratings from the Maryland State Department of Education.
- The AAA's Health Promotion Program, Bone Builders, was nominated and won a National Council on Aging Award <https://www.ncoa.org/healthy-aging/falls-prevention/falls-prevention-awareness-day/general-resources/falls-free-video-contest-winners/>
- Nationally, there is a high unemployment rate for veterans and people with disabilities. Montgomery County is a leader in the State and Country in promoting efforts to increase employment for people with disabilities and veterans. Legislation supporting Veterans and People with Disabilities Hiring Preference Passed in 2009. Legislation supporting Special Hiring Authority passed in 2012. As of July, 2017, there were 24 non-competitive hires; 36 people with disabilities hired, 219 veterans hired-including 16 veterans who have a disability.

Behavioral Health and Crisis Services

- Child and Adolescent Behavioral Health Services (CABHS) partnered with Adult Behavioral Health Services to serve adults involved with Child Welfare Services, transitional aged young adults, and adults whose children are involved with the Department of Juvenile Services. Such groups are typically hard to serve and prior to the collaboration often lacked access to home based treatment or psychiatry. Through this collaboration, BHCS provided home based therapy and access to psychiatry for 43 adults and referred to Adult Behavioral or to CABHS during FY17.
- CABHS established relationships with the Latin American Youth Center and Rockville City afterschool program, and continued to provide services at the Correctional Facility Youthful Offenders Program. Services include on-site behavioral health screenings and groups for youth on topics of substance use prevention and coping skills. During FY17, CABHS doubled the grant funding for these services and 125 youth participated in groups.

Children, Youth and Family Services

- Early Childhood Services' ChildLink expanded the pregnant and parenting teen speaker series to two additional high schools. This is one of the department's strategies to alleviate two generation poverty. Partners in this program include multiple DHHS programs, MCPS, Generation Hope, MCPL, Holy Cross Maternal Health, CCI TAYA, State Attorney's Office, WIC and Aspire Counseling.
- The Office of Eligibility and Support Services (OESS) launched the REAL Program in partnership with the Jewish Council on Aging's Heyman Interages Center, Montgomery County Public Libraries and the Reading & Educating to Advance Lives (REAL). Senior volunteers read and engaged in literacy and healthy living activities with 1,007 children, their families and caregivers in OESS regional office lobbies.
- Child Welfare Services strengthened permanency work by ensuring all youth have a permanent, safe home resulting in 14 adoptions and 36 cases closed to custody and guardianship. Child Welfare Services' collaborative work with Montgomery County Public Schools resulted in a shared data platform so that social workers, and foster and adoptive parents can track and improve educational outcomes for children in an out-of-home placement.
- The Strategic Plan for Child Care was released in February 2017 and has been used as a framework to promote coordination and collaboration among county agencies and community partners in developing recommendations for increased affordable and accessible child care; opportunities for improved school readiness, including prekindergarten expansion; child care provider counseling and training; and the expansion of child care space through public-private partnerships.



Community Affairs

- The Asian American Health Initiative (AAHI) partners with various community- and faith-based organizations to organize mental health first aid trainings for local community leaders ([click here to learn more about mental health first aid](#)). A goal of the training is to expand mental health education by having participants utilize the knowledge they gained from the workshop to educate others in the community. Participants have gone on to provide one-on-one education with community members, plan mental health workshops at their faith institutions, disseminate bilingual educational literature on mental health services and encourage individuals to seek mental health care when needed. In FY17, AAHI worked with four community organizations to host two trainings and certified 61 individuals, who educated an additional 119 individuals on mental health.

- The Latino Health Initiative partnered with several Montgomery County Public Schools programs and services, the Gilchrist Center, Identity, Inc. and the TESS Center to provide culturally based family reunification services. A cadre of 25 internationally-trained behavioral health professionals facilitated family re-encounter workshops for families and children fleeing violence (88 adolescents and 61 parents). In FY17, the LHI incorporated a culturally-based component for parents to improve communication amongst family members and start the emotional healing process through the delivery of La Cultura Cura: Cara y Corazon (Culture Heals: Face and Heart) workshops.

- African American Health Program (AAHP) teamed with Healing Our Village (HOV) to deliver diabetes education and cardiovascular classes that meet the needs of 1,127 Black residents. Collaborative relationships have been forged with Shoppers Food Pharmacy to engage pharmacists in medication review therapy for program participants called “Bring Your Brown Bag”. AAHP also implemented a food & component of its diabetes education classes. These classes included the preparation of heart healthy foods that participants were taught to prepare, enjoy as a part of the class and recipes to try at home.

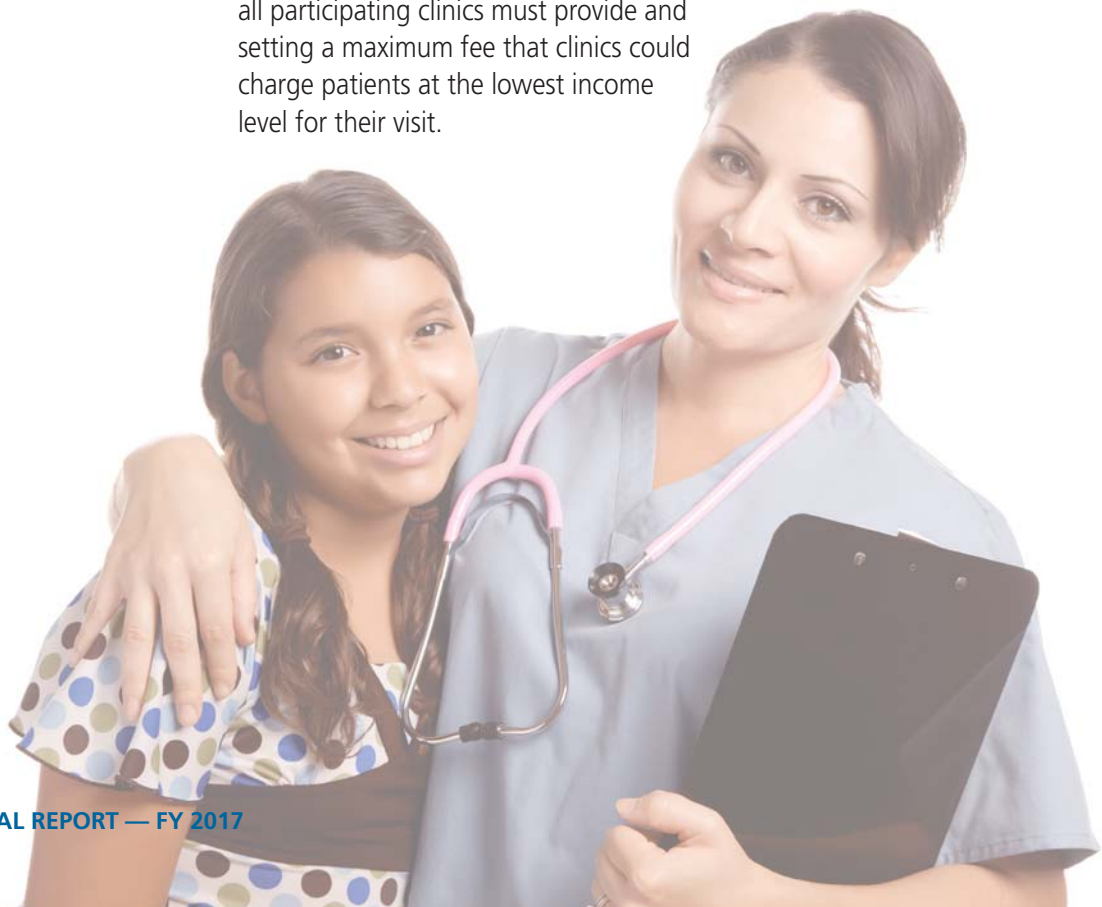




- To raise awareness of challenges facing low-income county residents in meeting basic needs, the Community Action Agency engaged the Maryland Community Action Partnership (MCAP) and DHCD to generate the Self-Sufficiency Standard for Maryland 2016 report, released in December 2016. The report provides the true cost of living in a specific geographic location, by family type. It has been widely distributed since its release to strategic stakeholders. In FY17 the agency initiated a collaboration with CountyStat to develop an online interactive website highlighting the report, to include mapping. This website and companion Montgomery report will be released in FY18.
- The Community Action Agency's Leadership Development Institute (now the Community Advocacy Institute) trained low-income residents about advocacy to address matters affecting them and their community. At monthly workshops participants learned how to work with elected officials, understand the legislative process, and become more proficient in letter-writing, storytelling, and in presenting oral and written testimony. Sixteen participants graduated in May 2017.
- OCA has conducted six "Creating a Culture of Equity" workshops reaching an estimated 145 DHHS staff to date. By the end of calendar year 2017, one in three staff will have received training on the social determinants of health and how to apply the equity principles in their work.

Public Health Services

- School Health Services case managed 18,093 children in Montgomery County Public Schools with chronic health conditions including asthma, diabetes and life threatening allergic reactions; and handled 656,410 student visits to Montgomery County Public Schools (MCPS) health rooms during FY17. The visits resulted in 87% of children returning to class.
- Prevention and Health Promotion in Community Health compiled an inventory of DHHS prevention programs across the department, which documented 63 primary, 34 secondary, 75 tertiary and 29 integrated, multi-level prevention programs serving thousands of clients individually and supporting population health overall.
- Maternity Partnership Program provided prenatal care to 1,749 county women through partnerships with four hospital-based clinics plus home visiting case management provided by County staff. Ninety-seven percent of the babies born to women delivering through the maternity partnership program had a healthy birthweight.
- The Montgomery Cares program's network of 11 community-based clinics provided primary care for over 25,500 uninsured adults and successfully completed transformational steps toward an enrollment model with more equitable services and fees across all clinics, including the essential services that all participating clinics must provide and setting a maximum fee that clinics could charge patients at the lowest income level for their visit.



Special Needs Housing

- The Interagency Commission on Homelessness, in partnership with local faith leaders, held the first Community Memorial Event honoring the lives of individuals lost during 2016 who were part of the homeless community. Family and friends of those being remembered attended the event as well as policy makers, service providers and members of the faith community. The event provided education on the connection between health and housing.
- Montgomery County joined a national initiative "Built for Zero" targeted to communities seeking to end homelessness for specific populations including Veterans, youth, families with children and chronic homelessness. The Interagency Commission on Homelessness launched a local effort to end long-term homelessness for people with disabilities and marketed the campaign as the Inside (not Outside) Initiative. The goal is to end chronic homelessness for over 300 Montgomery County residents by the end of FY18.
- Developed a robust homeless street outreach strategy to provide targeted, housing-focused case management to individuals experiencing street capacity ensured adequate coverage of all geographic areas in the county.
- Implemented a "move-up" strategy in partnership with the Housing Opportunities Commission (HOC) to create a true continuum of care that allows ebb and flow as a household's housing support needs change. The "move-up" effort enabled stable tenants who are currently in a permanent supportive housing (PSH) program but no longer need regular social services to transition to non-PSH subsidized housing with limited after-care.

- Expanded the County's permanent supportive housing project called the Housing Initiative Program by 130 units. Policy and structural changes were made to better align with Housing First principles and meet the service needs of households experiencing chronic homelessness.

- Increased the system capacity to serve families and youth in rapid re-housing by shortening the length of stay, enhancing support services and offering more flexibility in rental assistance. Through new funding from the State, Special Needs Housing could serve an additional 15 youth households in RRH.



Office of the Chief Operating Officer

Facilities & Logistics Support

- Finished moving staff from 1335 Piccard and other spaces to new office space at 1401 Rockville Pike.
- Oversaw move of clients and staff from and then back into the Marinelli Road shelter during HVAC upgrades.
- Coordinated and minimized impact to staff and clients of ESCO projects at 1301 Piccard Drive and 8818 Georgia Avenue.
- Purchased and installed Automatic External Defibrillators (AED) four DHHS facilities.

Fiscal Team

- Processed 10,781 invoice lines for purchase orders and specialized payments.
- Processed medical billing for 224,920 clinical encounters across Public Health programs, Behavioral Health and Crisis Services programs, and the Infants & Toddlers program resulting in collections totaling \$3.5M.
- Booked a total of \$71 M in revenue from all sources across the Department.

Information Technology

- Completed implementation and go-live for an enterprise integrated case management system (eICM). The system is a major step forward in realizing the vision of DHHS as an integrated department that can meet the full range of health and human services needs of residents. Go-live was phased in that spanned end of January to end of March 2017 and was the culmination of work that brought together users from across all services areas in the Department. More than 1,600 users from more than 40 different programs now use eICM. The system allows DHHS to capture program-specific case information, generate referrals to programs across the Department, and share appropriate information across clients to enable staff to better know and serve their clients.
- eICM is built on a Siebel Public Sector platform and incorporates interfaces with the NextGen electronic health record system, the County's ERP financial system, and Maryland Department of Human Resources' CARES, OHEP and CIS systems.
- An interface with ServicePoint, used across the country to capture federal homeless service information, was launched in December 2016. Already, more than 6,000 referrals have been generated in the system, and thousands of client payments have been generated by programs such as the Rental Assistance Program and the Working Parents Assistance program.

Compliance Team

- Coordinated audits from all three of our largest external funders: the federal government (via the County's annual Single Audit), the Maryland Department of Human Resources (now the Maryland Department of Human Services), and the Maryland Department of Health and Mental Hygiene (now the Maryland Department of Health).

Contract Management

- Oversaw the implementation of a new letter contract to be used with small (<\$10k) Community Grants assigned to DHHS. This same template was adopted by Council to be adapted for any Community Grant <\$30k assigned to any Department in FY18.
- Rolled out a new background check policy applicable across all contracts. Held training sessions both for internal DHHS staff and for external partner organizations.

INNOVATIONS, INITIATIVES AND PRODUCTIVITY ENHANCEMENTS

Aging and Disability Services

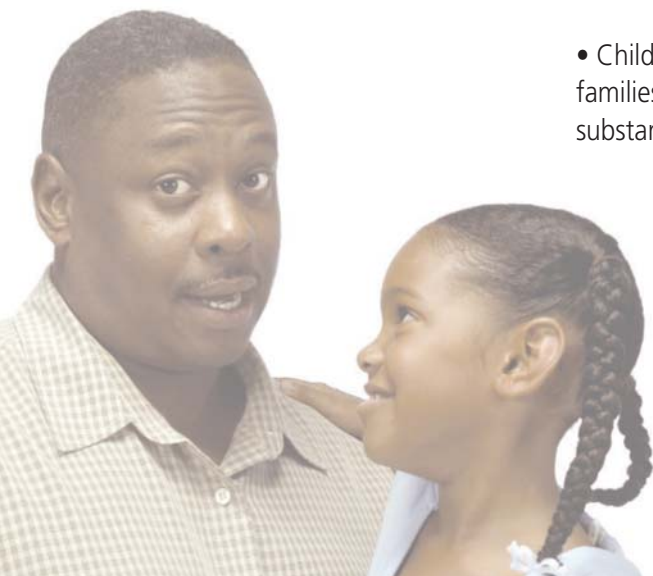
- The Community Support Network for People with Disabilities worked with the Inter Agency Coordinating Committee/DD (Inter ACC) to revise the annual DD Supplement Wage Survey to establish more accountability and capture better data. This collaboration resulted in a more detailed and comprehensive survey than prior years. The data obtained in the survey led to a revised FY17 funding request from InterACC from over \$5 million to \$2.16 million to maintain direct support professionals' wages (on average) at 25% above the minimum wage.
- The Adult Evaluation and Review Services (AERS) increased efficiency by adding two program specialist brokers to assist the nurses. Over the past four years the program has grown at a 63% rate, with an additional 405 cases from FY16 to FY17. The addition of the brokers helped raise the efficiency. Surveys of the nurses reveal that the nurses who utilize the brokers have reported increased efficiency. The brokers handle scheduling, paperwork, and data entry.

Behavioral Health and Crisis Services

- The number of youth in need of treatment continues to increase from 366 (FY14), 451 (FY15), 558 in FY16, to 595 in FY17; by managing caseloads and filling vacancies as quickly as possible, the agency has maintained a minimal wait list.
- In FY17, CABHS filled four clinical positions, a supervisor position, a principal administrative aide position, and created an office services coordinator position. The program added three Spanish speaking full time therapists, one male with a specialty in working with gang involved youth, to supplement the program's capacity to meet the needs of the Spanish speaking client population and specifically increase this program's capacity to treat a broader range of Spanish speaking youth and Children, Youth and Family Services

Children, Youth and Family Services

- Two Income Assistance program specialists were assigned to conduct MAGI Medicaid eligibility at the Montgomery County Correctional Facility. Inmates can get Medicaid benefits in place prior to their release from the facility. Approximately 125 inmates per quarter receive eligibility services.
- Child Welfare Services began to provide stronger behavioral health supports to families. A substance abuse therapist was hired to work with families impacted by substance abuse to minimize the entry into out of home care. A dedicated trauma therapist was hired to work with children placed in out of home care to provide support for the child through the transition.
- Linkages to Learning used a data consultant to evaluate their family case management services using the Massachusetts Family Self-Sufficiency Ladders and Assessment Scale. There were statistically significant



improvements found in the proportion of clients who were “thriving,” “stable” or “safe” after 6 to 12 months of intervention in families accessing services for employment/training, childcare, financial literacy, transportation, food and other self-sufficiency indicators.

- The Working Parents Assistance (WPA) Program received \$1 million in FY17 from the County Council in WPA Subsidies and supplemental vouchers to the State Child Care Subsidy Program. The funding provided an additional 556 children with WPA vouchers, and 555 children with supplemental vouchers to their State Child Care subsidy. The goal of the initiative is to decrease barriers that prohibit low-income families with children ages 2-5 from accessing quality early learning environments.

Office of Community Affairs

- The Asian American Health Initiative (AAHI) utilized a new and innovative approach to reach Asian American older adults through the development of the Friends’ Corner program. Friends’ Corner worked to address the unique barriers to care that Asian American older adults face by using a social determinants lens. As part of Friends’ Corner, AAHI hosted a series of educational workshops and resource tables at various Asian American senior gathering points and provided education and resources on health and wellness topics, along with other topics that impact lifestyle and well-being such as technology, transportation, language and recreation. In FY17, AAHI hosted nine Friends’ Corner sessions at two sites and assisted 399 community members.

- The Volunteer Income Tax Assistance returned \$5.4 million in refunds and credits. Community Action's free, year-round VITA tax program expanded multilingual outreach in Amharic, French and Spanish for its EITC campaign, “Get all your Money,” doubling the number of RideOn bus ads, with digital signs in County buildings, its CASHBACK website, 3-1-1 training and media.

- The Welcome Back Center of Suburban Maryland offered services to 181 internationally trained health professionals - 98 nurses, 18 physicians, 33 behavioral health professionals - who are working towards licensure and/or certification in the healthcare field to secure jobs in Maryland. The average increase in wages was 200% for the professionals hired as RNs.



Office of the Director

- Staff from the Office of the Director collaborated with the Universities at Shady Grove, University of Maryland system, to develop and deliver an internship focusing on collaborative interprofessional training for students. Through a competitive application process four graduate students and eight undergraduate students were selected to participate in the eight week inaugural program in the summer of 2014. The students represented the University of Maryland schools of Nursing, Social Work, Public Health and Pharmacy, and the University of Maryland Baltimore County schools of Social Work and Psychology. The internship program focused on students learning about the Department of Health and Human Services, integrated clinical practice and providing students an opportunity to function as an interdisciplinary team.

Public Health Services

- The Office of Vital Records successfully launched the issuance of birth certificates in Montgomery County. This service was not available in Montgomery County and our residents were traveling to other Maryland counties for this service.
- The Maternity Partnership Oral Health Initiative received a NACo Achievement Award in FY17 for its collaboration between community health nurses and the Dental Program to design oral health education messages and appointment reminders resulting in a dramatic increase in dental screening and treatment among pregnant patients. In 2012, only 30% of program participants accessed dental care during pregnancy; but due to this initiative, the rate grew to 67% by 2016.
- Area health centers implemented a new maternal case management model this year to assign low risk cases to trained community services aides, allowing nurses to focus on home visits for the pregnant teens and women with more complex needs. This triage approach and use of both staff levels results in more home visiting services available for pregnant women and infants.

Special Needs Housing

- Trained and piloted a common screening and assessment tool embraced by national experts called the Family Vulnerability Index – Service Prioritization Decision Assistance Tool (Family VI-SPDAT). This tool will allow staff to accurately and objectively determine the most appropriate housing intervention for each household and place them in permanent housing as quickly as possible. This new process will reduce the administrative burden on staff as well as reduce the use of motels and emergency shelter for families.
- Developed a housing support services acuity scale that serves as an assessment of the complex strengths and challenges in clients in permanent supportive housing programs. It is used to determine the intensity and frequency of housing support and case management services required to promote housing stability, personal recovery and self-sufficiency. Most housing support services are provided through contracts with local non-profits with varying rates of reimbursement. By linking a client's acuity scale to reimbursement rates, we increase the cost effectiveness and increase the quality and consistency of services.

DHHS BY THE NUMBERS

887

Adult Protective Services investigations.

29% were for financial exploitation, a figure which has doubled in the past five years.

1,720

Households received rental subsidy

to keep them in their home and prevent homelessness.

171,384

Customers enrolled in Medicaid & private health insurance.

5,208

Evaluation, assessment and early intervention services

provided by Infants and Toddlers program for children from birth up to four years.

30,893

Households received food assistance

through the Supplemental Nutrition Assistance Program (SNAP).

1 in 10

Montgomery County residents were served directly by DHHS investments in information technology, like the Enterprise Integrated Case Management System (eICM). eICM allows DHHS to respond to client needs more efficiently.

HEALTH AND HUMAN SERVICES LOCATIONS

UPCOUNTY REGIONAL SERVICES CENTER

- 12900 Middlebrook Road
Germantown, MD 20874
- Child Welfare Services
 - Community Health Center
 - Emergency Services--Prevention & Crisis Intervention
 - Income Support Programs
 - Maternity & Dental Clinic
 - Service Eligibility Unit

CHILDREN, YOUTH & FAMILY SERVICES

- 51 Monroe St., 17th floor
Rockville, MD 20850
- Child & Adolescent Services
 - Child Welfare Services
 - Infants & Toddlers
 - Linkages to Learning

CHILDREN'S RESOURCE AND REFERRAL CENTER

- 322 W. Edmonston Drive
Rockville, MD 20852
- Child Care Referrals-LOCATE
 - Children's Resource Center
 - Commission on Child Care

MIDCOUNTY HEALTH CENTER

- 1335 Piccard Drive
Rockville, MD 20850
- Asian American Health Initiative
 - Commission on Health
 - Community Health Center
 - Dental Services
 - Development Evaluation Services for Children (DESC)
 - Juvenile Justice Services-Case Management
 - Service Eligibility Unit

DHHS ADMINISTRATIVE OFFICES

- 401 Hungerford Drive
Rockville, MD 20850
- Administrative Offices
 - Aging and Disability Services
 - School Health Services
 - System Planning & Management (Core Service Agency)

SILVER SPRING CENTER

- 8818 Georgia Avenue
Silver Spring, MD 20910
- Child and Adolescent Mental Health Services
 - Emergency Services --Prevention & Crisis Intervention
 - Income Support Programs
 - Resource Information Center

SILVER SPRING HEALTH CENTER

- 8630 Fenton Street
Silver Spring, MD 20910
- Child Welfare Services
 - Community Health Center
 - Dental Services
 - Latino Health Initiative
 - Service Eligibility Unit

AVERY ROAD CENTER

- 14701-14705 Avery Road
Rockville, MD 20853
- Detoxification Services
 - Halfway House
 - Residential Treatment

JUVENILE ASSESSMENT CENTER

- 7300 Calhoun Place
Rockville, MD 20854
- Court Evaluation Services (CAFES)
 - ChildLink
 - Child Welfare Services
 - Commission on Juvenile Justice
 - Juvenile Justice Services-Administration
 - Screening and Assessment Services for Children and Adolescents (SASCA)

COLESVILLE CENTER

- 14015 New Hampshire Avenue
Silver Spring, MD 20904
- African American Health Program
 - Dental Services
- Our Partners:**
- Adult Dental Clinic
 - MANNA Food Bank
 - Colesville Child Care
 - C-4 Clothes Closet

MIDCOUNTY DHHS BUILDING

- 1301 Piccard Drive
Rockville, MD 20850
- Abused Persons Program
 - Child Welfare Services
 - Crisis Center (24 hrs./7days weekly)
 - Emergency Services--Prevention & Crisis Intervention
 - Home Energy Programs
 - Income Support Programs
 - Rental Assistance Program
 - Victim and Sexual Assault Program

DENNIS AVENUE HEALTH CENTER

- 2000 Dennis Avenue
Silver Spring, MD 20902
- Birth and Death Records
 - Disease Control Services
 - Emergency Preparedness
 - Foreign Travel Information
 - HIV/AIDS Services
 - Immunization Program
 - Rabies Information
 - Refugee Health Services
 - Sexually Transmitted Disease Services
 - Tuberculosis Control

THE TESS CENTER

- 8513 Piney Branch Road
Silver Spring, MD 20910
- Abused Persons Program
 - Health Counseling and Assistance
 - Legal Aid Program
- Our Partners:**
- Health Choice Program
 - Manna Food Distribution

MID-COUNTY REGIONAL SERVICES CENTER

- 2424 Reedie Drive
Wheaton, MD 20902
- Adult Mental Health
 - Community Action Agency
 - Projecto Salud Health Clinic
 - Women's Cancer Control

DHHS OFFICES

- 11 N. Washington Street, Suite 450
Rockville, MD 20850
- Community Support Network (Aging & Disability)
 - Montgomery Cares (Public Health Services)

LAWRENCE COURT CENTER

- 1 Lawrence Court
Rockville, MD 20850
- Addiction Services-Halfway House

ADULT BEHAVIORAL HEALTH SERVICES

- 981 Rollins Avenue
Rockville, MD 20852
- Adult Drug Court
 - Adult Mental Health Services
 - Medication Assisted Treatment
 - Outpatient Addiction Services
 - Urine Monitoring (Drug Screening)

DHHS OFFICES

- 255 Rockville Pike, First Floor
Rockville, MD 20850
- Licensure & Regulatory Services
 - Mental Health/Substance Abuse Screening/Referral

SCHOOL HEALTH SERVICES CENTER

- 4910 Macon Road
Rockville, MD 20852
- International Student Admissions
 - Immunization Program



ADMINISTRATIVE OFFICES

401 Hungerford Drive, 5th Floor
Rockville, Maryland 20850

INFORMATION AND ASSISTANCE



www.montgomerycountymd.gov/311

For calls made outside of Montgomery County: 240-777-0311
(301) 251-4850 TTY

24 HOUR TELEPHONE AND WALK IN CRISIS CENTER

1301 Piccard Drive
Rockville, Maryland 20850
(240) 777-4000
TTY MD Relay 711
www.montgomerycountymd.gov/hhs

This information is available in alternative formats by calling 240-777-6534
or by email to HHSdirectors.office@montgomerycountymd.gov.