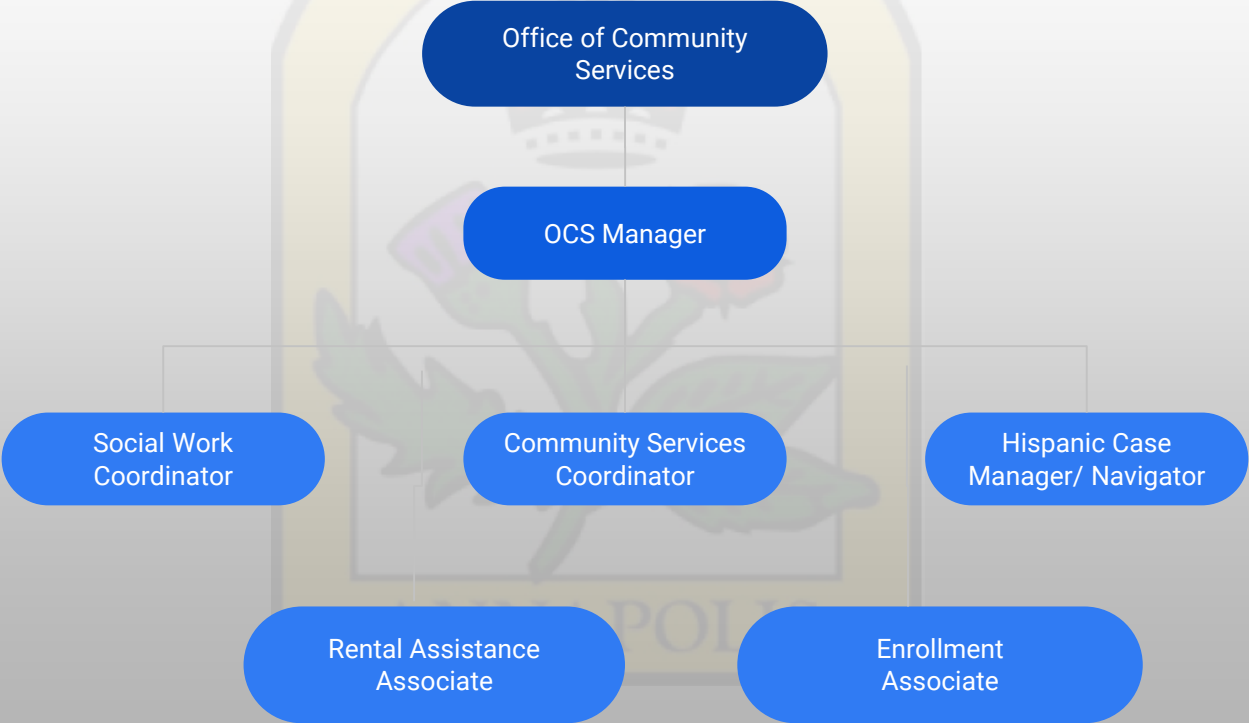




Office of Community Services 2023 Review

2/6/2024

City Manager's Office Organization Chart FY24



Case Management / Service Coordination

- Referrals for assistance are typically received from the Mayor's Office, social service organizations, local schools or the resident contacting the Social Work Care Coordinator directly
- Social work case management is a method of providing services where professional social worker assesses the needs of the client and arranges, coordinates, monitors., evaluates, and advocates for a package of multiple services to meet the specific client's complex needs.
 - Most clients will need about three months of case management services. If the client is in need of long term care, the social work care coordinator will refer the client to the appropriate resources
- Service coordination is a process of service planning that provides individualized services and supports to families

Hispanic Engagement

- Currently a quarter of our Annapolis community self identifies as Hispanic, and our survey in 2021 showed that 82% of the Hispanic Annapolitans we surveyed were monolingual Spanish speakers.
 - Urgency for language access plan advances & translation funds
 - Urgency for case management low income Hispanic families that speak Spanish
- Hispanic Advocacy and Events
 - Festivals: Taco Fest and Day of the Dead
 - Latino Social Justice Forum
 - Meeting with Consulates
 - Health fairs
 - Latino Art Exposition
 - Hispanic Heritage Month Celebrations
 - Juntos Stakeholders Group
 - Grants for Hispanic Engagement and Health Education
 - Building relationships
- Case Management Service
 - Between 4 or 5 cases per week, some quick referrals, some need many months of management and service coordination;
 - Undocumented Homeless;

Hispanic Engagement

- Domestic Violence Cases
- Single mothers without resources for new born babies and kids with disabilities example: Down syndrome, Autism, attention deficit; etc.
- Parents or tutors that need health attention Example: schizophrenia that need medication.
- Clients with terminal cancer that left childrens with guardian or tutors.
- Health insurance or health resources for people without a social security
- Medical financial assistance (help clients without insurance to apply for assistance when they have medical bills unpaid)
- Refer clients to apply for food stamps
- Homelessness Prevention;
- Trafficking cases;
- Coordinating Consular visits for passport processing, birth reports, voting cards, etc.

Rental Assistance

Funding and timeline

- Funds are designated from occupancy taxes
- We stopped accepting new applications after October 25, 2023 since most funds had been used. This leaves a balance of \$13,932 for emergency cases.
- September and October is when the most applications were received.
- All applicants requested \$1,000- \$6,000.

Challenges

- The most common reasons applicants didn't receive assistance were:
 - Applicants didn't respond to our outreach to complete the process
 - Tenants resided at a residence that did not have an active rental license
 - The applicant wasn't employed
- Check issuance has taken longer than we like in some cases - we are working with Finance to address this

Rental Assistance statistics

	FY23	FY24
# of people served	99	86
# of awards made (rent or utility)	103	95
# of utility assistance awards	5	25
Total amount awarded	\$219,874	\$159,737
Average size of award	\$2,135	\$1,681
Top 3 neighborhoods (# awards)	Bay Ridge Gardens (17) Annapolis Gardens (14) HACA (11)	HACA (20) Bay Ridge Gardens (19) Annapolis Gardens (8)

Rental Assistance statistics

- Households that had 3 people or more were more than 50% of who needed assistance.
- Single member households who needed the most assistance were seniors. Majority of the seniors were receiving Social Security benefits, but the amount of their benefits tended to be less than their rent rate.
- 77.74% of applicants were African American, 11.29% White, and 11.29% Hispanic.
- Tenants stated that they needed “catch up” help, meaning they may have faced unemployment for one month or health issues causing them to be out of work.

Grant Programs

- **Adopt a Community Grants:**
 - One time funding in FY24 to fund programs in Annapolis that build up communities. This funding is supporting projects that have hands-on outreach and engagement strategies responding directly to a community need. The organizations that we selected will be catalysts for change by being present, developing long term relationships and building trust with community members.
 - Bimonthly meeting requirement.
- **Children and Families Success Grants:**
 - One time funds allocated to helping the youth of our city access enrichment and learning development programs through the Children and Families Success Grant.
 - A new opportunity for funding for community based organizations to open, expand and/or enhance specialty programs that provide structured activities for youth with adult oversight at a physical location that develop physical, emotional, social, behavioral, and/or intellectual capacities for youth.
 - Training requirement.

Grant Programs

- **FY25 Annapolis Community Grants:**

- Subject to the availability of funds, the City will consider funding an operating and/or capital grant to a non-profit organization with an application submission that meets one of the following priorities:
 - Provides services that sustain and empower youth, families and individuals to move towards an improved quality of life and self-sufficiency;
 - Provides programs that preserve and enhance a community's character;
 - Provides programs that contribute to a vibrant economy; or
 - Promotes programs that are integral to community revitalization, economic development and environmental sustainability.

OCS Events/Festivals/Consulates 2023



El Salvador Consulate



Day of the Dead Festival 2023



Youth Poetry Book Contest 2023



Taco Fest 2023

Resource Events 2023





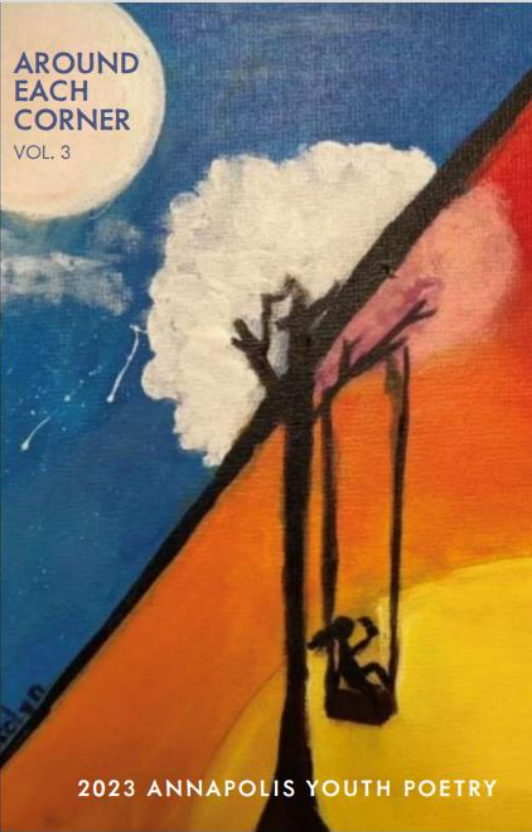
ANNAPOLIS



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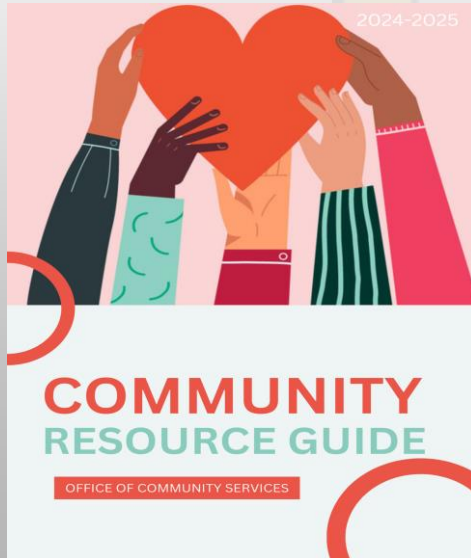
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VOL. 3

2023 ANNAPOLIS YOUTH POETRY

2023 ANNAPOLIS YOUTH POETRY

Non-Profit Database Progress

- The Social Work Care Coordinator maintains a non-profit database of Annapolis resource providers which is shared with other OCS staff
- Working on a shareable physical guide to give out at Community Resource Events



LEGAL & FAMILY ASSISTANCE/CRISIS SERVICES 03

Maryland Legal Aid
Address: 2024 West Street #204, Annapolis, Maryland 21401
Phone #410-972-2700
Monday-Thursday 9:30AM-4:00PM
No appointment needed

Community Legal Services
Address: 6301 Ivy Ln # 720, Greenbelt, Maryland 20770
Phone#240-391-6370
Monday-Friday 9:00AM-5:00PM
No appointment needed

Systems of Care
Phone#1-800-485-0041
Monday-Friday 9:00AM-5:00PM
Contact them directly

Anne Arundel County Department of Social Services
Address: 80 West Street Annapolis, Maryland 21401
Phone#410-269-4500
Monday-Friday 8:30AM-4:30PM
No appointment needed

Anne Arundel County Crisis Response
Address:41 Community Place Crownsville, Maryland 21032
Phone#410-768-5522
Monday-Sunday 24 Hours
Resident or resident representative will need to call

MENTAL HEALTH RESOURCES

Pro Bono Counseling Project
Address:5900 Metro Drive Baltimore, Maryland 21215
Phone#410-825-1001
Monday-Friday 8:30AM-4:30PM
Call for an appointment and availability of therapists

Arundel Lodge Behavioral Health Urgent Care Center
Address: 2002 Medical Parkway Hospital Pavilion South Annapolis, Maryland 21401
Phone#443-590-3224
Monday-Friday 9:00AM-9:00 PM
No appointment needed

FY24+ - Considerations for Long-Term Planning

OCS began in FY22 when we hired the Social Work Care Coordinator. Later we brought on the Assistant/Community Service Coordinator position and the manager position, and we have doubled our staffing through grants and one time funding.

As we begin to look forward, we not only have to consider the original intent, but the current programming required of our office as well as the current community context to be able to develop priorities. The new manager of OCS will be starting soon, and she will also bring ideas with her.

Create long-term vision and organizational structure to guide future programming:

- CRICT style organization for Annapolis resources;
- Staffing and case management tools;
- Stipends for a pilot community advisory group that can provide insight and feedback on current community needs;
- Capacity building for local non-profits;
- Expansion of arts and community building programs (i.e. youth poetry project);
- Health equity initiatives;
- Data driven outreach and engagement;
- Data collection and reporting



Thank you.

Questions?