

# AGENCY SUMMARY

## DEPARTMENT OF SOCIAL SERVICE (DSS)

### Agency Links:

Department of Social Services (DSS): [Website](#)  
DSS: [FY 2025 Approved Operating Budget](#)  
DSS: [FY 2025 Budget Review Report](#)  
DSS: [FY 2026 Budget Review Report](#)  
DSS: [FY 2026 Budget Review PowerPoint](#)

Budget & Policy Analyst: David Noto

### Leadership

**Current:** Gloria Brown-Burnett, Director  
**FY 2025:** Stephen Liggett-Creel, Director

### Core Services

- Children and adult services including protective services, foster care, adoptions, and family preservation services.
- Family services including temporary cash assistance, food supplement, medical assistance, homeless prevention and intervention, energy assistance, emergency assistance and childcare assistance.
- Empowering families to be a part of the County's economic development.

### Organizational Structure

- Child, Adult and Family Services
- Community Services
- Family Investment
- Quality Assurance and Compliance

### FY 2026 Top Priorities

- Increase the safety and stability of children and adults by completing protective service responses within the mandatory period.
- Stabilize families and individuals in need through increased access to services, resulting in an increase in the number of vulnerable, eligible citizens achieving stability through integrated services.
- Increase the focus on intervention for at-risk youth by assisting individuals, adults and families in achieving and maintaining permanence in the community.

### BACKGROUND

The Department of Social Services started as the Department of Public Welfare in 1939, the Welfare Board was the local administrative agency for public assistance (Chapter 99, Acts of 1939). The Department of Public Welfare assumed welfare responsibilities from the Welfare Board in 1967 and was renamed the Department of Social Services in 1968 (Chapter 148, Acts of 1967; Chapter 702, Acts of 1968). Today, the Maryland Department of Human Services (DHS) is the State's primary social service provider, which operates through its 24 local departments of social services.

The Director of the local Department administers programs subject to the supervision, direction, and control of the Social Services Administration, and the Family Investment Administration.

The County Executive appoints the Director with the approval of the Secretary of Human Services and the advice of the Prince George's County Social Services Board (Code Human Services Article, secs. 3-101 through 3-303; County Charter, sec. 554).

In FY 2024, the Administration Office provided general oversight of State and County funded programs and services. Dual (State and County) financial, procurement, personnel, and automation functions are administered and maintained. This division also regulated and monitored program and service policies and procedures. The Office of Strategic Partnerships and Community Solutions is housed within this division which is a county cash contribution/cash match for community resource advocate positions in the public schools. The budget for this activity is funded by a grant from the Board of Education.

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### FY 2025 Key Accomplishments

- Leveraged the State of Maryland's Office of Home Energy Programs (OHEP) to create greater efficiencies in case processing and service delivery, increasing processing timelines from 62% to 79% compliance for the first quarter of FY 2025.
- Streamlined the customer service process, reducing wait times for the call center by 50%, simplifying the benefits application process so that applicants can receive information about all potential benefits they may be eligible for at once and allowing customers to schedule interviews based on their preferred schedule.
- Established a Kinship Care Unit in the Child, Adult and Family Services Division in line with new legislation to prioritize the placement of children with relatives, kin or other individuals close to a child in care or the child's family.

**Operating Budgetary Resources** - Below is the 5-year overview of resources allocated to the Department of Social Services from FY 2021-2025.

