



Family Investment Program Hiring Agreement Reports

*Completed pursuant to – Human Services Article §5-304 (c) (4), – State
Finance & Procurement Article § 13-224(d), and BPW Advisory 2011-1*

January 15, 2025

REPORT REQUIREMENTS

This report is hereby submitted in response to the following reporting requirements:

On or before November 1 of each year and in consultation with the Maryland Association of Counties, the Secretary [of the Department of Human Services] shall report, subject to § 2-1246 of the State Government Article, to the Senate Finance Committee and the House Appropriations Committee of the General Assembly, on:

- (i) the development of the local government hiring plan; and*
- (ii) the number of current and former participants, children of current or former participants, foster youth, and obligors hired and retained by **local governments**.*

Source: Human Services Article §5-304 (c) (4)

Each year, the Department [of Human Services] and any local departments that have entered into hiring agreements shall submit a report to the Board [of Public Works], the Joint Committee on Welfare Reform, and, subject to § 2-1246 of the State Government Article, the General Assembly on:

- (1) the number of hiring agreements executed;*
- (2) the number of current and former FIP participants, children of current or former participants, foster youth, and obligors hired by an entity with which a hiring agreement was executed; and*
- (3) the effectiveness of each hiring agreement in obtaining employment for current and former FIP participants, children of current or former participants, foster youth, and obligors.*

Source: State Finance & Procurement Article § 13-224(d)

Additionally, this report is hereby submitted in response to the following reporting requirements:

DHS shall provide a report to the Board of Public Works no later than November 1 annually that summarizes the previous fiscal year's results, specifically reporting:

- *For each eligible contract that the designated procurement units referred to that fiscal year: Agency awarding contract;*
 - *Type of contract, e.g., construction, services, information-technology, maintenance;*
 - *Scope of work of contract;*
 - *Dollar value of contract;*
- *Which referrals of eligible contracts to resulted in hiring agreements, which did not result in hiring agreements, and any explanation for the latter;*
- *Number of persons offered employment through each hiring agreement.*

Source: BPW Advisory 2011-1 Hiring Agreement

BACKGROUND

A hiring agreement, a companion to a state procurement contract, is an agreement between a contractor and the Department of Human Services (DHS) through which the parties agree to cooperatively identify and hire former and current Family Investment Program (FIP) participants, participants' children, foster youth, and obligors to fill job openings on the contractor's State procurement project. The hiring agreement statute, enacted into law in 1998, originally required the Board of Public Works (BPW) to "designate the types of procurement contracts that are eligible contracts" (eligible for hiring agreements). In 2011, the Board subsequently approved an Action Agenda Item directing the Department of Budget & Management (DBM), Department of General Services (DGS), and Maryland Department of Transportation (MDOT) and the University System of Maryland to select eligible contracts for hiring agreements. The Board requires DHS to submit an annual report addressing hiring agreements for these State agencies combined.

Target Population:

DHS and our partner agencies collectively encourage the use of hiring agreements as a mechanism for providing FIP participants and other target groups with employment opportunities with companies doing business with the state as vendors. The target population for this arrangement includes:

- Current Temporary Cash Assistance (TCA)* participants
- Former TCA participants (less than or equal to 5 years)
- Children of current TCA participants (14 and older)
- Children of former TCA *participants (14 and older)
- Foster Care Youth/Youth who have aged out of foster care (18-25 years old)
- Child Support Obligors

Note: Temporary Assistance for Needy Families (TANF) and Temporary Cash Assistance (TCA) will be used interchangeably throughout the report. TANF is a federal cash assistance program which is called TCA in Maryland.

SECTION 1: HUMAN SERVICES ARTICLE §5-304 (c)(4) REQUIREMENTS

DEVELOPMENT OF THE LOCAL GOVERNMENT HIRING PLAN

The development of local government hiring plans has been a coordinated effort between the Department of Human Services and local governments through the Maryland Association of Counties (MACo). Each Local Department of Social Services (LDSS) Director works with their respective local government officials to identify which units within their government could most effectively hire FIP participants and what positions would be most suitable for the target population.

The local directors then develop specific plans that outline how they will recruit FIP participants, what strategies they will use to help participants retain these positions, and what target numbers they aim to achieve for their jurisdiction. These plans are submitted to DHS according to established schedules and formats.

Once plans are approved, the local directors are responsible for implementing their recruitment proposals and retention strategies in a timely manner. They work toward meeting their established target numbers while providing regular progress reports back to DHS on their successes and challenges. This structured yet flexible approach allows each jurisdiction to tailor their hiring plan to local needs while maintaining consistent standards across the state.

Program Partnerships

DBM, DGS, MDOT, and DHS serve as the core program partners. The agencies do not act as placement agencies, but rather facilitate employment opportunities by identifying eligible contracts, incorporating program requirements into procurement language, and ensuring their contractors are aware of, and participate in, the program. Specifically, they review procurement contracts for service, administrative, labor and security positions to ensure inclusion of hiring agreement clauses, and distribute their employment opportunities to the program.

Additional agencies, including the Maryland Department of Health (MDH), Maryland Department of Labor (MD Labor), and Maryland Department of Public Safety and Correctional Services (DPSCS), have voluntarily joined this network to expand employment opportunities. These agencies also facilitate connections between their contractors and eligible participants through the program framework rather than acting as direct placement agencies.

DHS serves as the program coordinator, working with all partner agencies to ensure effective implementation of hiring agreements and tracking of employment outcomes. LDSSs operate at the ground level to connect participants with identified opportunities, while providing necessary support services to help participants succeed in their placements.

Program Outreach

DHS has implemented an outreach strategy working with multiple stakeholders to connect eligible participants with employment opportunities. Each LDSS office has designated Hiring Agreement Program (HAP) points of contact who receive and distribute position announcements to program staff and participants. These contacts share hiring agreement opportunities with local partners that interact with target populations. The program maintains

partnerships with the Child Support Administration for non-custodial parent obligors, the Social Services Administration for foster youth and former foster youth, and current work program vendors supporting the TANF/TCA Employment & Training programs. Additionally, the program has expanded its reach through relationships with MDH, MD Labor, and DPSCS to increase employment opportunities through state contractor agreements.

Early Program Enhancements:

- Increased Collaboration: To foster collaboration and information sharing, the DHS program manager began facilitating annual presentations at the Senior Procurement Advisory Group (SPAG) meetings, bringing together stakeholders such as procurement officers from various agencies.
- Enhanced Tracking: A new tracking system was implemented to monitor job announcements and applicant data, providing valuable insights into program effectiveness. This included mandating LDSSs to maintain applicant databases for HAP job orders.
- Expanded Application Window: Advocacy efforts by the DHS program manager successfully extended the application window for Family Investment Program (FIP) participants, increasing accessibility to employment opportunities.
- Improved Reporting Accuracy: To enhance reporting accuracy, contractors were required to include their Federal Employment Identification Number on HAP contract clauses.

Ongoing Program Refinements:

- Monthly Application Tracking: A monthly application tracking tool was developed for LDSS to closely monitor application numbers throughout the reporting cycle.
- Monthly Employment Placement Tracking: A new tool was integrated with state monitoring systems to allow LDSS to track employment placements on a monthly basis, categorized by state agency, state contractor, and local government.

This Program Reporting Cycle

The Hiring Agreement Program has shown consistent development in its employment outcomes despite recent challenges. While total job placements decreased 4% from 5,293 in 2023 to 5,092 in 2024, the program has maintained strong retention rates. The one-quarter retention rate improved from 46% to 47%, demonstrating program stability and effectiveness in fostering employment stability for participants. State agency placements saw the largest decline at 9%, while both state contractor and local government placements decreased by 3%. The program continues to evolve its approach to maximize employment opportunities and support successful transitions to work.

To better understand the impact of HAP on job placement and retention, we present a series of tables summarizing key metrics. The accompanying legend outlines the specific data contained in each table.

- Table 1 Summarizes placements within local governments.
- Table 2 Lists State Contractors in the Hiring Agreement program network for current report cycle
- Table 3 Summarizes HAP job placements with state contractors.
- Table 4 Summarizes job placements within state agencies.
- Table 5 First quarter job retention in all categories.
- Table 6 Provides a prior year comparison of HAP outcomes.

CURRENT AND FORMER PARTICIPANTS HIRED BY LOCAL GOVERNMENTS

Table 1 – Local Government Job Placements by Target Group (#7666) April 2023 - March 2024			
Group	Placements In Current Quarter	Retention In First Post Quarter	Percentage 1st Quarter Retention
Current TCA Participants	415	238	57%
Children of Current TCA Participants	395	33	8%
Former TCA Participants	1,354	780	58%
Children of former TCA Participants	952	200	21%
Child Support Obligors	8	4	50%
Foster Care Youth/Alumni 18-25	81	10	12%
Total	3,205	1,265	39%

SECTION 2: STATE FINANCE & PROCUREMENT ARTICLE § 13-224(d) REQUIREMENTS

NUMBER OF HIRING AGREEMENTS EXECUTED

During the current reporting cycle (April 2023 – March 2024), there were **98** participating contracts impacted by HAP. These contracts resulted in **5,092** total job placements shown in Table 4. In addition, DHS has examined the retention rate, defined as individuals still employed in a subsequent quarter after initial job placement, for those placed through hiring agreements. The retention data, provided by the University of Baltimore Jacob France Institute, indicated that **47%** of FIP participants who obtained employment through HAP were employed in the quarter following the time at which they were placed.

DHS maintains a cumulative database of **672** state contracts. All contracts were evaluated based on the following criteria to determine if they were subject to HAP requirements:

- Contract base value of \$200,000 or more;
- Contract term of two years or longer; and
- Contract with potential for employment during the life of the contract.

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
1	AAdams Loving Heart Health Care Inc	DHS	Services	\$17,365,206
2	Above All Home Health Services, LLC	MDC	Healthcare Services	\$450,000
3	Academy Express, LLC	MDOT	Transportation Services	\$13,451,250
4	Access Nursing Services of Maryland, Inc	DHS	Human Services	\$8,009,930
5	Acclaim USA Inc	DGS	Janitorial	\$263,100
6	Adom DBA Home Helpers	DHS	Human Services	\$3,872,630
7	Alexander Security Consultants, LLC	DGS	Security Services	\$229,607
8	Allegany County Human Resources Development Commission, Inc	DHS	Energy Assistance	\$1, 501, 007
9	Comforcare Home Care/ Ambrose Young In-Home Non Medical Services, LLC	DHS	Human Services	\$7,956,595
10	Amiable Access Healthcare, Inc	DHS	Mental Health Residential	\$274,968
11	Arrow Child & Family Ministries of MD, Inc	DHS	Child Placement	\$2,696,608
12	Associated Catholic Charities	DHS	Foster care Services	\$2,664,852
13	Atosk Health Care Services, Inc	DHS	Residential Placements	\$7,355,075
14	BBT Home Care and Staffing, LLC DBA Right at Home	DHS	Services	\$17,365,206
15	Benedictine School for Exceptional Children, Inc	DHS	Residential	\$5,258,460

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
16	Blessing Home Health Care Services, Inc	DHS	Human Services	\$881,180
17	Board of Child Care of the United Methodist Church	DHS	Residential	\$35,945,700
18	Bradley Technologies Incorporated DBA BTI Security	DGS	Security services	\$251,040
19	Broadway Services, Inc	DGS	Janitorial	\$4,039,798
20	Brook Lane Health Services, Inc	DHS	Residential Placements	\$6,559,988
21	Building Families for Children, Inc	DHS	Human Services	\$9,086,952
22	Capital Home Care, Inc	DHS	Residential	\$17,365,206
23	Care First Community Health, LLC	DHS	Residential	\$17,365,206
24	Cedar Ridge Children's Home & School	DHS	Residential	\$2,906,220
25	Center of Social Change, Inc	DHS	Human Services	\$2,047,565
26	Changing Lives At Home	DHS	Human Services	\$200,000
27	Charles County Nursing and Rehab CE	DHS	Human Services	\$200,000
28	Chesapeake Strategies Group DBA Universal Security, LLC	DGS	Security	\$377,701
29	The Children's Guild, Inc	DHS	Human Services	\$10,641,060
30	Clean Harbors Environmental Services, Inc	MDOT	Hazmat removal	\$540,000
31	Community Action Council of Howard County	DHS	Human Services	\$464,663

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
32	Community Centered Home Healthcare, LLC	DHS	Medical	\$17,365,205
33	Community Options, Inc	DHS	Human Services	\$394,263
34	Correct Rx Pharmacy Services, Inc	DJS	Pharmacy Services	\$2,026,810
35	CrownHills Enterprises Inc	DJS	Healthcare & Technological service	\$706,320
36	Days Ahead In-Home Care, LLC	DHS	In-home Services	\$201,500
37	Defensor Security, LLC	DGS	Security Services	\$798,123
38	Delmarva Community Services, Inc	DHS	Human Services	\$378,700
39	DenverElek, Inc	MDOT	Maintenance	\$4,000,000
40	Family Services	DHS	Residential	\$5,445,638
41	Garrett County Community Action Commission, Inc	DHS	Energy Assistance	\$ 1, 134, 408
42	Good Shepard Health Care Services, LLC	DHS	Human Services	\$17,365,206
43	Goodwill Industries of the Chesapeake	DHS	Human Services	\$1,388,319
44	Greater Baden Medical Services, Inc	MDH	WIC	\$10,085,480
45	Hearts & Home For Youth, Inc	DHS	Residential	\$13,804,082
46	Home Paramount Pest Control	MDOT	Pest Control	\$2,266,064
47	Visiting Angels	DHS	Human Services	\$17,365,206
48	Housen Homecare, Inc	DHS	Human Services	\$9,418,440
49	Howe Administrative Services, Inc DBA Comfort Keepers MidShore	DHS	Human Services	\$1,338,760

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
50	Human Services Programs of Carroll County, Inc	DHS	Energy Assistance Program	\$978,366
51	Inner County Outreach, Inc	DHS	Residential	\$2,312,352
52	Johns Hopkins University	MDH	WIC	\$10,000,000
53	Kalyani Environmental Solutions, LLC	MDOT	Environmental	\$200,000
54	Keller Transportation, Inc	MDOT	Transportation	\$250,000
55	KR Contracting Inc	DGS	Security Service	\$280,500
56	Langenfelder Mechanical Inc	MDOT	Maintenance Services	\$1,500,000
57	Lead4Life Inc	DJS	Residential	\$1,426,188
58	Linwood Center Inc	DHS	Human Services	\$5,042,092
59	Marchi Enterprises LLC	DHS	Human Services	\$17,365,206
60	Maximum Protective Services Security & Investigations, Inc	DGS	Unarmed Security	\$300,655
61	Maximus US Services, Inc	DHS	Human Services	\$3,998,805
62	McDonnell Landscaping, Inc	MDOT	Landscaping	\$584,000
63	Metropolitan Protective Services, Inc	DGS	Security	\$221,408
64	MSP Superior Services, Inc	MDOT	Light RailLink Facilities and Building Maintenance	\$1,739,228
65	NexusWoodbourne Family Healing	DHS	Human Services	\$8,540,732
66	Our Fortress Homes, Inc	DHS	Human Service	\$232,000
67	Our House, Inc	DHS	Human Service	\$232,000

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
68	P-B Health Home Care Agency Inc	DHS	Human Services	\$202,000
69	P. Flanigan and Sons, Inc	MDOT	Snow Removal	\$31,166,642
70	Parker Therapeutic Services, Inc	DHS	Services	\$1,295,618
71	Personal Home Care, LLC DBA Home Centris Personal Care	DHS	Human Services	\$17,365,206
72	Precious Hearts Companion Care Inc	DHS	Human Services	\$17,365,206
73	Procure Home Health Providers, LLC	DHS	Human Services	\$17,365,206
74	Prosegur Services Group, Inc	MDOT	Security	\$9,828,711
75	RailWorks Track Services, Inc	MDOT	Repairs Maintenance	\$29,284,000
76	Relocation Soltions, Inc	DGS	Logistic Management	\$2,000,000
77	SCL Corporation DBA Right At Home	DHS	Human Services	\$1,031,390
78	Senior Nursing Services, LLC	DHS	Human Services	\$202,000
79	Sheppard Pratt Health System, Inc	DHS	Human Services	\$11,587,008
80	Shore Up Inc	DHS	Maryland Energy Assistance Program (MEAP) and the Electric Universal Service Program (EUSP)	\$510,279
81	Shore Haven Inc	DHS	Human Services	\$8,023,584
82	Southern Maryland Tri-county Community Action Committee, Inc	DHS	Energy Assistance	\$161,106
83	The Arc Baltimore, Inc	DHS	Human Services	\$5,707,040

Table 2 State Contractor Report Cycle April 2023 - March 2024

	Contractor	Agency	Contract type	Contract Value
84	The Arc Northern Chesapeake Region	DHS	Human Services	\$5,318,460
85	ARC of Washington County, Inc	DHS	Human Services	\$210,563
86	The Children's Home Inc	DHS	Human Services	\$2,124,578
87	Total Quality Residential Services	DHS	Residential	\$1,667,724
88	Trulife Health Services, LLC	DHS	Human Services	\$6,609,220
89	Trusted Hearts Homecare Solutions, LLC	DHS	Human Services	\$7,029,060
90	Trustworthy Staffing Solutions, LLC	DHS	Human Services	\$1,633,495
91	Unifirst Corporation	MDOT	Maintenance	\$1,471,503
92	Universal Security, LLC	DGS	Security Services	\$338,575
93	VarcoMac, LLC	MDOT	Services	\$1,012,000
94	Victoire Health Services, Inc	DHS	Human Services	\$6,975,725
95	Walters Relocations, Inc	DGS	Logistic Management	\$2,000,000
96	Waste Management of Maryland, Inc	DGS	Janitorial Services	\$193,557
97	Watkins Security Agency, Inc	DGS	Security Services	\$239,225
98	Wise Choice Home Care, LLC	DHS	Human Services	\$17,365,206
				\$561,942,935

DHS extends a special note of appreciation for the **top three** employers in each category:

State Contractors	Local Government	State Agency
<ol style="list-style-type: none"> 1. John Hopkins University 2. Broadway Services Incorporated 3. Personal Home Care LLC. 	<ol style="list-style-type: none"> 1. Mayor's Office City of Baltimore 2. Scholars K-8 3. Academy of Health Science at PGCC 	<ol style="list-style-type: none"> 1. Department of Human Services 2. University of Maryland at College Park 3. Maryland Department of Transportation

NUMBER OF CURRENT AND FORMER FIP PARTICIPANTS, THEIR CHILDREN, FOSTER YOUTH, AND CHILD SUPPORT OBLIGORS HIRED BY A HIRING AGREEMENT EMPLOYER

Table 3 – State Contractor Job Placements by Target Group (#7667) April 2023 - March 2024			
Group	Placements In Current Quarter	Retention In First Post Quarter	Percentage 1st Quarter Retention
Current TCA Participants	273	154	56%
Children of Current TCA Participants	16	10	63%
Former TCA Participants	830	486	59%
Children of former TCA Participants	162	91	56%
Child Support Obligors	7	2	29%
Foster Care Youth/Alumni 18-25	26	12	46%
Total	1,314	755	57%

Table 4 – State Agencies Job Placements by Target Group (#7667) April 2023 - March 2024			
Group	Placements In Current Quarter	Retention In First Post Quarter	Percentage 1st Quarter Retention
Current TCA Participants	111	67	60%
Children of Current TCA	10	4	40%

Participants			
Former TCA Participants	364	241	66%
Children of former TCA Participants	81	42	52%
Child Support Obligor	0	0	0%
Foster Care Youth/Alumni 18-25	7	6	86%
Total	573	360	63%

EFFECTIVENESS OF THE HIRING AGREEMENT PROGRAM IN OBTAINING EMPLOYMENT FOR THE TARGET POPULATIONS

Table 5 - 1st Quarter Retention of Target Group Placements (#7667) April 2023 - March 2024			
Group	Placements In Current Quarter	Retention In First Post Quarter	Percentage 1st Quarter Retention
State Contractors	1,314	755	57%
Local Government	3,205	1,265	39%
State Agencies	573	360	63%
Total	5,092	2,380	47%

Table 6 Prior Year Comparison Outcomes Report Cycle 2023 vs. 2024			
Group	2023	2024	Percentage % Increase/Decrease
State Contractors	1,355	1,314	-3%
Local Government	3,312	3,205	-3%
State Agencies	626	573	-9%
Total	5,293	5,092	-4%

BPW Advisory 2011-1_DHS_Annual Local Government Hiring Plan

Legend:

DGS Maryland Department of General Services

DHCD Maryland Department of Housing and Community Development

DHS Maryland Department of Human Services (includes the following: CSA-Child Support Administration, SSA-Social Services Administration, FIA-Family Investment Administration, LDSS-Local Department of Social Services offices)

DJS Maryland Department of Juvenile Services

MDOT Maryland Department of Transportation (includes the following: MDTA-Maryland Transportation Authority, MTA-Maryland Transit Administration, MVA-Motor Vehicle Administration)

MDH Maryland Department of Health

LABOR Maryland Department of Labor

DPSCS Maryland Department of Public Safety and Correctional Services