



Maryland

Department of Human Services

Hiring Agreements and Family Investment Program Hiring Agreement

Completed pursuant to Human Services § 5-304 (c)(4) and State Finance & Procurement § 13-224(d)

November 10, 2025

REPORT REQUIREMENT

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

- (4) On or before November 1 of each year and in consultation with the Maryland Association of Counties, the Secretary shall report, subject to § 2-1257 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 recipients, children of current or former recipients, foster youth, and obligors hired and retained by local governments.*

Source: Human Services § 5-304 (c)(4)

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

- (d) Each year, the Department and any local departments that have entered into hiring agreements shall submit a report to the Board and, subject to § 2-1257 of the State Government Article, the General Assembly on:*
- (1) the number of hiring agreements executed;*
 - (2) the number of current and former FIP recipients, children of current or former recipients, 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 recipients, children of current or former recipients, foster youth, and obligors.*

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

BACKGROUND

A hiring agreement, a companion to a state procurement contract, is an agreement between a contractor and the Department of Human Services (DHS). Under the terms of the agreement, both parties cooperatively identify and hire former and current Family Investment Program (FIP)¹ customers, customers' children, youth in out-of-home care, and child support 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, BPW subsequently approved an Action Agenda Item directing the Department of Budget & Management (DBM), Department of General Services (DGS), Maryland Department of Transportation (MDOT), and the University System of Maryland to select eligible contracts for hiring agreements. BPW requires DHS to submit one annual report addressing hiring agreements for all of these state agencies.

DHS and our partner agencies use hiring agreements as a mechanism for providing FIP customers and other specified groups with employment opportunities with companies doing business with the state. The specific populations of interest for hiring agreements are:

- A. Current FIP customers
- B. Former FIP customers (less than or equal to 5 years)
- C. Children of current FIP customers (14 and older)
- D. Children of former FIP customers (14 and older)
- E. Youth in out-of-home care and youth transitioning out of care (18-25 years old)
- F. Child Support Obligor

The Hiring Agreement Program (HAP) demonstrates a consistent development in its employment outcomes despite recent challenges. In the 2025 reporting period, April 2024 – March 2025, the number of families supported increased by 12%, reaching a total of 5,790. State contractor placements increased 32.5% from the 2024 reporting period (April 2023 – March 2024) to the current reporting period, and local government placements increased by 10%. The program continues to evolve its approach to maximize employment opportunities and support successful transitions to work.

¹ In Maryland, the Family Investment Program is the official name for the workforce development portion of the Temporary Cash Assistance (TCA program). The federal program name is Temporary Assistance for Needy Families (TANF).

To better understand the impact of HAP on job placement and retention, DHS presents a series of tables summarizing key metrics:

- 1. Table 1 summarizes placements within local governments
- 2. Table 2 lists state contractors in the HAP network for the 2025 reporting period
- 3. Table 3 summarizes HAP job placements with state contractors
- 4. Table 4 summarizes job placements within state agencies
- 5. Table 5 first quarter job retention in all categories
- 6. Table 6 provides a prior year comparison of HAP outcomes

DEVELOPMENT OF THE LOCAL GOVERNMENT HIRING PLANS

The development of local government hiring plans has been a coordinated effort between DHS 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 customers, children of FIP customers, youth in out-of-home care and obligors 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 customers, what strategies they will use to help customers retain these positions, and what target numbers they aim to achieve for their jurisdiction. These plans are submitted to DHS central office 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. The local directors work toward meeting their established target numbers while providing regular progress reports back to DHS' central office on local 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.

HAP Partnerships

DBM, DGS, MDOT, and DHS serve as the core HAP 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 the inclusion of the hiring agreement clause 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), voluntarily joined the HAP network to expand employment opportunities. These agencies also facilitate connections between their contractors and eligible customers through the program framework rather than acting as direct placement agencies.

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

HAP Outreach

DHS implemented an outreach strategy working with multiple stakeholders to connect eligible customers with employment opportunities. Each LDSS office designated HAP points of contact who receive and distribute position announcements to program staff and customers. These contacts share hiring agreement opportunities with local partners that interact with target populations. The program maintains partnerships with the Child Support Administration for outreach to obligors, the Social Services Administration for outreach to youth in out-of-home care and youth transitioning out of care, and current work program vendors supporting Employment & Training programs for outreach to FIP customers. Additionally, the program expanded its reach through relationships with MDH, MD Labor, and DPSCS to increase employment opportunities through state contractor agreements.

CURRENT AND FORMER CUSTOMERS HIRED BY LOCAL GOVERNMENTS

Table 1 – Local Government Job Placements by Target Group April 2024 - March 2025			
Group	Placements in Reporting Period	Retention in First Post Quarter	Percentage 1st Quarter Retention
Current FIP Customers	407	193	47%
Children of Current FIP Customers	425	42	10%

Former FIP Customers	1,451	705	49%
Children of former FIP Customers	1,123	226	20%
Child Support Obligors	17	9	53%
Youth in Out-of-Home Care/Transitioning from Care (18-25)	122	12	10%
Total	3,545	1,187	33%

NUMBER OF HIRING AGREEMENTS EXECUTED

During the current reporting period (April 2024 – March 2025), there were **105** participating contracts impacted by HAP (Table 2).

DHS maintains a cumulative database of **676** state contracts. All contracts are evaluated based on the following criteria to determine if they were subject to HAP requirements:

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

Table 2 – HAP State Contractors April 2024 - March 2025				
	Contractor	Agency	Contract Type	Contract Value
1	A.S.B. 2 Enterprises Inc	MDOT	Services	\$620,600
2	AAdams Loving Heart Health Care Inc	DHS	Services	\$17,365,206
3	Abacus, Inc	DGS	Maintenance Services	\$1,244,201
4	Above All Home Health Services, LLC	MDH	Healthcare Services	\$450,000

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
5	Abraham Healthcare Services, Inc	DHS	Human Services	\$7,956,595
6	Academy Express, LLC	MDOT	Transportation Services	\$13,451,250
7	Adventist HealthCare, Inc	DHS	Human Services	\$8,147,912
8	Always Best Care/EQ & Associates LLC	DHS	Human Services	\$7,355,075
9	Anne Arundel County Community Action Agency, Inc	DHS	Energy Assistance Services	\$1, 629, 885
10	Aon Risk Services Of Maryland, Inc	MDOT	Risk Management	\$5,118,000
11	ARC of Washington County, Inc	DHS	Human Services	\$7,383,482
12	Arrow Child & Family Ministries of MD, Inc	DHS	Child Placement	\$2,696,608
13	Associated Catholic Charities	DHS	Foster care Services	\$2,664,852
14	B&B Caregivers, LLC	DHS	Services	\$7,956,595
15	BBT Home Care and Staffing, LLC DBA Right at Home	DHS	Services	\$17,365,206
16	Benedictine School for Exceptional Children, Inc	DHS	Residential	\$5,258,460
17	BFPE International	MDOT	Maintenance	\$1,530,240
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

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
21	Candid Home Health Services, LLC	DHS	Healthcare	\$17,365,206
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	Children's Choice of MD, Inc	DHS	Human Services	\$2,524,673
28	Clean Harbors Environmental Services, Inc	MDOT	Hazmat removal	\$540,000
29	Comforcare Home Care/ Ambrose Young In-Home Non-Medical Services, LLC	DHS	Human Services	\$7,956,595
30	Commercial Maintenance Solutions, LLC	DGS	Janitorial Services	\$242,999
31	Community Action Council of Howard County	DHS	Human Services	\$464,663
32	Community Centered Home Healthcare, LLC	DHS	Medical	\$17,365,205
33	Community Options, Inc	DHS	Human Services	\$394,263
34	Community Services for Autistic Adults and Children, Inc	DHS	Human Services	\$668,026
35	Correct Rx Pharmacy Services, Inc	DJS	Pharmacy Services	\$2,026,810

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
36	Crown Hills Enterprises Inc	DJS	Healthcare & Technological service	\$706,320
37	Davis & Davis Enterprise, Inc/ dba All Secure Security Company	DGS	Unarmed Security	\$898,951
38	Days Ahead In-Home Care, LLC	DHS	In-home Services	\$201,500
39	Defensor Security, LLC	DGS	Security Services	\$798,123
40	Delmarva Community Services, Inc	DHS	Human Services	\$378,700
41	DenverElek, Inc	MDOT	Maintenance	\$4,000,000
42	Dependable Services Group, Inc	DHS	Human Services	\$17,365,206
43	Dove Point Residential Services	DHS	Human Services	\$1,141,490
44	Emcor Services Combustioneer	MDOT	HVAC Maintenance	\$750,328
45	Family Services	DHS	Residential	\$5,445,638
46	Fireline Corporation	DGS	Services	\$297,000
47	Garrett County Community Action Commission, Inc	DHS	Energy Assistance	\$ 1, 134, 408
48	Gold Lines, Inc	MDOT	Transportation Services	\$5,619,900
49	Goodwill Industries of the Chesapeake	DHS	Human Services	\$1,388,319
50	Greater Baden Medical Services, Inc	MDH	WIC	\$10,085,480
51	Hearts & Home For Youth, Inc	DHS	Residential	\$13,804,082

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
52	Home Paramount Pest Control	MDOT	Pest Control	\$2,266,064
53	Trusted Hearts Homecare Solutions, LLC	DHS	Human Services	\$7,029,060
54	Housen Homecare, Inc	DHS	Human Services	\$9,418,440
55	Howe Administrative Services, Inc DBA Comfort Keepers Mid-Shore	DHS	Human Services	\$1,338,760
56	Human Services Programs of Carroll County, Inc	DHS	Energy Assistance Program	\$978,366
57	Inner County Outreach, Inc	DHS	Residential	\$2,312,352
58	Integrity National Corporation	DGS	Janitorial	\$609,651
59	Johns Hopkins University	MDH	WIC	\$10,000,000
60	Jumoke, Inc	DHS	Services	\$613,328
61	Keller Transportation, Inc	MDOT	Transportation	\$250,000
62	Kennedy Krieger Education and Community Services, Inc	DHS	Human Services	\$2,759,210
63	KR Contracting Inc	DGS	Security Service	\$280,500
64	Lead4Life Inc	DJS	Residential	\$1,426,188
65	Linwood Center Inc	DHS	Human Services	\$5,042,092
66	Marchi Enterprises LLC	DHS	Human Services	\$17,365,206
67	Maryland Sheriff Youth Ranch Inc	DHS	Human Services	\$1,729,816
68	Maximus US Services, Inc	DHS	Human Services	\$3,998,805
69	Mentor Maryland, Inc	DHS	Human Services	\$12,200,077
70	Metropolitan Protective Services, Inc	DGS	Security	\$221,408

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
71	National Center for Children and Families	DHS	Human Services	\$1,955,080
72	Neighborhood Service Center, Inc	DHS	Energy Assistance Services	\$ 668, 773
73	New Pathway, Inc	DHS	Human Services	\$2,962,001
74	Our House, Inc	DHS	Human Service	\$232,000
75	Personal Home Care, LLC DBA Home Centris Personal Care	DHS	Human Services	\$17,365,206
76	Precious Hearts Companion Care Inc	DHS	Human Services	\$17,365,206
77	Procure Home Health Providers, LLC	DHS	Human Services	\$17,365,206
78	Prosecur Services Group, Inc	MDOT	Security	\$9,828,711
79	Relocation Solutions, Inc	DGS	Logistic Management	\$2,000,000
80	Rolling Vista Place Inc	DHS	Residential	\$1,169,008
81	Royal Homecare and Staffing LLC	DHS	Human Services	\$17,365,206
82	San Mar Family and Community Services	DHS	Human Services	\$1,472,513
83	SCL Corporation DBA Right At Home	DHS	Human Services	\$1,031,390
84	Senior Nursing Services, LLC	DHS	Human Services	\$202,000
85	Sheppard Pratt Health System, Inc	DHS	Human Services	\$11,587,008
86	Shore Haven Inc	DHS	Human Services	\$8,023,584
87	Shore Up Inc	DHS	Energy Assistance Service	\$510,279

**Table 2 – HAP State Contractors
April 2024 - March 2025**

	Contractor	Agency	Contract Type	Contract Value
88	Simply A Taste of Heaven Catering	DJS	Food Service	\$198,250
89	St. Ann's Center for Children Youth & Families	DHS	Human Services	\$994,560
90	The Arc Baltimore, Inc	DHS	Human Services	\$5,707,040
91	The Arc Northern Chesapeake Region	DHS	Human Services	\$5,318,460
92	The Children's Guild, Inc	DHS	Human Services	\$4,709,218
93	The Children's Home Inc	DHS	Human Services	\$2,124,578
94	The Data Entry Company TDEC	MDH	Coding and Data Entry	\$2,250,000
95	Total Quality Residential Services	DHS	Residential	\$1,667,724
96	Trulife Health Services, LLC	DHS	Human Services	\$6,609,220
97	Trust Consulting Services, Inc	DGS	Service	\$378,424
98	Trusted Hearts Homecare Solutions, LLC	DHS	Human Services	\$7,029,060
99	Trustworthy Staffing Solutions, LLC	DHS	Human Services	\$1,633,495
100	Unifirst Corporation	MDOT	Maintenance	\$1,471,503
101	Victoire Health Services, Inc	DHS	Human Services	\$6,975,725
102	Walters Relocations, Inc	DGS	Logistic Management	\$2,000,000
103	Waste Management of Maryland, Inc	DGS	Janitorial Services	\$193,557
104	Watkins Security Agency, Inc	DGS	Security Services	\$382,481
105	Woodbourne Center, Inc	DHS	Human Services	\$1,490,053

Table 2 – HAP State Contractors				
April 2024 - March 2025				
	Contractor	Agency	Contract Type	Contract Value
Total				\$510,157,485

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

	State Contractor	Local Government	State Agency
1st	Abacus, Incorporated	Mayor's Office City of Baltimore	Department of Human Services
2nd	Personal Home Care LLC.	Scholars K-8	University of Maryland at College Park
3rd	Broadway Services Incorporated	Academy of Health Science at PGCC	Chesapeake Detention Facility

NUMBER OF CURRENT AND FORMER FIP CUSTOMERS, THEIR CHILDREN, YOUTH IN OUT-OF-HOME CARE, AND CHILD SUPPORT OBLIGORS HIRED BY A HIRING AGREEMENT EMPLOYER

Table 3 – State Contractor Job Placements by Target Group			
April 2024 - March 2025			
Group	Placements in Reporting Period	Retention in First Post Quarter	Percentage 1st Quarter Retention
Current FIP Customers	273	135	49%
Children of Current FIP Customers	6	2	33%
Former FIP Customers	1,240	459	37%
Children of former FIP Customers	179	96	54%
Child Support Obligors	6	2	33%

Youth in Out-of-Home Care/Transitioning from Care (18-25)	37	20	54%
Total	1,741	714	41%

Table 4 – State Agencies Job Placements by Target Group April 2024 - March 2025			
Group	Placements in Reporting Period	Retention in First Post Quarter	Percentage 1st Quarter Retention
Current FIP Customers	94	62	66%
Children of Current FIP Customers	6	1	17%
Former FIP Customers	292	190	65%
Children of former FIP Customers	92	41	45%
Child Support Obligors	6	4	67%
Youth in Out-of-Home Care/Transitioning from Care (18-25)	14	10	71%
Total	504	308	61%

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

As shown in Table 5, HAP has resulted in **5,790** total job placements in the reporting period. The retention rate for persons placed through hiring agreements is defined as individuals still employed in a subsequent quarter after initial job placement. The retention data, provided by the University of Baltimore Jacob France Institute, indicated that overall **38%** of FIP customers who obtained employment through HAP are still employed in the quarter following the time at which they were placed. Retention is the highest in state agencies, at 61%.

Table 5 - 1st Quarter Retention of Target Group Placements April 2024 - March 2025			
Group	Placements in Reporting Period	Retention in First Post Quarter	Percentage 1st Quarter Retention
State Contractors	1,741	714	41%
Local Governments	3,545	1,187	33%
State Agencies	504	308	61%
Total	5,790	2,209	38%

Table 6 Prior Year Comparison Outcomes Report Cycle 2024 vs. 2025			
Group	2024	2025	Percentage % Increase/Decrease
State Contractors	1,314	1,741	33%
Local Governments	3,205	3,545	10%
State Agencies	573	504	-12%
Total	5,092	5,790	14%

APPENDIX - GLOSSARY OF DEPARTMENTAL ABBREVIATIONS

Glossary	
BPW	Maryland Board of Public Works
DGS	Maryland Department of General Services
DHCD	Maryland Department of Housing and Community Development

DHS	Maryland Department of Human Services (Includes the Child Support Administration (CSA), the Social Services Administration (SSA), the FIA-Family Investment Administration, LDSS (Local Departments of Social Services offices)
DJS	Maryland Department of Juvenile Services
DPSCS	Maryland Department of Public Safety and Correctional Services
LABOR	Maryland Department of Labor
MDH	Maryland Department of Health
MDOT	Maryland Department of Transportation (includes the following: MDTA-Maryland Transportation Authority, MTA-Maryland Transit Administration, MVA-Motor Vehicle Administration)