

tions provide telephone hotlines, counseling, and medical and legal accompaniment.

The *Homeless Women's Shelter Program* originated in 1980 from legislation to establish a model crisis shelter for homeless women. Currently, the Program maintains ten homes, which provide temporary residence and counseling to enable clients to secure more permanent living situations and resolve the problems which led to the homelessness.

The *Transitional Housing Program* was created in 1986 as part of the Governor's Housing Initiative. Three pilot projects were established consisting of small multifamily residences with supervision and on-site support services. Homeless single mothers and their children live in the residences for up to eighteen months while the women obtain the education and skills needed to become self-sufficient.

CHILD SUPPORT ENFORCEMENT ADMINISTRATION

Kenneth H. Rumsey, *Acting Executive Director*
311 West Saratoga St.
Baltimore, MD 21201 (410) 767-7674

Within the Department of Public Safety and Correctional Services, enforcement of court-ordered child support formerly was the duty of the Division of Parole and Probation. Then, under the Department of Human Resources, from 1979 to 1984, the Income Maintenance Administration was the public agency through which support payments were channeled. In 1984, the Child Support Enforcement Administration was created in the Department of Human Resources to provide child support services for families (Chapter 296, Acts of 1984). Through local departments of social services, State's Attorneys' offices, courts, and other agencies, the Administration locates absent parents; determines paternity; establishes, reviews, modifies, and enforces support orders; and collects and disburses support payments (Code Family Law Article, secs. 10-106 through 10-117).

Recipients of Aid to Families with Dependent Children (AFDC) and Non-Public Assistance Medical Assistance receive services at no charge and are required to cooperate with the Administration in order to secure support. After the first \$50 collected each month is paid to the family receiving AFDC, any further support collected is reimbursed to the State and federal governments for public assistance paid to the family.

For a one-time fee of \$20 regardless of income, the Administration also provides services to all other families. Collections made on behalf of such families are paid in full to the family.

The Administration is comprised of the Baltimore City Office of Support Enforcement, and five offices: Consumer Relations, Interstate Opera-

tions, Intercepts and Adjustments, Service Delivery, and Program Initiatives. The Executive Director is appointed by the Secretary of Human Resources.

BALTIMORE CITY OFFICE OF SUPPORT ENFORCEMENT

Louis Curry III, *Director*
(410) 333-6540

The Baltimore City Office of Support Enforcement began as the Baltimore City Bureau of Support Enforcement under the Baltimore City Department of Social Services. Responsibility for the Bureau was assumed by State government on October 1, 1990. At that time, the Bureau was transferred to the Child Support Enforcement Administration. The Bureau was renamed Baltimore City Office of Support Enforcement in 1993.

OFFICE OF CONSUMER RELATIONS

Eugene Allbrooks, *Administrator*
(410) 767-7619

Created in 1992, the Office of Consumer Relations is responsible for customer services, and the Ten-Most-Wanted Program.

OFFICE OF INTERSTATE OPERATIONS

Roselyn B. Ushry, *Administrator*
(410) 767-7682

The Office of Interstate Operations began in 1981 as the Office of Central Operations. The Office was reorganized in 1991 as the Office of Policy and Central Operations, and in 1993 under its present name. The Office oversees the Central Registry and the State Parent Locator Service. Cases received from other states are processed by the Office and referred to a local child support enforcement agency and an intercept program.

OFFICE OF INTERCEPTS & ADJUSTMENTS

Karen A. Mayer, *Administrator*
(410) 767-7426

Beginning in 1981, the Office of Central Operations oversaw intercept programs. The Office of Policy and Central Operations assumed that oversight in 1991. By reorganization in 1992, the Office of Intercepts and Adjustments was created to intercept State and federal tax returns, unemployment benefits, and lottery winnings in order to deduct child support. The Office also monitors the collection by local agencies of child support overpayments.

OFFICE OF SERVICE DELIVERY

Darla A. Sneade, *Administrator*
(410) 767-7603

The Office of Service Delivery began as the Field Operations Office in 1981. This office monitored operations of local child support enforcement agen-