

GREENBELT CARES

*City of Greenbelt
Fiscal Year 2015*



YOUTH & FAMILY SERVICES is dedicated to promoting responsible behavior and appropriate family management skills, utilizing existing community resources whenever possible, and responding to the special needs of Greenbelt citizens.

GREENBELT ASSISTANCE IN LIVING (GAIL) provides information, referral, and advocacy to enable seniors to remain in their homes.



GREENBELT CARES

STRATEGIC PLAN

MISSION

Greenbelt CARES is dedicated to providing an array of social services and educational programs to enhance the quality of the lives of Greenbelt residents. CARES is dedicated to excellence in service, innovation in programming and responsiveness to our community.

VALUE STATEMENTS

Greenbelt CARES provides information and referral services, prevention, intervention, treatment and educational services from a strengths based model that empowers clients to make informed choices and address areas of their life in need of change or improvement.

Greenbelt CARES is committed to providing its services to clients and the community regardless of their financial resources, race, ethnic, religious or cultural background.

Greenbelt CARES staff are client-focused and demonstrate respect, courtesy and accountability to those we serve.

Greenbelt CARES maintains a high level of professional expertise through ongoing staff trainings, development and supervision.

Greenbelt CARES is committed to training new professionals in the fields of counseling, psychology, social work, marriage and family therapy, aging and support services and case management through its volunteer and intern opportunities.

GOALS

- Provide individual, family and group counseling services to Greenbelt residents and those in surrounding areas within Prince George's County.
- Provide educational enrichment opportunities for Greenbelt residents and those living in surrounding areas within Prince George's County, with an emphasis on youth and young adults.
- Use Evidence Based Practice (EBP) in the delivery of services to youth and families.
- Provide information and support services to seniors, persons with disabilities and their families to help Greenbelt residents remain in their homes.
- Provide case management and support services at Green Ridge House.

- Develop intergenerational community programs to provide material and health related resources to Greenbelt residents.
- Conduct needs assessment to inform program development.
- Utilize Community Volunteers to provide services to Greenbelt residents.
- Continue investment in the professional development of staff. Encourage staff to participate in trainings to maintain skills knowledge in their field of expertise. Support staff attainment and maintenance of professional licenses.
- Provide internship opportunities for undergraduate and graduate students in the fields of study such as mental health, family studies and education.
- Encourage membership and participation in professional organizations.

YOUTH AND FAMILY COUNSELING PROGRAM

The Youth and Family Counseling Program is dedicated to promoting responsible behavior and appropriate family management skills, utilizing existing community resources wherever possible and responding to the special needs of Greenbelt citizens.

Provide individual, family and group counseling services to Greenbelt residents and those in surrounding areas within Prince George’s County.

Accomplishments

- CARES Counselors served over 160 formal counseling clients.
- Family Counselor and student intern conducted two eight week Teen Discussion Groups at Eleanor Roosevelt High School. Groups focused on increasing students’ decision making and anger management skills. Twenty-five (25) youth participated.
- CARES counseling staff and graduate interns conducted Alcohol or Drug (AOD) Assessments for over 30 students suspended from school for AOD offenses. Students must attend assessment sessions to avoid being expelled from school.
- CARES Director presented at the “Spotlight on Depression in Youth and Adolescence” conference hosted by Community Crisis Services, Inc.
- Juvenile Delinquency Prevention Counselor provided family counseling, group counseling and outreach efforts in Greenbelt West.



- Juvenile Delinquency Prevention Counselor attended the Back to School Fair sponsored by the Prince George’s County School System and presented CARES information and Community Resources for youth.
- CARES began a girls group called “Girl Talk” at the Springhill Lake Recreation Center for girls 10-15 years of age.

Outcomes

- In a two year follow up study by the Department of Juvenile Services of youth who ended counseling with CARES in FY 2011, it was found that 100% of these youth were not adjudicated delinquent two years after counseling ended.
- Results from Satisfaction Surveys returned by Formal Counseling Clients who ended counseling in FY 2013:
 - 13% return rate;
 - 100% rated the quality of the service “Good” (28%) or “Excellent” (72%);
 - 100% reported being Mostly or Very Satisfied with the Service they received at CARES;
 - 100% felt that they learned to deal more effectively with their problem;
 - 100% indicated that they would return to CARES for counseling; and
 - 100% indicated that the problem they sought counseling for was Better or Much Better.
- In FY 2013, the Child and Adolescent Functional Assessment Scale (CAFAS) was used to track youth progress in counseling services as required by the State. The CAFAS assesses a youth’s functioning in eight (8) domain areas: school/ work, home, community, behavior toward others, mood, self-harm, substance use and distorted thinking. The assessment is completed at the beginning of counseling and at the time of closure. Only youth exhibiting behaviors of concern are rated using the CAFAS. For example, CARES may see a family where an adolescent is truant from school. The family may also have a younger child who is showing no symptomatic behaviors. While the whole family would be included in counseling, only the older child would be rated using the CAFAS.

Results: Youth entered counseling with a variety of issues and concerns and were able to make considerable progress and improvements through their work at CARES. Seventy-three percent (73%) of the youth assessed showed meaningful and reliable improvement from their initial to closing CAFAS score. Twenty-six (26) youth between the ages of 9-20 were assessed. Seventy-three percent (73%) of the youth were 13-18 years old. Most youth were found to have impairments in only one or two domains. The most common areas showing impairment were: school/work, home, behavior toward others and mood.

Issues

CARES partnered with local schools and conducted groups at Eleanor Roosevelt High School. These groups focus on youth identified by guidance staff as needing extra support. Students are interviewed to be in the group and must agree to participate. The groups generally have 8-10 participants and focus on developing decision making, communication and school performance skills. Unfortunately, due to staffing issues at Springhill Lake Elementary this year, CARES was unable to provide groups. The guidance counselor was split between two schools and unable to commit her time to conducting the groups. CARES was able to connect Greenbelt Middle School with Mentoring to Manhood to offer some mentoring services at the school.

Action Steps/Management Objectives

- Evaluate current level of staffing and explore options to develop a clinical supervisor position.
- Explore barriers to providing school based groups and develop alternatives to offering groups for elementary and middle school age youth.

Provide educational enrichment opportunities for Greenbelt residents and those living in surrounding areas within Prince George's County, with an emphasis on youth and young adults.

Accomplishments

- Updated GED course to match new computer based requirements instituted in January 2014 by the State of Maryland.
- Conducted GED preparation courses for local youth and adults at the Springhill Lake Recreation Center.
- Coordinated tutoring services for youth living in Greenbelt and the surrounding areas, including a free Saturday morning "drop-in" tutoring program at the Springhill Lake Recreation Center.
- Participated in the 1st Look Volunteer Fair and Stampfest at the University of Maryland. The purpose of the fair is to educate college students about service-learning opportunities and encourage experiential learning with volunteer programs.
- New tutors from the University of Maryland were recruited and trained. These tutors provided weekly individual sessions to participating youth in the areas of mathematics, language arts and science. Tutors also participated from the local community (i.e. NASA/Goddard Space Flight Center and community residents).
- Provided English as a Second Language Class for parents at the Springhill Lake Elementary School.
- Family Counselor served as staff liaison to the Advisory Committee on Education (ACE).
- ACE members and ACE Student Awards recipients participated in the Annual Labor Day Festival and Parade.

- ACE held the annual meeting for School Principals and Vice-Principals, the annual meeting for area school PTA Presidents and Executive Board, the ACE Educator Awards and presentations and the ACE Student Awards Presentations and Reception.
- ACE members and liaison coordinated monthly ACE Reading and Science Clubs for area students.
- ACE offered grant opportunity for local schools to enhance school curriculum and programming.

Issues

In FY 2013 and the first half of FY 2014, the programs offered by the Vocational and Educational Counselor were suspended while she was out on extended medical leave. Programming resumed in Fall 2013 when she offered a Mini GED course. The full GED course was offered beginning in January 2014. The Saturday morning Tutoring Program at the Springhill Lake Recreation Center resumed in early 2014. This tutoring program is open to youth of all ages and is staffed with Volunteer Tutors. The English as a Second Language Class (ESOL) resumed in March 2014, offering classes at Springhill Lake Elementary for parents of students.

The largest challenge facing the GED program is the change of the Maryland GED test to a web based testing model. The Vocational and Educational Counselor has attended several trainings to prepare for this change and is revamping the program to meet new requirements and the new testing format. The computer-based GED assessment is only one part of the upcoming changes in the GED test. The new GED exam planned for 2014 is intended to be more rigorous and reflect the Common Core State Standards in order to ensure everyone who earns a GED diploma is ready for higher education and better careers.

According to developers of the new exam, preparation for the GED test needs to focus on the skills students need to succeed in higher education, including goal-oriented planning, self motivation and critical thinking. Learning basic language arts and math skills are seen as a part of the comprehensive preparation to prepare students for the workforce and higher education. Historically, the CARES GED preparation course has served youth and young adults who were not successful in the regular classroom or school setting. Students often come to the class with 3rd grade or below language arts and math skills and may take several sessions of the class to prepare for the GED test.

In preparation for the new GED test, the CARES class will be incorporating computer literacy into the programming, including keyboarding and research skills. While the students are familiar with certain types of technology, they are not skilled in the computer skills necessary for today’s workforce. Many of



the students are better directed toward service or trade professions rather than higher education. There is a concern that many of the students seen at CARES may not be served well by the new GED test and standards which are geared toward those students seeking higher education.

Action Steps/Management Objectives

- Provide a two tier GED program to meet the varying skill levels of students.
- Offer tutoring programs to Greenbelt families and those in surrounding areas of Prince George's County.
- Align the GED program with new web based requirements including incorporating computer skills into the curriculum.
- Research history and availability of trade and technical education in the County.

Increase Use of Evidence Based Practice (EBP) in the delivery of services to youth and families. Build on Cognitive Behavioral model of family therapy and train staff in model of child centered therapy to increase ability to serve younger children presenting with issues such as anger, attachment disorders, grief, etc.

Accomplishments

- Utilized the Child and Adolescent Functional Assessment Scale (CAFAS) to measure youth progress in formal counseling.
- Family Counselor completed training in EMDR (Eye Movement Desensitization and Reprocessing), an EBP for working with trauma survivors.
- Family Counselor worked with traumatized youth utilizing Trauma Focused – Cognitive Behavioral Therapy (TF-CBT). TF-CBT is an evidence based model developed to work with children who have experienced a traumatic event.



- Juvenile Delinquency Prevention Counselor and CARES staff offered Strengthening Families Program Groups at the Springhill Lake Elementary School. The Fall Group served Spanish speaking families and the Spring Group served English speaking families.

- Offered two anger management workshops for adults. The “Dispute Resolution and Managing Anger” (DRAMA) program is an evidence based program where participants learn specific skills to improve social skills and emotion regulation.

Issues

CARES used the Child and Adolescent Functional Assessment Scale (CAFAS) to track outcomes with youth in formal counseling. The CAFAS was adopted by the Maryland Association of Youth Service Bureaus as the outcome measure to track youth in formal counseling at all 19 Bureaus in 2012.

CARES utilized a variety of evidence based practices, including Cognitive Behavioral Therapy, The Strengthening Families Program, the DRAMA Clubs for anger management and Trauma-Focused Cognitive Behavioral Therapy in its work with children, youth, adults and families. One of the Family Counselors also completed training in EMDR, an EBP designed for persons who have experienced a trauma. She will be continuing her certification process for this model through application and supervision of her work using this model .

Action Steps/Management Objectives

- Continue to identify EBP models that will benefit clients and enhance our ability to serve them effectively.
- Work with the Maryland Association of Youth Services Bureaus in offering statewide trainings for such EBP models.

CRISIS INTERVENTION PROGRAM

The Crisis Intervention program works in conjunction with Greenbelt Police to offer immediate crisis response to victims of crime and follow-up services to individuals and families who have contact with the police. Crisis Counselors also provide community outreach services and support services to the community.

Accomplishments

- Crisis Intervention Counselors (CIC) provided immediate crisis counseling and follow-up contacts to over 300 individuals and families facing issues such as victim of crime, suicide, death of family member and community crisis.
- As part of their community outreach, CIC’s participated in Fall Fest and Celebration of Spring offering participants information on CARES and area resources.
- Eviction Relief Volunteer worked with over 50 individuals facing eviction and provided information and referral resources as well as monetary assistance for some from the Emergency Relief Fund.

Action Steps/Management Objectives

- Respond to immediate crises and provide follow-up services to victims of crisis and crime.

GREENBELT ASSISTANCE IN LIVING PROGRAM (GAIL)

GAIL is dedicated to providing information and support services to seniors, persons with disabilities and their families and to help them remain independent and in their homes. In an effort to meet recognized material and health needs of Greenbelt residents across all age groups, GAIL has expanded its services to include community wide initiatives.

Provide information and support services to seniors, persons with disabilities and their families to help Greenbelt residents remain in their homes.

Accomplishments

- Community Resource Advocate spoke at Community Crisis Services Workshop on the City's Mental Health Screening Program.
- GAIL Case Manager, in partnership with Helen Barnes, Geriatric Nurse Counselor, offered the monthly Caregiver's Support Group.
- Awarded a \$5,000 Banfield Charitable Trust pet food grant to provide pet food subsidies to residents of Green Ridge House to assist in preserving financial assets of those residents faced with caring for their pets.
- Facilitated the partnership with PetSmart for pet food donations for the Greenbelt Animal Shelter.
- Enrolled its 1,000th client and provided service to a record 139 new clients.
- Hosted the 5th Annual Senior Law Day where Greenbelt residents received free legal assistance in providing and executing their Advanced Directives and Living Wills.

Issues

This fiscal year, the GAIL program was faced with filling the Case Manager vacancy. This issue and another staff person being on maternity leave limited our ability to maintain the client contact numbers typically generated by this program. In addition to the staff deficit, the number of satisfaction surveys mailed to clients during the survey period was extremely limited and only one survey was returned. The primary issue for the GAIL program has been the influx of new clients, and staff and students limited ability to meet the growing demand for services. This growing demand is leading the program to develop a waitlist protocol. Clients would be assessed for crisis and immediate need and then waitlisted for ongoing services. While city resources are currently limited, this increased demand does warrant an evaluation of staffing to assess the need for increased staffing in this program.

Action Steps/Management Objectives

- Provide an array of information and referral, case management and counseling services to seniors and disabled adults.
- Establish a waiting list protocol for Greenbelt seniors and disabled residents for counseling services and case management services through the GAIL program.

- Expand the Case Manager’s ability to supervise interns.
- Research the potential for affordable senior housing.

Provide case management and support services at Green Ridge House.

Accomplishments

- Offered monthly health screenings such as: hearing, vision and blood pressure, in addition to Body Mass Index (BMI), Waist to Hip Ratio, Carotid Artery and Cholesterol.
- Offered monthly educational presentations on topics such as Falls Risk Assessment, Can’t Cut the Caffeine, Department of Disability Services, Peers Available to Help Seniors Program (PATHS) and Mediation as an Alternative.
- Published quarterly resident newsletter in addition to caregivers newsletter.
- Designed and implemented Older Americans Month events.
- Provided quarterly entitlement program enrollment including: Benefits Check Up, Renter’s Tax Credit Assistance, Brown Bag Food Program, Energy Assistance, Qualified Medicare Beneficiary/SLMB, Food Stamp Program (SNAP) and Prescription Assistance.
- Continued partnership with the Prince George’s County Sheriff’s Department to provide Christmas baskets to seniors in Green Ridge House and the local community.
- Partnered with the local Lego Club to provide residents with ‘Angel Tree’ program which provides gifts for needy residents during the holidays.
- Continued to develop fundraising programs, such as ‘Winter Drive for School Supplies’ in which residents donate school supplies to support needy children of Greenbelt Elementary School.

Action Steps/Management Objectives

- Provide case management and informational services to residents of Green Ridge House.
- Have the Green Ridge House Service Coordinator receive her Case Management Certification.
- Upgrade the case management software from Procor to ASCC on-line.

Develop intergenerational community programs to provide material and health related resources to Greenbelt residents.

Accomplishments

- Provided access to a multi-disciplinary team of interns that targeted improving the health and wellness of residents through a proactive wellness team approach.
- Coordinated Breakfast with Santa Program and gifts for 50 needy children and their families.

- Managed the Greenbelt Prescription Drug Card Program.
- Conducted a city wide food drive to provide Thanksgiving Baskets for families of Springhill Lake Elementary School.
- Partnered with the following organizations to provide programming and services to Greenbelt residents:



- Community Crisis Services, Inc. to offer the Greenbelt Suicide Prevention and Depression Screening Campaign;
- Capital Area Food Bank to provide free produce distributions;
- Combined Properties to provide gift cards for Thanksgiving dinners for Green Ridge House residents;
- University of Maryland Extension Program to offer Market to Mealtime, Eat Smart, Live Strong and Serving Up My Plate curricula;
- Maryland Optometrical Association and VSP for Mission 20/20 to provide free eye glasses and examinations to the uninsured residents of Prince George’s County; and
- Bowie State University and Washington Adventist University Schools of Nursing to provide the Community Nursing Program.

Issues

While the GAIL program is continuing to see a great need for in-home health services for residents, this year there was a reduction in the number of nursing students enrolled at Washington Adventist University, therefore reducing the number of students available to the GAIL program for the Community Nursing Program. This caused the program to reduce its enrollment by 50%. Nurses from the Bowie State program were able to see a similar number of clients as in previous years. The need for food supplement programs, access to resources, such as the Vision Van and health care, continue to be needs seen by program staff. The Food Distribution days, Vision Van program and other community events are well attended and sought after programs. It is not yet clear how the new Affordable Care Act will impact residents ability to access needed health care services.



Action Steps/Management Objectives

- Seek additional partnerships with universities to provide nursing services to residents.

- Coordinate Vision Van program and other resource programs to be available simultaneously.

Conduct needs assessment to inform program development.

Accomplishments

- Conducted Flu Clinic Satisfaction Survey.
- Conducted Green Ridge House Satisfaction Survey.
- GAIL program data compilation.



Flu Clinic Survey

In conjunction with the Prince George's County Health Department, GAIL conducted the annual free flu shot clinic in October 2013. This was the largest flu clinic in the Prince George's County Health Department's history with over 550 individuals being served. Of those receiving shots, 220 (40%) participated in the satisfaction survey; 43% of the attendees surveyed lived in Greenbelt. Of those participating, 69% were new participants. Ninety-eight percent (98%) were very satisfied or satisfied with the location and 99% were very satisfied or satisfied with the time of the event. The overwhelming success of this event is credited to the work of the GAIL public health interns with 58% of the participants stating that they learned about the event from flyers posted by the students. Seventy-nine percent (79%) of attendees would participate in quarterly free health screenings if offered and 100% would participate in the clinic next year.

Green Ridge House Satisfaction Survey

This year, 42% of the Green Ridge House (GRH) residents participated in the satisfaction survey, down 4% from last year's participation rate. Residents were 100% very satisfied or satisfied with their units, building and neighborhood. Thirty-nine (39) respondents (93%) were very satisfied or satisfied with the property/building management while three (3) respondents (7%) were dissatisfied or very dissatisfied with the property/building management. The Service Coordinator scored 100% satisfaction rating on being professional and courteous for the second year in a row with 81% of the residents stating that they used the services, which is a 4% decrease. 98% of the residents surveyed felt very safe or safe in their units. Residents also felt very safe or safe 100% of the time in the GRH parking lot. This was an

increase from 2012. Of the residents surveyed, 86% called for maintenance or repairs for their unit. Ninety-eight percent (98%) of those surveyed stated that maintenance resolved the issues within 1 week of the initial request, which is up 4% from 2012. One-hundred percent (100%) were very satisfied or satisfied with how easy it was to request a repair and how well they were treated by the person(s) that completed the repair; these numbers remained the same from 2012. Finally, 37 out of 42 residents (88%) strongly agreed or agreed that management was responsive to their concerns and questions, while five respondents (12%) strongly disagreed or disagreed. This shows a 5% decrease in resident satisfaction with management. Thirty-six (36) respondents out of 42 (86%) felt management is courteous and professional, which shows an 8% decrease from last year.

Utilize community volunteers to provide services to Greenbelt residents.

Accomplishments

- Conducted a Volunteer Appreciation Luncheon for GAIL program volunteers.
- Community volunteers assisted in the distribution of groceries for the Brown Bag program.
- Community volunteers sorted, bagged and delivered over 65,000 pounds of produce during the 10 produce distributions.
- GAIL program staff continued to utilize volunteers from GIVES to meet the on-going need of residents aging in place.
- Applied for Volunteer Maryland Coordinator.

Action Steps/Management Objectives

- If approved, work with Volunteer Maryland Coordinator to expand and coordinate volunteer opportunities in the community.

Invest in the professional development of staff. Encourage staff to participate in trainings to maintain skills knowledge in their fields of expertise. Support staff attainment and maintenance of professional licenses.

Accomplishments

- CARES hosted an Alcohol and Drug Assessment Training for the Maryland Association of Youth Service Bureaus. Several CARES staff attended and learned about the variety of drugs abused, reasons for substance abuse, stages of drug use and several substance abuse screening tools.
- CARES Director: participated in a webinar “Improving quality and access to Integrated Care for Racially Diverse and Limited English Proficiency Communities” sponsored by SAMHSA-HRSA, Center for Integrated Health Solutions, attended a conference regarding the State’s progress on their plan to integrate Mental Health and Substance Abuse services: “Visionary Conversations: Information, Innovation, Integration” A Statewide Summit on Behavioral Health and presented at the “Spotlight on Depression in Youth and Adolescence” conference hosted by Community Crisis Services, Inc.

- Delinquency Prevention Counselor attended the “Black Boys and Street Life” seminar at the University of Maryland Department of African American Studies.
- CARES Counselors: attended a training on the use of Brief Solution Focused Counseling with young people, families and school problems at Johns Hopkins University and attended a training on Problem Gambling organized by the Maryland Center of Excellence on Problem Gambling and the University of Maryland School of Medicine.

Provide internship opportunities for undergraduate and graduate students in the fields of study such as mental health, family studies and education.

Accomplishments

- Youth and Family Counseling program provided internship opportunities to graduate students from a variety of local colleges and universities, such as the University of Maryland, American University, Loyola College, Catholic University and George Washington University.
- Provided internship experience for University of Maryland undergraduate students in the Vocational/Educational program.
- GAIL program provided internship opportunities for students from the UMd School of Public Health and Life Science program, UMBC School of Social Work, Washington Adventist University and Bowie State Schools of Nursing and UMd School of Social Work at Shady Grove.

Issues

CARES has always been dedicated to offering internships to local graduate and undergraduate students to provide real world experiences in their fields of study. CARES is unique in offering internships in family counseling, vocational and educational counseling and aging services, and has developed a reputation among area universities and colleges as such.

Action Steps/Management Objectives

- Offer an array of internship opportunities to graduate and undergraduate students to expand their education while also meeting the needs of Greenbelt residents.



Encourage membership and participation in professional organizations.

Accomplishments

- CARES Director is serving a third two-year term as Chair of the Maryland Association of Youth Services Bureaus.
- Community Resource Advocate is the Chair of the Prince George's County Advisory Committee on Aging.
- Community Resource Advocate is also a member of Congresswoman Donna Edwards' Advisory Committee on Aging.

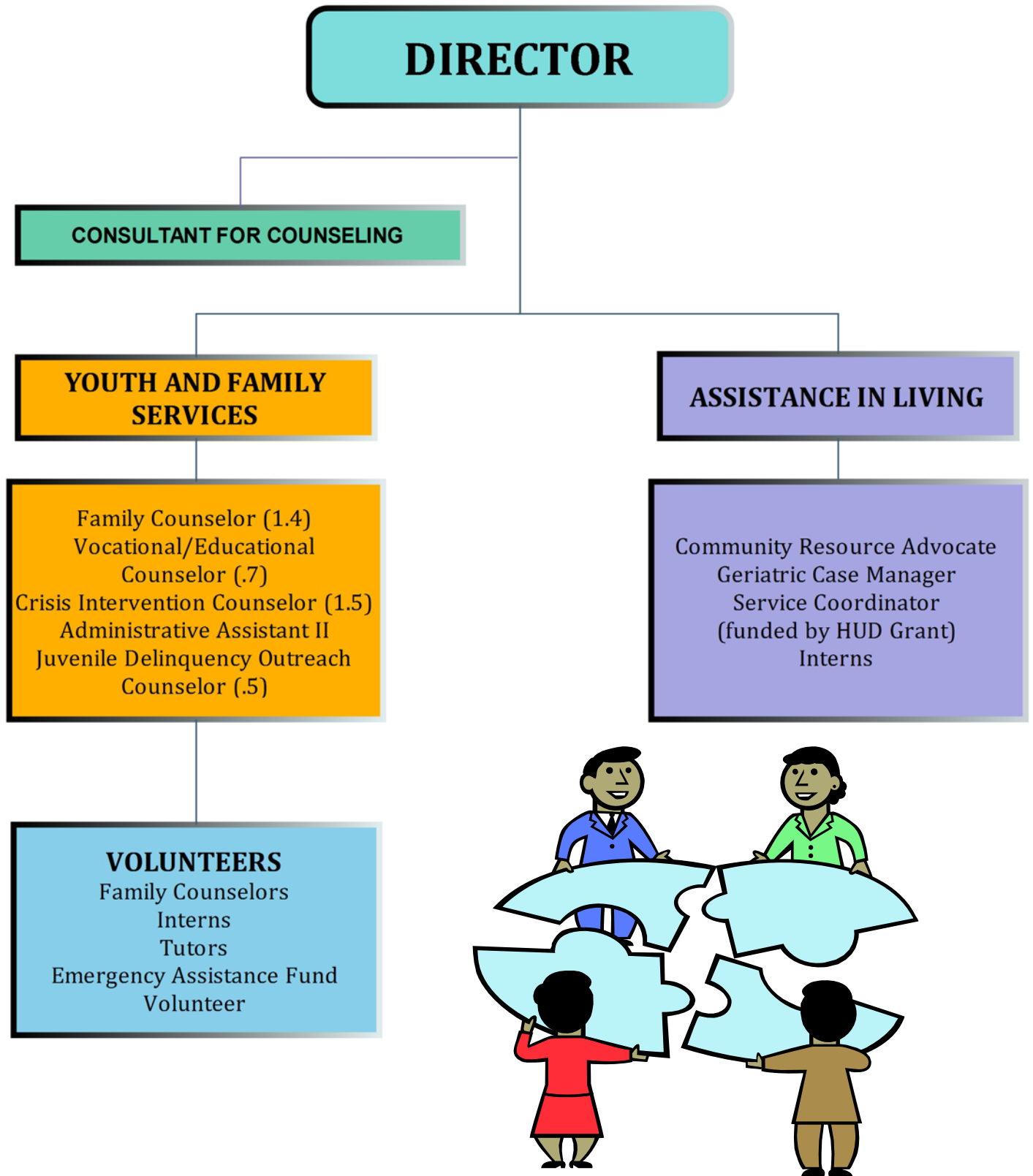
PERSONNEL STAFFING

	Grade	Auth. FY 2013	Auth. FY 2014	Prop. FY 2015	Auth. FY 2015
510 Youth & Family Services					
Social Services Director	GC-26	0.9	0.9	0.9	0.9
Family Counselor I & II	GC-16 & 18	1.4	1.4	1.4	1.4
Vocational/Educational Counselor I & II	GC-16 & 18	0.7	0.7	0.7	0.7
Crisis Intervention Counselor I & II	GC-16 & 18	1.5	1.5	1.5	1.5
Administrative Assistant II	GC-13	1.0	1.0	1.0	1.0
Juvenile Delinquency Outreach Counselor	NC	0.5	0.5	0.5	0.5
Total FTE		6.0	6.0	6.0	6.0
520 Assistance in Living					
Community Resource Advocate	GC-19	1.0	1.0	1.0	1.0
Geriatric Case Manager	GC-16 & 18	1.0	1.0	1.0	1.0
Total FTE		2.0	2.0	2.0	2.0
530 Service Coordination Program					
Service Coordinator	GC-13	1.0	1.0	1.0	1.0
Total FTE		1.0	1.0	1.0	1.0
Total Greenbelt CARES		9.0	9.0	9.0	9.0

The chart below shows the positive impact that volunteer interns have on Greenbelt CARES. Youth & Family Counseling interns are at CARES from 5-20 hours per week depending on intern commitment. Vocational/Educational interns assist with tutoring and GED programs. GAIL interns assist in a variety of programs and work 21 hours a week.

Interns	FY 2012 Actual	FY 2013 Actual	F 2014 Estimated	FY 2015 Estimated
Youth & Family Counseling				
Number of Interns	12	16	15	15
Hours Served Weekly	65	49	40	40
Number of Family Cases	43	47	45	45
Number of Individual Cases	25	20	25	25
Vocational/Educational Program				
Number of Interns	5	1	4	4
Hours Served Weekly	16	3	12	12
Greenbelt Assistance In Living (GAIL)				
Number of Interns	14	14	12	12
Hours Served Weekly	170	170	154	154
*Number of Seniors Served	30	42	36	36
*Number of Non-Seniors Served	12	5	2	2
*These numbers do not reflect the number of individuals served at large events such as produce/nutrition events.				

GREENBELT CARES



GREENBELT CARES

YOUTH & FAMILY SERVICES BUREAU

This account provides funds for the operation of the Youth and Family Services Bureau. Programs offered include both formal and informal counseling of children and their parents, maintenance of a job bank and tutoring. In these services, CARES works closely with other social agencies including the schools, the Department of Juvenile Justice and the Prince George's County Department of Family Services.

Performance Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimated	FY 2015 Estimated
Election Survey Scores (Last 4 Elections)	2007	2009	2011	2013
Counseling	4.22	3.77	3.59	4.21
Crisis Intervention Counseling	3.93	3.79	3.00	3.78
Discussion Groups in Schools	3.88	3.70	3.15	3.88
GED Program	3.50	4.09	3.09	4.13
Tutoring	4.14	2.91	2.93	3.78
Counseling Services				
Formal Counseling Cases	95	86	100	100
Formal Counseling Clients	205	162	200	200
Formal Clients - 18 and under	82	64	70	70
Intakes by Family	56	39	65	65
Education Services				
GED Students	116	64	50	50
% who complete program	50%	63%	65%	65%
Persons Tutored	163	98	80	80
Tutor Workshop Participants	5	5	5	5
Groups				
Springhill Lake Elementary School	30	48	0	30
Teen Participants	12	25	25	25
Strengthening Families	28	19	12	20
Adult*	43	13	10	15
Crisis Intervention Services				
Persons Contacted by CIC	194	104	200	200
Requests for Service	473	418	350	350
Persons who accepted counseling and/or referral services	418	365	300	300
Eviction Relief Requests	84	58	55	55
Job Assistance				
Full and Part Time Job Placements	2	3	3	3
Odd Jobs	2	2	5	5
Other Services				
Requests for Service	401	518	550	550
Youth Alcohol & Drug Assessment	56	49	40	40
*In addition to the Anger Management Group, the GAIL Case Manager offered a variety of adult groups beginning in FY 2010. Beginning in FY 2013 these groups are being shown in the GAIL Performance Measures.				

Management Objectives

- Research history and availability of trade and technical education in the County.
- Evaluate current level of staffing and explore options to develop a clinical supervisor position.
- Provide a two tier GED program to meet the varying skill levels of students.
- Offer tutoring programs to Greenbelt families and those in surrounding areas of Prince George's County.
- Align GED program with new web based requirements including incorporating computer skills into the curriculum.
- If approved, work with Volunteer Maryland Coordinator to expand and coordinate volunteer opportunities in the community.
- Continue to identify EBP models that will benefit clients and enhance our ability to serve them effectively.
- Work with the Maryland Association of Youth Services Bureaus in offering statewide trainings for such EBP models.
- Respond to crises and provide follow-up services to victims of crisis and crime.
- Offer an array of internship opportunities to graduate and undergraduate students to expand their education while also meeting the needs of Greenbelt residents.

Budget Comments

- 1) The Part-time Staff, line 02, is the Juvenile Delinquency Outreach Counselor. This position has been supported through federal and state funds in FY 2011 and 2012, and a County grant in FY 2013 and 2014. If the County grant is not funded in FY 2015, the position will be eliminated.
- 2) The increase in Other Services, line 34, is the city's payment for a Volunteer Maryland Coordinator (\$9,000). The application was filed in March 2014.
- 3) The higher expense in Membership & Training, line 45, in FY 2014 includes an additional \$3,000 to the Maryland Association for Youth Service Bureaus (MAYSB) to retain the Executive Director after grant funding expired.
- 4) The funding in Special Programs, line 58, funds the ACE grants (\$7,000) and the Science/Reading Clubs programs (\$5,000) and the Strengthening Families program (\$6,500). ACE has requested an additional \$2,000 for its grants which is not funded. In FY 2013, an additional \$7,000 was expended to support computer training for the public on the new computer lab at the Springhill Lake Recreation Center.
- 5) It is expected that the amount of the State grant will remain the same. State Delegate Tawanna Gaines and Liz Park, Director of CARES, who is also the Chair of the Maryland Association of Youth Service Bureaus, have worked very hard to maintain this funding.

GREENBELT CARES Acct. No. 510	FY 2012 Actual Trans.	FY 2013 Actual Trans.	FY 2014 Adopted Budget	FY 2014 Estimated Trans.	FY 2015 Proposed Budget	FY 2015 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$396,644	\$416,801	\$413,900	\$413,400	\$417,500	\$432,500
02 Part-time Staff	30,276	0	30,000	30,000	30,000	30,000
27 Overtime	0	429	0	300	0	0
28 Employee Benefits	123,367	111,072	134,300	134,500	141,400	141,400
Total	\$550,287	\$528,302	\$578,200	\$578,200	\$588,900	\$603,900
OTHER OPERATING EXPENSES						
30 Professional Services	\$13,188	\$15,003	\$13,000	\$13,200	\$13,000	\$13,000
33 Insurance	1,106	1,228	1,300	1,400	1,700	1,700
34 Other Services	1,390	1,180	11,100	1,200	11,000	11,000
38 Communications	1,924	2,000	1,800	1,800	1,800	1,800
45 Membership & Training	7,290	8,120	6,700	9,600	6,600	6,600
55 Office Expenses	9,628	8,887	8,200	6,700	8,100	8,100
58 Special Programs	14,297	23,251	16,500	18,500	18,000	20,000
Total	\$48,823	\$59,669	\$58,600	\$52,400	\$60,200	\$62,200
TOTAL GREENBELT CARES	\$599,110	\$587,971	\$636,800	\$630,600	\$649,100	\$666,100
REVENUE SOURCES						
Federal Juvenile Delinquency Grant	\$24,883	\$0	\$0	\$0	\$0	\$0
State Grant	68,980	65,008	69,000	69,000	69,000	69,000
City 25% Matching Payment	22,992	21,700	22,700	23,000	23,000	23,000
County Grant	32,500	30,000	30,000	30,000	30,000	30,000
GED Co-pay	1,352	1,650	1,500	700	1,500	1,500
Excess Funded 100% by City	448,403	469,613	513,600	507,900	525,600	542,600
Total	\$599,110	\$587,971	\$636,800	\$630,600	\$649,100	\$666,100

GREENBELT ASSISTANCE IN LIVING PROGRAM



This account provides funds for the operation of the Greenbelt Assistance in Living Program (GAIL). Created in 2001, the goal of this program is to provide information and support that enables seniors to remain in their homes. This program is staffed by a Community Resource Advocate and a Geriatric Case Manager.

Performance Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimated	FY 2015 Estimated
Election Survey Scores (Last 4 Elections)	<u>2007</u>	<u>2009</u>	<u>2011</u>	<u>2013</u>
GAIL	3.26	3.66	3.96	4.54
Client Assistance				
New Clients	159	159	160	75
Existing Clients	650	864	1,000	1,100
Outreach Efforts				
Group Presentations/Meetings	60	65	50	50
Newspaper Columns	6	6	6	6
GAIL Newsletter	4,700	4,700	4,700	4,700
Brochures Distributed to New Clients	650	650	650	650
Adult Groups	n/a	30	20	20
*Community Health Events	575	600	875	900
*Flu Clinics, Mental Health Screening Day, Memory Screening Day/ Brain Fitness & Vision Van				

Management Objectives

- Provide an array of information and referral, case management and counseling services to seniors and disabled adults.
- Establish a waiting list protocol for Greenbelt seniors and disabled residents for counseling services and case management services through the GAIL program.
- Expand the Case Manager's ability to supervise interns.
- Seek additional partnerships with universities to provide nursing services to residents.
- Coordinate Vision Van program and other resource programs to be available simultaneously.
- Research potential for affordable senior housing.

Budget Comments

- 1) The funds in Special Programs, line 58, supplement the food distribution programs and provide a thank you luncheon for volunteers.
- 2) The expenses in Professional Services, line 30, in FY 2014 are for consultant support for the new Geriatric Case Manager.

ASSISTANCE IN LIVING Acct. No. 520	FY 2012 Actual Trans.	FY 2013 Actual Trans.	FY 2014 Adopted Budget	FY 2014 Estimated Trans.	FY 2015 Proposed Budget	FY 2015 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$134,643	\$129,145	\$130,300	\$143,500	\$141,600	\$141,600
28 Employee Benefits	48,174	35,944	37,200	35,000	42,500	42,500
Total	\$182,817	\$165,089	\$167,500	\$178,500	\$184,100	\$184,100
OTHER OPERATING EXPENSES						
30 Professional Services	\$0	\$57	\$200	\$2,600	\$500	\$500
45 Membership & Training	1,610	3,431	2,300	3,400	3,100	3,100
55 Office Expenses	2,516	2,811	3,400	2,800	3,000	3,000
58 Special Programs	5,036	5,631	2,600	2,600	2,000	2,000
Total	\$9,162	\$11,930	\$8,500	\$11,400	\$8,600	\$8,600
TOTAL ASSISTANCE IN LIVING	\$191,979	\$177,019	\$176,000	\$189,900	\$192,700	\$192,700

SERVICE COORDINATION PROGRAM



This account provides for the operation of the Green Ridge House Service Coordination Program. It is funded by a grant from the Department of Housing and Urban Development. Created in FY 2005, the goal of this program is to provide information and support that enables seniors to remain in their homes. This program is staffed by a fulltime Service Coordinator.

Performance Measures	FY 2012 Actual	FY 2013 Actual	FY 2014 Estimated	FY 2015 Estimated
Client Assistance				
New Clients	9	4	5	5
Existing Clients	111	101	103	103
Outreach Efforts				
Group Presentations/Meetings	150	224	225	225
Green Ridge House Newsletter	400	640	640	640
Brochures Distributed	391	250	250	250
Benefit Analysis and Program Linkages	265	276	275	275

Management Objectives

- Provide case management and informational services to residents.
- Have the Service Coordinator receive her Case Management Certification.
- Upgrade the case management software from Procor to ASCC on-line.

Budget Comments

- 1) This program is supported by a federal grant and a transfer from the Green Ridge House budget. The grant needs to be renewed on an annual basis.
- 2) The expenses in Professional Services, line 30, funds the HUD required quality assurance work on the program.
- 3) Purchase of new case management software to be reimbursed by HUD is budgeted in Computer Expenses, line 53.

SERVICE COORDINATION PROGRAM Acct. No. 530	FY 2012 Actual Trans.	FY 2013 Actual Trans.	FY 2014 Adopted Budget	FY 2014 Estimated Trans.	FY 2015 Proposed Budget	FY 2015 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$48,909	\$45,761	\$44,200	\$46,900	\$46,900	\$46,900
28 Employee Benefits	24,063	23,737	27,100	27,100	28,700	28,700
Total	\$72,972	\$69,498	\$71,300	\$74,000	\$75,600	\$75,600
OTHER OPERATING EXPENSES						
30 Professional Services	\$3,307	\$3,307	\$3,300	\$3,300	\$3,300	\$3,300
38 Communications	795	831	800	800	800	800
45 Membership & Training	1,579	1,795	1,500	1,800	1,800	1,800
53 Computer Expenses	0	505	0	0	1,200	1,200
55 Office Expenses	274	946	300	300	300	300
Total	\$5,955	\$7,384	\$5,900	\$6,200	\$7,400	\$7,400
TOTAL SERVICE COORDINATION PROGRAM	\$78,927	\$76,882	\$77,200	\$80,200	\$83,000	\$83,000
REVENUE SOURCES						
Transfer from Green Ridge House	\$19,700	\$19,700	\$21,200	\$21,200	\$21,200	\$21,200
HUD Multi-Family Housing Service Coordinator Grant	34,097	51,849	56,000	56,000	56,000	56,000
Total	\$53,797	\$71,549	\$77,200	\$77,200	\$77,200	\$77,200

