

Greenbelt CARES

Fiscal Year 2024



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.

Strategic Plan

Mission Statement

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...



1. 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.



2. Provides information and referral services, case management services, and prevention and intervention services to senior residents and their caregivers from a strengths-based model that empowers them to make informed choices and remain living independently for as long as possible.



3. Committed to providing its services to clients and the community regardless of their financial resources, race, gender identity, sexual orientation, ethnic, religious or cultural background.



4. Provides services with a focus on Racial Equity. Racial equity means that all people, regardless of race, have equal and inviolable dignity, value, and opportunity to participate justly, fairly, and fully in all dimensions of our programs and to reach their full potential.



5. Staff are client-focused and demonstrate respect, courtesy, and accountability to those we serve.



6. Maintains a high level of professional expertise through ongoing staff trainings, development, and supervision.



7. 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.

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.

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

Accomplishments

- Juvenile Delinquency Prevention Counselor and Education and Workforce Development Coordinator offered U.N.I.T.E sessions educate youth and young adults about City and County resources for education, career and employment.
- Participated in National Night out events in Greenbelt and New Carrollton.
- Coordinated and dispersed the City Rental and Utility Assistance Programs funded by the ARPA program.

Management Objective

- Work with Administration to develop solutions for staff space needs.

Issues

CARES staff integrated virtual means into its provision of programming in FY 2023. The majority of programs are offered in-person and virtual, based on specific program and needs of clients being served.

CARES participated in the Space Study and continues to await final direction on how to address the space challenges faced by CARES and the City overall. Office space continues to be a challenge as all staff need to have private work spaces. To accommodate this need, the GAIL program staff moved to existing office space in the Community Center's Ground Floor East space. This allowed counseling staff to move into their offices in the Municipal Building. While this is not a permanent solution for CARES space needs, it has brought great relief to the department to have additional office space for all staff.

CARES continued to see a high demand for mental health services and often maintains a waitlist of 12 to 14 people and/ or families awaiting counseling services. CARES is experiencing an increase in persons whose first language is Spanish. CARES is working to fill its open bilingual counselor position and has hired contractual staff to provide this service to meet the need.

2. 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

- Offered GED preparation courses virtually and in person.
- UMD students shadowed the Vocational/ Educational program for one day during the semester.
- Offered English as a Second Language (ESOL) class for adults virtually.
- Served as staff liaison to the Advisory Committee on Education (ACE).
- ACE held the annual meeting for school Principals and Vice-Principals, the annual meeting for school PTA Presidents and Executive Board via Zoom. The ACE Educator Awards and the ACE Student Awards ceremonies were conducted via Zoom and awards were mailed to honorees.



Crisis Intervention Program

The Crisis Intervention program went through a transformation in FY 2023 with the addition of Crisis Intervention Counselors at the Police Department. The CARES counselors were renamed Community Mental Health Counselors (CMHC) and work in conjunction with the Greenbelt Police Crisis Intervention Team (CIT) to offer resources and follow-up mental health services to individuals and families who have contact with the CIT. Community Mental Health Counselors continue to provide community outreach and support services to the Greenbelt community.

Management Objective

- Work with the Greenbelt Police Department to implement and coordinate services to residents in crisis or who have contact with the police department.

Greenbelt Assistance in Living Program (GAIL)

As the GAIL Program moves into the 2024 fiscal year, we have modified our focus to emphasize education of caregivers, seniors and families as we expand our repertoire of course offerings, services, and partnerships with non-profits and government agencies to help address residents evolving needs. As GAIL continues to stay true to its original charter to serve seniors, residents with disabilities but expanded its mission in 2008 to include unemployed and underemployed residents, staff continues to expand the partnerships and program to meet an ever-changing resident population.

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

Accomplishments

- Expanded the Community Nursing Program to include partnerships with Prince George's Community College, Catholic University and Chamberlain University's Schools of Nursing to enable the GAIL Program to provide year-round geriatric and pediatric nursing services to the community.
- Forged a new partnership with the University of Maryland Extension Program to provide three classes in FY 2023 and offer two new classes in FY 2024.
- Expanded grant funding for the Successful Aging Supportive Services Grant from the Maryland Department of Aging for \$160,224 to provide aging in place services to residents of Green Ridge House.
- Increased the Department of Housing and Urban Development Service Coordination Grant to \$90,359 for Green Ridge House Apartments' Service Coordination Program.
- Received Connect Maryland Grant for 200 laptops for Greenbelt residents valued at \$40,950.

4. Provide community programs to provide material and health related resources to Greenbelt residents.

Accomplishments

- Developed and launched the Pink Pantry, a program to provide free feminine hygiene products to low income residents.
- Expanded the donors list for the Winter Wonderland Program and Thanksgiving Program to provide toys for 51 children and food for 40 families.
- Coordinated the distribution of 200 food boxes for Thanksgiving and Christmas.
- Partnered with IHG Hotels to provide free schools supplies for 2023.
- Developed and implemented the Back to School Mini Health Fair and School Supply Giveaway.

Accomplishments

- Hired a part-time Service Coordination Assistant for Green Ridge House and trained in AASC database use to assist with annual resident assessments and follow-ups for case management.
- Conducted multiple food programs: 50 food distribution events for residents in partnership with the Greenbelt Giant; 12 Brown Bag Food distributions; monthly fresh produce distributions through the Capital Area Food Bank.
- Added a free in-person Tai Chi class and Senior Fitness classes.
- Offered a 12-week Stronger Memories program and Aging Solo class.
- Provided quarterly entitlement program enrollment. Programs included Renter's Tax Credit Assistance, Senior Brown Bag Food Program, Energy

Management Objective

- Seek to expand community partnership with other universities, community health programs, and/ or reach out to the University of Maryland Family Science or School of Social Work program. Since more students are considering the part-time internship, the GAIL program plans on coordinating two student schedules for a full-time internship.

5. Provide case management and support services at Green Ridge House.

Assistance, Medicare Open Enrollment, Qualified Medicare Beneficiary/ SLMB, Supplemental Nutrition Assistance Program, and Senior Prescription Assistance.

- Designed and implemented health and wellness presentations, and restarted the Older Americans Month series of weekly health presentations and socialization events in May.
- Provided mental health-oriented socialization events through CARES counselor.
- Expanded the SASS Program, providing housekeeping, food assistance, and physical fitness opportunities to frail and at-risk residents.
- Returned to providing in-person hot meals as a Congregate Meal site to promote socialization.

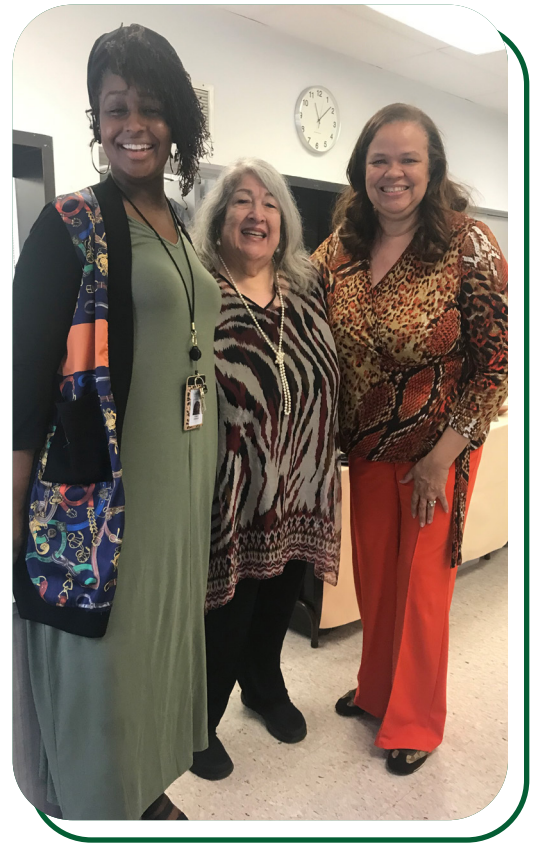
Departmental Goals

Utilize Community Volunteers to provide services to Greenbelt residents.

CARES is 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.

Accomplishments

- Expanded the volunteer pool to include partnerships with the AARP Foundation, Blacks in Federal Government (Department of Housing and Urban Development Chapter), and the Pearls of Elegance Foundation of Alpha Kappa Alpha Sorority.
- Expanded School of Nursing partnerships to include Catholic University, Chamberlain University and Prince George's Community College.



6. Encourage membership and participation in professional organizations, and continues pursuit of educational achievements.

Accomplishments

- Director is serving as the Chair of the Maryland Association of Youth Services Bureaus.
- Community Resource Advocate serves on the Board of Directors for Collington Retirement Community.
- Community Resource Advocate is North County Sector Lead Dementia Friendly Prince George's Initiative.
- Community Resource Advocate is the Chair for the Prince George's County Aging in Place Working Group.
- GAIL Community Case Manager received her Management of Aging Services Post Baccalaureate Certificate.

This page intentionally left blank.



Personnel Staffing

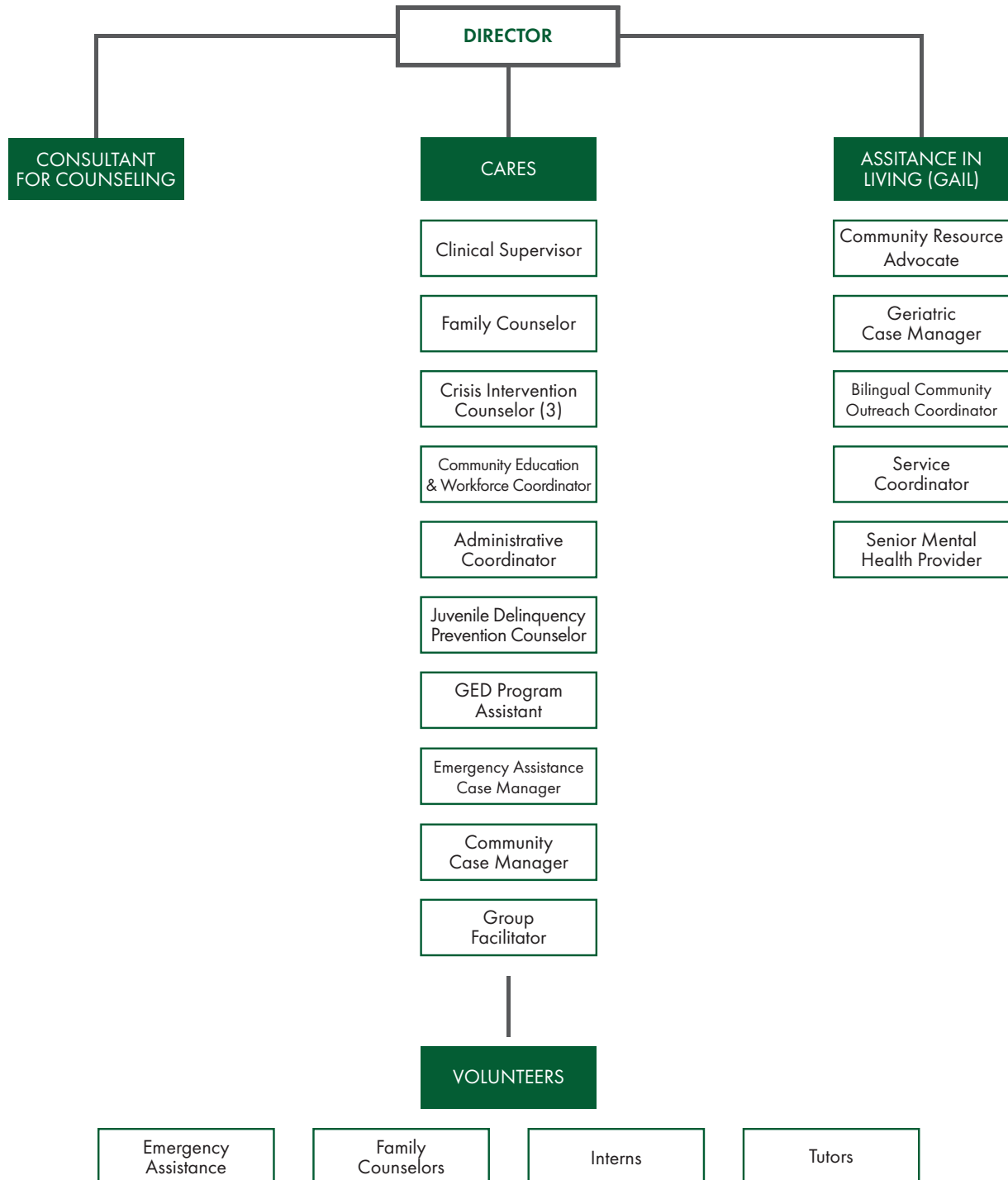
	Grade	Auth. FY 2022	Auth. FY 2023	Prop. FY 2024	Auth. FY 2024
510 Youth & Family Services					
Social Services Director	GC-19	.9	.9	.9	
Clinical Supervisor	GC-14	1.0	1.0	1.0	
Family Counselor I & II	GC-12 & 13	.7	.7	.7	
Community Mental Health Counselor I & II	GC-12 & 13	3.0	3.0	3.0	
Community Education & Workforce Coordinator	GC-10	1.0	1.0	1.0	
Administrative Coordinator	GC-9	1.0	1.0	1.0	
Volunteer Coordinator	n/a	1	0	0	
Juvenile Delinquency Prevention Counselor	NC	.5	.5	.5	
Group Facilitator	NC	.5	.5	.5	
Community Case Manager	NC	.5	0	0	
Emergency Assistance Case Manager (ARPA)	NC	1.5	2	2	
Total FTE		11.1	10.6	10.6	0
520 Assistance in Living					
Community Resource Advocate	GC-15	1.0	1.0	1.0	
Geriatric Community Case Manager	GC-11	1.0	1.0	1.0	
Bilingual Community Outreach Coordinator	GC-10	1.0	1.0	1.0	
Mobility Manager	n/a	.5	0	0	
Bilingual Community Health Case Worker (ARPA)	NC	0	1.0	1.0	
Community Case Manager (ARPA)	NC	0	1.0	1.0	
Senior Mental Health Counselor	NC	.5	.5	.5	
Total FTE		4	5.5	5.5	0
530 Service Coordination Program					
Service Coordinator	GC-10	1	1	1	
Total FTE		1	1	1	0
Total Greenbelt CARES		16.1	17.1	17.1	0

The chart to the right 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.

Interns	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimated	FY 2024 Estimated
Youth & Family Counseling				
Number of Interns	5	6	4	6
Hours Served Weekly	45	50	45	50
Number of Family Cases	15	17	22	35
Number of Individual Cases	13	9	18	20
Vocational/Educational Program				
Number of Interns	4	1	3	4
Hours Served Weekly	12	8	24	12
Greenbelt Assistance In Living (GAIL)				
Number of Interns	9	2	29	29
Hours Served Weekly	48	40	324	324
Number of Seniors Served*	137	110	225	225
Number of Non-Seniors Served*	121	75	96	125

*These numbers do not reflect the number of individuals served at large events such as produce/ nutrition events.

Greenbelt CARES Organizational Chart



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, crisis intervention counseling and tutoring. In these services, CARES works closely with other social agencies including local schools, the Maryland Department of Juvenile Justice and the Prince George’s County Department of Family Services.

Performance Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimated	FY 2024 Estimated
Community Questionnaire Scores	2015	2017	2019	2021
Counseling	4.19	4.16	4.05	3.86
Crisis Intervention Counseling	3.47	3.86	3.89	3.66
GED Program	3.25	3.85	3.81	3.61
Tutoring	3.14	3.77	3.80	3.59
Satisfaction Surveys				
Quality of Service - Good or Excellent	100%	100%	100%	100%
Mostly or Very Satisfied with Service	100%	100%	100%	100%
Learned to deal more effectively with problem	100%	100%	100%	100%
After counseling, problem was better or much better	100%	100%	100%	100%
Would return to CARES	100%	100%	100%	100%
Child and Adolescent Functional Assessment Scale				
Youth making considerable progress and improvement	90%	90%	80%	80%
Youth not adjudicated delinquent within 2 years of counseling				
Counseling Services				
Formal Counseling Cases	74	77	75	75
Formal Counseling Clients	101	132	140	140
Formal Clients - 18 and under	23	61	60	60
Education Services				
GED Students	27*	35	40	40
% who complete program	45%	35%	50%	45%
Persons Tutored	25	57	80	100
Groups				
Teen Participants	101	160	125	100
Parenting Group	22	56	25	25
Adult	25	93	50	50
Crisis Intervention Services				
Persons Contacted by CMHC	97	169	142	150
Requests for Service	61	64	40	75
Persons served	42	32	28	50
Eviction Relief Requests	157	459	376	100
Other Services				
Requests for Service	312	479	352	400
Youth Alcohol & Drug Assessment	0**	12	28	25

* Fewer GED students due to COVID-19 and virtual format.

** Due to Virtual School, no referrals were made for this service.

MANAGEMENT OBJECTIVES

- Work with the City Manager’s Office to develop solutions for staff space needs.
- Work with the Police Department to implement and coordinate services to residents in crisis or who have contact with the Police Department.

BUDGET COMMENTS

1. Salaries, line 01, and Employee Benefits, line 28, increased in FY 2023 due to the addition of ARPA funded positions in the department. In FY 2024, these positions were moved to the ARPA account and are not reflected in the department's budget.
2. The state grant for Youth Service Bureau funding(\$65,000) was not received in FY 2023 and is not expected to be received in FY 2024.
3. An increase of \$25,000 was received in FY 2023 for county Youth Service Bureau funding. A total of \$105,000 is expected in FY 2024.

YOUTH SERVICES BUREAU Acct. No. 510	FY 2021 Actual Trans.	FY 2022 Actual Trans.	FY 2023 Adopted Budget	FY 2023 Estimated Trans.	FY 2024 Proposed Budget	FY 2024 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$502,772	\$573,779	\$750,100	\$750,100	\$721,600	
02 Part-time Staff	61,620	106,163	52,000	64,800	54,600	
28 Employee Benefits	186,363	209,667	219,000	219,000	249,700	
Total	\$750,755	\$889,609	\$1,021,100	\$1,033,900	\$1,025,900	\$0
OTHER OPERATING EXPENSES						
30 Professional Services	\$10,347	\$11,587	\$12,900	\$15,100	\$16,500	
33 Insurance	3,393	3,364	5,700	2,500	3,000	
38 Communications	5,506	5,115	5,600	2,100	3,000	
45 Membership & Training	4,186	8,281	8,200	16,300	11,500	
53 Computer Expenses	1,595	10	1,600	2,700	3,000	
55 Office Expenses	3,398	5,316	5,000	5,600	5,000	
58 Special Programs	0	418	3,000	0	3,000	
Total	\$28,425	\$34,090	\$42,000	\$44,300	\$45,000	\$0
TOTAL YOUTH SERVICES BUREAU	\$779,179	\$923,700	\$1,063,100	\$1,078,200	\$1,070,900	\$0
REVENUE SOURCES						
State Grant	\$65,008	\$65,008	\$65,000	\$65,000	\$65,000	
City 25% Matching Payment	21,669	21,669	21,700	21,700	21,700	
County Grant	50,000	80,000	80,000	105,000	105,000	
GRH Mental Wellness	9,600	10,800	10,000	10,000	10,000	
GED Co-pay	65	140	1,500	1,500	1,500	
Excess Funded 100% by City	632,837	746,082	884,900	875,000	867,700	
Total	\$779,179	\$923,700	\$1,063,100	\$1,078,200	\$1,070,900	\$0

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, a Community Case Manager, and a Bilingual Community Outreach Coordinator.

MANAGEMENT OBJECTIVES

- Work with CARES clinical staff and Green Ridge House staff to provide mental health resources and services to Greenbelt residents.
- Seek to expand community partnerships with universities and community health programs.

Performance Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimated	FY 2024 Estimated
Community Questionnaire Scores	2015	2017	2019	2021
GAIL	4.02	4.20	4.13	3.82
Client Assistance				
New Clients*	47	103	65	65
Existing Clients**	366	390	360	375
Outreach Efforts				
Group Presentations/Meetings	35	16	25	29
Newspaper Columns	5	1	3	3
GAIL Newsletter	1,800	1,600	1,600	1,650
Brochures Distributed to New Clients***	350	350	350	350
Adult Groups	50	56	54	48
Community Health Events*	1,275	2,276	3,355	3,750

*Includes one-time clients that have been assisted.

**Flu Clinics, Mental Health Screening Day, Memory Screening Day/Brain Fitness & Vision Van

***New community resource guides distributed



BUDGET COMMENTS

- 1. The funds in Special Programs, line 58, reflects expenses relative to the SASS grant and include a stipend for the public health intern, volunteer luncheon and the living well programs.

GREENBELT ASSISTANCE IN LIVING Acct. No. 520	FY 2021 Actual Trans.	FY 2022 Actual Trans.	FY 2023 Adopted Budget	FY 2023 Estimated Trans.	FY 2024 Proposed Budget	FY 2024 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$233,402	\$241,135	\$250,200	\$250,200	\$282,000	
28 Employee Benefits	87,408	90,375	100,300	100,300	109,500	
Total	\$320,810	\$331,510	\$350,500	\$350,500	\$391,500	\$0
OTHER OPERATING EXPENSES						
34 Other Services	\$500	\$0	\$500	\$500	\$500	
38 Communications	1,794	1,794	1,500	1,600	1,000	
45 Membership & Training	1,520	7,844	3,600	13,000	4,900	
55 Office Expenses	2,675	2,795	3,400	3,500	3,600	
58 Special Programs	82,707	75,696	7,300	800	5,800	
58 Community Relations		7,093		139,500	143,300	
Total	\$89,196	\$95,221	\$16,300	\$158,900	\$159,100	\$0
TOTAL GREENBELT ASSISTANCE IN LIVING	\$410,006	\$426,732	\$366,800	\$509,400	\$550,600	\$0

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 (HUD). 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 full-time Service Coordinator.

Performance Measures	FY 2021 Actual	FY 2022 Actual	FY 2023 Estimated	FY 2024 Estimated
Client Assistance				
New Clients	13	14	13	5
Existing Clients	97	97	103	105
Outreach Efforts				
Group Presentations/Meetings	52	52	52	52
Green Ridge House Newsletter	400	400	400	400
Brochures Distributed	400	400	400	400
Benefit Analysis and Program Linkages	3,695	5,882	4,500	4,500

MANAGEMENT OBJECTIVES

- Provide case management and information services to the residents of Green Ridge House.



BUDGET COMMENTS

1. This program is supported by a HUD grant and a transfer from the Green Ridge House budget. The HUD grant must be renewed annually.

SERVICE COORDINATION PROGRAM Acct. No. 530	FY 2021 Actual Trans.	FY 2022 Actual Trans.	FY 2023 Adopted Budget	FY 2023 Estimated Trans.	FY 2024 Proposed Budget	FY 2024 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$55,492	\$57,967	\$52,100	\$57,700	\$66,900	
28 Employee Benefits	13,001	14,244	13,600	14,000	17,700	
Total	\$68,493	\$72,211	\$65,700	\$71,700	\$84,600	\$0
OTHER OPERATING EXPENSES						
33 Insurance - Auto	\$305	\$319	\$300	\$400	\$300	
38 Communications	460	500	800	800	800	
45 Membership & Training	1,085	3,056	2,000	600	2,000	
50 Motor Equipment						
Repairs & Maintenance	15	114	500	700	700	
Vehicle Fuel	194	317	500	300	500	
53 Computer Expenses	630	595	1,200	1,300	1,400	
55 Office Expenses	630	953	300	700	700	
Total	\$3,320	\$5,853	\$5,600	\$4,800	\$6,400	\$0
TOTAL SERVICE COORDINATION PROGRAM	\$71,813	\$78,064	\$71,300	\$76,500	\$91,000	\$0
REVENUE SOURCES						
Transfer from Green Ridge House	\$27,700	\$27,700	\$27,700	\$27,700	\$27,700	
HUD Multi-Family Housing Service Coordinator Grant	38,240	67,964	78,000	78,100	78,000	
Total	\$65,940	\$95,664	\$105,700	\$105,800	\$105,700	\$0

This page intentionally left blank.

