

# CARES



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## FOUNDATIONAL PILLARS



Forward-Thinking  
& DEI



Exceptional  
Services



Collaboration  
& Innovation

## MENTAL HEALTH SERVICES

CARES provides high quality mental health and support services to the community. These services cross the life span serving children, adolescents, adults and seniors.

## EDUCATION & WORKFORCE SERVICES

Provide educational and workforce enrichment opportunities for Greenbelt residents and those living in surrounding areas within Prince George's County.

## SENIOR SERVICES

CARES provide case management and support services to seniors, persons with disabilities, caregivers, and families to help Greenbelt residents remain in their homes and continue to thrive.

## COMMUNITY SERVICES

CARES provides community programs to provide material and health related resources to Greenbelt residents.

# Mission & Value Statements

CARES



## 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, 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.

Greenbelt CARES is 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.

Greenbelt CARES 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.

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.

	Grade	Auth. FY2023	Auth. FY2024	Prop. FY2025	Auth. FY2025
<b>510 Youth &amp; Family Services</b>					
CARES Director	GC-19	0.9	0.9	0.9	0.9
Clinical Supervisor	GC-14	1.0	1.0	1.0	1.0
Family Counselor I & II	GC-12 & 13	0.7	0.7	0.7	0.7
Community Mental Health Counselor I & II	GC-12 & 13	3.0	3.0	3.0	4.0
Community Education & Workforce Coordinator	GC-10	1.0	1.0	1.0	1.0
Administrative Coordinator	GC-10	1.0	1.0	1.0	1.0
Juvenile Delinquency Prevention Counselor	NC	0.5	0.5	0.5	0.5
Group Facilitator	NC	0.5	0.5	0.5	0.5
Emergency Assistance Case Manager (ARPA)	NC	1.5	2.0	1.0	1.0
<b>Total FTE</b>		<b>10.1</b>	<b>10.6</b>	<b>9.6</b>	<b>10.6</b>
<b>520 Assistance in Living</b>					
Assistant Director	GC-17	0.0	0.0	1.0	1.0
Community Resource Advocate	GC-15	1.0	1.0	0.0	0.0
Geriatric Community Case Manager	GC-11	1.0	1.0	1.0	1.0
Bilingual Community Outreach Coordinator	GC-10	1.0	1.0	1.0	1.0
Bilingual Community Health Case Worker (ARPA)	NC	1.0	1.0	1.0	1.0
Community Case Manager (ARPA)	NC	1.0	1.0	1.0	1.0
Senior Mental Health Counselor	NC	0.5	0.5	0.5	0.5
<b>Total FTE</b>		<b>5.5</b>	<b>5.5</b>	<b>4.5</b>	<b>4.5</b>
<b>530 Service Coordination Program</b>					
Service Coordinator	GC-10	1.0	1.0	1.0	1.0
Case Manager	NC	0.0	0.5	0.5	0.5
<b>Total FTE</b>		<b>1.0</b>	<b>1.0</b>	<b>1.5</b>	<b>1.5</b>
<b>Total Greenbelt CARES</b>		<b>16.6</b>	<b>17.1</b>	<b>15.6</b>	<b>16.6</b>

# Interns

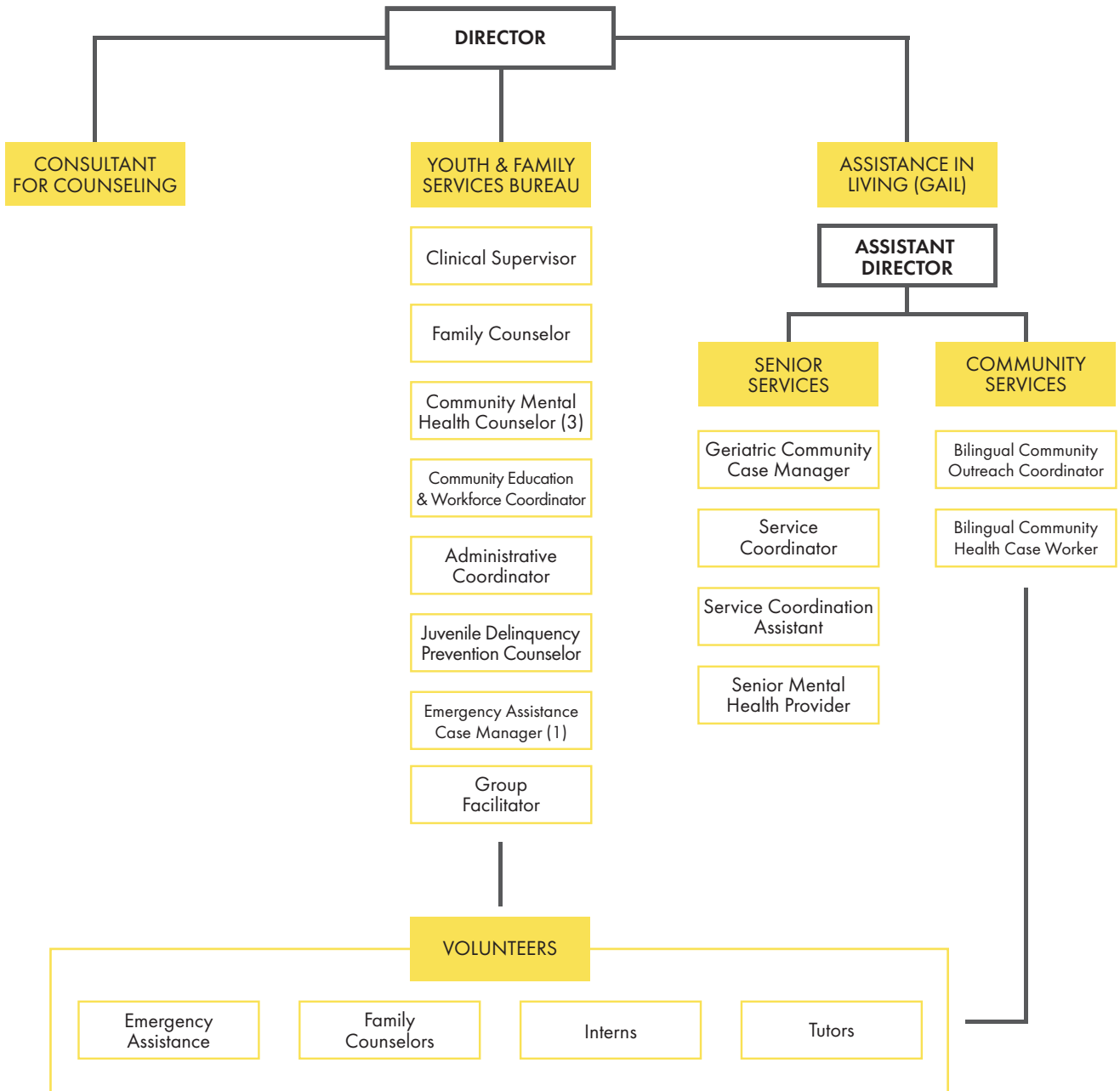
## CARES

<b>Interns</b>	<b>FY2022 Actual</b>	<b>FY2023 Actual</b>	<b>FY2024 Estimated</b>	<b>FY2025 Estimated</b>
<b>Youth &amp; Family Counseling</b>				
Number of Interns	6	6	4	6
Hours Served Weekly	50	55	45	50
Number of Family Cases	17	30	22	35
Number of Individual Cases	9	19	18	20
<b>Vocational/Educational Program</b>				
Number of Interns	1	5	3	4
Hours Served Weekly	8	10	24	12
<b>Greenbelt Assistance In Living (GAIL)</b>				
Number of Interns	2	24	29	29
Hours Served Weekly	40	84	324	324
Number of Seniors Served*	110	155	225	225
Number of Non-Seniors Served*	75	100	96	125

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

# Organizational Chart

CARES



# Youth & Family Services Bureau

CARES



This program offers individual and family counseling, crisis intervention, educational supports, and workforce development to children, youth, adults and families.

## Email

[CARES@greenbeltmd.gov](mailto:CARES@greenbeltmd.gov)

## Phone

(301) 345-6660

## TEAM HIGHLIGHTS

100%

Clinical Staff are Master Level Social Work, Professional Counselor, or Marriage and Family Therapist

2

languages spoken fluently  
- English and Spanish -

Advocacy

Dr. Liz Park, CARES Director, worked with elected State officials to advocate for restoration of State funding for Youth & Family Services Bureaus

# Youth & Family Services Bureau

CARES

YOUTH SERVICES BUREAU Acct. No. 510	FY 2022 Actual Trans.	FY 2023 Actual Trans.	FY 2024 Adopted Budget	FY 2024 Estimated Trans.	FY 2025 Proposed Budget	FY 2025 Adopted Budget
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$573,779	\$534,362	\$721,600	\$727,600	\$822,000	\$822,000
02 Part-time Staff	106,163	106,390	54,600	52,800	76,200	76,200
28 Employee Benefits	209,667	203,922	249,700	249,700	288,200	288,200
<b>Total</b>	<b>\$889,609</b>	<b>\$844,675</b>	<b>\$1,025,900</b>	<b>\$1,030,100</b>	<b>\$1,186,400</b>	<b>\$1,186,400</b>
<b>OTHER OPERATING EXPENSES</b>						
30 Professional Services	\$11,587	\$22,898	\$16,500	\$9,200	\$18,800	\$18,800
33 Insurance	3,364	2,520	3,000	3,500	3,500	3,500
34 Interpreting	0	0	0	0	10,000	10,000
38 Communications	5,115	5,712	3,000	5,500	5,600	5,600
45 Membership & Training	8,281	13,930	11,500	16,800	9,400	9,400
53 Computer Expenses	10	1,470	3,000	3,000	12,000	12,000
55 Office Expenses	5,316	12,886	5,000	5,000	5,000	5,000
58 Special Programs	418	1,552	3,000	3,000	3,000	3,000
<b>Total</b>	<b>\$34,090</b>	<b>\$60,968</b>	<b>\$45,000</b>	<b>\$46,000</b>	<b>\$67,300</b>	<b>\$67,300</b>
<b>TOTAL YOUTH SERVICES BUREAU</b>	<b>\$923,700</b>	<b>\$905,643</b>	<b>\$1,070,900</b>	<b>1,076,100</b>	<b>1,253,700</b>	<b>\$1,253,700</b>
<b>REVENUE SOURCES</b>						
State Grant	\$65,008	\$0	\$0	0	0	0
City 25% Matching Payment	21,669	0	0	0	0	0
County Grant	80,000	151,883	105,000	105,000	105,000	105,000
GRH Mental Wellness	10,800	10,000	10,000	10,000	10,000	10,000
GED Co-pay	140	1,500	1,500	1,500	1,500	1,500
Excess Funded 100% by City	746,082	742,260	954,400	959,600	1,137,200	1,137,200
<b>Total</b>	<b>\$923,700</b>	<b>\$905,643</b>	<b>\$1,070,900</b>	<b>\$1,076,100</b>	<b>\$1,253,700</b>	<b>\$1,253,700</b>

## Budget Comments

1. Salaries, line 01, and Employee Benefits, line 28, increased due to the addition of previously ARPA funded positions in the department being included in the FY2025 budget.
2. Professional Services, line 30, increased to include funding for consultants for clinical services and education and workforce development.

# Youth & Family Services Bureau

CARES

## Performance Measures

Performance Measures	FY2022 Actual	FY2023 Actual	FY2024 Estimated	FY2025 Estimated
<b>Satisfaction Surveys</b>				
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%
<b>Child and Adolescent Functional Assessment Scale</b>				
Youth making considerable progress and improvement	90%	90%	80%	80%
Youth not adjudicated delinquent within 2 years of counseling	100%	100%	100%	100%
<b>Counseling Services</b>				
Formal Counseling Cases	77	106	100	100
Formal Counseling Clients	132	191	150	150
Formal Clients - 18 and under	61	72	60	60
<b>Education Services</b>				
GED Students	35	72	40	40
% who complete program	35%	55%	50%	50%
Persons Tutored	57	85	80	100
<b>Groups</b>				
Teen Participants	160	68	100	100
Parenting Group	56	18	25	25
Adult	93	110	50	50
<b>Crisis Intervention Services</b>				
Persons Contacted by CMHC	169	88	142	150
Requests for Service	64	61	65	65
Persons served	32	26	30	30
Eviction Relief Requests	459	494	300	100
<b>Other Services</b>				
Requests for Service	479	456	450	450
Youth Alcohol & Drug Assessment	12	20	25	25

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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



## Accomplishments

- CARES Clinical Staff attended conference: Crossing the Cultural Divide: Clinical Work with Latine Families. The conference included sessions related to Integrating Social Justice in Clinical Work, Self-Awareness and positionality related to Cultural responsiveness, and Intergenerational Trauma.
- CARES hosted the 2023 City of Greenbelt Fall Job Fair. This event proved to be a valuable platform for connecting enthusiastic job seekers with prospective employers. The fair featured an impressive turnout, with 14 businesses and 112 participants in attendance.
- CARES partnered with Greenbelt Middle Community School and Springhill Lake Elementary Community School to provide resources to families and to offer parenting classes.
- CARES administered the ARPA Workforce Development, Education and Childcare Scholarship programs and the ARPA Food assistance programs.
- CARES provided follow-up counseling and resources to individuals and families referred by the Police Department's Crisis Intervention Team.

## Management Objectives

- Work with administration to develop City plan for Opioid Restitution Funds
- Enhance Partnerships with Greenbelt Schools to provide material and mental health resources to youth and families

# Greenbelt Assistance in Living Program (GAIL)



The Greenbelt Assistance in Living program provides 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. In addition, GAIL provides community programs to provide material and health related resources to Greenbelt residents.

**Email**

[GAIL@greenbeltmd.gov](mailto:GAIL@greenbeltmd.gov)

**Phone**

(301) 345-6660

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## TEAM HIGHLIGHTS

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2

dementia care practitioners

2

certified care manager

4

languages spoken  
- English, French, Spanish, Arabic -

# Greenbelt Assistance in Living Program

CARES

GREENBELT ASSISTANCE IN LIVING Acct. No. 520	FY 2022 Actual Trans.	FY 2023 Actual Trans.	FY 2024 Adopted Budget	FY 2024 Estimated Trans.	FY 2025 Proposed Budget	FY 2025 Adopted Budget
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$241,135	\$250,816	\$282,000	\$282,000	\$364,400	\$364,400
28 Employee Benefits	90,375	94,406	109,500	109,500	136,700	136,700
<b>Total</b>	<b>\$331,510</b>	<b>\$345,222</b>	<b>\$391,500</b>	<b>\$391,500</b>	<b>\$501,100</b>	<b>\$501,100</b>
<b>OTHER OPERATING EXPENSES</b>						
34 Other Services	\$0	\$0	\$500	\$500	\$500	\$500
38 Communications	1,794	2,070	1,000	2,200	2,200	2,200
45 Membership & Training	7,844	13,167	4,900	6,300	6,900	6,900
55 Office Expenses	2,795	5,500	3,600	3,600	3,600	3,600
58 Special Programs	79,879	140,423	5,800	13,800	20,000	40,000
58 Community Relations	2,910	6,975	7,300	7,300	7,300	7,300
<b>Total</b>	<b>\$95,221</b>	<b>\$168,134</b>	<b>\$23,100</b>	<b>\$33,700</b>	<b>\$40,500</b>	<b>\$60,500</b>
<b>TOTAL GREENBELT ASSISTANCE IN LIVING</b>	<b>\$426,732</b>	<b>\$513,356</b>	<b>\$414,600</b>	<b>\$425,200</b>	<b>\$541,600</b>	<b>\$561,600</b>

## Budget Comments

1. Salaries, line 01, show increase to include reclassification of Community Resource Advocate to Assistant Director and funding of positions funded by ARPA funds.
2. Special Programs, line 58, reflects expenses relative to a stipend for the public health intern, volunteer luncheon and produce distributions.

## Management Objectives

- Identify and streamline programs, resources and services to support Greenbelt residents who struggle with hoarding.
- Work to expand access to social service and educational programs to Greenbelt West residents, especially Spanish speaking families residing in the Franklin Park community.

# Greenbelt Assistance in Living Program

CARES

## Performance Measures

Performance Measures	FY2022 Actual	FY2023 Actual	FY2024 Estimated	FY2025 Estimated
<b>Client Assistance</b>				
New Clients*	103	71	65	65
Existing Clients	390	366	365	365
<b>Outreach Efforts</b>				
Group Presentations/Meetings	16	28	25	25
Newspaper Columns	1	2	3	3
GAIL Newsletter	1,600	1,600	1,700	1,800
Brochures Distributed	350	350	350	350
Adult Groups	56	70	55	55
Community Health Events**	2,276	3,637	3,750	3,750
<i>*Includes one-time clients that have been assisted.</i>				
<i>**Flu Clinics, Food Distribution, Community Fairs, etc</i>				
<hr/>				
<b>Community Questionnaire Scores</b>				
GAIL	2015	2017	2019	2021
	4.02	4.20	4.13	3.82

## Accomplishments

- The GAIL Program has convened a Crisis Interdisciplinary Team to address senior-related hoarding and other complex cases. Representatives from the GAIL Program, Police Department, Code Enforcement and Greenbelt Homes Inc. are on the team
- Community Health Caseworker is available to meet with residents in the Springhill Lake Clubhouse twice a week to be more accessible to families living in Greenbelt West.
- The GAIL Program Bilingual Community Outreach Coordinator hosts a quarterly Coffee and Conversations for Greenbelt West to talk about individual and family needs by expanding resources and programming provided by GAIL.
- In May 2023, Produce Distribution added a second location in Greenbelt West at the Springhill Recreation Center, 6101 Cherrywood Lane, Greenbelt, MD 20770. Residents who participate must be from Greenbelt West and signed up with Community Health Caseworker.
- In response to the rising requests for information and resources to support caregivers of Persons with Dementia, the GAIL Program expanded programming to include community Memory Screenings, webinars and educational class series for caregivers.
- Responding to an increase in requests for home health resources, the GAIL Program expanded our Schools of Nursing partnerships enabling the Community Nursing Program to serve more older adults, pregnant mothers and families with children ages three and younger.

# Service Coordination Program

CARES



The Service Coordination program provides case management and support services to Green Ridge House residents.

## Email

[greenridge@greenbeltmd.gov](mailto:greenridge@greenbeltmd.gov)

## Phone

(301) 412-2480

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## TEAM HIGHLIGHTS

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1

professional service coordinator

25

frail and at-risk residents served by providing meals, housekeeping assistance, and other services

100+

assisted through outreach programs and service program

# Service Coordination Program

CARES

SERVICE COORDINATION PROGRAM Acct. No. 530	FY 2022 Actual Trans.	FY 2023 Actual Trans.	FY 2024 Adopted Budget	FY 2024 Estimated Trans.	FY 2025 Proposed Budget	FY 2025 Adopted Budget
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$57,967	\$84,256	\$94,900	\$67,400	\$70,700	\$70,700
28 Employee Benefits	14,244	16,627	17,700	17,700	27600	27600
<b>Total</b>	<b>\$72,211</b>	<b>\$100,883</b>	<b>\$112,600</b>	<b>\$85,100</b>	<b>\$98,300</b>	<b>\$98,300</b>
<b>OTHER OPERATING EXPENSES</b>						
33 Insurance - Auto	\$319	\$348	\$300	\$400	\$400	\$400
38 Communications	500	870	1,600	1,600	1600	1600
45 Membership & Training	3,056	1,420	2,000	2,500	2500	2500
50 Motor Equipment						0
Repairs & Maintenance	114	683	700	500	500	500
Vehicle Fuel	317	348	500	700	700	700
53 Computer Expenses	595	1,355	1,400	1,400	1400	1400
55 Office Expenses	953	1,269	1,700	1,700	1700	1700
<b>Total</b>	<b>\$5,853</b>	<b>\$6,294</b>	<b>\$8,200</b>	<b>\$8,800</b>	<b>\$8,800</b>	<b>\$8,800</b>
<b>TOTAL SERVICE COORDINATION PROGRAM</b>	<b>\$78,064</b>	<b>\$107,177</b>	<b>\$120,800</b>	<b>\$93,900</b>	<b>\$107,100</b>	<b>\$107,100</b>
<b>REVENUE SOURCES</b>						
Transfer from Green Ridge House	\$27,700	\$27,700	\$29,000	\$29,000	\$29,900	\$29,900
HUD Multi-Family Housing Service Coordinator Grant	67,964	91,800	91,800	91,800	91,800	91,800
<b>Total</b>	<b>\$95,664</b>	<b>\$119,500</b>	<b>\$120,800</b>	<b>\$120,800</b>	<b>\$121,700</b>	<b>\$121,700</b>

## Budget Comments

1. This program is supported by a HUD grant and a transfer of funds from the Green Ridge House budget. The HUD grant must be renewed annually.
2. Salaries, line 01, In FY2024 portions of benefits were included in the salary line; however, the amounts are corrected in FY2025.

# Service Coordination Program

CARES

## Performance Measures

Performance Measures	FY2022 Actual	FY2023 Actual	FY2024 Estimated	FY2025 Estimated
<b>Client Assistance</b>				
New Clients	14	7	7	5
Existing Clients	97	104	97	100
<b>Outreach Efforts</b>				
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	5,882	5,845	5,000	5,000

## Accomplishments

- Provided 42 residents with Chromebook laptops through the Connect Maryland grant and a series of introductory classes to Internet and technology.
- Served up to 25 frail and at-risk residents at a time in the Successful Aging Supportive Services (SASS) Program to provide them with meals, housekeeping assistance, and other services.
- The Service Coordination Assistant started October 2022 and has helped conduct resident assessments, facilitate food distributions, and lead health and wellness classes.
- Partnered with CARES to provide mental health services to residents.

## Management Objectives

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

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