

# SOCIAL SERVICES

## ACCOMPLISHMENTS FOR FY 2010

### Greenbelt CARES

#### Counseling Services

- Family Counselor led three eight week discussion groups for youth at Eleanor Roosevelt High School that focused on increasing students' decision making and anger management skills.
- Participated in National Depression Screening Day. This event was sponsored by Community Crisis, Inc. and the Greenbelt Assistance In Living (GAIL) program. This was the second time this event was held in Greenbelt and persons were screened at four community sites. Information and referrals on depression and mental illness were provided as well as on-site screening and counseling for depression.
- In-service training covering a variety of topics was offered to staff and volunteer interns bi-monthly.
- CARES staff and graduate interns offered three "Anger Management Workshops." Participants in the eight week groups learned specific skills to improve social skills and emotion regulation.
- GAIL Case Manager and an intern offered the "Differently-abled United for a Brighter Tomorrow" group. Participants in the eight week groups discussed issues such as social isolation, self-esteem, social skills and assertiveness.
- Provided internship opportunities to graduate students from a variety of local colleges and universities, such as the University of

Maryland, American University, Loyola College, Capella University, Liberty University and George Washington University.

- Provided a Spanish language Strengthening Families Program at Springhill Lake Elementary school for the third consecutive year. Eleven families participated with eight completing the 14 week course and graduating. The Strengthening Families Program is a nationally recognized program designed to decrease child behavior problems and increase parenting skills and family functioning for participating families.



#### Staff Accomplishments

- Liz Park served on the Maryland State Delinquency and Prevention Services Task force chaired by Delegates Ana Sol Gutierrez and Doyle Neiman.
- Liz Park was elected to serve a third term as Chair of the Maryland Association of Youth Services Bureaus.
- Sharon Vanzego completed coursework and test to become a Certified Service Coordinator.

- Sharon Vanzego was elected to serve as Chair of the Mid Atlantic Division of the American Association of Service Coordinators.
- Judge Hering was awarded “Ms. GED” by the Montgomery College Workforce Development and Continuing Education ‘for being a role model and a supportive staff member in the Adult ESOL Literacy-GED Program’.

### **Community Outreach**

- Eviction Relief Volunteer worked with over 60 individuals facing eviction and provided information and referral resources as well as monetary assistance for some, from the Emergency Relief Fund.
- Worked with CampFire USA to coordinate services for residents displaced by power outages in Empirian Village.
- Launched Share Food Network program in Greenbelt West. Share Food Network allows residents to purchase preset menu of items monthly at a reduced cost.
- Crisis Intervention Counselors (CIC) and Greenbelt Assistance in Living (GAIL) staff completed SSI/SSDI Outreach, Access and Recovery (SOAR) Program training which allows them to assist homeless persons or those at risk of being homeless apply for Social Security Income and Social Security Disability Income as a tool for their recovery.

### **Crisis Intervention Services**

- CIC provided immediate crisis counseling and follow-up contacts to 200 individuals and families facing issues such as victim of crime, suicide, death of family member and community crisis.
- Worked with Community Development personnel in their work with distressed residents.

- As part of their community outreach, participated in Fall Fest and Celebration of Spring offering participants information on CARES and area resources.
- Provided bi-lingual counseling services to Spanish speaking individuals and families.

### **Vocational/Educational Services**

- Conducted four GED preparation courses for local youth and adults and coordinated tutoring services for Prince George’s County youth living in Greenbelt and the surrounding areas.
- Two babysitting courses were held for Greenbelt youth. Participating youth learned about health and safety issues, poison control and fire prevention.
- 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).
- Tutoring Camp offered local youth lessons in mathematics, language arts and science.
- Participated in the 1<sup>st</sup> Look Volunteer Fair on campus at the University of Maryland. The purpose of the fair was to educate college students of service-learning opportunities and recruiting, training and encourage experiential learning with volunteer programs.
- Provided internship experience for University of Maryland undergraduate students and one high school student in the Vocational/Educational program.
- Piloted English as a Second Language Class at Springhill Lake Elementary for Spanish speaking parents of students.
- Created Reading and Grammar Workbooks for GED classes

## Advisory Committee on Education (ACE)

- Participated in the Annual Labor Day Festival and Parade.



- Attended the joint meeting with all area municipal education committees.
- 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.
- Developed monthly ACE Reading and Science Clubs for area students.
- Developed Monthly ACE clubs newsletter.
- Created grant opportunity for local schools to enhance school curriculum and programming.
- Organized a city Artful Afternoon, focused on musical performances by area schools, in coordination with the City's Arts Supervisor.
- Participated in events related to Greenbelt Middle School renovation.
- Created an ACE Brochure.
- Advocated on various School Board related issues such as: School Boundary modifications, Greenbelt Middle School renovations and Parent Liaison positions.

## **Greenbelt Assistance In Living (GAIL)**

- The GAIL Program was recognized by the Maryland Department of Aging as a Best Practice.
- Submitted grant renewal paperwork for the Green Ridge House Service Coordinator Grant Program.
- Continued partnership with the Prince George's County Sheriff's Department to deliver holiday food baskets to all Green Ridge House residents.
- Conducted a city wide food drive to provide Thanksgiving Baskets for families of Springhill Lake Elementary School.
- Continued a partnership with merchants of Greenway Center to distribute \$25 Safeway gift cards for each apartment at Green Ridge House for the third year.
- Partnered with Community Crisis Services, Inc., for the sixth year, to offer the Greenbelt Suicide Prevention Campaign. This campaign offered the community information about suicide, including signs of depression, suicidal behavior and statistics on rates of suicide in the senior population. Continued to offer bi-lingual screenings for Spanish speaking residents and local resources in Spanish and English that offer assistance to persons suffering from depression or exhibiting suicidal behavior. Persons taking the screening were offered on-site counseling and referral services. Expanded services to include online screening for Depression, Bipolar, Anxiety and Post Traumatic Stress for residents on the city's website.
- The partnership with the Bowie State Nursing Program continued for the sixth year offering in-home weekly health visits to Greenbelt residents. Participating residents received services such as blood pressure checks, medication management, assistance with

diabetic finger sticks, bathing assistance and health education. In 2010, a new partnership was begun with Washington Adventist University School of Nursing to offer a spring community nursing program.

- Received the Abe's Table Grant from the Capital Area Food Bank for \$3,000 to offer Food Education Empowering Diabetics.
- Conducted the Greenbelt Health and Wellness Day for Springhill Lake Elementary School and the surrounding community and offered the first H1N1 clinic in Prince George's County.



- Continued partnership with the Governor's Wellmobile to provide free annual school physicals for students at Springhill Lake Elementary School.
- Completed the Accessible Greenbelt Program funded by a Community Development Block Grant award to install adaptable equipment in the homes of seniors and disabled residents and was awarded a second round of funding.
- Continued for a second year the Backpack to Health Campaign – a partnership with 15 community providers designed to provide resources, programs and health screenings in response to the Springhill Lake Elementary School needs assessments.
- Provided internship opportunities for students from the University of Maryland School of Public Health, Howard University School of

Social Work and Bowie State School of Social Work.

## Service Coordination Program

- Offered monthly health screenings such as individual fall and balance assessments, glaucoma and cataract screening, grip strength assessment, hearing screening, dermascan (skin) assessment, and depression screening.
- Offered monthly educational presentations on topics such as Bone and Joint Health, Benefits of Acupuncture, and Avoid becoming a Victim of Financial Exploitation.
- Provided a quarterly distribution of the Green Ridge House newsletter. The Newsletter contains information on upcoming screenings and educational presentations, approaching deadlines for benefit programs, reminders of ongoing programs (i.e. weekly bread distribution, monthly blood pressure screenings, bi-weekly Wii Interactive games, weekly walking group, monthly book group, Differently Abled Group, and the "Conversations with Helen" support group), small articles related to the upcoming season (i.e. staying hydrated in the summer, safe driving in the winter, how to prepare an emergency kit, how to prepare for flu season), and a section on health and wellness.
- Started local American Association of Service Coordinators (AASC) chapter, elected and serving as President.
- Developed a more comprehensive and detailed assessment tool to assist the residents. In addition to using the Procor Assessment Tool to determine the residents' need for assistance of daily living, the Coordinator added the use of the on-line benefits assessment, a portion of the AASC assessment tool to address residents' emotional status, and an "Action Plan" form that allows the coordinator to easily determine which follow-up services are needed as determined during the assessment.

## **S**trategic Plan

### **Greenbelt CARES**

#### **Mission**

CARES 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.

#### **Value Statements**

CARES provides prevention, intervention and treatment from a strengths based model that recognizes the resources and positive behavioral and cognitive strengths clients bring and works to enhance these strengths while also addressing areas in need of improvement.

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

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

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

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

#### **Community Issues**

In FY2010, the section of Greenbelt that houses Empirian Village saw many challenges, such as power outages that displaced residents, residents facing eviction and a continued higher crime rate than other sections of town. CARES worked with residents facing all these issues, as well as partnered with Springhill Lake Elementary and the Campfire program, to bring needed services to these residents. CARES worked with Springhill Lake Elementary and Campfire to identify those displaced by the power outages and to ensure that children made it to school and that families had needed food resources while they were displaced and once they were allowed to return to their apartments.

CARES also worked with the elementary school to again provide a Spanish version of the Strengthening Families Program, a grief and loss group for children, as well as to pilot an ESOL (English as a Second Language) class for parents of the school. All three programs were well attended and received by residents.

CARES, through the Maryland Association of Youth Services Bureaus, received funding for a part time Juvenile Delinquency Prevention Counselor who was housed at the Springhill Lake Recreation Center to provide family and group counseling to families living in this section of Greenbelt.



Finally, when the Greenbelt Advisory Committee on Education (ACE) redesigned its reading club program to be a monthly group, the decision was made to offer it at Springhill Lake Elementary. The group is open to all Greenbelt children and offers them an opportunity to participate in a fun book club.

CARES continued to provide its family and individual counseling, GED preparation classes, a tutoring program and Anger Management group. These services are open to all Greenbelt residents, as well as residents in nearby communities. CARES saw an increased demand for counseling services in FY 2010 and twice was faced with closing its waitlist when there were 20 families or individuals waiting for service. When the list is closed, referrals are given to other area counseling services. This occurred even though CARES had several additional student interns who were seeing individuals and families. This increased demand likely reflects the stress families are feeling during these difficult economic times. Children can react to such stress by acting out and often parents have less energy and time to devote to their children. At the annual Principals meeting hosted by ACE, the Principals from local elementary schools reported having more children living in homeless situations and more families needing basic resources than in past years. The GED program also saw an increase in demand perhaps related to the new graduation requirements placed on students. It is anticipated that these trends will continue in the coming year.

CARES staff have continued to be educated on critical issues facing youth and families such as learning disabilities, hoarding and depression. One staff member was trained in Filial Family Therapy which builds on the Child Centered Play therapy training staff received in 2009. This person will be able to share her knowledge with other staff. As always, CARES staff work from a strengths based, family focused model where they build on existing strengths of the family and provide new skills to help the family succeed in resolving its issues or problems.

It was anticipated that we would see an increase in requests for assistance with basic needs such as financial problems, food and housing. Not surprisingly this prediction was correct. The Volunteer Emergency Relief Coordinator, Ronnie Scotkin, worked with over 60 individuals and families facing possible eviction. This fund receives contributions from local churches, civic organizations and individuals. These contributions go directly to serving Greenbelt families and are a wonderful example of the strong sense of community in Greenbelt.

## **Staffing**

CARES was able to hire a part time Juvenile Delinquency Prevention Counselor with funds from a one year grant obtained by the Maryland Association of Youth Services Bureaus (MAYSB). The position is located in Greenbelt West to provide more accessible services to these residents. This position will go through December 31, 2010. In addition, MAYSB received a Federal Earmark to expand delinquency prevention services and CARES will receive some funds from this. These funds will be available during FY 2011 and will be used to continue the delinquency prevention services position in Greenbelt West. While this position is time limited, it will provide a needed service and allow CARES to better understand the mental health needs of the residents in all parts of town.

CARES continues to have a very active intern program with five (5) graduate interns who exclusively come on Wednesday evenings to provide family counseling, a Social Work intern who sees individuals as well as the families on Wednesday nights, two (2) Marriage and Family interns who both participate on Wednesday evenings and see individual clients on Mondays, one (1) Pastoral Counseling intern who works on Wednesdays and Mondays and one (1) Professional Counseling intern who works with families and individuals on Wednesdays. The interns who are here beyond the Wednesday evening counseling service have allowed CARES to serve more individual clients this year as well as to offer three (3) sessions of our

Anger Management group and a grief group at two (2) local elementary schools. These interns do require staff time in supervision and training, but CARES obviously benefits from them and is committed to training the next generation of family therapists.

### **3-5 year Goals**

#### **Clinical**

- 1) 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. Model chosen will have a family component that involves parents/caregivers in the therapy. (Initial Training, January 2009. Staff person trained in Filial model Spring 2010)
- 2) Increase use of Evidence Based Practice models in the delivery of services to youth and families.
- 3) Evaluate the current distribution of resources to ensure CARES' ability to meet the community's demand for services.

#### **Staff**

- 1) Increase one counselor position and one CIC position to full time.
- 2) Develop a clinical supervisor position.
- 3) Increase Educational and Vocational Counselor to full time.

#### **Funding**

- 1) Look for stable funding for Strengthening Families Program.
- 2) Look for funding to train staff in identified evidence based models.
- 3) Seek diverse funding, such as possible federal funds through MAYSB. (CARES will receive monies from two (2) grants MAYSB received in FY 2010).

#### **Community**

- 1) Continue involvement in MAYSB (Dr. Park continues to serve in MASYB and is serving her 3<sup>rd</sup> term as Chair)
- 2) Make services accessible to all residents of Greenbelt.

### **Greenbelt Assistance in Living Program (GAIL)**

#### **Mission**

GAIL is dedicated to providing information and supportive services to seniors and their families to help Greenbelt residents remain in their homes.

#### **Value Statement**

GAIL provides information and referral services to caregiver and senior residents to empower them to make informed choices in the aging in place process.

GAIL staff exhibit professional, courteous customer services skill in helping residents meet the goals in the aging process.

GAIL is committed to training new professionals in the field of aging supportive services, and case management services through its volunteer and internship opportunities.

### **Community Issues**

The Greenbelt Assistance in Living Program (GAIL) has now been in existence for nine (9) years and has grown during this time from an information and referral program, to a comprehensive community based program that coordinates, provides and links seniors and their families to a variety of services. Over the past few years, the GAIL program has become an intergenerational program by providing services to Greenbelt adults and children through the Backpack to Health Campaign at Springhill Lake Elementary School. The Backpack to Health Program provided residents of all ages access to a variety of services including health screenings, wellness lectures, free community produce distributions, a partnership with the Governor's Wellmobile, and an annual community health fair. In the Fall of 2009, this program allowed the City to be the first site in Prince George's County to provide H1N1 Immunizations. Recognizing the success of the Backpack to Health Program, in FY 2011 the plan is to move from a school initiative to a more community wide initiative. To achieve this, GAIL will focus on program assessment, program improvement, and revamping community outreach techniques to meet the needs of clients and inform potential clients about the programs and services offered through the GAIL Program. In addition after collecting data for two fiscal years from the Empirian Village Community, the needs of the residents have become more solidified. The GAIL Program will continue to meet core needs of the Greenbelt residents by solidifying partnerships, applying for additional funding and providing access to program and services that meet residents' basic needs.

In FY 2010, the GAIL Program launched an email edition of the newsletter in an effort to cut postage costs and paper costs and in response to many of the GAIL clients indicating they would like an email version of the GAIL Guide. While the goal is that those receiving the email version would no longer receive a paper copy of the GAIL Guide, we have not yet met this goal. We plan to continue to transition to an email version for those who prefer this method while also making a paper copy available to others. During FY2010, the GAIL Program has also begun to further explore the needs of Greenbelt caregivers. We have revamped the Caregiver Support Group to a time later in the day when more working caregivers can attend, as well as partnering with the Alzheimer's Association to be a part of a larger support network with regular training opportunities. The GAIL Program also created a survey to assess the needs of our local caregivers, which we have dispersed electronically. The GAIL Program intends to apply to the Maryland Home & Community Care Foundation for a care giving grant to allow the further development of this program.

### **Service Coordinator Program**

Through a HUD grant, the GAIL Program has been able to staff a Service Coordinator at Green Ridge House since 2004. The program is designed to ensure that residents of Green Ridge House are connected to needed resources to enable them to live as independently as possible, for as long as possible. Over the six years of the program, the Service Coordinator has been able to provide individual assessments to all residents at Green Ridge House; reassessments when a resident's health status changes; connect residents with City, County and Federal programs; and coordinate on-site programs such as health screenings, lecture series on wellness related topics, benefit programs and support groups. Finally, the Coordinator has also developed a quarterly newsletter that communicates upcoming programs and subjects of interest.



## **3-5 year Goals**

### **Programmatic**

- 1) To develop an intergenerational health and community outreach service in the city to include health related information services, screenings and educational groups and programming.
- 2) To solidify and advertise the Aging Internship Program to all universities within the Greenbelt catchment area – (As of FY 2010 – GAIL has interns from the Universities of Maryland and Howard, Bowie State and Washington Adventist Nursing School)
- 3) To expand the GAIL Guide Readership through the use of the internet.
- 4) To expand the Service Coordination Program by developing a wellness component to be offered at Green Ridge House to include the following: free health screenings, health related classes and health related speakers. (Program began in FY 2010 and will be ongoing.)

### **Staffing and Coordination of Services**

- 1) To apply for a part-time volunteer coordinator through Volunteer Maryland to establish a SHARE Food Program for the Springhill Lake Elementary School and the surrounding community. (Completed in FY 2010 – program did not receive a Volunteer Maryland Coordinator – city funded)
- 2) To establish a volunteer base to enable the SHARE Program to be self sufficient.

### **Funding**

- 1) To continue to seek new funding streams and partnerships to fund existing programs and services.
- 2) To partner with a university's school of social work to conduct a needs assessment and focus groups for the 50+ population.

### **Community**

- 1) Continue involvement in Prince George's County Senior Citizens Advisory Committee.
- 2) Participate in Lifespan, a senior service alliance for the state of Maryland aging services providers.
- 3) Continue to identify organizations to partner with to tailor the GAIL Program into an efficient gateway to senior services and programs for Greenbelt residents.
- 4) Develop a strategic list of community partners to help expand the programs and services available to the residents of Greenbelt.

## **Program Updates**

### **Anger Management Groups**

CARES has been offering Adult Anger Management for several years. The group has been well received by the community and we now offer two sessions of this group each year. This past year it was planned to also offer an adolescent Anger Management group, as we often hear from parents and referral sources that such a group is needed. The group was designed such that parents would attend the adult group while their

teenager attended the adolescent group. We had a few families sign up, but not enough to hold a full group. Those families were offered individual family counseling to address the need of their teenager. CARES is working to develop some firm referral sources for this group, such as a director at the local department of juvenile services and the guidance staff at Greenbelt Middle and Eleanor Roosevelt High School. We hope to be able to hold a full group for adolescents next year.

### Senior Mental Health Services

The addition of the Case Manager to the GAIL Program has gone a long way to address the mental health needs of seniors in Greenbelt. Julia Frank began in the Summer of 2009 and has worked to develop a case load as well as to handle crises that arise with seniors or those with disabilities. CARES will continue to provide clinical supervision for Ms. Frank as she continues to develop this program.

### Strengthening Families Program

The Strengthening Families Program has become a regular component offered by CARES at Springhill Lake Elementary. Initially the program was offered in English and then it was expanded for Spanish speaking families to address the growing population of Hispanic/Latino families at the school. For the past several years, the program has only been offered to the Spanish speaking families as not enough English speaking families have enrolled in the program. School staff have been an important part in recruiting families for the program and for the Spanish speaking families the school's Parent Liaison has both recruited families and led the parent groups. The Prince George's County Schools plan to cut all the Parent Liaisons in next year's school budget may negatively impact the program. With the growing presence of Camp Fire USA in Empirian Village, partnering with them to recruit and support families for the program will be explored.

### SHARE Food Network

The Greenbelt Assistance in Living Program established the SHARE Food Network at Springhill Lake Elementary School and Empirian Village during the 2010 fiscal year. The first distribution was initially scheduled for February 2010 but due to weather the pilot distribution was held March 26, 2010 focusing on only the families of Springhill Lake Elementary School. In April 2010, the SHARE Program was open to any resident interested in participating in the program.



# PERSONNEL STAFFING

PERSONNEL STAFFING	Grade	Auth. FY 2009	Auth. FY 2010	Prop. FY 2011	Auth. FY 2011
<b>510 Greenbelt CARES</b>					
Social Services Director	GC-26	.9	.9	.9	
Family Counselor I & II	GC-16 & 18	1.2	1.2	1.2	
Vocational/Education Counselor I & II	GC-16 & 18	.6	.6	.6	
Crisis Intervention Counselor I & II	GC-16 & 18	1.5	1.5	1.5	
Administrative Assistant I & II	GC-12 & 13	1.0	1.0	1.0	
Reading Club Coordinator	NC	.3	-	-	
Total FTE		5.5	5.2	5.2	
<b>520 Greenbelt Assistance in Living</b>					
Community Resource Advocate	GC-19	1.0	1.0	1.0	
Geriatric Case Manager	GC-16	1.0	1.0	1.0	
Total FTE		2.0	2.0	2.0	
<b>530 Service Coordination Program</b>					
Service Coordinator	GC-13	1.0	1.0	1.0	
Total FTE		1.0	1.0	1.0	
<b>Total Social Services</b>		<u>8.5</u>	<u>8.2</u>	<u>8.2</u>	

The Reading Club Coordinator position was not funded in FY 2010. The funds that supported this position were used in FY 2010 to support a grant program to teachers/schools, a math club and a reading club.

The charts below show the positive impact that volunteer interns have on Greenbelt CARES.

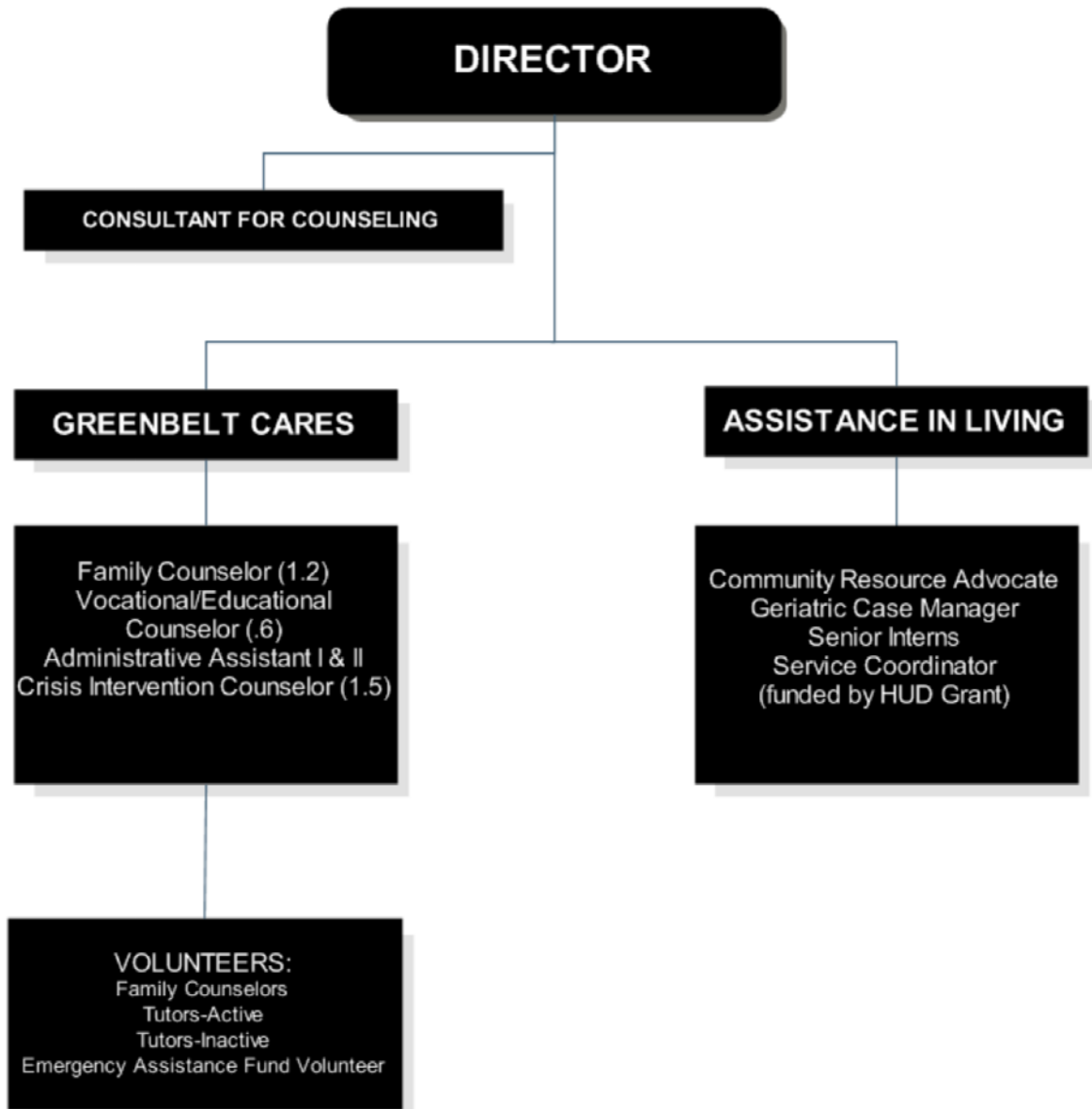
CARES Interns	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimated	FY 2011 Estimated
Number of Interns	15	17	16	15
Hours Served Weekly	56	127	125	60
Number of Family Cases	60	47	45	45
Number of Individual Cases	15	32	35	20

\*Interns are at CARES from 5-20 hrs. per week depending on intern commitment.

Vocational/Educational Program Interns	FY 2008 Actual	FY 2009 Actual	FY 2010 Estimated	FY 2011 Estimated
Number of Interns	1	4	1	1
Hours served weekly	150	680	150	150

\*Interns assist with Tutoring and GED programs.

# SOCIAL SERVICES



# GREENBELT CARES YOUTH & FAMILY SERVICES BUREAU



This account provides funds for the operation of the Greenbelt CARES Youth and Family Services Bureau. Programs offered by CARES include both formal and informal counseling of children, youths 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.

<b>Performance Measures</b>	<b>FY 2008 Actual</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Estimated</b>	<b>FY 2011 Estimated</b>
<u>Election Survey Scores (Last 4 elections)</u>	<u>2003</u>	<u>2005</u>	<u>2007</u>	<u>2009</u>
Counseling	3.33	4.33	4.22	3.77
Crisis Intervention Counseling	3.29	3.50	3.93	3.79
Discussion Groups in Schools	3.25	3.91	3.88	4.00
GED Program	3.31	3.75	3.50	4.09
Tutoring	3.29	3.88	4.14	2.91
<b>Counseling Services</b>				
Formal Counseling Cases	73	92	80	80
Formal Counseling Clients	169	195	170	170
Formal Clients – 18 and under	64	68	65	65
Intakes by Family	67	76	70	70
<b>Education Services</b>				
GED Students	41	62	60	60
% who complete program	73%	61%	60%	60%
Persons Tutored	61	68	65	65
Tutor Workshop Participants	25	5	5	10
<b>Groups</b>				
Springhill Lake Elementary School Groups	0	49	20	30
Teen Group Participants	34	32	35	35
Strengthening Families Group	13	18	25	25
Adult Groups	11	15	24	15
<b>Crisis Intervention Services</b>				
Persons Contacted by CIC	248	196	250	250
Requests for Service	299	196	250	250
Persons who accepted counseling and/or referral services	229	373	250	250
Eviction Relief Requests	66	64	85	85
<b>Job Assistance</b>				
Full and Part Time Job Placements	3	2	3	3
Odd Jobs	3	17	5	5
<b>Other Services</b>				
Requests for Service	665	825	750	750
<b>Note:</b>	In a 2 year follow-up study by the Department of Juvenile Services of youth who ended counseling with CARES in FY 2006, it was found that 100% of these youth were not adjudicated delinquent 2 years after counseling ended.			



## Management Objectives

- ☒ Provide juvenile delinquency prevention counseling using one-time federal and state money.
- ☒ Provide programs and support for individuals and families dealing with the economic downturn.
- ☒ Evaluate distribution of resources to ensure CARES' ability to meet the community's demand for services.

## Budget Comments

- 1) The increase in Salaries, line 01, is caused by the additional federal and state funds for the juvenile delinquency initiative, \$13,000 in FY 2010 and \$44,000 in FY 2011.
- 2) The funding in Special Programs, line 58, will fund the Strengthening Families program (\$8,000), the ACE Reading Club programs (\$12,000) and the SHARE Food Network program (\$3,000). It is proposed to reduce the ACE programs from \$14,000 to \$12,000 and the SHARE Food Network program is only funded for a half year (\$3,000) as it is intended to be self-sufficient by January 2011.
- 3) It is expected that the amount of the State grant will remain the same, even with the State's financial difficulties. This fact is largely due to the efforts of Liz Park, Director of CARES, who is also the Chair of the Maryland Association of Youth Service Bureaus and State Delegate Tawanna Gaines.

<b>GREENBELT CARES Acct. No. 510</b>	<b>FY 2008 Actual Trans.</b>	<b>FY 2009 Actual Trans.</b>	<b>FY 2010 Adopted Budget</b>	<b>FY 2010 Estimated Trans.</b>	<b>FY 2011 Proposed Budget</b>	<b>FY 2011 Adopted Budget</b>
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$315,577	\$350,971	\$351,400	\$375,600	\$403,400	
28 Employee Benefits	92,283	103,133	109,600	115,800	113,800	
<b>Total</b>	<b>\$407,860</b>	<b>\$454,104</b>	<b>\$461,000</b>	<b>\$491,400</b>	<b>\$517,200</b>	
<b>OTHER OPERATING EXPENSES</b>						
30 Professional Services	\$14,518	\$14,495	\$13,400	\$13,400	\$13,400	
33 Insurance	2,040	2,305	2,400	2,400	2,500	
34 Other Services	1,080	1,907	1,500	1,200	1,200	
38 Communications	1,366	1,307	1,400	1,400	1,400	
45 Membership & Training	7,359	6,294	7,700	6,900	6,900	
55 Office Expenses	6,860	9,278	6,700	7,800	7,300	
58 Special Programs	10,562	11,746	27,000	27,000	22,000	
<b>Total</b>	<b>\$43,785</b>	<b>\$47,332</b>	<b>\$60,100</b>	<b>\$60,100</b>	<b>\$54,700</b>	
<b>TOTAL GREENBELT CARES</b>	<b>\$451,645</b>	<b>\$501,436</b>	<b>\$521,100</b>	<b>\$551,500</b>	<b>\$571,900</b>	
<b>REVENUE SOURCES</b>						
Federal Juvenile Delinquency Grant	\$0	\$0	\$0	\$0	\$25,000	
State Juvenile Delinquency Grant	0	0	0	13,000	19,000	
State Grant	77,479	77,479	73,500	73,500	70,000	
City 25% Matching Payment	26,076	26,076	24,500	24,500	23,300	
County Grant	2,000	0	2,500	2,500	2,000	
GED Co-pay	1,400	1,405	1,400	1,400	1,400	
Excess Funded 100% by City	344,690	396,476	419,200	436,600	431,200	
<b>Total</b>	<b>\$451,645</b>	<b>\$501,436</b>	<b>\$521,100</b>	<b>\$551,500</b>	<b>\$571,900</b>	

# 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. This account was established in FY 2005.

<b>Performance Measures</b>	<b>FY 2008 Actual</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Estimated</b>	<b>FY 2011 Estimated</b>
<b>Client Assistance</b>				
New Clients	98	63	50	55
Existing Clients	587	590	630	675
<b>Outreach Efforts</b>				
Group Presentations/Meetings	68	55	55	65
Newspaper Columns	8	15	15	15
GAIL Newsletter	5,200	5,500	5,500	5,500
Brochures Distributed to New Clients	587	600	650	675
Cable TV Shows	16	14	12	22

## Management Objectives

- ✧ Develop an intergenerational health and community outreach service in the city to include health related information services, screenings and educational groups and programming.
- ✧ Establish a volunteer base to enable the SHARE Program to be self sufficient.
- ✧ Partner with a university's school of social work to conduct a needs assessment and focus groups for the 50+ population.
- ✧ Develop an information, referral and outreach services program for residents in Greenbelt West staffed by graduate interns.

## Budget Comments

- 1) The increase in Salaries, line 01, and Benefits, line 28, since FY 2008 reflects the addition of a second position, the Geriatric Case Manager.
- 2) The funds in Special Programs, line 58, provide funding for supplements to the Brown Bag food program (\$1,200), a volunteer thank you lunch (\$800), and a community wellness program (formerly the Backpack to Health campaign) (\$600).

<b>ASSISTANCE IN LIVING Acct. No. 520</b>	<b>FY 2008 Actual Trans.</b>	<b>FY 2009 Actual Trans.</b>	<b>FY 2010 Adopted Budget</b>	<b>FY 2010 Estimated Trans.</b>	<b>FY 2011 Proposed Budget</b>	<b>FY 2011 Adopted Budget</b>
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$89,012	\$103,889	\$129,700	\$123,500	\$128,100	
28 Employee Benefits	29,565	36,783	49,200	45,400	47,800	
Total	\$118,577	\$140,672	\$178,900	\$168,900	\$175,900	
<b>OTHER OPERATING EXPENSES</b>						
30 Professional Services	\$183	\$0	\$0	\$200	\$0	
45 Membership & Training	3,149	929	4,100	2,500	3,500	
55 Office Expenses	2,513	3,074	3,400	4,300	3,700	
58 Special Programs	1,711	2,498	2,600	2,200	2,600	
Total	\$7,556	\$6,501	\$10,100	\$9,200	\$9,800	
<b>TOTAL ASSISTANCE IN LIVING</b>	<b>\$126,133</b>	<b>\$147,173</b>	<b>\$189,000</b>	<b>\$178,100</b>	<b>\$185,700</b>	

# 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.

<b>Performance Measures</b>	<b>FY 2008 Actual</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Estimated</b>	<b>FY 2011 Estimated</b>
<b>Client Assistance</b>				
New Clients	14	9	10	10
Existing Clients	78	94	90	90
<b>Outreach Efforts</b>				
Group Presentations/Meetings	28	181	125	125
Green Ridge House Newsletter	0	416	400	400
Brochures Distributed	150	362	350	350
Benefit Analysis and Program Linkages	105	104	104	104

## Management Objectives

- ✧ Expand the Service Coordination Program by developing a wellness component to be offered at Green Ridge House to include the following: free health screenings, health related classes and health related speakers. (Program began in FY 2010 and will be ongoing.)
- ✧ Provide monthly health screenings and lectures, and a quarterly newsletter.
- ✧ Conduct a resident needs assessment to tailor future services and programs.
- ✧ Evaluate service coordinator software packages that are approved by the American Association of Service Coordinators to improve the data collection.

## Budget Comments

- 1) This program is supported by a federal grant and a transfer from the Green Ridge House budget. The federal grant needs to be renewed on an annual basis.

<b>SERVICE COORDINATION PROGRAM Acct. No. 530</b>	<b>FY 2008 Actual Trans.</b>	<b>FY 2009 Actual Trans.</b>	<b>FY 2010 Adopted Budget</b>	<b>FY 2010 Estimated Trans.</b>	<b>FY 2011 Proposed Budget</b>	<b>FY 2011 Adopted Budget</b>
<b>PERSONNEL EXPENSES</b>						
01 Salaries	\$35,019	\$40,210	\$43,400	\$44,300	\$44,300	
28 Employee Benefits	12,818	16,797	19,800	19,300	19,700	
<b>Total</b>	<b>\$47,837</b>	<b>\$57,007</b>	<b>\$63,200</b>	<b>\$63,600</b>	<b>\$64,000</b>	
<b>OTHER OPERATING EXPENSES</b>						
30 Professional Services	\$3,583	\$2,856	\$3,300	\$3,300	\$3,300	
38 Communications	683	624	800	800	800	
45 Membership & Training	2,455	1,108	2,600	2,100	2,100	
53 Computer Expenses	215	430	0	0	0	
55 Office Expenses	776	546	500	500	500	
<b>Total</b>	<b>\$7,712</b>	<b>\$5,564</b>	<b>\$7,200</b>	<b>\$6,700</b>	<b>\$6,700</b>	
<b>TOTAL SERVICE COORDINATION PROGRAM</b>	<b>\$55,549</b>	<b>\$62,571</b>	<b>\$70,400</b>	<b>\$70,300</b>	<b>\$70,700</b>	
<b>REVENUE SOURCES</b>						
Transfer from Green Ridge House	\$0	\$3,452	\$16,900	\$16,800	\$15,700	
HUD Multi-Family Housing Service Coordinator Grant	55,549	59,119	53,500	53,500	55,000	
<b>Total</b>	<b>\$55,549</b>	<b>\$62,571</b>	<b>\$70,400</b>	<b>\$70,300</b>	<b>\$70,700</b>	

