

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.

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.

GOALS

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

Accomplishments

- ✧ Family Counselor conducted two eight week Teen Discussion Groups at Eleanor Roosevelt High School. Groups focused on increasing students' decision making and anger management skills. Twenty-one (21) students were served in FY 2011.
- ✧ CARES counseling staff and graduate interns conducted Alcohol or Drug (AOD) Assessments for 42 students suspended from school for AOD offenses. Students must attend two (2) assessment sessions to avoid being expelled from school.
- ✧ CARES Social Work intern conducted Middle School Discussion groups at Greenbelt Middle School in conjunction with school staff. Fifteen (15) students participated in group discussions on: conflict management, peer pressure, self esteem and family change.
- ✧ CARES Social Work intern conducted Conflict Management, Anger Management and Social Skills groups at Springhill Lake Elementary in conjunction with school staff working with 15 students.
- ✧ Provided Gang Prevention groups at Greenbelt Middle School.
- ✧ Juvenile Delinquency Prevention Counselor provided family and counseling, and outreach efforts in Greenbelt West. This position is funded through a Maryland Association of Youth Service Bureaus grant.
- ✧ Juvenile Delinquency Prevention Counselor spoke at a Mentoring To Manhood Program to offer parents information on teen decision-making skills, negative social influences and effective parenting strategies.



- ✧ Juvenile Delinquency Prevention Counselor worked with the Police Department, Recreation Department, Franklin Park and area merchants (Laugh Out Loud, Joe's Crab Shack and Gold's Gym) to hold a Franklin Park Block Party. The local merchants provided activities and giveaways for residents and City departments provided residents with information about City programs. The Police provided McGruff the Crime Dog and the Citizen Rescue Vehicle, and the Berwyn Heights Fire Department was present with their fire truck. Franklin Park provided food and beverages for the several hundred residents that attended the event.

Outcomes

- ✧ In a two (2) year follow-up study by the Department of Juvenile Services of youth who ended counseling with CARES in FY 2009, it was found that 100% of these youth were not adjudicated delinquent two (2) years after counseling ended.
- ✧ Results from Satisfaction Surveys returned by Formal Counseling Clients who ended counseling in FY 2011:
 - ✧ 24% return rate (12 of 51)
 - ✧ 91% rated the quality of the service “Good” (41%) or “Excellent” (50%)
 - ✧ 91% reported being Mostly or Very Satisfied with the Service they received at CARES
 - ✧ 91% felt that they learned to deal more effectively with their problem
 - ✧ 91% indicated that they would return to CARES for counseling
 - ✧ 91% indicated that the problem they sought counseling for was Better (73%) or Much Better (18%)

Issues

The demand for CARES’ counseling services continues to be high with the waitlist holding 15-20 families for family counseling and another 15-20 individuals awaiting individual counseling services. Families, on average, wait 2-3 months to begin counseling and individuals wait significantly longer (4-6 months) as there are fewer slots for this service. This year, we had two Social Work Interns and a Pastoral Counseling Intern who were able to see both individuals and families. These interns are at CARES 12-24 hours per week. In addition, we had a former Wednesday night intern return in February to gain more experience using Cognitive Behavioral Therapy (CBT) with individuals. These interns have assisted us in providing more individual therapy and reducing the waitlist time for clients.

The Delinquency Prevention Counselor has greatly increased CARES’ ability to serve youth and families in Greenbelt West. The counselor provides a variety of counseling and referral services to residents as well as outreach services to the community to encourage use of the program. The Counselor follows up on Police reports of delinquent youth by first sending a letter about the available services and then follows up with a home visit if the family does not respond. The Counselor also works closely with Recreation staff to identify at-risk youth and to develop programming to engage these youth and teach them pro-social skills like anger management.

This year, CARES began offering a Gang Prevention Group at Greenbelt Middle School using an evidence based program, The Phoenix Curriculum. Previously, the Greenbelt Police Department had been able to provide this service through the Gang Resistance Education and Training (GREAT) program. The Phoenix Curriculum offers a similar program but is designed to be offered by mental health professionals, rather than law enforcement professionals. Middle school is recognized as the beginning point, often, for entry into a gang, and thus the ideal place to offer this prevention program.

Action Steps/Management Objectives

- ✧ Provide individual, family and group counseling services to Greenbelt residents and those in surrounding areas within Prince George’s County.
- ✧ Explore options to develop a clinical supervisor position.

- ✧ Seek funding opportunities to increase a family counselor position to full time.
- ✧ Seek long-term or permanent funding for the Juvenile Delinquency Counselor position.

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

- ✧ Conducted GED preparation courses for local youth and adults at the Municipal Building and the Springhill Lake Recreation Center. For a second year, expansion into Greenbelt West was made possible by a Community Development Block Grant (CDBG).
- ✧ Coordinated tutoring services for Prince George’s County youth living in Greenbelt and the surrounding areas.
- ✧ Expanded the free tutoring program by offering a Saturday morning “drop-in” program at the Springhill Lake Recreation Center.



- ✧ Provided a Tutoring Camp which offered local youth lessons in mathematics, language arts and science.
- ✧ Two babysitting courses were held for Greenbelt youth. Participating youth learned about health and safety issues, poison control and fire prevention.
- ✧ Participated in the 1st Look Volunteer Fair and Stampfest at the University of Maryland. The purpose of the fairs 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 (ESOL) Class at the Springhill Lake Elementary School. This program, for a second year, was made possible by a Community Development Block Grant (CDBG).
- ✧ Funded through funding from County Council member Turner, developed educational programming for a Computer Lab at Springhill Lake Recreation Center and offered computer classes to residents.
- ✧ Juvenile Delinquency Counselor attended Back to School Night at Greenbelt Middle School to offer information about the services and pass out flyers and business cards to families.

- ✧ Crisis Intervention Counselor attended the Eleanor Roosevelt High School ESOL Parent Night to offer information about the services CARES provides. CARES brochures, in both English and Spanish, were distributed.
- ✧ 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 the ACE Student Awards.



- ✧ ACE members and liaison coordinated monthly ACE Reading and Science Clubs for area students.
- ✧ ACE offered a grant opportunity for local schools to enhance school curriculum and programming.
- ✧ ACE member participated in the Greenbelt Middle School Task Force.
- ✧ ACE worked with area schools to coordinate "Cluster Concerts" for both instrumental and choral groups.

Issues

As anticipated last year, CARES continues to see a high demand for the GED program. The new High School Assessment (HSA) graduation requirement has increased the number of students who receive a Certificate of Completion for High School, but not a High School Diploma. Students receiving the Certificate of Completion are encouraged by the school system to seek a GED. The GED class continues to serve a large population in the Municipal Building plus a new group of students are being served at the Springhill Lake Recreation Center.

The class in the Municipal Building is a two tier class where students are separated by their skill level in math and English. Students testing at 3rd grade or below are placed in the GED I class and students testing at 4th grade or above are placed in GED II. Students in GED I need basic math, reading and writing assistance. Those in GED II are reviewing algebra and geometry and expanding their English language skills. At the Springhill Lake Recreation Center, only one class is offered. Students of all levels are grouped together, which has made this a challenging class to teach. However, the demand for the class has been tremendous with 25 students being enrolled in the Spring class. The class has also been free to all students, as it has been funded through CDBG funds. Students are provided all needed supplies for the course. No current funding has been identified to continue the GED course in Greenbelt West for FY 2013. Students will be offered information about the course at the Municipal Building and courses offered through Prince George's County.

The CARES Vocational and Educational Counselor also began a Saturday morning Tutoring Program at the Springhill Lake Recreation Center. This tutoring program allows school age youth, GED students and ESOL participants an opportunity to receive additional instruction and tutoring. The program began November 2011 and has had 10 to 20 participants attend each week. The staff person is assisted by volunteer tutors who work with students individually. This program is scheduled to continue in FY 2013.

Finally, through the support of CDBG funds, the Vocational and Educational Counselor has offered an ESOL class in Greenbelt West for a second year. The class meets Wednesday mornings at Springhill Lake Elementary School and has 5 to 11 adults who attend each week. Participants are learning basic English skills. No current funding has been identified to continue the ESOL course in Greenbelt West for FY 2013 although participants will still be able to come to the Saturday Morning drop-in tutoring to work on skills.

Action steps/Management Objectives

- ✧ Seek sources of funding to maintain expansion of GED program to Greenbelt West (CDBG funds were utilized in FY 2011 and FY 2012).
- ✧ Provide a two tier GED program to meet the varying skill levels of students.
- ✧ Offer tutoring program to Greenbelt families and those in surrounding areas of Prince George's County.
- ✧ CARES staff member served as liaison to Advisory Committee on Education (ACE).
- ✧ Monitor educational related usage of new computer lab at Springhill Lake Recreation Center.
- ✧ Seek funding opportunities to increase the Vocational and Educational counselor position to full time.

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

- ✧ 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.
- ✧ Conducted two Strengthening Families Program Groups at Springhill Lake Elementary School. The Fall Group served English speaking families and the Spring Group served Spanish speaking families. 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.

- ✧ Family Counselor and graduate interns 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.
- ✧ CARES staff were trained to use the Child and Adolescent Functional Assessment Scale (CAFAS). This measure will be used to track outcomes of youth receiving formal counseling services at CARES.

Issues

- ✧ CARES utilized a variety of EBP in FY 2012, including Cognitive Behavioral Therapy, Strengthening Families Program, DRAMA Clubs for anger management and Trauma-Focused Cognitive Behavioral Therapy in its work with children, youth, adults and families.
- ✧ CARES staff received training to be able to utilize the Child and Adolescent Functional Assessment Scale (CAFAS) to track outcomes with youth in formal counseling. The CAFAS has been adopted by the Maryland Association of Youth Service Bureaus as the outcome measure to track youth in formal counseling at all 19 Bureaus across the State.

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 models to reduce training and implementation costs.

Crisis Intervention Program

The Crisis Intervention program works in conjunction with the 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. The 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 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 the Fall Fest and the Celebration of Spring events offering participants information on CARES and area resources.
- ✧ Provided bi-lingual counseling services to Spanish speaking individuals and families.
- ✧ Eviction Relief Volunteer worked with over 40 individuals facing eviction and provided information and referral resources as well as monetary assistance for 16 residents, from the Emergency Relief Fund.
- ✧ Recruited a second Eviction Relief Volunteer from the community to work with the Emergency Relief Fund.

Action Steps/Management Objectives

- ✧ Continue to work with police to respond to immediate crises and provide follow-up services to victims of crime and persons encountering the police.

Greenbelt Assistance in Living Program (GAIL)

GAIL is dedicated to providing information and supportive services to seniors, persons with disabilities and their families and to help Greenbelt residents 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 to address identified needs.

GOALS

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

Accomplishments

- ✧ Sponsored the first annual Medicare Workshop Series. The first session was titled “Understanding Medicare Basics” by guest speaker, Jack Davidson, Community Liaison for Home Physicians.
- ✧ Community Resource Advocate spoke at the Bethesda/Chevy Chase Chamber of Commerce on the GAIL Program and Public - Private Partnerships. She was also a guest speaker for the University of Maryland’s School of Public Health.
- ✧ Participated in National Memory Screening Day for the second time. The Alzheimer’s Foundation of America sponsors National Memory Screening Day as an annual nationwide effort to get people out for free and confidential memory screenings.
- ✧ GAIL Case Manager provided a monthly Caregiver’s Support Group.

- ✧ GAIL Case Manager offered “Discussions with Julia” at Green Ridge House. This group replaced a monthly senior conversation group and the Differently Abled group. Topics included “Motivation & Your Health” and “Exploring the Brain: The relationship Between Thoughts, Emotions and Behaviors.”
- ✧ GAIL Case Manager offered a Dementia Education Workshop.

Issues

The Greenbelt Assistance in Living (GAIL) program has for the first time in 10 years seen a shift in the age of GAIL clients receiving services. Sixty nine percent (69%) of the case management clients and counseling clients for the first half of FY 2012 have been 69 and younger with 63% of those clients being baby boomers. The majority of the clients contacted the GAIL office for services related to major health concerns and mood disorders. Over the course of the last two years, the GAIL program has seen a sharp increase in the number of clients requiring services. In FY 2011, the GAIL program added a record 121 clients. It is projected that by the close of fiscal year 2012, the GAIL program will have provided services to over 1,000 Greenbelt residents through its groups, information and referral services and case management services. These numbers do not include clients that have attended large scale events such as the produce distributions or the flu clinics.

The GAIL case management program has continued to grow and flourish, and during the first half of FY 2012, the Case Manager served 60 individuals and families. The Case Manager works with clients in three different capacities – information and referral (29 clients), case management (19 clients) and counseling (12 clients). GAIL information and referral clients usually require 1-5 sessions and have called to request help meeting needs that can range from food and shelter to health insurance concerns. GAIL case management clients require ongoing assistance and are seen at home or in office once a week, bi-weekly, or once a month depending on the severity of the need. GAIL counseling clients are seen at home or in the office once a week or bi-weekly, again, depending on the severity of the need. The Case Manager spent 362 hours providing direct face to face service to her clients with the majority of her time being spent (237 hours) seeing clients in the office, 97 hours in home visits, and 29 hours accompanying clients to medical appointments. In the following chart, the type of service provided to clients is broken down by frequency and percentage. Most of the clients have received help from more than one of the different categories listed below.

	Frequency	Percentage
Access to Food & Shelter	2	3%
Access to Health Care	10	16%
Billing & Budgeting	7	11%
Caregiver Support	6	10%
CARES Counseling Client	12	20%
Family Mediation	2	3%
Health Insurance Help	17	28%
Informal Counseling & Goal Setting	11	18%
Referral to Services & Programs	33	54%
SSI/SSDI Application Process	6	10%

Action Steps/Management Objectives

- ✧ Provide an array of information and referral, case management and counseling services to seniors and disabled adults.

Outcomes

- ✧ Results from Satisfaction Surveys returned by GAIL Formal Counseling Clients who ended counseling in FY 2011:
 - ✧ 35% return rate (6 of 17)
 - ✧ 100% rated the quality of the service as Excellent
 - ✧ 100% reported being Very Satisfied with the Service they received
 - ✧ 100% felt that they learned to deal more effectively with their problem
 - ✧ 100% indicated that they would return to CARES for counseling
 - ✧ 83% indicated that the problem they sought counseling for was Better

Provide case management and support services at Green Ridge House



Accomplishments

- ✧ Continued to offer monthly health screenings such as: hearing, vision and blood pressure.
- ✧ Offered monthly educational presentations on topics such as: Technology Assistance for Seniors and Disabled Residents, Hospice Services – What You Need To Know and Breast Health.
- ✧ Published quarterly newsletter.
- ✧ Designed and implemented Older Americans Month events.
- ✧ Provided quarterly entitlement program enrollment for Renter's Tax Credit Assistance, Brown Bag Food Program and Energy Assistance program.

Action Steps/Management Objectives

- ✧ Provide case management and informational services to residents of Green Ridge House.
- ✧ Coordinate Older American month events.

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

Accomplishments



- ✧ Provided Greenbelt residents with access to a multi-disciplinary team of interns that target 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.
- ✧ Conducted a city wide food drive to provide Thanksgiving Baskets for families of Springhill Lake Elementary School.
- ✧ Partnered with Community Crisis Services, Inc., for the 8th year, to offer the Greenbelt Suicide Prevention and Depression Screening 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. Provided 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.

- ✧ GAIL program conducted a flu clinic in partnership with the Prince George's County Department of Health.
- ✧ Continued to manage the Greenbelt Prescription Drug Card Program.
- ✧ Continued the partnership with the Capital Area Food Bank to provide free produce distributions to Greenbelt residents.
- ✧ Continued partnership with Combined Properties to provide gift cards for Thanksgiving dinners for Green Ridge House residents.
- ✧ 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.

- ✧ Successfully identified 15 needy families for toys and holiday gifts.



- ✧ GAIL program partnered with the University of Maryland Extension Program to offer residents the Nutrition to Go Promotion. This initiative promoted healthy eating and budgeting, and partnered with the Greenbelt CO-OP to provide recipes for the items distributed each month.

Issues

The GAIL program continues to offer intergenerational programs to provide youth, families, adults and seniors with resources related to health, nutrition, economic need and mental health. The GAIL Interns are the key force behind the newest program offered under the GAIL umbrella of services, the Health Assessment and Services Program (HAS). HAS is a multi-disciplinary approach to health and wellness. It provides Greenbelt residents with access to a multi-disciplinary team of interns that target improving the health and wellness of clients through a proactive wellness team methodology. Residents are referred to the program via their case manager or self referral. Clients are assigned a case manager (social work intern) that follows the client through their time in the program. Nursing students provide an array of services including vital signs monitoring, nursing assessments, bathing assistance, blood sugar monitoring, health advocacy and education. Public health students provide client centered teaching in the homes of clients based on recommendations of the nursing interns. Finally, through a partnership with the Recreation Department, homebound clients are also, if recommended, linked with a therapeutic recreation program to develop a customized program that can be offered in a home based setting.

The Community Resource Advocate also continued to coordinate the food distributions, and the Flu Clinic as well as a Santa Breakfast and a Thanksgiving basket program for needy families. The expansion of the GAIL program to intergenerational programs is one that has allowed CARES to provide more information and referral services and direct programming to Greenbelt families.

Conduct needs assessment to inform program development

Accomplishments

- ✧ Conducted a Health and Wellness Fair Satisfaction Survey and Personal Wellness Profile Survey.
- ✧ Conducted Flu Clinic Satisfaction Survey.
- ✧ Conducted Green Ridge House Resident Satisfaction and Wellness Programs Survey.

Survey Results

Personal Wellness Program Profile

The GAIL program in conjunction with Washington Adventist Hospital offered staff and Greenbelt Health and Wellness Fair participants the opportunity to complete a Personal Wellness Profile. Nineteen individuals participated in this program. After reviewing the anonymous data collected by the screening, the most thought provoking finding was that 95% of the participants ranked their health in the excellent to good category with the remaining 5% putting their health in the serious health category. Once the data was entered based on a combination of health screening data and questions answered, the reality of their health status was a sharp contrast. Only 32% of the participants were in the excellent to good health category, 58% were in the needs improvement category and

10% were in the high risk category. Each participant met with a representative from the hospital to discuss their findings and participants that completed the screening on-line were given resources and recommendations via the website.



Green Ridge House Satisfaction Survey

This year, 44% of the Green Ridge House (GRH) residents participated in the satisfaction survey. This is down 14% from last year's participation rate. This year residents were 100% very satisfied or satisfied with their units and the building. The neighborhood received 98% very satisfied or satisfied and management saw a slight increase in satisfaction, scoring 98% being very satisfied or satisfied, an increase of 3% from 2010. The Service Coordinator scored 100% satisfaction rating on being professional and courteous with 85% of the

respondents stating that they used the services. 97% of the respondents surveyed felt very safe or safe in their units. This is an increase of 5% over last year's survey. Residents also felt very safe or safe 84% of the time in the GRH parking lot. This is an increase of 12% from 2010. Of the residents surveyed, 86% called for maintenance or repairs for their unit, which is down 3% from 2010. 88% of those surveyed stated that maintenance resolved the issues within one (1) week of the initial request, which is up 9% from 2010. 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. This is an increase of 3% in both areas. Finally, 100% of residents surveyed felt management was courteous and professional, an increase of 2% from 2010. 98% strongly agreed or agreed that management was supportive of the residents/tenants organizations. This is an increase of 1%. 100% of the residents strongly agreed or agreed that management provided appropriate information about rules, leases, repairs and maintenance and meetings and events.

Green Ridge House Wellness Survey

This year, the GAIL program conducted a survey of the health and wellness services offered at GRH with 63% of the residents participating in the survey. The purpose of the survey was to determine the success of the program, future programming recommendations, scheduling for future programs and reasons why residents do not attend screenings. 55% of residents preferred to have screenings every other month versus the current monthly program and 50% selected Tuesdays as their day of preference for screenings. 53% selected early afternoon for screening times. More than 80% of residents surveyed found both the Ask the Expert cable show and the health screenings to be a valuable asset for residents. 41% of residents surveyed said the reason that prevents them from attending the programming was the time of day. 69% of residents stated if these changes were incorporated into the health screenings and programming offered at GRH they would attend. Based on these results, the GAIL Program office has modified program times to comply with residents requests.

12th Annual City of Greenbelt Health Fair

The survey was used to generate feedback for Health Fair Committee members in the development of future health fair programming. There were 47 survey participants and of those surveyed, 100% were satisfied or very satisfied with the Community Center location, variety of screenings and health information vendors offered at the event. 55% of those surveyed heard about the event from the *Greenbelt News Review*. 100% of respondents stated that they

would attend future health fair events. The following were suggestions for vendors for next year: body building, bone scan screening, acupuncture, Meals on Wheels, healthy cooking demonstration, HIV testing and electric massage/electric stimulation. This information will be presented to the health fair planning committee at their first planning meeting for the 2012 City of Greenbelt Health and Wellness Fair.

Flu Clinic Survey

The City, in conjunction with the Prince George's County Health Department, conducted the annual free flu shot clinic in October 2011. A satisfaction survey was conducted for attendees and 71 forms were completed. 100% of attendees were very satisfied or satisfied with the event and the location. 52% of attendees heard about the event from the *Greenbelt News Review*, with 23% learning about the event via Facebook, Twitter or the Yahoo User Group, 15% from flyers and 10% from the GAIL Guide and posters. 100% would attend the event next year. When asked how residents would improve the event, the most frequent response was not having to wait for service and wishing the Prince George's County Health Department arrived on time with supplies.

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.
- ✧ Consolidated GAIL SHARE Program initiative into the Greenbelt Baptist Church SHARE Program due to lack of participation.
- ✧ Community Volunteers delivered, bagged and sorted over 66,000 pounds of produce that was distributed during the 11 produce distributions in 2011-2012.

Action Steps/Management Objectives

- ✧ Explore the feasibility and need for a Volunteer Coordinator for the City.

Departmental Goals

Continue investment 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 Director attended the Governor's Grants Conference. She attended two (2) workshops – Anticipating Federal Grants and Foundation Center Resources for Grants Research, as well as heard an address from Controller Danny Werfel, U.S. Office of Management and Budget's Office of Federal Financial Management on efforts to streamline grant processing within the federal government.
- ✧ Crisis Counselor attended a workshop offered by the Community Advocate's for Family and Youth titled AFTERMATH: A Guide for Survivors of Violence, in September 2011, in Largo, Maryland.
- ✧ Crisis Counselor attended a series of four trainings to become a LCPC Supervisor, presented by Dr. Marsha Riggio and hosted by the Licensed Clinical Professional Counselors of Maryland.
- ✧ Greenbelt CARES hosted a two day training for the Child and Adolescent Functional Assessment Scale (CAFAS) for the Maryland Association of Youth Service Bureaus. CARES staff attended the training to learn how to utilize the CAFAS. The CAFAS is a new tool that all Youth Service Bureaus across the State will be implementing to track outcomes with youth receiving formal counseling services.
- ✧ CARES Director attended the Office of Juvenile Justice and Delinquency Prevention's (OJJDP) 2011 National Conference for Children's Justice & Safety: Unite, Build, Lead. She attended workshops on Gang Prevention and Intervention Programs and Truancy Reduction Programs.
- ✧ CARES Counselors attended a continuing education workshop entitled "Using EFT for Affect Regulation and Trauma Healing."
- ✧ Crisis Counselor attended an Elder Abuse Prevention/Awareness Training presented by the Prince George's County Department of Social Services.
- ✧ GAIL staff attended the following trainings:
 - ✧ Understanding Medicare & Dementia Services;
 - ✧ Sexuality and Aging;
 - ✧ Challenges of Managing Geriatric and Adult Psychiatric Issues;
 - ✧ Trauma hosted by the MAD-AAMFT (Mid Atlantic Division of American Assoc. for Marriage and Family Therapy);
 - ✧ Meaning Making in Older Adults;
 - ✧ The Graying of HIV;
 - ✧ The Elderly Population: Substance Abuse and Prescription Drug Misuse; and
 - ✧ Supervision: New Supervisors.
- ✧ Green Ridge House Service Coordinator attended annual Service Coordinators conference.

Issues

All CARES staff work to stay up to date and current on issues related to mental health, youth, crisis intervention and aging. This allows staff to provide the most up to date and effective treatments.

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



Accomplishments

- ✧ The Youth and Family Counseling program provided internship opportunities to graduate students from the following local colleges and universities: University of Maryland, American University, Loyola College and George Washington University.
- ✧ Provided internship experience for University of Maryland undergraduate students in the Vocational/Educational program.

- ✧ GAIL program provided internship opportunities for 14 students from the University of Maryland Schools of Public Health, Social Work and Family Studies, Walden University School of Public Health and Georgetown University School of Medicine.

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 quality reputation among area universities and colleges.

Action Steps/Management Objectives

- ✧ Continue to 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 term as Chair of the Maryland Association of Youth Services Bureaus.
- ✧ Green Ridge House Service Coordinator continued to serve as Chair of the Mid Atlantic Division of the American Association of Service Coordinators.
- ✧ Community Resource Advocate is the Vice Chair of the Prince George's County Advisory Committee on Aging.



- ✧ Community Resource Advocate is a member of the Board of Trustee for Lifespan Products and Services Division.
- ✧ CARES Director served on the State Committee for the Disproportionate Minority Representation (DMC) 2012 Conference.
- ✧ CARES Director served on the Prince George's County's Youth & Gang Violence Prevention Steering Committee.



Greenbelt thanks Wendy Wexler for 33 years of service to Greenbelt



ACE Students 2011 and ACE Educators 2012

PERSONNEL STAFFING

PERSONNEL STAFFING	Grade	Auth. FY 2011	Auth. FY 2012	Prop. FY 2013	Auth. FY 2013
510 Youth & Family Services					
Social Services Director	GC-26	.9	.9	.9	.9
Family Counselor I & II	GC-16 & 18	1.2	1.2	1.4	1.4
Vocational/Education Counselor I & II	GC-16 & 18	.6	.6	.7	.7
Crisis Intervention Counselor I & II	GC-16 & 18	1.5	1.5	1.5	1.5
Administrative Assistant I & II	GC-12 & 13	1.0	1.0	1.0	1.0
Juvenile Delinquency Outreach Counselor	NC	.5	.5	.5	.5
Total FTE		5.7	5.7	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	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		<u>8.7</u>	<u>8.7</u>	<u>9.0</u>	<u>9.0</u>

It is proposed to use savings from a recent retirement to expand the hours of the Family Counselor II and the Vocational/Educational Counselor.

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

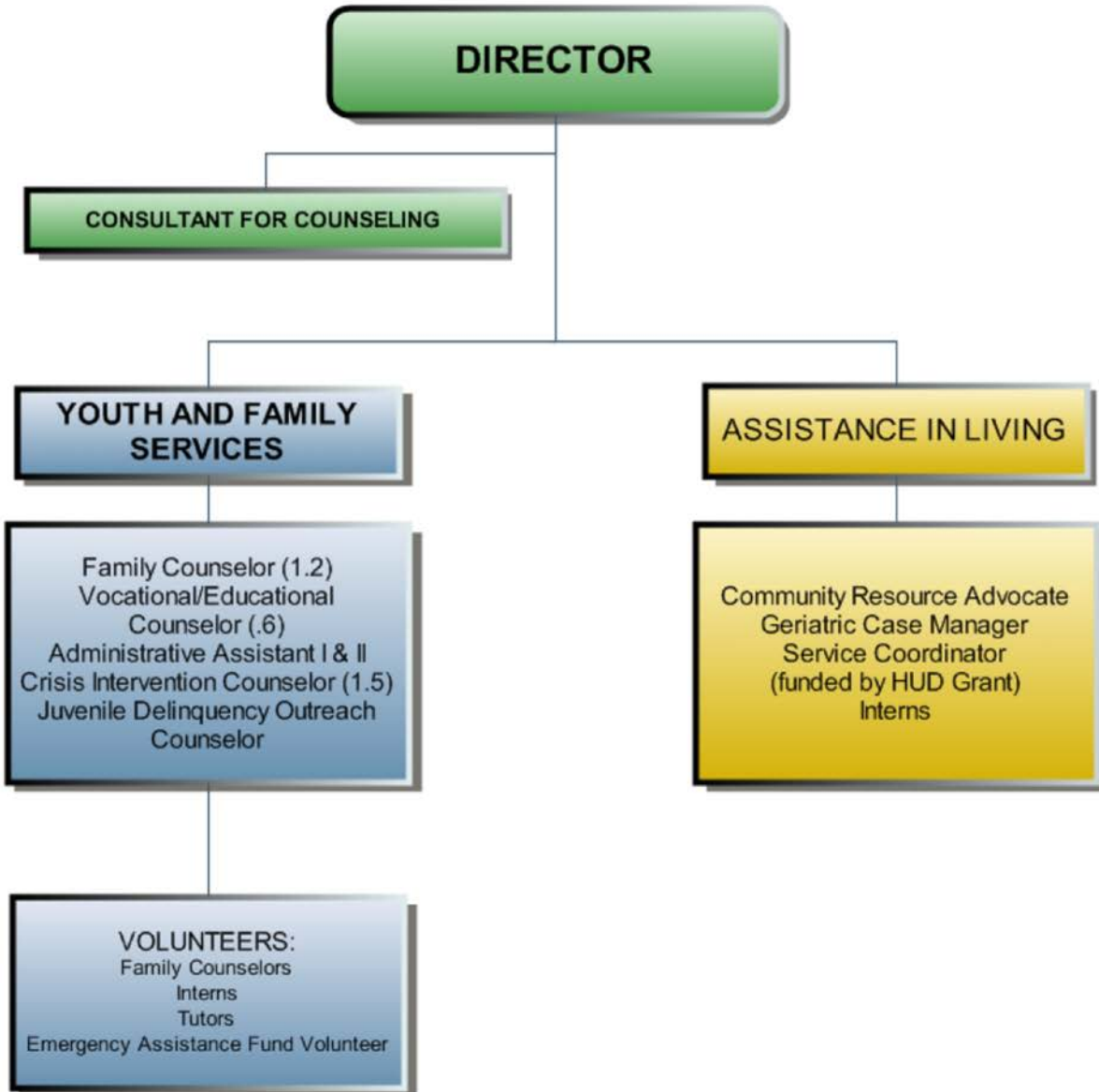
Youth & Family Counseling Interns	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Estimated
Number of Interns	16	16	15	15
Hours Served Weekly	120	65	60	60
Number of Family Cases	53	52	50	50
Number of Individual Cases	47	34	35	35

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

Vocational/Educational Program Interns	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Estimated
Number of Interns	10	8	10	10
Hours served weekly	18	16	18	18

*Interns assist with Tutoring and GED programs.

GREENBELT CARES





NOTES...

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, 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.

Performance Measures	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Estimated
<u>Election Survey Scores (Last 4 elections)</u>	<u>2005</u>	<u>2007</u>	<u>2009</u>	<u>2011</u>
Counseling	4.33	4.22	3.77	3.59
Crisis Intervention Counseling	3.50	3.93	3.79	3.00
Discussion Groups in Schools	3.91	3.88	3.70	3.15
GED Program	3.75	3.50	4.09	3.09
Tutoring	3.88	4.14	2.91	2.93
Counseling Services				
Formal Counseling Cases	104	94	100	100
Formal Counseling Clients	200	193	200	200
Formal Clients – 18 and under	66	73	70	70
Intakes by Family	86	65	70	70
Education Services				
GED Students	81	128	100	100
% who complete program	60%	55%	60%	60%
Persons Tutored	70	63	70	70
Tutor Workshop Participants	5	5	5	5
Groups				
Springhill Lake Elementary School Groups	11	15	15	15
Teen Group Participants	20	21	20	20
Strengthening Families Group	8	0*	20	20
Adult Groups**	67	46	25	25
Crisis Intervention Services				
Persons Contacted by CIC	257	301	250	250
Requests for Service	457	479	500	500
Persons who accepted counseling and/or referral services	465	462	350	350
Eviction Relief Requests	87	90	85	85
Job Assistance				
Full and Part Time Job Placements	3	3	3	3
Odd Jobs	10	8	8	8
Other Services				
Requests for Service	557	592	600	600
Youth Alcohol & Drug Assessment	0	42	45	45

* Delinquency Prevention Counselor and CIC were trained in SFP in FY 2011 but groups were not offered.

**In addition to the Anger Management Group, the GAIL Case Manager offered a variety of adult groups beginning in FY 2010.

Management Objectives

- ✧ Look for funding to continue the Juvenile Delinquency Outreach Counselor position beyond FY 2012.
- ✧ Explore the establishment of a volunteer coordinator and a volunteer coordination program.

Budget Comments



- 1) With the retirement of a long-time counselor in January 2012, it is proposed to use \$24,000 of the resulting savings to increase the Educational/Vocational Counselor position by four (4) hours per week (\$8,000) to continue the tutoring program at the Springhill Lake Recreation Center, and one of the Family Counselor positions by eight (8) hours per week (\$16,000).
- 2) The Part-time Staff, line 02, is for the Juvenile Delinquency Outreach Counselor. This position has been supported through federal and state funds in FY 2011 and 2012. It is proposed to be funded by a County grant in FY 2013. If the County grant is not funded, the position will be eliminated.
- 3) The spike in Membership & Training, line 45, in FY 2011 was college tuition reimbursement for one CARES employee to complete her Maryland licensing.
- 4) The funding in Special Programs, line 58, will fund the ACE grants (\$7,000) and the Science/Reading Clubs programs (\$5,000) and the Strengthening Families program (\$4,500).
- 5) It is expected that the amount of the State grant will remain the same, even with the State's financial difficulties. This fact is due largely 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.

GREENBELT CARES Acct. No. 510	FY 2010 Actual Trans.	FY 2011 Actual Trans.	FY 2012 Adopted Budget	FY 2012 Estimated Trans.	FY 2013 Proposed Budget	FY 2013 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$370,611	\$383,329	\$388,800	\$388,800	\$379,500	\$401,200
02 Part-time Staff	8,497	32,190	35,000	32,000	30,000	30,000
28 Employee Benefits	114,748	121,904	122,700	124,800	110,000	111,600
Total	\$493,856	\$537,423	\$546,500	\$545,600	\$519,500	\$542,800
OTHER OPERATING EXPENSES						
30 Professional Services	\$13,096	\$12,193	\$12,800	\$12,800	\$12,800	\$12,800
33 Insurance	2,355	2,387	2,500	1,200	1,200	1,200
34 Other Services	1,435	1,400	1,300	1,300	1,300	1,300
38 Communications	1,328	1,921	2,000	2,000	2,000	2,000
45 Membership & Training	6,544	8,964	6,900	6,700	6,700	6,700
55 Office Expenses	8,571	8,282	7,500	8,300	8,300	8,300
58 Special Programs	24,439	16,820	13,000	13,000	16,500	16,500
Total	\$57,768	\$51,967	\$46,000	\$45,300	\$48,800	\$48,800
TOTAL GREENBELT CARES	\$551,624	\$589,390	\$592,500	\$590,900	\$568,300	\$591,600
REVENUE SOURCES						
Federal Juvenile Delinquency Grant	\$0	\$14,662	\$23,000	\$23,000	\$0	\$0
State Juvenile Delinquency Grant	0	11,805	0	0	0	0
State Grant	73,701	68,976	70,000	68,000	68,000	68,000
City 25% Matching Payment	26,076	26,076	23,300	23,000	23,000	23,000
County Grant	2,500	30,000	2,000	30,000	30,000	30,000
GED Co-pay	1,803	3,325	2,000	1,500	1,500	1,500
Excess Funded 100% by City	447,544	434,546	472,200	445,400	445,800	469,100
Total	\$551,624	\$589,390	\$592,500	\$590,900	\$568,300	\$591,600

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.

Performance Measures	FY 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Estimated
<u>Election Survey Scores (Last 4 elections)</u>	<u>2005</u>	<u>2007</u>	<u>2009</u>	<u>2011</u>
GAIL	n/a	3.26	3.66	3.96
Client Assistance				
New Clients	61	121	120	130
Existing Clients	515	554	650	750
Outreach Efforts				
Group Presentations/Meetings	50	60	65	65
Newspaper Columns	11	11	11	11
GAIL Newsletter	4,400	4,500	4,650	4,700
Brochures Distributed to New Clients	550	554	650	750
Cable TV Shows	11	11	11	11
GAIL Interns*				
Number of Interns	14	18	16	16
Hours Served Weekly	152	168	174	174
Number of Seniors Served	28	30	40	40
Number of Non-Seniors Served	16	16	20	20
*Interns assist in a variety of programs and work 21 hours a week.				

Management Objectives

- ☒ Provide an array of information and referral, case management and counseling services to seniors and disabled adults.

Budget Comments

- 1) 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 (\$600). The additional funding in FY 2012 was to purchase new banners for the Depression Screening program (\$1,600).
- 2) The expenses in Professional Services, line 30, are background checks for the interns who work in this program.

ASSISTANCE IN LIVING Acct. No. 520	FY 2010 Actual Trans.	FY 2011 Actual Trans.	FY 2012 Adopted Budget	FY 2012 Estimated Trans.	FY 2013 Proposed Budget	FY 2013 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$126,291	\$131,527	\$132,400	\$134,600	\$132,400	\$132,400
28 Employee Benefits	44,363	46,538	50,600	50,300	48,600	48,600
Total	\$170,654	\$178,065	\$183,000	\$184,900	\$181,000	\$181,000
OTHER OPERATING EXPENSES						
30 Professional Services	\$204	\$233	\$0	\$200	\$200	\$200
45 Membership & Training	2,929	3,730	3,100	3,000	3,000	3,000
55 Office Expenses	5,299	5,041	3,600	3,600	3,600	3,600
58 Special Programs	2,205	2,972	3,600	4,300	2,600	2,600
Total	\$10,637	\$11,976	\$10,300	\$11,100	\$9,400	\$9,400
TOTAL ASSISTANCE IN LIVING	\$181,291	\$190,041	\$193,300	\$196,000	\$190,400	\$190,400

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 2010 Actual	FY 2011 Actual	FY 2012 Estimated	FY 2013 Estimated
Client Assistance				
New Clients	9	6	10	10
Existing Clients	102	114	115	115
Outreach Efforts				
Group Presentations/Meetings	148	152	150	160
Green Ridge House Newsletter	416	386	400	450
Brochures Distributed	297	386	400	450
Benefit Analysis and Program Linkages	98	198	200	250

Management Objectives

- ✧ Provide case management and program connection services to residents.
- ✧ Provide monthly health screenings and lectures.
- ✧ Provide Quarterly newsletters.
- ✧ Offer programs to improve the quality of life of Green Ridge House residents.

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.
- 2) The expenses in Professional Services, line 30, funds the HUD required quality assurance work on the program.

SERVICE COORDINATION PROGRAM Acct. No. 530	FY 2010 Actual Trans.	FY 2011 Actual Trans.	FY 2012 Adopted Budget	FY 2012 Estimated Trans.	FY 2013 Proposed Budget	FY 2013 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$45,287	\$45,660	\$45,500	\$46,400	\$45,500	\$45,500
28 Employee Benefits	19,468	23,358	24,200	23,600	23,400	23,400
Total	\$64,755	\$69,018	\$69,700	\$70,000	\$68,900	\$68,900
OTHER OPERATING EXPENSES						
30 Professional Services	\$3,583	\$3,583	\$3,300	\$3,300	\$3,300	\$3,300
38 Communications	945	798	800	800	800	800
45 Membership & Training	2,042	2,454	1,900	2,000	2,000	2,000
53 Computer Expenses	0	240	0	0	0	0
55 Office Expenses	346	904	500	300	300	300
Total	\$6,916	\$7,979	\$6,500	\$6,400	\$6,400	\$6,400
TOTAL SERVICE COORDINATION PROGRAM	\$71,671	\$76,997	\$76,200	\$76,400	\$75,300	\$75,300
REVENUE SOURCES						
Transfer from Green Ridge House	\$16,900	\$18,700	\$19,700	\$19,700	\$19,700	\$19,700
HUD Multi-Family Housing Service Coordinator Grant	54,771	58,297	56,500	56,700	55,600	55,600
Total	\$71,671	\$76,997	\$76,200	\$76,400	\$75,300	\$75,300

