

GREENBELT CARES

STRATEGIC PLAN

MISSION

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

VALUE STATEMENTS

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

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

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

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

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

GOALS

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

- Provide information and support services to seniors, persons with disabilities and their families to help Greenbelt residents remain in their homes.
- Provide case management and support services at Green Ridge House.
- Develop intergenerational community programs to provide material and health related resources to Greenbelt residents.
- Conduct needs assessment to inform program development.
- Utilize community volunteers to provide services to Greenbelt residents.
- Invest in the professional development of staff. Encourage staff to participate in trainings to maintain skills knowledge in their fields of expertise. Support staff attainment and maintenance of professional licenses.
- Provide internship opportunities for undergraduate and graduate students in the fields of study such as mental health, family studies and education.
- Encourage membership and participation in professional organizations.



YOUTH AND FAMILY COUNSELING PROGRAM

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

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

Accomplishments

- CARES Counselors served 205 clients.
- Family Counselor conducted two eight week Teen Discussion Groups at Eleanor Roosevelt High School. Groups focused on improving students' decision making and anger management skills.
- CARES counseling staff and graduate interns conducted Alcohol or Drug (AOD) Assessments for 56 students suspended from school for AOD offenses. Students must attend 2 assessment sessions to avoid being expelled from school.

- CARES Social Work intern conducted Conflict Management, Anger Management and Social Skills groups at Springhill Lake Elementary in conjunction with school staff.
- Juvenile Delinquency Prevention Counselor provided family counseling, group counseling and outreach efforts in Greenbelt West.
- Juvenile Delinquency Prevention Counselor staffed an information table at the County's Youth Empowerment Summit 2012.

Outcomes

- In a two (2) year follow-up study by the Department of Juvenile Services of youth who ended counseling with CARES in FY 2010, 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 2012:
 - 35% return rate (22 of 63);
 - 100% rated the quality of the service "Good" (10%) or "Excellent" (90%);
 - 95% reported being Mostly or Very Satisfied with the Service they received at CARES;
 - 95% felt that they learned to deal more effectively with their problem;
 - 100% indicated that they would return to CARES for counseling; and
 - 95% indicated that the problem they sought counseling for was Better (38%) or Much Better (57%).
- In FY 2012, the Formal Outcome Form was used to track the progress of 36 youth in CARES counseling services. These youth entered counseling with a variety of issues and concerns and were able to make considerable progress and improvements through their work at CARES. As shown in the table on the next page, youth who entered therapy with issues related to suicidal thoughts, family conflict or difficulties being managed by their parents showed great improvement with 94-100% of them improving on these issues over the course of therapy. Seventy-nine percent (79%) of youth with school related problems showed improvement, 75% who had difficulties in relationships with others, 73% who had mood or emotional delinquent like behaviors, 71% with delinquent behaviors and 70% of those with substance abuse issues showed improvement.

	Number of youth with issue at Start of Therapy	% of youth who showed Improvement
Suicidal thoughts or self injurious behaviors	4	100%
Issues related to family conflict, child abuse or neglect, parenting issues and/or domestic violence	33	94%
Difficult for their parents/caregivers to manage	32	94%
School problems such as truancy, suspension, expulsion or learning difficulties	14	79%
Difficulties in relationships with others	16	75%
Mood or Emotion difficulties such as depression, anxiety, anger	22	73%
Delinquent behaviors and/or court involvement	7	71%
Substance abuse issue or a parent with this issue	8	70%

Issues

CARES offers a variety of counseling services to the community including individual adult, family, group and crisis counseling. Staff work to provide the highest quality services possible as demonstrated by the outcome data reported. Counseling clients report a high satisfaction with services, and youth and their families show improvement in problem areas by the end of counseling. CARES uses a strengths based approach to all services, whereby the counselor focuses on the skills and strengths a client or family already possess to accomplish the desired change. CARES' waitlist holds steady with 10-15 families waiting at any given time and another 10-15 individuals also waiting services. On average, counseling lasts 3-6 months with some cases extending to a year or more.

Last year, CARES was authorized funding to offer a Gang Prevention Group at Greenbelt Middle School and two (2) other middle schools in the County; however, these groups were never implemented. Discussions with school staff at all three (3) middle schools indicated a willingness to have the groups at their schools but scheduling and staff duties prevented them from happening before the school year ended. Attempts were made to hold the groups over the summer but Guidance Staff were not available to assist in the recruitment of students, so an extension to the funding was sought. The County extended CARES ability to utilize these funds into FY 2013. A bilingual group facilitator has been hired and has been working to engage the schools again this school year.

Action Steps/Management Objectives

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

- Engage Greenbelt schools to offer programs in support of their mission.
- Evaluate current level of staffing and explore options to develop a clinical supervisor position.
- Seek funding opportunities to increase a family counselor position to full time. A half-time counselor was increased to 3/4 time in FY 2013.

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. In FY 2012, 116 youth were served with 50% completing the program.
- Coordinated tutoring services for Prince George’s County youth living in Greenbelt and the surrounding areas. Provided free Saturday morning “drop-in” tutoring program at the Springhill Lake Recreation Center providing tutoring for 163 youth.
- Provided a Tutoring Camp at Springhill Recreation Center 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 Class at the Springhill Lake Elementary School.



- Developed educational programming for the new Computer Lab at the Springhill Lake Recreation Center and offered five computer classes serving 38 residents to teach skills related to the Microsoft Office suite.
- Served as staff liaison to the Advisory Committee on Education (ACE).
- ACE members and ACE Student Awards recipients participated in the Annual Labor Day Festival and Parade.
- ACE held the annual meeting for School Principals and Vice-Principals, the annual meeting for area school PTA Presidents and Executive Board, the ACE Educator Awards and presentations, and the ACE Student Awards Presentations and Reception.



- ACE members and liaison coordinated monthly ACE Reading and Science Clubs for area students.
- ACE offered grant opportunity for local schools to enhance school curriculum and programming.

Issues

In FY 2011 and 2012, the Vocational and Educational Counselor's hours were increased with Community Development Block Grant funds enabling an expansion of the GED program to the Springhill Lake Recreation Center and the offering of an English as a Second Language (ESOL) Class. There was no charge for participants as the grant funds covered the cost of the program and supplies. In FY 2013, City funds were used to continue the expanded hours and the increased programming in Greenbelt West. With the funding now coming from the City, all students who are not Greenbelt residents are charged a fee for the GED class.

The CARES Vocational and Educational Counselor continues to offer the Saturday morning Tutoring Program at the Springhill Lake Recreation Center this year. This tutoring program is open to youth of all ages and is staffed with volunteer tutors. Historically, the main tutoring program offered by CARES was one where the Educational Counselor matched individual students with individual tutors and tutoring was held once a week at a public space. With the evolution of the Saturday morning tutoring, the matching of individual tutors has become part of this tutoring program. Families calling for tutoring services are instructed to come to the Saturday morning program for the student assessment and immediate tutoring services. If a family wishes to have an individual tutor at another time than the Saturday morning, the counselor is able to arrange this also.

Action Steps/Management Objectives

- Provide a 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.

- Prepare for the changes in GED test as it moves to web based format.
- CARES staff member serve as liaison to Advisory Committee on Education (ACE).
- Seek funding opportunities to increase a Vocational and Educational counselor position to full-time. Position increased to 3/4 time in FY 2013.



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.
- Juvenile Delinquency Prevention Counselor and CARES staff offered two Strengthening Families Program Groups at the Springhill Lake Elementary School. The Fall Group served English speaking families and the Spring Group served Spanish speaking families.
- Graduate interns, supervised by CARES staff, 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 began using the Child and Adolescent Functional Assessment Scale (CAFAS) to measure youth progress in formal counseling.



Issues

CARES utilized a variety of evidence based practices in FY 2013, 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 has been offering the Strengthening Families Program (SFP) since FY 2004. Initially, the program was offered only in English but a Spanish version of the program was added to accommodate those families whose primary language is Spanish. Participating families have reported positive chang-

es in their children's behavior and parenting skills. School personnel have also reported improvement in children's school behavior. Over the years, attendance in the program has waned for the English speaking families. Whereas the program used to graduate seven to eight (7-8) English speaking families, it now graduates three to four (3-4) of these families. The Spanish speaking sessions have graduated five to seven (5-7) families. Group leaders believe that the 14 week length of the program is a barrier for many of the families. CARES staff have begun to discuss other parenting programs that have a six to eight (6-8) week length as an alternative to SFP. The one component that has made SFP stand out is its inclusion of a group for the children as well as the parents. Most of the other parenting programs being reviewed do not have this component. CARES would want to continue this aspect of the parenting program and staff would develop such a group to run along with the parent training groups.

CARES began using the Child and Adolescent Functional Assessment Scale (CAFAS) to track outcomes with youth in formal counseling. CAFAS has been adopted by the Maryland Association of Youth Services Bureaus as the means to track youth in formal counseling at all 19 Bureaus. It will take some time to see the full results of this measure, as it was not implemented until October 2012 with new families entering counseling.

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 almost 200 individuals and families facing issues such as victim of crime, suicide, death of family member and community crisis.
- As part of their community outreach, participated in Fall Fest and Celebration of Spring events offering participants information on CARES and area resources.
- Eviction Relief Volunteer worked with over 80 individuals facing eviction and provided information and referral resources as well as monetary assistance for some from the Emergency Relief Fund.

Issues

For several years, CARES had a CIC who was bilingual and able to serve Spanish speaking residents. Unfortunately, she left the city's employment in 2012 and reduced CARES' ability to provide this service. Every effort was made to identify candidates who were bilingual. The person hired is not bilingual in Spanish leaving a gap in CARES' ability to serve residents whose first language is Spanish. When such families come in contact with CARES, they are referred to other agencies known to have bilingual staff.

Action Steps/Management Objectives

- 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 support 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.

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

Accomplishments

- Sponsored the annual Medicare Workshop Series. The first session was titled "Understanding Medicare Basics" by guest speaker, Jack Davidson, Community Liaison for Home Physicians.
- Participated in National Memory Screening Day. The Alzheimer's Foundation of America sponsors National Memory Screening Day as an annual nation-wide effort to provide free and confidential memory screenings.
- Provided the monthly Caregiver's Support Group.
- Offered "Discussions with Julia" at Green Ridge House, a small discussion group with a focus on residents based issues and concerns.
- Offered a "Dementia Education Workshop."
- For the first time, a Brain Fitness Program was offered to residents interested in improving their memory.
- Conducted a city wide food drive to provide Thanksgiving Baskets for families of Springhill Lake Elementary School.
- Partnered with Community Crisis Services, Inc. for an 8th year to offer the Greenbelt Suicide Prevention and Depression Screening Campaign. Provided bilingual screenings and resources for Spanish speaking residents.



Outcomes

- Results from Satisfaction Surveys returned by GAIL Counseling Clients who ended counseling in FY 2012:
 - 27% return rate (2 of 7);
 - 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; and
 - 100% indicated that the problem they sought counseling for was Better.

Issues

The Greenbelt Assistance in Living Program during FY 2013 saw a vacancy in the Case Manager/ Counselor position and a temporary vacancy in the Service Coordinator position at Green Ridge House, due to maternity leave. Due to budgetary concerns, the Case Manager/Counselor position was not filled immediately. Staff used this time to reassess the programmatic impact of the duties performed by the Case Manager/Counselor and the needs of GAIL clients to ensure the best services are provided as the program moves forward. The Service Coordinator vacancy, due to grant requirements from HUD, was filled with a part time temporary person to maintain paper work and client services during the staff person's absence. It should be noted that the request for services for the GAIL program have grown immensely from 60 in the first half of FY 2012 to 154 individuals being served during the first half of FY 2013.

Action Steps/Management Objectives

- Provide information and referral services, public health awareness events and case management services to clients.
- Reassess programmatic needs for staff.
- Reassess program delivery model during staff reduction.

Provide case management and support services at Green Ridge House.

Accomplishments

- Offered 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 including ice cream or Rita's Italian Ice social, Wii Bowling Tournament and health education classes.

- Provided quarterly entitlement program enrollment for Renter’s Tax Credit Assistance, Brown Bag Food Program registration and Energy Assistance registration.



Action Steps/Management Objectives

- Provide case management and informational services to residents of Green Ridge House.
- Coordinate Older Americans Month events.

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

Accomplishments

- Conducted a flu clinic in partnership with the Prince George’s County Department of Health.
- Managed the Greenbelt Prescription Drug Card program.
- Continued the partnership with the Capital Area Food Bank to provide free produce distributions to Greenbelt residents.
- Partnered with Combined Properties to provide gift cards for Thanksgiving dinners for Green Ridge House residents and identified 50 needy children for the Breakfast with Santa program.
- Continued partnership with the Prince George’s County Sheriff’s Department to provide Christmas baskets to seniors in Green Ridge House and the local community.
- Partnered with the University of Maryland Extension program to offer residents the Nutrition to Go Promotion.



Issues

The GAIL interns continue to be the key force behind the newest program offered under the GAIL umbrella of services, the Health Assessment and Services (HAS) Program. 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.

In partnership with the Recreation Department, homebound clients can be linked with a therapeutic recreation program to develop a customized recreation program offered in a home based setting.

The Community Resource Advocate also continued to coordinate the food distributions, Mental Health Screening Day and the Flu Clinic as well as a Santa Breakfast and a Thanksgiving basket program for needy families and introduced the Brain Fitness Program to residents and the Brief Cognitive Assessment Tool for residents hoping to improve executive function, attention and memory.

Conduct needs assessment to inform program development.

Greenbelt Assistance in Living Program Survey Summary

The GAIL Program completed its first programmatic survey of residents that have used the services of the GAIL Program. Of the 154 clients served, 15% returned the survey. Many of the respondents received multiple services: 62% received information and referral, 48% participated in community events, 29% participated in counseling and/or community events and 24% participated in support groups.

Of those surveyed, 58% have been with the GAIL Program over a year, 10% six months to one year, 6% one to six months and 26% one month or less. The majority of the respondents sought help for themselves (55%), 30% were for themselves and a family member, 15% other and 10% as a caregiver. Almost all (96%) respondents ranked the quality of services as good or excellent and 100% were mostly or very satisfied with the help they received. All (100%) participants felt that the staff was interested or very interested in helping them and 100% felt that the services received helped them somewhat or a great deal. The majority (91%) felt the program was explained clearly and 100% would come back to the GAIL program for assistance and would refer a friend for services.

Flu Clinic Survey

The City of Greenbelt, in conjunction with the Prince George's County Health Department, conducted the annual free flu shot clinic in October 2012. A satisfaction survey was conducted for attendees and 106 forms were completed. 100% of attendees were very satisfied or satisfied with the time of the event and 99% were satisfied with the Springhill Lake Recreation Center location. 55% of attendees heard about the event from the *Greenbelt News Review*, an increase of 3% from last year, 33% from flyers and 12% from the GAIL Guide. 100% would attend the event next year. When asked how residents would improve the event, the most frequent response was they would not change anything.

Green Ridge House Satisfaction Survey

During October 2012, the Greenbelt Assistance in Living Program conducted the Resident Satisfaction Survey for Green Ridge House. In comparison to last year, participation figures increased from 43% (43 residents) to 46% (46 residents). Once again, the residents were 100% very satisfied or satisfied with their unit/home and property/building. Unchanged from last year's results, 98% of the residents were very satisfied or satisfied with the neighborhood and building management. For non-emergency

maintenance or repairs, 94% of residents responded that it took less than a week to complete which was a 6% increase from last year. All respondents to the survey said that emergency repairs and maintenance issues were resolved in two (2) days or less. Also, emergency repairs that were resolved in less than one (1) week or never corrected dropped from 3% to 0% in both categories. All residents responded that they were very satisfied or satisfied with how easy it was to request repairs.

During 2012, 93% of residents strongly agreed or agreed that management was responsive to their concerns and questions. Also, 98% of residents strongly agreed or agreed that management provided appropriate information about property maintenance and repair issues and 96% of residents strongly agreed or agreed that adequate information was provided to them about the rules of their lease, meetings and events. In terms of safety, residents unanimously felt very safe or safe in their homes, a slight increase from last year's 97%. During this year, 81% of residents utilized the services of the Green Ridge House Service Coordinator and 100% agreed that the service coordinator was professional and courteous.

Utilize community volunteers to provide services to Greenbelt residents.

Accomplishments

- Community volunteers assisted in the distribution of groceries for the Brown Bag program.
- Community volunteers sorted, bagged and delivered over 66,000 pounds of produce during the 11 produce distributions.



Issues

CARES Director met with other departments to assess current utilization of volunteers and the impact a Volunteer Coordinator might have. Recreation has volunteer counselors in training each summer as part of their summer camp program as well as using volunteers at large community events such as Labor Day. Planning and Community Development utilize volunteers at the Animal Control shelter to assist in the care of animals and for large events such as the Pet Expo or stream clean ups. Public Works currently shares an AmeriCorps Volunteer with a local non-profit. CARES has volunteer interns that provide counseling services, tutoring and educational services, eviction relief and health related services throughout the community. CARES also utilizes volunteers in several of the GAIL programs such as the Brown Bag program and Free Produce Distribution days.

In meeting with all the departments, the issue of staff time to supervise and oversee volunteers was always a concern. The balance between the benefits of having volunteers to provide and augment services to residents and the amount of staff time needed to train and supervise volunteers seemed to keep departments from pursuing larger numbers of volunteers. In addition, few departments had specific policies or procedures in place regarding the use and supervision of volunteers. All departments felt that

having a City Volunteer Coordinator who was charged with development of policy and procedures, recruitment, and some supervision of volunteers would be very useful and likely increase their ability to utilize volunteers in a more effective manner.

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

Accomplishments

- Crisis Counselor completed coursework and is now an “Approved Licensed Clinical Professional Counselor Supervisor.”
- Crisis Counselor attended training on Emergency Mental Health which included suicide and homicide risk assessment and prevention.
- Director attended the Governor's Grants Conference.
- CARES Director attended a training titled, “Revolutionizing Diagnosis & Treatment Using the DSM-5.”
- Family Counselor attended a workshop entitled “Healing the Angry Brain: Changing the Brain and Behaviors of Aggressive, Raging and Domestically Violent Clients.”
- Hosted an Alcohol and Drug Assessment Training for the Maryland Association of Youth Service Bureaus. Several CARES staff attended and learned about the variety of drugs abused, reasons for substance abuse, stages of drug use and several substance abuse screening tools.
- Geriatric Case Manager attended a Field Instructor training at the University of Maryland-Baltimore County and a three day conference for the National Village-to-Village Network in Atlanta, Georgia.
- Green Ridge House Service Coordinator attended a workshop, "Compassionate Care Training for Professionals and Caregivers of Persons with Alzheimer's," participated in a training workshop, "Ethics, Ethical Dilemmas and Challenges for Service Coordinators" and attended the 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

- Youth and Family Counseling program provided internship opportunities to graduate students from a variety of local colleges and universities, such as the University of Maryland, American University, Loyola College and George Washington University.

- Provided internship experience for University of Maryland undergraduate students in the Vocational/Educational program.
- GAIL program provided internship opportunities for students from the UMd School of Public Health and Life Science program, UMBC School of Social Work, Washington Adventist University and Bowie State Schools of Nursing and UMd School of Social Work at Shady Grove.

Issues

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

Action Steps/Management Objectives

- 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 two year term as Chair of the Maryland Association of Youth Services Bureaus.
- CARES Director served a second year on the Prince George's County Youth & Gang Violence Prevention Steering Committee.
- 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 Congresswoman Donna Edwards Advisory Committee on Aging.



PERSONNEL STAFFING

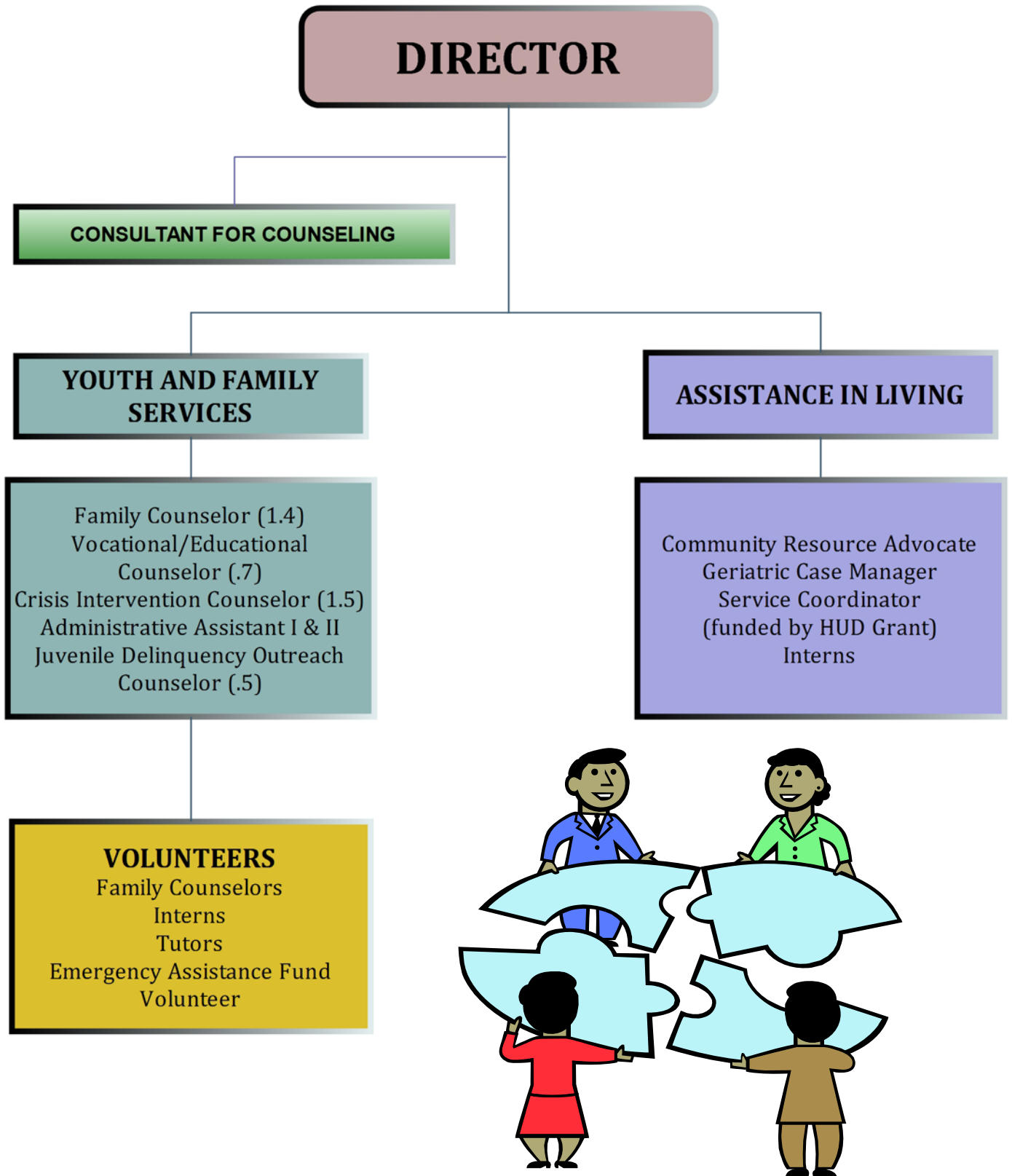
	Grade	Auth. FY 2012	Auth. FY 2013	Prop. FY 2014	Auth. FY 2014
510 Youth & Family Services					
Social Services Director	GC-26	0.9	0.9	0.9	
Family Counselor I & II	GC-16 & 18	1.2	1.4	1.4	
Vocational/Educational Counselor I & II	GC-16 & 18	0.6	0.7	0.7	
Crisis Intervention Counselor I & II	GC-16 & 18	1.5	1.5	1.5	
Administrative Assistant I & II	GC-12 & 13	1	1	1	
Juvenile Delinquency Outreach Counselor	NC	0.5	0.5	0.5	
Total FTE		5.7	6	6	0
520 Assistance in Living					
Community Resource Advocate	GC-19	1	1	1	
Geriatric Case Manager	GC-16 & 18	1	1	1	
Total FTE		2	2	2	0
530 Service Coordination Program					
Service Coordinator	GC-13	1	1	1	
Total FTE		1	1	1	0
Total Greenbelt CARES		8.7	9	9	0

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

Youth & Family Counseling Interns	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Estimated
Number of Interns	16	12	15	15
Hours Served Weekly	65	65	60	60
Number of Family Cases	52	43	50	50
Number of Individual Cases	34	25	35	35
*Interns are at CARES from 5-20 hrs. per week depending on intern commitment.				

Vocational/Educational Program Interns	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Estimated
Number of Interns	8	5	10	10
Hours served weekly	16	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 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 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	94	95	100	100
Formal Counseling Clients	193	205	200	200
Formal Clients – 18 and under	73	82	70	70
Intakes by Family	65	56	65	65
Education Services				
GED Students	128	116	100	100
% who complete program	55%	50%	60%	60%
Persons Tutored	63	163	80	80
Tutor Workshop Participants	5	5	5	5
Groups				
Springhill Lake Elementary School Groups	15	30	30	30
Teen Group Participants	21	12	20	20
Strengthening Families Group	0*	28	20	20
Adult Groups**	46	43	25	25
Crisis Intervention Services				
Persons Contacted by CIC	301	194	250	250
Requests for Service	479	473	300	300
Persons who accepted counseling and/or referral services	462	418	350	350
Eviction Relief Requests	90	84	90	90
Job Assistance				
Full and Part Time Job Placements	3	2	3	3
Odd Jobs	8	2	5	5
Other Services				
Requests for Service	592	401	600	600
Youth Alcohol & Drug Assessment	42	56	40	40

* 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

- Provide quality individual, family and group counseling services to Greenbelt residents and those in surrounding areas within Prince George's County.
- Continue to identify Evidence Based Practice 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.
- Engage Greenbelt schools to offer programs in support of their mission.
- Provide a GED program to meet the varying skill levels of students.
- Prepare for the changes in GED test as it moves to web based format.
- Offer tutoring program to Greenbelt families and those in surrounding areas of Prince George's County.
- Respond to immediate crises and provide follow-up services to victims of crime and persons encountering the police.
- Evaluate current level of staffing and explore options to develop a clinical supervisor position.
- Seek funding opportunities to increase a Family Counselor position to full-time. A half-time counselor was increased to 3/4 time in FY 2013.
- Seek funding opportunities to increase a Vocational and Educational Counselor position to full-time. Position increased to 3/4 time in FY 2013.

Budget Comments

- 1) With the retirement of a long-time counselor in 2012, a portion of the resulting savings were used to increase the Educational/Vocational Counselor position by four (4) hours per week and one of the Family Counselor positions by eight (8) hours per week.
- 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 and a County grant in FY 2013. If the County grant is not funded in FY 2014, the position will be eliminated.
- 3) The funding in Special Programs, line 58, funds the ACE grants (\$7,000) and the Science/Reading Clubs programs (\$5,000) and the Strengthening Families program (\$4,500). ACE has requested an additional \$2,000 for its grants which is not funded.
- 4) 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 2011 Actual Trans.	FY 2012 Actual Trans.	FY 2013 Adopted Budget	FY 2013 Estimated Trans.	FY 2014 Proposed Budget	FY 2014 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$383,329	\$396,644	\$401,200	\$391,400	\$399,200	
02 Part time Staff	32,190	30,276	30,000	31,000	30,000	
27 Overtime	0	0	0	500	0	
28 Employee Benefits	121,904	123,367	111,600	113,400	134,300	
Total	\$537,423	\$550,287	\$542,800	\$536,300	\$563,500	\$0
OTHER OPERATING EXPENSES						
30 Professional Services	\$12,193	\$13,188	\$12,800	\$13,200	\$13,000	
33 Insurance	2,387	1,106	1,200	1,300	1,300	
34 Other Services	1,400	1,390	1,300	1,300	1,300	
38 Communications	1,921	1,924	2,000	1,900	1,800	
45 Membership & Training	8,964	7,290	6,700	6,700	6,700	
55 Office Expenses	8,282	9,628	8,300	8,600	8,200	
58 Special Programs	16,820	14,297	16,500	21,500	16,500	
Total	\$51,967	\$48,823	\$48,800	\$54,500	\$48,800	\$0
TOTAL GREENBELT CARES	\$589,390	\$599,110	\$591,600	\$590,800	\$612,300	\$0
REVENUE SOURCES						
Federal Juvenile Delinquency Grant	\$14,662	\$24,883	\$0	\$0	\$0	\$0
State Juvenile Delinquency Grant	11,805	0	0	0	0	0
State Grant	68,976	68,980	68,000	68,000	68,000	0
City 25% Matching Payment	22,992	22,992	22,700	22,700	22,700	
County Grant	30,000	32,500	30,000	30,000	30,000	0
GED Co-pay	3,325	1,352	1,500	2,000	1,500	0
Excess Funded 100% by City	437,630	448,403	469,400	468,100	490,100	0
Total	\$589,390	\$599,110	\$591,600	\$590,800	\$612,300	\$0

GREENBELT ASSISTANCE IN LIVING PROGRAM

This account provides funds for the operation of the Greenbelt Assistance in Living Program (GAIL). Created in 2001, the goal of this program is to provide information and support that enables seniors to remain in their homes. This program is staffed by a Community Resource Advocate and a Geriatric Case Manager. This account was established in FY 2005.

Performance Measures	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Estimated
<u>Election Survey Scores</u> (Last 4 elections)	<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	120	159	159	160
Existing Clients	554	650	863	750
Outreach Efforts				
Group Presentations/Meetings	60	65	65	65
Newspaper Columns	11	11	10	10
GAIL Newsletter	4,500	4,650	4,700	4,700
Brochures Distributed to New Clients	554	650	750	750
Cable TV Shows	11	11	10	0
GAIL Interns*				
Number of Interns	18	14	16	16
Hours Served Weekly	168	170	174	174
Number of Seniors Served	30	30	35	40
Number of Non-Seniors Served	16	12	12	20
*Interns assist in a variety of programs and work 21 hours a week.				

Management Objectives

- Provide information and referral services, public health awareness events and case management services to clients.
- Reassess programmatic needs for staff.
- Reassess program delivery model during staff reduction.

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.
- 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 2011 Actual Trans.	FY 2012 Actual Trans.	FY 2013 Adopted Budget	FY 2013 Estimated Trans.	FY 2014 Proposed Budget	FY 2014 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$131,527	\$134,643	\$132,400	\$120,000	\$130,300	
28 Employee Benefits	46,538	48,174	48,600	36,200	37,200	
Total	\$178,065	\$182,817	\$181,000	\$156,200	\$167,500	\$0
OTHER OPERATING EXPENSES						
30 Professional Services	\$233	\$0	\$200	\$0	\$200	
45 Membership & Training	3,730	1,610	3,000	3,300	2,300	
55 Office Expenses	5,041	2,516	3,600	3,400	3,400	
58 Special Programs	2,972	5,036	2,600	2,600	2,600	
Total	\$11,976	\$9,162	\$9,400	\$9,300	\$8,500	\$0
TOTAL ASSISTANCE IN LIVING	\$190,041	\$191,979	\$190,400	\$165,500	\$176,000	\$0

SERVICE COORDINATION PROGRAM



This account provides for the operation of the Green Ridge House Service Coordination Program. It is funded by a grant from the Department of Housing and Urban Development. 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 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Estimated
Client Assistance				
New Clients	6	9	10	10
Existing Clients	114	111	115	115
Outreach Efforts				
Group Presentations/Meetings	152	150	160	160
Green Ridge House Newsletter	386	400	450	450
Brochures Distributed	386	391	425	400
Benefit Analysis and Program Linkages	198	265	300	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 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 2011 Actual Trans.	FY 2012 Actual Trans.	FY 2013 Adopted Budget	FY 2013 Estimated Trans.	FY 2014 Proposed Budget	FY 2014 Adopted Budget
PERSONNEL EXPENSES						
01 Salaries	\$45,660	\$48,909	\$45,500	\$53,800	\$44,200	
28 Employee Benefits	23,358	24,063	23,400	24,400	27,100	
Total	\$69,018	\$72,972	\$68,900	\$78,200	\$71,300	\$0
OTHER OPERATING EXPENSES						
30 Professional Services	\$3,583	\$3,307	\$3,300	\$3,300	\$3,300	
38 Communications	798	795	800	800	800	
45 Membership & Training	2,454	1,579	2,000	1,800	1,500	
53 Computer Expenses	240	0	0	500	0	
55 Office Expenses	904	274	300	500	300	
Total	\$7,979	\$5,955	\$6,400	\$6,900	\$5,900	\$0
TOTAL SERVICE COORDINATION PROGRAM	\$76,997	\$78,927	\$75,300	\$85,100	\$77,200	\$0
REVENUE SOURCES						
Transfer from Green Ridge House	\$0	\$19,700	\$19,700	\$19,700	\$21,200	\$0
HUD Multi-Family Housing Service Coordinator Grant	82,951	34,097	56,000	56,000	56,000	0
Total	\$82,951	\$53,797	\$75,700	\$75,700	\$77,200	\$0

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