

# REQUEST FOR BOARD ACTION

## HENDERSON COUNTY BOARD OF COMMISSIONERS

**MEETING DATE:** July 20, 2005

**SUBJECT:** Fiscal Year 2005/06 Mental Health Maintenance of Effort Funds

**ATTACHMENTS:**

- 1) Mountain Laurel Community Services MOE Grant Mid-Year Progress Report
- 2) Henderson County Public Schools MOE Grant Mid-Year Progress Report
- 3) Department of Juvenile Justice and Delinquency Prevention MOE Grant Mid-Year Progress Report

### **SUMMARY OF REQUEST:**

As a rule of thumb, State law requires that each county maintain its level of funding from year to year for human services activities, including mental health services. This requirement is commonly referred to as "maintenance of effort" or "maintenance of effort funds." Prior to becoming a member of Western Highlands Network (WHN) Local Management Entity (LME), the County directly funded the provision of mental health services through TREND. Even with the "reform" of the mental health system and the inclusion of Henderson County in WHN, the County must still continue to fund mental health services with maintenance of effort (MOE) funds.

For Fiscal Year 2004/05 the Board endorsed a plan that allowed for the solicitation of grant applications from mental health service providers. The Board decided that special consideration would be given to grant applicants that addressed mental health emergency management/crisis stabilization. On November 15, 2004 the Board made decisions for the Fiscal Year 2004/05 MOE funds. In total, \$528,342 in MOE funds were awarded to three different mental health service providers/programs. These funds are being used to train school staff in crisis response, provide for a therapy/jail diversion program for delinquent or undisciplined adolescent girls, and to develop programs that increase access to the mental health system. As a matter of information, mid-year progress reports for the three agencies receiving MOE funds are attached.

The time has come for the Board to make decisions concerning the use of Fiscal Year 2005/06 MOE funds. As the Board is well aware, one of the major features of mental health reform legislation is the reduction of beds in State mental institutions. Although this reduction will take several years to complete, the effects of these reductions are having a massive impact on our community. Law enforcement and hospital staffs are shouldering the brunt of this State-created burden. Therefore, staff feels very strongly that MOE should continue to be used for emergency management/crisis stabilization issues. Furthermore, staff feels that the County should fund agencies/programs that will be extremely aggressive in addressing mental health crisis stabilization/emergency management issues.

One such program that would hopefully reduce the burden on law enforcement and hospital staff includes the development of short-term (23-hour) crisis stabilization beds in local hospitals. The purpose of the short-term bed is to divert consumers from admissions to State mental health institutions. The patients or consumers assigned to short-term beds would all be under involuntary commitment orders. From December 2005 to May 2005, Henderson County averaged over 11 admissions per month to a state mental health institution. Many of these patients could have placed in a local short-term stabilization bed. Every admission diverted from Broughton Hospital saves the Sheriff's Department two trips to Morganton, one for admission and a second for discharge. Furthermore, it should be noted that because the units at Broughton Hospital are often at full capacity, every diverted admission reduces the chances that Sheriff personnel will have to transport the patient to John Umstead Hospital in Butner or Dorthea Dix in Raleigh.

Patients admitted to a short-term unit who are not able to stabilize in a 23-hour period can be kept in the hospital safely and humanely until the Sheriff's personnel can provide transportation to a State facility. Generally, Sheriff personnel could schedule a trip to a State facility at this time rather than scrambling to find staff whenever the need arises. Staff realizes this is not the optimal solution to this important issue. However, it provides an opportunity for the County to be much more aggressive in addressing the mental health crisis stabilization issue.

**COUNTY MANAGER'S RECOMMENDATION/ACTION REQUIRED:**

It is recommended that County staff be authorized to enter into discussions with Pardee Hospital and Park Ridge Hospital concerning the development of a short-term (23-hour) crisis stabilization program funded in part by County MOE funds. Final program design and funding will have to be approved by the Board.



## Mid-Year Progress Report

### Henderson County – MLCS

Maintenance of Effort (MOE) Fund Outcomes

<u>MOE Goal</u>	<u>Proposed Action</u>	<u>Outcome</u>
<b>Enhance Access to Services</b>	- Establish 1-800 HelpLine	- Started 3-1-05
	- Provide access to 24/7/365 Telephone Counselor	- Started 3-10-05 w/ ProtoCall
	- 1 <sup>st</sup> Appt within 72 Hrs of Call	- Started 3-15-05 w/ No-Wait Triage
	- Expand clinic hours for H'ville until 8pm weeknights	- Started 3-15-05 (8:30 –8:30 daily, 8:30-12p Saturday at H'ville Adult.
	- Hire part-time psychiatrist to increase capacity	- Hired psychiatrist on 4-1-05; Hired 2d on 4-15-05
	- Hospital Dischargees will be scheduled w/ psychiatrist within 2 weeks of discharge	- As of 3-15-05, all Pardee & Broughton pts have Priority.
	- Emergency Psychiatric slots reserved each weekday	- Emergencies routed thru Access Unit
<b>Improve Care for Our Most Severe Mentally Ill and SA Populations</b>	- Establish Mobile Crisis Unit for Stakeholder agencies to reduce ER burden/clog; Enhancing ongoing afterhours Clinical face-to-face responders.	- Created Mobile Crisis Unit on 4-1-05; Consultant on-call for HotLine Consults
		OutReach Clinician Posted to Jail, and Available for Other Community Sites
	- Enhance substance abuse services	- Hired new SA staff on 3-1-05, for future IOP programming and new Meth unit

**Reduce Incidence of Psychiatric Emergencies & Hospitalization**

- Expand Case Mgt services
- Create partnerships with Community Agencies
- Expand psychiatric capacity by establishing hospital privileging of ML psychiatrists
- Coordinate ER care with outpatient svcs
- Hired new Case Mgr on 3-20-05
- Hired new full-time bi-lingual clinician For site-posting at Health Dept, to start 8-1-05, using new Partnership for Health Funding.
- In review by MLCS
- Effective 4-1-05, established new ER protocol to insure Quick follow-up care

**Make Available to Henderson County free training or educational programs on mental illness and substance abuse**

- Develop a MLCS “Speakers Bureau”
- Created on-demand Speakers Bureau on 3-15-05.
- Staff provided for state training on new mental health reform

**\*\* Additional Developments at MLCS:**

- Bi-lingual Spanish-speaking staff hired to enhance focus on Latino/Hispanic population.
- Additional hiring of clinical staff to address geriatric and aging issues.
- Coordination with Community Stakeholders in new Mental Health Task Force.

**Mental Health Services Maintenance of Effort Funds Mid-Year Report  
School Safety and Critical Response Teams**

<u>Measureable Goal</u>	<u>Proposed Action</u>	<u>Outcome</u>
Train members at each school to become the School Safety and Critical Response Team	Provide training for 2 members from each school	Training provided June 6-7, 2005 54 staff members trained 41 teachers/counselors 13 school administrators/SROs members become train-the-trainers for their schools
Identify policy and procedures for a critical response plan as part of the School Safety Plan	Sample policies/procedures discussed June 7, 2005	Volunteers from SSCRT formed subcommittee to work on procedures
Clarify and establish roles and responsibilities of SSCRT members and prepare staff to take effective action	Training	Roles of SROs explained during training, protocol for collaboration with other agencies discussed during training
Review, customize and use the resources that can be accessed when a critical need arises	Critical Response Tool Kits (the Black Box)	Model demonstrated during training by SRO; guidelines and protocols reviewed for system during training Subcommittee will assemble additional black boxes in July 2005; each school will have 2 kits
Plan strategies and define procedures for communication quickly with school administrators, law enforcement, fire departments, mental health agencies, parent-teacher organizations, and other community agencies	Critical Response Tool Kits (the Black Box)	TOTs will train their school faculties during September-December on guidelines and procedures related to the Tool Kit
Establish guidelines to normalize the situation, aid victims, and move toward a return to learning	Training	Tina Brookes, ICISF certified trainer, provided training June 6-7 SROs provided system vision for guidelines and procedures
Update and practice defined procedures on an annual basis	2 practices each year	Implemented during 2005-06 school year

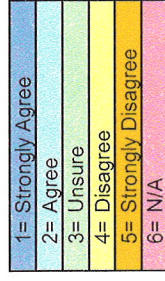
**Budget Expense Record:**

Beginning Balance	\$18,880.00
Stipends for 41 staff members	\$12,300.00
Social Security/Retirement	\$1,656.40
Consultant Fees	\$2,756.50
Site Rental	\$590.00
Food/refreshments	\$628.75
CISM Manuals	\$816.50
NC Tax	\$54.48
Total Expenses	\$18,802.63
Remaining Balance	\$77.37

Copy of evaluation of trainer and 2 day training session attached

ICISF TT Course Evaluation

	1.A. Instructor was knowledgeable of subject matter	1.B. Instructor created an effective training experience	1.C. Instructor conveyed respect for participants opinions, skills, experience	1.D. Instructor created an effective training experience	1.E. Questions were answered effectively	1.F. Course objectives were made clear to participants	2.A. Audio-Visual materials were utilized effectively	2.B. Pinned materials facilitated learning of course material	3.A. Course contained enough activities	3.B. Course presented new information, knowledge and skills in a practical/useful manner	3.C. Course contained information at a level commensurate w/ my training/experience	3.D. Course stimulated professional interest	3.E. Registration process was efficient	3.F. Training environment (room temperature, lighting, seating) was comfortable	4.A. Registration process was helpful	4.B. Registration process was efficient	4.C. Registration process was efficient	4.D. Excessive noise was kept to a minimum	4.E. Overall, the training environment was conducive to learning	
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ICISF TT Course Evaluation

	1.A. Instructor was knowledgeable of subject matter	1.B. Instructor created an effective training experience	1.C. Instructor conveyed respect for participants opinions, skills, experience	1.D. Participants encouraged	1.E. Questions and discussion were encouraged	1.F. Questions were answered effectively	2.A. Audio-visual materials were made clear to participants	2.B. Course objectives were effectively	2.C. Printed materials were utilized	3.A. Course materials facilitated learning of course material	3.B. Course contained enough learning of knowledge and skills	3.C. Course activities were practical/useful	3.D. Course presented new information, commensurate w/ my training/experience	3.E. Course contained information at a level appropriate w/ my training/experience	3.F. Course stimulated personal interest	4.A. Registration process was efficient	4.B. Registration process was helpful	4.C. Training environment (room temperature, lighting, seating) was comfortable	4.D. Excessive noise was kept to a minimum	4.E. Overall, the training environment was conducive to learning
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1= Strongly Agree
2= Agree
3= Unsure
4= Disagree
5= Strongly Disagree
6= N/A

1= Strongly Agree
2= Agree
3= Unsure
4= Disagree
5= Strongly Disagree
6= N/A

	1	2	3	4	5	6	TOTALS												
1	39	27	44	41	31	19	26	25	27	22	31	26	25	21	35	30	26	30	33
2	11	20	6	9	19	19	23	22	23	18	20	24	27	11	13	21	19	17	17
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## Written Responses for CISM Workshop

### What did you find most valuable from this course?

- ☀ Recieved good information for use in my school (4)
- ☀ Activites and handouts (6)
- ☀ The understanding of the importance of debriefing (2)
- ☀ Learning codes and how to debrief a person that has been through a crisis. (3)
- ☀ Understanding the process of crisis intervention
- ☀ Her (past experience) past experience
- ☀ Hands-on role playing - it made me feel more comfortable with the entire process
- ☀ Information - practical use - prepare for realistic situations (2)
- ☀ Black Box (6)
- ☀ Discussion on School safety plan
- ☀ Effects of Trauma/stress
- ☀ Anecdotes and personality/passion from instructor
- ☀ Information was helpful as to understanding victims feelings . . .
- ☀ Debriefing process (8)
- ☀ Hypoactive/Hyperactive (2)
- ☀ Law enforcement info
- ☀ What to do in a crisis and after a crisis. (4)
- ☀ It is wonderful to know there are trained people who are ready at a moment's notice to help with terrinble things that inevitably happen.
- ☀ Knowing what to put in the Black Box.
- ☀ Knowing how to cope with different siuations (2)
- ☀ 7 step process is helpful for counseling
- ☀ Activities for porcessing trauma with students
- ☀ That people need help that I didn't realize needed help.
- ☀ That we have a Resource Officer
- ☀ SRO presentation

### What did you find least valuable for this course?

- ☀ Video
- ☀ Death by Power Point (3)
- ☀ The information included on the Black Box that was requires by our LEA
- ☀ Role playing (4)
- ☀ Chit chat from certain participants - some were rude while instructor presented
- ☀ Fire video
- ☀ Counseling/intervention
- ☀ Our school system is unsure of what to do wth this info. It was unclear to us but had nothing to do with the presenter.
- ☀ Too many personal stories
- ☀ Black Box
- ☀ It was all valuable! (2)
- ☀ I thought the activities were too much - maybe just include one or two.
- ☀ Too much talk about debriefing (2)
- ☀ Power point was not legible
- ☀ Info - that I'd already been trained in by the county in the past
- ☀ There was a lot if extraneous information given. Too many examples



# Written Responses for CISM Workshop

## What would you change regarding this course?

- ☀ Nothing (5)
- ☀ The length of the Power Point
- ☀ The inclusion of the Black Box info
- ☀ The printed material was too small to read
- ☀ More structure
- ☀ ALL school staff should attend
- ☀ More modeling or debriefing before Role play (2)
- ☀ The way it was advertised; I was under the impression this course was geared more toward the incidents rather than how to respond afterwards
- ☀ Increased time with SRO
- ☀ More movement of 2nd day activities (2)
- ☀ Less breaks & leaves earlier
- ☀ Better description of course content . . . Was not clear about what would be covered
- ☀ Stretched over 2 days - it could have been done in one (4)
- ☀ Power point was not legible (2)
- ☀ I would like to learn intervention rather than debriefing
- ☀ So much time on Black Box

## Would you recommend this course to a colleague? Why or why not?

- |           |   |
|-----------|---|
| YES= 32   | ☀ Helpful & important information (11)              |
|           | ☀ Debriefing trauma victims                         |
|           | ☀ Practical information (3)                         |
|           | ☀ Helps deal w/ traumatic situations in schools (3) |
| NO= 2     | ☀ The title was misleading                          |
|           | ☀ Unless they were a school counselor               |
| Unsure= 1 |   |

## Please suggest any other topics you would find of value to your continuing education needs?

- ☀ More CISM Training
- ☀ Safe schools plan

## Additional Comments:

- ☀ Great workshop!
- ☀ Great presenter! 1
- ☀ Great for administrator and regular education teachers, repetitive for counselors
- ☀ Thanks! 1
- ☀ Her (Tina) enthusiasm and passion showed and helped with presentation.



**Henderson County Government**  
 100 North King Street  
 Hendersonville, N.C. 28792  
 Phone: (828)698-6109 Fax: (828)698-5037  
 www.hendersoncountync.org/budget

## Annual Performance Report for Non-Profits

Date 7/11/05
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ORGANIZATION INFORMATION			
Organization Name Dept of Juvenile Justice and Delinquency Prevention (Henderson Co)			Executive Director Rodney Wesson
Contact Person for Grant Rodney Wesson			Phone Number 828-697-4895
Street Address or Post Office Box 200 N. Grove Street Suite 36			E-Mail Rodney.Wesson@ncmail.net
City Hendersonville	State NC	Zip Code 28792	Amount of Funding Granted \$1100

**Note: Please do not exceed two (2) pages for this report**

SELF-ASSESSMENT OF PERFORMANCE
<p><b>1. Evaluate and describe your organization's ability to accomplish the tasks set forth in the County funding application and ascribed to within the executed non-profit funding agreement.</b></p> <p>The court counselor and therapist (Teri Fosmire of Appalachian Counseling) working with this girl's group have done well in teaching appropriate behavior and better decision making in their weekly sessions. They have taken the girls to dinner to teach and practice good manners in public. They have studied lessons on anger and anger management, stress, stressors and how to deal with them. What stress is, how to recognize it, how to deal with it appropriately. We have talked openly about drugs, sex, and other problematic issues for teens. By being in a group setting with adult supervision and certain limits set, the girls can talk with each other about these issues and learn that most of them are dealing with similar problems and issues. They can learn from one another's mistakes. They are also working on having empathy for others and realizing that others face difficulties in life too. Many of these others have greater problems than these girls. We made crafts, cards and gifts for the veterans at the VA Hospital for Valentine's Day.</p>

**ACTIVITIES & OUTCOME INFORMATION**

2. Please list the activities (in column 1) and goals/objectives for the activities (in column 2) as they were presented in your original FY 2004-05 application, and the outcomes the organization has achieved using County funding (in column 3).

(1) Activities/Outcomes	(2) Goal/Objective of the Activity	(3) Outcome/Accomplishments
Dinner outing	Teach and practice appropriate behavior in a public setting	Girls did well with manners
Crafts, cards	Empathy, caring for others, not thinking only of self	Girls enjoyed it and it made them give some real thought to why those veterans were in the hospital
Anger management	To learn coping skills and reduce fighting and verbal disagreements	Girls did reduce number of fighting and verbal incidents in school and at home
Stress management	To learn appropriate ways to deal with stress, positive ways, not negative ways	Girls did try to deal with stress in new ways, talking more about it, writing, healthy ways (especially without drugs)

From our budget we estimate that we will have spent \$854.90 of the \$1100 allotted. This experience was successful as the group was established and followed the vision described in our application.