



# Palm Beach County Youth Services Department



## 2018-2019 Annual Impact Report

# Palm Beach County Board of County Commissioners



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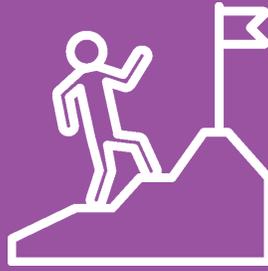
Dorritt M. Miller

## Youth Services Department Director

Tammy K. Fields

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## ***Our Mission***

Growing brighter futures by providing quality service, education, and access to resources and opportunities.



## ***Our Vision***

Empowering youth and families to realize their full potential and be the driving force of a thriving community.



## ***Our Values***

Diversity and Equity • Compassion and Empathy • Open-mindedness  
Commitment • Respect

# Letter from Our Director



“Life can only be understood backwards; but it must be lived forwards.” — Søren Kierkegaard, philosopher

It's that time of year to look backwards and understand all that we have accomplished within the Youth Services Department (YSD). I do that with a sense of pride and admiration of our staff. Every day they come to work with the intent to help the youth in Palm Beach County.

We implemented some changes this year – or should I say improvements. We started by updating our Mission Statement “Growing brighter futures by providing quality service, education, and access to resources and opportunities.” This mission is more reflective of what we do. What is a mission if you don't measure

the progress you make in implementation? We joined the rest of the departments in Palm Beach County in adopting electronic Key Performance Indicators (eKPIs) for all of our programs. We are definitely doing quite well in meeting our benchmarks and goals. We've also noticed the improvement of our Community Based Agencies (CBA) in meeting their goals by serving more youth AND making sure their services have an impact.

We said goodbye to long time Division Director Dr. Tony Spaniol after 23 years of service. Dr. Spaniol led the Residential Treatment and Family Counseling Division (RTFC) by providing management and clinical supervision – always emphasizing the need to treat the whole family. He led innovations in school based and community based therapy, development of the Education and Training Center and the implementation of the Sanctuary Model of trauma informed care.

Many of YSD's programs were recognized this year for their outstanding achievement. The Highridge Family Center received certification from the Sanctuary Institute after three years of hard work and organizational transition to trauma informed care. Our Education and Training program and Youth and Family Counseling program both received National Association of Counties (NACo) achievement awards. Our advancements in technology were also recognized by NACo for the new summer camp scholarship database and CBA database.

And now it is time to live forward. The year ahead will see new leadership for the RTFC Division and the Highridge Family Center. Dr. Twila Taylor has been promoted to Director of RTFC and Dr. Amanda Terrell has been promoted to Chief of Residential Clinical Services.

We've created three Cross-Divisional Teams within the Department to work on issues such as employee morale and recognition, cross collaboration of divisions to provide comprehensive family support, and promotion of Department programs and activities so all members of the community are aware of the services offered.

Of course, we will continue to work with our partners of Birth to 22: United for Brighter Futures and our youth-led Future Leaders United for Change. We find that community collaboration and giving youth a voice are essential elements of our success.

Tammy K. Fields

*Palm Beach County Youth Services Department Director*

# Department Highlights

## Awards



### NACo Achievement Awards

The Palm Beach County Youth Services Department was recognized with three Achievement Awards from the National Association of Counties (NACo) in the category of children and youth.

NACo recognized the Department's Youth and Family Counseling program, Education and Training Center, and Visitation Center for children in foster care.

Two additional NACo Awards were given for technology advancements in the creation of the new database applications for Summer Camp Scholarships and Community Based Agencies. A huge thank you to ISS for their work on these applications.

### Palm Beach County Golden Palm Awards

Tammy Fields, Youth Services Department Director, and Ike Powell, Senior Program Specialist, were each presented with a prestigious 2019 Golden Palm Award by our County Administrator Verdenia Baker. Palm Beach County has been recognized as a leader in youth services as a direct result of Tammy's work. Ike collaborated with the Palm Beach County Department of Environmental Resources Management to recruit and interview candidates for the Green Futures Summer Internship Program.



## Team Building



### Employee Retreat

The Youth Services Department held its annual Employee Retreat at FPL's Manatee Lagoon Center. Assistant County Administrator Todd Bonlarron and Senior Assistant County Attorney Helene Hvizd were also present.

During the retreat, Tammy K. Fields unveiled the Department's new Mission Statement.

## Certifications



### Highridge Family Center Becomes Sanctuary Certified

Highridge Family Center, a Residential Treatment and Family Counseling program with the Palm Beach County Youth Services Department, was formally certified by the Sanctuary Institute in its Trauma Informed Care Model.

The certification encourages, sustains and reinforces Highridge Family Center's commitment to the standards of a trauma informed care environment for residents and staff by emphasizing the following seven commitments: nonviolence, emotional intelligence, social learning, open communication, social responsibility, democracy, growth and change.

# Guardian ad Litem



The Florida Guardian ad Litem (GAL) Program in Palm Beach County is a partnership of community advocates and professional staff providing a powerful voice on behalf of Florida's abused and neglected children. Guardian ad Litem Volunteers (GALs) are trained, court-appointed advocates for children who have been abused, abandoned, or neglected. The Youth Services Department funds two County positions under GAL. Speak Up! For Kids also funds two GAL positions.

The overall goal of Speak Up! For Kids is to ensure that the Guardian ad Litem (GAL) has the resources to provide every abused, abandoned and neglected child - infant to 18 years old - in the Palm Beach County dependency court system with a well-trained, court-appointed, volunteer advocate.

## The Difference a GAL Volunteer Makes ...



**A child with a GAL is ...**

More likely to be **adopted**.

**1/2 as likely** to re-enter foster care.

More likely to find a **safe and permanent home**.

**More apt** to receive the appropriate **physical, educational and emotional care** they need through available child services.

## Volunteer Time & Travel



 <p><b>1,763</b> Children involved in dependency court</p>	 <p><b>89%</b> Advocacy for youth in the dependency court system county-wide</p>	 <p><b>322</b> Advocacy for Belle Glade and Delray Beach youth in the dependency court system</p>
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# Residential Treatment & Family Counseling



This past year has been quite a year of growth and change for the Residential Treatment & Family Counseling (RTFC) Division. RTFC has continued to meet our goals; be responsive to our community's needs to address more youth and families negatively impacted by trauma; and continued to strive for excellence in customer satisfaction. However, with the unexpected closing of Jerome Golden Center, the lack of mental health/behavioral health services for Palm Beach County residents became front and center. The services provided through RTFC are now more important than ever.

Key changes within RTFC included Dr. Tony Spaniol retiring after 23 years of service to Palm Beach County, my promotion to RTFC Division Director, and Dr. Amanda Terrell being promoted to Chief of Residential Clinical Services. Dr. Spaniol has left his mark on the RTFC Division through his vision, wisdom and unwavering commitment to the value of family involvement in order to create lasting change.

Our Youth & Family Counseling (YFC) program provides services to over 32 identified schools and served 532 students. We help identify and support those students who may have been bullied, stressed by problems at home, or pressured by negative peer culture. Our YFC offices in Delray Beach, Belle Glade, Palm Beach Gardens and West Palm Beach create an accessible net of services for the community. The Family Violence Intervention Program (FVIP) served 117 youth, successfully diverting 96 youth from the Juvenile Justice System. YFC received a 2019 National Association of Counties (NACo) Achievement Award.

The Education & Training Center also received a 2019 NACo award in the category of Children and Youth for providing free therapy, parent education, psychological evaluations, professional trainings, community outreach, and training services to the community.

Highridge Family Center completed the 3 year long Sanctuary Model certification process to provide trauma informed care. We are looking forward to expanding our trauma sensitive approach throughout the Division.

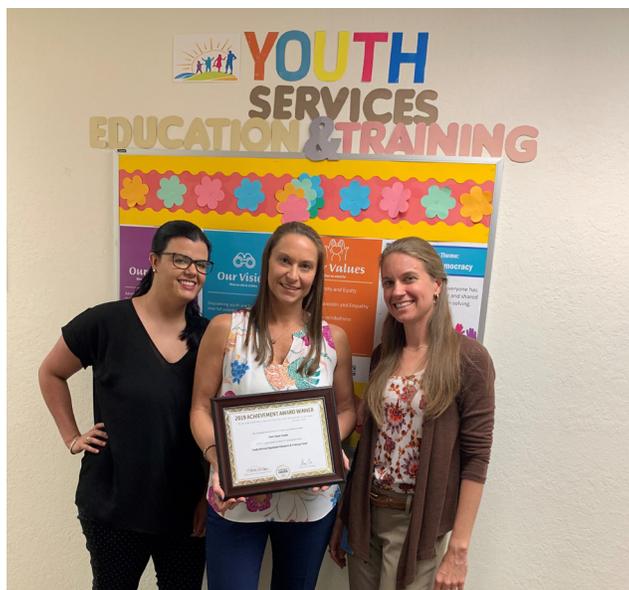
I am thankful to be surrounded by such amazing colleagues in YSD and to continue to provide RTFC's much needed services in 2020.

Dr. Twila Taylor

*Director of Residential Treatment and Family Counseling Division*



# Education & Training Center



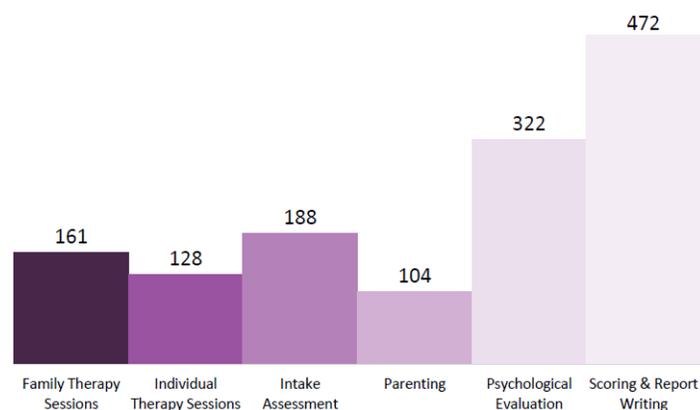
The Education and Training Center is a community resource for primary prevention through education, training and professional development. It provides free services to parents, children, families, school personnel, and mental health professionals in Palm Beach County. Family, individual, and group therapy services are offered, in addition to psychological evaluations. The Education and Training Center is responsible for developing and implementing trainings, workshops, and community outreach activities. It also serves as a student/trainee placement site for doctoral interns, postdoctoral residents, and doctoral/master's level practicum students.

During fiscal year 2019, The Education & Training Center received a 2019 National Association of Counties (NACo) award in the category of Children and Youth for providing free therapy, parent education, psychological evaluations, professional trainings, community outreach, and training services to the community.

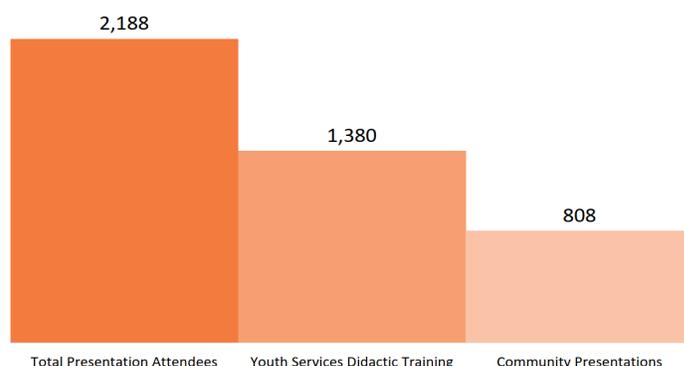
## Didactic Trainings

<ul style="list-style-type: none"> <li>An Introduction to Disability Awareness</li> <li>Babies</li> <li>Bullying</li> <li>Children's Exposure to Domestic Violence</li> <li>Compassion Fatigue</li> <li>Co-Occurring Disorders</li> <li>DBT-A for Adolescents and Families</li> <li>Developing Cultural Competency: Understanding Barriers</li> <li>Diversion Programs : FVIP &amp; Youth Court</li> <li>Documentary: The Trouble with Evan</li> <li>Early Development and Attachment</li> <li>Ethics: Florida Laws &amp; Rules</li> <li>Ethics: Maintaining Professional Boundaries</li> </ul>	<ul style="list-style-type: none"> <li>Exposure-Based CBT for Children and Adolescents with OCD</li> <li>Florida Laws &amp; Rules of the Board</li> <li>Foundations of Clinical Supervision</li> <li>Genograms</li> <li>Group Therapy</li> <li>Incorporating Evidence Based Practices in Treating Young Children</li> <li>Juvenile Firesetters</li> <li>Moving the Margins with LGBTQ+ Youth</li> <li>Normal Expressions of Sexuality in Children</li> <li>Paper Tigers</li> <li>Professional Development</li> <li>Program Evaluation &amp; Consultation</li> <li>Promoting Emotional Regulation in Children</li> </ul>	<ul style="list-style-type: none"> <li>Promoting Emotional Regulation in Children: Applied and Evidenced-Based Practices</li> <li>Protective Factors Against Post traumatic Stress</li> <li>Psychological Evaluations</li> <li>Race-Based Implicit Bias and Microaggressions</li> <li>Racial Discrimination and the Impact on Mental Health</li> <li>Report Integration and Different Types of Testing</li> <li>Select Review of Best Practices in Psychological Evaluations</li> <li>Self-Injury: Coping with Pain</li> <li>Sexual Assault</li> <li>Strategic Family Therapy</li> <li>Structural Family Therapy</li> <li>Suicidality</li> </ul>	<ul style="list-style-type: none"> <li>The Basics of Motivational Interviewing</li> <li>The Impact of Natural Disasters on Children's Mental Health</li> <li>The Role of Psychopharmacology in Child and Adolescents</li> <li>The Rorschach: Administration &amp; Scoring Review</li> <li>Trauma 101</li> <li>Trauma Informed Treatment of Children and Adolescents</li> <li>Understanding &amp; Supporting a Grieving Child</li> <li>Unfriended: Impacts of Social Media</li> <li>Your Brain on Poverty: Psychological Effects of Living with Financial Scarcity</li> </ul>
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## Direct Service Hours



## Numbers Served at Trainings & Presentations



# Education & Training Center Client Satisfaction Survey Report

The Youth Services Department consistently conducts data collection, analysis and reporting of the department's satisfaction surveys and comment cards to evaluate and improve services, maintain client satisfaction and meet the needs of Palm Beach County youth and families. The following data and responses were received between October 1, 2018 and September 30, 2019. Input was collected from youth and parents/guardians at the department's Education and Training Center, Family

Violence Intervention Program, Highridge Family Center and Youth & Family Counseling locations.\*

Survey data driven from the combined answers (596) for all RTFC programs indicate that clients and parents/guardians are extremely satisfied to satisfied with the clinical services provided by the division. Youth feel physically and emotionally safe in an environment that they feel is supportive to their needs.

## Youth

91%

of **youth** strongly agreed or agreed that they felt respected by Youth Services' staff

78%

of **youth** strongly agreed or agreed that their family got along better because of what they learned during their care at Youth Services

88%

of **youth** strongly agreed or agreed that counseling helped them express their feelings in a better way

86%

of **youth** strongly agreed or agreed that counseling helped they reach their treatment goals

## Parents/Guardians

100%

of **parents/guardians** strongly agreed or agreed that they felt respected by Youth Services' staff

91%

of **parents/guardians** strongly agreed or agreed that their family got along better because of what they learned during their care at Youth Services

87%

of **parents/guardians** strongly agreed or agreed that counseling helped their family express feelings in a better way.

100%

of **parents/guardians** strongly agreed or agreed that they are happy with the services their family received

*I liked my therapist the most because she understood me and helped me express my feelings to my family.*

- Youth comment

*Everything was perfect. I just wish we had more time.*

- Parent/Guardian comment

\*Data included in the Youth Services Department's 2018-2019 Annual Report does not include survey results received after the analysis deadline.

# Highridge Family Center



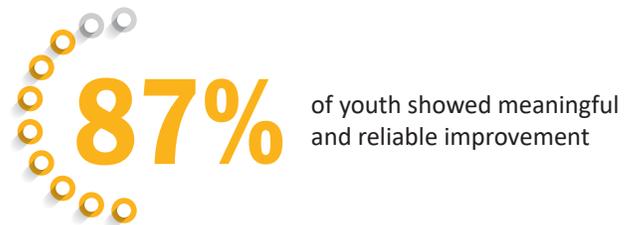
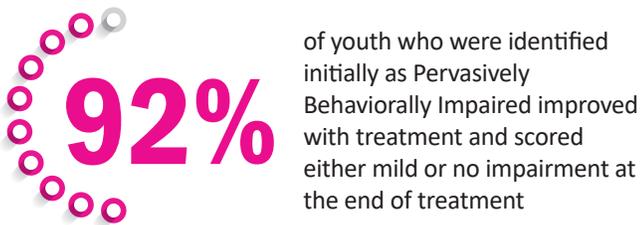
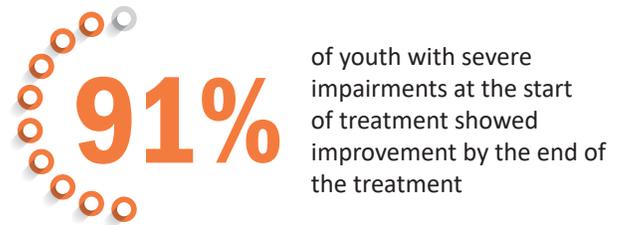
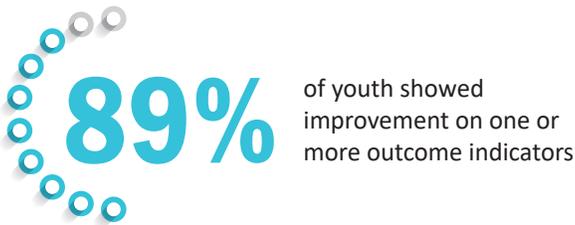
Highridge Family Center offers a three-to-four month, weekday residential treatment program for Palm Beach County youth, ages 11-16, who are experiencing problems at home, at school, with friends, and in the community. The Youth Services Department partners with the School District of Palm Beach County to provide school instruction on campus in a small school setting.

In 2019, Highridge Family Center received certification from the Sanctuary Institute in its Trauma Informed Care Model. The certification was the product of three years of commitment from Highridge staff through training, creativity, and growth to create a trauma sensitive environment for residents and staff.

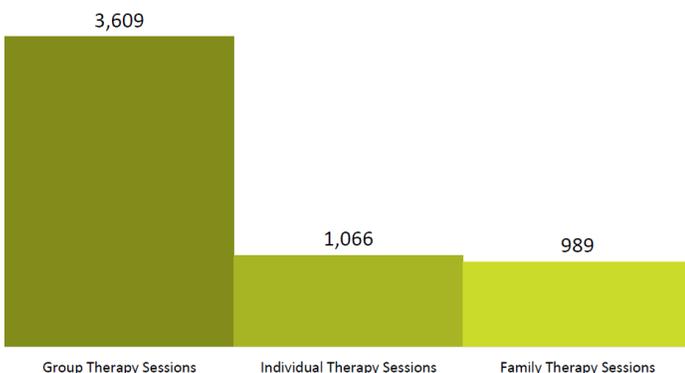
## CAFAS Outcomes

The Child and Adolescent Functional Assessment Scale (CAFAS) is designed to assess the degree of impairment in youth (ages 5-19) who have, or are at risk for emotional, behavioral, substance use, psychiatric, or psychological problems. The instrument assesses a youth's day-to-day

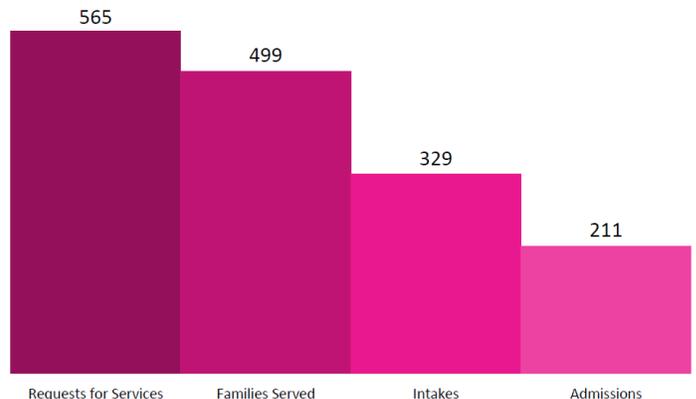
functioning across critical life domains, including school/work, home, community, behavior towards others, moods/emotions, self-harm, substance use, and thinking, and determines whether a youth's functioning improves over time.



## Direct Service Hours



## Services Provided



# Highridge Family Center Client Satisfaction Survey Report

Residents completed surveys during their level meeting deliberation, prior to graduation.

Therapists provided the survey to parents/guardians at least one week prior to their final family therapy session.

For the youth who are released, withdrawn or whose discharge takes place before graduation and/or at a time when a therapist is unavailable, the staff member handling the discharge administered both the resident and the parent/guardian survey.

## Youth



of **youth** strongly agreed or agreed that they felt physically safe at Highridge Family Center



of **youth** strongly agreed or agreed that they were able to improve their behavior in school because of what they learned at Highridge Family Center



of **youth** strongly agreed or agreed that counseling helped them express their feelings in a better way



of **youth** strongly agreed or agreed that Highridge helped them achieve their treatment goals

## Parents/Guardians



of **parents/guardians** strongly agreed or agreed that their family got along better because of what they learned during their care at Youth Services



of **parents/guardians** strongly agreed or agreed that Highridge Family Center helped their child express his/her feelings in a better way



of **parents/guardians** strongly agreed or agreed that they are happy with the treatment their child received



of **parents/guardians** strongly agreed or agreed that they would refer another family to Highridge Family Center

*I learn from my mistakes when I make them. Also, I built a very strong relationship with my family.*

*- Youth comment*

*The experience was better than I would've ever expected. I believe the staff here saved my son. Thank you for everything.*

*- Parent/Guardian comment*

# Youth & Family Counseling

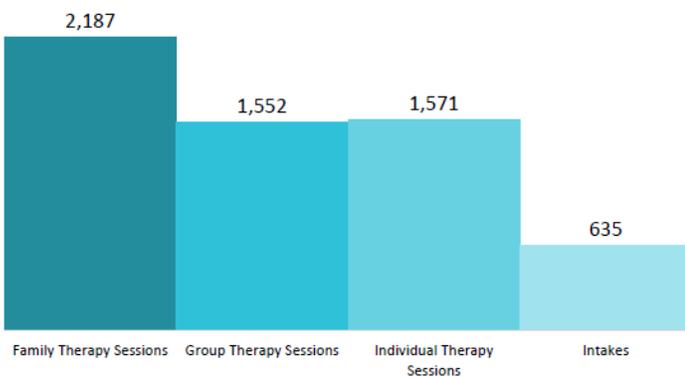


Youth and Family Counseling (YFC) is a three-month community based program that provides family therapy, individual therapy, group therapy, psycho-educational school based programs, and on site school based services for families with children and youth up to 22 years of age. Additionally, YFC provides parent education classes based on S.T.E.P. (Systematic Training for Effective Parenting)

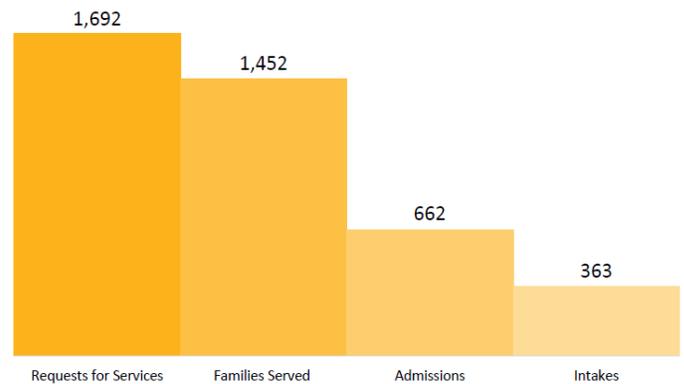
and community presentations. YFC collaborates with community agencies such as the School District of Palm Beach County and the 15th Judicial Circuit Courts.

During fiscal year 2019, YFC participated in **28** total community events in Belle Glade, Boca Raton, Delray Beach, Jupiter, Pahokee and West Palm Beach. YFC also expanded school-based services in North County.

## Direct Service Hours



## Services Provided



**32**

Schools (elementary, middle and high) served



**532**

Students received on-site school-based services



**28**

Community events attended

# Youth & Family Counseling Client Satisfaction Survey Report

## Youth

**85%**

of **youth** strongly agreed or agreed that they could talk about any problems with their therapist

**75%**

of **youth** strongly agreed or agreed that their family gets along better because of what they learned during their care at Youth Services

**88%**

of **youth** strongly agreed or agreed that counseling helped them to express their feelings in a better way

**79%**

of **youth** strongly agreed or agreed that they would send a friend to Youth Services if they needed help

*What I enjoyed most was having a way to cope with my problems as well as understand them.*

*- Youth comment*

## Parents/Guardians

*The services provided to our family were very helpful. I cannot think of any way to improve on the service offered to the community.*

*- Parent/Guardian comment*

**98%**

of **parents/guardians** strongly agreed or agreed that they could talk about any problems with their therapist

**97%**

of **parents/guardians** strongly agreed or agreed that counseling helped their family express feelings in a better way

**98%**

of **parents/guardians** strongly agreed or agreed that they are happy with the services their family received

**98%**

of **parents/guardians** strongly agreed or agreed that they would refer another family to Youth Services

# Family Violence Intervention Program

The Family Violence Intervention Program (FVIP) is a court diversion program for first time juvenile offenders who have been charged with a domestic violence offense. Cases are only accepted upon referral from the State Attorney's Office.

FVIP has a volunteer program that helps clients with the expunction process. During fiscal year 2019, FVIP trained and transitioned program staff to the Division's electronic client database, Case Manager Pro (CMP).



117

Clients



96

Clients diverted from the Juvenile Justice System



76%

Completion Rate

## Youth & Family Counseling Client Satisfaction Survey Report

### Youth

86%

of **youth** strongly agreed or agreed that the mediation conference was helpful in offering solutions for their family problems

82%

of **youth** strongly agreed or agreed that the program helped them make their behavior better

90%

of **youth** strongly agreed or agreed that counseling helped them express their feelings in a better way

84%

of **youth** strongly agreed or agreed that their case manager helped make their family communication better

### Parents/Guardians

95%

of **parents/guardians** strongly agreed or agreed that the program helped them decrease their child's violent behaviors

92%

of **parents/guardians** strongly agreed or agreed that the program was a positive experience for their family

93%

of **parents/guardians** strongly agreed or agreed that their case manager helped improve their family communication

93%

of **parents/guardians** strongly agreed or agreed that the individual and/or family counseling sessions their child attended were helpful

*"It really helped me. I was going down the wrong path and now I am going down a great path and me and my mom have a way better relationship."*  
- Youth comment

*"It's a great alternative to court involvement. We are all communicating more and it has been a positive experience."*  
- Parent/Guardian comment

# Outreach & Community Programming

It has been a productive year for the Outreach and Community Programming (OCP) division. Working with contracted community based agencies OCP served more than 14,000 youth and families in the six areas identified in the youth master plan. OCP continues to increase public and private partnerships to strengthen our continuum of care and develop innovative strategies to family supports.

Summer Programs ensured that the most vulnerable population had access to meals and exposed children to technology, arts, dance, music, sports and career building.

The Division continues to ensure that the discussion and implementation of equitable services is at the forefront! Palm Beach County's My Brother's Keeper Network, in partnership with Birth to 22, hosted an extremely successful two-day Race to Equity Summit. When talking about equity, it must encompass inclusion. With that in mind OCP incorporated a Mobile Race to Equity Summit in Belle Glade. More than 140 students attended displaying their talents and listening intently to the message of Facing, Embracing and Leading with Equity.

Our steadfast commitment to key strategies and priorities firmly positioned the Outreach and Community Programming division to deliver accessible services to approximately 20,000 children and families in Palm Beach County in 2019. The innovative use of technology to access and meet the community's needs, coupled with invested staff and contracted agencies drove positive results.

I am proud of what the OCP team has accomplished over the year, and look forward to another year of growth and new opportunities.



Geeta Loach-Jacobson

*Director of Outreach and Community Programming Division*



# Community Based Agencies



Community Based Agencies (CBAs) are organizations that receive funding from the Palm Beach County Board of County Commissioners through its Youth Services Department. The Outreach and Community Programming Division monitors funded organizations for strict compliance and service integrity.

The areas of funding were identified in the Youth Master Plan “Strengthening the Steps to Success” based on information gathered from the community by the Youth Services Department, along with other youth-serving

partner agency members of the Birth to 22: United for Brighter Futures alliance.

The Department’s goals for the CBAs are to:

- Provide direction and support to CBAs to ensure successful implementation of contract requirements.
- Ensure that the Youth Services Department’s funding supports programs that fill service gaps as indicated by the Youth Master Plan.
- Evaluate CBA programs to ensure services are having a positive impact on the youth served.

“*There are hidden treasure in all young people, waiting to be discovered; acknowledging those who have the courage, to support the discovery journey is essential.*

- *Communities in Schools*

”

**46**  
Contracts



**\$4,615,245**  
Allocated



**9,426**  
Youth, adults,  
parents and  
organizations served

## CBA Funded Programs\*

### Economic Access \$359,000 allocated

**ASPIRA of Florida**  
79 youth served

#### College Bound Youth to Success

**100%** of non-senior students promoted to the next grade level.  
**91%** of youth maintained acceptable academic standards and remained engaged in a post-secondary educational program.

**Urban Youth Impact**  
61 youth served

#### Reframe Work

**72%** of youth demonstrated increased understanding of time management, interview and financial skills.  
**89%** of youth were mentored by a business, organization or a community member.

**Vita Nova**  
100 youth served

#### READY2WORK!

**92%** of youth increased their supporting network related to school or work.  
**81%** of youth with increased employability skills gained employment.

### Safety & Justice \$880,825 allocated

**Aid to Victims of Domestic Abuse**  
41 youth served • 297 youth in workshops

#### Commit to Change Violence Prevention Initiative

**80%** increased endorsement of using respectful non-violent behaviors and ability to build healthy relationships.  
**98%** awareness of domestic violence services (youth, parents, service providers).

**ASPIRA of Florida**  
100 youth served

#### Violence Prevention and Leadership Program

**94%** of youth demonstrated improvement in student academics.  
**85%** of students increased school attendance.

**Boys Town South Florida**  
120 families served

#### Boys Town Glades Project

**100%** of families received information about after-school and community programs.  
**90%** improved relationships.  
**90%** of reported safe home environments with no new involvement with child welfare and Juvenile Justice systems.

**Families First**  
77 youth served

#### Youth Empowerment and Secure Program

**89%** increased in over-all level of functioning.  
**89%** increased improvement in family functioning resulting in no gang participation.

**Gulfstream Goodwill Industries**  
88 youth served

#### Alternatives to Secure Detention

**84%** of youth successfully exited the program.  
**95%** of youth had no new charges while enrolled in the program.

**Gulfstream Goodwill Industries**  
28 mentees & mentors

#### Going the Distance

**70%** of youth were not convicted of a crime.  
No youth were identified as gang-affiliated.

### Parenting & Role Models 508,667 allocated

**Children's Home Society**  
185 finalized adoptions

#### Adoption Assistance Program

**98%** of children served did not experience a recurrence of maltreatment within 12 months of service termination.  
**100%** of youth served had a finalized adoption status within 12 months of referral.

**Children's Home Society**  
337 youth served

#### Visitation Center

**46%** of children removed from their homes achieved permanency in under 12 months.  
**95%** of youth who achieved permanency has not experienced re-abuse, verified or indicated, within 6 months of termination of services.

**Children of Inmates**  
97 youth served • 48 incarcerated parents

#### Babies N' Brains Parenting Supports Program

**100%** of children between the ages of 0-5 assessed by Ages & Stages Questionnaires® screening.  
**100%** of incarcerated parents demonstrated knowledge gains.

**Grandma's Place**  
141 parents/caregivers served

#### Family Support Program

**100%** of parents reported learning gains and emotional support.  
**100%** of parents reported successful use of learned techniques.  
**100%** of parents indicated respite care met their needs.

**Planned Parenthood**  
282 parents served

#### Time for Your Teen Program

**99%** commitment from parents to engage in multiple future conversations with teens about healthy sexual behaviors.  
**99%** increased ability to seek additional community resources.

**United Way of Palm Beach County**  
197 mentor matches

#### The Mentor Center Training & Technical Assistance

**89%** of trained mentors, staff and parents were better equipped in addressing training topics.  
**100%** of youth mentored for at least 3 months were promoted to the next grade level.

\* Funded CBA Programs chart is not representative of all measures. A full report on CBA measures will be distributed separately.

# Social & Emotional Learning \$1,458,056 allocated

## American Association of Caregiving Youth 38 students served

**Caregiving Youth Project (CYP) Expansion**  
**100%** of students participated in at least one CYP activity.  
**74%** of youth gained knowledge that they are not alone.  
**66%** of youth demonstrated ability to manage the stress of caregiving.

## Center for Child Counseling 1,023 caregivers & youth served

**Childcare & Community Social-Emotional Wellness Program**  
**87%** increased knowledge of trauma and Adverse Childhood Experiences.  
**70%** increased improved in healthy communication, problem-solving, coping and behavioral patterns.

## Communities In Schools of Palm Beach County 50 youth served

**Charting for Success Program**  
**100%** of youth were promoted to the next grade level.  
**90%** improvement in student academics.  
**38%** increased school attendance.  
**82%** demonstrated improved behavior.

## Community Child Care Center of Delray Beach 894 youth served

**Out-of-School Programs**  
**100%** increase in high quality out-of-school services.  
**74%** of youth demonstrated no summer learning loss.

## Compass 335 youth served

**Compass Transgender Youth Services**  
**96%** improved connectivity within the community.  
**100%** increased knowledge about transgender health resources.  
**96%** increased knowledge on healthy relationships

## Florida Fishing Academy 514 youth served

**Angling for a Healthy Future**  
**93%** of youth built new skills.  
**100%** of youth engaged in group activities.  
**100%** of youth served as group facilitators.  
**93%** of youth learned to make plans and choices.

## City of Greenacres 49 youth served

**Cool Zone/Hot Spot**  
**100%** of youth obtained at least 25 hours of community service.  
**98%** of youth maintained a minimum report card conduct score of three.

## Housing Partnership 26 matches

**Mentoring Lake Worth Middle**  
**100%** improved school attendance.  
**100%** decreased behavior referrals.  
**100%** increase in attitude and behavior survey scores.  
**100%** increase in positive relationship with mentors.

## Housing Partnership 26 matches

**Mentoring Pahokee Elementary**  
**100%** improved school attendance.  
**100%** decreased behavior referrals.  
**100%** increase in attitude and behavior survey scores.  
**100%** increased positive relationship with mentors.

## Milagro Foundation 40 youth served

**Middle School Program**  
**100%** increased knowledge and skills.  
**100%** of matched mentees improved or maintained grades.  
**100%** of youth were promoted to the next grade level.

## City of Pahokee 35 youth served

**Fresh Start Program**  
**86%** increase in academic attendance.  
**97%** increased participation in school activities.  
**86%** improvement in test scores.  
**74%** improvement in academics.

## Prime Time Palm Beach County

**Quality Improvement Support to 16 Out-of-School Time Programs for middle school youth**  
**95%** practitioners reported satisfaction with the services and supports provided.

## Urban League of Palm Beach County 171 youth served

**Project Ready Nulites**  
**91%** of graduating seniors advanced to post-secondary education.  
**100%** demonstrated growth in leadership and life skills knowledge.  
**80%** maintained or made academic gains.

## Urban Youth Impact 30 youth served

**The Leadership Academy**  
**100%** improvement in reading.  
**87%** of youth reading 50 points below grade level achieved grade level.



# CBA Funded Programs\*

## Health & Wellness \$365,895 allocated

### Center for Child Counseling 959 youth served

#### ACEs-aware & Trauma informed

- 41% increased knowledge of ACEs
- 91% increased knowledge about trauma.
- 74% improved trauma symptoms.

### Compass 50 youth served

#### Youth Mental Wellness

- 98% served through group therapy.
- 100% served through individual therapy.

### Connections Education 85 youth served

#### Healthy Habits

- 100% of youth with ASD increased knowledge of healthy eating.
- 100% of youth benefit physically by participating in structured exercise including Aquatics.

### For the Children 65 youth & parents served

#### Healthy Families, healthy kids

- 58% increased knowledge of nutrition.
- 67% of youth and parents increased their knowledge of stress reducing techniques.

### The School Board 138 youth served

#### Project to Ease the effects of Adverse Childhood Experiences (PEACE)

- 45% of 100 students per school were screened for service.
- 100% of students identified as needing intensive services will receive treatment

## Educational Supports \$497,802 allocated

### Arc of Palm Beach County 30 youth served

#### Stand UP

- 100% of youth completed 20 hours of Stand UP Leadership training.
- 74% of youth improved self-advocacy skills at an independent level.

### Big Brothers Big Sisters 20 families served

#### School to Work Program

- 75% increase in employability and work readiness skills.
- 100% connected to a business mentor.
- 95% increase in socio-emotional competence.
- 90% increase in knowledge of post-secondary school options.

### Boys & Girls Club 176 youth served

#### Career Bound 2.0 Program

- 85% accepted into post-secondary education.
- 92% increase in self esteem.
- 100% youth will move to the next grade level.

### College for Kids 1,108 youth served

#### College Readiness Program

- 99% of youth meet regularly with a positive adult role model.
- 99% High school graduates will enroll in post secondary institutions..

### Guatemalan Maya Center 100 youth served

#### Early Childhood Education

- 100% Elementary & school aged children increased FSA test scores.
- 100% increase in self esteem, engagement, and motivational index.

### Junior Achievement 40 youth served

#### JA Job Shadow

- 40% of youth increased career awareness.
- 40% of youth participated in mock interviews.

### Palm Beach Literacy 109 parents served

#### Family Literacy

- 92% of parents increased their knowledge of parenting skills.
- 100% of parents agree or strongly agree the program helped.

### Seagull Academy 55 youth served

#### Independent Living

- 100% of youth on track to graduate.
- 100% of youth achieved employment skills.

### Urban Youth Impact 15 youth served

#### Young Readers Program

- 100% of K-1st graders improved reading and literacy.
- 93% K-1st graders will move to the next grade level.

# Summer Camp Scholarship Program

The Summer Camp Scholarship Program (SCSP) provides full-tuition and fees for summer camp for children residing in families with income at or below 150% of Federal Poverty Guidelines. It allows parents to work with the knowledge that their children are safe. It gives children educational and recreational opportunities for growth. In addition to the funding provided by Palm Beach County Board of County Commissioners, a Significant contribution of scholarship funding is made by the Children’s Services Council of Palm Beach County.

## SCSP Database

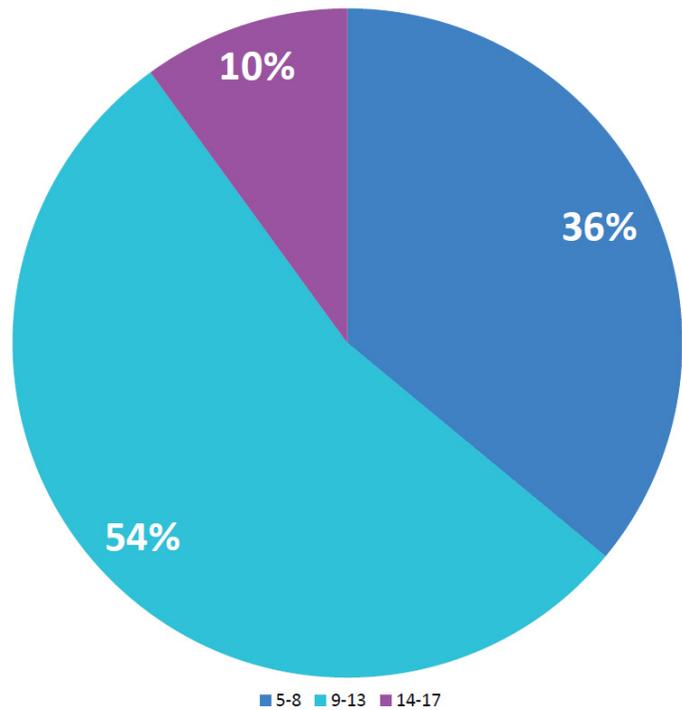
Since its launch in December 2017, the online mobile-friendly database which allows providers and parents to electronically complete applications, has increased the number of applications submitted during fiscal year 2019.



Preparing Tomorrow’s Leaders Today Camp Site



## Campers By Age





**3,993**  
Summer camp  
Scholarship attendees

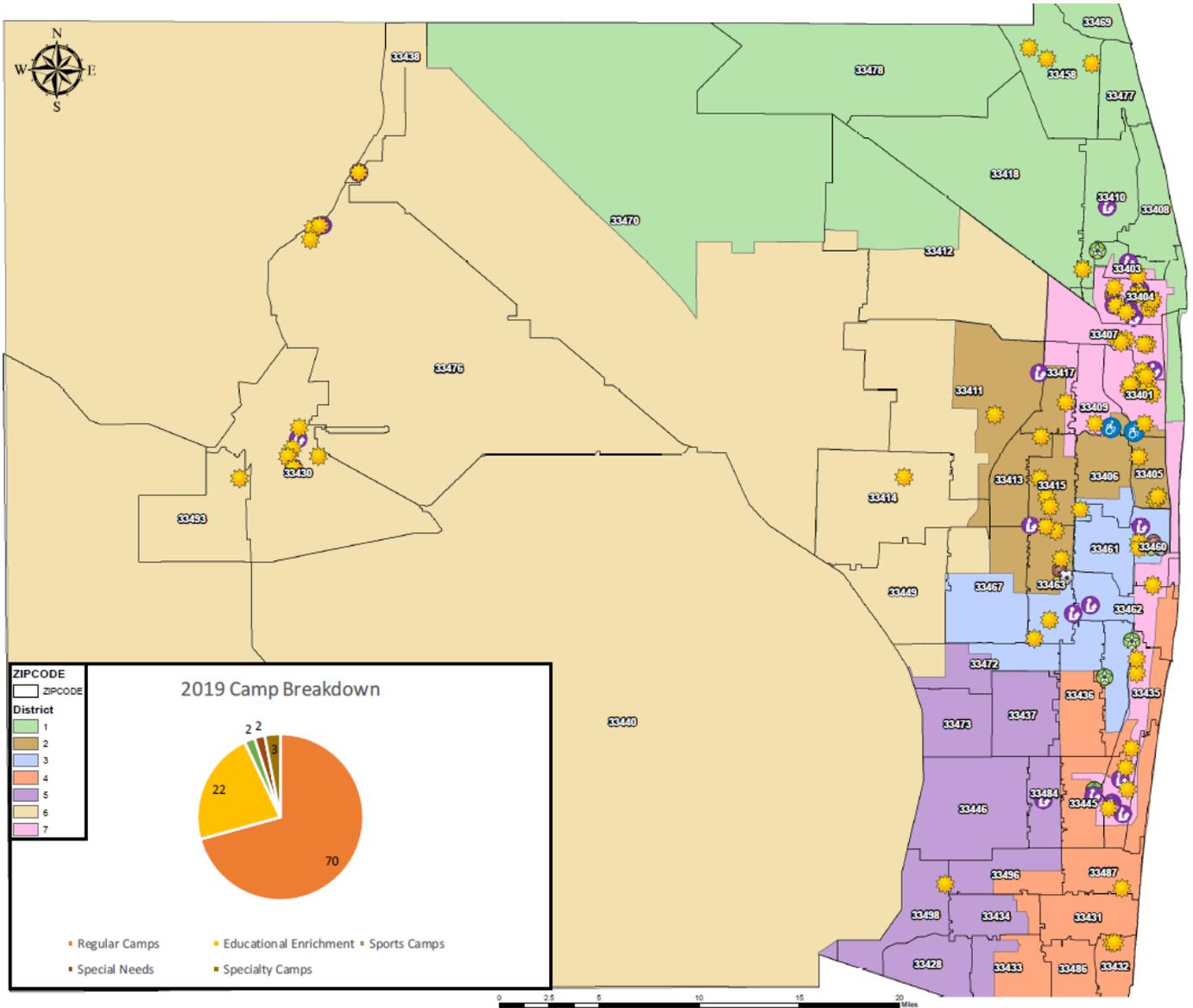


**1,688**  
Children attended  
Educational Enrichment  
Camps



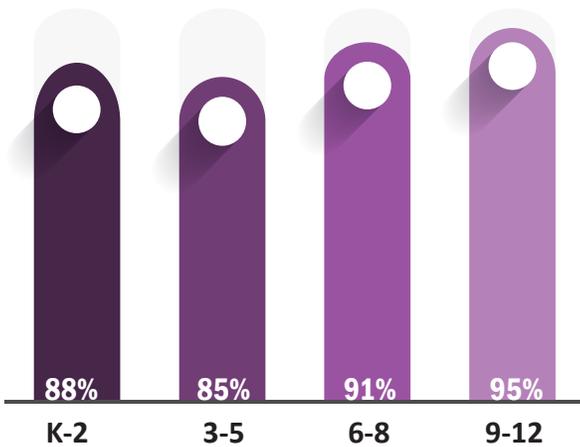
**99**  
Camp  
Sites

# 2019 Summer Camp Sites

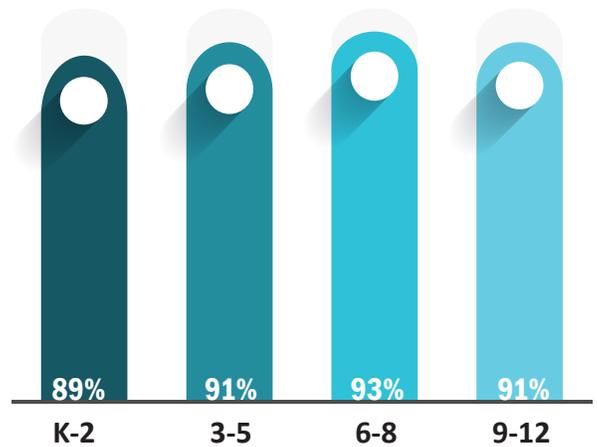


## Educational Gains By Subject

### Math



### English



# Summer Food Service Program

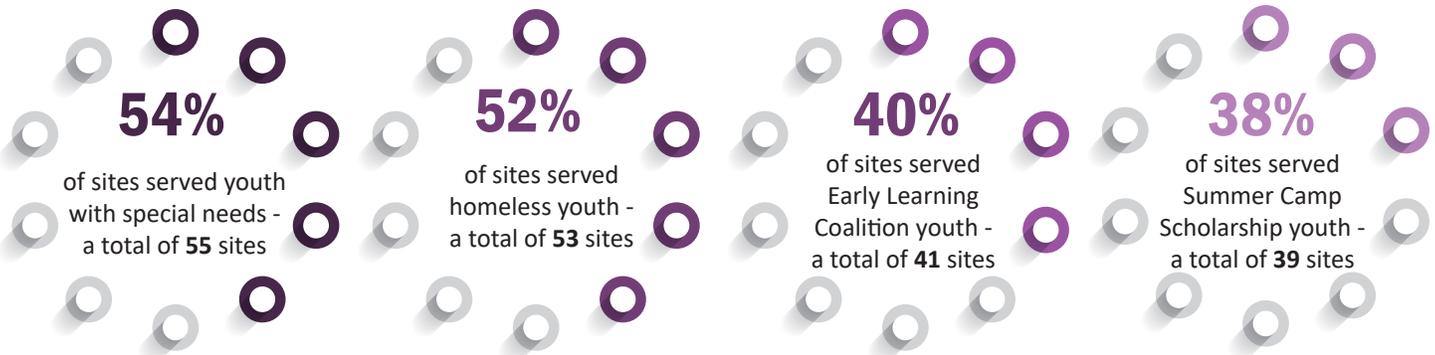


The ten program monitors are college students brought on board to service and monitor all Summer Food Sites.

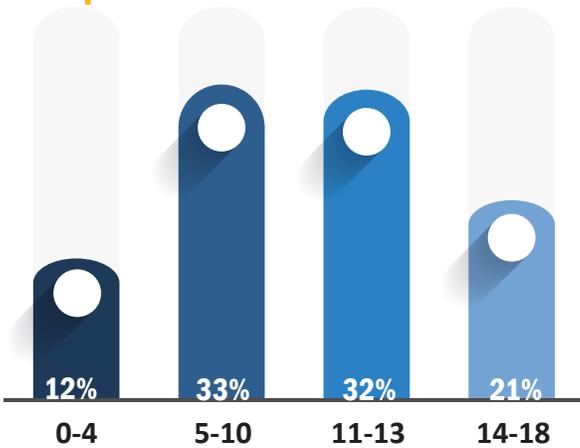
The purpose of the Summer Food Service Program (SFSP) is to ensure that school-aged children, 18 years and under, continue to receive nutritious meals beyond the school year and during the summer months (June-August). Funded by the United States Department of Agriculture (USDA), the Palm Beach County Youth Services Department works with approved sites to provide a safe environment where children can receive a nutritious meal.

During fiscal year 2019, all seven Palm Beach County districts were represented. Three sites were located in the Glades.

## Youth Served

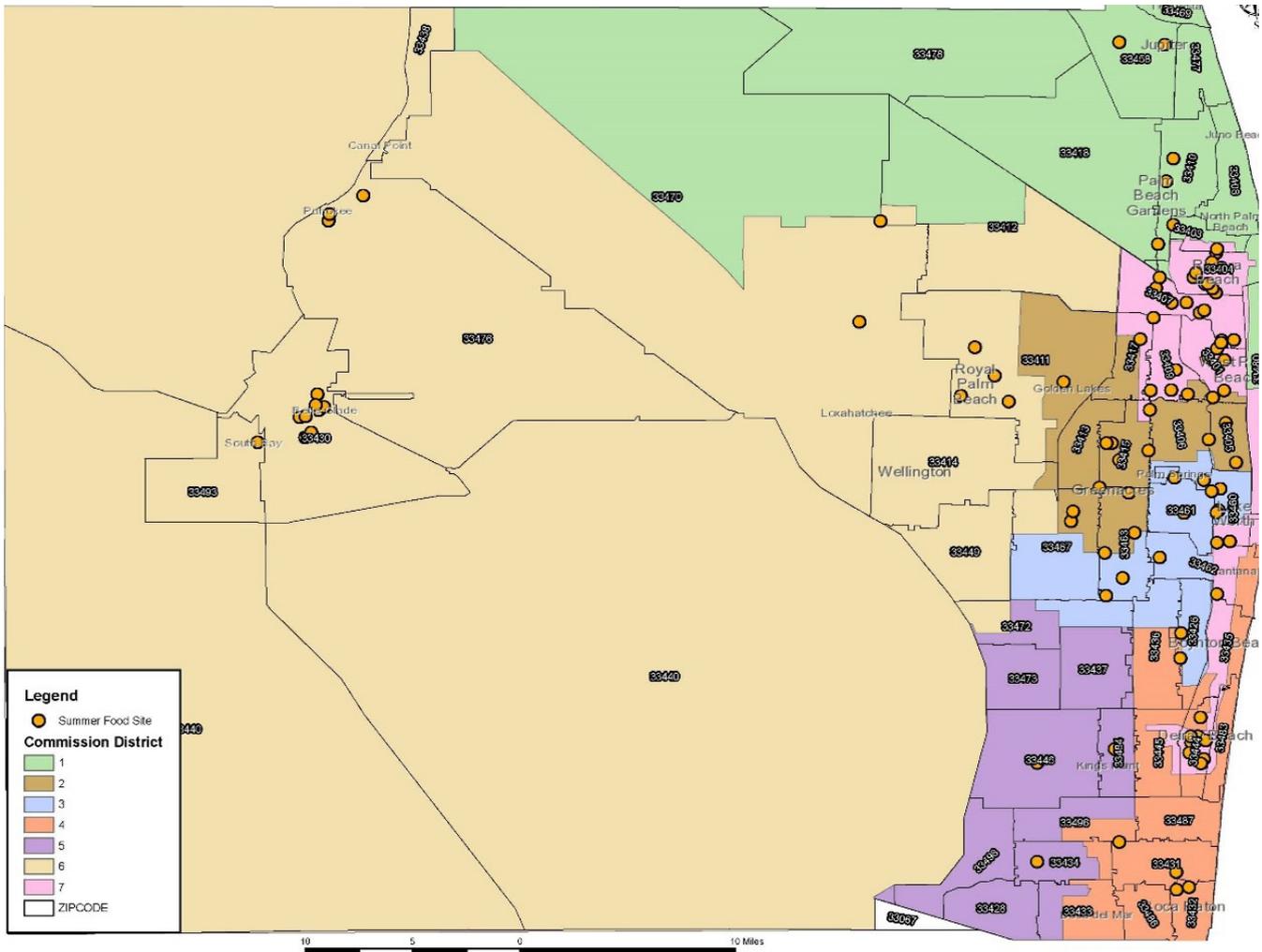


## Percentage of Total Sites by Age Group Served



 <b>101</b> Food sites	 <b>10</b> Food sites added	 <b>233,489</b> Meals served
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# 2019 Summer Food Service Sites



## Directory

### District, Name

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"> <li>1.) Cabana Colony PAL</li> <li>1.) Digital Vibez</li> <li>1.) Educational Imageries</li> <li>1.) El Sol Jupiter Neighborhood Resource Center</li> <li>1.) Generation Church</li> <li>1.) West Jupiter Recreation Center Youth Camp and Teen Camp</li> <li>2.) BGJ Dance Studio</li> <li>2.) Benoist Farms</li> <li>2.) City of Greenacres</li> <li>2.) City of West Palm Beach South Olive Community Center</li> <li>2.) Connection Education Center of the Palm Beaches</li> <li>2.) Creative Minds Academy</li> <li>2.) Future Stars Children's Academy</li> <li>2.) Palm Beach Colony</li> <li>2.) St. Luke's United Methodist Church (All Youth Sports Academy)</li> <li>2.) Sunflower Learning Center</li> <li>2.) Vickers House</li> <li>2.) YM Kids</li> <li>3.) Adopt-A-Family of the Palm Beaches, Inc. / Project Grow</li> <li>3.) Boynton Beach High School</li> <li>3.) CROS Ministries-Lake Worth</li> <li>3.) Lake Worth West Resident Planning Group, Inc.</li> <li>3.) Palm Beach State College - Upward Bound</li> <li>3.) Palm Springs SDA Church</li> <li>3.) Suncoast Christian Academy</li> <li>3.) TLAP Sports Academy</li> <li>3.) Village of Palm Springs</li> <li>3.) West Boynton Park and Recreation Center - Teen Camp</li> <li>3.) West Boynton Park and Recreation Center - Youth Camp</li> <li>3.) YMCA</li> </ul> | <ul style="list-style-type: none"> <li>4.) Boca Raton Housing Authority</li> <li>4.) Clipper Cove Apartment</li> <li>4.) Living Word Christian Academy, Inc.</li> <li>4.) JM &amp; S Community Stars of Performing Arts and Academics Inc.</li> <li>4.) Propel</li> <li>4.) The Applesseed Preschool</li> <li>4.) Visual Adjectives</li> <li>5.) Bethel Evangelical Baptist Church</li> <li>5.) Iglesia Bautista Hispana Boca Glades</li> <li>5.) St. Mary Coptic Orthodox Church</li> <li>6.) Ascension 33, INC</li> <li>6.) Belle Glade Life Center</li> <li>6.) City of Belle Glade Youth Empowerment Center</li> <li>6.) Community Connections For Life</li> <li>6.) K2 Mixed Martial Arts</li> <li>6.) Lake Shore Park</li> <li>6.) Mt. Olive Missionary Baptist Church</li> <li>6.) New Hope Charities</li> <li>6.) Pahokee Deliverance Christian Center</li> <li>6.) Planet Kids IX</li> <li>6.) Shiloh Missionary Baptist Church</li> <li>7.) Academy for Little People of West Palm Beach, Inc.</li> <li>7.) Acts of Kindness Summer Camp</li> <li>7.) CROS Ministries-Boynton Beach</li> <li>7.) Champions Summer Camp</li> <li>7.) City of Lake Worth (Norman J Wimberly Gymnasium)</li> <li>7.) City of Riviera Beach Tate Recreation</li> <li>7.) City of Riviera Beach Wells Recreation</li> <li>7.) City of West Palm Beach (Gaines Park)</li> <li>7.) City of West Palm Beach Coleman Park Community Center</li> <li>7.) City of West Palm Beach - Howard Park</li> </ul> | <ul style="list-style-type: none"> <li>7.) Concerned Mothers</li> <li>7.) Dilworthmills Family Child Care</li> <li>7.) Evangelist Outreach Ministries</li> <li>7.) FIRST SDA of RIVIERA BEACH KAMP DYKZOVERIE SUMMER CAMP</li> <li>7.) Guardian Angels After-Care</li> <li>7.) Junior Achievement JA BizCamp</li> <li>7.) Klever Kids Learning Academy</li> <li>7.) Lil' Kings &amp; Queens Academy II</li> <li>7.) Little Angels Learning Center II (Peter Pumpkin)</li> <li>7.) Little Dots Learning Center</li> <li>7.) Philadelphia Church of the Newborns</li> <li>7.) Pleasant City / Youth Empowerment center</li> <li>7.) STAMP</li> <li>7.) Seagull Academy</li> <li>7.) Shiloh Church</li> <li>7.) Soaring High Outreach, Inc.</li> <li>7.) St. Paul Missionary Baptist Church VBS</li> <li>7.) T.L.C Leadership Academy</li> <li>7.) The Church of the Living God</li> <li>7.) The DUO CENTER</li> <li>7.) The Family Development Center Destiny Fulfilled Summer Camp</li> <li>7.) The Gymnastics Revolution</li> <li>7.) The Salvation Army</li> <li>7.) The Salvation Army NWCC</li> <li>7.) Totally Kidz Learning &amp; Enrichment Center Llc</li> <li>7.) Treasure Chest</li> <li>7.) United Overcomer Church Of God</li> <li>7.) Urban Youth Impact</li> <li>7.) Village Academy</li> <li>7.) Westgate Recreation Center</li> </ul> |
|--|---|--|

# Summer CBA Funded Programs

## Economic Access

**Boys and Girls Club of Palm Beach County**  
220 youth served

### Career Bound 2.0 Program

- 95% increase in career awareness.
- 91% of youth on track to graduate high school/prepared for college.
- 86% increase in self esteem.
- 88% increase in knowledge of post-secondary institutions/application process.

## Educational Supports

**Prime Time Palm Beach County**  
2,367 youth served

### Expanded Learning Opportunities (ELO)

- 92% increase in employability and work readiness skills.
- 92% improved sense of future.
- 75% increase in socio-emotional competence.
- 75% increase in knowledge of post-secondary school options.

## Health & Wellness

**Digital Vibez**  
480 youth served

### Wellness Workshop Program

- 100% increase in knowledge and understanding of nutrition.
- 100% increase in physical activity.
- 100% attendance to KidsFit Jamathon event.

## Social & Emotional Learning

**Youth Speak Out International**  
200 youth served

### Today's Technology and Communication Program

- 98% participation in a community forum.
- 100% increase in knowledge of media production and PSA.
- 98% of youth improved cultural media literacy skills.
- 94% of youth learned about careers in advertising and media production.



 <p><b>4</b> Contracts</p>	 <p><b>\$495,770</b> Allocated</p>	 <p><b>3,267</b> Youth served</p>
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# Future Leaders United for Change



Palm Beach County Business Match Maker Conference

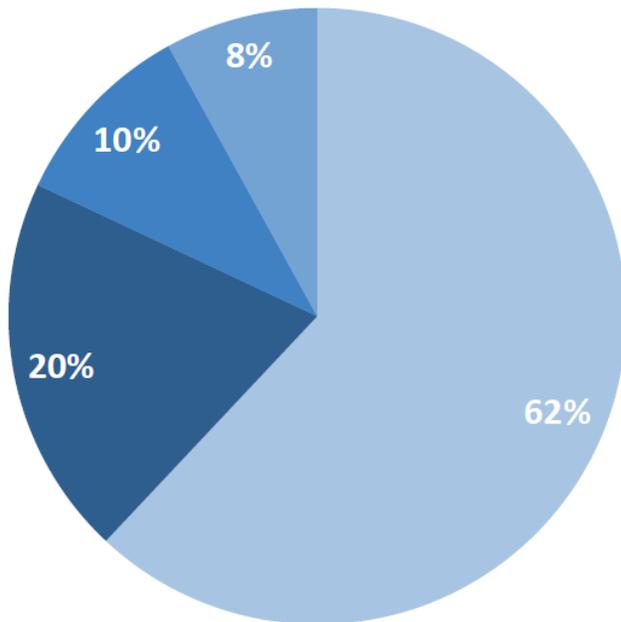


MBK Race to Equity Summit 2019

Future Leaders United for Change is the voice for the youth of Palm Beach County creating leaders through self-motivation, determination and education. The youth provide input on the design, implementation and communication of an ongoing strategic plan for future

community conversations, focus group discussions, interviews, surveys and youth summits. The group is one of the recommendations that arose from the Birth to 22: United for Brighter Futures alliance and several members serve on the Steering Committee of Birth to 22.

## Community Service Hours



■ Monthly Meetings ■ Community Engagements ■ Leadership Trainings ■ Birth to 22 Meetings



of Future Leader members are enrolled in post-secondary education



of Future Leader members are enrolled in high school



of Future Leader members are enrolled in middle school



**1,378**

Community service hours earned



**131**

Youth Participants



**41**

Palm Beach County schools represented

# Youth Empowerment Centers



Riviera Beach YEC youth participate in presentation on law enforcement careers.



Lake Worth YEC youth (For the Children) participate in team building activity.

The Youth Services Department co-funds three Youth Empowerment Centers (YECs) located in Belle Glade, Lake Worth and Riviera Beach. The centers offer services focused on the prevention of youth violence; youth empowerment; promoting education, health, and leadership within the community. The YEC programs provide activities and services to middle and high school youth, including after-school education and recreational programs/activities.

The YECs are working towards reducing the rate of youth violence through positive measures such as:

- Connectivity to **mental health services** for youth who are identified with anger problems and lack of social skills
- **Social skills workshops** to prevent youth tension and violence, such as bullying prevention, conflict management and substance abuse prevention
- **Social & Emotional Supports** to develop appropriate mindset and behaviors

## The centers focus on:



Promoting Education



Creating Career Opportunities



Promoting Health



Promoting Leadership & Community Involvement



Empowering Youth



27

Schools served by the YECs



313

Youth participants



47

YEC participants placed in summer internships

# Outcomes

## Belle Glade YEC



of students served demonstrated improvement in student academics



of students served advanced to the next grade level or attained high school graduation\*



of high school seniors served attained post graduate success



of students remained crime free



of students placed in summer internships demonstrated increased employability skills



of students completed summer internships

## Lake Worth (For The Children) YEC



of students served demonstrated improvement in student academics\*



of students served advanced to the next grade level or attained high school graduation\*



of high school seniors served attained post graduate success



of students remained crime free



of students placed in summer internships demonstrated increased employability skills



of students completed summer internships

## Riviera Beach YEC



of students served demonstrated improvement in student academics\*



of students served advanced to the next grade level or attained high school graduation\*



of high school seniors served attained post graduate success



of students remained crime free



of students placed in summer internships demonstrated increased employability skills



of students completed summer internships



*The Youth Empowerment Center has helped me become more responsible, confident, to help others, and be the best and most successful person I can be.*  
- Riviera Beach YEC youth

\* Outcomes do not include students that have been in the program less than a year.

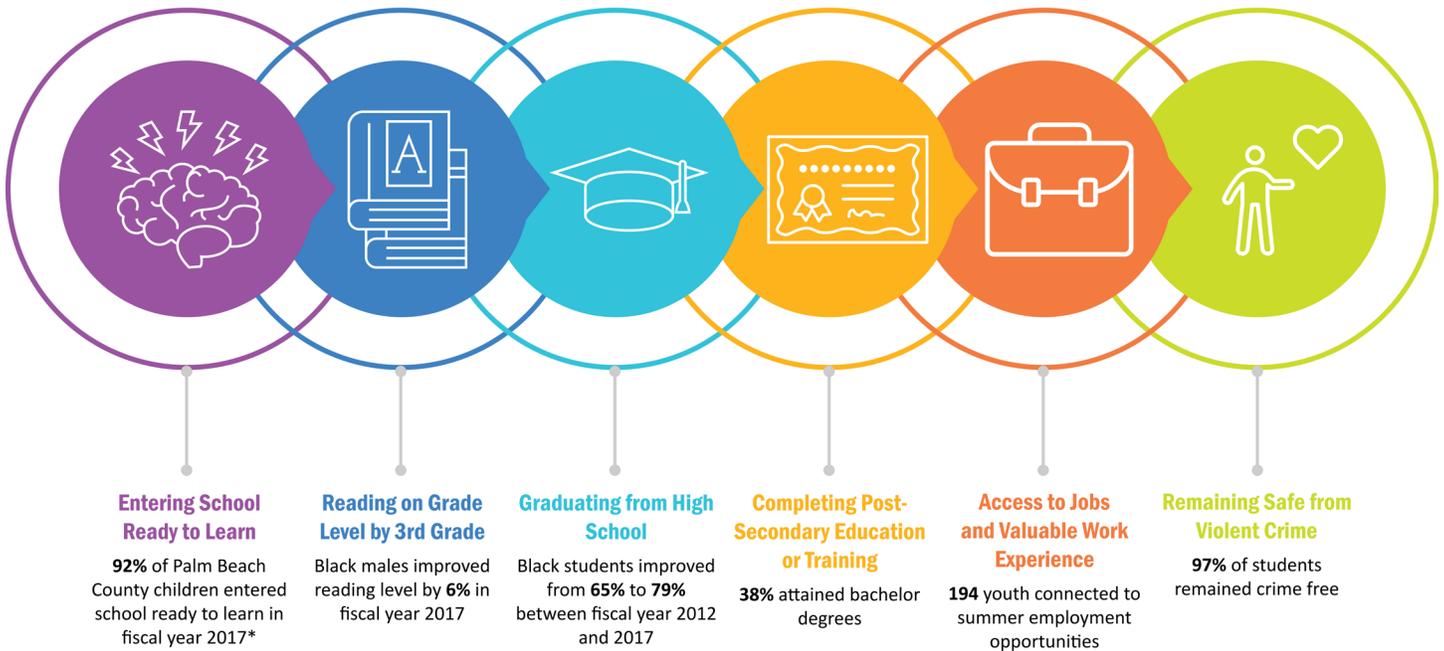
# My Brother's Keeper Network



The My Brother's Keeper Network (MBK) is a coalition of public and private entities that work together to improve life outcomes for boys and young men of color through internal agency policy review, education and employment opportunities. During fiscal

year 2019, MBK held the Race to Equity Summit on February 20-21 at the Palm Beach County Convention Center in partnership with Birth to 22: United for Brighter Futures. More than 500 individuals were present.

## The Six Goals of MBK are Ensuring all:



\*Statistics from fiscal year 2017 are the most recent available from the School District of Palm Beach County.

**197**  
Partnerships

**9%**  
Increase in partnerships

# Birth to 22: United for Brighter Futures

Birth to 22: United for Brighter Futures (Birth to 22) supports the healthy growth, development and education of our children and youth prenatally through young adulthood, so that they can graduate from high school and succeed in life. This cradle to career alliance has grown from five organizations in 2013 to over 300 in 2019

## Community Conversations

The voices of children and youth, and the adults who care about them, are vital to implementing the Youth Master Plan and ensuring that a difference is made in our community. During 2019, Birth to 22's Community Conversations were held at various locations throughout Palm Beach County. Locations included:

- **Community United Methodist Church** - Belle Glade
- **Northmore Elementary School** - West Palm Beach
- **Delray Full Service School** - Delray Beach
- **Palm Beach State College** - Lake Worth



## CONTINUING THE COMMUNITY CONVERSATION

BIRTH TO 22: UNITED FOR BRIGHTER FUTURES WANTS TO ENSURE THAT ALL OF ITS YOUNG PEOPLE HAVE THE CHANCETO THRIVE AS CHILDREN AND SUCCEED AS ADULTS.



**1,250**

Participants in meetings, outreach events, & focus groups



**616**

Survey Participants



**300**

Contributing organizations

## Events & Campaigns

### Get Your Green On Campaign

Birth to 22: United for Brighter Futures in partnership with Healthier Delray Beach launched the "Get Your Green On" campaign and invited Palm Beach County to wear green on May 23. The Board of County Commissioners presented a proclamation declaring May 2019 Mental Health Awareness and Trauma Informed Care Month in Palm Beach County.



*Palm Beach County staff wearing green in support of Mental Health Awareness and Trauma Informed Care Month*

### Business Leaders Breakfast



The 2nd annual Birth to 22 Business Breakfast: Shaping Our Children’s Future Together took place on April 12, at the West Palm Beach Marriott. The Breakfast included welcoming remarks from Palm Beach County Administrator, Verdenia Baker and Palm Beach County Superintendent Dr. Donald Fennoy II.

Tammy Fields, Youth Services Department Director and Lisa Williams-Taylor, Children’s Services Council of Palm Beach County CEO, gave a presentation on the Birth to 22:United for Brighter Futures alliance that focused on the progress that has been made throughout the year.

Keynote speaker John Stockwell, Spartanburg Academic Movement (SAM) Executive Director, spoke about how SAM emphasizes academic achievement for every child, and makes sure young people have the education and skills they need for

work and life, in a thriving community.

Ashley Glass, Co-Anchor of CBS12 News, led a panel discussion which featured Fabiola Brumley, Market President of Bank of America; Lillian Khanna, a member of the Future Leaders United for Change Steering Committee; Alex Price, National Director of Community Relations at Office Depot; Ann Marie Sorrell, President and CEO of The Mosaic Group; and Carlos Vidueria, President of Rybovich Superyacht Marina and Service Center.

Three Palm Beach County businesses working to help improve outcomes for children and youth were named “2019 Birth to 22 Business Champions”

- Small Business: **Progressive Pediatric Therapy**
- Mid-Sized Business: **Boca West Country Club**
- Large Business: **The Breakers**

### Ready by 21 National Meeting

The 8th annual Ready By 21 National Meeting was hosted in Seattle, Washington April 23-25. The event brought together hundreds of leaders from around the country who are working to get all young people “ready by 21.”

Birth to 22 coordination team Co-chairs, Geeta Loach-Jacobson (Palm Beach County Youth Services Department) and Marsha Guthrie (Children’s Services Council) along with Tammy Fields (Palm Beach County Youth Services Department) provided a presentation to attendees.

The national meeting offered keynotes, plenary sessions, workshops, peer learning circles and abundant networking opportunities, all built around both unique and common challenges. Sessions focused on key themes concerning ensuring readiness, promoting equity, increasing shared commitment and improving program quality.



# Finance, Contracting & Administrative Services



During the fiscal year ending September 30, 2019, the FCA Division focus continued to be on timely service to our internal and external customers while maintaining efficiency and accountability amongst our financial, contractual and administrative functions.

In March 2019, we submitted the Departments 5th annual budget to OFMB (FY20), including new, improved and more meaningful performance measures for tracking in eKPI.

During this reporting period, the Department was contractually obligated to expend \$4.1M in new evidence based/promising programming (not including any amounts unexpended from prior years and carried forward to FY19). The Department expended \$4,314,055 and anticipates the final \$323,059 of the remaining HeadStart reallocation be expended by the close of FY20. The Division also wrote and coordinated the issuance of our 3rd Request for Proposals (RFP) for Community Based Agencies (CBA) resulting in 6 new evidenced-based/promising programs to be funded in FY20.

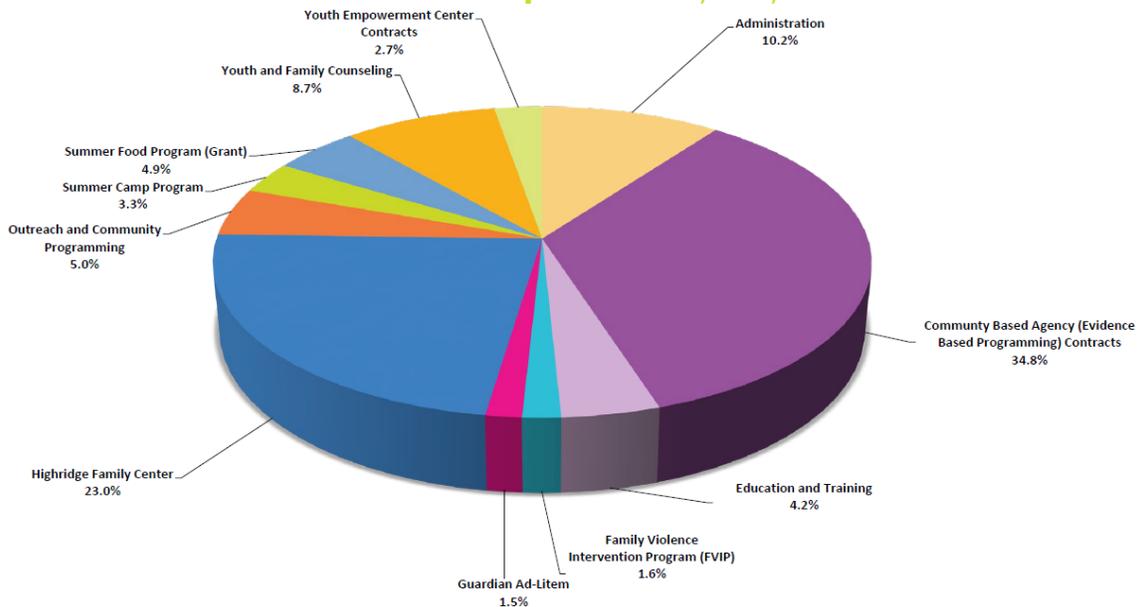
The Division is now managing 82 active contracts and processed just under 30 agenda items over this period. Our Contracts & Grants section confirmed 100% of the Department’s PPM’s were reviewed within the established 5-year rotation schedule and our Communications section has increased our reach through Social Media by 40%!

Looking ahead to FY20, we look forward to meeting our goals and performance metrics, automating more of our systems, continuing to improve efficiencies to meet the demands of our customers and continue to evaluate staffing needs.

Michelle Liska

Director of Finance, Contracting and Administrative Services Division

## FY 2019 Actual Expenses \$14,005,466.19



41

Department interns



1,621

Volunteer & Community Service hours



1,199

Facebook followers

# Cross-Division Action Teams

Since the kick-off, the Youth Services Cross-Division Teams have held bi-weekly forums which allow team members to work with their co-chairs to develop ideas and solutions to improve overall organizational performance.

Additionally, Teams present their goals, metrics, and strategies and received feedback to help guide the strategic

plans forward during bi-monthly presentations to the Leadership Team.

Youth Services is utilizing the same model as the County's six cross-department teams and teams created at Palm Tran, Engineering and Public Works, Public Safety, Libraries and the Office of Financial Management and Budget.

## Growing Together, Growing Brighter Futures

**“Our Youth Services Department, Where We Grow Brighter Futures.”**

Growing Together, Growing Brighter Futures is promoting Youth Services Department's services, accomplishments, and collaborative partnerships through a dynamic public relations campaign.



## Seeds of Success

**“We Plant Seeds of Success.”**

Seeds of Success is establishing employee recognition, wellness, safety, and is celebrating the unique contribution of the Youth Services Department's diverse, caring and competent professionals.



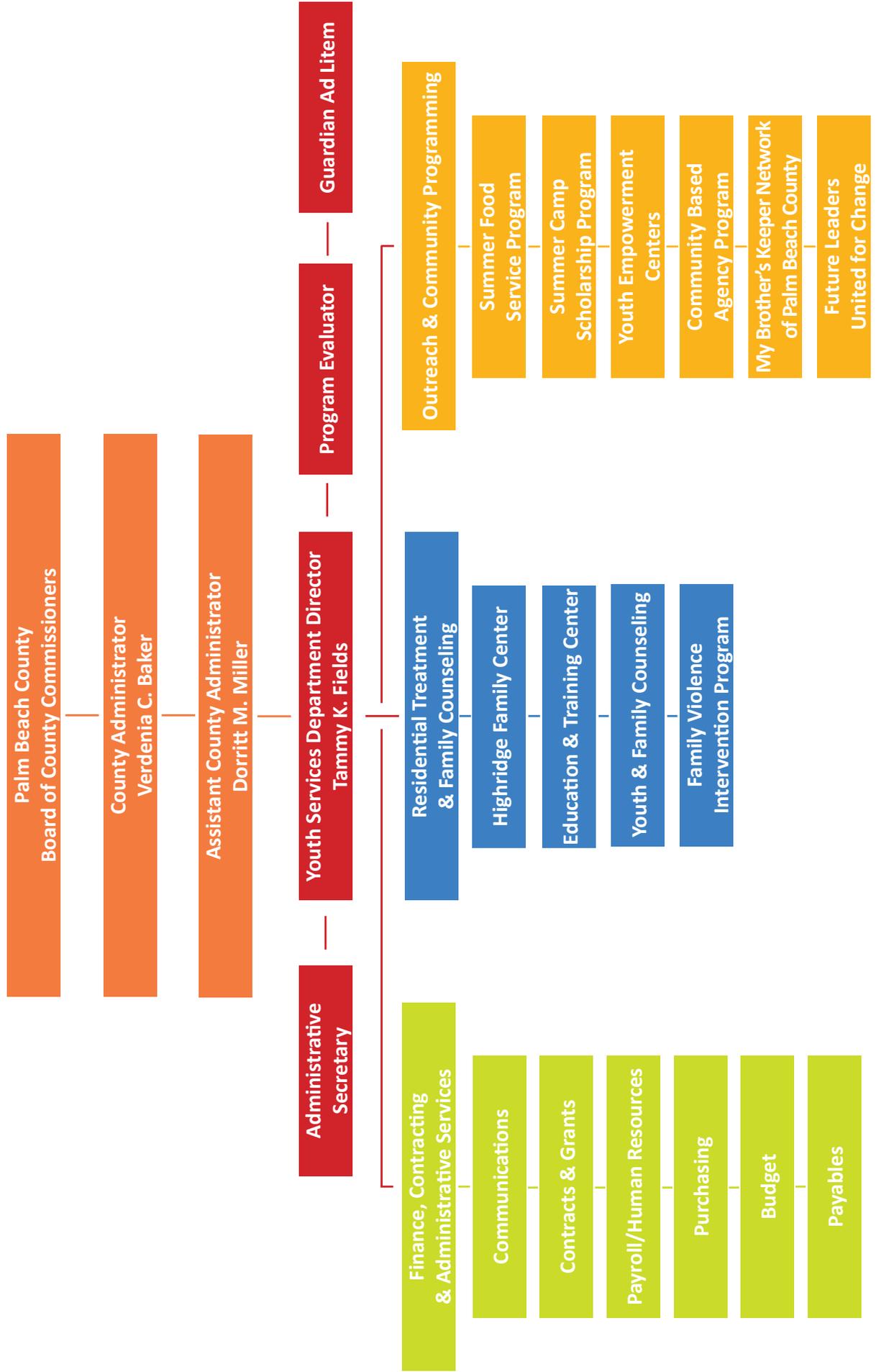
## Cheers

**“Where Everybody Knows My Name... and Mission Too.”**

The Cheers team is bridging communication gaps and supporting the cross-divisional linkage of youth services for a greater impact.



# Organizational Chart





50 S Military Trl, Ste 203  
West Palm Beach, FL 33415  
(561) 242-5700  
[pbcgov.com/youthservices](http://pbcgov.com/youthservices)



Palm Beach County  
Board of County Commissioners