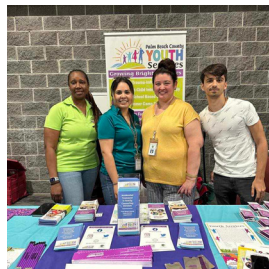
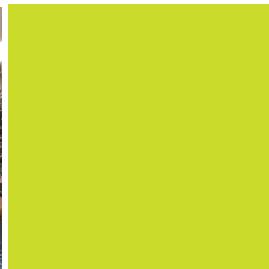
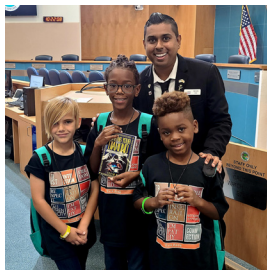
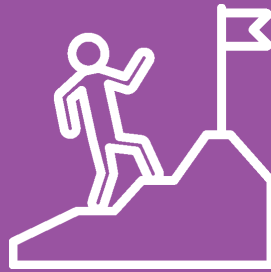


# Annual Impact Report

2022-2023





## 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

*“Every child dreams of success - it’s our job to provide the tools and resources to make these dreams come true.”*

-Tammy K. Fields, Inaugural Director, Palm Beach County Youth Services Department



# Department Milestones

- Department opened on January 5, 2015.

2015

- Developed the Green Futures Internship/ Mentoring Program with the Environmental Resource Management Department.

2017

- Highridge Family Center becomes certified by the Sanctuary Institute of Trauma-Informed Care.
- Recognized by NACo for Youth and Family Counseling program, Education and Training Center, Visitation Center for children in foster care, and technology advancements in the creation of the new database applications for Summer Camp Scholarships and Community Based Agencies.

2019

- Palm Beach County was named one of 10 winners of the 2020-2021 Robert Wood Johnson Foundation (RWJF) Culture of Health Prize.

2021

- Recognized by NACo 'Best In Category' for Children and Youth. Achievement Award honored the collaborative Palm Beach County Level Up Mentoring Program.

2023

- Designed and released quarterly newsletter.
- Started annual employee retreat.
- Published Youth Master Plan - Strengthening Steps to Success.
- The Family Violence Intervention Program (FVIP) added to the Department under Youth & Family Counseling.

2016

- Recognized by National Association of Counties (NACo) for My Brother's Keeper Network of PalmBeach County, Highridge Family Center, Future Leaders United for Change, and Birth to 22: United for Brighter Futures programs.

2018

- Recognized by NACo for Summer Camp Scholarship Program, and the Family Violence Intervention Program (FVIP).

2020

- Developed a 2020 Census Media Campaign.
  - Launched the Alyssa Sangeeta Jacobson Scholarship.

- Department became certified by the Sanctuary Institute of Trauma Informed Care.
- Court Psychology added to the Department.

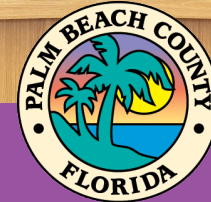
2022



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## Palm Beach County Board of County Commissioners



### Palm Beach County Board of County Commissioners

Maria Sachs, Mayor

Maria G. Marino, Vice Mayor

Gregg K. Weiss

Michael A. Barnett

Marci Woodward

Sara Baxter

Mack Bernard

### County Administrator

Verdenia C. Baker

### Assistant County Administrator

Tammy K. Fields

### Youth Services Department Director

Elisa Cramer

# Inaugural Director's Letter

"THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW." ~SOCRATES



It is bittersweet to say that this will be my last Director's letter for the YSD Annual Impact Report. The last nine years as the first director of this amazing department have been remarkable. YSD has embraced the Sanctuary Model of trauma informed care, and one of the commitments of this model is Growth and Change. It is time for me to honor that commitment as I transition to my role as Assistant County Administrator. Fortunately, I will continue to work with YSD in this role as well as other departments serving the citizens of Palm Beach County.

So much has been accomplished in the last nine years within the department— American Psychology Association (APA) accreditation of our Education and Training program, Sanctuary certification, an ever expanding Summer Scholarship program and creation of an Annual Super Summer Spelling Bee, the Robert Wood Johnson Culture of Health Prize, a national award-winning mentor program for youth in dependency and delinquency, etc. (Yes, I could fill this entire report with all the wonderful work and innovations we've implemented.) Most importantly, we have an impact on children and their families, and help them develop skills and build resiliency.

The staff at YSD is truly dedicated to our work and rise to every

challenge. I know I leave the department in great hands, and every employee will continue to prioritize the interests of the children and families we serve. I am truly grateful to have had the honor to work with each member of staff. Thank you.

When I travel, I am constantly reminded how unique Palm Beach County is to have a department that is focusing on the next generation. It is a visionary approach and a credit to the Board of County Commissioners and County Administrator Verdenia Baker. Thank you.

Serving our youth, especially with the escalating mental health needs, is done in partnership with so many other organizations, such as the Children's Services Council, School District, Early Learning Coalition, BeWell PBC, Palm Health Foundation, other county departments and the multitude of community-based agencies. Thank you.

Now is the time for me to build on the old and take on new challenges, always keeping the interests of the children and families in Palm Beach County in my mind and heart.

With gratitude,

**Tammy K. Fields**

Assistant County Administrator,  
Palm Beach County



# Director's Letter



I am honored to serve as the Director of the Palm Beach County Youth Services Department (YSD).

Since being invited to join Youth Services in August 2023, I have been inspired and awed by the team of staff members at YSD, the youth and families served by YSD, and the partnering communities, agencies and organizations who join YSD in striving toward our purposeful mission: "Growing brighter futures by providing quality services, education and access to resources and opportunities."

This year's Annual Report highlights a year packed with accomplishments – some demonstrated by met and exceeded performance metrics, others less visible on paper but with immeasurable impacts, such as the coping skills and hope instilled in youth graduating from Highridge Family Center...students learning a new skill while attending summer camp...system barriers crumbling to enhance a connection for a teen or young adult who is seeking college admission, pursuing a vocational interest, entering the workforce, or trying to become self-sufficient and independent.

Whether forefront working directly with youth and families or in the community or behind-the-scenes supporting those who work directly with families, the YSD team has been hardworking, dedicated and collaborative.

Together, we will focus throughout FY2023-24 on YSD's chosen Sanctuary Model theme – "Commitment to Growth and Change" – as we prepare a new cycle of grant funding through the FY2025 Notice of Funding Opportunity for Community Based Agencies, update the Youth Master Plan, and pursue recertification of the Sanctuary Model of trauma-informed care.

Together, we will listen for the voices

of youth, families and communities, and provide enriching opportunities for our Future Leaders United for Change and Girls Voice Task Force youth participants. We look forward to further publicizing YSD's resources through community events, social media and on wider platforms.

Throughout this Annual Report, there are images of sunflowers, a fitting, symbolic ode to the Sanctuary commitment to Growth and Change. The sunflower is sturdy and multifaceted (tall blooms or dwarf varieties...yellow, purple, orange, red or a mix). The sunflower is not just one flower. Each actually contains hundreds of smaller flowers in interconnecting spiral patterns. The eye-catching flower needs sunlight to thrive, literally moving in the sun's direction over the course of the day.

Figuratively, YSD is much like the sunflower:

- firmly rooted after nine years of Tammy Fields' leadership with the support of County Administrator Verdenia Baker and the Board of County Commissioners;
- diverse in the team and the tools used to best serve our communities;
- made more brilliant through our interconnected system of families, external partners, internal departments and colleagues; and
- unquestionably focused on and guided by the bright lights of our youth.

I am proud and grateful to be a part of this team.

**Elisa Cramer**

Director,  
Palm Beach County Youth Services



# Department Highlights

NACo 'Best In Category' Award

Awards and Recognition

Alyssa Sangeeta Jacobson Scholarship

Team Building

Public Relations

Community Events Team

Cross-Divisional Action Teams

Guardian ad Litem





# Palm Beach County,

*Enhanced Mentoring Engagement*

**BEST**

*Children and Youth*



## PBC EARNS NATIONAL 'BEST IN CATEGORY' ACHIEVEMENT AWARD FOR THE LEVEL UP MENTORING PROGRAM



The Palm Beach County Level Up Mentoring Program was recognized with a Best in Category for Children and Youth Achievement Award from the National Association of Counties (NACo). The awards honor innovative, effective county government programs that strengthen services for residents.

Palm Beach County Youth Services Department, in partnership with the United Way of Palm Beach County's Mentor Center and the Children's Services Council of Palm Beach County, launched the Level Up Enhanced Mentoring Program in 2021 to offer mentoring opportunities for youth ages 11 to 19 who are involved with or at risk of entering the juvenile justice or dependency systems.

The goal is to match youth with a long-term, positive role model, make referrals to community-based services, and provide opportunities to continue education or career

exploration. When a young person has a consistent supportive adult in their life, they can overcome adversity and build resiliency. Often young people involved in the dependency or delinquency systems lack that supportive adult.

"Collaboration is key in providing opportunities for young people in Palm Beach County, and we are very appreciative that the NACo recognizes this unique collaboration with United Way and the Children's Services Council," said Tammy K. Fields, Assistant County Administrator of Palm Beach County.

Each year, NACo's Achievement Awards are given in 18 categories that reflect the vast, comprehensive services counties provide. The categories include children and youth, criminal justice and public safety, county administration, information technology, health, civic engagement and more. One program is selected as Best in Category in each of the categories from all the submissions from across the nation. For more information please visit <https://www.naco.org/resources/award-programs/enhanced-mentoring-engagement-level>.



# Awards and Recognition

## Essay Contest Winners

The Palm Beach County Community Remembrance Project Coalition, in partnership with the Equal Justice Initiative (EJI), announced the winners of the 2023 EJI Racial Justice Essay Contest. Students were asked to examine the history of a topic of racial injustice and to discuss its legacy today.

The 2023 EJI Essay Contest Recipients were: Jade Shaw, Nedjie Aurelien, Tyson Elliott, Samantha Pierre, Jazmin Matney, and Dafany Miranda-Zepeda.



## Spirit of Sanctuary Award

On April 19, 2023, Tammy K. Fields, then-Director of Palm Beach County Youth Services Department, was presented the “Spirit of Sanctuary” Award at the 2023 Sanctuary Institute Network Days in White Plains, NY. The Sanctuary Institute honored individuals their organization nominated for living and breathing the tenets of The Sanctuary Model. Tammy was recognized for exemplifying the Sanctuary commitments and values. This award honors individuals for creating a safe haven for colleagues and/or clients, who approach their work from a place of curiosity and support rather than judgment, and who are dedicated to motivating others for positive change in their communities.



## Employee of the Year Award

Receiving five nominations from the department, Tevin Ali, Outreach and Public Information Coordinator, was announced as the “Shining Light of the Year,” the YSD equivalent to “Employee of the Year.” Tevin’s contributions were recognized as a crucial element to the success and networking power of the department.

“Collaboration and support for others is the hallmark of Tevin’s work. Lending his expertise beyond our department, he champions community initiatives and young people throughout our region,” said department nominees.



# Awards and Recognition

On May 17, 2023, several current and former YSD employees received recognition for their work during the COVID-19 pandemic at a special recognition ceremony held by Palm Beach County Administrator Verdenia Baker at the Governmental Center in West Palm Beach. Administrator Baker recognized the following YSD staff members and initiatives:

## Highridge Family Center Intensive Outpatient Program

Instead of closing its doors to families or limiting services to only telehealth during the COVID-19 pandemic, Highridge Family Center altered its programming to become an Intensive Outpatient Program (IOP), supporting families feeling uncomfortable or unsafe leaving their children alone. The center was able to alter the program and convert to the IOP, which was the first time in more than 20 years the program changed its five-day residential structure. Highridge Family Center staff Marjorie Auguste, Victim Advocate; Jeffrey Sinclair, Residential Youth Counselor; Vynteria Davis, Juvenile Residence Technician; and Andrea Morales, Juvenile Residence Technician, were recognized for their pandemic response, altering the program to enhance safety and security.



## Multi-Program Transformation

Within eight days of the COVID-19 pandemic declaration, Dr. Shayna Ginsburg, Chief of Clinical Services at YSD's Education & Training Center, and Dr. Amanda Terrell, Chief of Clinical Services at Highridge Family Center, transitioned all outpatient and residential services to virtual platforms. The Chiefs demonstrated unwavering determination and dedication to reinstating these crucial therapeutic services to the youth and families in Palm Beach County undergoing trauma associated with the pandemic.



## Equity & Diversity Leadership

Dr. Danniella Jones, Psychologist, led efforts to provide resources and tools to assist multidisciplinary professionals and outreach to youth, families, and various community organizations after the murder of George Floyd in the summer of 2020, as the COVID-19 pandemic was fresh worldwide. Dr. Jones offered professional presentations and workshops to various community members on multiple platforms to discuss disparities and microaggression following Mr. Floyd's death. The tremendous positive response to the presentations led to the Equity, Diversity, Inclusion and Belonging Cross-Divisional Action Team, which is able to function as a proactive forum for education on ethnic, socioeconomic, gender and other disparities.





# Department Highlights



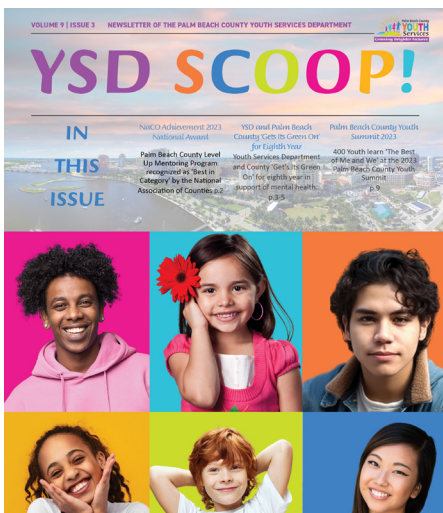
## Team Building Retreat

On Thursday, August 4, 2023, Palm Beach County Youth Services Department held its fifth annual employee retreat at the Wellington Community Center.

The Seeds of Success Cross-Divisional Action Team coordinated the event, including the superhero theme, to celebrate all the heroic work YSD has done all year.



## Public Relations: YSD Scoop!



Youth Services continued a new look for its quarterly newsletter, *YSD Scoop!* in FY 2023. The new design created by Tevin Ali, Outreach and Public Information Coordinator, expands on its fun, colorful and bright roots – inspired by our youth in Palm Beach County. Issues are distributed each quarter of the year.

To view the latest edition of *YSD Scoop!*, please visit [www.pbcgov.com/youthservices](http://www.pbcgov.com/youthservices).



## Community Events Team



With the rise of in-person events happening in the community as the pandemic waned, a YSD Community Events Team was formed to meet the needs of YSD representation at select events in the community.

In 2023, YSD represented at 55 events held in the community, including Palm Beach Pride, Mental Health Wellness events, and Back to School bashes.





# Alyssa Sangeeta Jacobson Scholarship

Friends of Youth Services and Palm Beach County, Inc., announced two recipients of the 2023 Alyssa Sangeeta Jacobson Scholarship. The awarded scholarship provides \$2,000 a year, distributed over two semesters, to each recipient. The scholarship is renewable for up to four years, depending on the degree or certificate program. Following an online application process, finalists were selected based on their application submission, letters of recommendation, and a written essay. Scholarship eligibility was limited to residents of Palm Beach County.

The scholarship is in memory of Alyssa Sangeeta Jacobson. Alyssa was committed to living a self-sufficient life and discovering her passions. Her determination to pursue education, earning undergraduate and graduate degrees, enabled her to live consistently with those commitments. She hoped others could have support to achieve their goals. The Alyssa Sangeeta Jacobson Scholarship is dedicated to those who need a little extra assistance in achieving educational goals.



Alyssa Sangeeta Jacobson Scholarship

## Congratulations 2023 Recipients!



**Jasmine Akins**  
Glades Central Community High School

**Joseph Rudnick**  
University of Florida

FRIENDSOFYOUTHSERVICES.COM



**Jasmine Akins** is a graduate of Glades Central Community High School. She plans to attend Palm Beach State College and major in Psychology.

**Joseph Rudnick** is currently enrolled at the University of Florida, pursuing a Bachelor of Science degree in mechanical engineering.

# Cross-Divisional Action Teams

Palm Beach County Youth Services Department's Cross-Divisional Action Teams align with the department's vision and its strategic priorities, focusing on solutions to improve overall organizational performance.

During fiscal year 2023, each team held bi-weekly forums, which allowed team members to work with their co-chairs to develop ideas.

The teams delivered presentations to the Leadership Team on a quarterly basis. The presentations provided an opportunity to gain feedback and guide the strategic plans forward.

Each of the three teams successfully accomplished their strategies, metrics, and goals.

## Seeds of Success



### “We Plant The Seeds Of Success That Grow Futures”

Seeds of Success celebrated the department's diversity as well as their dedication to the youth that the department serves.

- Hosted the annual YSD anniversary celebration.
- Coordinated a “superhero” themed staff annual retreat.
- Continued the implementation of the quarterly and yearly employee recognition awards.

## Sanctuary Model



### “Promoting Safety and Recovery as a Trauma-Informed Community”

The Sanctuary Model is a trauma-informed, evidence-supported template for organizational change to help others heal.

- Created the Sanctuary website, adding resources and materials for all staff to easily access.
- Created videos to introduce staff to the Sanctuary Model. The first video is called: “What is Sanctuary?”
- Collaborated with Cross-Divisional Action Teams (CDAT) to create the CDAT emails highlighting the Sanctuary Theme of the Month.

## Equity, Diversity, Inclusion and Belonging



### “Celebrate Diversity, Foster Inclusion, Promote Equity and Empower Courageous Engagement”

The Equity, Diversity, Inclusion and Belonging (EDIB) team ensures that the Youth Services' EDIB value statement is fulfilled.

- Collaborated throughout the year with Seeds of Success team to highlight cultural diversity.
- Developed and implemented exit interview and analysis to capture feedback.
- Continued to normalize equity and diversity in the workplace through monthly newsletters and voluntary “EDI Talk” discussions.

# Florida Statewide Guardian ad Litem Office



**FLORIDA  
GUARDIAN  
AD LITEM  
OFFICE**

The Florida Statewide Guardian ad Litem Office represents abused, abandoned and neglected children in court and in the community. Through the collaboration of a multi-disciplinary team that includes a Guardian ad Litem Attorney, child welfare professional, and a trained volunteer or pro bono attorney from the child’s community, the Guardian ad Litem provides high-quality, independent legal representation for the legal interests of abused, neglected and abandoned children while assisting the child in expressing their needs and wishes. This unique approach allows the Guardian ad Litem to support the whole child, addressing their physical, educational, mental, emotional, social and legal needs.

Guardians ad Litem become people our children can trust, helping the Guardian ad Litem be their voice. As a team together, the Guardian ad Litem provides powerful, effective, high-quality advocacy with one goal: that every child finds a safe, loving, permanent home where they can thrive.

## Florida Statewide Guardian ad Litem Office’s Mission



To provide the most vulnerable children in Florida with an adult from their community who will be a consistent, positive presence in the child’s life as part of a multi-disciplinary team that includes an attorney, child welfare professional and a community volunteer providing the highest quality community advocacy and legal representation to protect each child’s legal interests.

To provide dependency judges with thorough and accurate information regarding the children under the court’s jurisdiction.

## Volunteer Time & Travel



**2,007**  
Children Represented



Participated in  
**7,797**  
Hearings





# *Residential Treatment and Family Counseling*

Education and Training Center

Highridge Family Center

Youth and Family Counseling

Family Violence and Intervention Program



# Division Letter



**R**TFC proudly unveiled our new mission statement in 2023. We used the trauma-informed Sanctuary commitments of open communication, social responsibility, and, most importantly, democracy to involve staff at every level in redesigning our new mission statement. We were striving for a mission statement to be more in alignment with the services we provide to our community, and we are confident we achieved our goal.

#### RTFC's New Mission Statement:

*Residential Treatment and Family Counseling Division provides free, accessible and professional trauma-informed mental health services and educational programs to youth and families of Palm Beach County to support healthy development and promote overall wellbeing.*

We know from being trauma responsive that fostering resiliency through healthy relationships mitigates the effects of trauma and adversity, not only in our clients but with our staff as well. Therefore, a major focus of this past year has been team building. This can be a bit challenging as the RTFC staff of 66 is located throughout the County in seven different office locations; however, we prioritized getting the entire Division together twice during the year. Both meetings were well attended, informative, and fun. These were especially important in relationship and team building since we welcomed many new team members during the year. Of special note during the Fall meeting, then-YSD Director Tammy Fields formally introduced our then-new Assistant Director, Ms. Elisa Cramer. RTFC gave her a warm welcome as she joined in our Cultural Pot Luck lunch

where staff members brought in dishes that represented their culture or had special personal meaning. The food was DELICIOUS!! After lunch and during a game of Sanctuary Bingo, we confirmed that RTFC staff is in fact extremely competitive!

On a more serious note, with the ongoing national youth mental health crisis coupled with the repeated findings locally of community conversations identifying mental health as a priority, we remain thankful and grateful for the commitment and investment in our future through the ongoing support of Palm Beach County's Board of County Commissioners and our County Administrator, Ms. Verdenia Baker.

As the Director of RTFC, I am proud to report that 96% of our clients are satisfied with the behavioral and mental health services they received; 94% thought the services helped them express their feelings in a better way; 92% reported increased resiliency factors; and 87% felt that their family gets along better as a result of RTFC services. None of this would be possible without the support of the Board, Ms. Baker, our fearless leaders, Ms. Fields and Ms. Cramer, and the amazing staff of RTFC who provide the services to our youth and families. Thank you. I am honored to be part of such an amazing organization.

All the Best,

**Twila Taylor, Psy.D.**

Director, Residential Treatment and Family Counseling Division

# Education & Training Center

The Education & Training Center is a community resource for primary prevention through education, training, and professional development, providing free services to parents, children, families, school personnel, and mental health professionals in Palm Beach County. In addition to psychological evaluations, family, individual, parent-child interaction, and group therapy services are offered. Services are offered in-person or virtually in English, Spanish, and Haitian Creole. The Education & Training Center is responsible for developing and implementing trainings, workshops, and community outreach activities. It also serves as a clinical placement site for doctoral interns, postdoctoral fellows, and doctoral-level practicum trainees, and a training site for high school students in behavioral health technician programs.

The Education & Training Center has maintained an extremely successful and widely attended Virtual Training Program to disseminate empirical literature and evidence-based practices to various human services providers in the county. This, in turn, directly impacts and improves the quality of their service delivery to children, caregivers, and residents of the county. Ed Center is responsible for developing and implementing training, workshops and community outreach activities exclusively via a virtual platform. The accessibility of training makes this program highly sought after and extremely well-received throughout the community.



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The Education & Training Center successfully submitted a self-study to the American Psychological Association (APA) for re-accreditation of its doctoral internship program. This submission came after yearlong meetings with a consultant, extensive data collection, and all-encompassing program narratives. Initial accreditation was achieved in 2016. The projected timeline for a site visit for re-accreditation is Spring 2025, and a full 10-year accreditation status is expected at this time.

The Education & Training Center continues to implement in-person and virtual Parent-Child Interaction Therapy (PCIT), a very specialized and highly efficacious intervention for young children. All current psychologists at Ed Center are recognized by PCIT International as Certified PCIT Therapists; one is a Within-Agency Trainer (WAT), and another is in the process of becoming a WAT. Through this process, YSD has been recognized on the PCIT International website as one of the very few certified providers in Palm Beach County.

The Education & Training Center facilitated doctoral trainee placements to provide high-quality psychological services to the community at a nominal cost to the County. One postdoctoral fellow, four doctoral interns, and one psychology practicum trainee successfully completed clinical placements at RTFC. Currently, one postdoctoral fellow, four doctoral interns, and two psychology practicum trainees are engaged in clinical placements at RTFC. All current psychologists on staff at Ed Center have come from the doctoral student training program.

Representatives from the Education & Training Center were invited to present at various nationally and locally recognized conferences, including The Turn on the Light Conference, the Annual Conference on Advancing School Mental Health, and the Student Mental Health & Wellness Conference. Lastly, Ed Center offered a variety of presentations to the community on important behavioral health issues and the great services provided by YSD. These opportunities have supported the Youth Services Department's reputation of excellence.

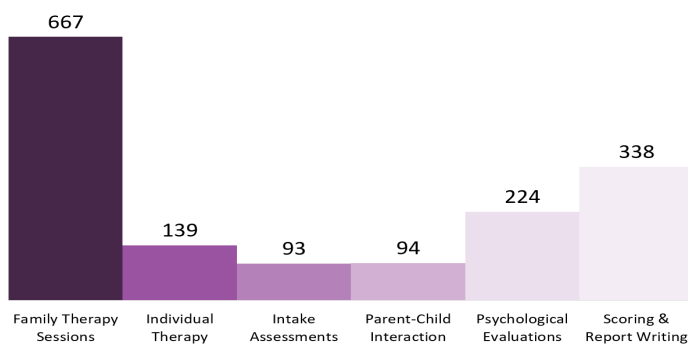




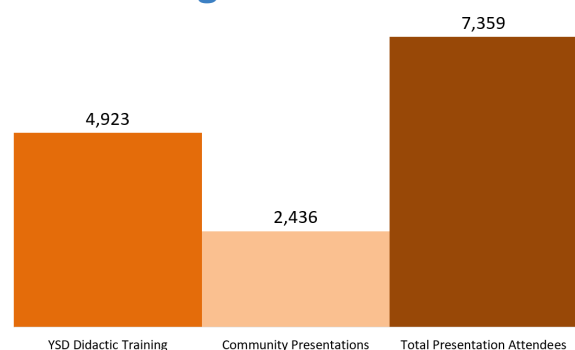
## Didactic Trainings

 <ul style="list-style-type: none"> <li>Coping With Self-Injury</li> <li>Suicidality</li> <li>Ethics: Maintaining Professional Boundaries</li> <li>Group Therapy</li> <li>Professional Development: Postdoc, Licensure, &amp; Loans</li> <li>Promoting Socio-Emotional Regulation: Applied &amp; Evidence-Based Practices</li> <li>Incorporating Evidence-Based Practices in Treating Young Children with Disruptive Behaviors: Using PCIT Skills</li> <li>Addressing Religion and Spirituality in Clinical Practice</li> </ul>	 <ul style="list-style-type: none"> <li>Foundations of Clinical Supervision</li> <li>Building Togetherness in Blended Families</li> <li>Systemic Racism</li> <li>Dreaming of Sleep: Behavioral Strategies for Families</li> <li>Children's Exposure to Domestic Violence</li> <li>Game Changer: Developing Healthy Video Game Habits in Youth</li> <li>Parental Incarceration</li> <li>Community Violence: Exposure and Victimization</li> <li>Human Trafficking</li> </ul>	 <ul style="list-style-type: none"> <li>Creating a Safe Space for Everyone: LGBTQ+ Informed Individual and Family Therapy</li> <li>Early Development &amp; Attachment</li> <li>Vicarious Trauma</li> <li>Child Sexual Assault</li> <li>Helping Clients Face Their Fears: Utilizing Exposure and Response Prevention to Manage Anxiety</li> <li>The Role of Psychopharmacology in Child and Adolescent Mental Health Care</li> <li>Understanding and Supporting a Grieving Child</li> </ul>	 <ul style="list-style-type: none"> <li>Disability: Culture, Treatment, and Assessment</li> <li>An Introduction to Motivational Interviewing</li> <li>Corporal Punishment</li> <li>Trauma 101</li> <li>The Basics of Telemental Health</li> <li>Structural Family Therapy</li> <li>Strategic Family Therapy</li> <li>Florida Laws &amp; Rules of the Board</li> <li>Suicidality</li> <li>Impact of Racial/Ethnic Implicit Bias and Microaggressions</li> </ul>
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## Direct Service Hours



## Numbers Served at Trainings & Presentations



# Client Satisfaction

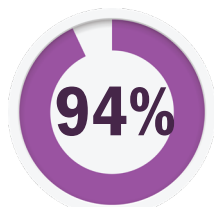
Palm Beach County Youth Services Department consistently conducts data collection, analysis, and reporting of the department's satisfaction surveys and comment cards to evaluate and improve services, maintain client satisfaction, and meet the needs of Palm Beach County youth and families.

The following data and responses were received between **October 1, 2022, and September 30, 2023**. 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.

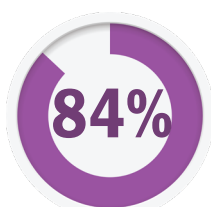
Survey data driven from the combined answers **(343)** for all RTFC programs indicates that clients and parents/guardians agreed or strongly agreed that they were satisfied with the clinical services provided by the division. An overwhelming majority of clients and parents/guardians reported that services helped them express feelings in a better way or improved family communication.

## Education and Training Center Client Satisfaction Survey Report

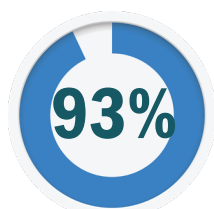
### Youth and Parents/Guardians



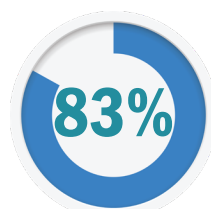
of **youth and parents** strongly agreed or agreed that they felt respected by Youth Services' staff



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



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



of **youth and parents/guardians** strongly agreed or agreed that counseling helped them reach their treatment goals

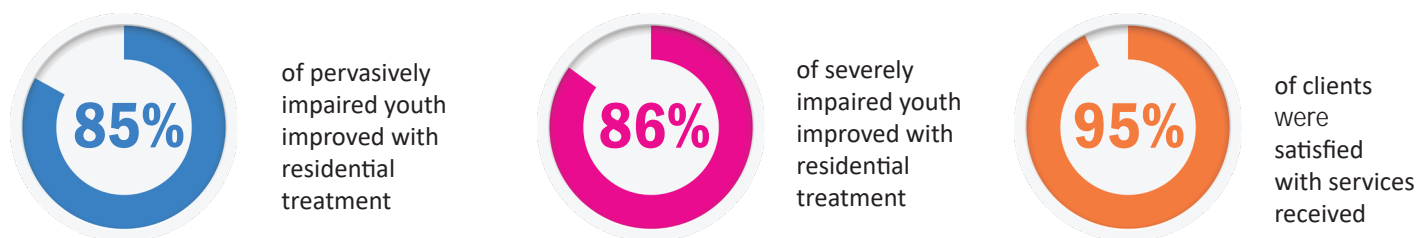




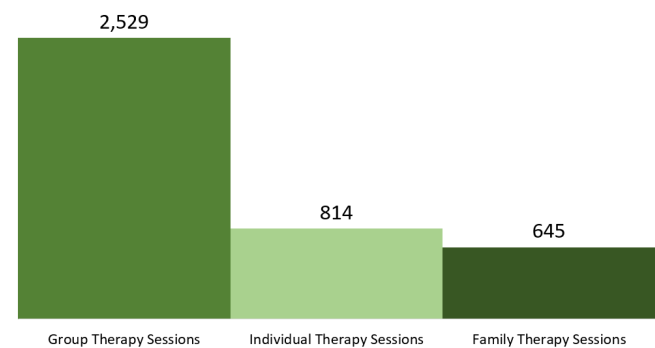
# Highridge Family Center

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/or in the community. The Youth Services Department partners with the School District of Palm Beach County to provide school instruction on campus.

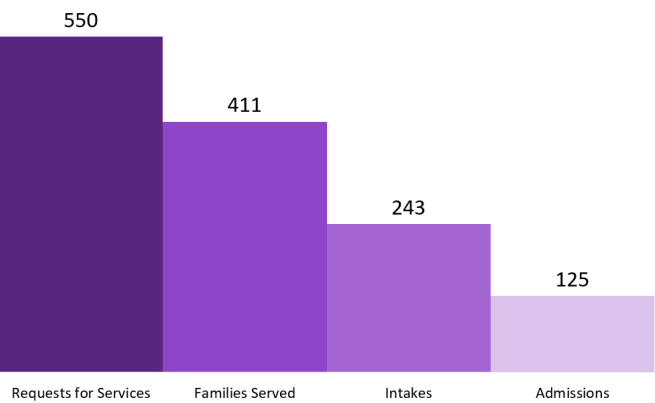
Highridge Family Center provides residential programming with mental health and educational services. Highridge continues to support social learning and growth and change through our partnerships with staff and agencies throughout the community. Residents enjoy cooking class, fitness groups, and outdoor sports, and field trips facilitated by the Norton Museum of Art, Florida Department of Health, and Palm Beach County Parks and Recreation. Highridge achieved certification in The Sanctuary Model of trauma-informed care in 2019 and obtained recertification in 2022.



## Direct Service Hours



## Services Provided





# Highridge Family Center Client Satisfaction Survey Report

Residents completed surveys 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, or the family was sent a survey via email.

## 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

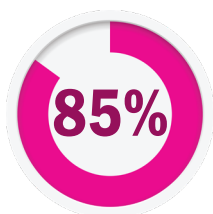


of **youth** strongly agreed or agreed that counseling helped them express their feelings in a better way

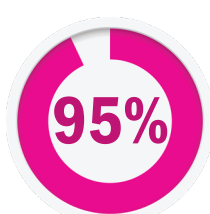


of **youth** strongly agreed or agreed that Highridge helped them achieve their treatment goals

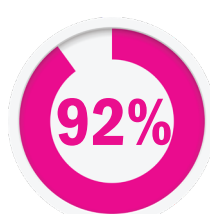
## Parents/Guardians



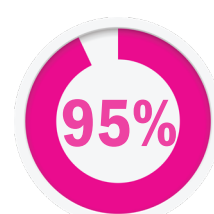
of **parents/guardians** strongly agreed or agreed that their family got along better because of what they learned during their care at Highridge



of **parents/guardians** strongly agreed or agreed that Highridge Family Center helped their child express their 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



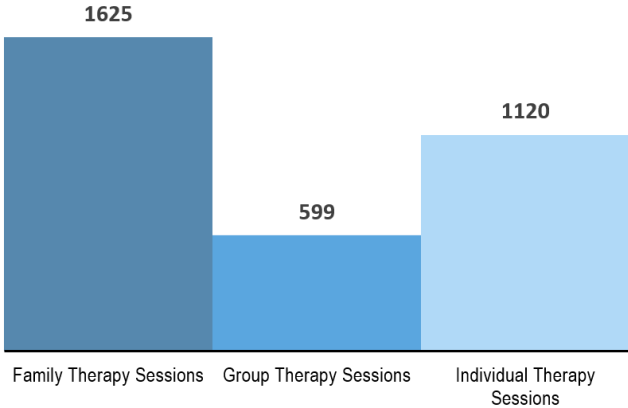
# Youth and Family Counseling

Youth and Family Counseling (YFC) is a three- to four-month community-based program that provides free family therapy, individual therapy, group therapy, psychoeducational school-based programs, and on-site school-based services for families with children and youth up to 22 years of age. Our services are offered in-person or virtually and are available in English, Spanish, and Creole in four offices that are conveniently located throughout the county. Families seek services to address many trauma-related concerns, including behavioral disorders, school/academic problems, parent-child relational problems, adjustment to parental separation or divorce, grief/loss issues, abuse or neglect, and to fulfill requirements for diversionary programs. YFC also provides parent education classes based on the Systematic Training for Effective Parenting (STEP) in addition to community presentations.

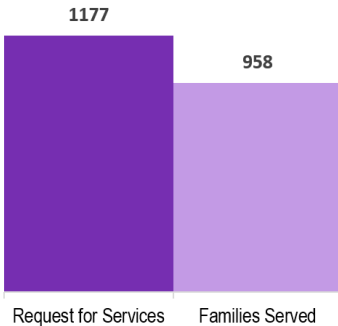
**Highlights:** Youth and Family Counseling is committed to the division’s mission of providing free, accessible, and professional trauma-informed mental health services and educational programs to youth and families of Palm Beach County to support healthy development and promote overall well-being. YFC provided over 6,200 hours of direct service to youth and their families. YFC developed new advertisement materials as a way to increase our communities’ knowledge of our FREE therapy services. YFC recruited three therapists and one Youth Services Coordinator to fill open positions that had been vacant for almost two years. Three are Spanish-speaking providers able to address the diverse needs of youth and families in Palm Beach County. YFC therapists provided on-site, school-based individual therapy services to 212 elementary, middle, and high school students. YFC hosted three Master of Social Work (MSW) interns during this year.



Direct Service Hours



Services Provided



\*Data does not include all activities provided by YFC. Example: Case Management, Appointment Scheduling, among others.

352

Clients Received Community-Based Services

212

Students Received School-Based Services

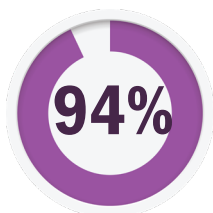
6,220

Hours of services were provided to youth and their families at schools and in the office through the Youth and Family Counseling program

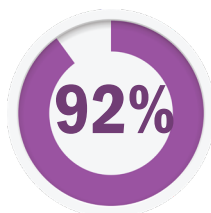


# Youth and Family Counseling Client Satisfaction Survey Report

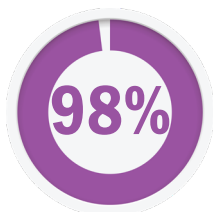
## Youth



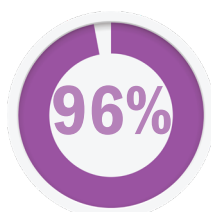
of **youth** strongly agreed or agreed that they could talk about any problems with their therapist



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



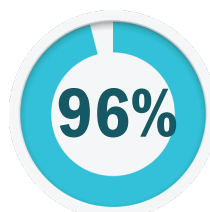
of **youth** strongly agreed or agreed that counseling helped them to express their feelings in a better way



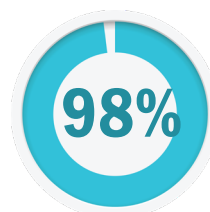
of **youth** strongly agreed or agreed that they would send a friend to Youth Services if they needed help



## Parents/Guardians



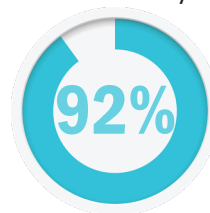
of **parents/guardians** strongly agreed or agreed that they could talk about any problems with their therapist



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



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



of **parents/guardians** strongly agreed or agreed that their family gets along better because of what they learned during their care at 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 domestic battery/assault. The program focuses on the unique problems of each family whose child has committed domestic violence, intending to keep the youth out of the Juvenile Justice System and to help encourage healthier ways for families to communicate without violence. Cases are accepted only upon referral from the State Attorney’s Office.

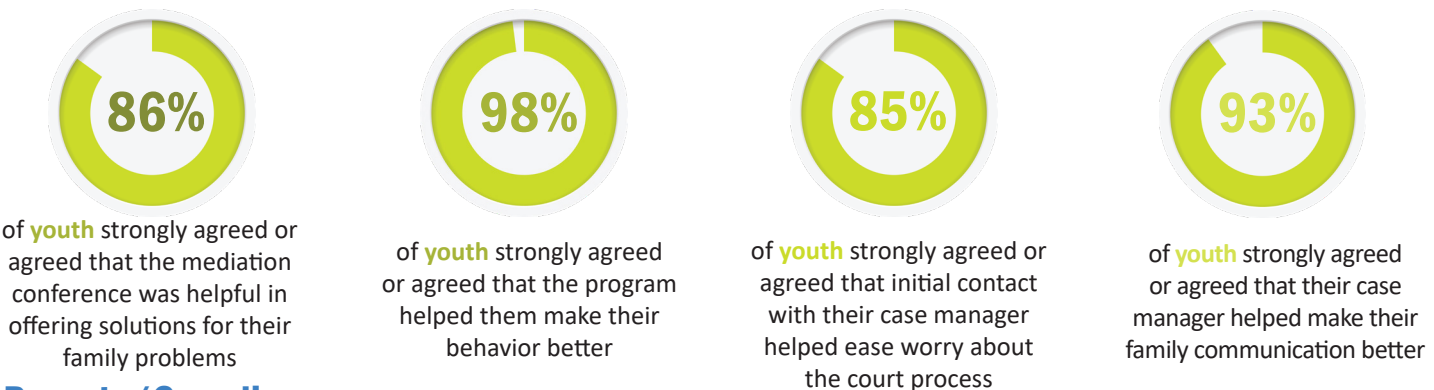
During FY 2022-2023, FVIP received a total of 155 clients referred for services. Fifty-two clients successfully completed FVIP and were kept out of the court system. FVIP is working with more highly complex cases, with more mental health/substance use issues and trauma than ever before. These cases have higher needs for case

management due to the many issues the youth present when they start in the program. Some of these cases have stayed in the program for a longer time to complete the program successfully. The program has provided 1,370 direct service hours to its clients.

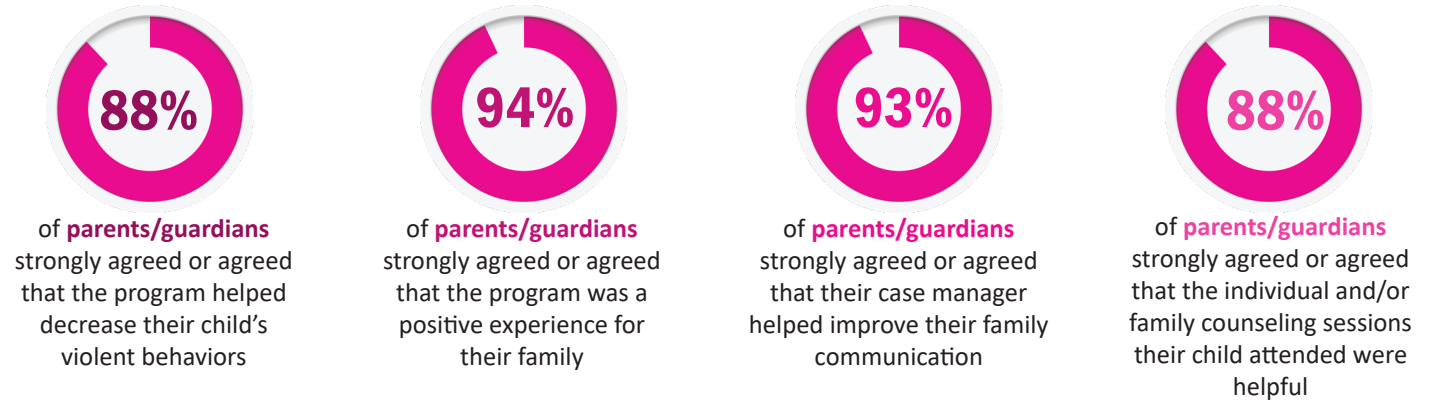


## Client Satisfaction Survey Report

### Youth



### Parents/Guardians





**155**  
Clients



**52**  
Clients Diverted from the Juvenile Justice System



# Outreach and Community Programming

Community-Based Agencies (CBAs)

Summer Camp Scholarship Program

Super Summer Spelling Bee

Youth Empowerment Centers

My Brother's Keeper Network

Future Leaders United for Change

Birth to 22: United for Brighter Futures



# Division Letter



**T**he Outreach and Community Programming (OCP) Division of the Youth Services Department coordinates, plans and monitors programs, services and initiatives throughout Palm Beach County.

OCP collaborates and partners with a plethora of agencies and service providers that receive funding from the Palm Beach County Board of County Commissioners through the Youth Services Department. We allocate funding, resources and support to Community-Based Agencies (CBAs), Summer Camp Scholarship Providers and others that provide direct services for youth and families throughout the county. We ensure that the funding supports evidence-based programs and/or promising practices that fill service gaps and yield positively impactful outcomes.

In my role as Director of Outreach and Community Programming, I have the responsibility and privilege of leading and supporting staff along with partner organizations that strive diligently to grow brighter futures by providing quality service, education, and access to resources and opportunities.

We keep the Youth Services Department's vision at the forefront of all we do collectively in partnership with service providers and partners through "empowering youth and families to realize their full potential and be the driving force of a thriving community." Our involvement and leadership include serving as a backbone partner in the county-wide Birth to 22: United for Brighter Futures collective impact initiative, and working to ensure services address protective factors, build

resilience and make success more attainable. Our Future Leaders United for Change and My Brother's Keeper initiatives are great examples of initiatives that focus on developing and supporting youth and young adults to develop their leadership skills.

It is through the work we and our partners do that we are able to address community stressors, provide access to health and well-being related services and resources, and ensure economic access and educational supports are embedded in the delivery of services. We employ a trauma-informed approach and leverage social/emotional-driven programming to provide needed services for youth, parents and families.

I am committed to providing inclusive, collaborative and innovative services for our youth and families throughout Palm Beach County. I am extremely proud and grateful for the OCP team who work tirelessly providing ongoing support and best practices to ensure a data-driven and strategic services approach in all we do.

Thank you to the Palm Beach County Board of County Commissioners, County Administrator Verdenia Baker and to our Assistant County Administrator, Tammy Fields, for your support of our mission. Thank you to all our community partners who provide direct services for youth and families. Lastly, and most importantly, thank you to the OCP team for your passion, dedication and diligent work efforts!

**Ike Powell III**

Director, 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 Palm Beach County 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 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.



**39**

Contracts



**\$4,526,542**

Expended



**12,662**

Youth, Adults, Parents, Mentors  
and Organizations Served

# CBA Funded Programs

## Economic Access



**\$316,624 expended**

Florence Fuller Child Development Centers, Inc.

24 Youth Served

### Teen Leadership Initiative

- ✓ 100% of youth became job ready through career training to include: interview skills, budgeting as evidenced by pre/post-tests.
- ✓ 100% of career and job coached youth gained self-confidence for career visioning and planning as evidenced by pre/post-tests.

Pace Center for Girls, Inc.

51 Youth Served

### Healthy Youth Transitions

- ✓ 100% of youth gained employment as evidenced by job placements.
- ✓ 58% of youth became job ready through career training to include: interview skills, budgeting as evidenced by pre/post-tests.

Vita Nova, Inc.

226 Youth Served

### Pathways to Employment

- ✓ 100% of youth acquired contextual learning related to post-secondary education and/or trade school as evidenced by pre/post-tests.
- ✓ 100% of youth gained employment as evidenced by job placements.



## Educational Supports



**\$426,994 expended**

College for Kids, Inc.

1,055 Youth Served  
614 Parents/Caregivers Served

### Take Stock In Children PBC

- ✓ 100% of parents achieve proficiency in navigation of the school system and are more engaged in supporting their children's academic success as evidenced by pre/post-assessment.
- ✓ 100% of youth attain college readiness as evidenced by pre/post-assessment.

Digital Vibez, Inc.

126 Youth Served

### Digital Expressions: Lifetime of Consequences

- ✓ 100% of youth achieved career readiness through experiential learning as evidenced by completion certificate or certification.
- ✓ 100% of youth reduced school absences and behavior referrals through educational supports in supervised and structured learning environments after school and out of school time as evidenced by school attendance and behavior records.

Girl Scouts of Southeast Florida, Inc.

829 Youth Served  
109 Parents/Caregivers Served

### Girl Scout Leadership Experience

- ✓ 99% of youth attained college readiness as evidenced by pre/post-assessment results and grades.
- ✓ 91% of parents achieved proficiency in navigation of the school system and are more engaged in supporting their children's academic success as evidenced by pre/post-assessment.



Scholar Career  
Coaching, Inc.

60  
Youth  
Served

#### Mentoring – College & Career Readiness

- ✓ 100% of youth attained college readiness as evidenced by pre/post-assessment results.
- ✓ 100% of youth achieved career readiness through experiential learning as evidenced by completion certificate or certification.

The Arc of Palm Beach  
County, Inc.

78 Youth  
Served  
36 Parents/  
Caregivers  
Served

#### Stand Up & Youth Employment Programming

- ✓ 100% of youth received extracurricular support, and advanced to the next grade level or achieved on-time graduation as evidenced by academic records.
- ✓ 100% of parents of special needs students obtained educational supports as evidenced by pre/post-surveys.

## Social & Emotional Learning



\$1,112,990 expended

American Association of  
Caregiving Youth, Inc.

465  
Youth  
Served

#### Caregiving Youth Program (CYP)

- ✓ 100% of youth increased feeling socially supported within their environment as evidenced by pre/post-assessment for FY23.
- ✓ 90% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records for FY23.

Boys and Girls Clubs of  
Palm Beach County, Inc.

241  
Youth Served  
49  
Parents  
Served

#### Building Youth Resilience

- ✓ 100% of youth demonstrated growth in leadership, life skills and problem-solving knowledge as evidenced by pre/post-assessment.
- ✓ 100% of parents demonstrated social and emotional skill building through at least three peer-support groups or educational sessions as evidenced by pre/post-assessment.

City of Greenacres

54  
Youth  
Served

#### Teen Out-of-School Time Program

- ✓ 100% of youth were provided opportunities to get involved in their community and assume leadership roles as evidenced by service plan and tracking log.
- ✓ 100% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records.

Community Child Care  
Center of  
Delray Beach, Inc.

640  
Youth Served  
55  
Parents  
Served

#### Achievement Centers for Children and Families' Out-of-School Time Programs

- ✓ 100% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records.
- ✓ 100% of youth benefited from positive social interactions as evidenced by tracking log.

Prime Time  
Palm Beach County, Inc.

3,466  
Youth  
Served

#### Middle/High School Out-of-School Time Initiative

- ✓ 100% of youth developed their social and emotional skills as measured with a valid, reliable and standardized assessment tool.
- ✓ 86% of youth were cognitively, behaviorally and socially/emotionally engaged in sessions with the Expanded Learning Opportunities providers.



**Transgender Youth Services Program**

100% of youth demonstrated improvement in connectivity within the community, self-concept, and decreased isolation as evidenced by pre/post-survey.



100% of parents demonstrated social and emotional skill building through at least three peer-support groups or educational sessions as evidenced by pre/post-assessment.



**Strong Kids Today for a Better Tomorrow**

100% of youth increased awareness of how identity is shaped by the media, peers, technology and the community by planning, organizing, implementing and reflecting on an impact project as evidenced by project plan and completed project.



100% of parents demonstrated social and emotional skill building through at least three peer-support groups or educational sessions as evidenced by pre/post-assessment.



**Mentoring at Lake Worth Middle Program**

100% of parents demonstrated social and emotional skill building through at least three peer-support groups or educational sessions as evidenced by pre/post-assessment.



100% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records.



**Mentoring at Pahokee Elementary Program**

80% of parents demonstrated social and emotional skill building through at least three peer-support groups or educational sessions as evidenced by pre/post-assessment.



100% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records.



**Touch B.A.S.E. (Behavioral and Social Emotional) Program**

100% of youth demonstrated growth in leadership, life skills and problem-solving knowledge as evidenced by pre/post-assessment.



100% of youth increased knowledge of healthy relationships and awareness of bullying, dating and domestic violence as evidenced by pre/post-assessment.



**Path to College Foundation**

100% of youth increased feeling socially supported within their environment as evidenced by pre/post-assessment.



100% of youth demonstrated growth in leadership, life skills and problem-solving knowledge as evidenced by pre/post-assessment.



**Project Ready NULITES Program**

100% of youth increased engagement in out-of-school time activities as evidenced by programmatic attendance records.



100% of youth increased knowledge of healthy relationships and awareness of bullying, dating and domestic violence as evidenced by pre/post-assessment.

















## Health & Wellness \$715,856 expended

Center for Child Counseling, Inc.	<div>259 Youth Served</div> <div>256 Parents Served</div>	 	<b>Education and Prevention Services</b> 100% of youth demonstrated an increase in awareness and connection to positive behaviors, activities and life skills to reduce health risks as evidenced by pre/post-assessments. 100% of parents showed an increased knowledge of trauma and inclusivity and the impact on their family and community, as evidenced by pre/post-assessment.
Compass, Inc.	<div>90 Youth Served</div>	 	<b>LGBTQ Mental Wellness Program</b> 100% of youth increased their knowledge of stress reduction techniques as evidenced by pre/post-assessment. 100% of youth demonstrated improvement in self-acceptance, coping skills, and connectivity within the community, as evidenced by pre/post-assessments.
Connections Education Center of the Palm Beaches, Inc.	<div>105 Youth Served</div> <div>20 Parents Served</div>	 	<b>Connections Health and Wellness Program</b> 100% of youth demonstrated an increase in awareness and connection to positive behaviors, activities and life skills to reduce health risks as evidenced by pre/post-assessments. 80% of parents increased participation in healthy lifestyle activities with their families as evidenced by tracking log.
For the Children, Inc.	<div>60 Youth Served</div> <div>60 Parents Served</div>	 	<b>The Healthy Families Healthy Kids Program</b> 100% of youth increased their knowledge of stress reduction techniques as evidenced by pre/post-assessment. 100% of parents increased participation in healthy lifestyle activities with their families as evidenced by tracking log.
Pace Center for Girls, Inc.	<div>11 Youth Served</div>	  	<b>Family Strengthening Program</b> Hosted four quarterly family enrichment nights, service-learning activities, and psychoeducational groups. Youth and families have reported that they have built resiliency, positive connections, individual and collective strengths, and competence. Parents expressed the psychoeducation component has helped to increase their knowledge of trauma history and its impact on their children, family, and community.

## Ensure Safety & Justice \$1,375,928 expended

Aid to Victims of Domestic Abuse, Inc.	414 Youth Served		<p><b>Commit to Change:</b></p> <p><b>A Violence Prevention Initiative Program</b></p> <p>100% of youth increased engagement in youth leadership groups focused on promoting equity, inclusion, violence prevention, anti-bullying and social justice efforts as evidenced by attendance log.</p> <p>100% of youth built positive relationships with adults and each other and felt a sense of connectedness/belonging to their school and community as evidenced by pre/post-assessment.</p>
Children’s Case Management Organization, Inc. (Families First of Palm Beach County)	49 Youth Served 47 Parents Served	 	<p><b>Y.E.S. (Youth: Empowered and Secure) Program</b></p> <p>80% of youth received trauma-informed assessment and ongoing intervention to address needs as evidenced by the assessment and service plan.</p> <p>100% of parents received education and interventions to increase positive family support and stable family home environment as evidenced by pre/post-assessment.</p>

Children of Inmates, Inc.	<div>32</div> <div>Youth Served</div> <div>22</div> <div>Parents Served</div>	 	<p><b>Boyz to Men &amp; Girlz to Women</b></p> <p>100% of youth received trauma-informed assessment and ongoing intervention to address needs as evidenced by the assessment and service plan.</p> <p>100% of youth built positive relationships with adults and each other and felt a sense of connectedness/belonging to their school and community as evidenced by pre/post-assessment.</p>
Choice to Change, Inc.	<div>33</div> <div>Youth Served</div> <div>30</div> <div>Parents Served</div>	 	<p><b>Believe &amp; Achieve Program</b></p> <p>100% of youth built positive relationships with adults and each other and felt a sense of connectedness/belonging to their school and community as evidenced by pre/post-assessment.</p> <p>100% of parents received education and interventions to increase positive family support and stable family home environment as evidenced by pre/post-assessment.</p>
Communities In Schools, Inc.	<div>50</div> <div>Youth Served</div>	 	<p><b>Charting for Success Program</b></p> <p>100% of youth received trauma-informed assessment and ongoing intervention to address needs as evidenced by the assessment and service plan.</p> <p>100% of youth received ongoing academic support, including tutoring, goal setting, and post-secondary education preparation as evidenced by attainment of goals identified in service plan.</p>
Community Child Care Center of Delray Beach, Inc.	<div>106</div> <div>Youth Served</div>	 	<p><b>MenTeens of the Future Program</b></p> <p>96% of youth built positive relationships with adults and each other and felt a sense of connectedness/belonging to their school and community as evidenced by pre/post-assessment.</p> <p>100% of youth demonstrated increased knowledge in gang prevention, academic success, peer pressure, anger management, and life skills as evidenced by pre/post-assessment.</p>
Gulfstream Goodwill Industries, Inc.	<div>49</div> <div>Youth Served</div> <div>25</div> <div>Parents Served</div>	 	<p><b>Supervised Release</b></p> <p>83% of youth received comprehensive, multi-component intensive support and intervention aimed at reducing risk of juvenile justice involvement or recidivism as evidenced by service plan and tracking log.</p> <p>100% of parents received education and interventions to increase positive family support and stable family home environment as evidenced by pre/post-assessment.</p>
United Way of Palm Beach County, Inc.	<div>399</div> <div>Youth Served</div> <div>160</div> <div>Parents Served</div> <div>128</div> <div>Program Staff Served</div>	 	<p><b>Enhanced Mentoring Engagement (Level Up)</b></p> <p>100% of parents, guardians, and mentors increased their knowledge of the juvenile justice and/or dependency system.</p> <p>100% of program staff working with youth increased their knowledge to improve the quality of programs and services provided.</p>





## Parenting & Role Models \$578,150 expended



### Babies 'N' Brains Parenting Supports Program

- ✓ 100% of incarcerated parents demonstrated increased attachment to their children as evidenced by bonding assessment tools.
- ✓ 100% of children (birth to 5) increased developmental milestones as evidenced by Ages and Stages Questionnaire (ASQ).



### Parent Aide Program

- ✓ 90% of parents acquired coping skills and enhanced their ability to engage in positive relationships with their children as evidenced by pre/post-assessments.
- ✓ 81% of parents gained awareness of how to seek relevant community resources as evidenced by pre/post-tests.



### Parent Support Program

- ✓ 100% of parents gained awareness of how to seek relevant community resources as evidenced by pre/post-tests.
- ✓ 100% of parents of children with disabilities accessed respite care as evidenced by placement records.



### Adoption Assistance Program

- ✓ Department of Children and Families' annual fiscal year target of "Finalized Adoptions" was met.
- ✓ 100% of children served did not experience a recurrence of maltreatment, verified or indicated, within 12 months after termination of services.



### The Family Visitation Center Program

- ✓ 100% of children were not abused or neglected during supervised visitation as evidenced by CHS incident reporting.
- ✓ 80% of parents demonstrated improvement in their parenting capacity as evidenced by improvement in the Parental Stress Scale.



### Glades Family Education

- ✓ 99% of parents/caregivers/coaches increased their ability to initiate conversations with youth as evidenced by pre/post-assessments.
- ✓ 100% of parents gained awareness of how to seek relevant community resources as evidenced by pre/post-tests.



# Summer CBA Funded Programs

Health & Wellness  \$310,942 expended

Digital Vibez, Inc.

798  
Youth  
Served

## Wellness Workshop Program

- ✓ 83% of youth participants demonstrated an increase in knowledge and understanding of nutrition and diabetes.
- ✓ 83% of youth participants demonstrated an increase in physical activity.

Prime Time  
Palm Beach County, Inc.

6,198  
Youth  
Served

## Expanded Learning Opportunities (ELOs)

- ✓ 100% of ELOs achieved a satisfactory quality score on the Palm Beach County Program Quality Assessment (PBC-POA).
- ✓ 100% of ELOs, out-of-school time (OST) staff, reported high satisfaction with the provider, giving an average rating of at least eight on the Prime Time Customer Impact Survey; scale is 1 to 10, with 1 as “Not at all True” and 10 as “Very True.”



2

Contracts



\$310,942

Expended



6,996

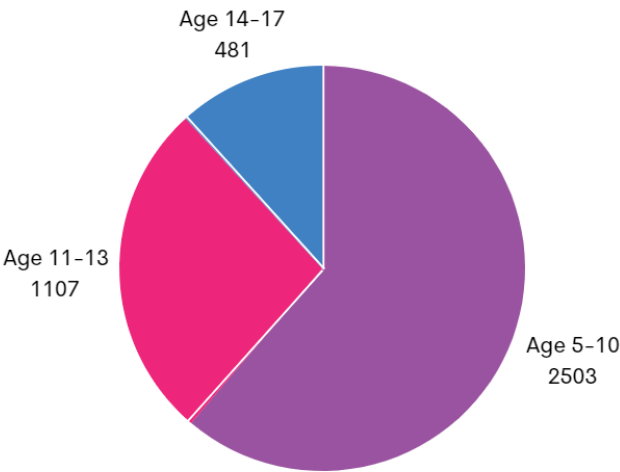
Youth Served



# 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 185% of the Federal Poverty Guidelines. The program allows parents to work with the knowledge that their children are safe. It gives children educational and recreational opportunities for growth and prevention of the academic “summer slide.” In addition to the funding provided by the Palm Beach County Board of County Commissioners, a significant contribution of scholarship funding is provided by the Children’s Services Council of Palm Beach County.

## Campers By Age



## Fast Facts

- In 2023, the income eligibility increased from 150% of the Federal Poverty Guidelines (FPGL) to 185% to give more families access to the scholarship opportunity.
- The age limit for eligibility was increased to 17 years old. Previously, the age limit was 14 unless the camper was identified as part of a specialized population.
- The Super Spelling Bee was back in person, held at Pahokee Middle Senior High School, drawing 157 spellers, including 20 camps in attendance.



4,091

Summer Camp  
Scholarship Attendees



1,230

Children Attended  
Educational  
Enrichment Camps



91

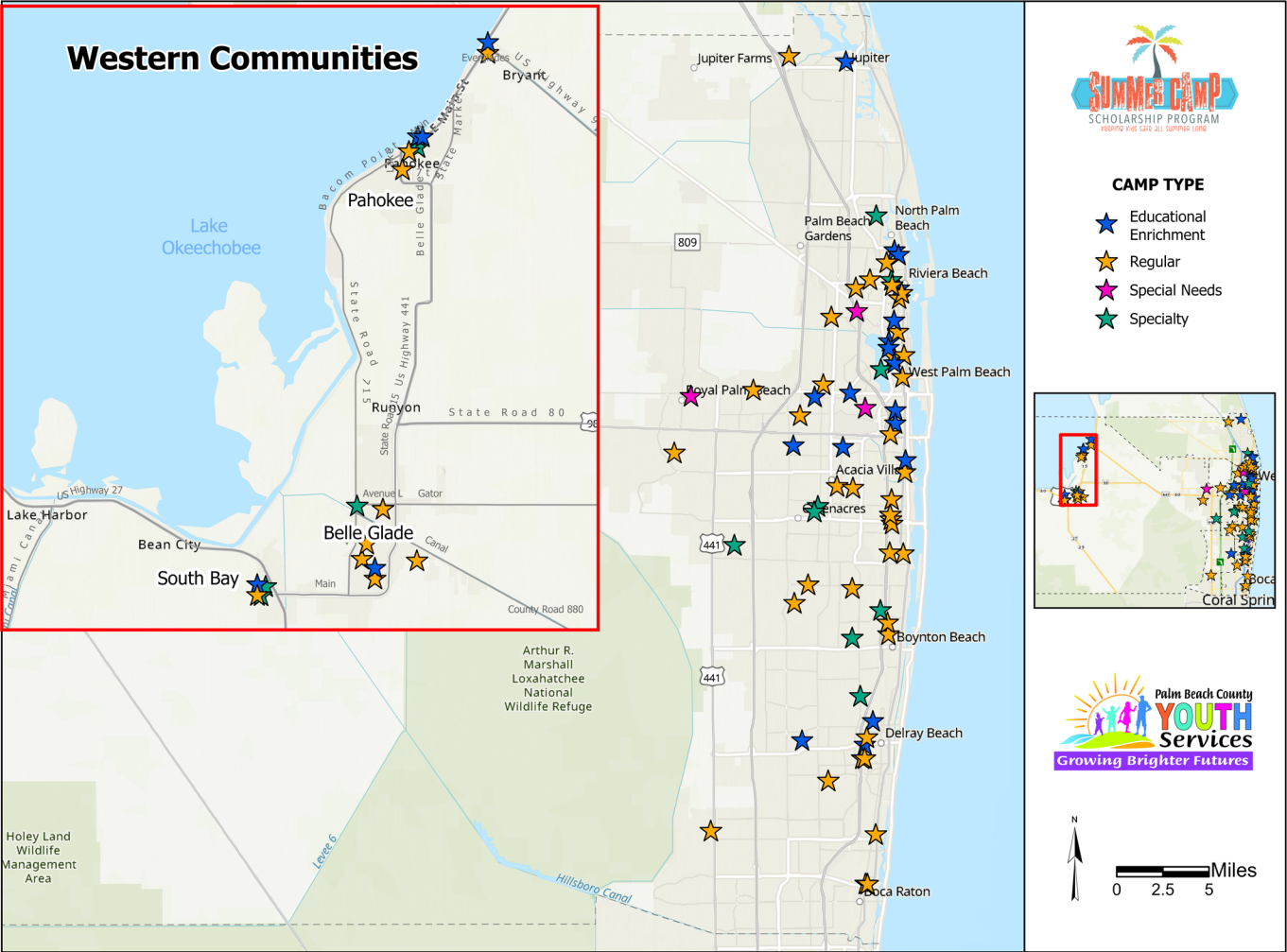
Camp  
Sites



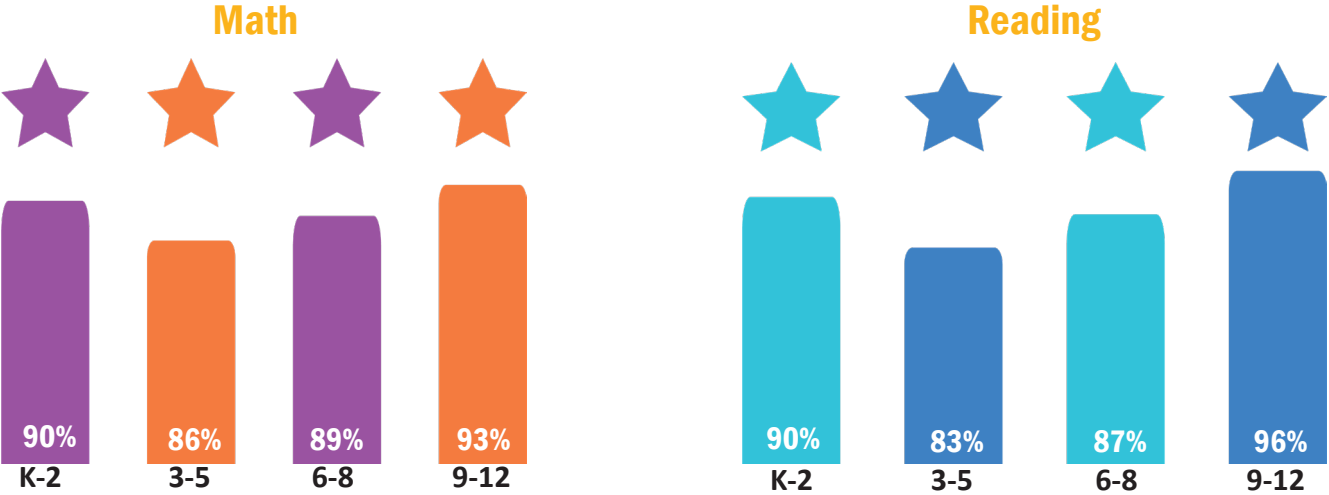
\$4,161,170

Expended

# 2023 Summer Camp Sites



## Percent of Youth in Educational Enrichment Camps with Educational Gains





## 760 Specialized Population Campers Attended Summer Camp



### Camp Quote

Caring, friendly, attentive counselors and fun activities (especially the field trips!). The kids were well taken care of and had a fun (and also educational) time.

-Parent Quote

## Summer Interns

In 2023, the Summer Camp Scholarship Program employed four seasonal paraprofessionals.

These staff members were Kevin Braggs (Jackson State University), Rosaly Nunez (Keiser University), Dimitri Cason (promoted to Palm Beach County Purchasing Department as a Buyer Assistant), and Takeba White-Simmon (promoted to Youth Services Department Residential Treatment and Family Counseling Division as an Administrative Tech).



# Super Summer Spelling Bee

Palm Beach County Youth Services Department hosted its Ninth Annual Super Summer Spelling Bee on July 25, 2023. The competition was held at Pahokee Middle Senior High School with 157 registered spellers and 20 Summer Camp Scholarship Program sites in attendance.

In addition to the spelling bee, the event also included activities with Digital VibeZ, Crazy Games, Palm Beach County Behavioral Health Coalition, and the Palm Beach County Parks and Recreation Department. The final round also featured dance performances by Bethel Evangelical Church, Pahokee Dance Academy, and Ascension 33.

The spelling bee is for students enrolled in the Summer Camp Scholarship Program's participating camps and provides academic activities to encourage the spirit of learning while preventing "summer slide." This was the first year the bee had been in person since 2019.

## Super Summer Spelling Bee Winners

K-2nd	
1st Place - FTC Youth Zone	Lissandra
2nd Place - Preparing Tomorrow's Leaders	Mark
3rd Place - Wells Recreation	Davens
3rd-5th	
1st Place - FTC Youth Zone	Jacoby
2nd Place - Tate Recreation	Nyla
3rd Place - Rosenwald Elementary	Austyn
6th-8th	
1st Place - Destiny Fulfilled	Mia
2nd Place - Florence Fuller	Louis
3rd Place - Preparing Tomorrow's Leaders	Daniela
9th-12th	
1st Place - Bethel Evangelical Church	Jemuel
2nd Place - Preparing Tomorrow's Leaders	Regina
3rd Place - Bethel Evangelical Church	Fidely



**157** PARTICIPANTS **20** SUMMER CAMPS

All winners received a trophy and a book.

Each 1st place speller won a Kindle!





# Youth Empowerment Centers

The Youth Services Department provides funding to three Youth Empowerment Centers (YECs) located in Belle Glade, Lake Worth Beach and Riviera Beach. The centers offer services focused on the prevention of youth violence; youth empowerment; and fostering education, health, and leadership within the community.

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

- Connectivity to **mental health services** for youth to strengthen their ability to manage their emotions and to

enhance their social skills.

- **Social Skills Workshops** to prevent youth tension and violence, such as bullying prevention, conflict management and substance misuse prevention.
- **Social & Emotional Supports** to develop appropriate mindsets and behaviors.

The YEC programs provide activities and services to middle and high school youth, including after-school education and recreational programs/activities.



**Empowering Youth**



**Nurturing Health**



**Fostering Education**



**Encouraging Leadership & Community Involvement**



**Developing Career Opportunities**



**312**

Youth Participants



**3**

Contracts



**\$528,776**

Expended



**33**

YEC Participants Placed in Summer Internships

# Youth Empowerment Center Outcomes

## Belle Glade (Student ACEs) YEC | 83 Youth Served | 6 Summer Internships



of students demonstrated improvement in academics\*



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



of high school seniors graduated and attained college/vocational enrollment, employment, industry certification, or military enlistment



of students remained crime free



of students placed in summer internships completed, and demonstrated increased employability skills



of program participants obtained employment/ internship experience

## Lake Worth (For The Children) YEC | 91 Youth Served | 10 Summer Internships



of students demonstrated improvement in academics\*



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



of high school seniors graduated and attained college/vocational enrollment, employment, industry certification, or military enlistment



of students remained crime free



of students placed in summer internships completed, and demonstrated increased employability skills



of program participants obtained employment/ internship experience

## Riviera Beach YEC | 138 Youth Served | 17 Summer Internships



of students demonstrated improvement in academics\*



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



of high school seniors graduated and attained college/vocational enrollment, employment, industry certification, or military enlistment



of students remained crime free



of students placed in summer internships completed, and demonstrated increased employability skills



of program participants obtained employment/ internship experience



\*Outcomes do not include students who were in the program less than a year.



# My Brother's Keeper Network

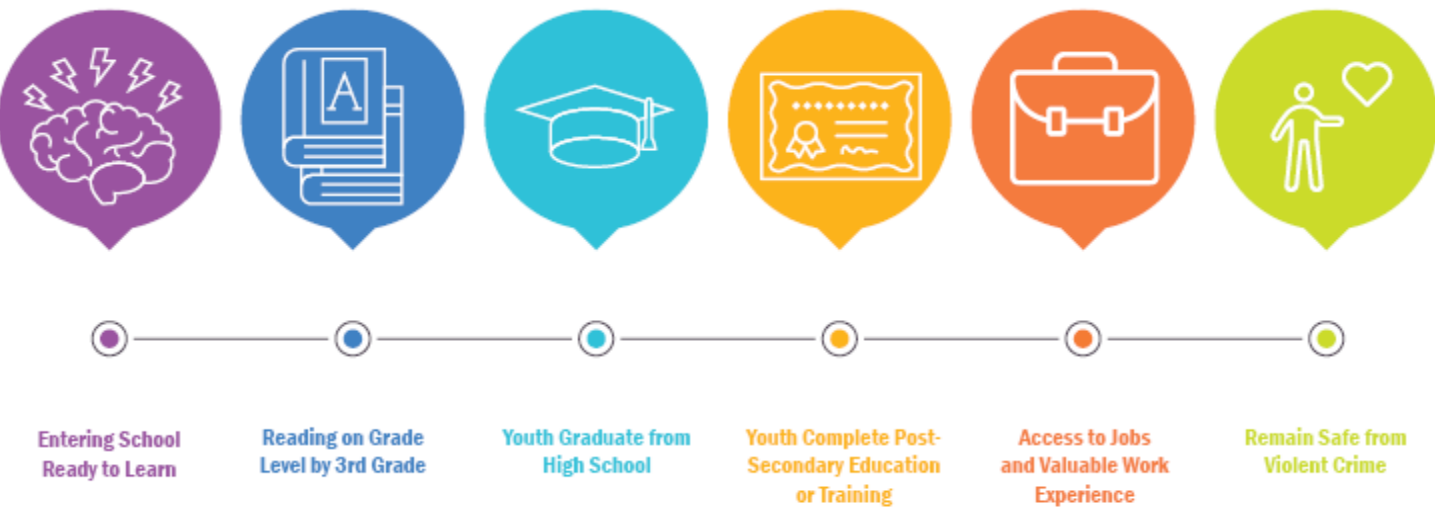
The My Brother's Keeper (MBK) Network is a coalition of public and private entities that work collectively to improve life outcomes for boys and young men of color through policy review and recommendations, education, and employment opportunities.

The overall goal of MBK is to provide equitable access to opportunities by equipping young men in Palm Beach

County with the knowledge, skills, and abilities to succeed and thrive in life.

During fiscal year 2023, MBK achieved significant milestones in the implementation of three focused initiatives in partnership with NextEra Energy Resources, Florida Power and Light (FPL) and community agencies.

## The Six Goals of MBK





The MBK Urban Youth Development Career Pathways to Career, Education and Empowerment program provided services to three cohorts of young men in Delray Beach, Riviera Beach, and Belle Glade, serving 54 middle and high school-age young men of color. Partners include The Achievement Centers for Children & Families, Young

Men of Distinction, and Glades Central Community High School. The program provided community and site-based mentorship, life skills development, goal setting, financial literacy, and career readiness. Seven young men completed summer paid internships and earned \$1,500 while further developing work readiness skills.

## Summer Reflections on Summer Paid Internship



## MBK Reading to be Ready Program

MBK Reading to be Ready program at Barton Elementary School in Lake Worth Beach established a cohort of 10 kindergarten boys. The program targeted boys with reading deficiencies and provided reading assessment, instruction, and intervention. The program aims to improve reading deficiencies and positively impact boys

of color to achieve reading at or above grade level by 3rd grade. Students received one-on-one tutoring as well as group intervention and instructional reading skills development, resulting in reading gains, improvement in handwriting and penmanship, vocabulary acquisition, fluency, and reading comprehension.

## MBK Florida Alliance

MBK Florida Alliance was established in partnership with Florida MBK entities, including the City of Orlando (MBK Orlando), City of St. Petersburg (MBK St. Petersburg), Safe & Sound Hillsborough (MBK Tampa), and City of Sanford (MBK Sanford).

This partnership focused on policy review and research, shared best practices, strategies, and action plans that mitigate barriers and inequities in the education and employment systems.



# Future Leaders United for Change

Future Leaders United for Change returned to in-person gatherings in September 2023. Palm Beach County teens and young adults come to these Link Ups every other month to connect, learn, and inspire! Future Leaders United for Change is a youth council targeting high school students to age 22, created in response to Palm Beach County's call to have the voice of our young people distinctly heard as we assess their needs and implement programs and services that will influence them. There were over 30 participants present at the September Link Up. Some of the agencies that attended were Vita Nova, City of Greenacres, Achievement Centers, and local high schools, including Santaluces, Florida Atlantic University, Palm Beach Gardens, Dwyer, Turning Points Academy, and Spanish River.

This youth council gives our future leaders a chance to network with like-minded individuals, gain valuable insights, and foster meaningful connections. Future Leaders is designed to empower youth on their leadership journey, expand their network, and unlock their potential.

## Outreach and Community Engagement

Future Leaders collaborated with Palm Beach County Behavioral Health Coalition for the Ride the W.A.V.E (Wellness Awareness Visualization Empathy) Youth Summit, an exciting in-person event for middle and high school students on Saturday, October 14, 2023,

at Children's Services Council of Palm Beach County in Boynton Beach.

Approximately 90 students from across the county representing over 40 schools participated in networking activities, breakout sessions, and a service project. Each student who attended the summit received a swag bag with trinkets, resources and a water bottle, and earned six hours of community service.

Future Leaders donated water bottles, a Zumba instructor, and Feverish Frozen Treats (Italian Ice). In addition, the Youth Services Department provided therapists for breakout sessions that focused on coping skills and allowed youth to participate in an empathy circle.

Future Leaders kicked off the holiday season by collecting over 100 donated gifts in partnership with Digital Vibez and their annual Jingle Jamz, where Digital Vibez distributes gifts to youth in underserved communities within Palm Beach County. In addition, Youth Services Department collected over \$150 in gift cards to distribute to underprivileged teens in Palm Beach County; these gift cards were to teen-friendly stores such as Five Below, Target, Amazon, and more. Teens are sometimes overlooked when it comes to toy drives, so this allowed Future Leaders to give back to youth of all ages in Palm Beach County.



# Birth to 22: United for Brighter Futures

**Birth to 22: United for Brighter Futures** is a collaboration of community leaders coming together to work toward one goal: supporting the healthy growth, development and education of Palm Beach County children and youth prenatally through young adulthood so they can graduate from high school and succeed in life.

## Community Conversations



As Birth to 22 creates the updated Youth Master Plan 2.0, it is vital that the voices of youth and the adults who care about them are being heard. Palm Beach County's Youth Services Department – Outreach and Community Programming Division engaged our communities

in 11 targeted Community Conversations in 2023. These in-person events were held throughout the county in April and May. These conversations were open to the public and utilized locations that previously had regular participants in attendance.

The Community Conversations started by providing youth and county data through a game of 'Family Feud.' Questions centered on the possible strategic priority

topics of mental health, economics, and education; such as "What are the leading causes of mental health struggles for high school students?" and "What Palm Beach County city has the highest number of juvenile arrests?"

Two groups of five competed as either youth versus youth or youth versus adults. Then the group transitioned into an open discussion about the data, and concerns related to their community, and to provide possible solutions. In total, 402 participants attended the YSD-led Community Conversations, and 222 of those participants identified as youth.

The information was provided to Birth to 22 consultant Jeanette Gordon to incorporate into the Youth Master Plan 2.0. The recommendations and concerns gathered by the community through the Community Conversations, Youth Survey and data will create a plan to be executed over the next three to five years.



## Community Indicator Report

The Child Youth and Community Data Team of the Birth to 22: United for Brighter Futures alliance in Palm Beach County is comprised of representatives from Children's Services Council of Palm Beach County, the School District of Palm Beach County, Palm Beach County Community Services, Florida Department of Children and Families, Early Learning Coalition of Palm Beach County, and the Florida Department of Juvenile Justice.

The team completed the 2023 Palm Beach County Indicators of Child, Family, and Community Risk, Well-being, and Access to Supports report. This presentation-style data deck provides information on a comprehensive array of indicators for Palm Beach County children and families beginning prenatally and continuing through the transition to adulthood.

The data team hopes this information sparks curiosity and further exploration. To access the complete 2023 slide deck and companion guide containing definitions and source information, please click [here](https://pbcbirthto22.com/pdf/2023_Birth_to_22_Indicators.pdf). ([https://pbcbirthto22.com/pdf/2023\\_Birth\\_to\\_22\\_Indicators.pdf](https://pbcbirthto22.com/pdf/2023_Birth_to_22_Indicators.pdf)).





## Behavioral Health Technician First Graduating Class

Congratulations to the first graduating seniors (40 total from three schools) to complete the Behavioral Health Technician Program in The School District of Palm Beach County! This curriculum (brand new for the 2022-23 school year) was designed to provide high school students with the learning and experience necessary for them to pass the Behavioral Health Technician Certification given by the Florida Certification Board.

Upon graduation, the students can begin working in an entry-level position while they work toward the 1,500 field hours required for the full Behavioral Health Technician certification. The Behavioral Health Technician program is the first of its kind to be offered in secondary curriculum statewide. The curriculum was developed in partnership with BeWellPBC and the School District of Palm Beach County's Choice and Career Options and Behavioral and Mental Health Departments, and included Palm Beach County Youth Services Department, CareerSource Palm Beach County, United Way of Palm Beach County, and several other partners.



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## Girls Coordinating Council



On May 23, 2023, the Girls Coordinating Council (GCC) in partnership with the Hanley Foundation hosted a webinar for Palm Beach County parents titled 'Responding to Girls' Mental Health.'

Responding to Girls' Mental Health focused on current mental health trends for girls and young women and helping parents recognize

the signs of mental health concerns and how to promote mental health and well-being. Attendees also heard from local community agencies on the services and resources available for girls and young women, including Palm Beach County Youth Services, Palm Beach County Victim Services and Sexual Assault Response Team, Center for Child Counseling and Pace Center for Girls.

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## Racial Equity - Advancing The Mission



On May 31, 2023, Tammy Fields, then-Director of Youth Services Department (YSD), Geeta Loach-Jacobson, then-Director of Outreach and Community Programming at YSD, and Ike Powell, then-Senior Program Specialist at YSD, represented at the Advancing The Mission (ATM) III session held at the Children's Services Council of Palm Beach County. The session opened with special recognition for Geeta's efforts

and contributions, serving over the past few years as a co-chair for the Birth to 22 Alliance Racial Equity Core Team.

Ed Chase, Palm Beach County Division Director for Intergovernmental Affairs and Community Engagement, presented information regarding recent immigration legislation and provided updates on other bills and initiatives relative to advancing racial equity, diversity, inclusion, and belonging. In addition, attendees shared best practices across participating organizations, and facilitators provided technical assistance as needed.



# Palm Beach County 'Gets Its Green On' for Mental Health

The Birth to 22: United for Brighter Futures Alliance and the Becoming a Trauma Sensitive Community Action Team celebrated the Eighth Annual "Get Your Green On" (GYGO) campaign and invited Palm Beach County to wear green on May 18, 2023. On Tuesday, May 2, 2023, Palm Beach County Commissioner Gregg K. Weiss presented a proclamation declaring May 2023 as Mental Health Awareness and Trauma Informed Care Month in Palm Beach County.

The GYGO campaign aims to raise awareness by creating visible support and fostering safe spaces to talk openly about mental health and trauma. Lauren Zuchman, Executive Director of BeWellPBC, and Katherine Murphy, Chief Executive Officer of NAMI Palm Beach County, co-chair the campaign. The campaign committee, in collaboration with Deon C. Jefferson and Kenya Madison, hosted a countywide signature event on May 18, 2023, called the 'Express Yourself Fashion Art Ball 2.0.' The theme of the Art Ball was 'Super Hero,' where guests were encouraged to wear their favorite superhero costume or create a new mental health superhero.

Among those who got their green on were Palm Beach

County Commissioners and many Palm Beach County Departments, BeWellPBC, Children's Services Council of Palm Beach County, Faulk Center for Counseling, The School District of Palm Beach County, Healthier Delray Beach, United Way of Palm Beach County, NAMI Palm Beach County, Alpert Jewish Family Service, Ruth & Norman Rales Jewish Family Services, Community Partners of South Florida, Center for Child Counseling, City of Greenacres, Healthier Boynton Beach, Palm Health Foundation, 211 Helpline Palm Beach and Treasure Coast, The Lord's Place, Young Singers of the Palm Beaches, Neuro Behavioral Hospitals, Health Care District of Palm Beach County, Families First of PBC, Healthy Mothers Healthy Babies Coalition of Palm Beach County, HCA Florida JFK Hospital, West Palm Beach Center for Arts & Technology, Genesis Community Health, Palm Beach County Behavioral Health Coalition, Florida Department of Children & Families, Miss Palm Beach County 2023, American Association of Caregiving Youth, West Palm Beach Mental Health Coalition, Pathways to Prosperity, Love Hope and Healing, and many others.





# Children's Services Council, Youth Services, And School District Team Up To Help Students Avoid Summer Slide

The Children's Services Council of Palm Beach County and the Palm Beach County School District teamed up to provide a laptop to students attending a County-sponsored summer camp. Children's Services Council board member Alexandria Ayala, who also is a member of the Palm Beach County School Board, worked with the school district's IT staff to ensure laptops were available for students to avoid the summer educational slide. Valerie Messineo, Youth Services Department Senior Program Specialist, worked with summer camps to facilitate the program. The Council and the County fund camp scholarships for eligible children

to ensure they have a safe, fun, engaging place to spend their time during the summer. Last year, more than 3,600 children benefited from the scholarships. Because of this year's agreement between the Council, the School District and the County, thousands of students now have access to laptops over the summer to continue their studies and avoid losing knowledge they gained during the school year. To learn more, please visit: <https://www.cscpbcc.org/news/council-update-csc-school-district-county-team-helpstudents-avoid-summer-slide>.

## Annual Task Force Meeting

The seventh annual Birth to 22: United for Brighter Futures task force meetings titled "Engaged Voices for Brighter Futures" were facilitated virtually. The annual meeting serves to inform, engage and plan with the key champions, coalitions, and young people about the work of Birth to 22: United for Brighter Futures. These meetings looked different than years past. First the annual meeting was split into two meetings: Tuesday, December 13, 2022, and Saturday, January 21, 2023. The goal was to be more accessible for parents and youth by holding an event on the weekend. Participation was incentivized with community service hours or gift cards for youth and parents. This resulted in 101 participants in December and 51 in January.

Ike Powell, then-Senior Program Specialist at Youth Services Department (YSD), hosted both events. Geeta Loach-Jacobson, YSD then-Director of Community Outreach and Programming, and LaNita Sanders, Community Planning and Partnership Lead at the Children's Services Council of Palm Beach County (CSC), introduced the participants to Birth to 22 and shared

videos about the 2022 accomplishments, Future Leaders United for Change, and the Girls Coordinating Council.

The December meeting was tailored more towards Birth to 22 members, stakeholders, and community agencies than the January meeting, which focused on obtaining feedback from the youth and families. In December, Tammy K. Fields, then-YSD Department Director, and Lisa Williams-Taylor, CEO of the Children's Services Council of Palm Beach County, presented the 2022 accomplishments and the benefits of collective impact.

Jeanette Gordon, an independent consultant, facilitated breakouts and discussions around the newly identified strategic priorities. In the 2023 Community Conversations, the community stated that the three most significant areas of need are mental health, economic access, and education. The task force meetings served to gather additional information around these strategic priorities. This information will then be used to build the Youth Master Plan 2.0, the blueprint for setting priorities and taking action to improve the lives of children and youth in Palm Beach County.



152

Attendees



73

Agencies



6

Action Areas

A close-up photograph of a sunflower, showing its large, dark brown, hairy seed pod and the surrounding green leaves. The image is overlaid with a semi-transparent green filter. The text is white and positioned in the upper left quadrant.

# *Finance, Contracting and Administrative Services Division*

FY 2023 Actual Expenses



# Division Letter



The Finance, Contracting and Administrative Services (FCA) Division managed 69 active contracts over this reporting period and processed 584 contract claims for our Community Based Agencies. Payroll was submitted timely. More forms were improved for electronic processing for review, signatures and approval; therefore, reducing our footprint on the environment. Hard copy files have been reduced, even eliminated in some areas. Staff attended 107 trainings and are beginning to prepare for recertification of non-clinical staff in the trauma-informed approach.

In addition to regular duties, staff participated in Cross-Divisional Action Teams – Equity, Diversity, Inclusion & Belonging, Sanctuary (trauma informed care) and SEEDS of Success (Employee Recognition). It is with gratitude I share staff also participated on the Community Events team, attending various events around the County to share information about our programs and services.

Phases I and II of the Four Points office location space-planning project are complete! The Belle Glade office is nearing the completion stage as well. We look forward to an open house where we will dedicate space to a long-term County YSD employee who had a significant impact on

employees and the youth and families she served in the western Belle Glade community.

Public Relations outreach efforts were increased, including a new weekly campaign to share about the free services the Department offers.

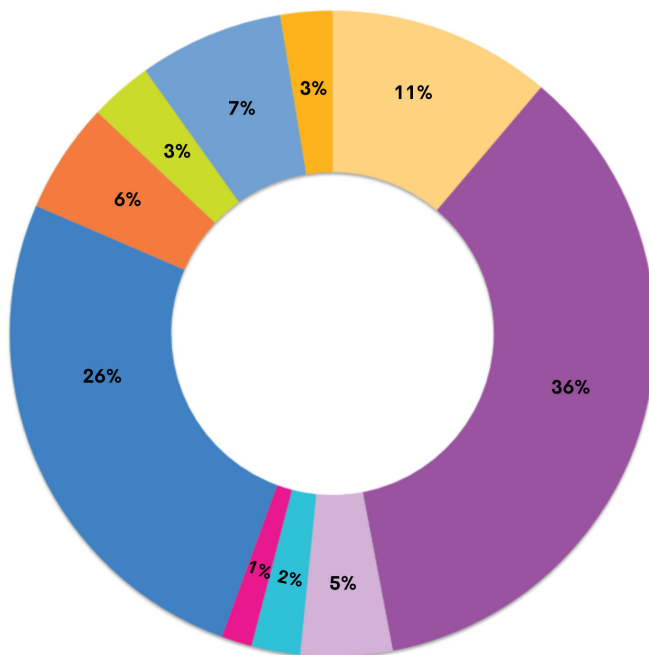
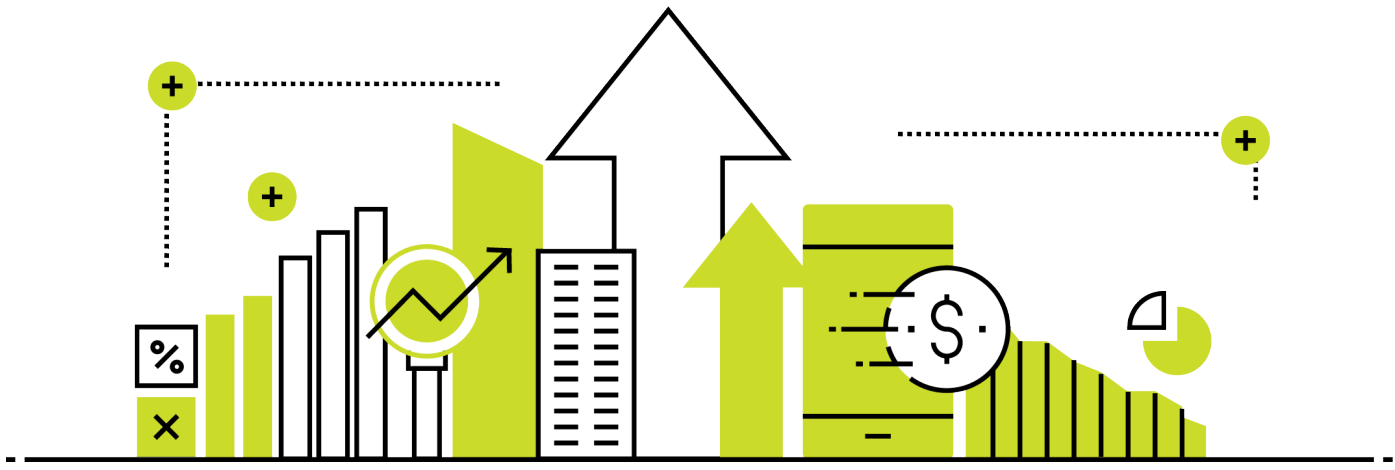
Our social media fan/followers increased by 7.5%, meeting our target for the year. We encourage employees and clients to follow YSD on Twitter, Instagram and Facebook to get your Monday Motivation and Thursday Thoughts! On these platforms, you will be informed of upcoming educational opportunities, community events and updates to our services. We love to celebrate our accomplishments and those of our community partners, so check it out and see what we have been up to!

The FCA Division prepared and submitted a timely budget for FY 2024 and successfully closed out FY 2023.

**Michelle Liska**

Director, Finance, Contracting, and Administrative Services

# FY 2023 Actual Expenses



**Actual Expenses: \$14,604,995**

- Administration
- Community Based Agency (Evidence Based Programming) Contracts
- Education and Training
- Family Violence Intervention Program (FVIP)
- Guardian Ad Litem
- Highridge Family Center
- Outreach and Community Programming
- Summer Camp Program
- Youth and Family Counseling
- Youth Empowerment Center Contracts



**69**

Active Contracts



**584**

Contract Claims Processed

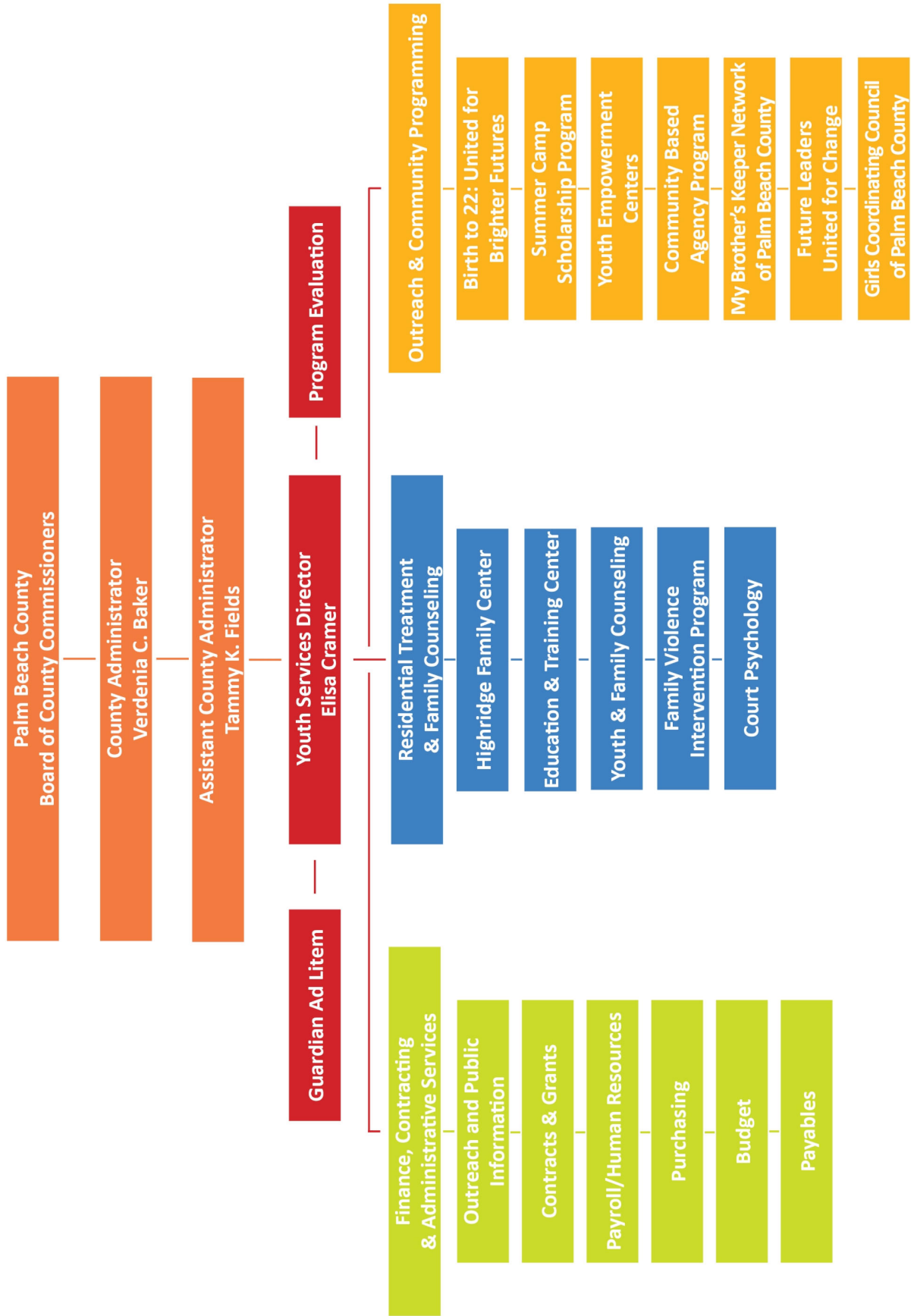


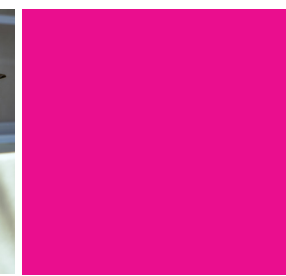
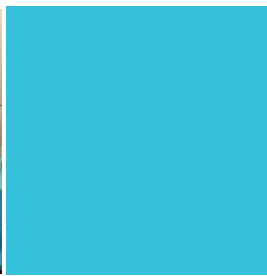
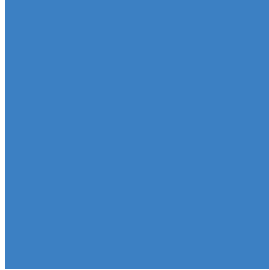
**7.5%**

Increased Social  
Media Fan Base



# Organizational Chart





50 S Military Trl, Ste 203  
West Palm Beach, FL 33415

(561) 242-5700

[www.pbcgov.com/youthservices](http://www.pbcgov.com/youthservices)



pbcyouthservices



PBCYSD



PBCYSD



Palm Beach County  
Board of County Commissioners