

CCYSB

**Carroll County Youth
Service Bureau, Inc.**

2003 Annual Report

*Comprehensive Mental Health Services
for Children, Adults & Families*

Carroll County Youth Service Bureau is an outpatient mental health clinic and is licensed by the Department of Health and Mental Hygiene (DHMH) and certified by the Department of Juvenile Services (DJS). The Carroll County Youth Service Bureau has provided outpatient mental health services in Carroll County since 1972 and has grown into a multi-disciplinary behavioral health service practice that offers a range of outpatient treatment services. Therapists utilize a family systems approach that incorporates the child and family, within their community, and recognizes and values their impact on one another. This approach reinforces child and family strengths, addresses identified family needs, and utilizes community resources. Most clients receive a thorough clinical assessment, which includes an analysis of presenting risk and protective factors.

Board of Directors:

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Letter from the President:

The creation and delivery of a stream of prevention, intervention and counseling services is an ongoing endeavor for the Director and staff of the Youth Service Bureau, and has been since the beginning of the Carroll County Youth Services Bureau in 1972.

From Parenting Education Workshops, Parent-Teen Mediation, Suicide and Violence Assessments to Separation and Divorce Seminars, counseling, and psychiatric services, YSB continues to seek programs and funding that meet the needs of our community. Whether working with funding sources or with agency partners, the YSB remains dedicated to the youth and families in our community. With this first annual report from Director Lynn Davis, you will see the complexity of the work by this agency.

If there is a single message I can provide from the Board of Directors it is that we are proud to be associated with the fine work of the Carroll County Youth Service Bureau. This agency has maintained its focus on strengthening individuals and families in Carroll County.

*Joanne M. Hayes
Board President, 2001 – 2003*

Director's Notes

Dear Partners:

Organizationally, our most notable accomplishment has been the on-going implementation of our first strategic plan. In January 2001, Carroll County Youth Service Bureau (CCYSB) designed its first three-year strategic plan and since that time has purposefully strived to fulfill the goals and objectives set forth in this staff-created document. This plan was the catalyst to an agency norm of team or committee work, which has sustained movement because of the talent and commitment of staff.

Using our strategic map as a guide, we are carefully evaluating new initiatives, requiring that they be in union with our mission and vision. During this past year the following program additions occurred:

Family Preservation Services increased to meet the growing need in the community. As a result of the successful request of our Local Management Board, we were able to add a third team; making it possible to serve 60 families this fiscal year.

CCYSB received funding, in a partnership with the Family Center, to initiate the Safe and Stable Family Preservation Program for families of children birth- five years. We are excited to be part of an early intervention, home-based program, which provides therapeutic and case management services to families in crisis.

The Community Mediation Program was fortunate to hire an additional staff person to manage the rewarding, yet time consuming position of outreach and volunteer coordinator.

Because of generous county funding, we were able to add the position of caseworker to the Violence Prevention Program. This staff addition allowed us to assist families in meeting the specific treatment recommendations put forth in the evaluations; thereby increasing the opportunity for success.

Our steps in technology growth continue; and as a result we have added work stations, developed a local area network, established our own domain and assigned all staff an email address. YSB enters the 21st century!

Our Advisory board continues to support our agency work and challenges us to continually improve not only our service to children and families but our internal structure as well. CCYSB is grateful for their continued support and mentoring.

CCYSB staff recognizes its responsibility to the community by being active members of over 23 boards or working committees. During this past year, staff made over 65 educational/informational presentations to local parent groups, community organizations, and state-level organizations.

The commitment of staff to continued education and training is evident in the over 60 clinical and technology trainings they attended over this past year. These additional responsibilities are accepted in addition to the clinical requirement of serving the children and families in our community.

Current staff demonstrates a high level of professionalism, a strong work ethic, and a dedicated commitment to the youth and families it serves. This staff also shows a commitment to its coworkers, which makes for an incredibly cohesive work environment.

As we close this year we look back to the accomplishments of last year and the strategies accomplished by our strategic plan and look forward to the development of a new plan which will guide us through the coming years. While this year has been productive, we look forward to continually striving to be responsive to our community-at-large and to the people we serve.

Lynn Davis, LCPC

Our Mission

The mission of the Carroll County Youth Service Bureau, Inc. (CCYSB) is that we “. . . commit ourselves to provide a continuum of community-based mental health services for children, adults, and families in Carroll County. We use a multi-disciplinary approach to deliver prevention, intervention, and treatment services in the least restive and most cost effective manner. In the true spirit of the helping profession, we are dedicated to excellence in service, innovation in programming, and responsiveness to our community.”

Our Vision

1. We will continue to be the foremost mental health provider for the families of Carroll County
2. We will offer state-of-the-art treatment, while increasing the population we serve.
3. We will create innovative programs to serve the community and encourage diversification of job roles for our staff.
4. We will share our expertise through training, research, and continuing education.
5. We will be financially sound.
6. We will maintain a joyous work environment through our respect and caring for each other.

Project Goals and Objectives

- Maintain and enhance the relationship between CCYSB and key referral sources
- Pursue excellence in providing quality care and service.
- Maintain excellence in the work environment.
- Increase financial growth as new services are developed and current services are expanded.

Billy is an 11 year old 5th grader from a nearby Carroll County elementary school. He was referred to the Youth Service Bureau for a suicide assessment by his guidance counselor. Billy had written suicidal comments on his notebook and had disclosed to the guidance counselor that he “thinks about hurting himself a lot.” Billy and his father came to CCYSB for an immediate assessment. Background information revealed that Billy had multiple changes and trauma during the past year: his mother had died from a drug overdose two months previously; father had moved the family to Carroll County within the last year, which required a change in school and community for Billy. Billy had also recently gotten into a fight with neighborhood children and been charged with 2nd degree assault. Billy’s school performance had declined since his mother’s death, which complicated an already difficult school transition. Billy has a history of attention deficit disorder treated with medication prescribed by his behavioral pediatrician.

Following a comprehensive assessment, a treatment plan was implemented for Billy and his father that included (1) Safety plan that provided careful supervision (2) Referral for psychiatric evaluation for depression and grief response (3) Coordination with Billy’s school to help him with peer relationships and positive helping role with teachers (4) Consultation with Billy’s probation officer to coordinate terms of probation and balance mental health needs with behavioral accountability.

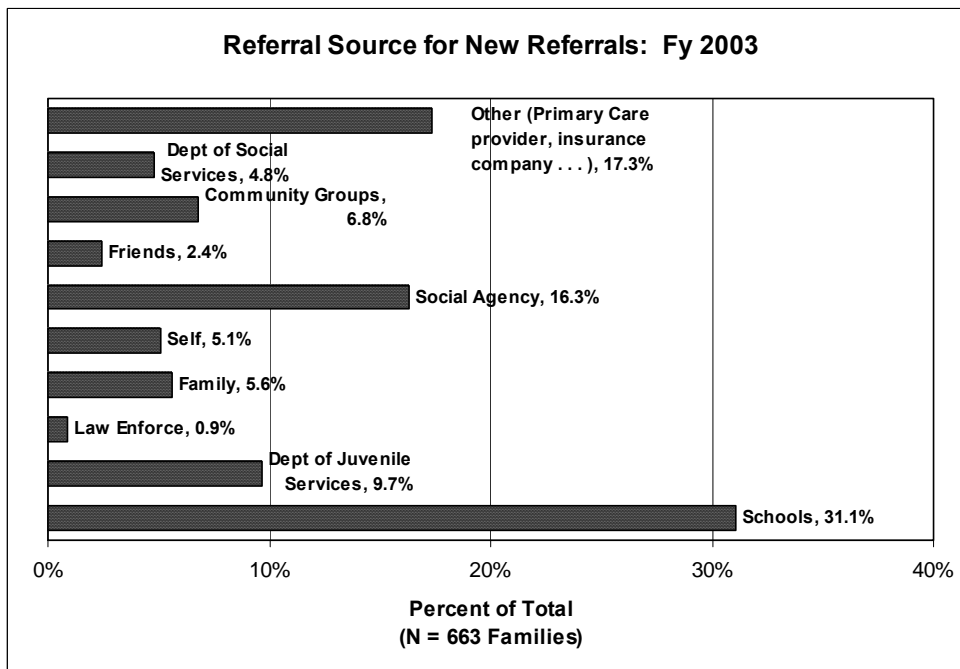
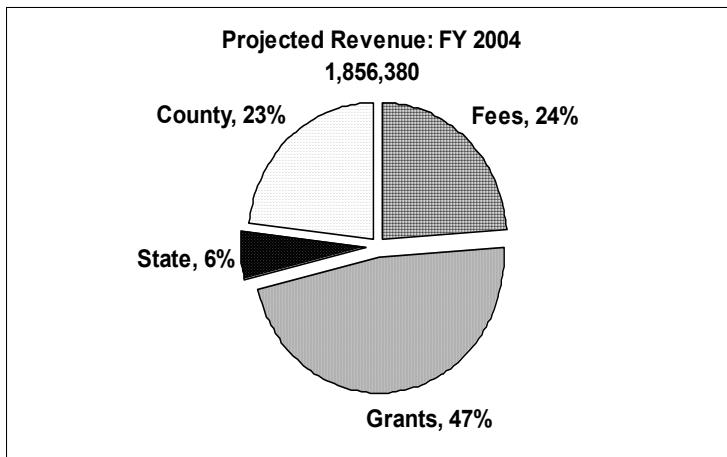
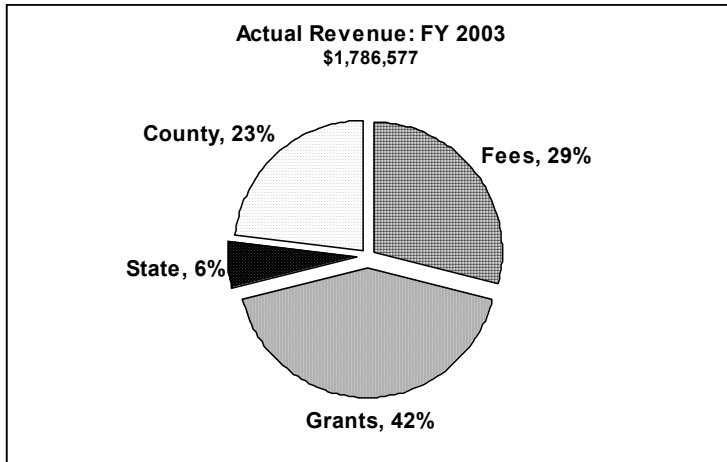
Follow up reports two months later indicated that Billy’s suicidal ideation had declined significantly, his grades had improved, and he had entered individual and family treatment at the Youth Service Bureau. Billy’s guidance counselor had recruited Billy for a school flag football team. Billy’s probation officer was pleased with Billy’s progress and was preparing to discharge him from active probation.

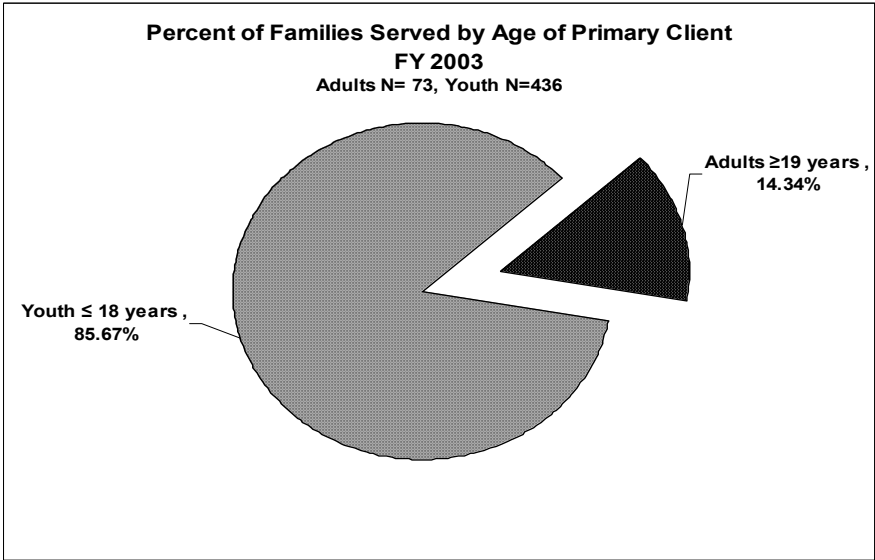
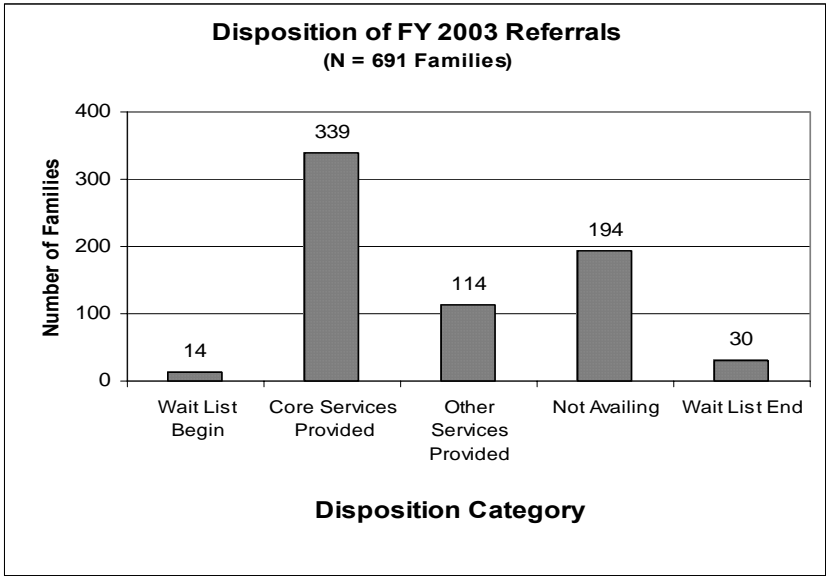
Prevention and Treatment Services

- Outpatient Mental Health Clinic for Children, Adolescents, and Adults
 - ◆ Psychiatric evaluations
 - ◆ Psychosocial evaluations
 - ◆ Individual Therapy
 - ◆ Couple Therapy
 - ◆ Family Therapy
 - ◆ Information and Referral
 - ◆ Group Therapy
 - ◆ Medication Management
 - ◆ Consultations
 - ◆ Liaison with schools and local social service agencies
- Family Intervention Specialist (FIS)
 - ◆ The FIS counselor is a mental health professional contracted by the Carroll County Core Service Agency (an agent of DHMH) in partnership with DJS.
 - ◆ The FIS counselor coordinates mental health care for youth who have serious emotional disturbances and are returning from out-of-home placements initiated by DJS.
 - ◆ The FIS counselor teams with a DJS case manager to facilitate successful reintegration of detainees and compliance with the conditions of probation and to avoid additional crimes committed by the juvenile that would lead to re-arrest.
- Intensive Family Preservation
 - ◆ Teams of Mental Health Professionals provide a voluntary, short-term intensive home-based program for Carroll County residents.
 - ◆ Primarily assists families with children 6 years and older that are at imminent risk of out-of-home placement
 - ◆ Crisis intervention and stabilization program with integrated step-down services.
- Safe and Stable Family Preservation
 - ◆ Teams of Mental Health Professionals provide a voluntary, short-term intensive home-based program for Carroll County residents.
 - ◆ Primarily assists families with children 0 to 5 years that are at risk of out-of-home placement
 - ◆ Crisis intervention and stabilization program with integrated step-down services.
- Violence Assessment Program
 - ◆ Serves Carroll County Public School students referred for “serious threats of violence.”
 - ◆ Referrals are made by the school principal or designee following suspension
 - ◆ Service includes a licensed clinical social worker interview with child and parent, verbal recommendations to principal followed by written report to principal, parent, and Pupil Services Department.
- Suicide Intervention Program
 - ◆ Licensed clinical social workers provide services to students of Carroll County Public Schools.
 - ◆ On-call suicide assessment (school days 7:30 a.m. to 5:30 p.m.)
 - ◆ Accessed through guidance, pupil personnel worker and school psychologist.
- Parent-Teen/Community Mediation Programs
 - ◆ Mediation is neutral, voluntary, confidential, and offers solutions, which are personalized to meet the needs of the parent and teen alike.
 - ◆ Mediation empowers teenagers and parents to make their own choices.
 - ◆ Mediators are adult and teen volunteers who are professionally trained.
 - ◆ Mediation is offered at no cost to participants
 - ◆ Mediation is offered for family and community problems.
- Mobile Treatment Services

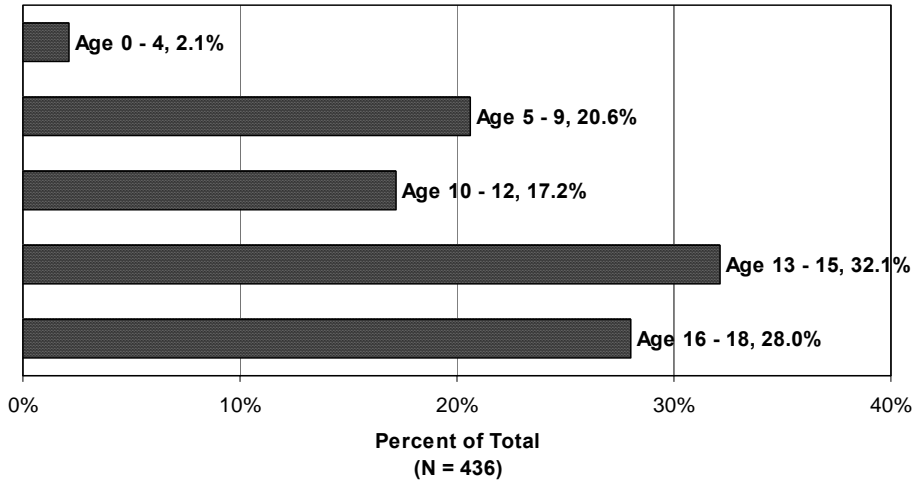
- ◆ A community based treatment program providing outreach and support for Carroll County adolescents and adults with psychiatric needs.
- ◆ Provided by multi-disciplinary team composed of psychiatrist, nurse, and social worker 24 hours, 7 days a week on-call pager available.
- P.R.I.D.E./P.R.I.D.E.+
 - ◆ Provides alternative educational support and placement to Carroll County Public School elementary-age children with behavioral issues too difficult to be managed in the mainstream classroom
 - ◆ While the overall goal of P.R.I.D.E. is to decrease the likelihood of a student's disruptive behavior, P.R.I.D.E. + provides resources for emotional and training support for teachers who work with this type of student.
 - ◆ Accessed through CCPS Pupil Personnel Worker.
- Parenting Education
 - ◆ Separation and Divorce Seminars
 - ◆ Parenting the Difficult Child
 - ◆ Parenting Teenagers
- Taneytown After School Program (TASP)
 - ◆ The TASP is a vital component of the Taneytown HotSpot initiative.
 - ◆ The overall goal of the TASP is to better provide for the physical, emotional, mental care, supervision, and need for activity for Taneytown youth.
 - ◆ The Taneytown Community Policing Program is a vital component of the TASP.
 - ◆ The TASP incorporates relevant activities to address specific needs, for example, community and business involvement activities, especially the relationship developed with the Community Policing Office, increases community attachment because opportunities for increased communication and understanding between business and community members with juveniles will occur.
 - ◆ In addition, activities related to the improvement of social skills and improved self-esteem will decrease peer-to-peer conflict in addition to reduced conflict within the home, school, and community
- Graduate and Undergraduate Internship Training Program
 - ◆ Provides intensive training, supervision, and on-the-job experience to first and second-year master level clinical interns.
 - ◆ Provides training, supervision, and on-the-job experience to undergraduate Bachelor of Social Work and Psychology candidates.
 - ◆ Many of the interns who have participated in this program have attended the School of Social Work-at Baltimore, Loyola Pastoral Counseling Center, and McDaniel College.
 - ◆ The majority of CCYSB's clinical staff served as an intern prior to being hired.
- Carroll County Public Schools Training for Guidance Counselors:
 - ◆ Suicide Intervention
 - ◆ Violence Assessments
 - ◆ Mediation for family and peer conflict
- Employee Assistance Program
 - ◆ Provides counseling services to employees and their families
 - ◆ Contracts are established through agreements between CCYSB and the particular company, agency, or business.
- Business and Employment Resources Center (BERC)
 - ◆ Provides counseling services to BERC participants who are identified by BERC staff as experiencing difficulties with job training or job search.

Agency Reports

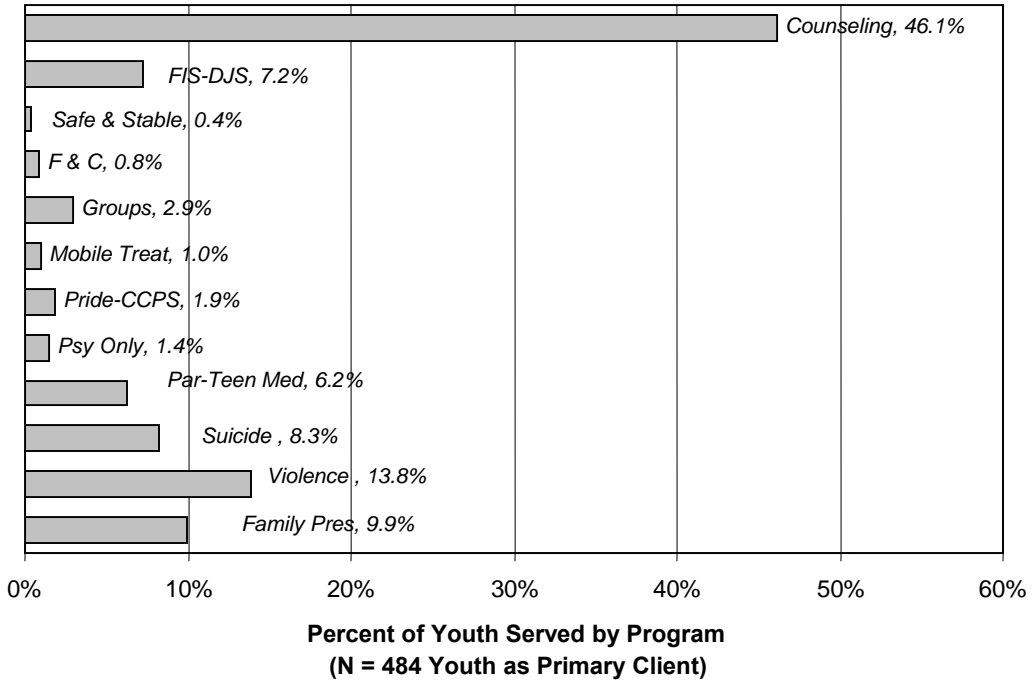




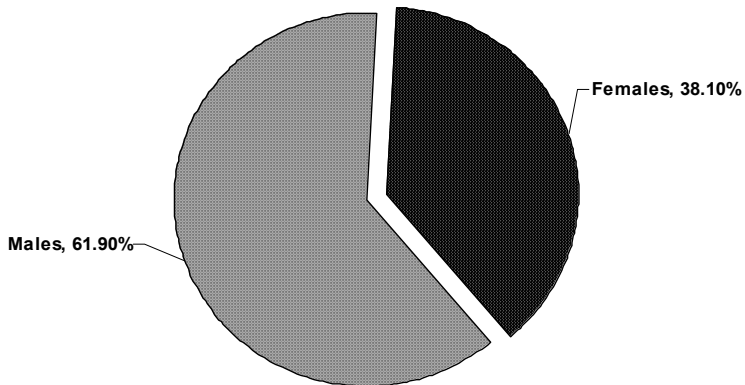
**Youth by Age Category of Primary Client
Fy 2003**



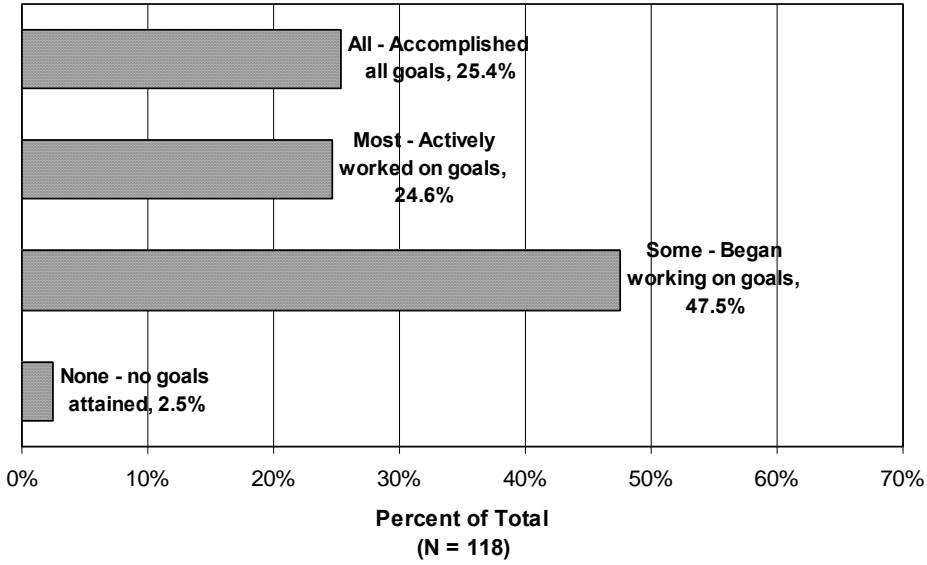
All Youth Served: Fy 2003



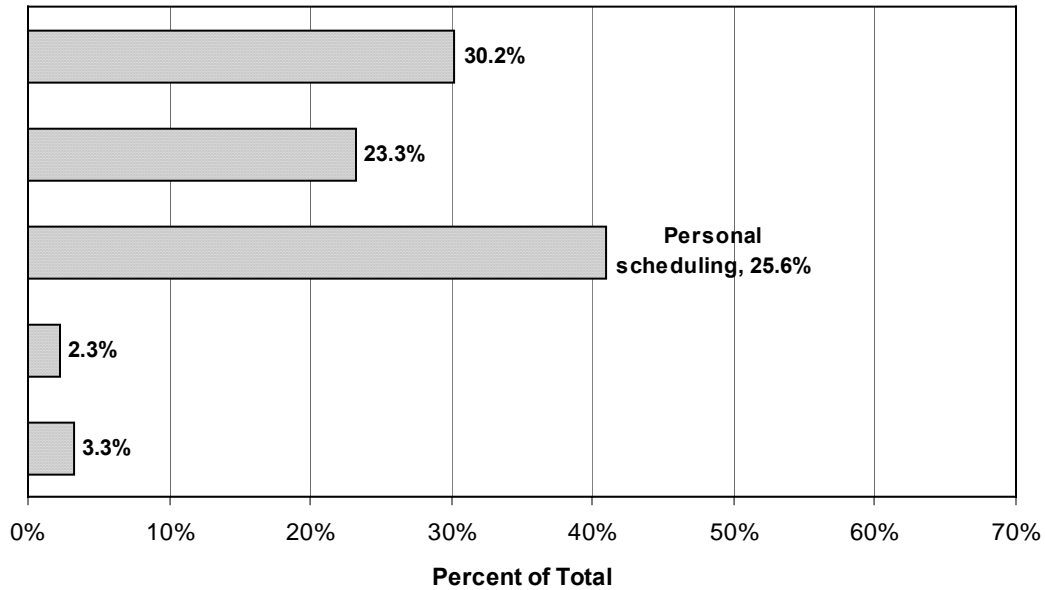
Youth Served by Gender FY 2003 Youth N=436

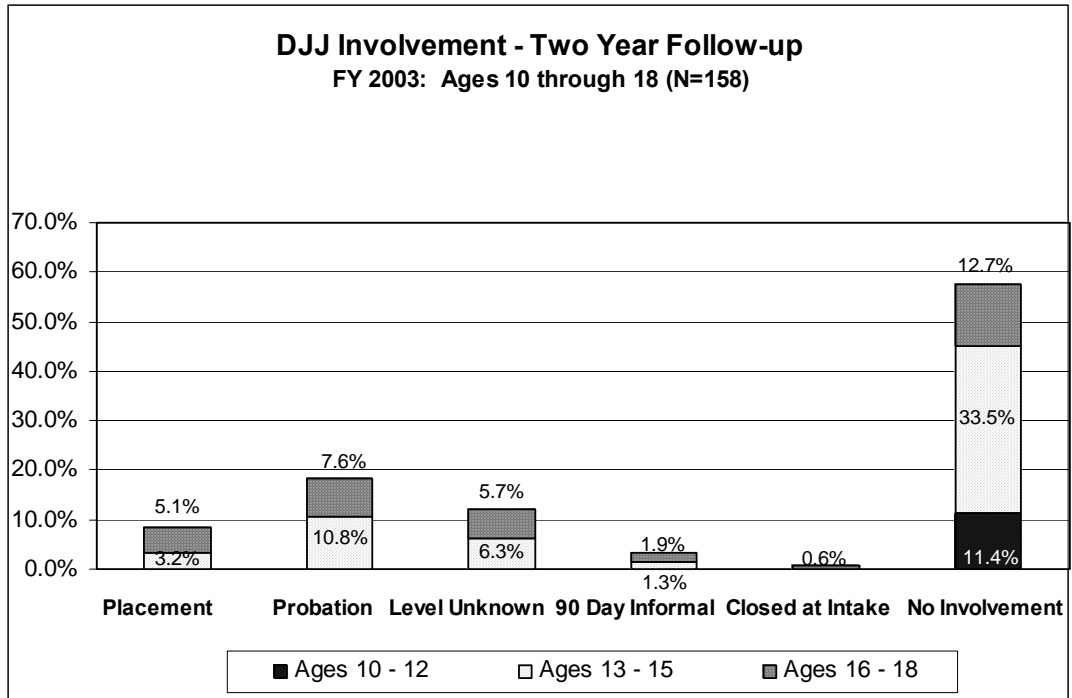


Goal Attainment for Clinic Cases Closed During Fy 2003
N = 118



Type of Termination for Cases Closed During Fy 2003
N = 215





A single father with six children needed help from the Safe and Stable Family Preservation Program. His wife was removed from the home by court order for neglect and long-term substance abuse treatment. The family's goals included: assistance with organization, prioritizing family needs, therapy regarding loss for the children, assistance with public and private school enrollment, connecting with a carpool, parenting strategies (provided both in-home as well as referred to the Family Center), defining the children's household chores, and referral to long-term therapy to address loss and anger management for Dad and the three oldest children. At the time the case was closed, dad and the three boys were enrolled in therapy. In addition, the boys' school counselors provided regular monitoring of their emotional needs through individual and group sessions. The family received strong support from family and friends in the form of childcare, management of the bills, ensuring the boys share household responsibilities, and overall emotional support. The father improved his ability to manage the multiple responsibilities of being a single parent.

Looking Forward...

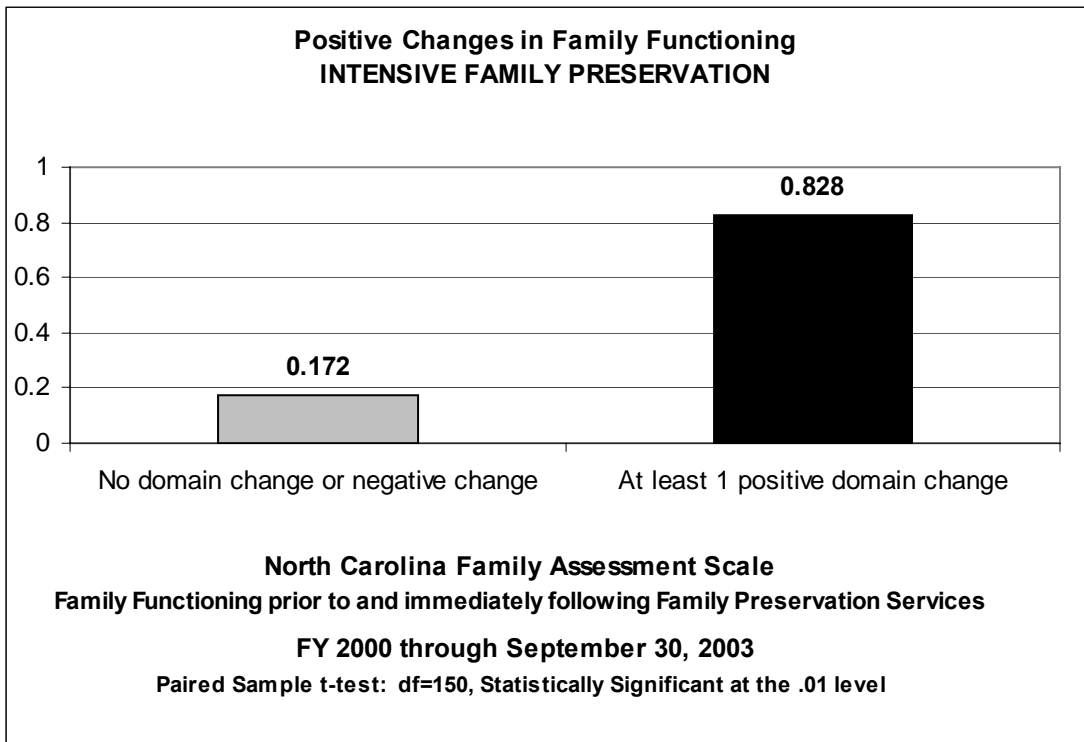
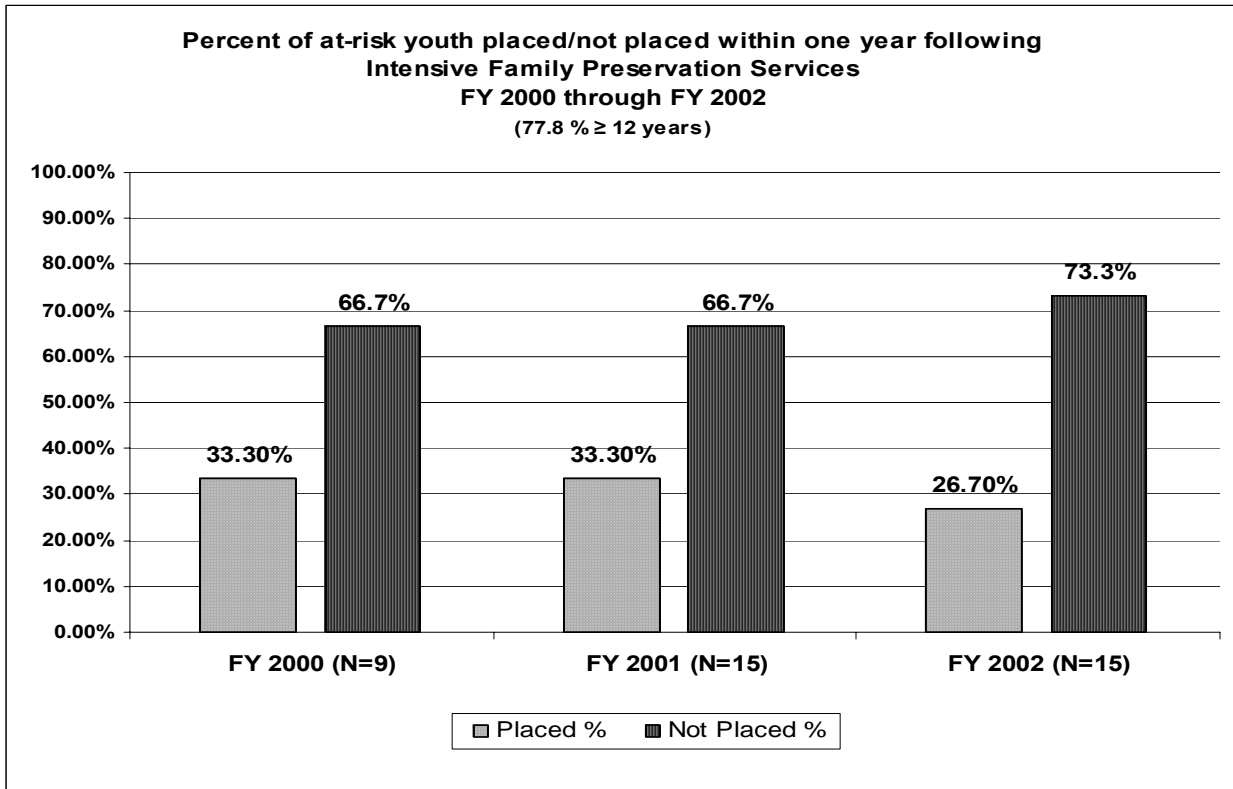
Carroll County Youth Service Bureau's (CCYSB) plan for fiscal year 2004 is to continue our mission of providing excellence in mental health services to Carroll County families.

CCYSB sustained some funding decreases for FY 2004, but is fortunate that most of its financial support remains intact for this next fiscal year. We remain attentive to the current financial climate and the possibilities for loss of funds.

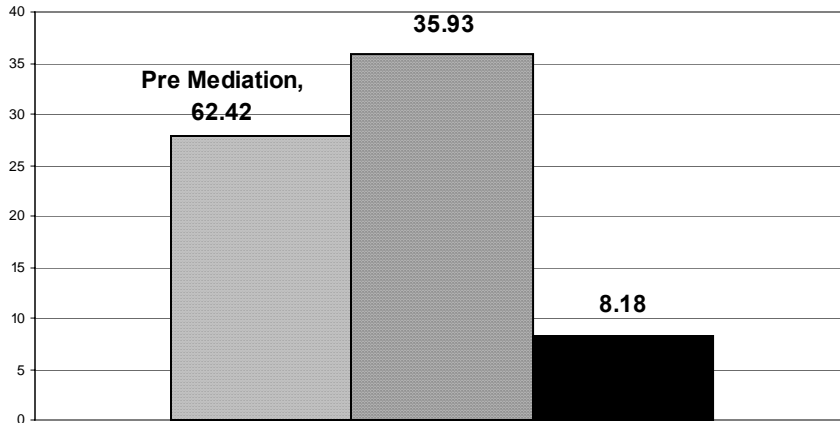
As a result of this awareness, the agency remains active in collection of fees from insurance and medical assistance and diligent in searching for grant opportunities to enhance services and increase funding. Our advisory board is open to discussing future fundraising possibilities, as well. We continue to recognize the importance of maintaining open communication with social and governmental agencies, both on the local and state level, for funding as well as partnering efforts.

We will continue our charge of responsiveness to the mental health needs of children and families in our community.

Program Outcome Highlights

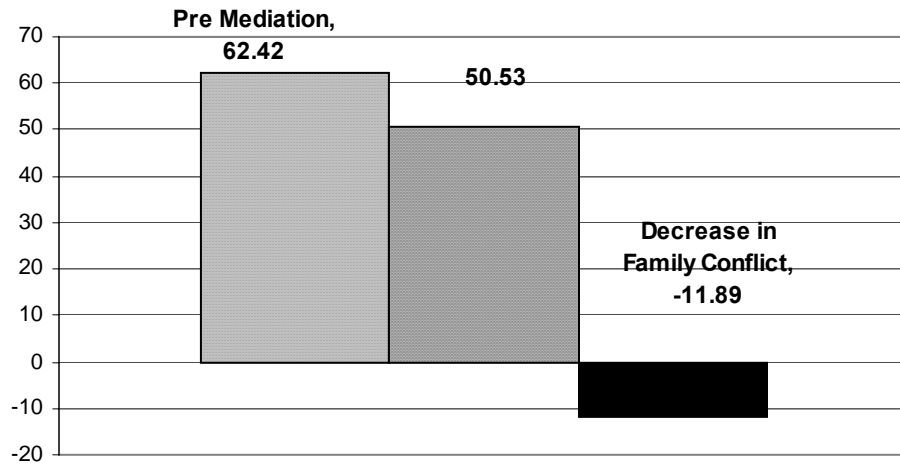


Increase in Family Cohesion
PARENT-TEEN/COMMUNITY MEDIATION PROGRAMS



Family Environmental Scale
Average Family Cohesion Prior to and 3 Months Following Mediation
Paired Sample t-test: df=14, Statistically Significant at .00 level

Decrease in Family Conflict
PARENT-TEEN/COMMUNITY MEDIATION PROGRAMS



CCYSB Staff

Main numbers: 410-848-2500, 410-876-2500

Fax number: 410-876-3016

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