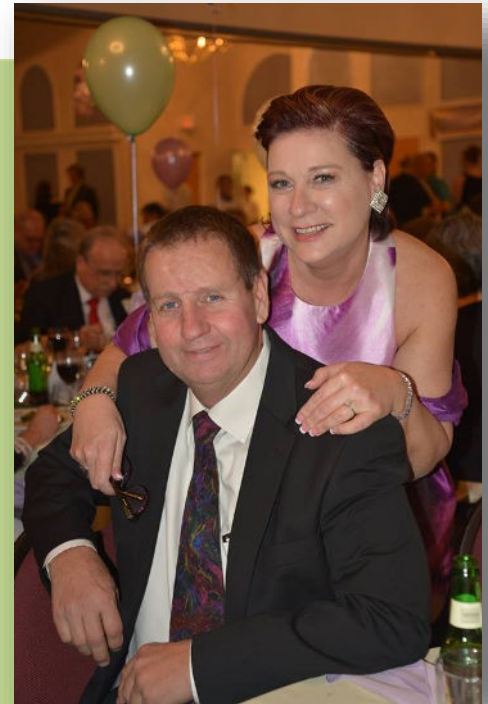


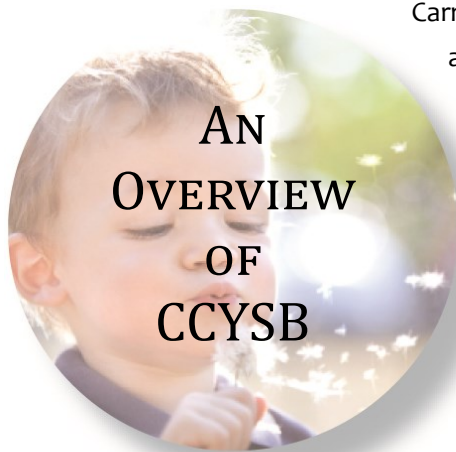
CARROLL COUNTY YOUTH SERVICE BUREAU

FY2016 ANNUAL REPORT



"It Starts With the Heart."





Carroll County Youth Service Bureau is an outpatient mental health clinic and substance abuse treatment center. We are licensed by the Department of Health and Mental Hygiene (DHMH) and certified by the Department of Juvenile Services (DJS). 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 practice that offers a range of outpatient mental health and substance use/abuse treatment options. Therapists utilize a family-systems approach that incorporates the child, adult and family within their community and recognizes and values their impact on one another. This approach reinforces individual and family strengths, addresses identified family needs, and utilizes community resources.

A HEARTFELT MESSAGE FROM THE PRESIDENT & DIRECTOR

Dear Friends of Carroll County Youth Service Bureau,

It is a gratifying feeling to pause and reflect on the year past. Our reward comes in knowing that the work to which we are committed makes a positive impact on people's lives. Also important to note: the relationship of client to counselor is often a reciprocal process, we learn and grow as therapists and individuals as we assist our clients in their journey.

In looking back we would be remiss if we did not mention a "larger than life" addition to our agency this past year: the electronic health record (EHR). This "foreign language" entered the world of the helping profession at CCYSB and our work-life is forever changed. The electronic health record has now become the standard method of all forms of documentation, and so much more! We are hopeful that we will continue to become proficient in this new language and accrue the benefits of this current way of doing business.

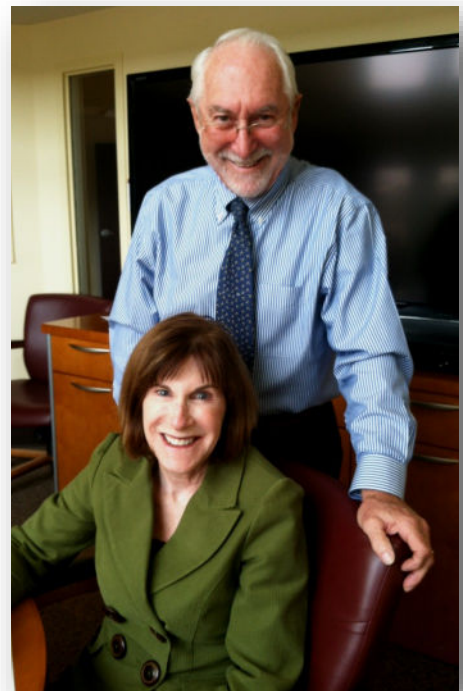
During this last fiscal year, CCYSB completed an administrative reorganization which provided the structure for the implementation of initiatives critical to our agency's continued growth as a service organization. Fully integrating our mental health, substance use, and somatic care assessment and referral will assist us in achieving agency-wide excellence in integrated care and most importantly, the best possible treatment outcomes for our clients. Please take a moment to read about our substance use services featured in this year's annual report.

We are extremely grateful for the support and generosity of our State, County, local foundations, community businesses, and individual donors; our work is also enhanced by the commitment of our talented board of directors and dedication of our most-capable staff. Thank you.

Sincerely,

Richard Simmons, Board President

Lynn Davis, Executive Director



CONTINUUM OF COMMUNITY BASED SERVICES

Outpatient Mental Health Clinic for Children, Adolescents & Adults

Outpatient services include: Individual Therapy, Consultations, Family Therapy, Medication Management, Information & Referral, Psychiatric Evaluations, Group Therapy, Psychosocial Evaluations, and a liaison with school and local service agencies.

Substance Use/Abuse Services

CCYSB provides a full range of assessment and treatment services to meet the needs of individuals and families experiencing the negative impact of addiction. Our objective is to provide comprehensive services with the goal of intervention, education, treatment and recovery of substance use/abuse and/or dependence.

Psychiatric Services

CCYSB offers psychiatric services (evaluation and medication management) to clients who are receiving psychotherapy services within the Clinic, Family Preservation, and the Assertive Community Treatment (ACT) program. These services are provided by licensed psychiatrists and Psychiatric Nurse Practitioners.

Violence Assessment Program

This program is a partnership with Carroll County Public Schools for students referred following a suspension for serious threats or acts of violence. Services includes a licensed clinical social worker interview with child and parent, verbal recommendations to the principal followed by a written report to the principal, parents, and Pupil Services Department.

Graduate and Undergraduate Internship Training Program

This program provides intensive training, supervision, and on-the-job experience to master's level clinical interns and undergraduate students. Interns have come to CCYSB from the University of Maryland School of Social Work, Towson University, Loyola College, McDaniel College, Hood College, University of Pennsylvania, and Johns Hopkins University.

Adventure Diversion Program (ADP)

The Adventure Diversion Program is an alternative intervention program for juveniles who are on probation and are at risk for out-of-home placement. This is a mandatory supervised evening program coupled with recreation, experiential learning, pro-social skill development and conflict resolution. The program is a collaborative effort between CCYSB, the Carroll County Department of Juvenile Services, the Carroll County Local Management Board, and the Boy Scouts Venturing Crews.

Suicide/Self-Injury Intervention Program

During school hours, an on-call therapist provides clinical assessment services for Carroll County Public School students at risk of suicide or self-harm, ideation or self-harm behaviors.

Business and Employment Resource Center (BERC)

This program focuses on counseling services to BERC participants who are dealing with the emotional, psychological and interpersonal challenges associated with unemployment.

Interactive Group Therapy

This program focuses on a variety of problems and issues relevant to adolescents, using action-based methods to overcome barriers faced by teens and works on family, peer, school, and community issues in a more action-oriented way. This program serves at-risk youth 14-18 years old or currently involved with Department of Juvenile Services in Carroll County and from Carroll Hospital Center's Partial Hospitalization Program.

Parents as Teachers (PAT) Program

Parents-as-Teachers is an evidence-based program which provides home-based school readiness curricula to families with young children (0-5 years old). The PAT Mental Health Consultant trains PAT Educators in early childhood mental health. The PAT consultant provides direct in-home services (consultations, clinical assessments) to families and consultations (face-to-face, phone, email) with PAT Educators to assist families in improving social and emotional well-being.

Family Preservation and Safe & Stable Programs

Both are short-term, home-based programs that provide family therapy designed to preserve and improve family relationships, and prevent out-of-home placement for a child in the family. Some families will subsequently enter into Parent Child Interactive Therapy (PCIT), an evidence-based treatment for young children and their families.



CONTINUUM OF COMMUNITY BASED SERVICES (CONTINUED)

Evidence-Based Interventions Improves Outcomes

The use of evidence-based interventions is aligned with our vision to be the foremost mental health provider for youth, adults and families in Carroll County by providing innovative, culturally sensitive, and highly-effective treatment. Four treatments which are evidence-based models requiring fidelity to the model are:

- **Assertive Community Treatment (ACT)**

Outreach, counseling, psychiatric, nursing, housing, employment and other support services provided in the home and throughout the community for chronically-ill adults who cannot be served in traditional outpatient settings. Round-the-clock on-call services are an essential component of the service.

- **Brief Strategic Family Therapy (BSFT)**

This program is a short-term, problem-focused, evidence-based model which serves youth 6-18 years-old and involves the entire family in the counseling process. BSFT targets children with conduct problems, problematic family relationships, substance abuse, oppositional defiant behavior, delinquency, aggressive & violent behavior, risky sexual behavior, and anti-social peer involvement. BSFT focuses on problematic interactions within the family, replacing them with healthier interactions. BSFT is endorsed as a model program by the Office of Juvenile Justice and Delinquency Prevention (OJJDP) and the Substance Abuse and Mental Health Administration (SAMHSA).

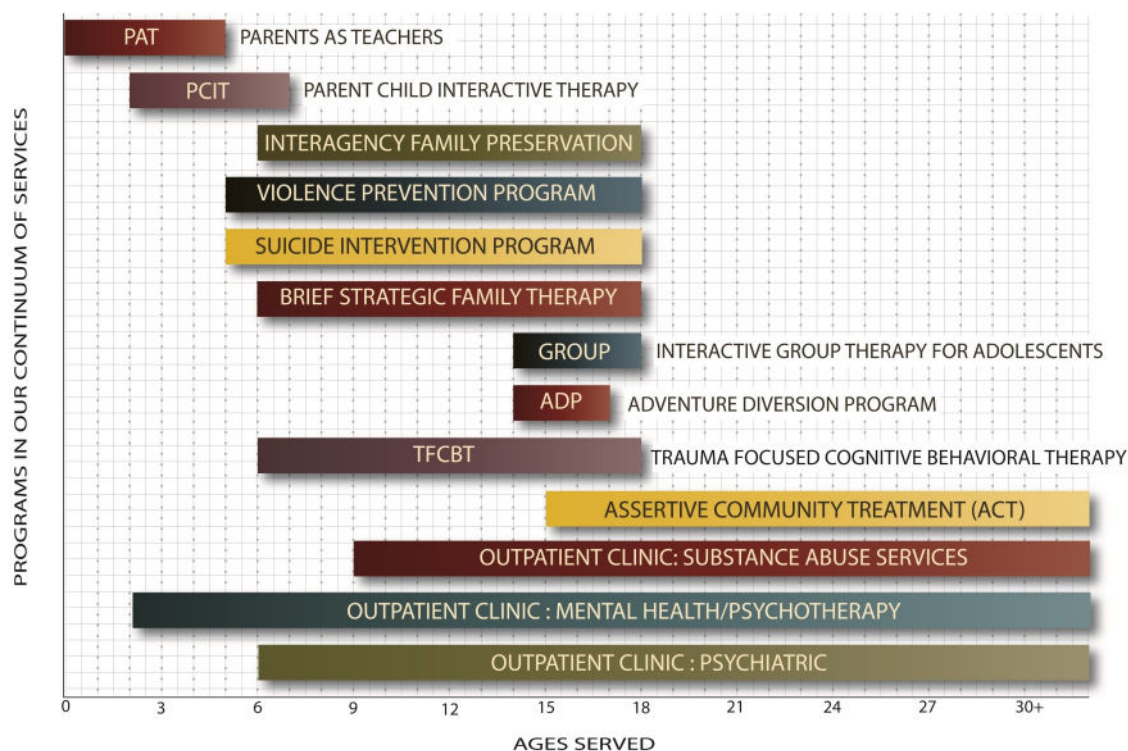
- **Parent Child Interactive Therapy (PCIT)**

This program is an empirically supported treatment for young children (ages 2-7) with disruptive behaviors. Developed by Shelia Eyeberg at the University of Florida, PCIT integrates concepts from social learning theory, traditional play therapy, and attachment theory to enhance the parent-child relationship, increase children's pro-social behaviors and increase parent's behavior management skills.

- **Trauma Focused Cognitive Behavioral Therapy (TFCBT)**

This program is a clinic-based psychotherapeutic intervention designed to help youth and their parents overcome the negative effects of traumatic life events such as child sexual or physical abuse, traumatic loss of a loved one, domestic, school, or community violence, or exposure to disasters, terrorist attacks, or war trauma. Treatment focuses on parent-child interactions, parenting skills, therapeutic treatment, skills development (e.g.: stress management, cognitive processing, communication, problem solving, and safety), and parental support.

CONTINUUM OF SERVICES BY AGE



PARTNERS IN PROVIDING SERVICE

Boys and Girls Club of Westminster
Business & Employment Resource Center
Carroll Citizens for Racial Equality
Carroll County Bureau of Prevention,
Wellness and Recovery
Carroll County Commissioners
Carroll County Department of Citizen Services
Carroll County Department of
Management & Budget
Carroll County Department of
Juvenile Services
Carroll County Department of Social Services
Carroll County Department of Health
Carroll County Grants Office
Carroll County Local Management Board

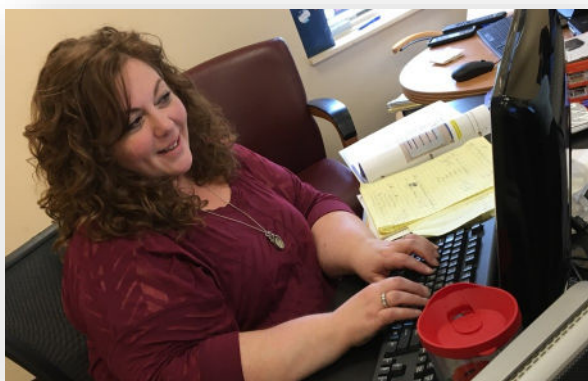
Carroll County Public Schools
Carroll County Department of
Rehabilitation Services
Carroll County State's Attorneys Office
Carroll Hospital Center
Governor's Office for Children
Governor's Office of Crime Control and
Prevention
Human Services Programs of Carroll County
Johns Hopkins University
Loyola College of Maryland - Pastoral
Counseling Program
Maryland Association of Community
Mediation Centers
Maryland Assoc. of Youth Service Bureaus

Maryland Dept. of Budget & Management
Maryland Department of Health
and Mental Hygiene
Maryland Department of Human Resources
Maryland Department of Juvenile Services
Maryland State Police
McDaniel College
Medical Community/Primary Care Physicians
Partnership for a Healthier Carroll County
Silver Oak Academy
Towson University
United Way of Central Maryland
University of Maryland Baltimore County
University of Maryland School of Social Work

INSTALLING OUR NEW EHR

An electronic health record (EHR) is a digital version of a patient's paper chart. EHRs are real-time, patient-centered records that make information available instantly and securely to authorized users.

Although many of Carroll County Youth Service Bureau's programs are grant-funded, our primary source of income is through public and private insurance payments. This past spring, CCYSB followed a state mandate which requires all Medicaid communication to be submitted through an EHR. We continue to raise funds through our 'EHR Appeal', to pay this \$300,000 cost. We thank those who have supported our efforts.



Above: Joyce Agatone, our Clinical Director of Behavioral Health Services, during one of our many staff training sessions learning how to use our new EHR system.

IN MEMORY OF JEANNIE



JEAN LILLIAN VOGEL
"JeannieBird"

8/18/1962—2/19/2016

*Your life was a blessing, your memory
a treasure, you are loved beyond words
and missed beyond measure.*



SUBSTANCE USE SERVICES PROGRAM

CCYSB's Substance Use Services team provides a full range of assessment and treatment services to meet the needs of individuals, families, and organizations experiencing the negative impact of addiction. Our objective is to provide comprehensive recovery-oriented services with the goal of intervention, education and treatment.



Above, CCYSB's Substance Use Services Team, from left to right: Stacey Erich, LGPC, CAC-AD; Robin Harlan, LCPC; Kate Swisher, LCPC; and Rachel Greenberg, LGPC.

SERVICES PROVIDED:

- ◆ Substance Use Assessment for Youth and Adults
- ◆ Individualized Outpatient Counseling
- ◆ Family Counseling
- ◆ Intensive Outpatient Program for Adolescents (IOP)
- ◆ Multi-Family Groups for adolescents & their parents/guardians
- ◆ Adult Treatment Groups for Women & Men
- ◆ Substance Use Screening for Carroll County Public Schools
- ◆ On-site Assessment and Counseling for students at The Gateway School
- ◆ Referral to inpatient level of care and other services
- ◆ Behavioral Health Nurse to assist in coordination of somatic care.

Using a strengths-based approach, licensed and certified counselors work closely with clients to help them identify and modify the behaviors and choices that have contributed to their situation. Clients develop new methods for coping and are provided resources for outside support while working on a plan for recovery.

If you are an individual feeling powerless or isolated in your situation, or you are a parent, spouse/partner, friend, colleague, etc. of someone who has (or you suspect has) a problem with drugs or alcohol and you would like help with the next step,

please contact us.



For more information about our Substance Use Services Program, please contact Kate Swisher, LCPC, Program Director and Clinic Therapist at 443-244-8682.



YSB BOARD OF DIRECTORS



Above: Front Row, from left to right: Judith Stull, Rose Lambert, Lynn Davis, Beth Sergott and Gary Honeman. Back Row, from left to right: Kenneth Hoefer, Patrick Scheper, Jennifer Pagano, Richard Simmons, Alex Myers and Jodi Lupco. Missing from Photo: Steve Powell and Amy Feldman.

CCYSB is a non-profit organization governed by a volunteer Board of Directors.

These talented individuals represent a cross-section of citizens throughout our county, including business and educational professionals, legal and financial advisors and other community leaders and volunteers. We thank them for all their hard work, their leadership and unending support!

STIGMA: A MARK OF SHAME, DISGRACE OR HUMILIATION

When focusing on the world of behavioral health (mental health and substance use), attitudes and methods of care have progressed with significant advances; and there is still a long way to go.

While celebrating the progress to date, it is imperative to take a deliberate look at one of the most difficult aspects of behavioral health treatment: the stereotyping, stigma and discrimination of people with mental health and substance use disorders. The current messages from professionals are clear: 1) people with mental health and substance use disorders come from all educational and socioeconomic backgrounds 2) these behavioral health concerns are identified by the AMA as a medical illness. Yet still, the long-held stigmatizing beliefs about this population of people lives on. This stereotyping and stigmatization perpetuates the often felt shame and humiliation and promotes the concept that people with such a diagnosis are of a lesser worth than others. The stigmatizing of this group of people can serve to remove the one thing that can motivate them to find treatment: **hope**.

Stigma impacts all of us either consciously or unconsciously. It may create obstacles to providing and receiving competent and effective behavioral health treatment e.g. people may fail to seek treatment because they are embarrassed and feel ashamed, funding for services are not on par with medical reimbursement, people with addiction history are discriminated against in housing and the job market, even after years of recovery.

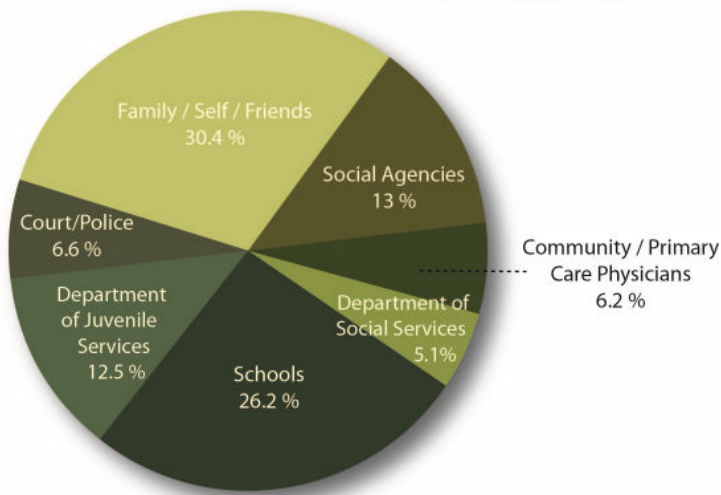
Examining stigma on a personal level may be the first step in changing the way one thinks, feels and acts toward people with mental health and substance use issues. It is in all our best interest not to create a situation where the stigma is worse than the illness.

By Lynn Davis, CCYSB Executive Director

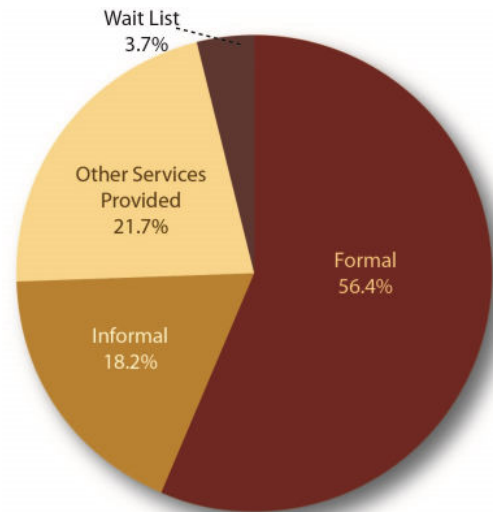


REQUESTS FOR SERVICES IN 2016

New Referrals Received
by Source of Referral:

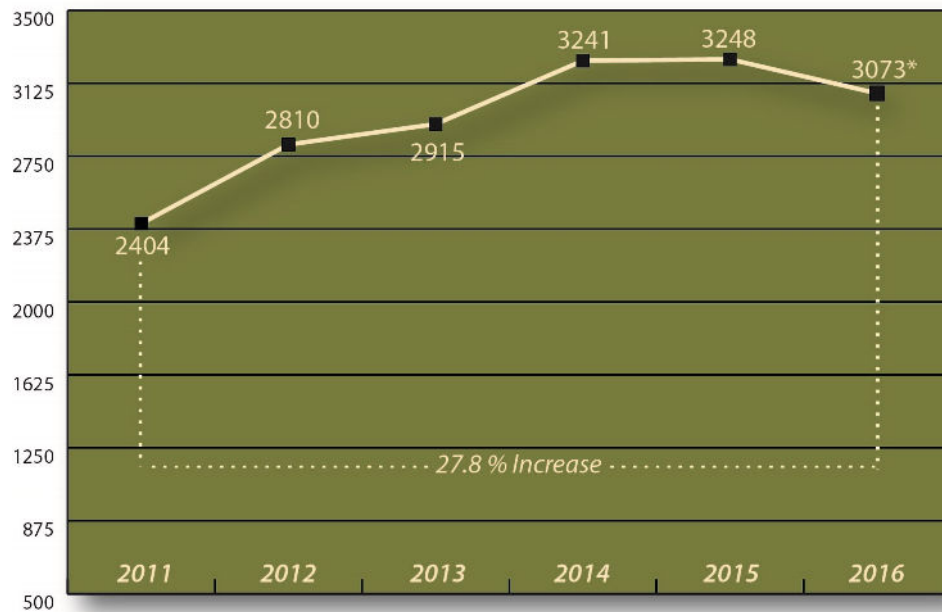


Requests for Services
by Disposition:



CCYSB SERVED 3,073 INDIVIDUALS IN 2016

Total Individuals Served from 2011-2016:



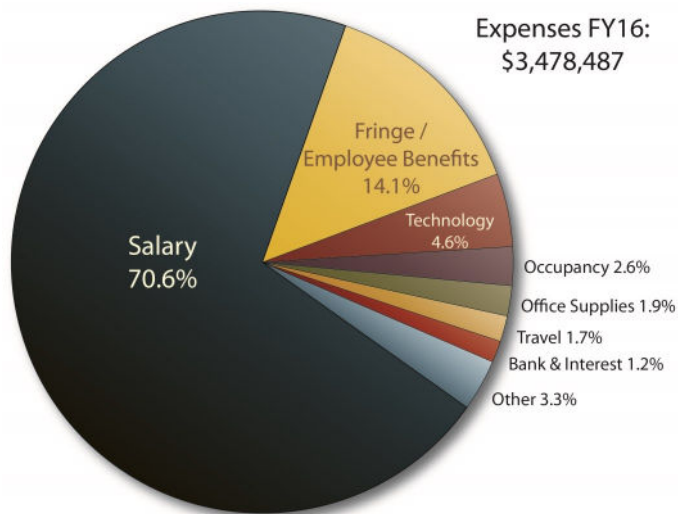
Presenting Problems Categories:

Aggression — Anger — Child Neglect — Chronic Family Conflict — Delinquent-Like-Behavior
 Depression — Grief — Inadequate Social Skills — Physical Child Abuse — Self-Injurious Behavior
 Separation/Divorce — Sexual Child Abuse — Social Withdraw — Suicidal Thoughts
 Substance Use/Abuse — Suspensions/Expulsions — Teen Pregnancy — Truancy — Violence Towards Others

**CCYSB's staff trained-for and implemented an Electronic Health record during FY2016, which as expected, resulted in a slight decrease in the number of clients we could serve during this fiscal year.*

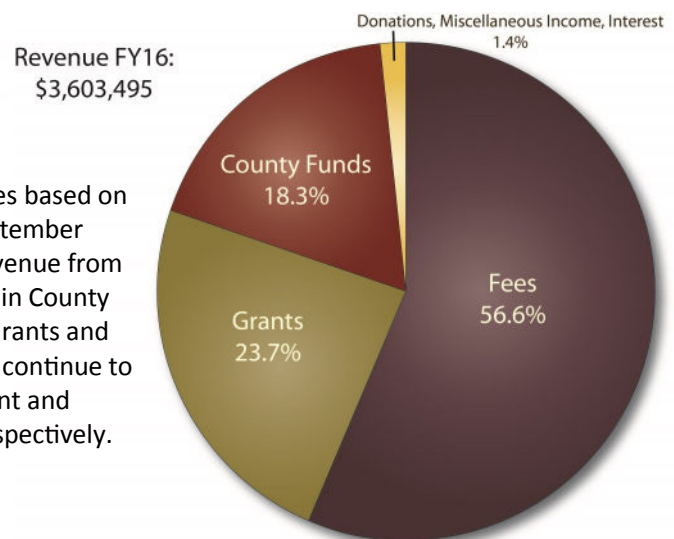


REVENUE AND EXPENSES IN FY2016



The FY16 expense figures are final figures based on the result of a financial audit completed in September 2016. CCYSB had a 4.7% increase in expenses from FY15. This increase was primarily due to the purchase and implementation of an electronic health record system (EHR). Salaries continue to be the largest expense category at 70.6% of total expenses. Employee benefits were 14.1% and technology was 4.6%.

The FY16 revenue figures stated are final figures based on the result of a financial audit completed in September 2016. CCYSB experienced a .3% decrease in revenue from FY15; however, CCYSB received a .7% increase in County funds, which offset the increase in expenses. Grants and Fees remained about the same. Fees collected continue to be the largest source of revenue at 56.6%. Grant and County funding comprise 23.7% and 18.3%, respectively.



FLOWER & JAZZ FESTIVAL FUN RUN/WALK FUNDRAISING EVENT



On Saturday, May 7th (Mother's Day weekend) The City of Westminster's Recreation and Parks Department and Carroll County Youth Service Bureau partnered once again to bring this event to the County. The event is sponsored by Rafael's Restaurant in Westminster!

This year's event welcomed over 275 runners to our 5K race through the streets of Downtown Westminster, ending with an awards ceremony.

We would like to thank this year's event sponsor, all participants and those who volunteered and supported this year's event.

Left: Two of this year's medal winners, including 10 year-old Ava Demyanovich, alongside her coach from Friendship Valley Elementary School.



FUNDRAISING EVENTS

The 8th Annual CHOCOLATE BALL

This year, our annual fundraising event was again graciously sponsored by Kairos Wealth Advisors of Raymond James & Associates. The event was held on Saturday, February 6th at the Portico of St. John in Westminster. Over 285 guests filled the beautiful "Secret Garden" themed ballroom and enjoyed hors d'oeuvres, a bountiful buffet dinner and gourmet desserts. Live music by Standard Delivery Jazz, magic by Anthony Ware and a photo booth entertained attendees.

Guests honored the late Dr. Chuck Ecker, who was responsible for founding this wonderful event in Carroll County in 2009.

Through sponsorships, tickets, and evening sales, over \$31,000 was raised after



expenses, benefitting both Carroll County Public Schools and CCYSB. As always, we are extremely grateful for the continued generous support from the community who make this annual event so successful for our organizations!



Photos: Above Right: Belle and Gabrielle Nelson, our amazing student volunteers since 2000; Center Right: adorable couple and Kairos guests Mr. Dave and Mrs. Jan Flora; Below Right: our lovely hand-painted centerpieces made by the event planning committee; and Above Left: Dr. Robert and Mrs. Lisa Wack, loyal event patrons smiling the night away.



Annual Bag and Basket BINGO

On Saturday, September 13, 2015, we held our 4th Annual BINGO fundraising event. Over 125 participants filled the Westminster Moose Lodge to play 30 games of bingo to win our fabulously overfilled bags and baskets, raising approximately \$6,500 in support of our mission!



For more information about supporting our fundraising efforts, including sponsorship opportunities, please contact Andie Luchini, Director of Development at Youth Service Bureau at aLuchini@ccysb.org.



OUR GENEROUS FY2016 DONORS

Thank you to each of the individuals and companies who have supported Carroll County Youth Service Bureau during our 2016 fiscal year. Please know that your generosity has made a tremendous difference in the lives of those we serve!

Apple Plumbing & Heating, Inc.
Mr. David and Mrs. Cathy Applefeld
Barnes-Bollinger Insurance Services, Inc.
Mr. Joseph Bateman
Mr. Gary and Mrs. Dena Bauer
Mr. William Baylor and Mrs. Jennifer Teeter
Mr. James and Mrs. Jennifer Bayne
Ms. Caitlin Beale
Mr. Philip and Mrs. Shirley Berringer
Best Western, Westminster
Mr. Steve and Mrs. Alicia Bitzel
Mr. Bob Bivens
Mr. Cork and Mrs. Lori Blake
Mr. Jerry and Mrs. Linda Blizzard
Board of Ed. of Carroll County Public Schools
Mr. David Bollinger
Dr. Robert and Mrs. Carolyn Boner
Brandenburg United Methodist Church
Ms. Jennifer Branner
Bruchey Builders, Inc.
Mr. Jeffrey and Mrs. Jennifer Bubczyk
Bud's at Silver Run Restaurant
Mr. Thomas and Mrs. Karen Butt
Carroll Community College
Carroll County Chamber of Commerce
Carroll County Farm Museum
Carroll Hospital Center
Carroll Lutheran Village
Carroll Occupational Health, LLC
City of Westminster - Parks and Rec. Dept.
Mr. Michael and Mrs. Donna Crafton
Crawford Yingling Insurance
Mr. Jack and Mrs. Sabrina Cramer
Mr. David and Mrs. Janet Flora
Davis Library, Inc.
Mr. Richard and Mrs. Lynn Davis
Deer Park Lions Club Foundation, Inc.
Mr. Michael and Mrs. Susan DiPietro
Mr. James and Mrs. Janice Doolan
Mr. Emmet and Mrs. Mindy Eckman
Farmers & Merchants Bank
Mrs. Amy Feldman, Esq.
First Financial Federal Credit Union
Mr. Todd and Mrs. Kelly Frager
Fuchs North America
GFWC Junior Woman's Club, Westminster
Mr. George and Mrs. Rosalie Giese
Gorfine, Schiller, & Gardyn, P.A.
Mr. Mark and Mrs. Teresa Greenberg
Greenmount Station
Greentech Landscape Management
Mr. Stephen and Mrs. Barbara Guthrie
Hair Design By Dawn

Mr. Kenneth and Mrs. Martha Hankins
Mr. Charles and Mrs. Virginia Harrison
Mr. David and Mrs. Joanne Hayden
Mr. Thomas and Mrs. Joanne Hayes
Mr. Samuel Hedges
Hill Development Group, LLC
Hill Family Center YMCA
Mr. Kenneth Hoefer
Mr. Gary and Mrs. Mary Honeman
Mr. Jay and Mrs. Shelli Hudson
Hull Company Accountants, Inc.
JeannieBird Baking Co.
Jiffy Mart Stores
Mr. Gary and Mrs. Tina Jirout
Rafael's Restaurant
Kairos Wealth Advisors of
Raymond James & Associates
Mr. Dan and Mrs. Jan Kennedy
Mr. Jeff and Mrs. Marjorie Kimble
Kite Technology
Knorr Brake Corporation
Mr. Howard and Mrs. Patricia Kramer
Mrs. Patricia Laidlaw
Mr. Bill and Mrs. Rose Lambert
Legacy Contracting, Inc.
Lehigh Cement Company
Leonard and Helen R. Stulman Foundation
Links at Challedon
Mr. Wayne and Mrs. Bonnie Lockard
Mr. Bob and Mrs. Cindy Lord
Mr. Michael and Mrs. Jodi Lupco
M&T Charitable Foundation
Maggie's Restaurant
Marcia Duffy Insurance Agency, Inc.
Maryland Jockey Club
Mrs. Lyndi McNulty
Meadow Creek Farm, LLC
Dr. Judith Milliken
Mr. Mike Assink & Mrs. Krystal Morea-Assink
Mr. Brian DeLeonardo, Esq.
Mr. Richard and Mrs. Jennifer Pagano
Mrs. Claudia Purkey, Mary Kay
Mr. Douglas Myers and
Mrs. Ellen Finnerty Myers
Mr. Fred and Mrs. Marty Myers
Mr. John and Mrs. Lynda Neiswender
Mr. Robert and Mrs. Kelli Nelson
Mr. Stephen and Mrs. Carol Nevin
New Windsor State Bank
NoWorriesIT
Olde Liberty Shoppe
Oscar's Alehouse
Mr. George and Mrs. Sandra Oxx

Mr. Christos & Mrs. Helen Panagiotopoulos
Penguin Random House
Mr. George and Mrs. Ruth Perkins
Pessin Katz Law, P.A.
PNC Foundation
Mr. Steven and Mrs. Heather Powell
Mr. Terrence and Mrs. Victoria Powell
Priscilla and Fred Teeter Family Fund
Mr. Stephen and Mrs. Renee Rada
Mr. Don and Mrs. Christine Rowe
Mrs. Deborah Ruggles
Mr. Patrick and Mrs. Mary Scheper
Scott, Pitrone, Sorkin & Jarvis Orthodontics
Dr. Gary and Mrs. Beth Sergott
Shaffer and Shaffer, LLP
Ms. Patricia Shaffer
Mr. George and Mrs. Elizabeth Shoffner
Silver Linings Lavender
Mr. Richard and Mrs. Marge Simmons
Mr. Michael Smith and Mrs. Andie Luchini
Mr. Richard and Mrs. Carolyn Smith
Ms. Dolores Snyder
South Carroll Business Association
Mr. William and Mrs. Sandra Soyke
Ms. Ellen Spunt
St. Paul's United Church of Christ
Mr. Richard and Gerry Stimmel
Mr. Robert and Mrs. Judi Stull
Sturgill & Associates LLP
Susquehanna Trust & Investment Co.
Sykesville South Carroll Rotary Club
T. Rowe Price
T. Rowe Price Foundation, Inc.
Terra Rubra Lions Club
Terry's Tag & Title Service, LLC
Tevis Home and Tevis Propane
Texas Roadhouse
The ARC of Carroll County, Inc.
The Bob Lucido Team of Keller Williams
The Kahlert Foundation, Inc.
Mr. John Tomko
Mr. Michael and Mrs. Peggy Torr
Transitions Healthcare, Inc.
Mr. Harry and Mrs. Wendy Trostle
Mr. Kevin and Mrs. Carla Trump
Mr. Alex and Mrs. Anna Turpin
Visual Integrators
Dr. Robert and Mrs. Lisa Wack
Commissioner Stephen & Mrs. Kathy Wantz
Commissioner Richard & Mrs. Eila Weaver
Westminster Elks Lodge #2277
Mr. Mark and Mrs. Janine Wilson
Zion United Methodist Church

Every effort has been made to assure accuracy and include all donations to CCYSB for FY2016. We sincerely apologize for any errors, and request that you notify us of any omissions and /or incorrect information. Donations are of \$100.00 or more and for the donation period from 7/1/2015 through 6/30/2016, including in-kind contributions.



CARROLL COUNTY YOUTH SERVICE BUREAU

59 KATE WAGNER ROAD
WESTMINSTER, MD 21158

LOCAL: 410.848.2500
TOLL FREE: 1.888.588.8441
FAX: 410.876.3016

WWW.CCYSB.ORG



ADDRESS SERVICE REQUESTED



We, Carroll County Youth Service Bureau, commit ourselves to provide a continuum of community-based mental health and substance abuse 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 restrictive 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.



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

"It Starts With the Heart."

