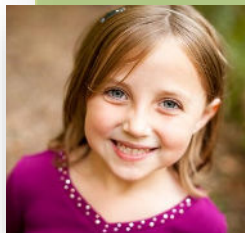
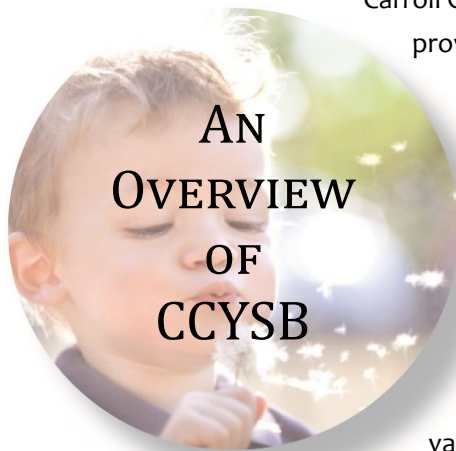


# CARROLL COUNTY YOUTH SERVICE BUREAU

## FY2017 ANNUAL REPORT



*"It Starts With the Heart."*



Carroll County Youth Service Bureau is an outpatient behavioral health clinic providing mental health and substance use services. We are licensed by the Department of Health and Mental Hygiene (DHMH), accredited by the Council for the Accreditation for Rehabilitative Facilities (CARF) and certified by the Department of Juvenile Services (DJS). Carroll County Youth Service Bureau has provided outpatient services in Carroll County since 1972 and has grown into a multi-disciplinary behavioral health practice that offers a continuum of outpatient 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 needs, and utilizes community resources.

## A HEARTFELT MESSAGE FROM THE PRESIDENT & DIRECTOR

Dear Friends of Carroll County Youth Service Bureau:

What an incredible opportunity to work in a service where one is able to assist people in creating better lives, where hope abounds and often becomes the catalyst for change; such is our work at CCYSB. We are also very fortunate to provide these services in the Carroll County community. In Carroll, we work side-by-side with a community of people who value service to others and foster these beliefs through their volunteerism and financial support; this is truly a charitable and benevolent community.

During the past year we have increased clinical services for people with substance use problems, implemented measures to allow clients to access services more quickly, and executed an assessment process that will streamline clients to the most appropriate and most beneficial treatment. Many of these new initiatives are a result of the generosity of increased funding provided by our County.

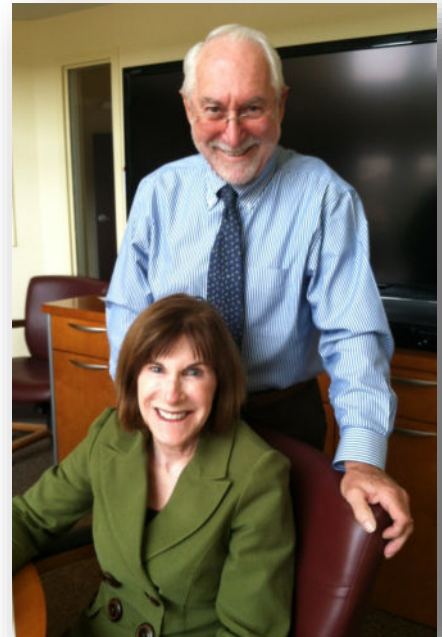
A major milestone in CCYSB history is the adoption of a new, evidence-based treatment: Dialectical Behavior Therapy (DBT). Seven therapists have completed eighty hours of training, an additional twenty-hour skills group training, and are providing counseling services in this effective and well-respected treatment. This research-tested treatment serves a cross section of people who may be experiencing PTSD, significant mental health issues, suicidal behaviors, and substance use. Much of the funding for DBT was generously provided by The Kahlert Foundation. Please enjoy a fuller description about this new intervention in the program highlight section.

We are extremely grateful for the support and assistance of our State, County, local foundations, community businesses, and individual donors. Additionally, the effectiveness of the services we provide are greatly enhanced by the talent and direction provided by our board of directors *and* the unparalleled staff commitment to hope and recovery for everyone.

With thanks and warm regards,

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 liaison with school and local service agencies.

## **Substance Use 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 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 medical services are provided by licensed psychiatrists and psychiatric nurse practitioners.

## **Connecting Youth in Carroll County**

In Carroll County, there are approximately 1,700 youth between the ages of 16 and 24 who are not in school, not employed, and who may be homeless. CCYSB, along with Human Services Programs (HSP) and the Carroll County Business and Employment Resource Center (BERC) are partnering to provide a coordinated County-wide approach to re-engage Opportunity Youth and reduce youth homelessness.

## **Family Preservation and Safe & Stable Programs**

Family Preservation and Parent-Child Interaction Therapy 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.

## **Interactive Group Therapy**

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

## **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, and some on-line university programs.

## **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.

## **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.

## **Violence Assessment Program**

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



*Please visit our website at [www.CCYSB.org](http://www.CCYSB.org) for more detailed descriptions, additional programs and contact information.*



## CONTINUUM OF COMMUNITY BASED SERVICES (CONTINUED)



### Evidence-Based Interventions Improves Outcomes

The use of evidence-based interventions aligns 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.

*CCYSB's four treatments which are evidence-based models requiring fidelity to the model are:*

- **Assertive Community Treatment (ACT)**

ACT provides 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 use, 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).

- **Dialectical Behavior Therapy (DBT)**

Dialectical Behavior Therapy [DBT] is an evidence-based, cognitive-behavioral treatment originally developed to treat chronic suicidal ideation, self-harm behaviors and traits of Borderline Personality Disorder. The treatment model has proven effective in treating other complex and challenging disorders such as substance dependence, depression, and post-traumatic stress disorder [PTSD].

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

This program is an empirically supported treatment for young children (ages 1-7) 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.

## YSB BOARD OF DIRECTORS



Above: Front Row, from left to right: Rose Lambert, Richard Simmons, Lynn Davis, and Judith Stull. Back Row, from left to right: Alex Myers, Patrick Scheper, Lori Blake, Beth Sergott, Jodi Lupco and Gary Honeman.

Missing from Photo: Amy Feldman, Kenneth Hoeffler (retired from Board), Jennifer Pagano (also retired from Board) and Steve Powell.

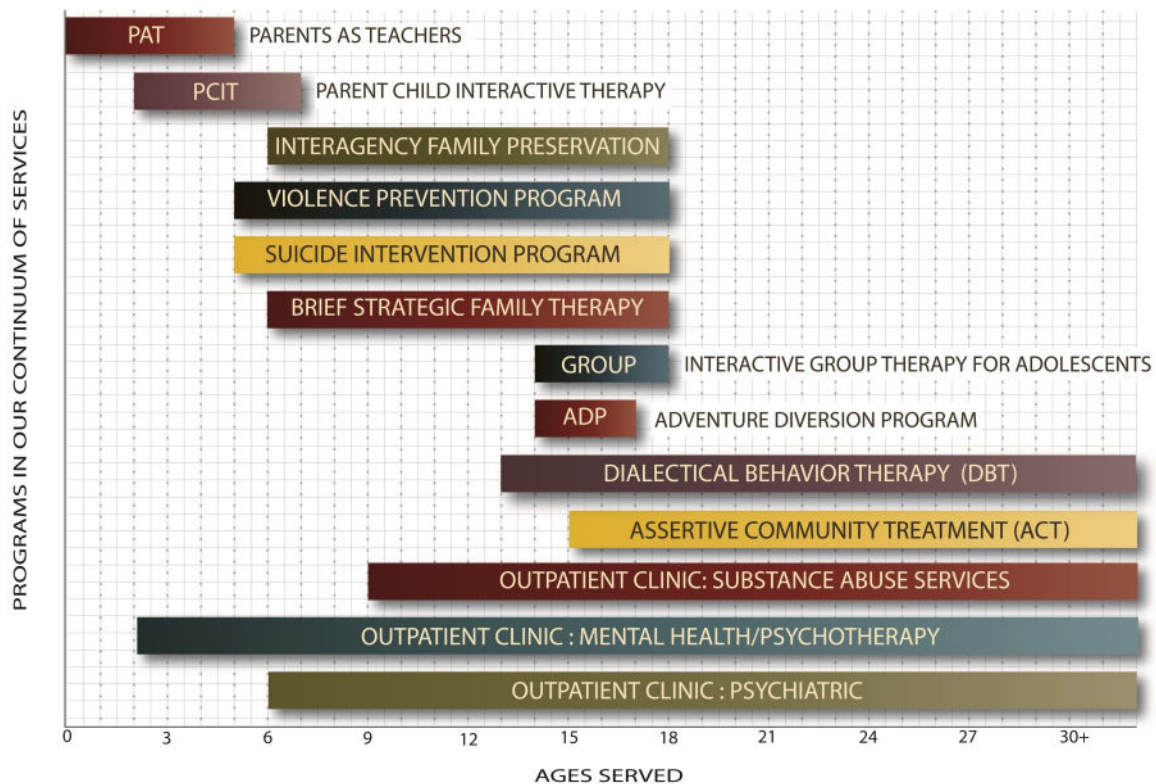
CCYSB is governed by a volunteer Board of Directors.

Our talented board members serve as advisers, decision makers, problem solvers, and advocates for CCYSB. It should be noted that they are volunteers who contribute countless hours in meetings and throughout our community, advocating for our non-profit organization.

We benefit every day from the dedicated energies and time devoted by the members of our board as they guide and support our organization. Thank you for all that you do!



# CONTINUUM OF SERVICES BY AGE



## PARTNERS IN PROVIDING SERVICE

CCYSB embraces a collaborative approach to mental health and substance use treatment that emphasizes community partnerships. In an effort to meet the multiple needs of children and families, with other community agencies is essential.

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 Community Mediation Center  
 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  
 Family & Children's Services  
 Governor's Office for Children  
 Governor's Office of Crime Control and Prevention  
 Human Services Programs of Carroll County  
 Johns Hopkins University  
 Local Management Board  
 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  
 National Association of Social Workers  
 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



# DIALECTICAL BEHAVIOR THERAPY (DBT)

Dialectical Behavior Therapy (DBT) is a cognitive behavioral treatment that is now recognized as a research-based psychological treatment for treating a wide range of issues: substance dependence, depression, post-traumatic stress disorder (PTSD), borderline personality disorder, suicidal behavior, and eating disorders. This treatment is proven effective with adolescents through adult clients. Carroll County Youth Service Bureau began training in this evidence-based treatment during late Fall of 2016. We are very thankful to The Kahlert Foundation for its support: funding of our training and implementation phase of our DBT program.

## What is DBT?

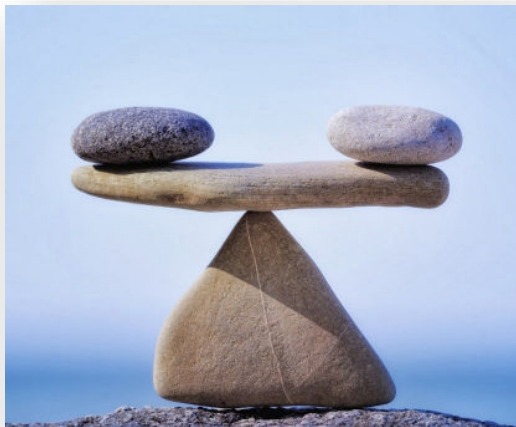
The term “dialectical” means a synthesis or integration of opposites. The primary dialectic within DBT is between the seemingly opposite strategies of acceptance and change.

For example, DBT therapists accept clients as they are while also acknowledging that they need to change to reach their goals. In addition, the skills and strategies taught in DBT are balanced in terms of acceptance and change. The overarching goal of DBT is a life worth living.

Clients who commit to participating in DBT will learn skills to help accept certain aspects of their lives while working on changing other aspects. These skills consist of: mindfulness skills, distress tolerance skills, emotion regulation skills, and interpersonal effectiveness skills.



Above, CCYSB's DBT Therapy Team after receiving their training certifications. From left to right: Bobby Jarrett, Stacey Erich, Carla Trump, Robin Harlan, Marie Speck, Kate Swisher, Tina Brown and Rachel Greenburg.



For more information about our DBT Program, please contact Bobby Jarrett, LCPC, DBT Program Director at 443-244-8657 or [rjarrett@ccysb.org](mailto:rjarrett@ccysb.org).

## The Four Components of DBT...



1. INDIVIDUAL – The therapist and patient discuss issues that come up during the week and follow a treatment target hierarchy.
2. GROUP – A group ordinarily meets once weekly and learns to use specific skills that are broken down into the four skill modules.
3. THERAPIST CONSULTATION TEAM – A therapist consultation team includes all therapists providing DBT. The meeting occurs weekly and serves to support the therapist in providing the treatment.
4. PHONE COACHING – Phone coaching is designed to help generalize skills into the patient's daily life. Phone coaching is brief and limited to a focus on skills.

*Clients who wish to participate in comprehensive DBT must commit to all four components of the treatment model.*



## A VISIT FROM THE GOVERNOR'S OFFICE

On May 11, 2017, Governor Larry Hogan joined with his Cabinet and leadership team to host a Regional Cabinet Meeting in Westminster, MD. The public event was held at Scott Theater at Carroll Community College and was attended by students, local leaders, and members of the community.

Governor Hogan opened the meeting by detailing the progress the administration has made in Carroll County. Lt. Governor Boyd Rutherford provided an update to the community on the administration's efforts to fight heroin and opioid addiction across the state. Prior to hosting the first-ever Maryland Heroin and Opioid Educational Forum for students at Westminster High School.



Following the regional meeting, the governor, lieutenant governor, and secretaries dispersed across the local community, holding more than 60 meetings, tours, and visits with local leaders and organizations. Carroll County Youth Service Bureau welcomed Secretary Sam Abed from the Department of Juvenile Services, Executive Director Arlene Lee from the Governor's Office for Children, Mrs. Lisa Hecker, Manager of the Carroll County Local Management Board, and Mr. Matt Fonseca, Regional Director of the MD Department of Juvenile Services, Central Region.

### CONGRATULATIONS!



*CCYSB Executive Director, Lynn Davis, receives the Governor's Citation in recognition for her outstanding service and dedicated work in our County!*

They enjoyed a discussion about CCYSB's various programs and therapy methods, a tour of our facility and posed for a photo (see left) with our Executive Director, Lynn Davis, who received the Governor's Citation in recognition for her outstanding service and dedicated work in Carroll County!

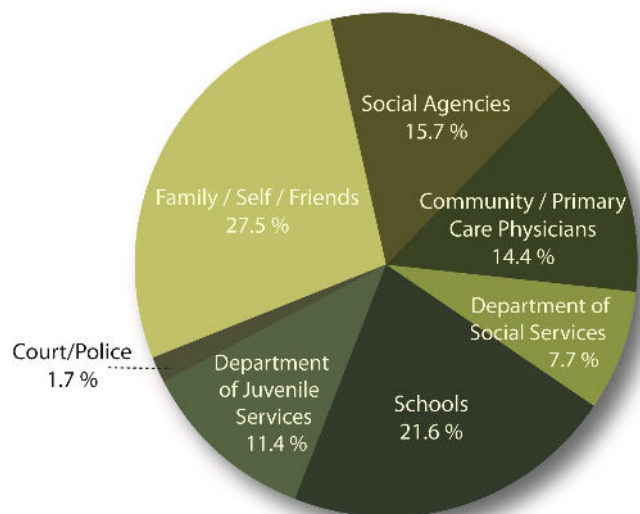


Top Right Photo: Front Row, from left to right: Mrs. Lisa Hecker, Mrs. Lynn Davis, Director Arlene Lee and Secretary Sam Abed  
Back Row: Mr. Matt Fonseca.

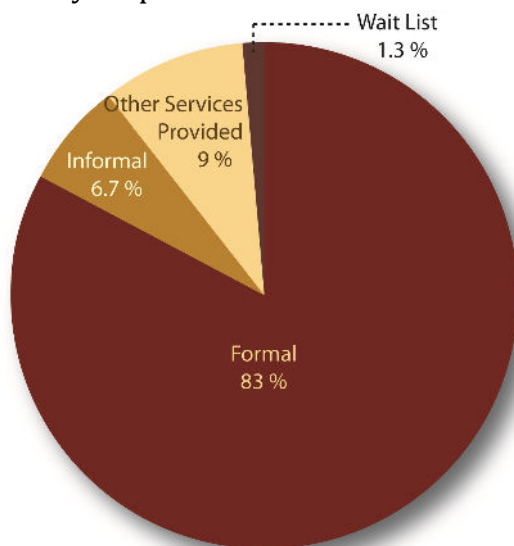


# REQUESTS FOR SERVICES IN FY2017

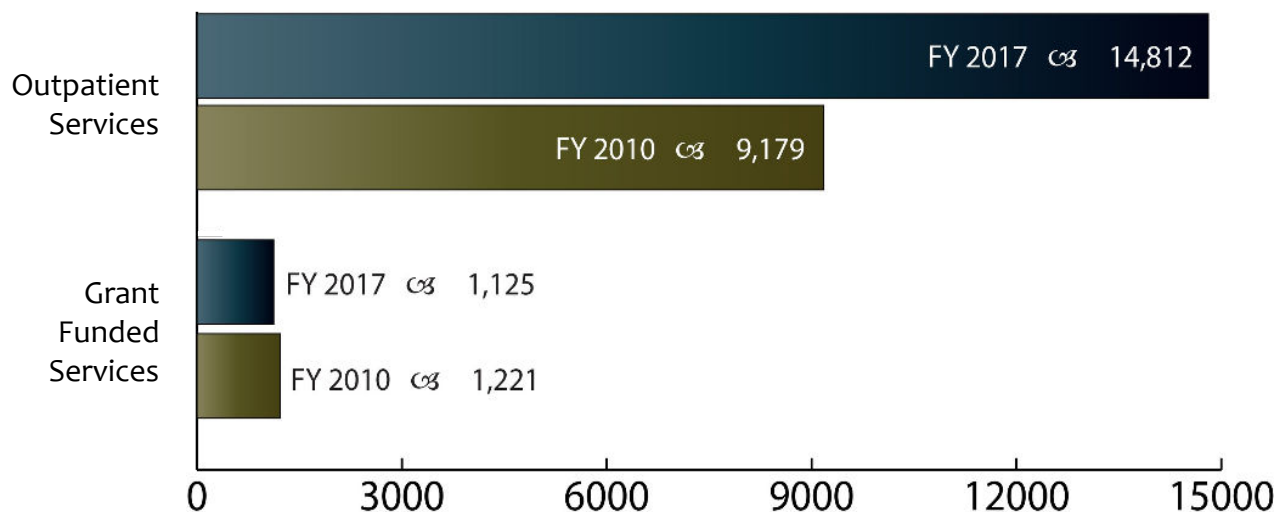
New Referrals Received  
by Source of Referral:



Requests for Services  
by Disposition:



## NUMBER OF SESSIONS

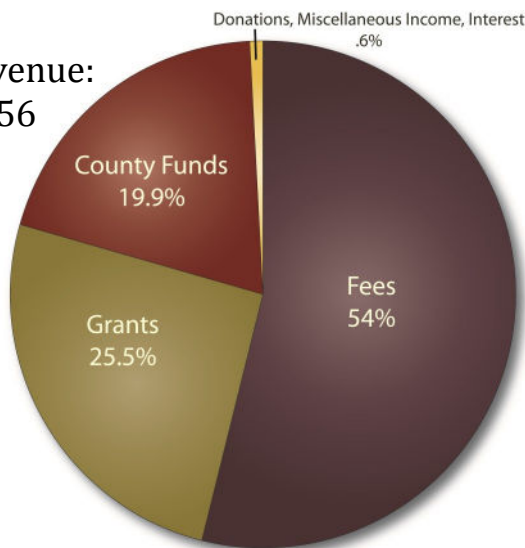


Above: Our dedicated CCYSB staff members.



## REVENUE AND EXPENSES IN FY2017

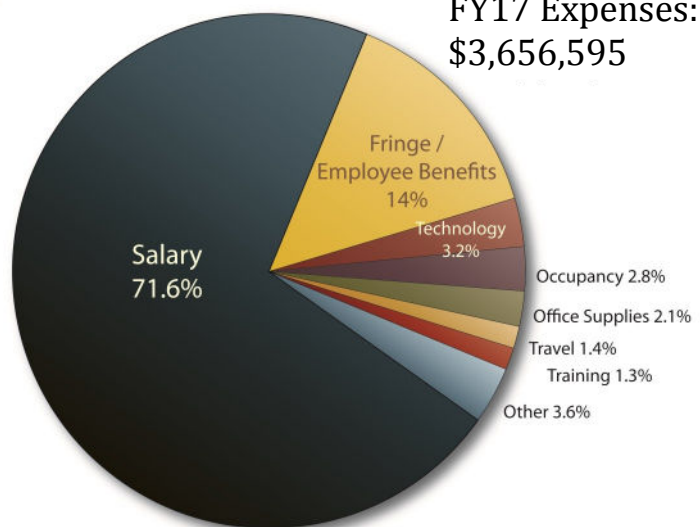
**FY17 Revenue:**  
**\$3,975,056**



The FY17 revenue figures stated are final figures based on the result of a financial audit completed in September 2017. CCYSB experienced a 10.3% increase in revenue from FY16. Areas of revenue that increased include fees, grants, and County funds. Fees collected continue to be the largest source of revenue at 54.0%. Grant and County funding comprise 25.5% and 19.9% respectively.

The FY17 expense figures are final figures based on the result of a financial audit completed in September 2017. CCYSB had a 5.1% increase in expenses from FY16. This increase was primarily due to an increase in staff including salaries and employee benefits required to maintain a stable workforce. Salaries continue to be the largest expense category at 71.6% of total expenses. Employee benefits were 14.0% and technology was 3.2%.

**FY17 Expenses:**  
**\$3,656,595**



## FLOWER & JAZZ FESTIVAL 5K RUN/WALK FUNDRAISING EVENT



On Saturday, May 13th (Mother's Day weekend) The City of Westminster's Recreation and Parks Department, Carroll County Youth Service Bureau and Boys and Girls Club of Westminster partnered together 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 225 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: Andie Luchini, Director of Development at CCYSB and Erin Bishop, Marketing Director at Boys and Girls Club of Westminster.*



## FUNDRAISING EVENTS AND APPEALS



### 9th Annual CHOCOLATE BALL

Our annual fundraising event was generously sponsored by Kairos Wealth Advisors of Raymond James & Associates. The event was held on Saturday, February 11th at the Portico of St. John in Westminster.

Over 285 guests filled the gorgeous “Under the Sea” themed ballroom and enjoyed hors d'oeuvres and a bountiful buffet dinner by Liberatore's in Eldersburg and a gourmet chocolate dessert by JeannieBird Baking Company. Live music by Standard Delivery Jazz, magic by William Gross and a photo booth entertained attendees.

Through sponsorships, tickets, and evening sales, almost \$50,000 was raised after expenses, benefitting both Carroll County Public Schools and CCYSB.



As always, we are so very grateful for the continued generosity and support from the community who make this annual event so successful for our organizations!

*Photos: Top Right: CCYSB Board Member Alex Myers and his beautiful wife Cynthia; Center Right: fabulous friends of our agency, Jenny Teeter and Bernie Vogel; Bottom Right: Tom Long and CCYSB Intern, Dana Kemp have fun in the photo booth. Above Left: Harry and Becca Sirinakis enjoy being able to attend as treasured guests.*



## “ART of Gold”

CCYSB ASSISTANCE PROGRAM

*for Children & Families*

This year, CCYSB launched our new “Heart of Gold” scholarship appeal during the Chocolate Ball event’s live auction. Funds from this appeal are targeted for Carroll County youth and families to assist with financial constraints to critically-needed services. **At CCYSB, no one is turned away because of inability to pay.** Included in this program is a scholarship fund for veterans and their families. This will allow our military families to access family therapy without withstanding the costs. We thank everyone who has donated to this worthwhile cause!

For more information about supporting our fundraising efforts, please contact Andie Luchini, Director of Development at [aLuchini@ccysb.org](mailto:aLuchini@ccysb.org).



# OUR GENEROUS DONORS

*Thank you to each of the individuals and companies who have supported Carroll County Youth Service Bureau during our 2017 fiscal year. Please know that your generosity has made a tremendous difference in the lives of those we serve!*

Apple Plumbing & Heating  
Mr. David and Mrs. Cathy Applefeld  
Ms. Teresa Asher  
Mr. Mamoun Assad  
Barnes-Bollinger Insurance Services, Inc.  
Mr. Gary and Mrs. Dena Bauer  
Mr. William Baylor & Mrs. Jennifer Teeter  
Mr. Philip and Mrs. Shirley Berringer  
Mr. Michael Billingslea and  
Mrs. Jackie Johnson  
Mr. Steve and Mrs. Alicia Bitzel  
Mr. Bob Bivens  
Mr. Cork and Mrs. Lori Blake  
Dr. Mark and Mrs. Anne Blue  
Mr. David Bollinger  
Dr. Robert and Mrs. Carolyn Boner  
Brandenburg United Methodist Church  
Bruchey Builders, Inc.  
Bud's at Silver Run Restaurant  
Mr. Joshua and Dr. Julia Burchett  
Mr. Thomas Butt and Mrs. Karen Von Sas  
Carroll Community College  
Carroll County Chamber of Commerce  
Carroll Hospital  
Carroll Lutheran Village  
Carroll Occupational Health, LLC  
City of Westminster  
Parks and Recreation Department  
Ms. Sandy Cosgrove  
Crawford Yingling Insurance  
Mr. Jack and Mrs. Sabrina Crawmer  
Davis Library, Inc.  
Mr. Richard and Mrs. Lynn Davis  
Mr. Brian DeLeonardo, Esq.  
Mr. David and Mrs. Donna Denison  
Mr. and Mrs. Michael DiPietro  
Mr. James and Mrs. Janice Doolan  
Etiquette For Everyday  
Evapco, Inc.  
Mr. Mark Fedoruk  
First Financial Federal Credit Union  
Mr. David and Mrs. Janet Flora  
Freedom Dental Care  
Fuchs North America  
Gizmos Art  
Gorfine, Schiller, & Gardyn, P.A.  
Mr. Mark and Mrs. Teresa Greenberg  
Mr. Stephen and Mrs. Barbara Guthrie  
Mr. Jack Haden  
Mr. Brian and Mrs. Kim Haga  
Mr. Charles and Mrs. Virginia Harrison

Mr. Thomas and Mrs. Joanne Hayes  
Hill Development Group, LLC  
Hill Family Center YMCA  
Mr. Kenneth Hoefer  
Mr. Ken Hornberger  
InfoPathways, Inc.  
Dr. George James  
JeannieBird Baking Company  
Mr. Gary and Mrs. Tina Jirout  
Kairos Wealth Advisors of  
Raymond James & Associates  
KCI Technologies  
Mr. Jeff and Mrs. Marjorie Kimble  
Kite Technology  
Mrs. Bill and Mrs. Judy Klinger  
Knorr Brake Corporation  
Mr. Mark and Delegate Susan Krebs  
Mr. Bill and Mrs. Rose Lambert  
Mr. Jason and Mrs. Beverly League  
Legacy Contracting, Inc.  
Lehigh Cement Company  
Leonard and Helen R. Stulman  
Charitable Foundation  
Mr. Nick and Mrs. Donna Lewis  
Liberatore's Restaurant  
Mr. Giancarlo Libertino and  
Mrs. Diana Eclavea  
Liberty Mountain Resort  
Links at Challedon  
Mr. Thomas Long and Mrs. Dana Kemp  
Mr. Bob and Mrs. Cindy Lord  
Mr. Michael and Mrs. Jodi Lupco  
M&T Charitable Foundation  
Ms. Michael and Mrs. Kimberly Madeja  
Maryland Jockey Club  
Dr. Judith Milliken  
Mr. Mike Assink and  
Mrs. Krystal Morea-Assink  
Mr. E. Alexander and Mrs. Cynthia Myers  
Mr. Fred and Mrs. Myrtle Myers  
Mr. John and Mrs. Lynda Neiswender  
Mr. Robert and Mrs. Kelli Nelson  
Mr. Stephen and Mrs. Carol Nevin  
New Windsor State Bank  
NoWorriesIT  
Mr. and Mrs. Richard Pagano  
Mr. Bernie and Mrs. Joan Palm  
Penguin Random House  
Mr. George and Mrs. Ruth Perkins  
Mr. Raymond Perkins  
Pessin Katz Law, P.A.  
Mr. Thomas and Mrs. Kimberly Petry

Mr. Paul and Dr. Margaret Pitrone  
Pitrone, Sorkin & Jarvis Orthodontics  
Mr. Steven and Mrs. Heather Powell  
Mr. Terrence and Mrs. Victoria Powell  
Raymond James Financial. Inc.  
Mr. Brian and The Honorable April Rose  
Mr. Terry and Mrs. Jacqueline  
Rosenborough  
Rotary Club of Bonds Meadow Westminster  
Ms. Devon Rothschild  
Mr. Don and Mrs. Christine Rowe  
Mr. Rob and Mrs. Emily Roys  
Mr. Patrick and Mrs. Sue Scheper  
Mr. Gerald Schlichting  
Mr. Robert and Mrs. Patricia Scrivener  
Dr. Gary and Mrs. Beth Sergott  
Ms. Patricia Shaffer  
Mr. Jon Shepard  
Shipley's Jewelry  
The Honorable Haven and  
Mrs. Patricia Shoemaker  
Mr. Richard and Mrs. Marge Simmons  
Mr. Jay and Mrs. Donna Sivigny  
Mr. Michael Smith and Mrs. Andie Luchini  
Mr. Richard and Mrs. Carolyn Smith  
Mr. Andrew and Mrs. Cheryl Snyder  
Mr. William and Mrs. Sandra Soyke  
Spa Fiorella  
Jason M. Stambaugh, LLC  
Mr. Richard and Mrs. Gerry Stimmel  
Sturgill & Associates LLP  
Sykesville South Carroll Rotary Club  
T. Rowe Price  
Terry's Tag & Title Service, LLC  
Tevis Propane and Tevis Home, LLC  
Texas Roadhouse  
The Kahlert Foundation, Inc.  
The Partnership for a Healthier  
Carroll County, Inc.  
Tim Kyle Company, Inc.  
Mr. Clarence and Mrs. Anne Townsley  
Mr. Douglas and Mrs. Pam Velnoskey  
The Honorable Stephen & Mrs. Kathy Wantz  
Mr. Jeff and Mrs. Slavka Weaver  
Commissioner Richard and Mrs. Lila Weaver  
Webb Mason Commercial, LLC  
Western Maryland District American  
Legion Auxiliary  
Westminster Elks Lodge #2277  
WTTR AM 1470  
Mr. John and Mrs. Sharon Yingling

*Every effort has been made to assure accuracy and include all donations to CCYSB for FY2017. We sincerely apologize for any errors, and request that you notify us of any omissions and /or incorrect information. Donations are of \$151.00 or more and for the donation period from 7/1/2016 through 6/30/2017, including in-kind contributions.*



# CARROLL COUNTY YOUTH SERVICE BUREAU

59 KATE WAGNER ROAD  
WESTMINSTER, MD 21157

LOCAL: 410.848.2500

FAX: 410.876.3016

[WWW.CCYSB.ORG](http://WWW.CCYSB.ORG)



## ADDRESS SERVICE REQUESTED

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### MISSION

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.



### VISION

- 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."*

