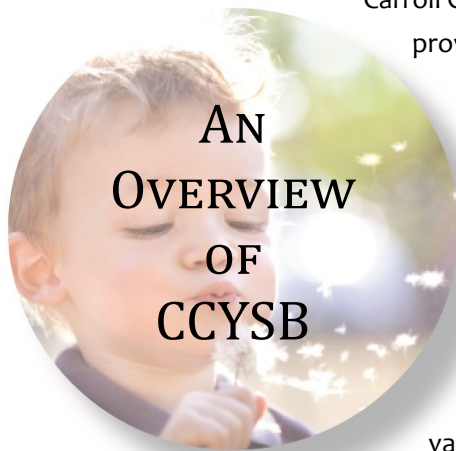


CARROLL COUNTY YOUTH SERVICE BUREAU

FY2018 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 the Carroll County Youth Service Bureau:

As CCYSB moves into our 47th year in operation, we reflect on our mission, beliefs, and values, which have guided us over these many years; we believe that keeping these core principles foremost in our work has served us well. Of great importance to us is the respect and care of: the people whom we serve, our staff, the positive culture of our agency, and our commitment to our community.

Our county is a treasure, a place where businesses, government agencies, and non-profits work together to provide untold benefits to people in need—through their volunteerism and financial support. Our county is a supportive, active and benevolent community of which CCYSB is proud to be a long-standing member.

In mental health and substance-use treatment, there are many paths to recovery, growth, and success; and these paths are determined by our clients themselves. With the assistance of skilled therapists, agency support systems and a good deal of instilled hope, hearty encouragements, and celebrations of success, clients can achieve a healthier and happier life.

During the past two years, we added two additional programs: Connecting Youth and Family Engagement services. Partnerships for these two programs include Business and Employment Resource Center, CC Department of Juvenile Services, and Human Services Program of Carroll County. This annual report highlights the Connecting Youth program; please read for information about available assistance for the young adults in our County.

Our State, County, local foundations, community businesses, and individual donors provide generous financial support; our stellar board provides governing and advisory assistance, and our talented and dedicated staff provide critical counseling and support services to our clients, and for all, we are most grateful.

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 and referral, psychiatric evaluations, group therapy, psychosocial evaluations, and liaison with school and local service agencies.

Substance Use Disorder 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.

Elementary School Intervention Program

CCYSB provides services to elementary students who are struggling with challenging emotions and behavior. These students may have spoken of suicide and/or self-harm but do not present as an immediate risk. They may have significant mental health concerns or difficult family situations which impact their school experience and behavior. Previous efforts to support parents or guardians in addressing the child's needs may not have been successful. School staff may report that the student's needs are greater than they are able to accommodate in the school setting, without outside intervention.

E-SMART Program

E-SMART serves Carroll County families with children ages 0-8 who have behavioral, developmental, and/or social/emotional concerns. This early-intervention program addresses behavioral health issues and has a significant and positive impact on a child's ability to bond with family, do better in school, and adjust well socially. E-SMART will work with you to find the services to help your child function better at home, in school, in the community, and throughout life. CCYSB, in partnership with several other local agencies, provides mental health services and assessment services for this new program.

Family Engagement Program (FEP)

CCYSB, in partnership with Carroll County Department of Juvenile Services (DJS) and Carroll County Local Management Board (LMB) provides behavioral health case management services for youth and their families at risk of involvement (or who are currently involved in) Maryland's Department of Juvenile Services. FEP staff assesses the youth and family's needs and facilitates linkages to services in the community. The main goal of this program is to divert youth with behavioral health concerns from involvement in, or further involvement with DJS.

Family Preservation and Safe & Stable Programs

The Family Preservation and Safe & Stable Family Preservation programs are short-term, home-based programs that provide therapies designed to preserve and improve family relationships and prevent out-of-home placement for children. Goals of the programs include: prevention of children (birth to 7 years old) from entering into foster care, successful transition of children returning home from foster care, and in some cases, the coordinated move of children into secure, permanent family settings.

Interactive Group Therapy

This program focuses on a variety of problems and issues relevant to adolescents: family, peer, school and community. This treatment uses action-based methods to assist adolescents in improving communication, skills and other barriers to healthy living. 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.



Continued on the next page.



CONTINUUM OF COMMUNITY BASED SERVICES (CONTINUED)

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 come from the University of Maryland School of Social Work, Towson University, McDaniel College, Hood College, University of Pennsylvania, and Johns Hopkins University, and on-line university programs.

Suicide/Self-Injury Intervention and Violence Assessment Programs

During school hours, an on-call therapist provides clinical assessment services for Carroll County Public School students at risk of suicide or self-harm. Our Violence Assessment Program is also 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 CCPS Pupil Services Department.



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)**

The Assertive Community Treatment (ACT) program is a critical service for treating individuals who have the most challenging and persistent mental health concerns. The ACT team members are experienced in psychiatry, psychology, nursing, social work, and substance use treatment. In addition to therapeutic and medical concerns, the team often addresses issues of everyday life: food, budgeting, housing and employment concerns. ACT team members work with clients in their homes, neighborhoods, and community locations; providing crisis management 24 hours a day, 7 days a week.

- **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.

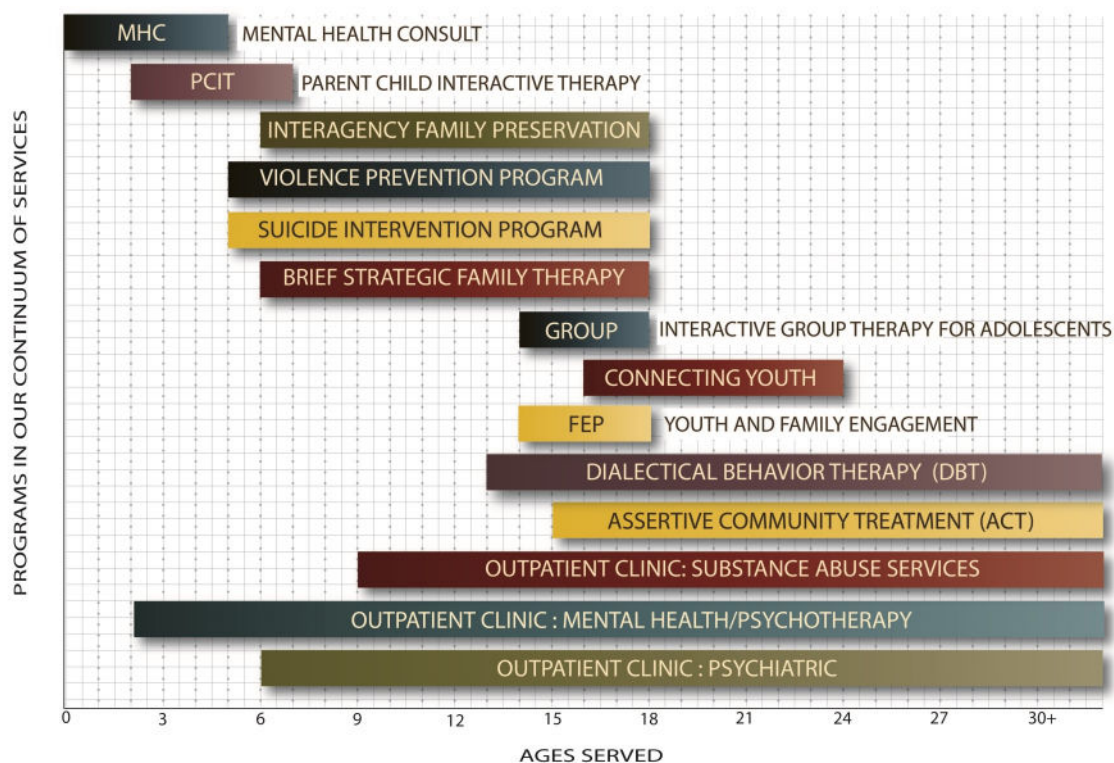
Please visit our website at www.CCYSB.org for more detailed descriptions, additional programs and contact information.



Above, two members of our Family Preservation team: Holly Cushen, LCSW-C, Therapist and Brooke Chenowith, Intern.



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, working 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 Health Department
 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
 Maryland Assoc. of Youth Service Bureaus
 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



CONNECTING YOUTH PROGRAM



Above, CCYSB's Connecting Youth Team.
Front: Tiffany Masimore, LCSW-C, Program Director.
Back, left to right: Amanda Gibbons, BA, Engagement Manager and Hannah Barber, BSW, Engagement Manager.

Nationwide, there are millions of 'disconnected' youth between the ages of 16 and 24 who are not in school, not employed, and who may be homeless. Here in Carroll County, there are approximately 1,700 disconnected youth. CCYSB, Human Services Programs (HSP) and Carroll County Business and Employment Resource Center (BERC) have entered into an inter-agency partnership to reduce youth homelessness and provide a coordinated county-wide approach to re-engage youth in technical training, higher education, or employment.

This team of agencies uses complementary programmatic strengths to successfully remove barriers and contribute to achieving the long-term goal of re-engaging disconnected youth.

BARRIERS THAT CONTRIBUTE TO YOUTH UNEMPLOYMENT:

- Lack of Education
- Poor Mental or Physical Health
- Homelessness
- Poverty
- Criminal Justice System Involvement

CCYSB also delivers on-demand behavioral health services to youth when mental health, substance use, or psychiatric disorders are identified as a barrier to the re-engaging process. Services are delivered in our outpatient facility or at other locations if preferred by the youth.

One goal of the Connecting Youth program is to reduce the number of unaccompanied homeless youth under age 25 and prevent homelessness for those who are at risk. HSP conducts psychosocial assessments with individuals receiving services, which leads to the development of a treatment plan that supports the youth's strengths, abilities and interests. This program also assists with any barriers to success, e.g., childcare, transportation, etc.

CONNECTING YOUTH COORDINATION COUNCIL:

- ♦ Identifies dis-engaged youth and the barriers that prevent them from engaging.
- ♦ Provides coordinated, timely access to services.
- ♦ Supports and guides youth in accessing services.
 - ♦ Provides on-going follow up and support.

For more information about our Connecting Youth Program, please contact Tiffany Masimore, LCSW-C, Connecting Youth Program Director at 443-244-8689 or tmassimore@ccysb.org.



CARF ACCREDITATION



In the fall of 2017, the staff at CCYSB committed themselves to undergoing the extensive accreditation process by CARF, the 'Commission on Accreditation of Rehabilitation Facilities.' CARF requires a service provider to commit to quality improvement, focus on the unique needs of each person the provider serves, and monitor the results of services.

Achieving this accreditation involved an internal examination of our program and business practices including a week-long on-site survey conducted by a team of expert practitioners selected by CARF. During the survey, the provider must demonstrate that it conforms to a series of rigorous and internationally recognized CARF standards.



Based on the results of the survey, CARF prepares a written report of the provider's strengths and areas for improvement. If a provider has sufficiently demonstrated its conformance to the standards, it earns CARF accreditation.

We are extremely proud to announce that CCYSB received our 3-year accreditation, demonstrating the value, quality and commitment we possess as we provide services to the Carroll County community!

YSB BOARD OF DIRECTORS



CCYSB is governed by a volunteer Board of Directors. These talented board members serve as advisers, decision makers, problem solvers, and advocates for CCYSB. It should be noted that they contribute countless hours in meetings and throughout our community, advocating for our non-profit organization.

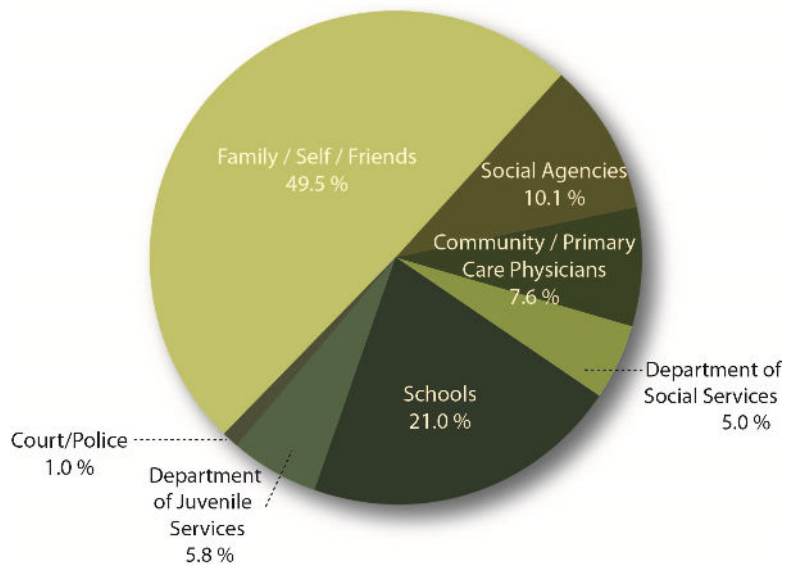
Our agency benefits every day from the dedicated energies and time devoted by the members of our board. Thank you for all that you do!

Above: Front Row, from left to right: Gary Honeman, Rose Lambert, Judith Stull, Lynn Davis, Steve Powell and Alex Myers. Middle Row: Dick Simmons and Lori Blake. Back Row, from left to right: Aaron Pierce, Patrick Scheper and Brian DeLeonardo. Missing from Photo: Amy Feldman and Jodi Lupco.

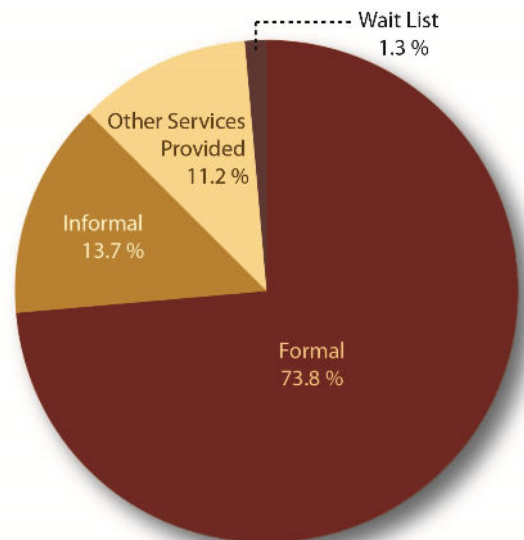


REQUESTS FOR SERVICES IN FY2018

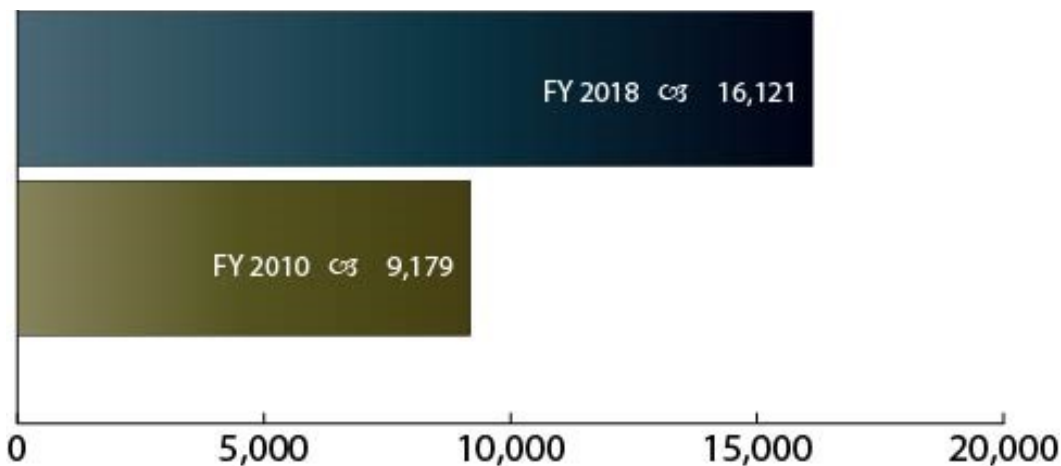
New Referrals Received
by Source of Referral:



Requests for Services
by Disposition:



NUMBER OF SESSIONS

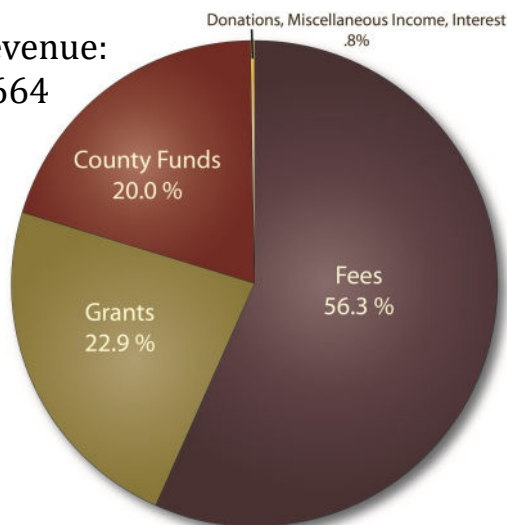


Above: Our dedicated CCYSB staff members.



REVENUE AND EXPENSES IN FY2018

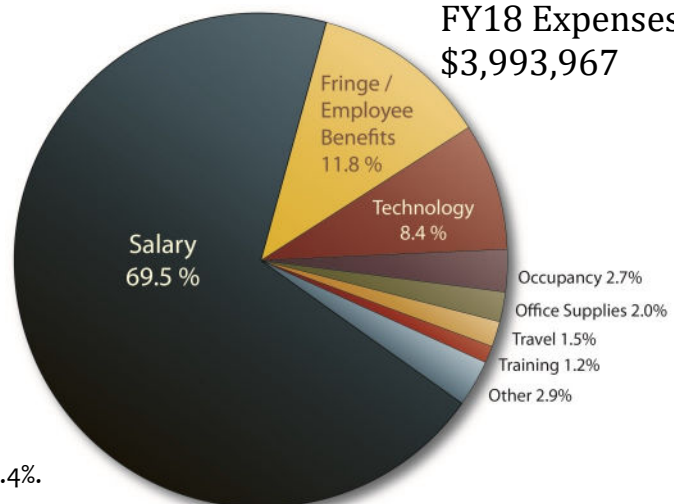
FY18 Revenue:
\$4,166,664



The FY18 revenue figures stated are final based on the result of a financial audit completed in September 2018. CCYSB experienced a 5.8% increase in revenue from FY17. Areas of revenue that increased include fees, grants, and County funds. Fees collected continue to be the largest source of revenue at 56.3%. Grant and County funding comprise 22.9% and 20.0% respectively.

The FY18 expense figures are final based on the result of a financial audit completed in September 2018. CCYSB had a 9.2% increase in expenses from 2019. This increase was primarily due to the purchase of a replacement electronic health record (EHR). The EHR vendor we had in FY17 notified us in May 2017 they were closing their EHR business. Salaries continue to be the largest expense category at 69.5% of total expenses. Employee benefits were 11.8% and technology was 8.4%.

FY18 Expenses:
\$3,993,967



THE CARROLL COUNTY 5K COLOR RUN/WALK FUNDRAISING EVENT



Above: Two race participants showing off their colors!

On Saturday, May 12th (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 new and colorful 5k event to the County. The event is sponsored by Rafael's Restaurant in Westminster, and held in conjunction with Westminster City's annual Flower & Jazz event on Main Street.

This year's event welcomed over 300 runners to our 5K race/walk through Wakefield Valley Golf Course in Westminster, with color stations along the way!

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



FUNDRAISING EVENTS AND APPEALS

10th Annual CHOCOLATE BALL

Our annual fundraising event was generously sponsored by Kairos Wealth Advisors of Raymond James & Associates and was held on Saturday, February 3rd at the Portico of St. John in Westminster. Over 290 guests filled the gorgeous “Mardi Gras” themed ballroom and enjoyed hors d’oeuvres, a bountiful buffet dinner by Liberatore’s in Eldersburg and a gourmet chocolate dessert by JeannieBird Baking Company. Live music by The Colgan-Hirsh Band, Magical Entertainment by Anthony Ware and a photo booth entertained attendees.

Through sponsorships, tickets, and evening sales, over \$70,000 was raised before 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: Commander Steve and Erin Bishop; Lower Right: Tom and Kate Gordon. Above Left: Todd and Kelly Frager. All three couples are wonderful and supportive friends of our agency.



This year, CCYSB held a special request during the Chocolate Ball event’s live auction. Funds raised through this appeal were used to purchase a used van for our Assertive Community Treatment (ACT) Program. ACT provides intensive, mobile, mental health and substance use treatment and support services to adults whose treatment needs are serious and complicated. Due to the extreme generosity of the donors in attendance, over \$15,000 was raised through this special appeal. The addition of our agency van has proven to be invaluable. It is used for tasks such as: transporting clients to-and-from group therapy sessions six times a week, moving clients in-and-out of residences, transporting clients to doctor appointments and delivering food baskets from the Rescue Mission to clients every week. Thank you again for your support!

**“TURN
the Key”**

CCYSB VEHICLE FUND

for our ACT Mobile Treatment Program



OUR GENEROUS DONORS

Thank you to each of the individuals and companies who have supported Carroll County Youth Service Bureau during our 2018 fiscal year. Please know that your generosity has made a tremendous difference in the lives of those we serve!

Advantage Internet Marketing, Inc.
Apple Plumbing & Heating
Aquino Financial Group, LLC
Mr. Andrew and Mrs. Stephanie Averett
Mr. R. Wayne and Mrs. Bonnie Barnes
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

Commander Steve and Mrs. Erin Bishop
Mr. Steve and Mrs. Alicia Bitzel
Ms. Terra Bjorling
Mr. Jerry and Mrs. Linda Blizzard
Mr. David Bollinger
Dr. and Mrs. Robert Boner
Ms. Claudia R. Bowen
Brandenburg United Methodist Church
Brook-Owen Real Estate
Bruchey Builders, Inc.

Mr. Jeffrey and Mrs. Jennifer Bubczyk
Mr. John and Mrs. Melinda Byrd
Carroll Community College
Carroll Hospital
Carroll Lutheran Village
Carroll Occupational Health, LLC
Cedar Ridge Counseling Centers
City of Westminster - Parks and
Recreation Department
Mr. David and Mrs. Janet Flora
Davis Library, Inc.
Mr. Richard and Mrs. Lynn Davis
Mr. Michael and Mrs. Susan DiPietro
Mr. Joseph Dominick
Dr. Mark and Mrs. Anne Blue
Mr. Chris and Mrs. Deborah Dugan
Mr. Emmet Eckman
Evapco, Inc.
Family Medical Center, LLC
Farmers & Merchants Bank
First Financial Federal Credit Union
Fuchs North America
Mr. Thomas and Mrs. Kate Gordon
Gorfine, Schiller, & Gardyn, P.A.
Mr. Samuel and Mrs. Janice Greenholtz
Mr. Brian and Mrs. Kim Haga
Handyman Matters
Mr. Charles and Mrs. Virginia Harrison

Mr. Wayne and Mrs. Sarah Harrison
Mr. Thomas and Mrs. Joanne Hayes
Ms. Marsha Herbert
Mr. Gary and Mrs. Mary Honeman
J. Marie's Salon
Dr. George James
Dr. Jeffrey and Mrs. Cristina Jarvis

Penguin Random House
Mr. George and Mrs. Ruth Perkins
Pessin Katz Law, P.A.
Mr. Paul and Dr. Margaret Pitrone
Pitrone, Sorkin & Jarvis Orthodontics
Mr. Steven and Mrs. Heather Powell
Mr. Terrence and Mrs. Victoria Powell

“CCYSB changed my life drastically for the better and my daughter’s life has changed in the most positive way possible. There are days that I cry with joy and happiness. I am so glad that I continued to pursue help and we found our way to CCYSB.”

CCYSB Patient

JeannieBird Baking Company
Kairos Wealth Advisors of Raymond James
Mr. Dave and Mrs. Dorina Keffer
Mr. Nicolas Kfoury, DMD, P.A.
Kite Technology
Mr. Bill and Mrs. Judy Klinger
Knorr Brake Corporation
Mr. Howard and Mrs. Pat Kramer
Mr. Mark and Delegate Susan Krebs
Mr. Christopher Kruger
Mr. Bill and Mrs. Rose Lambert
Lehigh Cement Company
Mr. Nick and Mrs. Donna Lewis
Mr. Wayne and Mrs. Bonnie Lockard
Mr. Thomas Long and Mrs. Dana Kemp
Mr. Michael and Mrs. Jodi Lupco
M&T Charitable Foundation
Marjorie R. Kimble Rev. Trust
Mr. Richard and Mrs. Christina Mawhinney
Mr. Edward and Mrs. Karen Nevin
Mr. Stephen and Mrs. Carol Nevin
Mr. Gary and Mrs. Joan North
Mr. John and Mrs. Wendie O'Meally
Orevero Corporation
Mr. George and Mrs. Sandra Oxx
Mr. Bernie and Mrs. Joan Palm
Pulco, Inc.

The Honorable April Rose
Mr. Terry & Mrs. Jacqueline Rosenborough
Dr. Michael Rosner
Mr. Robert and Mrs. Janine Rubilotta
Mr. Tim and Mrs. Patty Schneider
Mr. Gary and Mrs. Beth Sergott
The Honorable Haven and
Mrs. Patty Shoemaker
Mr. and Mrs. George Shoffner
Silver Linings Lavender Farm, LLC
Mr. Richard and Mrs. Margaret Simmons
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
Mr. Walter and Mrs. Karen Speck
Sturgill & Associates LLP
Sykesville South Carroll Rotary Club
Mr. Robert and Mrs. Sharon Taylor
Terry's Tag & Title Service, LLC
The Kahlert Foundation, Inc.
The Velnoskey Wealth Management Group
Thomas, Bennett & Hunter, Inc.
Mr. Douglas and Mrs. Pam Velnoskey
Dr. Robert and Mrs. Lisa Wack
Commissioner Stephen & Mrs. Kathy Wantz
Commissioner Richard & Mrs. Lila Weaver

Every effort has been made to assure accuracy and include all donations to CCYSB for FY2018. We sincerely apologize for any errors, and request that you notify us of any omissions and/or incorrect information. Donations are of \$200.00 or more and for the donation period from 7/1/2017 through 6/30/2018, 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



ADDRESS SERVICE REQUESTED



MISSION

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

