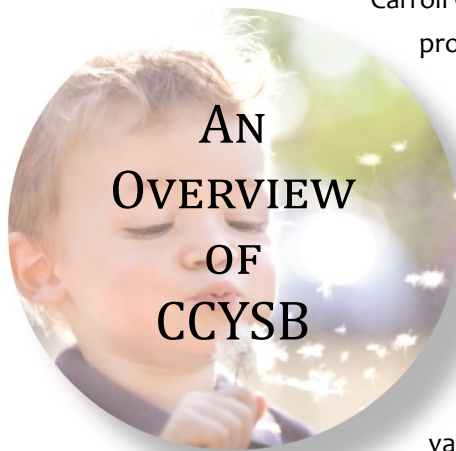


CARROLL COUNTY YOUTH SERVICE BUREAU

FY2021 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:

Look for some excitement in the future as Carroll County Youth Service Bureau turns 50! We hope you will join us in celebrating our Carroll County Golden Jubilee!

In these last 50 years, so many positive changes have occurred in the field of behavioral health. New and research-proven therapies, the expanded inventory of effective medications, and the lessening of the stigma associated with behavioral health matters are only a mention of the strides achieved by behavioral health disciplines. Indeed, the last two years have shown that mental health and substance use concerns may exhibit in any family, and the best course of action is to seek help. What remains constant at CCYSB is the respect and caring for the people we serve, our truly exceptional staff, our active and dedicated board, and our agency's positive culture of hope and healing. CCYSB's commitment to Carroll County residents remains constant.

This last year as in years prior, we are stunned by the generosity of our County Commissioners, community partners, local businesses, local foundations, and individuals as they worked together to provide countless benefits to meet the needs of the people we serve and beyond. The show of caring, financial (and other) support is remarkable. The people of Carroll County consistently demonstrate their care and keeping of each other; it is truly unique and makes us proud to call Carroll home.

Please think of CCYSB in your giving efforts and know that we greatly appreciate your willingness to support the work we do.

With many thanks and warm regards,

Patrick Scheper, Board President

Lynn Davis, Executive Director



CONTINUUM OF COMMUNITY BASED SERVICES

Outpatient Behavioral Health Clinic: Mental Health and Substance Use Services for Children, Adolescents & Adults

Services include assessment, individual, family and group therapy, psychiatric evaluations, medication management, psychosocial evaluations, and liaison with school and local service agencies. CCYSB's programs and services provide a full-range treatment options to meet the needs of individuals and families experiencing the negative impact of mental health and addiction concerns.

Psychiatric Services

CCYSB offers psychiatric services to clients who receive 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

This program serves youth ages 16-24 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) partner to provide a coordinated county-wide approach to re-engage these youth and reduce youth homelessness.

Elementary School Intervention Program

CCYSB provides services to elementary students who are struggling with challenging emotions and behavior. They may have significant mental health concerns or difficult family situations which impact their school experience, and their behavior. Previous efforts to support parents or guardians in addressing the child's needs may not have been successful.

E-SMART Program

E-SMART serves Carroll County families with children ages birth-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 the family to find the services that help a child function better at home, in school, in the community, and throughout life.

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 in Maryland's Department of Juvenile Services. FEP staff assesses the youth and family's needs and facilitates linkages to services in the community, with the purpose of diverting these youth from involvement, or further involvement in DJS.

Family Preservation and Safe & Stable Programs

The Family Preservation (FP) 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 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

We offer several Group Therapy options for both adolescents and adults. Group Therapy helps clients manage depression, anxiety, anger, substance use issues and more in a supportive, nonjudgmental, peer and therapist-based environment. While Group Therapy can seem overwhelming and anxiety provoking, studies have shown its effectiveness in helping people find feedback and support they need to make changes and improve their lives. Our group members often share "it's kind of scary at first, but then it's really nice to be with people who understand and are there to help me. We get something out of helping each other too."

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, Morgan State University, Johns Hopkins University, and several on-line university programs.

Suicide/Self-Injury Intervention and Violence Assessment Programs

During school hours, an on-call therapist provides a clinical assessment for Carroll County Public School students at risk of suicide or self-harm. The Violence Assessment Program provides assessment for students following a suspension for serious threats or act of violence.



Continued on the next page.



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 five 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 serious and persistent mental health concerns. The ACT team staff are experienced in psychiatry, nursing, counseling, 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 serves 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.

- **Child-Parent Psychotherapy (CPP)** This treatment model serves young children from birth through age five and their parents/ caregivers. One of the main goals of Child-Parent Psychotherapy is to support and strengthen the parent-child relationship as this relationship is central to the child's healing, development, and well-being.

- **Dialectical Behavior Therapy (DBT)**

Dialectical Behavior Therapy 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. 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 the parent's behavior-management skills.

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

YSB BOARD OF DIRECTORS



Photo taken during a recent Board Meeting.

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!**

Our Board Members who volunteered both last and this year: Joyce Agatone, LCSW-C, Emily Bollinger Miller, Lynn Davis, LCPC, Brian DeLeonardo, Esq. (Ret.), Amy Feldman, Esq., Judith Jones, Rose Lambert, CPA, Jodi Lupco, Edmund O'Meally, Esq, Aaron Pierce, Steve Powell, Patrick Scheper, and Jessica Todd.



OUR SIGNATURE FUNDRAISING ^{NOW} EVENT

The 13th Annual



*Our 1st Annual Stay-At-Home,
Non-Event, Event!*

This year, instead of hosting our annual LIVE, fabulous, formal fundraising event, Carroll County Youth Service Bureau raised funds through a 'non-event.' ALL donations raised through this "Mask-querade Ball" are directly supporting our mission, a cause so extremely important during these unprecedented times.

This event was not real, but the need is most certainly there!

We politely asked everyone who supported this to stay at home safely and relax, knowing they made a HUGE difference in the lives of those in need served by CCYSB. Once again, our fundraising event was generously sponsored by Kairos Wealth Advisors of Raymond James & Associates. Event sponsors received our Chocolate Ball "Experience Baskets", filled with gift certificates, favors, and of course, chocolate. Ticket purchases of \$250 or more entered donors into our 'Golden Ticket Raffle' for a chance to win an experience basket.

Through sponsorships and ticket sales, just over **\$49,000** was raised before expenses. As always, we are so very grateful for the continued generosity and support from our community who make this annual event so successful for our organization!

Photos: A variety of our wonderful supporters who received our decadent Chocolate Ball "Experience Baskets." to enjoy at home or the office.

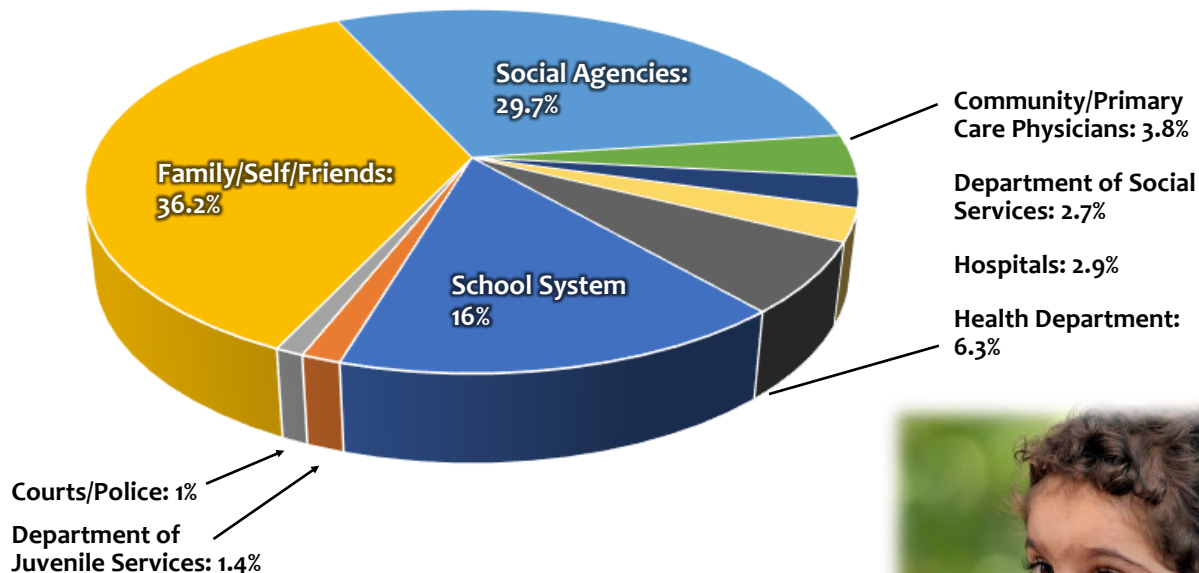


For more information about sponsoring or supporting our agency through the Chocolate Ball, please contact Andie in our Development Office at 443-244-8139.



REQUESTS FOR SERVICES IN FY2021

New Referrals Received by Source of Referral:



PARTNERS IN PROVIDING SERVICES

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, adults and families, working with other local and state agencies is essential.

Amatus Health and
Recovery Centers of America
Boys & 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
Juvenile Services
Carroll County Department of
Rehabilitation Services
Carroll County Department of
Social Services
Carroll County Health Department
Carroll County Grants Office

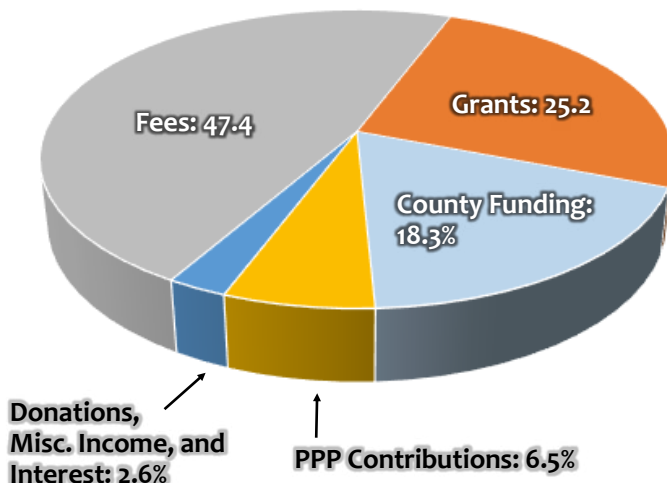
Carroll County Local Management Board
Carroll County Public Schools
Carroll County Department of
Rehabilitation Services
Carroll County State's Attorneys Office
Carroll Hospital
Family & Children's Services
Governor's Office for Crime, Youth,
and Victim Services
Governor's Office of Crime Control
and Prevention
Human Services Programs
of Carroll County
Maryland Association of
Youth Service Bureaus
Maryland Department of Health
and Mental Hygiene
Maryland Department of
Human Resources
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



REVENUE AND EXPENSES IN FY2021

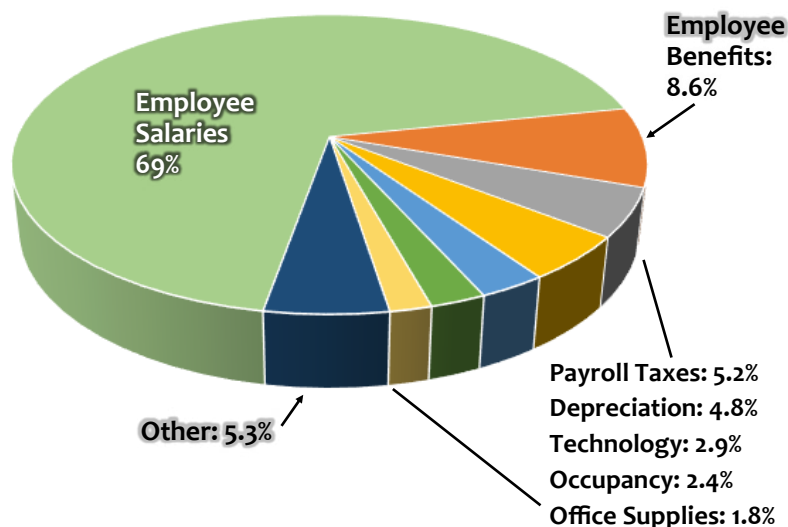
FY21 Revenue: \$5,832,946



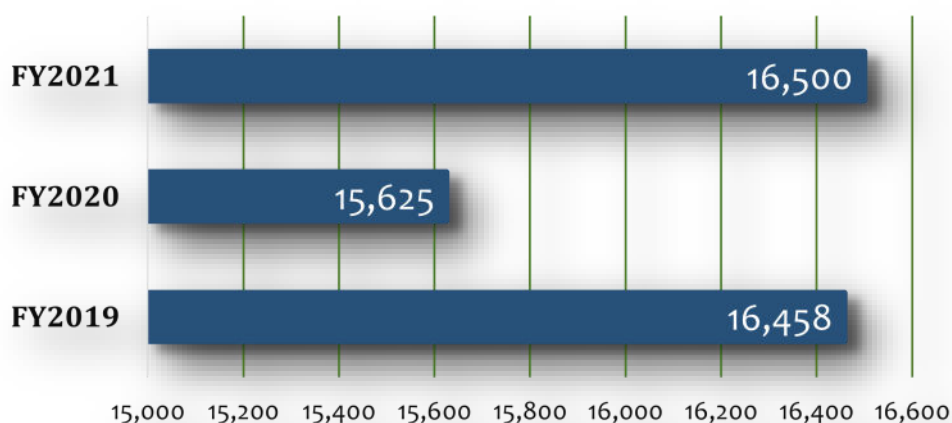
The FY2021 revenue figures stated are final based on the result of a financial audit completed in November 2021. CCYSB experienced an increase of 6.9% in revenue from FY2020, however, the increase was almost completely offset by a 5.4% total expense increase. Donation funds decreased as a direct result of the cancelation of our live annual fundraising event due to COVID restrictions. Fees collected continue to be the largest source of revenue at 47.4%. Grant and County funding comprise 25.2% and 18.3%, respectively.

FY21 Expenses: \$5,267,599

The FY2021 expense figures are final based on the result of a financial audit completed in November 2021. CCYSB had a 5.4% increase in expenses from FY2020 which was primarily due to increases in salaries and employee benefits. Salaries continue to be the largest expense category at 69% of total expenses. Employee benefits were 8.6% with Payroll Taxes following at 5.2%.



NUMBER OF SESSIONS



Our agency rebounded in FY2021 from the pandemic which began in FY2020 by clinical staff pivoting to telehealth.



PROGRAM HIGHLIGHT: GROUP THERAPY SERVICES

for both adults and adolescents

CCYSB offers several Group Therapy options for both adolescents and adults. Group Therapy helps clients manage depression, anxiety, anger, substance use issues and more in a supportive, nonjudgmental, peer and therapist-based environment. While Group Therapy can seem overwhelming and anxiety provoking, studies have shown its effectiveness in helping people find feedback and support they need to make changes and



improve their lives. Our group members often share “it’s kind of scary at first, but then it’s really nice to be with people who understand and are there to help me. We get something out of helping each other too.”

Adolescent Interactive Group Therapy:

CCYSB has long-used action methods in its group work with adolescents (ages 14-18), addressing anger, depression, substance use, difficulty

with impulse control, and a variety of other developmental and co-occurring issues. We incorporate creative methods that help teens practice life situations, using role play and acting to express, communicate, and solve problems. Often, teens are able to use these methods to make changes and improvements in their behaviors, emotions, and relationships. Each adolescent group is led by two licensed, experienced therapists, who enjoy working with teens! We strive to model teamwork and encourage healthy interaction in the group setting.

Group Therapy for Adults:

CCYSB offers several adult group therapy options for men and women (ages 18 and up). Group Therapy helps clients manage depression, anxiety, anger, substance use issues and more in a supportive, nonjudgmental, peer and therapist-based environment. Adult groups are led by licensed, experienced, and qualified group therapists, focusing on co-occurring issues while using the group dynamic to bring about effective change, teach skills, and foster connection for clients.

TO ACCESS GROUP SERVICES:
Please contact our Referral Coordinator at 410-848-2500, option 1.

All Groups meet weekly, operate on rolling admissions, and are limited to enrollment of 8-10 clients per group. CCYSB offers both adult and adolescent Dialectic Behavioral Therapy (DBT)-specific groups. Clients must be enrolled in full DBT treatment to participate in these skill-focused, therapeutic groups.

Please contact CCYSB for more information!

Group enrollment begins with an initial full diagnostic evaluation with CCYSB. Qualified assessors determine group appropriateness and fit, while gathering important background information, and details on presenting issues and goals for treatment. Those in need of more intensive services can attend more than one group per week. Assessors and group therapists will assist you with the development of this plan. Psychiatric services are available to those actively enrolled in group services.



LEAVING A LASTING LEGACY

by making a charitable bequest to CCYSB

A meaningful way for you to support Carroll County Youth Service Bureau's mission is through a bequest intention. Making a bequest to CCYSB in your will, living trust, or codicil enables you to leave a legacy during your lifetime that will support the mental health and substance use needs of future generations.

Carroll County Youth Service Bureau has established our 'Follow Your Heart' Legacy Society to welcome donors who help us plan for the future of our mission-based programs and services by making a charitable gift which establishes a legacy of support.

Please consider making an estate planning or legacy gift to CCYSB and sharing your plans with us so that we may express our gratitude and honor your wishes to the best of our ability.



**“Follow
your ART”**
LEGACY SOCIETY



We would greatly appreciate the opportunity to acknowledge your legacy and estate planning contributions to Carroll County Youth Service Bureau.

Please contact our Development Office at 443-244-8139 so we can support you in this important journey and thank you for your generosity and dedication to supporting those in need!



Above: Our dedicated CCYSB staff members.



GIVING CIRCLE PARTNERS AND PATRONS



Very special thanks to our agency's "Have a Heart" Giving Circles' Partners and Patrons for FY2021. Their support directly impacts the clients and communities we serve both today and for years to come.

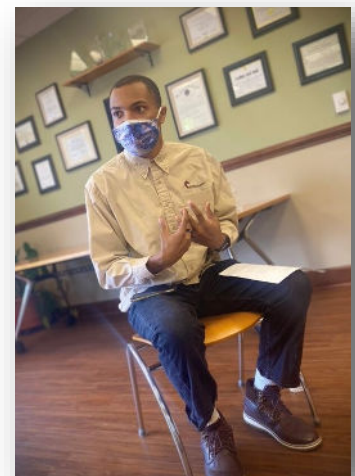
Bounds Accounting & Tax Services, LLC — Clear Ridge Nursery, Inc.
Crawford Yingling Insurance — Dr. George and Mrs. Elizabeth James
The Kahlert Foundation — Kairos Wealth Advisors of Raymond James
KCI Technologies—Kite Technology Group — Koons Westminster Toyota
Law Offices of William O'Brien Finch, Jr. — Penguin Random House
Puckett & Sturgill Financial Group — Mrs. Carolyn Scott
Mr. Gary and Mrs. Beth Sergott — Shelter Systems Limited
Mr. Richard and Mrs. Margaret Simmons — Thomas, Bennett & Hunter, Inc.
Tim Kyle Electrical Service — Mr. Douglas and Mrs. Pam Velnoskey

CORPORATE DONOR SPOTLIGHT

Kite Technology: Honor Circle Founding Partner and Chocolate Ball Event Sponsor

More than 28 years ago, Kite Technology Group founder and president, Jeff Kite, combined his passion of helping people with his technical and networking skills to start his career. Jeff and Greg Didio, CEO, led a transformation of the former "break fix" company into a national full-service IT company. In addition to serving as our trusted provider of managed IT services, Kite Technology Group joined CCYSB in 2020 as a Founding 'Honor Circle' Partner of our "Have a Heart" Corporate Giving Circles and a Chocolate Ball Event sponsor. Their commitment to quality assures our agency has the systems in place to keep our data secure, while meeting both industry and compliance obligations.

On April 7th, 2021, Jeff Kite and Shane Briscoe of Kite participated in a custom, socially distanced, employee service event at CCYSB with members of our Connecting Youth (CY) Program for disconnected youth. They joined a weekly group session with CY youth to talk about ways to overcome barriers in order to attain employment and pursue educational opportunities. Jeff and Shane shared stories about their personal growth and career development. Jeff also engaged the youth in a thought-provoking conversation about Kite Tech's guiding principles, titled "Our Flight Plan," which reflect the company's core values and character traits for working, growing their business, and interacting with both one other and their clients.



Above: Shane Briscoe



OUR GENEROUS DONORS

*Thank you to the individuals, companies and community groups who have supported Carroll County Youth Service Bureau during our 2021 fiscal year.**

Your generosity makes a tremendous difference in the lives of those we serve!

Advantage Internet Marketing, Inc.	Ms. Jennifer A. Frame	Mr. George and Mrs. Ruth Perkins
Mr. Said Aboulhana and Mrs. Joyce Agatone	Fuchs North America	Pessin Katz Law, P.A.
Dr. Damian and Dr. Oluchi Ayichi	Mr. David and Mrs. Judith Geiman	Mr. Aaron and Mrs. Laura Pierce
Mr. R. Wayne and Mrs. Bonnie Barnes	Mr. Brent and Mrs. Lisa Goretsas	Mr. Steven and Mrs. Heather Powell
Barnes-Bollinger Insurance	Gorfine, Schiller, & Gardyn, P.A.	Mr. Terrence and Mrs. Victoria Powell
Mr. Gary and Mrs. Dena Bauer	Ms. Rachel Greenberg, LCPC	Puckett & Sturgill Financial Group
Best Western	Greentech Landscaping	Robin Ford Building & Remodeling, Inc.
Mr. Michael Billingslea and Mrs. Jackie Johnson	Mr. Stephen and Mrs. Barbara Guthrie	Dr. Michael Rosner
Commander Steve and Mrs. Erin Bishop	Mr. Charles and Mrs. Virginia Harrison	Mr. Patrick and Mrs. Sue Scheper
Dr. Mark and Mrs. Anne Blue	Mr. Thomas and Mrs. Joanne Hayes	Mrs. Carolyn Scott
Mrs. Carolyn Boner	Hill Development Group, LLC	Mr. Jeffrey and Mrs. Elvie Scott
Dr. and Mrs. Niel Borrelli	ANONYMOUS	Mr. Gary and Mrs. Beth Sergott
Bounds Accounting & Tax Services, LLC	Mr. Donald and Mrs. Carrie Honeman	Shelter Systems Limited
Mr. Wilson Bounds	Mr. Gary and Mrs. Mary Honeman	Shipley's Fine Jewelry
Brandenburg United Methodist Church	Dr. Robert and Mrs. Amie Honeman	SIG
Mr. Thomas Butt and Mrs. Karen Von Sas	Dr. George and Mrs. Elizabeth James	Mr. Richard and Mrs. Margaret Simmons
Mr. John and Mrs. Melinda Byrd	JeannieBird Baking Company	Mr. Andrew and Mrs. Cheryl Snyder
Carroll Community College	Kairos Wealth Advisors of Raymond James	Mr. Richard and Mrs. Karen Soisson
Carroll County Association of REALTORS Foundation	KCI Technologies	Sturgill & Associates, LLP
Carroll Hospital	Mr. Charles Kelly, Jr.	Sykesville South Carroll Rotary Club
Carroll Occupational Health, LLC	Kite Technology Group	Mr. Jack and Mrs. Beth Tevis
Clear Ridge Nursery, Inc.	Kiwanis Club of Westminster	Keller Williams Legacy West
Mr. Michael and Mrs. Lynn Coons	Mr. Douglas and Mrs. Kathryn Kohler	The Kahlert Foundation, Inc.
Crawford Yingling Insurance	Koons Westminster Toyota	The Velnoskey Wealth Management Group of Janney Montgomery Scott
Mr. Stuart and Mrs. Linda Crook	Mr. Howard and Mrs. Francis Kramer	Thomas, Bennett & Hunter, Inc.
Mrs. Richard and Mrs. Lynn Davis	Mr. Bill and Mrs. Rose Lambert	Tim Kyle Electrical Service
Mr. Brian DeLeonardo, Esq.	Law Offices of William O'Brien Finch, Jr.	Ting, Inc.
ANONYMOUS	Mr. Bob and Mrs. Cindy Lord	Ms. Jessica Todd
Mr. Michael and Mrs. Margarita Dolan	Mr. Michael and Mrs. Jodi Lupco	Mr. John Tomko Jr.
Ms. Susan Doyle	Mason Dixon Distillery	Mr. Clarence and Mrs. Anne Townsley
Mrs. Cynthia Eckenrode	Mercedes Specialists, Inc.	Mr. Chris Van Horn
Exelon Corporation c/o Cyber Grants	Mr. Matthew & Mrs. Emily Miller	Mr. Douglas and Mrs. Pam Velnoskey
Mr. James and Mrs. Dana Facius	Mr. Leonard and Mrs. Dawn Mills	Mr. Bernard Vogel
Farmers & Merchants Bank	Mr. E. Alexander and Mrs. Cynthia Myers	The Honorable Stephen and Mrs. Kathy Wantz
Mrs. Amy Feldman	Mr. Fred Myers	Wesley Freedom United Methodist Church
Mr. Andrew Fisher	Mr. Robert and Mrs. Kelli Nelson	Western Maryland District American Legion Auxiliary
Mr. David and Mrs. Janet Flora	Mr. Edmund and Mrs. Dawn O'Meally	
Mr. Todd and Mrs. Kelly Frager	Mr. John and Mrs. Wendie O'Meally	
	Penguin Random House	

*Every effort has been made to assure accuracy and include all donations to CCYSB for FY2021. 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 7/1/2020 through 6/30/2021, 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



ACCREDITED BY:



ADDRESS SERVICE REQUESTED



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.



- We will continue to be the foremost mental health and substance use 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."

