



Clearinghouse on Supervised Visitation Phone Conference/Webinar Agenda



December 16, 2020
12PM/11CT

Discussion

1. Welcome and Announcements – Everyone is invited!
2. Check the listings on the website to ensure your program information is up to date and correct for the quarterly report. If you need to add or change anything email Lyndi Bradley at lbradley2@fsu.edu.
3. Questions from Directors: What are you doing with the recorded zoom virtual visits?
4. A Snapshot of Substance Abuse in Florida
5. Review of The Clearinghouse on Supervised Visitation Annual Report: The Supervised Visitation Database Case and Client Statistical Analysis
6. Review Current Program Narratives

A Snapshot: Substance Abuse in Florida



Substance abuse is defined as a chronic, relapsing disorder characterized by compulsive drug seeking, continued use despite harmful consequences, and long-lasting changes in the brain. This includes illegal drugs and abuse of legal substances like alcohol and prescription medicine. It is considered both a complex brain disorder and a mental illness. In the United States, substance abuse kills thousands every year and impacts millions of lives. Within the state of Florida specifically and in the wake of the opioid crisis, the use, misuse, and abuse of drugs and alcohol is particularly prevalent.

- In Florida, **48% of cases** where children were removed from their homes involved substance abuse/alcohol as a contributing factor (Florida Department of Children and Families, 2020 October)
- Nearly **68% of the 4,698** reported drug overdose deaths in Florida involved opioids in 2018 (National Institute on Drug Abuse, 2020 September)
- In 2018, Florida providers wrote **53.7 opioid prescriptions for every 100 persons**, compared to the average U.S. rate of 51.4 prescriptions (National Institute on Drug Abuse, 2020 September)
- Approximately **8% of Florida citizens** are using illicit drugs at any given point in time, weighing in at **about 1.5 million Floridians** (Centers for Disease Control and Prevention, 2019 September)
- About **410,000 individuals** suffered from illicit drug dependence within the last year (Centers for Disease Control and Prevention, 2019 September)
- The rate of drug abuse and drug-related deaths is higher than the national average in Florida. There are about **3,000 deaths per year from drug use in Florida**—more than gun violence or automobile accidents (Centers for Disease Control and Prevention, 2019 September)
- **Florida ranks fifth for violent crimes** in the United States as a result of drug-related activities, and it's a major entry port for drugs coming from Colombia, Mexico, and Venezuela. Florida's substance abuse epidemic involves heroin and opioids, marijuana, stimulants, sedatives, tranquilizers, alcohol, cocaine and methamphetamines (Florida Department of Law Enforcement, 2019)
- There were a total of **134,396 arrests for Drugs/Narcotics Offenses** reported in 2018. Of these arrests, 5,404 were juveniles and 128,992 were adults (Florida Department of Law Enforcement, 2018)
- On February 11, 2020 the Florida Department of Health announced the allocation of \$6.6 million from the Overdose Data to Action (OD2A) Grant to 14 Counties to assist local

communities in the fight against all-drug overdose and opioid abuse (South Florida Hospital News, 2019)

- Florida's Surgeon General Dr. Scott Rivkees: "The misuse, addiction, and overdosing of opioids and other drugs are a serious public health problem in our communities. The Department is committed to strengthening their capacity to develop innovative, community-based programs that save lives and help families recover from the devastating effects." (South Florida Hospital News, 2019)

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The Clearinghouse on Supervised Visitation Annual Report: The Supervised Visitation Database Case and Client Statistical Analysis



November, 2020

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Case and Client Statistical Analysis Results

October 1, 2019 to September 30, 2020

Cases: 1,700 Clients: 6,728 Services: 29,348

In this report we present the results of the annual Clearinghouse on Supervised Visitation's Database Case and Client Analysis. This report covers October 1, 2019 to September 30, 2020, the 12 months since the last report. A total of 36 supervised visitation programs in Florida contributed information to the database during this time span.

For the year, from 10/1/2019 to 9/30/2020, the total number of documented cases sent to supervised visitation programs was 1,700, the number of clients served was 6,758 (3,041 children, 2,027 visitors, 1,660 custodians/others), and the number of services provided was 29,348. This is the number of completed or terminated services only, and does not include intake sessions, scheduled but cancelled services or no-shows.

New this year is an added variable denoting whether the visitor or custodian for each case is participating in the Florida Child Support Program. The new variable was approved and added in January, 2020. All programs were asked to retroactively add this data to their cases, as well as collect this information during intake going forward. Because some cases were already closed and the client information unobtainable, the response to this variable was lower than what would have normally accumulated over a full year. Now that this question has been added to intake forms, we expect the 2020-2021 data for this variable to be complete.

Also new this year was the addition of thousands of Virtual Visits. The unexpected Covid-19 quarantine and resulting CDC and Florida Department of Health guidelines saw the closing of most supervised visitation facilities for a number of months, with some only resuming in-person visits in October, 2020. As a result of the quarantine, court hearings were extremely limited around the state for weeks or even months in some areas. This led to an unforeseen decline in the number of new cases being referred to Florida's Supervised Visitation programs. However, while the number of new cases and new clients declined, programs continued to provide services to existing clients. In many cases, programs were able to provide *more services* than usual with transportation and room cleaning not taking up time in the daily schedule. Most of the programs made a successful transition to the virtual format but the new technology did prove challenging at first for some programs and families. For more information on the effects of Covid-19 on Florida's Supervised Visitation programs, please see

Appendix A: Online Virtual Supervised Visitation during the COVID-19 Pandemic: One State's Experience

The amount of missing data has *continued to decline* over the last five years, probably due to Clearinghouse training on the database, periodic reminders to programs to enter all data correctly, and requirements within the database to enter specific information before being allowed to move forward.

Percent vs. Valid Percent - The Percent shown in each table is the percent of the total number of cases showing one particular answer, factoring in any cases for which the data is missing or is zero. The Valid Percent is the percent of the total number of cases showing one particular answer but *not including* any cases with blank cells or missing data. If there are no missing data for a particular variable, then the Percent and Valid Percent will be identical.

Referral Source

In the database, there are seven options for the variable Referral Source. This is a mandatory variable, in that database users cannot continue until this information is inserted. For the most part, the trends have remained steady as Dependency Court continues to be the most common referral source. Domestic Violence Injunctions account for the next largest source of referrals. Dependency cases rose a bit while DV cases dipped slightly compared to 2018-2019.

	Frequency	Percent	Valid %
<i>Dependency Case</i>	1367	81	81
<i>DV Injunction</i>	143	9	9
<i>Dissolution of Marriage</i>	64	4	4
<i>Never Married/Paternity</i>	81	5	5
<i>Criminal Case</i>	7	.1	.1
<i>Self-Referred</i>	30	2	2
<i>Other</i>	8	.9	.9
TOTAL	1,700	100	100

Reason for Referral (Condensed)

For each case, multiple reasons can be cited for the referral to supervised visitation. However, the database user is required to enter the primary reason for the referral first. The percentage of DV and Child Abuse/Neglect cases referrals dipped slightly from the previous year. The dip was matched by increases in Substance Abuse Cases. Also of note, the percentage of **Parental Substance Abuse cases** has steadily risen over time:

Year	% of Cases
2015	33
2016	32
2017	34
2018	35
2019	38
2020	43

It is possible that more programs are identifying that one factor behind child abuse/neglect may be substance abuse. In addition, substance abuse increased markedly during the 2020 quarantine periods. **Remember that this is the *Primary Reason for Referral* and may reflect only the main issue of the case as noted in the Referral document.**

<i>Reason for Referral (Condensed)</i>			
	Frequency	Percent	Valid %
<i>Child Abuse / Neglect</i>	334	20	20
<i>Domestic Violence</i>	511	30	30
<i>Parental Substance Abuse</i>	721	43	43
<i>Parental Mental Health</i>	115	7	7
<i>Parental Criminal Activity</i>	7	.005	.005
<i>Other Parental Misconduct</i>	2	.004	.004
<i>Other</i>	10	.006	.006
TOTAL	2,124	100	100

Additional Allegations

The table below lists the allegations noted **in addition to the primary allegation** or reason for referral. As many items as needed may be checked for each case. While 43% of cases this year were referred to supervised visitation primarily for Parental Substance Abuse, 22% of the remaining cases listed Parental Substance Abuse as an additional allegation, making it one of the most common issues facing clients. In addition, while 30% of all cases this year were referred for domestic violence, 28% of the remaining cases listed domestic violence as an additional allegation. While Domestic Violence continues to be a significant factor, Substance Abuse is clearly on the rise as a comorbid issue in supervised visitation cases.

	Frequency	% of all Cases
<i>Child Abuse / Neglect</i>	325	23
<i>Domestic Violence</i>	400	28
<i>Parental Substance Abuse</i>	311	22
<i>Parental Mental Health</i>	207	14
<i>Parental Criminal Activity</i>	30	1.5
<i>Other Parental Misconduct</i>	160	11.5
<i>Fear of Abduction</i>	(100)	
<i>Prolonged Parental Absence</i>	(31)	
<i>Undermining Custodial Parent</i>	(24)	
<i>Pornography</i>	(5)	
<i>Other</i>	9	00.7
TOTAL	1,442	100

Primary Service Requested

This chart identifies the primary service for which the client was referred. The most common reason for referral remains Supervised Visitation followed by Parent Education services which may include parenting classes, one-on-one parental education and training, or parent services. Most clients also receive parent education and assistance as a secondary service. The number of Monitored Exchange cases dropped significantly over last year, perhaps due to Covid quarantines and guidelines.

	Frequency	% of all Cases
<i>Supervised Visitation</i>	1448	86
<i>Monitored Exchange</i>	44	2.5
<i>Parent Education</i>	193	11.2
<i>Therapeutic Supervision</i>	3	.001
<i>Additional Services Only</i>	12	.3
TOTAL	1,700	100

Description of Services

The chart below identifies the distribution of service types provided to clients. The most common service remains Supervised Visitation but this year due to Covid quarantines, Supervised Phone/Internet visits were second in frequency. Most sites were providing solely virtual visits for five to six months on the contract year which is reflected in these numbers.

	Frequency	Percent	Valid %
<i>(In person) Supervised Visitation</i>	15,799	52	52
<i>Monitored Exchange</i>	587	2	2
<i>Supervised Phone/Internet Visit</i>	12,619	43	43
<i>Therapeutic Supervision</i>	293	1	1
<i>Intake/Additional Service</i>	50	2	2
TOTAL	29,348	100	100

Person Providing Service

Paid staff members continue to be the main provider of services in Florida's supervised visitation programs, followed by interns, and last, volunteers. After several years of intern/volunteer use rising, use of interns and volunteers fell 4% last year and continued to fall, probably due to Covid-19 and the months of virtual visits where interns and volunteers were seldom used.

	Frequency	Percent	Valid %
<i>Paid Staff</i>	27,282	92.5	98.5
<i>Intern</i>	276	1	1
<i>Volunteer</i>	48	.5	.5
<i>Total</i>	27,516	94	100
<i>Missing</i>	1,742	6	
TOTAL	29,348	100	

Child's Gender

The next three charts contain demographic information on the child clients of Florida's Supervised Visitation programs. This year, cases contained anywhere from 1 to 8 children. As in previous years, the number of boys and girls remains roughly even.

	Frequency	Percent	Valid %
<i>Male</i>	1,488	48.9	48.9
<i>Female</i>	1,551	51.1	51.1
<i>Unknown</i>	2	.00	.00
TOTAL	3,041	100	100

Child's Race

According to the 2010 U.S. Census, approximately 78% of the U.S. self-reports as white, 16.7% as Black, and 23% as Hispanic (some people choose more than one race.) In comparison, Blacks appear to be generally over-represented while whites and Hispanics are underrepresented as supervised visitation center clients. Compared to the previous year, there was a minor increase in Hispanic children and white children,

matched by a small decrease in black children and those identifying as of two or more races.

Child's Race

	Frequency	Percent	Valid %
<i>White</i>	1,719	57	57
<i>Hispanic</i>	301	10	10
<i>Black</i>	723	24	24
<i>Asian/Pacific Islander</i>	14	.00	.00
<i>American Indian/Alaska Native</i>	15	.8	.8
<i>Two or More Races</i>	244	8	8
<i>Unknown</i>	9	.00	.2
<i>Total</i>	3,025	99.8	100
<i>Missing</i>	16	.02	
TOTAL	3,041	100	

Child's Age

More than 76% of children at visits are under age 10, which is up from 70% in 2018-2019. Still, a majority of children in Florida's Supervised Visitation programs are age 6 and under (58%).

	Frequency	Percent	Valid %
<i>0 - 3</i>	1,036	34.7	34.9
<i>4 - 6</i>	717	23.5	23.6
<i>7 - 9</i>	514	17.1	17.3
<i>10 - 12</i>	364	12.1	12.3
<i>13 - 15</i>	246	8.3	8.4
<i>16+</i>	107	3.3	3.5
<i>Total</i>	2,984	99	100
<i>Missing</i>	57	1	
TOTAL	3,041	100	

Parent's Marital Status

According to the collected data, a larger percentage of parents receiving Supervised Visitation services were never married to each other, and this percentage rose considerably from 45% in 2015 to 65% in 2016 and continues to hold fairly steady at around 70% for the last four years including 2020.

	Frequency	Percent	Valid %
<i>Unmarried</i>	2,083	68.5	71.3
<i>Married</i>	365	12	9.4
<i>Separated</i>	274	9	12.5
<i>Divorced</i>	198	6.5	6.8
<i>Total</i>	2,920	96	100
<i>Unknown</i>	121	4	
TOTAL	3,041	100	

Visitor's Gender

The following data represents information on the *primary* visitor in the case. The Visitor is normally someone who does not have custody of the child, but the person with whom the child will have supervised visits. So that all parental visitors can be counted, the Clearinghouse encourages programs to have a separate case for each non-custodial parent that is visiting children.

	Frequency	Percent	Valid %
<i>Male</i>	709	35	35
<i>Female</i>	1,318	65	65
<i>Unknown</i>	1	.00	.00
TOTAL	2,027	100	100

In the last decade, men and women were almost equally represented as visitors participating in supervised visits. Since 2014 the percentage of women has increased steadily to 60% in 2018, 62% in 2019, and now 65% in 2020. **There were 241 additional visitors served by the programs for a total of 2,268 visitors served.** Of the additional 241 visitors, 140 were women and 101 were men. Additional visitors may include another parent, stepparents, siblings, and grandparents, among others.

However, if both parents are non-custodial visitors, we urge sites to establish a separate case for each.

Visitor Race

The majority of primary visitors continues to be white. In 2019, there were almost twice as many Black visitors as Hispanic visitors, compared to the 2:3 ratio found in 2018. In 2020, the number of Hispanic clients has dropped back to the 2:3 ratio vs Blacks. The percentage of visitors claiming Asian /Pacific Islander or American Indian / Alaska native has risen slightly. According to the 2010 U.S. Census, approximately 78% of the U.S. self-reports as white, 16.7% as black, and 23% as Hispanic (some people choose more than one race.) As visitors, Blacks are somewhat overrepresented compared to their general population, Hispanics are somewhat underrepresented as are Caucasians/Whites. Compared to last year, there were fewer Hispanics clients and more Black clients served.

	Frequency	Percent	Valid %
<i>White</i>	1,340	67	67
<i>Hispanic</i>	162	8	8
<i>Black</i>	446	22	22
<i>Asian/Pacific Islander</i>	10	.005	.005
<i>American Indian/Alaska Native</i>	14	.007	.007
<i>Two or More Races</i>	51	3	3
<i>Other</i>	0	0	0
<i>Total</i>	2023	99.0009	100
<i>Unknown</i>	4	.0001	
TOTAL	2,027	100	

Visitor Relationship to Child

By far, the most common primary visitor was a parent to the child client (98-99%). As in all previous years (with the exception of 2011) mothers showed higher representation as visitors than fathers. Women are the most common head of single parent households and therefore, more susceptible to poverty and the issues that accompany it. It is not surprising that women are the most common visitor in Dependency cases and fathers are the most common visitors in cases referred via Domestic Violence sources.

Visitor Relationship to Child

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	1,297	64	65
<i>Father (biological, adoptive, or step)</i>	689	34	35
<i>Grandparent</i>	18	.009	.009
<i>Sibling</i>	2	.001	.001
<i>Other Family Member</i>	2	.001	.001
<i>Other</i>	0	0	0
<i>Total</i>	2,008	98	100
<i>Unknown</i>	19	2	
TOTAL	2,027	100	

The following chart represents the 281 additional visitors to the primary visitors. Approximately 78% are parents. Some cases show both parents as non-custodial visitors, and the Clearinghouse encourages database users to separate those cases into two different cases, one for each parent. Most additional visitors that are parents, are stepparents visiting with the actual parent. The number of additional visitors dropped by almost 50% in 2020. This is most likely because additional visitors were not allowed during virtual visits which were a majority of services for up to six months.

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	129	46	48
<i>Father (biological, adoptive, or step)</i>	80	29	30
<i>Grandparent</i>	23	8	8
<i>Sibling</i>	12	4.3	4
<i>Other Family Member</i>	19	6.7	7
<i>Non-Relative Caregiver</i>	0	0	0
<i>Other</i>	8	2.8	3
<i>Total</i>	271	96.8	100
<i>Missing</i>	10	3.2	
TOTAL	281	100	

Visitor Annual Income

As in previous years, the majority of visitors are below the poverty level – approximately 77% below \$20,000 and perhaps as much as 88% if the family poverty line is used (includes less than \$29,000.) The number of visitors in the lowest category has remained constant from 2017- 2020.

	Frequency	Percent	Valid %
<i>Less than \$10,000</i>	1,146	56.5	56.5
<i>\$10,000 - \$19,999</i>	401	19.8	19.8
<i>\$20,000 - \$29,999</i>	253	12.5	12.5
<i>\$30,000 - \$39,999</i>	113	5.6	5.6
<i>\$40,000 and above</i>	114	5.6	5.6
<i>Total</i>	2007	99.9	100
<i>Unknown</i>	20	.001	
TOTAL	2,027	100	

Custodian Gender

The following four sections represent information on the *primary* custodian in the case.

	Frequency	Percent	Valid %
<i>Male</i>	302	18.2	81.6
<i>Female</i>	1,338	80.6	18.4
<i>Unknown</i>	20	1.2	
TOTAL	1,660	100	100

Clearly women were, by far, the most common custodian, the person having legal custody of the child client. This may be in part due to the fact that most Foster Parents are listed as females. **There were 74 additional custodians served by the programs for a total of 1,734 people.** Of the additional 74 custodians, 52 were men and 22 were women. Additional custodians may include a custodian's spouse, stepparents, siblings, and grandparents, among others. As many primary custodians are women, the higher number of men listed as additional caregivers represents their spouses.

Custodian Race

The majority of the primary custodians continue to be white. However, this year, the number of custodians identifying as white increased somewhat from 55% to 61%. In addition, the number identifying as two or more races increased about 2%. The racial breakdown of the additional 120 custodians was almost identical as that below.

	Frequency	Percent	Valid %
<i>White</i>	1,142	68.8	71.6
<i>Hispanic</i>	110	6.6	6.9
<i>Black</i>	282	17.4	17.9
<i>Asian/Pacific Islander</i>	8	.005	.005
<i>American Indian/Alaska Native</i>	18	1.1	1.1
<i>Two or More Races</i>	40	2.4	2.5
<i>Other</i>	0	0	0
<i>Total</i>	1,600	96.4	100
<i>Unknown</i>	60	3.6	
TOTAL	1,660	100	

Custodian Relationship to Child

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	246	14.8	14.9
<i>Father (biological, adoptive, or step)</i>	174	10.5	10.6
<i>Grandparent</i>	206	12.4	12.5
<i>Sibling</i>	5	.3	.3
<i>Other Family Member</i>	144	8.7	8.7
<i>Non-Custodial Relative</i>	115	6.9	7
<i>Foster Parent</i>	672	40.5	40.8
<i>Group Home</i>	43	2.6	2.6
<i>Other</i>	44	2.6	2.6
<i>Unknown</i>	11	.7	0
TOTAL	1,660	100	100

Previously, the most common custodian was a parent to the child client (38.2% in 2017, 33% in 2018, and 32.2% in 2019) but it has dropped even further from last year to 25.3% in 2020. This year, Foster Parent (up 3%) supersedes Parent as the most popular caregiver. Following foster parents, parents and then grandparents were the most common custodians.

Custodian Income

Because many programs and case managers do not have access to this information, there is often some missing data on custodian income. However, this reporting year, database users made a strong effort to acquire this information as required. The number of custodians in the lowest income level has remains steady at about 15% in 2020. We continue to see gains in the \$40k or higher category, up from 24% to 25% (23% in 2018). It appears that almost 34% of the custodians earn less than \$20,000 per year, a number which remained steady from 2018. Still, with federally designated poverty levels (Feb. 2019) at \$25,750 for a family of four, a significant number of clients fall beneath the poverty threshold. Also, 55% percent of custodians fall below the 125% of poverty level mark.

	Frequency	Percent	Valid %
<i>Less than \$10,000</i>	252	15.2	15.2
<i>\$10,000 - \$19,999</i>	322	19.4	19.4
<i>\$20,000 - \$29,999</i>	344	20.7	20.7
<i>\$30,000 - \$39,999</i>	322	19.4	19.4
<i>\$40,000 and above</i>	418	25.3	25.3
<i>Total</i>	1,658	100	100
<i>Unknown</i>	2	.001	
TOTAL	1,660	100	

Florida Child Support Program Participation

The newest variable added to the database in 2020 was inquiring whether the Visitor or Custodian was participating in the Florida Child Support Program. The variable went live in January, 2020 and programs were asked to retroactively provide data for all cases from October 1, 2019 forward.

Currently only 6% of clients reported participating in the FL Child Support Program. However, since this was not a standard question on most program intake forms, many simply answered *Don't Know* for clients they did not have this information for. During the year, programs were asked to include this on their intake forms going forward and most have done so. We expect the number of *Don't Know* responses to decline in the upcoming year as programs collect this information on a regular basis.

	Frequency	% of all Cases
<i>YES</i>	207	6
<i>NO</i>	1,092	32
<i>Don't Know</i>	2,101	62
<i>TOTAL</i>	3,400	100

*Total of 3,400 represents both Visitor and Custodian for 1,700 cases.

Domestic Violence Reporting

In each case, the person entering data is required to note whether domestic violence (DV) was a component of, or was present in the case upon intake (according to the referral.) In 2020 38% indicated **YES**, steady from the 2019 numbers. As the cases progress and staff learn more about the family dynamics, cases that are referred for other reasons are often found to also have family violence. In addition, with domestic violence reports climbing due to Covid-19 induced quarantines, it can be expected that additional allegations of domestic abuse will rise.

	Frequency	% of all Cases
<i>Domestic Violence YES</i>	646	38
<i>Domestic Violence NO</i>	1,054	62
<i>TOTAL</i>	1,700	100

Critical Incidents: Serious Disruptions in Service

A *Critical Incident* is a serious disruption in service: an event that occurred before, during, or immediately after the service that was so problematic as to require monitor intervention, the cancellation or termination of the service, or the removal of the offending party from the premises.

	Critical Incident Cases	% of all Cases
2014	90	3.4%
2015	151	6.2%
2016	202	9.3%
2017	239	10.7%
2018	193	8.7%
2019	179	8.4%
2020	87	5.1%

From 2014 to 2017, the number of cases with critical incidents rose consistently from 90 to 239 or from 3.4% to 10.7% of all cases. This may be in part due to the researchers redefining “critical incident” to include *any serious disruption of services* following the 2014 reporting year. In 2018, however, the number of cases with a critical incident fell to 8.7%, and in 2019 to 8.4% of cases, certainly a welcome development. In 2020, the rate fell dramatically to only 87 critical incidents, or 5.1% of cases. No doubt, this was because for almost six months, most programs were only offering virtual visits which provide less opportunity for critical incidents. As the Clearinghouse continues to stress the need for enhanced safety measures and consistently offers support and training on the issue of safety in supervised visitation, this decrease may or may not continue, even with in-person services.

Critical Incident Outcomes

Number of cases with Critical Incidents: **87 (5.1% of all cases)**

Total number of Critical Incidents: **108 (.37% of all services)**

	# of Incidents
<i>Visitor became ill</i>	1
<i>Visitor showed favoritism</i>	8
<i>Visitor threatened other adult</i>	3
<i>Visitor arrested on-site</i>	2
<i>Child accidentally injured</i>	14
<i>Visitor refused staff directions</i>	24
<i>Visitor physically harmed child</i>	4
<i>Visitor threatened child</i>	6
<i>Visitor came to visit intoxicated</i>	4
<i>Visitor used corporal punishment</i>	2
<i>Visitor became ill</i>	3
<i>Child refused to participate</i>	19
<i>Child abuse reserved</i>	1

<i>Child became ill</i>	2
<i>Custodian refused redirection</i>	12
<i>Custodian harmed child</i>	1
<i>Other</i>	2
TOTAL	108

In 2020, the number of critical incidents declined as expected because of the decline of in-person visits. Visitors refusing direction and children refusing to participate are the most common issues. Staff were able to immediately pause virtual visits if a visitor was uncooperative or refused to follow helpful directives. Parents knew this, which may have contributed to the lower number of incidents overall in this category. In addition, it was not unusual for young children to have difficulties with active participation in virtual visits. This likely accounted for a number of children refusing to participate.

The low number of critical incidents should also represent a commendation to the well-trained staff of Florida’s SV programs who were quite successful in preventing critical incidents from occurring as well as handling them safely and quickly. Those programs with proper security measures in place for both virtual and in-person visits often have more successful outcomes in cases of critical incidents.

But any critical incident is concerning and may be quite dangerous. Proper security measures are always necessary to prevent potential tragedies from occurring.

Below are the noted actions taken in each case experiencing a critical incident. Several actions might have been taken for a particular incident, therefore allowing for a higher number of actions than incidents themselves.

Action Taken	# of Incidents
<i>Case worker notified</i>	10
<i>Incident report written</i>	13
<i>Incident discussed with violator</i>	92
<i>No action taken</i>	4
<i>Police/Sheriff/emergency personnel called</i>	10
<i>Service terminated</i>	48
<i>Staff called abuse hotline</i>	9
<i>Violator was arrested</i>	2
<i>Closed case due to critical incident</i>	6
<i>Other</i>	2

Cancellation of Visits

Scheduled visits are often cancelled before they can take place. Below is a cumulative list of those responsible for cancelling services. Most often, the visit is cancelled by the visitor for various reasons.

<i>Cancelled By</i>	<i># of Incidents</i>
<i>Visitor</i>	3,201
<i>Custodian (not foster parent)</i>	810
<i>Foster parent</i>	227
<i>DCF/CBC</i>	482
<i>SV program</i>	493
<i>Other</i>	618
<i>Missing</i>	5
<i>TOTAL</i>	5,832

Reasons for cancellation are varied and listed below. Most often, no reason is given, especially when cancellation messages are left on center voicemail. In addition, one or more parties are often reported as “No Show” for a service, meaning they did not officially cancel and did not show up for the scheduled appointment time.

Approximately 14% of all scheduled services were No-Shows. Also of note is the number of services cancelled for Non-Confirmation: 397. Many sites are requiring confirmation to ensure their program resources are not wasted on no-shows.

<i>Reason for Cancellation</i>	<i># of times</i>
<i>Conflicting appointment</i>	201
<i>Transportation</i>	257
<i>Work</i>	306
<i>None given</i>	282
<i>Illness</i>	488
<i>Holidays</i>	171
<i>Weather</i>	63
<i>Death</i>	6
<i>Child's activities</i>	51
<i>Incarceration</i>	111
<i>Vacation</i>	52
<i>Change in court order</i>	34
<i>Child refused to visit</i>	51
<i>Staff resources unavailable</i>	17
<i>Other emergency</i>	99
<i>Non-confirmation</i>	397
<i>Other</i>	5
<i>Unknown</i>	1,408
<i>TOTAL</i>	3,999

Case Closures

In the 2019-2020 analysis period, 704 cases were closed. It is noteworthy that programs often forget to close cases, especially if clients simply stop coming over time. The Clearinghouse has made an effort to remind programs to review and close cases no longer active.

<i>Reason for Case Closure</i>	# of times
<i>Excessive no-shoes/cancellations</i>	197
<i>Completion of court ordered term of service</i>	84
<i>Moved to unsupervised visits (per court)</i>	182
<i>Termination of parental rights or court ordered cessation of visits</i>	61
<i>Loss of contact with visitor or custodian</i>	43
<i>Family reunified</i>	53
<i>Refusal of child to visit</i>	5
<i>SVP's time or visit limit reached</i>	36
<i>Safety concerns</i>	16
<i>Termination for violation of other rules</i>	6
<i>Excessive demands on program resources</i>	1
<i>Critical incidents</i>	6
<i>Refusal to pay fees</i>	0
<i>Other</i>	14

The number of cases closed for safety reasons dropped from 4% in 2019 to 3% in 2020.

	Case Closure Due to Safety Reasons
<i>2015</i>	59
<i>2016</i>	52
<i>2017</i>	55
<i>2018</i>	42
<i>2019</i>	48
<i>2020</i>	22

Closure Variables

Since the 2014 reporting year, additional closing variables have been part of the database. Programs were asked to report on substance abuse and arrests for violent crime before, during, and after the completion of services. If the center answered yes, they were provided the opportunity to expand on their information. Below is the summary of this data from the 704 cases closed this year and the percentage of closed cases the numbers represent.

Substance Abuse

About 43% of clients came to supervised visitation this year with substance abuse as their primary issue. Twenty-two percent of new cases also listed substance abuse as an additional allegation, meaning 55% of cases named Substance Abuse as an issue. The actual number may be higher as substance abuse is known to be severely underreported. Some substance abuse issues continue during the SV services, sometimes even during a service.

It appears that a majority of the substance abuse in cases occurs before SV services and might in fact contribute to a client's placement in an SV program. Data show that during services, substance abuse may be, at least for a time, decreasing. Note that many programs do not have the resources available to track clients after they leave.

	% of Closed Cases Indicating			
	Yes	SA was Present	No	Unknown
<i>SA Present</i>	93	13.2	611	
<i>SA Prior to services</i>	82	88.1% of SA cases	16	477
<i>SA While case was open</i>	11	11.8% of SA cases	20	508
<i>SA During a service</i>	3	3.2% of SA cases	21	515
<i>SA Known after services</i>	1	1.1% of SA cases	14	524

Arrests for Violent Crime

	% of Closed Cases Indicating			
	Yes	AVC was Present	No	Unknown
<i>Arrests for violent crime</i>	33	8%	671	
<i>AVC Prior to services</i>	28	84% of AVC cases	18	503
<i>AVC While case was open</i>	5	15% of AVC cases	25	509
<i>AVC During a service</i>	1	3% of AVC cases	26	512
<i>AVC Known after services</i>	2	6% of AVC cases	16	523

In the 704 cases that programs **closed** in the 2019-2020 year, 8% of cases included a client who had been previously arrested for a violent crime. Fortunately, the percentage of those perpetrators becoming violent during supervised visitation services is low.

While the number of known offenses post services reported is only 2, this may be due to the fact that many programs do not have access to records after their clients complete services. In addition, some programs do not have the time or funding to follow up with their clients post-services.

Yet, previous data which included a review of client arrest records for two years post services did indicate a significant decrease in reported violent crimes. This may also be

reflected in the decreasing numbers above as, based on previous Clearinghouse research, arrests for violence decrease dramatically during and after SV services.

Implications and Recommendations

Despite a forceful response to the Covid-19 crisis and continuous technical assistance funded by DCF, Florida's programs continue to be plagued by the lack of consistent Standards and funding for program security. Increased training on substance abuse dynamics and co-morbidities is also necessary for 2021 and forward.

The Covid-19 pandemic caused major disruptions across all communities and services in 2020. Still, Florida's SV programs were able to continue providing statewide parent-child contact with the help of the Clearinghouse technical assistance. As stated in prior reports, the Clearinghouse hosted a myriad of webinars and phone conferences with program staff both individually and collectively (see Report, Appendix A). Clearinghouse staff took on the additional work to ensure that all programs had access to information on the pandemic, updates from the court system and DCF, new materials to use in virtual visits, new safety guidelines for the use of emerging technologies, trainings/practices to help staff transition to using technologies, frequent forums for the exchange of information with other programs, and up-to-the-minute data on practices and experiences throughout Florida and in other states.

Florida programs remained committed to providing parent-child contact despite monumental challenges. As the state of Florida removed restrictions on businesses, SV programs began hybrid practices of both in-person and virtual visits. This required a variety of new practices recommended by the Clearinghouse, including social distancing, mask wearing, and a lengthy list of hygiene practices, such as the removal of high-touch items (e.g., stuffed animals), and new policies on how clients enter, use, and exit the building.

Overall, this annual report again reflects the fact that supervised visitation programs in Florida provide a valuable service to the community statewide. DCF funds ongoing training for all programs in an attempt to augment safe practices for families and communities. However, there is much more work to be done to provide the support that these crucial programs need.

A significant finding in this year's data analysis is again the increase in the number of cases sent to supervised visitation mainly because of a parent's substance abuse. The data base captures the primary and the additional reasons that cases are sent to SV. As more cases are sent primarily because of a parent's substance abuse, our SV data reflect national trends in individuals' struggles with addiction. Beginning in October, 2020, the Clearinghouse has increased its training on Substance Use Disorders. A renewed monthly focus on SUDs is planned for the entire year of 2021 and beyond to

respond to program needs. In addition, comorbidities (mental illness, domestic violence) will also be highlighted.

The need for security at programs to keep vulnerable children and families, as well as staff and the surrounding community safe during in-person visits, is again demonstrated in this data. Still, there remains a large gap in Florida's SV system without thorough meaningful standards (that have never been passed by the Florida Legislature, despite years of bills submitted by individual lawmakers) and funding for security at programs.

The Clearinghouse list of Florida SV programs includes both non-profit and for-profit programs. Programs that do not receive funding from the CBCs or DCF are not required to enter data into the Clearinghouse database: **that could be corrected by the court system, if judges required programs that have an Agreement with the Court to participate in the Clearinghouse's database.** (Note that some non-funded programs do enter data into the database voluntarily as it is a useful resource and mechanism for organizing case and client information.)

There has never been a mechanism to monitor or certify any of these programs to ensure that they follow the current or recommended Standards. **As in years past, the Clearinghouse will alert DCF and the Office of the State Courts Administrator to both the need for the implantation of standards statewide and increased funding, especially for onsite security personnel, to keep families safe at SV programs.**

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Appendix

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Online Virtual Supervised Visitation during the COVID-19 Pandemic: One State's Experience

Abstract

This paper describes how supervised visitation programs in Florida rapidly transitioned from in-person supervised visits to virtual, online visits during the COVID-19 pandemic to protect the health of families and staff. Structured telephonic interviews and an online survey revealed that although most program directors had not previously developed guiding policies or hosted such visits, within weeks they were providing hundreds of online “virtual visits” between children and their non-custodial parents to maintain the crucial parent-child relationship in a safe manner. Vignettes from this data provide lessons regarding parent and child reactions to virtual visits, advantages and disadvantages of virtual visits from the programs’ perspectives, and levels of enthusiasm for using virtual visits going forward. In addition, the data includes recommendations for new program guidelines and protocols for the ongoing use of virtual visits. Although it is too early to call these policies best practices, the study does offer insight into the challenges and opportunities afforded by virtual visits and can inform disaster planning that supervised visitation programs develop to prepare for inevitable future disruptions in services to families.

Online Virtual Supervised Visitation during the COVID-19 Pandemic: One State's Experience

Supervised visitation programs offer structured contact between a parent or caregiver and one or more children in the presence of a third person responsible for observing and ensuring the safety of those involved (Florida Statute § 753.01, 2019). These programs provide the courts with a community-based option when balancing the need for positive parent-child interactions and critical parental safety concerns (Thoennes & Pearson, 1999). The use of a neutral third party – typically a social worker or child protection worker – to monitor such contact has been common in child maltreatment cases in which the child has been removed from the home and reunification is the goal. For over two decades, these programs have also been used by courts responding to families experiencing separation and divorce, when high conflict between parents necessitates an “outside resource” to allow the child contact with a noncustodial parent (Birnbaum & Alaggia, 2006). Courts have also called on such programs where parental substance abuse, mental health issues, inadequate supervision, threats of abduction, or family violence is alleged (Jaffe & Geffner, 1998; Shepard, 1992).

There has been a wide variety of positive child and family outcomes from supervised visitation discussed in the research. These include improved parental bonding, relationships and attachment (Ansary & Perkins, 2001; Johnston, 1994; McWey & Mullis, 2004); child well-being (Dunn et al., 2004); child harm reduction (Field, 1998); increased reunification (Ansary & Perkins, 2001; Perkins & Ansary, 1998); decreased parental conflict (Dunn et al., 2004; Flory et al., 2001);

and child safety for domestic violence victims (Field, 1998; Oehme & O'Rourke, 2012). Researchers have noted that more research on the impact of supervised visitation programs is needed (Birnbaum & Alaggia, 2006).

In February 2020, the World Health Organization (WHO) declared the outbreak of COVID-19 – a highly contagious severe respiratory disease – a pandemic and public health emergency of international concern, which warranted immediate action to curtail the spread of the virus to save lives (2020a). Most United States' governors soon issued some variation of stay-at-home orders to curb the spread of the virus (Mervosh et al., 2020). These orders resulted in the closing of many businesses and units of government, directing their employees to work at home (Huddleston, 2020; Rosalsky, 2020), and led to many questions about how visitation and custody orders would work (Lindholm & Smith, 2020). All sectors of the workforce – e.g., health, law, and education – shifted away from in-person interaction to a large degree, but supervised visitation programs had the additional challenge of managing unique safety needs and emotionally fraught family dynamics.

One State's Experience

In Florida, supervised visitation programs are considered one of the 12 essential elements of the Model Family Court system. Model Family Courts are a “fully integrated, comprehensive approach to handling all cases involving children and families” (Pariente, 2001, p. 3). There are currently 86 supervised visitation programs, at least one in every judicial circuit in the state (See: <https://familyvio.csw.fsu.edu/supervised-visitatio/list-florida-supervised-visitatio-programs>).

The Clearinghouse on Supervised Visitation (Clearinghouse) is statutorily mandated to provide technical assistance to all programs (Fl. Statutes 753)

On March 9, 2020, Governor Ron DeSantis issued Executive Order 20-52 declaring a state of emergency for the entire state of Florida as a result of the health emergency caused by COVID-19 (2020). That same day, the Florida Department of Children and Families (DCF) circulated a memo from the Children's Bureau at the U.S. Administration for Children and Families. This memo reminded child welfare staff to "remain informed" about Centers for Disease Control and Prevention (CDC) guidelines in order to make fact-based decisions" about meeting the needs of children (Children's Bureau, 2020). Much of this guidance involved simply providing every day preventative actions including handwashing, not touching one's face, and simply developing a process to remain "informed of instructions" from the CDC (Children's Bureau, 2020).

That same month, the CDC began describing the anxiety and fear that was common during the infectious disease outbreak, with the acknowledgment that how people respond can depend on their background and the community they live in (2020). Individual supervised visitation program directors began to circulate posters on hand-washing and other materials created for social service providers by the Florida Department of Health. On March 17, the Florida Department of Education announced that all public and private schools K-12 and career and technical center campuses were closed through April 15. That order was later extended for the remainder of the school year, and schools were encouraged to operate virtually to implement distance learning (Florida Department of Education, 2020). On that day, multiple supervised visitation programs also announced that they would no longer host in-person visits (J. Diacheysn, personal communication, March 13, 2020). Instead, they began to plan for virtual visits, defined as online mobile, remote, technology-based services.

A variety of groups, including the Judicial Council of California, Operations and Programs Division of the Center for Children, Families and the Court (hereinafter Judicial Council)

promulgated resources such as handouts, program guidelines, and virtual visit activity suggestions (Judicial Council of California, 2020). The U.S. Office of Child Support Enforcement (OCSE) also sent out the information created in several states for virtual visitation. The OCSE administers the federal Access and Visitation (AV) grant program that funds supervised visitation and a variety of other programs that support families (OCSE, n.d.). DCF receives and distributes the AV funds to 23 different programs with a total of 34 different SV individual locations in Florida. Also in March, the Clearinghouse disseminated a variety of free tools by these and other respected sources, such as the World Health Organization and the Public Broadcasting System, about how parents can talk to children about COVID-19, and ways to cope with the fear, anxiety, and disruptions caused by the virus (Russell, 2020; WHO, 2020b) (see Appendix A).

The Florida Supreme Court's administrative order AOSC20-18 issued on March 27, 2020, suspended most in-person visitation orders entered in dependency cases through Friday, April 17, 2020. The court acknowledged that in-person visitation is highly valued but stated that the preferred means to protect the health and wellbeing of children, families, and communities, would be visits conducted through electronic means with video communication. Immediately afterward, the Clearinghouse conducted a series of webinars about electronic options for supervised visits and practice sessions with program staff who asked for assistance with the real-time use of technology and its features.

Program directors identified the most important safety features as the following:

- The ability for staff and parents to use a combination of a cell phone, laptop, or tablet to participate in visits and the ability to record each visit.

- For safety reasons, the ability to have the parents wait in a virtual waiting room before joining a visit, so that staff could ensure that the child and vulnerable parent were ready for the visit.
- The ability for the supervisor to mute either of the participants so that the parent could not use the visit to harass or threaten the other parent or discuss the legal case.
- The ability to end a visit, if necessary, for all of the participants (some of the platforms offered on the Internet have chat functions that could leave the parent and child connected even if the supervisor disconnected).
- The ability to use a photo or virtual background so that the custodian would have the option of blocking the visiting parent's ability to view the custodian's home.
- Free access to the electronic platform. Most supervised visitation programs are non-profit businesses that have severely restricted funding and cannot afford monthly subscriptions.

The Clearinghouse also circulated multimedia material (such as handouts and graphics) that provided suggestions on what kinds of activities parents and children could do together in a virtual visit. Divided by age/developmental stage, these included suggestions that ranged from singing songs together, reading books together, playing games, talking about daily life, and even teaching children simple skills such as making a scrambled egg or grilled cheese sandwich while the child observed (Clearinghouse on Supervised Visitation, 2020).

Methods

This study was a mixed-methods study of how supervised visitation programs responded to the pandemic. The Clearinghouse on Supervised Visitation sent an anonymous and voluntary survey instrument by Qualtrics to all supervised visitation programs in the state. The data from this convenience sample provided the Clearinghouse with baseline information about the transition

to virtual (electronic) visitation in March 2020. Then the Clearinghouse conducted 24 telephonic interviews in June 2020 with supervised visitation directors who volunteered to participate. Participants consented to the study approved by Florida State University's Human Subjects Review Board (STUDY00001422). Directors' answers to questions were compiled into a dataset, which was analyzed for themes and specific subjects. The interview questions included inquiries about the means by which staff prepared for virtual visits, new policies/procedures enacted, reactions of parents and children to virtual visits, lessons learned by staff, positive and negative aspects or scenarios of virtual visits, and recommendations that might be helpful for the future.

Results

The Qualtrics survey was sent out in March 2020 to determine whether programs were using virtual visits because of the pandemic. Of the 26 programs that responded in early April 2020:

- 22 of the 26 responding programs indicated that they had begun offering virtual visitation in response to the pandemic.
- Four programs had not begun to offer virtual visits, but three of those four said they were planning to offer virtual visits in the future. By June 2020, all but one program was offering virtual visits.
- Only two of the 26 programs had previously offered virtual visits before the pandemic.

Survey responses also indicated that a variety of meeting platforms were being used.

- 60% of sites using Zoom
- 6.7% using Microsoft Teams
- Others (33%)
 - Let's Talk Interactive

- Doxy.Me
- Skype
- Skype for Business
- FaceTime (iPhones)
- Jitsi Meet
- Google Duo
- Imo Video

When directors were asked how difficult it was for staff to learn how to effectively use their chosen technology, they responded with the following:

- 52% said it was very easy
- 33% said it was somewhat easy
- 5% were neutral
- None reported that it was difficult; however, one site noted that it depended on the staff members' threshold understanding of technology.

Length of Virtual Visits

Directors responded with the following when they were asked how long the virtual visits lasted:

- Zero to six-year-olds could stay on the call for 15 to 30 minutes
- Seven to 12-year-olds were most often visiting for 30 to 45 minutes
- 13 to 18-year-olds were more likely to remain on the call 45 minutes to one hour

The Clearinghouse held five webinar/teleconference calls discussing virtual visits, technology updates, and safe practices. Calls had between 29 and 46 participants.

- 61% had participated in a Clearinghouse call

- 39% had not participated in a call
- 50% who participated joined three to four calls
- 36% joined one to two calls
- 19% joined more than four calls

Qualitative Data Themes Emerge in Interviews

A variety of themes emerged from the voluntary phone interviews with directors. These interviews resulted in the creation of a qualitative data set that reveals program staff “scrambling” to make the transition to virtual visits, identifying new safety issues, managing the reactions of parents and children to the change to virtual visits, relaying vignettes of unforeseen benefits and challenges of virtual visits, and proposing ways for using the virtual visit platform in the future (see full data sets <https://familyvio.csw.fsu.edu/supervised-visitation/training-manuals-materials>).

Planning for Virtual Visits

One often repeated and consistent theme was that directors and their staff were not prepared for making the transition from in-person to virtual visits in a short period of time. Although many had experienced short-term disruptions caused by hurricanes and storms in the past, the pandemic highlighted the lack of a plan for long-term service disruption. As one director said, “We got thrown in (to virtual visits). We had to sink or swim.” Program directors already had a set of policies and procedures for in-person visits constructed around Florida Standards (Clearinghouse on Supervised Visitation, 2008). They quickly had to rewrite policies and begin providing virtual visits around a specific online platform that they chose. Most programs did not know how to choose a platform but used trial and error. As one director offered, “At first, we used Skype, but then we switched to Zoom. We had to use whatever was easiest for parents.” Directors reported

concern over news accounts of breaches in the Zoom platform, and took precautions, such as not posting passcodes on social media. All directors scheduled online orientation before the first virtual visit, and then did “lots of practice” with the technology they used. In some cases, the IT department of the court system, or of the larger agency within which the visitation unit is housed, assisted with this practice, in addition to the Clearinghouse. Some directors and staff called their friends to practice the technology. The most commonly mentioned amount of time it took for programs to transition to virtual visits was two to three weeks. One program transitioned in a week with intense preparation. Other programs took much longer.

The technology was new to all except two programs that had been using virtual visitation for a few months before the pandemic. The issue of headphones or earbuds worn by children during virtual visits was raised by several directors, who wanted to give the visiting parent a small degree of privacy in the call. One program purchased earbuds for children to wear; another received a financial gift to purchase the earbuds; others asked parents to have their children wear earbuds or headphones. After several weeks, most programs stopped requiring headphones or earbuds because of the expense, because children took them out, or because children wore them inconsistently.

Parents were given a list of new protocols to manage safety issues, such as ensuring that neither parent could obtain the phone number or email address of the other parent because of the virtual contact. Additional protocols included:

- A notice that staff might ask for either parent to scan the room with the camera to prove that no one else was in the room. Each court order delineates who can attend visits with the visiting parent.

- A requirement that prohibited parents from taking pictures or videos of their children during the virtual visits unless they had been specifically allowed to by the court referral.
- A protocol that the supervised visitation monitor had control of the visit and could “mute” or remove a parent from the virtual visit (and had the option of placing the parent in a virtual waiting room) to control the visit.

Reactions of Parents and Children

The dataset reflects some confusion, resistance, and uncertainty among parents to the transition to virtual visits. Some parents thought the Florida Safer at Home Order would be for a very brief period of time; thus, they saw no reason to immediately switch over to virtual visits. As the pandemic wore on, those parents eventually shifted to using virtual visits. Directors reported anger and resentment among some visiting parents, who preferred in-person contact with their children, but who – overall – consented to virtual visits as the “only current option.” The theme for both the visiting parents and the custodians was “making the best” of a worldwide problem while limiting the spread of the virus. Still, directors reported that all parents needed help figuring out how to use the technology. Some directors had frequent problems with audio and visual technology issues, including frozen screens, voices not synced with words, and calls dropped. This could have been either a local issue or a problem with the Internet provider function; regardless, it frustrated parents when it occurred.

There was general consensus that children transitioned easily to virtual visits because they were “not afraid of the technology.” This was true across the board with all interviews. There were no reports of children over age two not being able to navigate virtual visits after being introduced to it (None of the directors interviewed served disabled clients at the time). Directors were more concerned with children’s attention span and activity level than they were with teaching children

the technology during orientation sessions. Children under age three seemed to have the most difficult time with the virtual visits because they were not as responsive to the image of their parents on the screen. Still, there were reports of two-year-old children who could have brief conversations with their parents and “seemed to enjoy the interaction.”

Parents who had experienced domestic violence or stalking required special protocols, such as using virtual backgrounds so that the visiting parent could not view the rest of the other parent’s home. In addition, the use of virtual waiting rooms for parents highlighted an advantage of using technology: parents’ privacy was respected and the program staff could control the “flow” of the visit, redirect parents quickly, and stop inappropriate behavior. As one director put it, “during an in-person visit I don’t have the ability to immediately stop a parent from criticizing the other parent, but in virtual visits, I can pop the parent into a virtual waiting room and talk to them privately to stop the behavior.”

Directors also reported having more flexibility with working parents and more frequent visits. In-person visits are typically at least an hour-and-a-half in length. Yet many programs offered shorter visits because they chose to use the free versions of online meeting platforms to save money. The online versions were generally no more than 40 minutes in length, so multiple visits were arranged to make up for the time lost. But program directors reportedly tried to be flexible with parents’ schedules, especially because children were home from school all day. One parent asked “I have a lunch break in an hour. Can we have a visit then?” The request was granted, and many directors shared that the initial resistance to virtual visits generally disappeared after a successful call, with most parents expressing gratitude for the contact with their child(ren).

Virtual Hugs and Kisses

The most obvious and frequent complaint about virtual visits was the lack of physical contact between parent and child. Parents could not kiss or hug their children, and children sometimes seemed frustrated that they could not touch their parents. Still, program directors tried to compensate for this lack, by encouraging children to blow kisses and reach out their arms to parents, who reached back. The lack of physical contact was listed as the biggest disadvantage to hosting virtual visits. Directors often acknowledged that despite the advantages to virtual visits, they could never replace in-person visits because of this deficiency.

Challenges and Benefits

Many unpredicted scenarios emerged, revealing the need for supervised visitation staff to be ready for the unexpected. Challenges sometimes fell under the category of parents being relaxed in their homes. For example, one father appeared on a call with no shirt on, one father went to the refrigerator to get a bottle of beer to drink, and a mother lit up a cigarette to smoke. None of these behaviors would have been allowed during an in-person visit, so the directors instructed the parents to correct the behavior. One director, noting the inability to control the environment, decided to have the visiting parent participate in the virtual visits at the program office to retain the controlled environment. The other directors who used virtual visits hosted them with both parents off-site.

Unforeseen Challenges

Program directors mentioned that it was much easier to conduct visits in an already secured and properly prepared visit room. It was more difficult to scan or examine the many objects that might be in a home environment as well as to identify potential triggers – or reminders of past abuse – that might be present. Directors also related stories of frustrated parents who couldn't hold their children, who felt the program was being unfair by requiring virtual visits, and who felt that

their relationships with their children were more difficult to maintain in a virtual setting. Several directors expressed frustration that they were not able to adequately gauge the visiting parent's competency at everyday parenting skills, such as diaper changing, feeding, and interacting. Other unforeseen challenges included:

- Visiting parents connecting to the visit while in bed, in the dark, or being very disheveled. Directors noted that cases in which parents were struggling with mental health and substance abuse involved more preparation of the parent for virtual visits.
- Visit monitors having less control over who participated in the virtual visits. This is important because court orders for visitation typically list the people who are allowed contact with the children. Parents who bring other people “to say hi to” the child – including neighbors, extended family, or friends – can be a distraction to the parent-child visit in the least, and a serious safety breach in the worst-case scenario.
- Parents wearing tee-shirts and hats that say F*&K or Sh*t in large letters.
- Mother wearing a bikini and high heels during the visit “to make Dad jealous.”
- Custodial parents connecting the call while in the car with the child in the back seat.
- Visiting parents taking phone calls during the visit from other people and putting the child on “hold,” or taking the call while shopping or driving. Directors noted that they changed their rules to say that the parent had to be attentive and present during the call, so if this behavior continued, the call would be ended.
- Visiting parents being unprepared for the visit. “The most successful visits were the ones in which the visiting parent had thought about what to do during the visit.” Directors emphasized the need to plan the activities during the visit, taking into consideration the

short attention span of children and the need to shift to alternate activities to keep their attention.

- Children who do not want to end the virtual visit. This is also a common issue in in-person visits, in which the child cries or pleads not to end the visit. In a virtual visit, directors reported having children talking to the visiting parent even as the call ends, or saying goodbye many, many times to extend the call. Directors learned that having more frequent virtual visits gave the children more confidence that they would see their parent in another virtual visit soon after the current visit ended.
- Ensuring the room at home was an appropriate setting for the visits with privacy and minimizing the possibility of intrusions and interruptions.
- Technology problems that frustrated parents and kids alike, or in one case, that caused the monitor to be kicked off the call leaving the parent and child unsupervised to continue talking.

Program directors also worried that community-based child welfare agencies that contracted with them for services would devalue the virtual visits. In practical terms, this means that directors worried they would not be reimbursed for services at the same rate that they paid for in-person visits. Even more frustrated was one director who said that the community-based care organization felt that anyone could supervise virtual visits or that the parents could just be handed a FaceTime call (with few safety features) to conduct the visit “on their own.” Such a reaction, if widespread, would result in the closing of supervised visitation programs and the endangerment of children and vulnerable parents.

Unexpected Benefits

The virtual interaction presented a number of advantages to in-person visits. Because most children were home from school during the pandemic, directors were able to schedule visits during all daytime hours, instead of just after 3 p.m. when schools generally close. In addition, morning visits were more available to parents of small children for whom afternoon visits can be difficult due to the need for naps. Thus, programs hosted more frequent visits and had more flexibility in when they scheduled those visits.

Another notable benefit was the reduction in no-shows and cancellations. No-shows and cancellations are a chronic problem at supervised visits and can waste valuable staff time and resources (Oehme & O'Rourke, 2019). Overall, because virtual visits were more convenient and easier to attend, fewer parents cancelled at the last minute when something came up or they were running late. Rescheduling any missed virtual visits was also easier for most programs and could often be done that same day.

Showing up for virtual visits was also easier than in-person visits for many parents. One director noted a parent who had knee surgery and would not have been able to attend an in-person visit was able to have multiple virtual visits. Additionally, parents who had chronic health problems or were receiving treatment that interferes with their ability to leave the home had successful virtual visits instead. Transportation problems are a common reason stated for in-person visit cancellations. Sometimes children have to be transported long distances from several different foster homes or locations. Some parents have to travel from other counties or long distances for a visit. Virtual visits were much simpler to arrange and attend for these clients, reducing costly no-shows and cancellations. Other benefits included:

- When safety considerations allowed, visiting parents could see children in their natural home environment. Virtual visits allowed some parents to see their children riding a bike,

playing a musical instrument, or even playing sports. In dependency cases, many parents were able to see their child in their foster home, giving them comfort they lacked when being unable to visualize where their kids were.

- In some cases, as one director put it, virtual visits have “really promoted the co-parenting process.” The director stated, “This has forced both parents to engage more, they are actively seeing and remembering there is another parent they need to work with. It has opened their eyes to the other parents’ contributions. Parents are cooperating more to help the other parent have a more positive visit. During all the stress of COVID-19, at least families got to still see each other.”
- In many centers, virtual visits allowed more visits to be scheduled overall. The elimination of drive time allowed for more visits to be held. Many families also enjoyed having two or three shorter visits a week rather than one long one.
- Virtual visits are one option for starting visits off slowly when needed. For example, virtual visits can come first if a child has been physically abused and is afraid of in-person contact. Then a transition to in-person visits can be scheduled.

Lessons Learned and the Future of Virtual Visits

“We have to be flexible, because people are heartbroken and really want to see their kids,” as one director put it. This theme was echoed in nearly every interview. Directors also marveled at how they “didn’t think they could do it” (the transition to virtual visits), but their staff was resilient and parents were (overall) cooperative. “My staff were so resilient, able to adjust quickly, and persevered. They didn’t complain, took advice and suggestions, bouncing ideas off each other, sharing resources.” Many directors now see virtual visits not as a substitute for in-person visits, but as a complement to them and to the court order for contact. This

transition could be considered similar to parents who complement their telephone contact with texts, email, and social media to stay in touch with their children. Going forward, in a post-pandemic world, all the directors felt that in-person visits were superior and preferred them for parent-child contact whenever possible. However, directors differed on how often and under which circumstances to offer a virtual visit option. Overall, about two-thirds of the directors felt that virtual visits would be a permanent part of the menu of services offered by the program. About one-third of the directors indicated that although they found virtual visits useful, in the future they would only be used in emergencies or very specific situations in which virtual visits were the only option safely available.

Implications

This study shows the potential value of using virtual visitation to keep families connected in difficult circumstances. It also illuminates unexpected risks that need to be mitigated when using virtual visits in the future. The policies put in place by programs highlight the real safety risks that exist in many cases. The notion that someone without any training can provide a safe virtual visit or that clients can be left to simply use Facetime without any oversight despite serious allegations of past misconduct is a serious miscalculation. Professional supervised visitation programs use monitors skilled in assessing a room for safety; identifying and stopping denial, minimizing, or dangerous behavior; and facilitating a meaningful visit during which parents and children both benefit from their contact. Because of the experience of the pandemic, supervised visitation professionals are also now trained in using a variety of appropriate play and interaction options for virtual interaction with different age groups. Unfortunately, if funding agencies choose not to recognize the safety work that programs do – and only emphasize that virtual visits “look easier”

– the courts must step in and remind them of the crucial nature of and need for supervised visitation programs and their safety protocols.

One of the biggest lessons of the pandemic is that family court orders must still be carried out to the extent possible in disasters and emergencies. Among participants in our study, those programs that had a direct connection to the court system, or had previously created a line of communication, seemed to have an easier transition. Some program directors complained that they had to wait for judges to approve virtual visits on a case-by-case basis because the original court order did not have a provision for virtual contact. In the future, programs should be able to avoid such delays in family visitation. One way to prospectively avoid confusion is for court orders that refer a family to a visitation program is to have a provision stating that the visitation program has the authority and discretion to host visits virtually when they deem it in the child's best interest, or in cases in which in-person visits present risks that the program seeks to avoid.

Finally, preparation is key to the success of virtual visits. The entire COVID-19 experience highlighted the need for supervised visitation programs to have disaster planning that anticipates long-term disruption. This is a very practical requirement. One director said that her program's community partners gave her plenty of "theoretical" explanations of how to set up virtual visits, but actually setting up the calls, troubleshooting, and navigating practice calls with staff were the key to her program's successful transition. Programs should be required to have a disaster plan and practice its elements periodically (e.g., annually). In addition, programs should consider in advance protocols and guidelines for which cases and under what circumstances they will offer virtual visits in place of in-person visits (see Appendix B). In Florida, this should be added to the Standards promulgated by the state's supreme court or added to a formal Administrative Order so that program directors have guidance going forward.

Conclusion

Virtual visitation, despite its limitations, does have an important place in family court. Supervised visitation programs must be prepared for the reality that major disruptions can occur in this format, and work to minimize the risk and maximize the benefits of electronic parent-child interaction to maintain and strengthen the emotional bonds between them (see Appendix C).

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Appendix A: Tools and Resources for Supervised Visitation Program Staff

Clearinghouse on Supervised Visitation’s COVID-19 Resources	https://familyvio.csw.fsu.edu/supervised-visitation/training-manuals-materials
Association of Family and Conciliation Courts’ Resources for Families	https://www.afccnet.org/Resource-Center/Resources-for-Families
National Council of Juvenile and Family Court Judges	https://www.ncjfcj.org
National Network to End Domestic Violence’s Resources on the Response to the Coronavirus	https://nnedv.org/latest_update/resources-response-coronavirus-covid-19/
Administration for Children and Families’ COVID-19 Response & Resources	https://www.acf.hhs.gov/coronavirus
Supervised Visitation Network’s COVID-19 Resources	https://www.svnworldwide.org/covid-19-resources

Futures without Violence's Resources for Kids and Families	https://www.futureswithoutviolence.org/resources+for+kids+and+families
World Health Organization's COVID-19 Questions and Answers	https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses
PBS' 10 Tips for Talking about COVID-19 with your Kids	https://www.pbs.org/newshour/health/10-tips-for-talking-about-covid-19-with-your-kids
The National Child Traumatic Stress Network's Parent/Caregiver Guide to Helping Families Cope with COVID-19	https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019
Children's Bureau COVID-19 Resources	https://www.acf.hhs.gov/cb/resource/covid-19-resources
Centers for Disease Control and Prevention's Household Checklist	https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/checklist-household-ready.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Findex.html
Centers for Disease Control and Prevention's COVID-19 Information and Resources	https://www.cdc.gov/coronavirus/2019-ncov/index.html

Appendix B: Sample Parent Rules for Virtual Visits

1. All parents must participate in online Orientation. This will help you become familiar with the technology used for virtual visits.
2. Be on time, flexible, and ready to enjoy the visit. With technology, sometimes things may go wrong. Sometimes the audio will stop or the frame will freeze. We will work out the problems and call you back if the call gets dropped.
3. The custodian will arrange the child and the phone/computer/ipad in a comfortable way, but it is the visiting parent who must prepare for the visit and have activities/discussions ready to keep the child's attention. Plan ahead!
4. Earbuds. Child/children will wear earbuds or headphones during each visit.

5. The visiting parent must stay focused on the visit. Please don't multi-task, unless it's an emergency. Stay mentally and physically present. Do not eat, smoke, talk to other people, or do anything that distracts from the visit. Please wear the clothing you would wear to a visit at the Program.
6. The visiting parent and the custodian should both choose a quiet location for the visit, where background noise is limited. Turn off radios, TVs, and other distractions.
7. Only the parent and child(ren) listed in the court order are to visit, unless the court order states otherwise.
8. Please, do not drive or walk around during the visits. Please do not lay down on the couch or bed.
9. Please do not use Call Waiting, put the line on Hold, or take another call.
10. We will review all program rules with each parent. If you do not understand these rules, just ask and we will be happy to explain them.
11. The monitor may, at any time, ask either parent to scan the camera around the room. This will be to ascertain who is in the room. Each parent must comply with this request, or the visit will be terminated.
12. We want you and your child to have fun! Staff will provide you with suggested activities for your virtual visit. Think about what kinds of things you might engage your child in and be proactive in planning those activities as well.
13. We will use the Virtual Waiting Room at several points during the visit. In the beginning of the visit, you will be placed in the Virtual Waiting Room until we are ready to begin the visit. If at any point we would like to speak with you privately, or if you indicate that

you'd like to speak to us privately, we will place you in, and meet you in, the Virtual Waiting Room.

Appendix C: When Virtual Visits Might Be A Good Option

While in-person visits are preferred for family bonding, virtual visits can be a helpful alternative in many situations. In addition, virtual visits can be used as a starting point in certain cases and in combination (hybrid visitation) with in-person visits to suit each case's needs. Examples of when virtual visits may be appropriate include:

- Visits with parents who are not able to be present
 - Parents have illness
 - Deployed parents
 - Jailed parents/ parents on house arrest
 - Out of town or state parents
 - Public health crisis
 - Local, state, or national emergency (hurricane, pandemic, terrorism)
- When transportation is an issue for parents
- During bad weather or when travel to the center is not advised

- When no-shows and cancellations are chronic in a family
- When visits need to be more flexible and at non-traditional hours
- When children are reluctant to visit in person or are afraid of the parent
- When the court wants relatives such as grandparents, aunts, uncles and cousins to connect extended families to the child
- When the court wants very frequent visits
- When cleaning, disinfection, other operational issues impede the ability to offer in-person visits
- When families want to share personal items and demonstrations not possible at the program, such as playing an instrument, or cooking a meal.
- When a parent is caring for others and cannot leave the home (such as sick relatives or newborns)
- When parents have no transportation.

CLEARINGHOUSE ON SUPERVISED VISITATION

DESCRIPTIONS OF CURRENT PROGRAMS

Submitted by:

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Clearinghouse on Supervised Visitation*

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November, 2020

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Program Highlights

Below you will find a listing of all the known Supervised Visitation Service providers in the state of Florida. Following each name is the Court Circuit in which they reside – C#.

All About the Kids' Best Interest – C17

720 NE 4th Ave. #312

Ft. Lauderdale, FL 33304

Program Director: Janette Mendoza 954-234-1966

Contact E-mail: jamen51blogger@gmail.com

Number of Sites: 1

Counties Served: Broward

ALL ABOUT THE KIDS BEST INTEREST is an off-site bilingual (Spanish/English) supervised visitation and monitored exchange services for dependency and family court cases. Our visits are conducted off-site at a variety of location options such as Chuck E. Cheese, museums, game parks, fun centers, theaters, libraries, public parks and playgrounds, and more. Visitation services are available seven days a week including holidays. We provide families with extended hours during the week and on weekends to help accommodate working families and the children's school and activity schedule. Our mission is all about the kids – helping the children thrive and grow in spite of any parental conflicts.

During the Covid quarantine that started in March, 2020, we transitioned to virtual visits via Zoom. After training and educating ourselves on the safest use of technology with clients, we conducted orientation meetings with parent to help them understand the new format. Parents learned quickly what would be inappropriate on a Zoom call and did a wonderful job of complying with the new boundaries. For instance, asking questions about the child's life was fine, but asking questions about where they were, their surroundings, etc. may not be allowed.

We began visits with the child and visitor in a virtual waiting room. Once the custodian had readied the child and left the room, the visitor was allowed in. We helped ensure successful visits by working with the visitor in advance to set up fun, interactive games or ideas that work well for engaging video visits. We also helped the kids focus on attachment and bonding.

Great preparation helped the visits translate well to the virtual medium. Parents knew what to expect and were prepared for great visits. The facilitator would mute her video and mic but was available when needed. When she was called upon she was at hand to interact with the family or answer questions. Families were very happy to have the opportunity to continue seeing each other during quarantine. It was so very important to the family bonds to continue the visits. All visits were recorded and helped unify families in spite of the chaos of Covid.

One of our favorite success stories: We had a case where the mother was accused of being abusive to the child (12 ys), but she claimed the father was abusive and encouraging the child to be disrespectful to her, the mother. We are ALL ABOUT THE KIDS so we didn't focus on

the parent allegations, but how to help the child. We noticed he was an athlete and so helped him focus on building his athletic skills, his confidence, and personal development. We worked to channel his energy towards sports instead of negative family issues. The child is now a student at Dominican University, the alma mater of the facilitator. He chose this university because of the positive influence of his experience with All About the Kids.

These are the cases we live for- the kids' success. It's wonderful to see our Empowerment model having such positive outcomes!

Believe in Talk – C17

P.O. Box 191757 Ft. Lauderdale, FL 33310

Program Director: Debbie Sedaka, LMHC 954-513-8404

Contact E-mail: BelieveinTalk@yahoo.com believeintalk.com

Number of Sites: 1 Counties Served: Dade, Broward

Believe in Talk provides very personalized individual services to clients. Services are individually tailored to the child's needs and we specialize in working with autistic and other special needs populations. Because our clients are often in high crisis situations, we are available 24/7 to meet with GALs, attorneys, families, teachers, and clients.

Our services are environmental and off-site, seeking to work with children and families in their natural, most comfortable settings. We offer therapeutic supervised visits in roller skating rinks, bowling alleys, Chuck E Cheese, and even movie theaters when appropriate! Believe in Talk is proud of our record of reuniting children with parents with whom they've had very troubled relationships. Our therapeutic approach has helped many clients rebuild their families.

Since the statewide quarantine began, we have adapted to our client needs and have done virtual visits depending on each situation. Both visitor and custodian jobs are considered, their risk category, the child's ability to keep a mask on, and any health factors such as asthma. Using a clinic as a visit site as well as meeting in public spaces as long as masks and sanitizer are used and the location is outside or safe.

Of note, Miami judges have started allowing in-home visits but this is a potentially dangerous idea. Believe in Talk will not send staff to homes.

Center for Child and Family Enrichment, Inc. C-11

111 NW 183rd St. #500, Miami, FL 33169

Program Director: Kerry Lewis 305-965-2374

Contact E-Mail: KLewis@cfceinc.org

Number of Sites: 1 Counties Served: Dade

The Center for Family and Child Enrichment's (CFCE) Full Case Management Program has endured through the pandemic. With all of the challenges that operating during COVID-19 brought, we were able to consistently conduct home visits for clients at an average rate of 99.9% monthly, consisting of both virtual and in person visits. Our Case Managers and Visitation Specialists have continued to provide supervised visits for parents and children through the use of virtual platforms. We have been able to reunify families and help to make forever families. CFCE finalized 9 adoptions during this National Adoption Day.

CFCE has conducted several events for our families during the pandemic. During back to school, CFCE safely conducted a drive through event, whereby caregivers and clients were able to pick up book bags filled with school supplies. For Halloween, we safely conducted a Trunk or Treat Event, with decorated car trunks filled with loads of candy and goodies for our clients and community families. We are currently working on providing some of our families with Thanksgiving Donations, including turkeys and gift cards. These events were also made possible by our wonderful friends of CFCE and donors, including but not limited to Morgan Stanley, Sharp Contractors, and Dovelight Ministries.

Chances for Children - C3

412 SW Wood St. Lake City, FL 32025

Program Director: Sandy Tice 386-752-4453

Contact E-Mail: ChancesforChildren@comcast.net

Number of Sites: 1

Counties Served: Columbia, Suwannee, Hamilton,
Lafayette, Madison, Taylor, Baker, Union

Last year we moved into a new center on donated property. There are 8 acres so we now offer a petting zoo and plenty of space for outdoors activities and picnics. We are also participating in the Shop A Cop program. Each child gets a \$100 gift certificate to go shopping with an officer. All gift certificates were donated by the Lake City PD and Walmart. Each child rides in a police car with the siren going as a 30-car convoy led by Santa goes to Walmart.

In house, we also have our own Build-A-Bear system. Each child begins by building an animal of their choice to keep and hold in therapy sessions. This is a friend they always have with them when things get rough. Throughout their sessions, they can get clothes for their animal as well. This is by far the kids' favorite thing!

However, Covid has had an impact on our ability to offer many of these fun services. We are currently doing only half the visits we were before. We did not offer virtual visits because DCF decided to do those in-house and we also felt that they just couldn't be the same as parents and kids visiting in person. So we have continued in-person visits but with strict guidelines to keep everyone safe. All visits are outside on our playground and we sanitize it completely between visits. Parents sometimes bring their own art supplies for projects to do on the picnic table outside. No smooches, no hugs, but still parents wanted to see kids and we are glad to

be able to facilitate these visits safely. Our judges have been very supportive and appreciative that we are still offering visits.

We participated in an event in Lake City – the Columbia county Baseballween which is a final tournament for peewee baseball as well as a festival. We did cotton candy and snow cones for 400 kids.

Children's Advocacy Center of Collier County- Family Safety Program -C20

1036 6th Ave. North Naples, FL 34102

Program Director: Sarah DiMattina 239-272-0713

Contact Email: sdimattina@caccollier.org

The Family Safety Program provides supervised visits for Collier County families. All of our clients are referred through the 20th Judicial Circuit Court. Staff work closely with case managers, attorneys, GAL's, and other service providers that work with families. Services are provided free of charge.

Like many providers our center this past year moved to providing virtual visits during the pandemic. Our goal was to ensure continued safety for participants while providing a developmentally appropriate visit experience. To this end we adopted many of the best practices recommended by the Clearinghouse. We prioritized safety for caregivers including working to try to find alternative family members to be present with the child during the call, and when that was not possible, working to ensure that the caregiver was safe and not in view during the call. For families with young children we scheduled shorter and more frequent calls and we helped parents find ways to make the calls fun and engaging by suggesting games and activities that could be done virtually.

There were many benefits to offering virtual visits. Children enjoyed sharing their favorite toys, showing a parent their bedroom or virtual school workplace, and for one child, even showing the non-custodial parent how they can ride a bike! For families with transportation challenges or greater geographic distance, virtual visits were a welcome change. Staff also found that we were able to get a glimpse of the challenges families are facing at home and we were able to better address those challenges that had normally been hidden from view. For the vast majority our families, virtual visits helped keep a thread of connection during a difficult quarantine.

Our center has now resumed in-person visits and we continue to offer virtual visits for those at higher health risk and for those with significant geographic distance. For onsite visits, our center is taking precautions to keep families safe by doing health and temperature screens of all visitors, limiting the number of visits held simultaneously in the building, sanitizing rooms and toys between visits, and limiting the number of organizational staff present in the building. We continue to provide virtual intakes when appropriate. All staff and adults are required to wear masks. Lastly, our center wrote a grant and was awarded the funds to create a social media outreach program that is allowing us to share community resources with clients and the

greater community during the pandemic, including information about COVID relief funds, mental health services, tips for virtual schooling, and ideas for families to bond and play while quarantined at home. This has also helped us reach families in a new and novel way.

While this year was challenging for all, we are grateful for the ways it pushed us to innovate, adopt new technology and find ways to best serve families during the pandemic.

Children's Home Society FVC Miami – C11

800 NW 15th St. Miami, FL 33136

Program Director: Marie Constant 786-602-5183

Contact E-mail: Marie.Constant@chsfl.org

Number of Sites: 1 Counties Served: Dade

The Family Visitation Center of the Children's Home Society serves the visitation needs of parents and children in the dependency court system of District 11, and has always done so completely without charge to the parents. We provide both supervised and therapeutically supervised visitation for families. We view as our greatest accomplishment the positive role we play in aiding in the re-unification of families and children by providing a safe, home-like environment for visitation.

We normally have a constant stream of interns from the FIU School of Social Work, many of whom continue as hired staff. Unfortunately because of Covid, this practice was put on hold. In spite of the many difficulties this year, we managed to reunify more than 100 kids with families and forever homes. We continue to meet our outcomes while supporting families with safety measures in place.

We switched most of our cases to telehealth counseling and virtual visits in March. We did continue to do in person visits for the most high-risk cases who really need face-to-face attention. Many of the younger children who are unable to do successful virtual visits have continued in-person visits.

Currently we are cautiously transitioning back to in-person visits for all except at risk cases with medical conditions. Our in-person visits are all outside. Our new safety protocols include the provision of toys the kids can simply take home with them!

CHS has instituted a new "Warm Line". As opposed to a "Hotline" this Warm Line is not just for emergencies but any time someone needs to talk. The Warm Line offers 24 hour clinical services – someone to talk to. This has been a great resource for the whole agency as well as SV clients.

Children's Home Society FVC – Pensacola – C1

1300 N. Palafox St, Pensacola, FL 32501
Program Director: John Tyler Davis 850-266-2743
Contact E-mail: John.Davis@chsfl.org

Number of Sites: 2 Counties Served: Escambia, Santa Rosa

This year we were forced to transition to virtual visits in March.

2nd Site: Milton FVC

5357 Stewart St. Milton, FL 32570 850-983-5486

The Milton site was added several years ago to the Children's Home Society Family Visitation Center of Pensacola. With this new site available, the CHS FVC can offer supervised visitation and other services to those families living farther away from Pensacola. This enables many more new families to receive services. Florida has many rural areas that need services, and the Milton Program helps meet that need for noncustodial parents.

Children's Home Society – West Palm - C15

4100 Okeechobee Blvd. West Palm Beach, FL 33409
Program Director: Lauren Fuentes 561-485-7056
Contact E-mail: Lauren.Fuentes@chsfl.org

Number of Sites: 1 Counties Served: Palm Beach

This year was a difficult year but we met all of our performance measures – we continued to serve all clients. We transitioned to virtual visits in March after developing new protocols and training on the new technology. In certain cases where the Foster Parent was uncomfortable having virtual visits show their homes, we allowed children to come to the center to do virtual visits with parents. We also visited some of our clients' houses to help them get set up properly. We were fortunate enough to be able to purchase tablets and devices for some families in need.

We were very successful in engaging kids who were on computer and phones all day (school, doctor appts) by utilizing innovative techniques, games, and interactive play. Families were grateful to be able to see their children even during quarantine. In November we began doing some in-person visits focusing on the younger kids who had trouble with online calls.

Our center is an inviting, homelike place with playrooms, a kitchen, living areas, conference rooms, and a playground outside -a more natural environment than the average case worker's office. Because of the warmth of our center we have been very successful in making families feel comfortable to really enjoy time with each other. One parent who was doing visits in a caseworker's office was really struggling – her numerous kids were antsy, sometimes noisy,

and the whole situation was stressful for her. She even started missing visits. However, when this family moved to our center, they began to thrive. There is plenty of space for the kids to run about, play outside, find engaging toys and activities to do together. Now this client is really succeeding and loves her visits!

In addition, other resources find our center to be the perfect homelike place for working with clients. We have opened our center to psychiatric and parental fitness evaluations because it is much easier to get clear picture of parenting and psych skills in our more natural, homelike environment.

Children's Justice Center – C13

700 E. Twiggs St. Suite 102 Tampa, FL 33602
Program Director: Shannon Gillet 813-272-7179
Contact E-mail: watermpl@fljud13.org

Number of Sites: 1

Counties Served: Hillsborough

Our program was ordered by the courts to close in-person visits in March. As it became clear that this wasn't a temporary situation, we began staff training to move to virtual visits. With Clearinghouse guidelines, suggestions, and materials, we developed new protocols, new orientations, and new forms for our clients to sign electronically. In May we reopened using only virtual visits.

Although there have been challenges in learning the new technology and adapting to different norms, our staff has been wonderful. They are incredibly resilient and worked very hard to make the virtual visits as comfortable as possible for clients. Right now, each staff member is providing their maximum of 14 visits per week, all between the hours of 2:30-8:00pm. In fact, demand for our services has risen dramatically and we are having to add new staff to the monitor roster. We have weekly zoom staff meetings to coordinate and review case situations together.

Virtual visits, while taxing in some ways such as parents appearing on camera in inappropriate clothing or locations, has had many upsides. Visits are going very well and there are far less no-shows and cancellations, which helps families stay connected during these tough times. Families have expressed their gratitude for being able to still see their kids and remain connected in spite of being unable to hug them. When our Circuit moves to Level 3, we will be permitted to once again offer in-person visits. Until then we continue to provide virtual visits to connect families.

Communities Connected for Kids: Devereux CBC – C19

10570 S. Federal Hwy #300 Pt. St. Lucie, FL
Program Director: Tavaris Williams 561-460-3240
Contact E-mail: tavaris.williams@devereuxcbc.org

Number of Sites: 1 Counties served: Martin, St. Lucie, Indian River,
Okeechobee

Each service center is a warm and welcoming place for clients. We've designed the rooms to be like family homes and living rooms to help our families feel more relaxed. During Covid we transitioned to virtual visits and this has actually allowed us to serve even more clients. There has been a significant reduction in no-shows and cancellations, and we can do more visits per week as transportation time is not an issue. At the discretion of the case manager and level of risk, we do allow in person visits with safety protocols in place.

The Family Support Workers of the Treasure Coast do a tremendous job in ensuring that supervised visitation is available for all CCK families. Through CCK's supervised visitation program, families are able to safely transition into less restrictive visitation arrangements, which aid in faster reunifications as each case's circumstances dictate.

Deland Harmony House SVC – C7

247 W. Voorhis Ave. DeLand, FL 32720
Program Director: Maia Bass 386-740-3839 x227 or x240
Contact E-mail: maia.bass@cshfl.org

Number of Sites: 3 Counties Served: Flagler, Volusia

In March, our location transitioned to virtual visits due to the Covid quarantine. We have a top notch, experienced team that has made the transition to virtual visits so easy. We remain virtual and have been accepting more families than ever before. Virtual visits have allowed us to add more families to the schedule with a reduction in travel time, sanitization, and other normal time constraints. We have excelled at opening cases, getting families trained, and being flexible with the client's needs. In an attempt to keep things as normal as possible, we hope to still have our famous Christmas party as a virtual party if possible.

2nd Site: Family Tree House SVC

525 S. Ridgewood Ave. Daytona Bch, FL 32114
Program Director: Maia Bass 386-304-7600
Contact E-mail: Maia.Bass@chsfl.org

While most of our visits remain on the virtual platform, we have two families enjoying in-person visits because of intense issues that require personal attention. There are three kids

with 3 different households and custodians, plus 2 parents visiting. A Supervisor is always present and we always do these visits outside only, (or on the patio if it rains.)

We have wonderful clients who have been so resilient and determined to see their kids during this difficult time. We have celebrated birthdays as one mother brought balloons taped to a clear shower curtain, a cake, a music box, and a gift for her little girl. It was a wonderful party outside and the child was so very happy. Making the most out of this unusual Covid situation has been challenging but we are succeeding! Another parent came prepared for her Halloween visit - Mom carved the pumpkin in advance and the kids helped scoop it out. She had markers, glitter, and gloves for each kid. She also brought flowers in a ziplock to set inside the little pumpkins for the kids to take home.

We at the Tree House feel honored that because of the work we do, children and their parents can visit in a safe and fun environment. It is our absolute pleasure to work with such determined parents towards unification.

3rd Site: Sally's Safe Haven

103 E. Moody Blvd. Bunnell, FL 32110

Program Director: Maia Bass 386-263-8771

Contact E-mail: Maia.bass@chfl.org

Sally's transitioned to virtual visits in March and continues to offer these services. We have only one in-person case because of special needs requests (kids 11 and 15.) We have a great team of workers who have really transitioned well, learned fast, and handled all the speed bumps thrown at them by Covid. We don't judge, we just make sure they have a great visit! We have worked hard to accommodate visits at crazy times and to help clients. Our staff is always open to covering for one another and have done a wonderful job of making sure anyone who wants service has an opportunity to visit.

DISC Village, Inc. Supervised Visitation Program – C2

3333 W. Pensacola St. #310 Tallahassee, FL 32304

Program Director: Tongy Rodriguez 850-510-3387

Contact E-mail: tongy.rodriguez@discvillage.com

Number of Sites: 1 Counties Served: Leon, Wakulla, Liberty, Gadsden, Jefferson, Taylor, Calhoun, Gulf (8)

The Disc Village Supervised Family visitation center currently has an order of agreement with the second judicial circuit to service family law cases in the Big Bend Community. We recently moved into a new bigger location with a more enhanced family-like setting for the children and families we serve. Unfortunately the situation with Covid-19 has had an impact on our services. After revising our visit protocols to accommodate virtual visits, doing orientations with the families, as well as staff training, we moved to virtual visits in March. In October we were able to return to face-to-face visits which are from 9-4pm and these are

mostly toddlers and younger clients who didn't do as well with virtual visits. Older clients are still virtual from 4-6pm and Saturdays. This makes for long days but our staff has been terrific!

There have been some difficult adjustments but our staff and our families have been incredibly resilient! Families are happy to be able to see each other no matter the venue. There have been a lot of tears at the end of some calls as parents really want to hug their kids, and we have been consoling the parents after the call.

We're currently getting so many referrals we're having to do a wait list. We have tried to keep a safe number of clients that allows us to sanitize the center after each visit which takes about 20 mins. For now parents are bringing their own toys and supplies. In addition to that we have a life-skills curriculum for parents. Our goal is to help these families increase resilience, build on their current strengths and overcome barriers. It hasn't been an easy year but we are proud of our staff and families, and are proud of the great work we continue to do.

Divine Oaks Family Services - C11

995 NE 119th St 680624 Miami, FL 33168

Program Director: Michelle Ranglin 786-280-0036

Contact E-mail: DivineOaksFamilyServices@gmail.com

Number of Sites: 1

Counties Served: Dade, Broward

Divine Oaks Family Services provides individual therapy, family therapy, therapeutic and supervised visitation for Family, Dependency, Permanent Guardianship and all other related cases. Divine Oaks serves our families in the Miami Dade and Broward county area.

Divine Oaks' mission is to "Nurture the Root to allow the Branch to Flourish." Our mission simply means, a child's understanding of the family dynamic should come from a place of growth and development with the assistance of caring and encouraging parents.

Eckerd Youth – Brevard Family Visitation Services – C18

4095 US HWY1 Rockledge, FL 32926

Program Director: Talia Bryant 321-307-5102 Stanley Brizz

Contact E-mail: tbyrant@eckerd.org

Number of Sites: 3 Counties Served: Brevard

Our family visitation services have changed considerably due to Covid and not all for the worse. Currently we do therapeutic supervision with five therapists and 85% of our visits are still virtual. The good thing is engagement has improved, meaning people are showing up for visits and participating like never before. It's phenomenal and we are getting more referrals than ever.

Our wonderful staff is very resilient and adapted quickly in changing to virtual visits. They have created games and activities to facilitate great virtual visits, and take a good amount of time with each family to teach them how to have the most successful visits possible. Even though most cannot see their kids in person, complaints from parents have been minimal.

Normally our Judge orders 4-hour visits per week which can be difficult if there are a number of kids in different foster homes. Sometimes the kids have to be transported from different places, some rural, and their drive time can be an hour each way. So virtual visits eliminate the barrier of gathering everyone and the various transportation problems. They also eliminate barriers for parents and long travel times to the center. Current court orders are not allowing face to face visits unless all are in agreement, so at this time there are only two case doing in-person visits. For in-person visits, we have created a list of rules that everyone must follow. Parents bring their own toys, wash hands, and wear masks.

Our visitation rooms have been recently renovated so they actually look like home. There is matching furniture, comfortable sofas and a dining table for families to use. We also recently received a grant allowing us to give each family \$125 grocery gift cards. This year we will also be giving each family a turkey dinner thanks to donations from the "Feeding Local" group. All visitation families will get one! For Christmas, we are partnering with the local realtor's association which will fulfill wish list items for the kids. Kids will get at least one thing they actually ask for! We are also very proud of our Room of Hope, which contains hygiene items, diapers, and other family supplies that are available for free. Families are welcome to "shop" there when in need.

Embrace Families Osceola – C9

2653 Michigan Ave. Kissimmee, FL 34744

Program Director: Annarose Britain 407-314-4397

Contact E-mail: Annarose.Britain@chsfl.org

Number of Sites: 1 Counties Served: Osceola

Children's Home Society provides visitation services to families who have children in out-of-home placements, or active Dependency cases, in Districts 9 & 18. The frequent nurturing visits will decrease the amount of time spent in out-of-home care by encouraging the family to maintain positive parent-child interaction and/or relationships to expedite the child's return home. The Visitation Program, offers supervised visitation services free of charge to case management agencies. Children's Home Society of Florida's goal for the Family Visitation Program is to provide a safe, home-like environment for family visitation to children who are unable to remain safely in their homes. Any child who is removed from his or her parents, undergoes trauma, even if the removal is necessary for the child's safety. The Family Visitation Program provides services that help parents maintain a loving bond with their children.

This year we were faced with the unexpected COVID pandemic, which forced us to suddenly change our program operations. While all of our service centers physically shut our doors, we never stopped serving our families. We quickly created and implemented remote operating procedures, and began providing “virtual visitations”, by means of video conferencing and supervised phone calls. With the implementation of virtual visits, no visitations were cancelled, just because our offices closed. During this unprecedented time, when families are already separated, this sudden COVID crisis created fear and confusion. Our Family Visitation Program, was able to support our families by maintaining that family connection, even if it was virtual. In May 2020, we began transitioning some of our visitations back to face-to-face interactions. We applied very detailed safety protocols to keep team members and clients protected, while fostering a safe environment for visits to be completed. Consistent visitation is a key indicator to successful reunifications. The ability to provide a safe and nurturing environment for visits to occur is vital for the families we serve.

2nd Site: Embrace Families Orange Co West

5749 Westgate Dr. #201, Orlando, FL 32835
Program Director: Annarose Britain (407-314-4397)
Contact E-mail: Annarose.Britain@chsfl.org

3rd Site: Embrace Families Orange Co East

1900 N. Alafaya Tr. #900, Orlando, FL 32826
Program Director: Annarose Britain (407-314-4397)
Contact E-mail: Annarose.Britain@chsfl.org

4th Site: Embrace Families Seminole Co. – C18

2929 S. Orlando Dr. #150, Sanford, FL 32773
Program Director: Annarose Britain (407-314-4397)
Contact E-mail: Annarose.Britain@chsfl.org

F.A.C.E.S. Family and Co-Parenting Enrichment Services – C11

1390 S. Dixie Hwy #2109 Coral Gables, FL 33431
Program Director: Dana Cahn 954-773-2237
Contact E-mail: www.faces.family

Number of Sites: 2 Counties Served: Dade

f.a.c.e.s. (Family and Coparenting Enrichment Services) provides family and children services in South Florida with our primary office located in Ft Lauderdale. Our staff consists of licensed practitioners and professionals to handle Supervised Visitation, Therapeutic Supervised Visitation, Monitored Exchanges, Parenting and Coparenting classes, as well as Restoring Family Relationships program, Evaluations, and Mental Health Assessments.

We provide both on and off-site visits with multilingual staff as needed. We offer a full professional program meeting the standards set forth by the Florida legislature and the Clearinghouse on Supervised Visitation. f.a.c.e.s. is a proud member of the Supervised Visitation Network and a financial supporter of Kidside, the non-profit organization for Family Court Services of Miami-Dade. f.a.c.e.s. Founder and CEO, Dana Cahn, sits on the Board of both organizations.

f.a.c.e.s. operate two sites for in-person visits in addition to providing virtual visits through zoom. Each of our sites has multiple playrooms with different themes tailored to the ages of the children — toddlers, tweens, and older teens. In the fall of 2020, we will be moving into our newly renovated offices that will have additional options for families to connect, such as a kitchen for baking sweets or making meals together, a library where parents can assist their children with homework, a music room, and a toy filled game room. And, if the kids want to get outside, our Ft Lauderdale location offers an outdoor picnic area and basketball court.

In addition to our main business, we also run a 501c3 non-profit organization called faces for children (Facing Adverse Childhood Experiences for Children), that provides supervised visits and other services for free or at a discount for clients who are unable to afford the full cost of services.

2nd Site: F.A.C.E.S. Counties Served: Broward, Palm Beach
1112 SE 3rd Ave Ft. Lauderdale, FL 33316
Program Director: Dana Cahn 954-773-2237
Contact E-Mail: danacahn@faces.family

Family Crossroads Solutions, Inc. – C11

1664 SW 244 Lane, Homestead, FL 33032
Program Director: Karen Sanchez (786) 389-4826
Contact E-mail: info@family-csi.com

Number of Sites: 1 Counties Served: Dade

Family Crossroads Solutions, Inc. adheres to guidelines set by the Clearinghouse for Supervised Visitation and Monitored Exchanges and existing court orders. Family Crossroads Solutions, Inc. works with alienation, high profile cases and divorces and is approved as a Family Court provider.

Our staff is required to have a bachelor's degree for supervised visitations and monitored exchanges. Other agency services are offered by Masters, Licensed or doctorate level staff. We have staff that speak English, Spanish, Russian, Creole, and Portuguese. We help domestic violence victims with safety planning and the agency President is actively involved and recognized in the child protection community. All of our rooms are decorated and homelike for the comfort of our clients.

Family Nurturing Center of Florida – Bartley - C4

2759 Bartley Cr. Jacksonville, FL 32207

Program Director: Elaine Jacobs 904-389-4244 x3

Contact E-mail: elaine@fncflorida.org

Number of Sites: 3 Counties Served: Duval, Clay, Baker, Nassau, St. Johns

2nd Site: Fleming Isle: 2075 Town Center Blvd. Fleming Isle, FL

3rd Site: Nassau: 850935 US Hwy 17 Yulee, FL

Our year changed dramatically when Covid-19 quarantines came into effect, but our staff was incredible and handled the new challenges brilliantly. We closed down for two weeks in order to train and prepare for the transition to virtual visits but we were up and running as quickly as possible. We provided new protocols and guidelines for parents as well as training on the new technology. It was bumpy at times but the parents were really grateful to be able to see their children by any means available. We were fortunate to have determined board members who got our judge to declare that virtual visits would be an allowable option for families.

In May we began a careful reopening of our facility for face to face visits. This was essential for younger children who were having a difficult time on virtual platforms. We have lowered capacity in our centers and keep the number of people to a minimum. We have new sanitization standards and have gotten good at cleaning and prepping our rooms quickly with a special disinfectant spray machine. Also, parents bring some of their own supplies.

Families have been very supportive and resilient during this time in spite of new protocols. For example, we don't allow additional visitors at this time such as siblings or grandparents and although this has been sad, parents understand that safety is important.

Our wonderful, resilient staff has also done a terrific job of balancing both in-person and virtual visits. In one case, a mother was very concerned about her baby being exposed to the virus so we agreed to have her in-person visits outside of regular hours when no other families are around.

Interestingly, the judges are now using virtual visits in additional ways. They are sometimes ordering virtual visits for a time period *before* allowing in-person visits, as a transitional option. In some cases where there is a strained relationship, this allows us to move slowly to in-person visits which might be uncomfortable right off the bat. It has been a wonderful solution in one particular case where the last interaction of the parent and child had been tense and uncomfortable. They were able to do a series of virtual visits to work through some issues before actually visiting in person to enjoy each other's company. Judges will continue to utilize virtual visits in this way and we continue to offer it as an option for cases.

Family Partnerships – New Port Richey - C6

8044 Old County Rd. 54 New Port Richey, FL 34654

Program Director: Tina White 727-234-7795

Contact E-Mail: familypartnershipssouth@gmail.com

Number of Sites : 2 Counties Served : Pasco, Pinellas

In our area Covid numbers have been really high and we were forced to stop in-person visits in March. Our wonderful staff worked hard to adapt to the new technology, develop new protocols and orientation guidelines, and provide the best interactive virtual visits possible. We have continued to provide mainly virtual visits because transporters are not allowed to transport children at this time. Some foster parents who are willing, have brought children to the center for in-person visits.

While there have been some negative repercussions such as one judge who refuses virtual visit orders, and the elimination of normal transitional visits as children reunify, we have managed to keep our clients safe and in contact with their children. Families are so happy to be able to see their children, even if it is a virtual visit. This contact is so important to our ultimate goal of reunification of families.

Our staff is truly exemplary. We have one Spanish speaking staff member and one of our employees is becoming certified in ASL. We also do cross training with the local court and DV center or child protective agency. We teach Coping with Crying to every family with a child under the age of three due to a child dying from shaken baby syndrome. Whenever possible we hold a Christmas and holiday parties for our clients.

2nd Site: Family Partnerships - Clearwater

1421 Court St. #B, Clearwater, FL 34657 727-234-7795

3rd Site: Family Partnerships – Pasco

6825 Trouble Creek Rd. New Port Richey, FL 34653 727-282-4409

Family Resource Connection – C7

309 Main St. Palatka, FL 32177

Program Director: Stephanie Morrow 386-385-5093 904-315-7171

Contact E-mail: stephanie@familyresourcefl.org

Number of sites: 4 Counties Served: St. John's, Duval, Putnam, Clay

Our staff is incredibly dedicated in good times and bad. They do so much for too little and without their dedication and compassion for the children, we wouldn't be in operation. They have been incredible resilient, positive, and encouraging.

We switched to virtual visits in March and have been able to continue with our many other services as well such as parenting skills, anger management, and batterer's intervention programs. Interestingly, Covid has also opened the door to new resources. For example, we now accept payment through Cash App which makes it much easier and more convenient for people to pay. Staff don't have to carry cash or receipts!

Since August we have been open for some in-person visits with all CDC protocols and guidelines strictly enforced including masks. This sometimes leads to pushback from parents but our staff has done a wonderful job of walking that fine line of keeping the families together and happy yet safe.

2nd site: FRC North

Faith Community Center 3450 County Rd. 210 West St. Johns, FL 32259

3rd site: FRC South

2730 US 1 South St. Augustine, FL 32086

4th site: FRC Clay County -C4

155 Blanding Blvd. #2 Orange Park, FL 32073 904-298-2001

Family Resource Center of SW Florida – C20

P.O. Box 07248 Ft. Myers, FL 33919

Program Director: Carmen Rodriguez 239-233-5676

Contact E-mail: carmen.frswfl@gmail.com

Number of Sites: 1 Counties Served: Lee

Despite Covid we have been able to maintain our normal services in-person and did not do virtual visits. We followed all CDC guidelines and protocol for sanitization, temperature monitoring, masks, and protection. In this way our clients were able to safely continue seeing their children and have quality time together. Some families did opt out of visits for a time out of an abundance of caution but for the most part they are returning now. We were also able to do some remodeling and our rooms and facility are more beautiful than ever.

Family Ties Visitation Center – C9

425 N. Orange Ave Room #330 Orlando, FL 32801

Program Director: Valerie Tolentino 407-836-0426

Contact E-mail: ctfcvt1@cnjcc.org

Number of Sites: 1 Counties Served: Orange

The Family Ties program helps families reunite and rebuild their lives together. Our in person visitation site is at a public school so we are able to provide a large variety of activities for kids including art, music, games, and a playground. This site also allows for the visits to seem more organic and a part of the child's regular day. During COVID-19 we transitioned to doing

temporary Virtual Visits so that the families can still see each other, until they are able to return to in-person visits. We have the most incredibly talented and dedicated staff, many who have been with us for years. Our staff does their work with compassion, and a desire for helping others. Without them we would not be able to serve the community as we do.

Family Visitation Center of Alachua – C8

1409 NW 36th Pl. Gainesville, FL 32605

Program Director: Maia Bass 352-334-0882

Contact E-mail: Maia.Bass@chsfl.org

Number of Sites: 2 Counties Served: Alachua, Suwanee

This site stopped in-person visits due to Covid-19 on March 15, 2020. We closed for two weeks to prepare our move to virtual visits with training, family orientations and installation of new software. Our staff adapted quickly and we were once again providing much needed service. Virtual visits have gone very well and continue at this time. Even with only virtual visits we have seen no decline in referrals or services. We help clients by following up regularly with weekly reminders and links via text.

Families are happy to be able to see each other in spite of Covid. Fortunately, we are much more able to work with a variety of client schedules for needed visits. The absence of travel time has allowed us more flexibility in both our schedule and that of parents. For example, one client is a mom with 5 kids in 4 different foster homes. Instead of juggling a dozen schedules, we can do a virtual visit connecting them all at once, one night a week. We were able to accommodate the whole group more easily as some are in different cities. The kids are so excited to be able to see each other all at once.

We have faced the common missteps such as parents occasionally answering from inappropriate places, but we have worked to limit those issues. On the positive side, virtual visits have definitely reduced our no shows and cancellations over time.

2nd Site: Family Visitation Center of Suwanee –Carolyn's Cottage – C3

620 SW Arlington Blvd, Lake City, FL 32025 386-758-0591

Program Director: Maia Bass 386-758-0591

Contact E-mail: Maia.Bass@chsfl.org

This site stopped in-person visits due to Covid-19 on March 15, 2020. We closed for two weeks to prepare our move to virtual visits, with training, family orientations and installation of new software. Virtual visits have gone very well and continue to this day. All visits are virtual and we have seen no decline in referrals or services. We follow up with clients through weekly reminders with links via text.

Our families have been very cooperative with the new platform and are happy to be back together during Covid. Seeing each other is so important. Using the virtual visits we are much more able to work with their schedules so they can see their kids often. Since there is no travel time for virtual visits, our schedule has open up quite a bit, allowing for more flexibility for parents. Virtual visits have also definitely reduced our no shows and cancellations over time.

Our staff adapted very quickly and do all they can to serve families when they need it. One our greatest successes is a family – a mom and 5 kids in 4 different foster homes. Getting everyone into the center for visits in the past has been tricky but through Zoom we have been able to connect them all at once, one night a week. We were able to accommodate the whole group much easier as some are in different cities. The kids are so excited to be able to see each other regularly!

Unfortunately, this site closed on October 15, 2020. All cases were placed in our Lake County program.

Family Visitation Supervisors – C17

500 E. Broward Blvd #1710 Ft. Lauderdale, FL 33394

Program Director: Renita Henry 954-588-5416

Contact E-Mail: kidsupervisors@gmail.com

Number of Sites: 1 Counties Served: Broward

We maintained our in-person visits by adhering to all CDC guidelines including masks, and social distance between monitor and families. We encouraged visits to happen outside as much as possible, at parks or playgrounds. Some families who did not have home visits engaged and were unable to have visits at public places, had to stop visits. But for the most part clients continue to happily visit with their kids in a safe and secure way.

Our staff have been total rock stars! They have kept themselves safe and still served the families in this tough time. Without their dedication we would not be able to continue helping families stay together.

Kids and Families Matter – C12

9124 58th Drive East Lakewood Ranch, Florida 34202

Program Director: Pamela Gersbach, MSW 941-527-7500

Contact Email: Support@KidsandFamiliesMatter.com

Website: Kidsandfamiliesmatter.com <https://www.kidsandfamiliesmatter.com>

Number of sites: 1 Counties Serviced: Manatee, Sarasota, Hillsborough, Pinellas,
Hardee, Desoto, Charlotte, Polk

Families Matter prides its services as being a part of the solution for families involved in the Family or Dependency Court system. All of our monitors have a minimum of a Master's degree and bring to their position a respectful attitude, extensive knowledge of child development, and a desire to help families move through what is one of the most difficult times that they will ever go through.

The program provides a variety of family support services including but not limited to supervised shared parenting time, supervised time share exchanges, parenting education and support, pet visits, off-site shared parenting time supervision, in-home shared parenting time support, full weekend support, phone call supervision, face time and skype contact supervision, mail and package forwarding, reunification and reintroduction support, grandparent support, guardian support, and adoptive family support. Additional supports include Family Group Conferences, out of state support, gradual transition monitoring and reporting for families moving from supervised to unsupervised timesharing. Kids and Families Matter offers Shared Parenting Time supervision 7 days a week and on a 24/7 basis for families assessed as appropriate. Kids and Families Matter also offers vacation supervision, and out of state supervision when assessed as appropriate.

Kid's Bridge – C7

238 San Marco Ave. St. Augustine, FL 32084
Program Director: Sandy Acuff 904-824-8810
Contact E-mail: lynnandmatt@bellsouth.net

Number of Sites: 1 Counties Served: St. John's

Our program offers the Healing Arts therapeutic program which includes various musical instruments and art supplies/projects for the children to use. It is by far their favorite part of each visit. In addition, we offer parenting classes/coaching, BIP, and divorce stabilization classes for kids.

LifeStream Best Practices SVP Wildwood - C5

515 Main St. Leesburg, FL 34785
Program Director: Kelly Tompkins 352-742-1590
Contact E-mail: judy.shelton@kidscentralinc.org melinda.musick@chsfl.org

Number of Sites: 2 Counties Served: Sumpter, Lake

2nd Site: Best Practices SVP Tavares: 901 Industrial Dr. Wildwood, FL 34785
Tiffany Jones 352-748-9999

The Visitation Interaction Program is designed to strengthen and/or repair the relationship between parents and children in out-of-home care where reunification is the goal and the

court has ordered visitation. It focuses on making visits child-centered, with the parents engaging in a positive manner with the children. It also allows visits to occur in the most homelike setting possible. Staff are available during normal business hours, but services to families are provided at dates and times that best suit the families and their schedules.

Through the Visitation Interaction Program, parents learn how to make visits a positive experience. They learn techniques and are provided tools to help them meet the needs of their children. The Program strengthens the child's relationship with the parent.

The coaching process begins with completion of the Adult Adolescent Parenting Inventory, which provides an index of risk in 5 domains: expectations of children, parental empathy towards children's needs, use of corporal punishment, parent-child family roles, and children's power and independence. The AAPI is completed before working with the family and at the conclusion of the Program to measure progress.

Each visit consists of a pre-visit prep session where the coach and parent develop goals for that day's visit, observation and coaching during the visit itself on areas identified as needing improvement, and a post-visit feedback session to discuss where the parent did well and needs more coaching.

Since program inception, AAPI scores reflect an overall average improvement of 1-5 points in each domain for clients. Customer satisfaction surveys reveal parents enjoy having their visits outside of the office and developing a stronger bond with their children. The Program has also shortened the length of stay in out of home care and increased the likelihood of the child being reunified (versus families not involved in the Program).

The Visitation Interaction Program was the recipient of the Innovator of the Year Award at Children's Home Society of Florida's 6th Annual Innovation Symposium in 2012. The Symposium is dedicated to finding better ways to serve children. This Program was selected due to its successful outcomes and ease of replication.

Lutheran Services – C12

5729 Manatee Ave. West Bradenton, FL 34209

Program Director: Tiffany Vandermark 941-721-7670 x132

Contact E-mail: tvandermark@sccfl.org

Number of Sites: 1 Counties Served: Manatee

The Safe Children's Coalition and Lutheran Services provides supervised visitation to their own clients only at this time. Currently our building is not open to in-person visits. If all parties agree to in-person visits, we will accommodate the request outside or in a safe place while following all CDC protocols and guidelines including masks. Otherwise our visits continue to be virtual visits. While this has been a difficult time, our foster parents have really stepped up to help the kids in their care see their parents. They have helped to set up the necessary

technology and facilitate visits so parents can stay connected to their kids. As a result we see considerable improvement in their relationships! Stability of placements has also been better this year with less movement. We offer much additional support to help families with school supplies and quarantine entertainment options.

Lutheran Services – C20

2285 Victoria Ave. Ft. Myers, FL 33907
Program Director: Rachel Lison 239-461-7651
Contact E-mail: rlison@childnetswfl.org

Number of Sites: 1 Counties Served: Lee, Charlotte

Lutheran Services Florida Visitation Program has been in existence since 2007. We provide services to families that are a part of the dependency system, working to regain custody of their children. During covid quarantine in March we transitioned to virtual visits. Our staff and families did a wonderful job of adapting quickly to this new way of visiting with loved ones.

Metamorphosis - C11

13200 SW 128th St. #F2 Miami, FL 33186
Program Director: Dr. Bettina Lozzi-Toscano 305-964-7598
Contact e-mail drbitatmetmorph@aol.com

Number of Sites: 1 Counties Served: Dade

We have an incredible staff who met the Covid battle with finesse! We switched to virtual visits in March after developing new policies and procedures. We have been very successful in keeping our services available to families in need. We recently began offering in-person visits once again while following all CDC safety protocols including masks, social distancing, and having only one family at a time in the center. Families are now offered the option of either in-person or virtual visits. Everyone wants to see their children in person, but the fact that they have the option is wonderful.

Our staff also received training on providing Telehealth visits and our director is certified in telehealth provision. This has allowed us to continue providing clients with therapeutic visits, counseling, and custody evaluations.

We are a private office serving children and families in Miami Dade County since 2008. We provide both supervised and therapeutic timesharing in office and on site. We offer individualized, quality services unique to the families that are referred to us. We have an excellent reputation and work with our 11th judicial Family Circuit Judges, transforming lives one family at a time.

Miami Counseling Center – C11

11401 SW 40th St. #307 Miami, FL 33165
Program Director: Jenine Camejo 305-227-910
Contact E-mail: Camejo.jenine@yahoo.com
Number of Sites: 1 Counties Served: Dade

Partners with Families -C9

2737 W. Fairbanks Ave. Winter Park, FL 32789
Program Director: Sherry White 407-740-6838 407-963-2832 cell
Contact E-mail: s.white@psychologicalaffiliates.com

Number of Programs: 1 Counties Served: Orange

Pasco Counseling and Visitation Center – New Port Richey – C6

6825 Trouble Creek Road New Port Richey, FL 34652
Program Director: Stephanie Centella 727-277-7421
Contact E-mail: Stephanie@pascocounseling.com

Number of Sites: 1 Counties Served: Pasco, Hernando, Citrus

Our center has wonderful options such as access to a playground and fun rooms for visits. We offer supervised visitation, shaken baby classes, and intensive parenting (Love and Logic curriculum) to families as well as batterer's intervention programs and anger management for others. We accept family law and dependency cases. We were recently visited by a local judge and his wife who wanted to see the center where they were referring people. This was a tremendous eye-opener for the judge and we wish more in the community would do the same – our doors are always open.

When Covid quarantines and guidelines prevented in-person visits, we switched to a virtual visits model. We started by offering orientation or training calls with parents to give them the new guidelines and protocols associated with virtual visits. Many were unwilling to do virtual visits, mainly those with very young children who they felt could not cooperate well on a zoom call. However many other clients were excited to be able to see their children, even if it was only virtual. We worked with those parents to develop games and ideas to make the calls interesting and interactive for the kids. Most of the virtual visits went well, with the occasional exception of a parent calling in from an inappropriate location such as the beach or a store.

One of our favorite Success Stories – We worked with a mom for 2 1/2 years as she got clean and worked hard to get her children back. She found a good job, got her own place, took our classes, and did so well, she is now unified with her family. In addition, her children's former family caregiver now happily works together with her on family visits and babysitting now and then. This mom is doing great and still calls in every so often to ask parenting questions and

let us know how she is doing. We love having these great relationships with clients and always invite them to call us if they have any questions in the future.

Preval & Associates – C11

9628 NE 2nd Ave #210E Miami, FL 33138
Program Director: Herve Preval 786-281-3935
Contact E-mail: hpreval@prevalandassociates.net

Number of Programs: 1

Counties Served: Dade

We have transitioned to virtual sessions since March when Covid required quarantine. We have continued providing virtual therapy and counseling sessions with clients who have been so thankful to have the option. The flexibility of virtual options has been great. We recently began accepting virtual visits from the courts and are excited to provide this safe option for families to remain connected,

Psychological Center for Expert Evaluations – C15

3307 Northlake Blvd. # 101 Palm Beach Gardens, FL 33403
Program Director: Kristin Tolbert 561-429-2140
Contact E-mail: drktolbert@gmail.com

Number of Sites: 1

Counties Served: Palm Beach

Rooted Families – C11

18520 NW 67th Ave #346 Miami, FL
Program Director: Alicia Layton 305-300-8953
Contact E-mail: rootedfamilies@gmail.com
www.rootedfamiessv.com

Number of Programs: 1

Counties Served: Dade

Our supervised visitation program specializes in providing on-site services. Because visiting at a dedicated center can be stressful and abnormal for the children, we strive to help families visit in a more natural setting. Our visits can occur in the park, at the zoo, or many other more comfortable and relaxed settings to put the children at ease. Rooted Families does take security seriously however and has off-site security monitoring to be sure the children and custodians are safe. Our staff includes monitors who speak English, Spanish, and Creole to accommodate many different families.

We have been doing more in-home visits as a result of Covid following all required CDC protocols and guidelines. All families are also required to follow all guidelines. We are grateful that we are able to help families during this tough time. We are also glad to have a flexible schedule including nights and weekends to help others.

Safe Connections Supervised Visitation Center – C1

56 Beal Pkwy, NW, Ft. Walton, FL 32579

Program Director: Sharon Rogers 850-609-1850

Contact E-mail: sharongrogers@hotmail.com

Number of Sites: 3 Counties Served: Okaloosa, Walton

Safe Connections provides the critical community services of on-site supervised visitation and monitored child exchanges to families in and around Okaloosa and Walton Counties with three sites located in Fort Walton Beach, Crestview and DeFuniak Springs. Safe Connections alleviates the potential for repeated trauma, violence or manipulation of children or victimized parents with well thought out safety planning of the space and with the provision of services by well trained staff. Staff remains committed to ensuring Safe Connections is a comfortable, nurturing, and respectful program with an overlay of safety and security for families dealing with a history of unsafe behaviors such as domestic violence, parental substance use disorders, parents with uncontrolled mental health disease and allegations of child maltreatment.

An extension of Safe Connections' services includes addressing any ongoing issues preventing many parents from providing resiliency and stability which are integral to a child's opportunity for success in life. Services now include comprehensive evidence-based Parenting Classes, "Circle of Security," availability of on-site resources on building life skills such as budgeting and direct referrals for basic needs such as medical, housing, food and childcare by maintaining community relationships for coordinated responses.

Throughout the COVID-19 Pandemic of 2020, Safe Connections made every effort possible to continue our mission to protect vulnerable children. During this time in which many services became unavailable to families the Safe Connections staff stepped up efforts to stay in contact with families. After a two week closure in March, Safe Connections reopened with increased visitation time, virtually conducted on Zoom. The new challenges to protect the children with only virtual visitation were met head on with the development of court approved safety protocols. We also increased contact with our parents by making hundreds of check-in calls. These calls gave us valuable insight into the compounded stressors being experienced in many of the isolated homes of our vulnerable children. In order to alleviate the exacerbation of the issues discovered, there was an increased effort to provide information and resources on new topics and in new ways. As 2020 is coming to an end, limited on-site services have resumed in conjunction with virtual visitation and preparations are in place for our first Virtual Parenting Classes.

2nd Site: Defuniak Springs SVC

372 College Blvd., Defuniak Sps, FL 32435 850-951-1144

3rd Site: Crestview SVC

618 7th Ave. Crestview, FL 850-398-8855

SAFE Visits - Kids in Distress – C17

819 N.E. 26th St. Ft. Lauderdale, FL 33305

Program Director: Cindy Fuller, 954-390-7654 ext. 1507

Contact E-mail: cindyfuller@kidinc.org

Number of Sites: 1 Counties Served: Broward

Kids In Distress Visitation Program is the only accredited program in all of Broward County. KID provides Therapeutic Visitation to families with children ages birth through 17 years of age who reside in Broward County who have been removed from their homes

Our program has one Visitation Specialist who is a Master's level therapist, and one Supervisor who is an LMFT. The Visitation Specialists lend their expertise to help the families process the therapeutic visits as well as facilitate the supervised visits. Our program has interns from the Mental Health program at Nova University, as well as the Social Work program at Florida Atlantic University, completing their practicum/internship at the agency who often shadow the visitation specialist during the visits. They are given the opportunity to learn about the visitation program and the services we provide to the families in the dependency system. Unfortunately, since Covid arrived these internships have paused.

This year, due to COVID-19, the program transitioned to working remotely, and supervising Zoom virtual visits. The parents expressed gratitude for getting to continue to visit with their child during the social distancing restrictions. The virtual visits provided an opportunity for some families to play games (via the shared screen), to have the children show their parents what their rooms (and foster homes) look like, and for some of the foster parents and biological parents to have positive interactions. One child had refused to attend in person visits because he would reportedly rather stay home and play video games. While he continued to not attend the virtual visits, there was one visit where he did join to check on his mother as she had not responded to one of his texts.

This year we had four visitation families be given unsupervised visitation as they worked their way towards reunification. Two of the families consisted of parents (mothers) who, for various reasons, had not seen their children in a few years. Through the visitation program (face to face and virtual) they were able to build a relationship

South Florida Counseling Agency – C17

10220 W. State Rd. 94 #2 Davie, FL 33324

Program Director: Karina Chernacov 954-370-8081

Contact Email: karina@southfloridacounseling.net

Number of Sites: 1 Counties Served: Broward, Dade

Due to Covid, we are currently only doing counseling and therapeutic telehealth sessions. We have not been providing supervised visitations services since March.

We do hope to resume supervised visitation services at a later time.

During normal operations, we are proud to provide therapeutic sessions and supervised visitation in Portuguese, Spanish and English. We also provide excellent parenting classes all on site. We have several large warehouse “rooms” which are so big, they are more like small houses. Each is decorated with themes such as Mom’s house or Dad’s house, and have large living and play areas. In the past we provided toys, gifts, and even Thanksgiving dinners to clients, however, funding cuts have eliminated these perks the last two years. Our success in reunifying dedicated families is documented through our local courts, We are in contact with judges as we testify in cases and see first-hand the positive outcomes.

Supervised Visitation Prog. at Life Management Center – C14

525 E. 15th St. Panama City, FL 32405

Program Director: Tonya Hamilton (850) 890-5897

Contact Email: THamilton@lmccares.org

Number of Sites: 3

Counties: Bay, Washington, Jackson

Our three sites provide supervised visits for families in Bay County, Washington County and Jackson County as well. Currently the visitation program accepts dependency referrals only and works closely with case managers, attorneys, GAL’s, and other service providers that work with the families.

This year we moved to virtual visits during the quarantine period. Caregivers sometimes helped monitor the visits. All visits were continued on an hourly basis which allowed us to serve clients more frequently. After minor technical difficulties we were able to add many new cases as well. We used the guidelines provided by the Clearinghouse, in designing orientation with clients on virtual visits. With their help, were able to provide guidance on how the caregiver should remove themselves from the call and offered suggestions to keep caregiver info secure and out of the call view. We really developed good relationships with the caregivers, who we normally don’t see, to help them adjust.

We found great ideas through the Clearinghouse on how to keep the virtual call fun and active. We were able to advise them on how to have props ready, and how to generate ideas for interaction over the call. We also had parents who were very adaptable and cooperative with the new format and its guidelines. Parents enjoyed seeing kids in their actual lives – showing artwork, and home life. No one missed their visits during the hurricanes because virtual visits were used. Kids were able to show parents some of the floods, animals, walls of the room, etc. as long as the phone wasn’t taken throughout the house.

We have now returned to in-person visits. Virtual visits are only offered in emergency situations because our schedule is completely full with onsite visits. Parents really like being in person with the children. We have no toys in the room now due to Covid, and our inability to

disinfect every toy between visits, but parents are great with bringing items and ideas. Parents can take a prepackaged bag of paint supplies or other things to use and take with them. So far there have been no complaints about the absence of toys and no lack of great fun things to do at visits. Families are given monthly activities (ex. making collages, stockings for holidays, etc.) and participate in doing various arts and crafts, either what they bring or the program provides supplies for. When appropriate (cultural respect) children and parents also participate in decorating the visitation area for the holidays. Parent involvement is strongly encouraged and surveys are done not only for services but ideas for activities that parents would like to have happen during visitation. We may consider limiting the toys permanently for sanitation reasons. We are all still using masks and families have been extremely cooperative.

2nd Site: Supervised Visitation BBend Ofc (Washington County)

1352 South Blvd. Chipley, FL 32428

Program Director: Tonya Hamilton (850)890-5897

Contact email: thamilton@lmccares.org

Onsite Visitation Manager: Destra Moses (850)628-2284

dmoses@lmccares.org

This site is located in Washington County. This site is primarily maintained by the Visitation On-site manager who works close with case managers and family support workers through Anchorage Children's Home. This location has two visit rooms that also have a home like environment one room in particular offers a jungle like experience while visiting. Although this is a small site area there are anywhere from 5-12 families per week Tuesday and Thursday. The smaller environment offers a more one on one setting for parents to feel safe and work toward goals of reunification. Therapeutic visitation is offered at this site as well. We also did virtual visits here and have established great rapport with parents. We are very engaged with families and not just monitors. We are helpful with diaper changes, making bottles, whatever they need to make their visits meaningful (especially when here are multiple kids) We always let parents know that we are here to help and teach, not judge and we are very proud of the excellent relationships we have established with our clients. For example, we have one family where the baby cries a lot with mom, but not the caregiver or our staff. Mom felt horrible. We explained that she is nervous, and the baby feels your nerves that's all. We helped her relax in a quiet room, in a comfy chair and as she did, and rocked the baby, the baby stopped crying. She was so happy and grateful to learn and not be judged. 😊

3rd Site: Supervised Visitation BB Ofc (Jackson Co.)

4120 Jireh Ct. Marianna, FL 32446

Program Director: Tonya Hamilton (850)890-5897

Contact email: thamilton@lmccares.org

Onsite Visitation Manager: Destra Moses (850)628-2284

dmoses@lmccares.org

This site is also maintained with the Visitation On-site Manager. Here the programs have visits on Monday, Wednesday, and Friday and can house up to 10-20 families (depending on hours court ordered). There are two full time staff between this site and Washington county. The onsite manager works hard to coordinate the schedule with transportation and case management. This site has two rooms in the Big Bend building that include family like setting.

Sustainable Family Services – C6

8487 9th St. North St. Petersburg, FL 33702
Program Director: Brandice Almeida 727-318-3224
Contact E-mail: Brandice@susfamservices.com

Number of Sites: 1 Counties Served: Pinellas

Sustainable Family Services offers a home like environment for safe, comfortable, and nurturing visits. Our visitation center includes multiple visitation rooms, kitchen, lush backyard, sensory garden, butterfly garden, chicken coop! We engage with families to identify barriers to success and work to increase supportive factors and positive relationships between visiting parent and child.

Because of Covid, we have had to limit the number of visits we provide but all are done adhering to CDC protocols and guidelines including masks and social distancing.

The Centers, Inc. Best Practices SVP – C5

3300 SW 34th Ave. #101 Ocala, FL 34473
Program Director: Robin Lanier Robin.Lanier@kidscentralinc.org
Kim Melvin (352) 867-1536 x5312
Contact E-mail: Kim.Melvin@kidscentralinc.org

Number of Sites: 1 Counties Served: Marion

The Visitation Center serves the supervised visitation needs of parents and children in the dependency court system. There is no charge to the parents. We use referrals to highlight the areas of need. There are currently two visitation coaches with extended experience working with families. One is bilingual (Spanish & English). The facility provides a home like atmosphere with a kitchen, dining room, living room and three rooms that are age specific. The baby's room is furnished with a changing table, Pack-N-Play, baby toys, and a recliner. In the main area there is a large toy box with multiple toys. The Centers provide the children and parents with book, puzzles, board games, etc. to make the visits a positive experience. The parents are encouraged to bring food for the children and talk while eating.

An important component is the pre and post visits. The visitation coaches meet before the visits to allow the parents time to express themselves and plan an activity with the children.

Materials and sometimes videos are reviewed to enhance diminished protective capacities. At the post visits the parents are given the opportunity to express their impressions of their visits and discourse if they have barriers. The visitation coaches provide the parents with their observations and offer additional suggestions. The parents get encouragement and inspiration to put the children's needs first. Sometimes during the visits, the visitation coaches intervene or mediate to ensure the visits are positive and the parents understand their roles. There is always emphasis on not making promises and making the children feel special. The program is usually approved for 8 visits, but an extension could be approved if needed based on the families' needs and progress. Regular meetings are scheduled to discuss with administration any concerns or direction needed.

Due to Covid-19 most of the current visits are being done via Zoom or FaceTime. This has created new challenges but nonetheless the children and parents continue to see each other and build upon their communication skills. The visitation coaches are currently providing creative ideas to reassure and inspire the parents to continue visiting and planning. This special circumstance has broadened the horizon and will hopefully be available in the future for special cases that may arise due to illness or long distances.

The Children and Families Supervise Visitation Program – C12

2210 S. Tamiami Trail Venice, FL 34293

Program Director: Tamara Tridle 941-492-6491

Contact E-mail: tamarat@CPCSarasota.org

Number of Sites: 1 Counties Served: Sarasota

The Children and Families Supervised Visitation Program (CFSVP) provides services to families that have a history of domestic violence, substance misuse, criminal history, child abuse/neglect, and mental health concerns. Approximately 85% of CFSVP cases have a history of domestic violence with overlapping substance misuse and mental health concerns.

The CFVSP is a member of the Supervised Visitation Network (SVN) and follows all SVN standards. In addition we comply with all CDC guidelines and protocols regarding Covid to ensure client and staff safety.

The Children's Visitation Center – C9

2 Courthouse Square #3100 Kissimmee, FL 34741

Program Director: Vereen Fernandez 407-742-2467

Contact E-mail: ctadvf1@ocnjcc.org

Number of Sites: 1 Counties Served: Orange

The Osceola County Children's Visitation Center is a court-operated program that provides supervised visits and monitored exchanges for families experiencing separation, divorce, and

domestic violence, when conflict between the parents necessitates a neutral outside resource. These essential services allow children to spend time with their visiting parent in a pleasant and safe atmosphere, fostering a healthy relationship. The goal of the Children's Visitation Center is to provide an environment where a child can visit with their non-residential parent in a safe, caring, and child-positive setting.

The Children's Visitation Center also provides Virtual Supervised Visitation through the use of electronic communication tools as a means of furthering communication between a parent and child in order to foster their relationship. The Virtual Supervised Visitation is not a substitute for actual visitation time with children. It is a supplemental tool intended to enhance the relationship between a parent and their child.

The parents are required to attend an orientation prior to the commencement of in-person or virtual visits which the program facilitates virtually. Visits take place in a school setting, which includes a large playground for families to spend recreational time outdoors during visits. The program has neutral and trained observers who closely monitor all visits and ensure that they are always within the sight and/or sound of the child (ren) and parent. The center provides full-time on-site security with the assistance of the Osceola County Sheriff's Office. Participation in this program requires a court order.

The services provided by the Children's Visitation Center have been made possible thanks to the outstanding support and collaboration of the Osceola County Board of County Commissioners, Osceola County Sheriff's Office, and the Osceola County School Board.

Therapeutic Alliance – C11

6405 NW 36th St. #112 Virginia Gardens, FL 33166

Program Director: Dayra Bodan 305-871-3131

Contact E-mail: TherapeuticAlli@bellsouth.net

Number of Sites: 2 Counties: Dade

2nd Site: Therapeutic Alliance 7700 N. Kendall Dr. #402 Miami, FL 33156

Our center is an affiliated group of licensed LCSWs, LMHCs, Psychologists Ph.Ds. Therefore extensive therapeutic interventions and visits are our specialty. We also have a number of post doc students as interns. We have four individual visit rooms designed in a home like way with comfy furniture and fun themes such as Disney and Mickey Mouse. We also have entertainment options like TVs, gaming and a large assortment of age-appropriate toys.

Along with therapeutic supervision we provide family counseling, psych evals, co-parenting classes, parenting classes, anger management, couples and family reunification classes, all on-site. We decorate for Halloween and give out candy. We also decorate for holidays and staff often donate toys for the children.

During quarantine we did our best to continue providing needed services to all of our clients. We now do telehealth counseling and therapy sessions for clients. We have continued in-person supervised visits but with enhanced sanitation and safety protocols as recommended by the CDC. We sanitized everything between clients, and everyone is required to have their temperature taken, wear a mask, and respect social distance guidelines.

We are so proud of the many complimentary thank you cards from kids and parents we receive each year. They tell us they really appreciated how much we care, and the kind services we provide.

The Toby Center – C6, C9, C10, C13, C15, C17, C18

100 E. Linton Blvd. #104-B Delray Bch, FL

Program Director: Dr. Mark Roseman 855-862-9236

Contact E-mail: Rose rose.berkoff@thetobycenter.org

Number of Sites: 10 Counties Served: Broward, Highlands, Hillsborough, Orange,
Palm Beach, Pinellas, Polk

Our goal is to validate your feelings as a parent when the courts redefine you as a custodial, or non-custodial parent. Regardless of the nomenclature used in your district court, you have now entered a system which now focuses on you. It will carefully examine your ability to nurture your child and requires you to specify how you will parent in conjunction with another parent or guardian. Toby Center staff understand this frustration. Let us help you deal with the many changes you, and your children, will now experience.

Each Toby Center provides wraparound therapy, supervised visitation, parenting courses, mediation and child custody services for families transitioning through separation and divorce. We are committed to help create co-parenting arrangements to improve child outcomes. Center staff strive to reduce conflict between parents, provide coping skills to restore confidence, and multiple court ordered services to help families move forward more comfortably during their court procedures.

This year during the Covid pandemic, we switched to virtual visits and the bulk of our visits are still virtual. We developed new guidelines and orientations for parents so their virtual visits would be successful, We also helped them discover which activities and games would make their visits most interactive and successful. In some cases where both parents agree, we have returned to in-person with all necessary precautions. We strictly follow all CDC guidelines and protocols to keep our incredible staff and families safe. Parents have really missed seeing their kids in person and virtual visits have been difficult for some of the younger children, but we are still making it work. We are so glad to be able to help these parents persevere, to see their kids even if it's just a phone call. We work long hours providing services even nights and weekends and are proud of our work to help families stay connected in this difficult time.

Dr. Mark Roseman is the Founder/President of the Toby Center for Family Transitions. Dr. Mark's program at the Toby Center is a national model for serving the divorcing population

and their children, with locations across Florida. An educator, Dr. Roseman has worked with children and parents since 1998 when he served as an advocate for joint custody and served with David L. Levy, Esq, President Emeritus of the Children's Rights Council (CRC) in Washington, DC. In 2002-2008, Roseman served as Assistant Director for Child Access Services for the CRC developing training for supervised visitation and opening visitation locations in metro DC.

United Way Family Fundamentals – C10

1021 Lakeland Hills Blvd. # 2 Lakeland, FL 33805
Program Director: Jordan Diacheysn 863-686-1221 x222
Contact E-mail: jordan.diacheysn@uwcf.org

Number of Sites: 1 Counties Served: Polk, Highlands, Hardee

Family Fundamentals, a United Way of Central Florida Success By 6 parent resource center, is committed to strengthening families and our community by: increasing access to resources and services; empowering, supporting, and inspiring parents to be the best parent they can be; providing fun activities in a family-friendly environment; and preparing children, not just for school, but for life, with all the mental, social, and emotional foundations needed to succeed. That is why we have partnered with 36 community agencies dedicated to supporting all-around family wellness, including healthcare, financial literacy, social support, and education. Two of these partners are among the case management organizations responsible for dependency cases in the tri-county area. Our supervised visitation program provides case managers with the comfort of knowing that families are safe as they rebuild relationships in a warm, inviting setting. Our program uses parent education and modelling of essential parental skills, such as bonding through play, reading, and communication, to get families closer to reunification. Parents are encouraged to take advantage of all that our partners have to offer, and children leave each visit with a brand-new, age-appropriate book. Heartland for Children, the leading community-based care agency for the 10th circuit courts, believes so firmly in our mission that they have supported our supervised visitation program with a grant to ensure that we can continue to provide for our community!

This faith and support have carried Family Fundamentals through the COVID-19 pandemic. Our office may have closed in April, but the work did not stop. We were able to update our agency policies and procedures, convene with the case management organizations to ensure continuity of care for our families, and dive into staff development opportunities to prepare for reopening in June as best we could be. Since reopening, we have had two successful case closures after families were reunified or their restrictions lifted by the court. Even as our community navigates the changes that have come with the pandemic, Family Fundamentals remains a vital resource center and a safe, warm environment for families in need.

Wesley House Family Services – Key Largo – C11

99451 Overseas Hwy #200 Key Largo, FL 33037
Program Director: Teri Christian 305-394-5377

Contact E-mail: Teri.Christian@wesleyhouse.org

Number of Sites: 1

Counties Served: Munroe

Wesley House Family Services provides supervised visitation to families in Monroe County from Key West to Key Largo. We provide Nurturing Parenting for Supervised Visitation during visits for families who can benefit from additional parenting coaching. Visit supervisors model new parenting skills and techniques during visits when appropriate in a positive and nonintrusive style. We also offer therapeutic visitation when necessary or court ordered. We have multiple visitation rooms designed specifically to accommodate families of various sizes and age ranges of children. We also have access to nearby parks to provide a safe and normal outdoor experience for families who are successful with indoor visitation.

During the pandemic, we have adopted various safety protocols in order to provide continued visitation services as we believe that visitation is the cornerstone of reunification and should continue uninterrupted whenever possible. We are able to utilize cameras and computers to monitor visits outside of the actual visitation rooms and to allow families to visit with privacy and safety as a priority. We do offer virtual visits as well when requested.

Wesley House Family Services – Key West – C16

1304 Truman Ave. Key West, FL 33040

Program Director: Morgan Smeraldi 305-809-5000 x329

Contact E-mail: Morgan.Smeraldi@wesleyhouse.org

Number of Sites: 1

Counties Served: Munroe

Wesley House Family Services provides supervised visitation to families in Monroe County from Key West to Key Largo. We provide Nurturing Parenting for Supervised Visitation during visits for families who can benefit from additional parenting coaching. Visit supervisors model new parenting skills and techniques during visits when appropriate in a positive and unintrusive style. We also offer therapeutic visitation when necessary or court ordered. We have multiple visitation rooms designed specifically to accommodate families of various sizes and age ranges of children. We also have access to nearby parks to provide a safe and normal outdoor experience for families who are successful with indoor visitation.

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Youth and Family Alternatives SVP – C5

7361 Forest Oaks Blvd. Springhill, FL 34606

Program Director: Courtney Murphy 727-307-1589
Contact E-mail: courtney.murphy@kidscentralinc.org

Number of Sites: 2 Counties Served: Hernando, Citrus

This year has been a difficult one due to COVID-19. However, we as a program were able to push through and continue to provide the parents, children and siblings continued contact using virtual conferencing (Zoom, Facebook Messenger, etc). My team of Family Support Workers worked diligently to move all visitations from face to face to virtual in a matter of two days. They were able to troubleshoot different issues such as young children not wanting to sit for an hour, instead being provided visits several days a week for shorter periods of time. We have found that in some cases the virtual contact has helped the relationship between the parent and child. Several children who would refuse face to face visits began to speak and interact with their parents again in a positive way using the virtual platform.

In addition, parents who previously did not show up or frequently canceled their face to face visits prior to COVID-19, have been consistently visiting with their children virtually. This is crucial to helping continue the bonds with their children and keeping them motivated to complete their case plan tasks. The Family Support Workers have watched parents help their kids with homework and play games virtually just like they would if contact was face to face.

As Program Director it has been great to have such a wonderful team of people that help ensure the children and families we work with continue to have quality contact even when it seems impossible. Something I always tell me team as we have navigated through this unprecedented time is "We are YFA Strong!"

2nd Site: Youth & Family Alternatives Citrus Co.

2440 N. Essex Ave Hernando, FL 34442

Program Director: Marisa McClain 352-344-2933

Contact E-mail: Marisa.McClain@kidscentralinc.org

Each year we have a wonderful Christmas celebration with a visit from Santa and Mrs. Clause. They bring a large number of gifts of all sizes and age ranges and the children are invited to choose one for themselves. Inmates at a local jail make cookies for the children. During Halloween we decorate the whole place and have the children trick-or-treat from office to office. We have one room dedicated to infants and very young kids, with muted colors and three other rooms for older children with more vibrant colors. Although Covid has diminished our celebrations, we still strive to make the holidays fun for clients.

Visitation Management Services

P.O. Box 18574 Tampa, FL 33679

Program Director: Traci Powell 813-340-7449

Contact E-mail: traci@customvisits.com

Number of Sites: 1 Counties Served: Hillsborough, Pinellas

Contact the Clearinghouse
850-644-1715

