

**Wednesday, December 14, 2022  
12PM/11CT**

# **Clearinghouse on Supervised Visitation Phone Conference/Webinar Agenda**



## **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](mailto:lbradley2@fsu.edu)**
- 3. January Phone Conference: January 18, 2023**
- 4. Questions from Directors**
- 5. January is Anti-Trafficking Awareness Month**
- 6. 2022 Program Narratives**

# January is Anti-Slavery & Human Trafficking Prevention Month

## Prevalence

The National Human Trafficking Hotline received almost **52 thousand credible reports**. Of these tips, approximately 10.5 thousand instances of trafficking and 16.7 thousand victims of trafficking were identified (Hope for Justice, 2022).

As of 2018, the Global Slavery Index estimates that about **403,000 people** are experiencing human trafficking in the US (Hope for Justice, 2022).

Human Trafficking disproportionately impacts females, LGBTQ+ individuals, racial and ethnic minorities, and other marginalized and underserved communities (Polaris, 2021).

Human Trafficking is a crime that forces individuals to commit labor, services, or commercial sex acts through the use of force, fraud, or coercion (Department of Defense, 2018).



This crime impacts everyone, including people from every race, religion, gender, country, socioeconomic status, etc. Traffickers exploit an individual's vulnerabilities to victimize them. Florida is the state with the 3rd highest amount of human trafficking cases in the United States.

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During January, it is crucial to educate ourselves and the public on signs and tactics used by traffickers. Some signs that may indicate victimization include poor health conditions, confusion about stories/details, timidity, aggression, sudden change in behavior or routine, unexplained gifts, and not speaking for themselves. This list is not comprehensive; victims will not present all of these traits, but they are some of the more common signs.



# Descriptions of Current Programs

## Clearinghouse on Supervised Visitation

*Submitted by:*

*Karen Oehme, Director  
Clearinghouse on Supervised Visitation*

[KOehme@fsu.edu](mailto:KOehme@fsu.edu)

November, 2022

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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#.

### **ABC Counseling – C18**

1802 S. Fiske Blvd. #201, Rockledge, FL 32955  
Program Director: Dr. Christa Vermillera 321-446-2113  
Contact e-mail: [admin@ABCCounselors.com](mailto:admin@ABCCounselors.com)

Number of Sites: 1                      Counties Served: Brevard

Dr. Christa Vermillera is the owner of ABC Counseling and has been in counseling since 2006. She has a Master's in mental health, and a Ph.D. in general psychology with an emphasis on marriage and family. We also have had excellent supervised interns since 2019. In addition, Dr. Vermillera holds a degree in ABA and utilizes that in our counseling models as we teach and guide interns. Our practice is very diverse as we work with children as young as 3, have a supervisor who does grief and loss, and another who does EMDR.

Our supervised visitation sessions focus on the children's needs and educating parents on best practices.

### **All About the Kids' Best Interest – C17**

720 NE 4<sup>th</sup> Ave. #312, Ft. Lauderdale, FL 33304  
Program Director: Janette Mendoza 954-234-1966  
Contact E-mail: [jamen51blogger@gmail.com](mailto:jamen51blogger@gmail.com)

Number of Sites: 1                      Counties Served: Broward, Palm Beach, Dade

ALL ABOUT THE KIDS BEST INTEREST is an off-site bilingual (Spanish/English) supervised visitation and monitored exchange service for dependency and family court cases. Our visits are conducted off-site at various location options such as Chuck E. Cheese, museums, game parks, fun centers, theaters, libraries, public parks, 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 schedules. Our mission is all about the kids – helping the children thrive and grow despite any parental conflicts.

During the COVID-19 quarantine, we transitioned to virtual visits via Zoom. Because of the variants and a large number of COVID-19 cases in our areas, we have continued offering our services via Zoom as well as in-person service – whichever method suits our kids best!

We continue to have tremendous success in uniting parents and their kids for fun and family bonding. These are the cases we live for – the kids' success. For example, teenager Jacob and his sister came from another provider who couldn't handle him and tagged him a problem child. He was having trouble but as an athlete, he excelled. We focused on his strengths and energy to help him use his athletic skills to his behavioral advantage. As an athlete myself I was able to connect with him and was so proud he eventually got a scholarship at Dominican College, my alma mater! We see kids not as troubled but as individuals who need attention and loving direction.

It's wonderful to see our Empowerment model having such positive outcomes!

### Anchorage Children's Home – C14

1352 South Blvd., Chipley, FL 32428

Program Director: Lawanda Bland 850-415-5146 x314

Contact E-mail: [lbland@achkids.org](mailto:lbland@achkids.org)

Number of Sites: 1

Counties Served: Washington, Holmes, Jackson

The mission of Anchorage Children's Home is to be an anchor for today's children. Strengthening tomorrow's families. We were founded on Christian beliefs and principles, which serve, strengthen, and protect children, families, and communities.

In 1983, McElvey Home, the vision of a local haven for hard to place teens who had suffered abuse or severe neglect, became a reality as the result of the tireless and compassionate efforts of a small group of concerned citizens. Anchorage Children's Home was born to meet a critical need of those who no one else would serve. This culture of compassion and community partnership continues in Anchorage's services today.

In 1985, with the addition of Hidle House, Anchorage's vision expanded to include homeless youth who run away, were thrown out, or at-risk due to their family life.

Anchorage continues to provide supervised visitation and a continuum of care for at-risk and abused and neglected children, youth and their families, 24 hours a day, 7 days a week through screening, assessment, case management and counseling, basic shelter, and non-residential aftercare services. From its humble beginning in 1983 to its present success as a nationally accredited service provider, we maintain our culture of caring that makes the difference in the lives of children, youth and their families. We will continue to pursue our vision through community partnership and proven best practices that have served our children and youth well for many years.

### APEX Community SVP – C13, C12

13220 Pike Lake Dr., Riverview, FL 33579

Program Director: Andre Wray 305-923-8995

Contact E-mail: [andrewray@apexm.org](mailto:andrewray@apexm.org)



Number of Sites: 1      Counties Served: Hillsborough, Lee

We pride ourselves on our unique approach to culturally competent services for families, offering anger management, supervised visitation, and therapeutic visitation. We specialize in providing a safe and friendly environment for diverse families to flourish and establish new family connections. Our experts evaluate emotional intelligence, attachment/engagement levels, and observe the chemistry between parents and kids to form a guidance curriculum suited to each family's distinct needs. Forming a successful therapeutic alliance with each family helps us tailor our services so the family can thrive.

We are currently in the process of identifying a new location for indoor visitation, until then, we offer visitation services in local parks, playgrounds, and other public areas approved by the families.

### Believe in Talk – C17

20 SE 20<sup>th</sup> St., Ft. Lauderdale, FL 33316

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

Contact E-mail: [BelieveinTalk@yahoo.com](mailto:BelieveinTalk@yahoo.com) [believeintalk.com](http://believeintalk.com)

Number of Sites: 1      Counties Served: Dade, Broward

Last year we opened a new facility that is a house-like setting with two rooms. Our center is a Montessori-style educational setting with various opportunities for families to learn together as well as have fun. We have new sensory stations, water stations, and even sand stations for a variety of experiences.

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 can also be 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 have had troubled relationships. Our therapeutic approach has helped many clients rebuild their families.

### Bougainvillea House – C17

1721 SE 4<sup>th</sup> Ave., Ft. Lauderdale, FL 33316

Program Director: Cici Kelly 954-629-2035

Contact E-mail: [CiciK@tbhcares.org](mailto:CiciK@tbhcares.org)

Number of Sites: 1

Counties: Broward

Bougainvillea House has been in operation for 9 years and prides itself on a whole life and family approach to healing. It is more than just a supervised visitation center with the licensed staff providing therapeutic visits and counseling in many different areas of concern based on client needs. Monthly family therapy is required for all participants as the goal is to achieve healthy family reunification. Once children are involved in counseling, counseling services are also open to parents in a variety of areas, from depression, anxiety, and substance abuse to parenting.

Our offices are open until 8:30 p.m. each evening to be sure kids don't have to miss school or perhaps their free meals to attend. The center is a complex of 5 houses which provide a homey, more natural setting for visits. There are also yards for outdoor fun and play.

Bougainvillea House does extensive community outreach, particularly in local schools to help educate students on mental health anxiety, depression, violence, substance abuse, self-harm, and other issues that may come up in the family setting. We want them to understand the issues and know that we are available with all the resources they need to remain happy and healthy.

In addition to supervised and therapeutic visitation, we monitor exchanges. For the sake of safety, staff go to the client's car to get the kids, then walk them in. Keeping kids and custodians safe is a priority, and on-site security personnel are used as needed.

### **Bridging Families – C11**

66 W. Flagler St. #900, Miami, FL 33130

Program Director: Shantavia Burke 786-786-7199 or 786-567-8535

Contact E-mail: [BridgingFamiliesSV@gmail.com](mailto:BridgingFamiliesSV@gmail.com)

Number of Sites: 1

Counties Served: Dade

Bridging Families' goal is to provide safe, fun supervised visitation experiences for families. All visits are done at Planet Kids' play area or another outdoor area in a natural environment. We are open 7 days a week and serve all ages, mainly from dependency and family court. We also provide victim advocacy, case coordination, and court hearing support. We do not, at this time offer counseling or therapeutic services. We have various holiday events such as our Halloween party at Planet Kids and a Christmas holiday party with gifts donated from community partners.

### **Caribbean Community Connection – C9**

620 New Mexico Wood Ct., Orlando, FL 32824

Program Director: Anjiro Gabriel 407-473-7616 ofc 407-473-1442 cell

Contact E-mail: [caribcc@yahoo.com](mailto:caribcc@yahoo.com) [caribcc2003@yahoo.com](mailto:caribcc2003@yahoo.com)

Number of Sites: 1                      Counties Served: Orange

We believe an educated community is a proactive community! Our mission is to foster and cultivate cultural ties to the Caribbean community via socialization, education and community outreach projects and partnerships.

Caribbean Community Connection of Orlando, Inc. began in September 2003 and is the only known Caribbean community-based service organization in Orlando, Florida, to date. Caribbean Community Connection has a host of projects that are geared specifically for children between the ages of 6 to 18 years.

The organization sponsors five programs: Back to School Day Festival, Teen Dream - Teen Pregnancy Awareness, C.A.R.I.B.E. Therapeutic/Tutoring and Kreyol Lekol and our Scholarship Extravaganza. The "Adopt a School Program" initiative supports all five yearly projects.

There is an estimated 125,000 Caribbean or Caribbean American persons living in the Central Florida area today. Caribbean population groups are diverse and involve many subgroups with different ancestry and race. Some include African, East Indian, Carib Indian, Arawak Indian, Chinese, and European among others. African-Caribbeans account for 40% of the total number of Caribbean Americans in Orlando. Caribbean Community Connection of Orlando, Inc. is the first known Caribbean community service driven organization in the Orlando area.

### Caring Family Supervision – C11

Hialeah, FL 33012

Program Director: Norma Trejo 954-300-3467

Contact E-mail: [CaringFamilySupervision@gmail.com](mailto:CaringFamilySupervision@gmail.com)

### 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](mailto:ChancesforChildren@comcast.net)

Number of Sites: 1                      Counties Served: Columbia, Suwannee , Hamilton,  
Lafayette, Madison, Taylor, Baker, Union

Three years ago, 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 outdoor activities and picnics. We recently added new bunnies to the family as well as new playground equipment! We are also participating in the "Shop With A Cop" program. Each child gets a \$100 gift certificate to go shopping with a police officer. All gift certificates are donated by the Lake City Police

Department 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 clothing for their animal as well. This is by far the kids' favorite thing!

This year we are excited to continue with our extensive Christmas decorations! Many of our families come by just to see the decorations or take pictures in front of them. 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 6<sup>th</sup> Ave. North, Naples, FL 34102

Program Director: Iggy Fernandez 239-272-0713

Contact Email: [IFernandez@caccollier.org](mailto:IFernandez@caccollier.org)

Number of Sites: 1      Counties Served: Collier

The Family Safety Program provides supervised visits for Collier County families. All clients are referred to us through the 20<sup>th</sup> Judicial Circuit Court. Our staff works closely with case managers, attorneys, GAL's, and other service providers that work with families. Services are provided free of charge.

Although we focus on in-person visits, we continue to offer virtual visits for those at higher health risk and those with significant geographic distance. We recently created a social media outreach program that is allowing us to share community resources with clients and the greater community, including information about mental health services, tips for healthy families, and ideas for great parenting. This program has also helped us reach families in a new and novel way.

### Children's Home Society FVC Miami – C11

17501 SW 117<sup>th</sup> Ave., Miami, FL 33177 - **South Site**

Program Director: Marie Constant 786-602-5183

Contact E-mail: [Marie.Constant@chsfl.org](mailto:Marie.Constant@chsfl.org)

Number of Sites: 2      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 at no charge to parents. We provide both supervised and therapeutically supervised visitation for families.

One of our greatest accomplishments is the positive role we play in aiding in the re-unification of families and children by providing a safe, homelike 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. Although we have returned to normal operations post-COVID, we do still include the provision of toys for the kids to 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 service has been a great resource for the whole agency as well as SV clients. The project is going exceptionally well and is offered to not only CHS clients but the entire community. It is currently staffed by trained, licensed clinical staff from around the state.

**North Site:**

33 SW 2<sup>nd</sup> Ave #1201, Miami, FL 33130

**Children’s Home Society FVC – Pensacola – C1**

17 South Devilliers St., Pensacola, FL 32502

Program Director: Kimberly Apongan 850-266-2700, 850-206-4324 cell

Contact E-mail: [Kimberly.Apongan@chsfl.org](mailto:Kimberly.Apongan@chsfl.org)

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

Our services are mainly in-person visits, but we are offering virtual visits when requested. We do in-center visits only. We offer the Nurturing Parenting curriculum as well as parenting education. This is a revolving 10-week course that is done weekly, virtually. They learn about brain development, so they have proper expectations of their kids. It also helps parents in developing their own coping skills. This helps them understand their children’s behaviors and how to manage those behaviors in a loving, appropriate way.

We recently moved to a new building, and have returned to some of our former activities, including holiday parties for the children. We are decorating for the holidays to help families enjoy the season. Parents are encouraged to bring seasonal items and activities to the visit.

**2<sup>nd</sup> 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 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 Mid Florida - Osceola – C9 & C18

111 E. Monument Ave., Kissimmee, FL 34741

Program Director: Sally Soto 407-460-8365 or Annarose Britain 407-314-4397

Contact E-mail: [Sally.Soto@chsfl.org](mailto:Sally.Soto@chsfl.org) or [Annarose.Britain@chsfl.org](mailto:Annarose.Britain@chsfl.org)

Number of Sites: 4 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 Family 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, homelike environment for family visitation with children who are unable to remain safely in their homes. Any child who is removed from their 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.

We are operating as normal but continue to offer the option of Zoom in certain cases such as a parent out of the area or a COVID-19 risk case. Once again, we have been able to provide our families with needed resources through our Back-to-School supplies drive and look forward to our upcoming holiday gift drive.

We have an incredibly dedicated and talented staff who deserve a huge shout-out. Like many agencies, we have struggles with hiring staff for some positions, but our core staff has stepped up to ensure families are never aware of or affected by this. They have taken on added duties with grace and perseverance, and we love them!

### **2<sup>nd</sup> Site: Children's Home Society Mid FL - Orange Co West**

5749 Westgate Dr. #201, Orlando, FL 32835

Program Director: Sally Soto 407-460-8365 or Annarose Britain 407-314-4397

Contact E-mail [Sally.soto@chsfl.org](mailto:Sally.soto@chsfl.org) or [Annarose.Britain@chsfl.org](mailto:Annarose.Britain@chsfl.org)

### **3<sup>rd</sup> Site: Children's Home Society Mid FL - Orange Co East**

4001 Pelee St., Orlando, FL 32817

Program Director: Sally Soto 407-460-8365 or Annarose Britain 407-314-4397

Contact E-mail [Sally.soto@chsfl.org](mailto:Sally.soto@chsfl.org) or [Annarose.Britain@chsfl.org](mailto:Annarose.Britain@chsfl.org)

### **4<sup>th</sup> Site: Children's Home Society Mid FL – Seminole – C18**

2919 S. Orlando Dr. #150, Sanford, FL 32773

Program Director: Sally Soto 407-460-8365 or Annarose Britain 407-314-4397

Contact E-mail: [Sally.soto@chsfl.org](mailto:Sally.soto@chsfl.org) [Annarose.Britain@chsfl.org](mailto:Annarose.Britain@chsfl.org)

### Children's Home Society - West Palm – C15

3335 Forest Hill Blvd., West Palm Beach, FL 33406

Program Director: Lauren Fuentes 561-485-7056

Contact E-mail: [Lauren.Fuentes@chsfl.org](mailto:Lauren.Fuentes@chsfl.org)

Number of Sites: 1      Counties Served: Palm Beach

Our center is an inviting, homelike setting 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 successful in making families feel comfortable to enjoy time with each other. One parent who was doing visits in a caseworker's office was 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. This client is now succeeding and loves her visits!

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

### Children's Justice Center – C13

700 E. Twiggs St., Suite 102, Tampa, FL 33602

Program Director: Shannon Gillet 813-272-7180

Contact E-mail: [gillets@fjud13.org](mailto:gillets@fjud13.org)

Number of Sites: 1      Counties Served: Hillsborough

We are proud to announce that we have finally reopened to in-person visits! As we are associated with the court, we were forced to shut down during COVID, subsequently had a hard time rehiring staff and getting back up to speed. However, we now have wonderful staff as well as interns from the University of Tampa on-site to serve our clients. We are still looking to hire more qualified staff members but until then, everyone is pitching in to be sure our clients get the best service possible.

We have four visitation rooms and a break room open for visits. We are also able to return to the various holiday festivities including a toy drive for our children sponsored by the law enforcement officers who serve as our security team.

We are so excited to be providing supervised visitation services once again!

### Communities Connected for Kids: Devereux CBC – C19

1860 SW Fountain View Blvd. #200, Pt. St. Lucie, FL 34986

Program Director: Tavaris Williams 561-460-3240

Contact E-mail: [tavaris.williams@cckids.net](mailto:tavaris.williams@cckids.net)

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

Our service center is a warm and welcoming place for clients. We have designed the rooms to be like family homes and living rooms to help our families feel more relaxed. We are now doing the majority of visits in-person with safety protocols in place, but we do still offer Zoom calls as an option.

The Family Support Workers of the Treasure Coast do a tremendous job 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 circumstance dictates.

### DISC Village, Inc. Supervised Visitation Program – C2

1000 W. Tharpe St. #15, Tallahassee, FL 32304

Program Director: Tongy Rodriguez 850-510-3387

Contact E-mail: [tongy.rodriguez@discvillage.com](mailto:tongy.rodriguez@discvillage.com)

Number of Sites: 1                      Counties served: Leon, Wakulla, Liberty, Gadsden,  
Jefferson, Taylor, Calhoun, Gulf

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 larger location with a more enhanced family-like setting for the children and families we serve. We specialize in in-person visits with an option of Zoom if needed.

We currently have a full schedule of clients and will soon add a new calendar feature so caseworkers can schedule visits for clients directly. We have tried to keep a safe number of clients, which allows us to sanitize the center after each visit which takes about 20 minutes. We are very proud of our life-skills curriculum for parents. Our goal is to help these families increase resilience, build on their current strengths and overcome barriers. It has been a challenging year, but we are proud of our staff and families and the great work we continue to do.

### Divine Oaks Family Services – C11

995 NE 119<sup>th</sup> St., Miami, FL 33168

Program Director: Michelle Ranglin 786-280-0036

Contact E-mail: [DivineOaksFamilyServices@gmail.com](mailto: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.

The mission of Divine Oaks 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.

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

1390 S. Dixie Hwy. #2110, Coral Gables, FL 33431

Program Director: Dana Cahn 954-773-2237

Contact E-mail: [www.faces.family](http://www.faces.family)

Number of Sites: 3

Counties Served: Dade, Broward, Palm Beach

Since moving into our new facility in January of 2021, F.A.C.E.S has 9 visitation rooms designed for children of all ages. The rooms are painted in bright cheerful colors, and are filled with a wide selection of toys, books, and games. We recently added a dollhouse and dolls from various ethnic backgrounds for play therapy. We have a kitchen for families to share meals, as well as a picnic table and play area outside. We have several “take-home” toys for children and keyboards for music for the families.

The F.A.C.E.S staff work as a “team” and support each other in many ways. The lead supervisor takes a leadership role for the other supervision specialist and stresses how important it is to know every case and client(s) and how to handle each case on an individual basis. F.A.C.E.S staff has regular meetings to update and review all rules and procedures including various training. Discussions on safety protocol during visitations are emphasized, especially when domestic violence is a factor.

Numerous services are offered to individuals and/or families to be successful in meeting desired outcomes and goals. These services include coparenting, parenting, anger management, psychological evaluations and mental health assessments, therapy, and continued education. Our affiliation with 4 major universities allows us to have master’s level interns provide services on a sliding fee scale.

#### **2<sup>nd</sup> Site: F.A.C.E.S.**

Counties Served: Broward

1101 SE 4<sup>th</sup> Ave., Ft. Lauderdale, FL 33316

Program Director: Dana Cahn 954-773-2237

Contact E-Mail: [danacahn@faces.family](mailto:danacahn@faces.family)

#### **3<sup>rd</sup> Site: F.A.C.E.S.**

Counties Served: Palm Beach

2255 Glades Rd., Boca Raton, FL 33431

Program Director: Dana Cahn 954-773-2237  
Contact E-Mail: [danacahn@faces.family](mailto:danacahn@faces.family)

### Family Counseling and Child Safety Center -C18

2425 N Courtenay Pkwy. #104, Merritt Island, FL 32953  
Program Director: Delight Megregian 321-723-2927 or 321-684-3320 cell  
Contact e-mail: [delight.megregian@yellowumbrella.org](mailto:delight.megregian@yellowumbrella.org)

Number of Sites: 1

Counties Served: Brevard

Currently, we provide in-person therapeutic visits and only provide virtual visits when necessary. Our focus is on strengthening families with hopes they will have no reason to return. We offer therapeutic visits, parent education, and specialize in the Nurturing Parenting Program and the Duluth Model Domestic Violence curriculum.

Our visits are in the family homes or a natural setting in the community rather than in our offices. Most of our clients come from dependency courts, family courts, and probation. To address their many needs, we offer a wide variety of counseling and family services. We pride ourselves on the many families we reunify each year, focusing on child safety and strong family bonds.

### 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](mailto:info@family-csi.com)

Number of Sites: 1

Counties Served: Dade, Broward

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 master's, licensed, or doctorate level staff. We have staff that speak English, Spanish, Russian, Creole, and Portuguese.

We help domestic violence victims with safety planning. The agency President is actively involved and recognized in the child protection community. All 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 Tara x2  
Contact E-mail: [elaine@fncflorida.org](mailto:elaine@fncflorida.org) [tara@fncflorida.org](mailto:tara@fncflorida.org)

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

**2<sup>nd</sup> Site: Fleming Isle:** Temporarily Closed

**3<sup>rd</sup> Site: Nassau:** 3 US Hwy 17, Yulee, FL 32097

We continue to offer in-person visits and still offer virtual visits for those that need or want them. We have lowered capacity in our centers and keep the number of people to a minimum for safety reasons. We have new sanitization standards, cleaning and prepping our rooms with a special disinfectant spray machine. Also, parents bring some of their own supplies.

Our wonderful and resilient staff have 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 were around. This case continues with great success! We reunified a family that refused visits in-person. She agreed to virtual which helped and they are now reunified.

We have continued using virtual visits in additional ways. Judges sometimes order 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 otherwise be uncomfortable initially. It is a great solution in several cases. In one 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 and enjoying each other's company. In another case, a mother and her young baby are doing virtual visits with extended family members so the child can see them and meet them before actually seeing them in person. This strategy allows the child to acclimate gently. In yet another case, the child refused to visit in person but did agree to virtual visits. Through a series of virtual visits, the child and parent were able to reconnect gently and then move to in-person visits. We're proud to report this family is now happily reunified! Judges will continue to utilize virtual visits in this way, and we continue to offer it as an option.

This coming year, we will be working with a judge's request to video tape visits. This will be a new endeavor and we're researching ways to keep the camera non-intrusive. Our environs change decorations seasonally and with each holiday. We're now transitioning to fall and Christmas when we hope to host a Gingerbread house decorating contest. In addition, we'll make goodie bags for each child to take home for the holidays!

### Family Resource Center of South FL - C11

1393 SW 1<sup>st</sup> St., Miami, FL 33135

Program Director: Dr. Rafael Botta 305-374-6006 Joyce Toles 305-960-5577

Contact e-mail: [rbotta@frcflorida.org](mailto:rbotta@frcflorida.org)

Number of Sites: 1

Counties Served: Dade

### 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](mailto:carmen.frswfl@gmail.com)

Number of Sites: 1      Counties Served: Lee, Henry, Collier

We continue to provide in-person visits following all CDC guidelines and protocols for sanitization and protection. In this way, our clients are able to continue seeing their children safely and have quality time together. We do offer virtual visits upon request.

We are in the process of looking for a larger facility to accommodate more families. Due to the impacts of a recent hurricane, many buildings are no longer safe or inhabitable. Finding a new location at this time is a real challenge. We are currently offering the Nurturing Parenting Program curriculum and having tremendous success. We hope to expand services as much as possible.

### Family Resource Connection - C7

309 Main St., Palatka, FL 32177

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

Contact E-mail: [stephanie@familyresourcefl.org](mailto: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 incredibly resilient, positive, and encouraging.

We have successfully returned to in-person visits, offering virtual visits as needed. Interestingly, COVID-19 has also opened the door to new resources. For example, we now accept payment through Cash App, making it much easier and more convenient for people to pay. Staff don't have to carry cash or receipts!

Unfortunately, costs continue to rise. However, we can only raise our prices so much because our clients are often struggling financially. This makes it difficult for us to maintain adequate quality staff and supplies. Nevertheless our staff continues to persevere for the sake of the clients.

#### **2<sup>nd</sup> site: FRC North**

Faith Community Center

3450 County Rd. 210 West, St. Johns, FL 32259

**3<sup>rd</sup> site: FRC South**

2730 US 1 South, St. Augustine, FL 32086

**4<sup>th</sup> site: FRC Clay County -C4**

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

**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](mailto: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 visitations are held at a public school on weekends. We are able to provide a large variety of activities for kids, including art, music, games, and a gym area. Being onsite at a school also allows for the visits to feel more organic and a part of the child's regular day. We have full-time security with deputies on-site. Family Ties also continues to do a limited number of virtual visits for those families that may have one parent out of state, and unable to attend in person. We have talented, dedicated and long-term staff who work with compassion and a desire to helping others. Without them we would not be able to serve the community as we do.

**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](mailto:kidsupervisors@gmail.com)

Number of Sites: 1

Counties Served: Broward

We continue to offer our in-person visits by adhering to all CDC guidelines. We encourage outside visits at parks or playgrounds as much as possible. 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 serve the families during this difficult time. Without their dedication, we would not be able to continue helping families stay together. At this time, reunification requires a court date, and they are backlogged nearly 8 months, so our clients are continuing with supervised visitation.

**Foundations Counseling - C18**

1299 Bedford Dr. #B-2, Melbourne, FL 32940

Program Director: Rayna M. Bravo 321-537-6034 321-622-8104

Contact e-mail: [forwardwithfc@gmail.com](mailto:forwardwithfc@gmail.com)

Number of Sites: 1

Counties Served: Brevard

We believe every individual and family deserves compassion and guidance as well as support from a quality provider. We pride ourselves on helping those who need support when finding those services they need no matter where they are in life. We work with those who are struggling with personal issues, involved in the criminal justice system, involved in family or dependency court system or going through divorce.

We use evidence based therapeutic modalities such as: Acceptance and Commitment Therapy (ACT), solution focused therapy, empathetic reflective listening, Cognitive Behavior Therapy (CBT) and trauma informed therapy models. Our clinicians are highly trained, responsive and knowledgeable and have been declared an expert in many jurisdictions in Florida and other states. We are committed to helping our clients and families with a hands-on approach with open minds, guidance and flexibility.

Our supervised visitation program is highly regarded within the community. Our visit supervisors are all trained and assist families throughout this process. Foundations Counseling, LLC provides; Child Custody Evaluations, Parenting Assessments, Therapeutic Supervised Visitation, Supervised Visitation, Reunification Therapy, Skype Sessions and/or Safe Monitored Exchanges within a safe and secure environment with a natural step down and fading out procedure at the appropriate time. All sessions will be with documented from a neutral unbiased party perspective. The fade out procedure includes, but is not limited to, visitations taking place within natural settings within the community while keeping the child(ren's) best interest and safety as our highest priority.

### Holding Hands FL - C18

1600 Sarno Rd. #117, Melbourne, FL 32935  
Program Director: Millie Nieves 321-622-6290  
Contact E-mail: [info@holdinghandsflorida.com](mailto:info@holdinghandsflorida.com)

Number of Sites: 1

Counties Served: Brevard

We offer a variety of family services including counseling, targeted case management, and supervised visitation. We have three offices onsite as well as a children's room with appropriate toys, crafts, and games. Families are encouraged to bring snacks and sit at the table together to eat if desired. In addition, we will supervise visits off-site - outside in parks, playgrounds, and other safe, appropriate spots if preferred. We do offer virtual visits if needed.

### 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](mailto:Support@KidsandFamiliesMatter.com)

Number of sites: 1

Counties Serviced: Manatee, Sarasota, Hillsborough,  
Pinellas, Hardee, Desoto, Charlotte,  
Polk

Kids and Families Matter prides itself 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: [kidsbridge@comcast.net](mailto:kidsbridge@comcast.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.

All our visits are in-person, with virtual visits only as needed. We have wonderful community partners that donate games and toys for the children. Our services are provided in an actual home with comfortable rooms in a natural homelike environment. We also have an outdoor play area available.

### Kids Central – (formerly The Centers, Inc.) – C5

3300 SW 34<sup>th</sup> Ave. #102, Ocala, FL 34473  
Program Director: Penny Beehler  
Contact E-mail: [Penny.Beehler@kidscentralinc.org](mailto:Penny.Beehler@kidscentralinc.org)

Program Facilitator: Kim Melvin 352-304-0971  
Contact E-mail: [Kim.Melvin@kidscentralinc.org](mailto: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 receive referrals from case managers to highlight the areas of need. There are currently two visitation coaches with extended experience working with families. One is bilingual (Spanish & English). Coaches carry between 10-15 cases at any given time.

The visitation area provides the children and parents with books, 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 as outlined in the manual. 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 discuss if they have barriers.

The parents are encouraged to put the children's needs first. An agreement is signed by parents and coaches prior to any visits taking place to emphasize the expectations. The program is usually approved for 10-12 visits, but an extension is granted if needed based on the families' needs and progress. Regular meetings are scheduled to discuss with administration any concerns or direction needed.

During Covid-19 visits were being done via Zoom or FaceTime, however, face-to-face visits have resumed with PPE, social distancing, and hand washing in the visitation area or in the community. Visits occur in other various locations as needed as the goal is to meet the parents where they are. The visitation coaches are providing creative ways to reassure and inspire the parents to continue visiting and planning for their child's permanency. The video platform also allows coaches to facilitate visits with parents or children who reside out of state.

### Kimberly Rands Supervised Visitation Specialist

P.O. Box 1696, 3905 Tampa Rd., Oldsmar, FL 34677

Program Director: Kimberly Rands 727-642-4033

Contact e-mail: [Kimberly@kimberlyrandscoaching.com](mailto:Kimberly@kimberlyrandscoaching.com) KimberlyRandsCoaching.com

Number of Sites: 1                      Counties Served: Hillsborough, Pasco

We provide off-site services in more natural family settings such as parks, museums, play zones, or wherever the family is most comfortable. We also specialize in divorce coaching and grief specialist. We focus on safety and neutrality during visits to ensure children are comfortable. The needs and comfort of the child are our primary focus.



We offer a very flexible schedule to suit client needs with staff that are well versed in the visitation and separation processes. We are a member of the SV network. In-office visits and virtual visits are available on request or as needed.

### Life Management Center of Northwest Florida

525 E. 15<sup>th</sup> St., Children's Services Bldg. A, Panama City, FL 32405  
Program Director: Julie Moulders 850-867-6206  
Contact E-mail: [jmoulders@lmccares.org](mailto:jmoulders@lmccares.org)

Number of Sites: 1                      Counties Served: Bay

Life Management Center provides visitation services to non-custodial families. Post hurricanes and pandemic, Life Management Center is now fully staffed with newly hired/trained Visitation Specialists. Life Management Center staff implement art activities that include all family members, provide colorful and welcoming rooms to families, and offer playground time for families to utilize. Life Management Center staff strive to build rapport and support families in efforts to ensure they are successful.

### LifeStream KCI (Kid's Central) Behavioral SVP Wildwood – C5

515 Main St., Leesburg, FL 34785  
Program Director: Helena Gammage 352-742-1590 or Tiffany Jones 352-748-9999  
Contact E-mail: [helena.gammage@kidscentralinc.org](mailto:helena.gammage@kidscentralinc.org)

Number of Sites: 2                      Counties Served: Sumpter, Lake

#### **2<sup>nd</sup> Site: LifeStream Behavioral SVP Sumpter**

901 Industrial Dr., Wildwood, FL 34785  
Program Director: Sarah Elkin 352-748-9999  
Contact E-mail: [Sarah.Elkin@kidscentralinc.org](mailto:Sarah.Elkin@kidscentralinc.org)

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 the 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 the 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.

We do a special Thanksgiving drive to provide dinner for families in need as well as a toy drive to give presents to children who might not otherwise have any Christmas gifts. In addition, we collect bookbags and school supplies for our kids and are part of the Bags of Love network helping kids 1 month to 18 years old which includes bags with a pillow, comforter, a stuffed animals, personal supplies, etc. to make sure they feel loved and comforted. We also collect donations for new homes such as dishes, housewares, and furniture.

### Lukas Counseling – C9

2700 Westhall Lane #207, Maitland, FL 32751  
Program Director: Max Magnasco 407-902-8331  
Contact E-mail: [Max@lukascounseling.org](mailto:Max@lukascounseling.org)

Number of Sites: 1                      Counties Served: Orange

### Lutheran Services – C20

4150 Ford. St. Extension #1C, Ft. Myers, FL 33916  
Program Director: Dorothy Blake 239- 461-7640 or Rachelle Lison 239-461-7651  
Contact E-mail: [dblake@cnsfwf.org](mailto:dblake@cnsfwf.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. In partnership with several other organizations and agencies, LSF provides a variety of family support services to intervene and divert a disenfranchised youth into counseling, help families advocate for their children, and prevent the dissolution of the family structure due to abuse or neglect.

### McCallister Family Counseling – C18

205 N. Banana River Dr. #105, Merritt Island, FL 32952

Program Director: LaKenya McCallister 321-514-0371 cell, 321-394-8701 ofc

Contact e-mail: [admin@maccallisterfamilycounseling.com](mailto:admin@maccallisterfamilycounseling.com)

Number of Sites: 1

Counties Served: Brevard

We offer 2 beautiful rooms for visits filled with toys, crafts, and games. We also have a serenity room where families can simply relax. We can also do visits in parks, playgrounds or any other safe, appropriate place. We have a fun Christmas or holiday toy drive as well as generous donations from wonderful staff, which we donate to the families and kids.

We have three dedicated supervised visitation staff who are always eager to help families in need.

### Metamorphosis – C11

13200 SW 128<sup>th</sup> St. #F2, Miami, FL 33186

Program Director: Dr. Bettina Lozzi-Toscano 305-964-7598

Contact e-mail: [drbitatmetmorph@aol.com](mailto:drbitatmetmorph@aol.com)

Number of Sites: 1

Counties Served: Dade

We continue to offer in-person visits while following all CDC safety protocols. 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 receive 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 the 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 40<sup>th</sup> St. #307, Miami, FL 33165  
Program Director: Jenine Camejo 305-227-9100  
Contact E-mail: [Camejo.jenine@yahoo.com](mailto: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, 407-674-5663  
Contact E-mail: [s.white@psychologicalaffiliates.com](mailto:s.white@psychologicalaffiliates.com)

Number of Sites: 1                      Counties Served: Orange

Our program provides supervised visitation and monitored exchange services to mainly private pay clients. We are back to in-person visits and all participants are required to follow CDC guidelines. Our staff does the pickup and drop off of the children so that combative parents do not have to be in contact with one another. We also have security cameras to keep our clients safe. We do offer off-site visits on a case-by-case basis once a rigorous approval process has been completed.

Our visitation center has a kitchen, 2 rooms, a playroom with toys, and a flat-screen tv to watch movies. We also have an outside area for play. We are very proud of our well-trained staff, who work with our local Child Advocacy Center to get ongoing training on a variety of subjects such as child welfare and protective investigations.

### 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](mailto:Stephanie@pascocounseling.com)

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

Our center provides several options during visits. We have a room for the parents and children to do crafts together, a great playground, and fun playrooms for the families to interact and enjoy each other's time together while still being monitored. We also provide Intensive Parenting classes one-on-one, Group Parenting classes, Shaken baby classes for families with children under 3, and Anger Management and B.I.P. classes. During this difficult time, we still offer virtual visits if needed due to lack of transportation to and from visits or medical issues. We also offer Supervised Exchange.

Our goal is to allow families to have happy, safe, and healthy visits while they transition to reunification. Our center is so lucky to have community support in providing needs at

Christmas time and throughout the year. Our community has been great with providing our needs as a center, such as crafts, toys, and other items.

We keep a birthday closet for families that cannot afford presents for their children that we allow them to shop at and wrap gifts before visits (again donated from the community). We also have a great boutique that donates brand new clothes a few times a year for our mothers that are in need of clothes. Our local Law Enforcement has been a great support for our center as well. At Christmas time, we provide family pictures for our families at no cost.

### Pathways Life Coaching – C18

2060 Hwy A1A Ste 304, Indian Harbor Beach, FL 32937

Program Director: Sonia Guerao-Mansion 321-724-0673 ofc 321-749-6862

Contact E-mail: [guerao.sonia@pathwaysfl.com](mailto:guerao.sonia@pathwaysfl.com)

Number of Sites: 1

Counties Served: Brevard

Pathways Life Coaching offers supervised visitation in several languages including English, Spanish, and French. We offer specialized services for families whose children exhibit inappropriate sexualized behaviors.

### Peace Club – C18

1811 N. Orlando Blvd., Cocoa Beach, FL 32932

Program Director: Tyna Baugess 321-372-9803

Contact E-mail: [Tyna@peace.club](mailto:Tyna@peace.club)

Number of Sites: 2

Counties Served: Brevard

#### 2<sup>nd</sup> Site: Melbourne

478 N. Babcock St. #118, Melbourne, FL

Program Director: Tyna Baugess 321-372-9803

Contact E-mail: [Tyna@peace.club](mailto:Tyna@peace.club)

Peace Club has been in operation for five years and has tremendous support from the area's family court judge, Judge McKinnen. She is an advocate for families and is very proactive about assigning them to many services that help and encourage their reunification when possible.

Our center is on the beach which gives us the unique opportunity to hold visits, mindfulness activities, and group sessions right on the beach. This is very soothing and as some say, very Zen. Our center is nicely decorated and has been described as "spa-like" which helps promote an atmosphere of calm and peacefulness.

We normally do intake sessions at the office, but most of our visits are out in the community, in a more natural family setting. Parks, playgrounds, amusement centers, libraries, malls and

mall playgrounds, are common visit sights - wherever the parents and children feel comfortable. Some visits are in-office if parents are really struggling. Once we had a cancellation and when I spoke with the mother, she admitted that she didn't show up because she had no money for food or snacks. We never let that happen again! We always supply pizza, snacks, or any food needed to make visits run smoothly!

One barrier to service is often transportation but we've been working hard with partners to ensure all family transportation needs are met and no visit is cancelled because of this reason. Our curriculum involves the assessment of ACES first and then gathering information from the visiting parent. We do a lot of observation and encouragement as well as therapeutic visits. A major focus of our visits is parent education and mirroring to show parents a positive way to interact with children.

Wonderful success story - last Christmas I had a case with a dad and 2 young kids. It was Christmas Eve and since my son wasn't available until 9 pm, I volunteered to host a Christmas Eve visit between the dad, kids, and custodial great grandparents. The visit included a meal and gifts, and it was wonderful to see this family have an actual Christmas Eve celebration together! We're proud to report they are happily reunified!

### Preval & Associates – C11

9628 NE 2<sup>nd</sup> Ave. #210E, Miami, FL 33138  
Program Director: Herve Preval 786-281-3935  
Contact E-mail: [hpreval@prevalandassociates.net](mailto:hpreval@prevalandassociates.net)

Number of Programs: 1                      Counties Served: Dade

We have happily returned to in-person visits while still offering virtual visits when needed. 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

9314 Forest Hills Blvd. #626, Wellington, FL 33411  
Program Director: Kristin Tolbert 561-429-2140  
Contact E-mail: [drktolbert@gmail.com](mailto:drktolbert@gmail.com)

Number of Sites: 1                      Counties Served: Palm Beach

### Resolutions Health Alliance – C3

512 W. Duval St., Lake City, FL 32055  
Program Director: Erin Crumitie 386-754-9005 or Tish Bonner 352-745-1416  
Contact E-mail: [Erin@RHAPA.net](mailto:Erin@RHAPA.net) [Tish@RHAPA.net](mailto:Tish@RHAPA.net) [referrals@RHAPA.net](mailto:referrals@RHAPA.net)

Number of Sites: 2

Counties Served: Alachua, Columbia

Resolutions Health Alliance provides on-site supervised visitation and monitors child exchanges to families in and around Dixie, Levy, Gilchrist, Columbia, Bradford, Union, Baker, and Alachua counties, with two service sites in Gainesville and Lake City. The service consists of a neutral party observer who is responsible for observing the visitation, while also recording said visitation by way of written, video and/or audio methods. Areas being monitored may include physical and emotional needs being met, preparedness of the adult, level of adult/child engagement, appropriateness (or lack thereof) of the interaction, communication patterns of those participating, and behavioral presentations of those present within the visitation. Data is then supplied to various referral sources to aide them in making determinations towards placement stability and overall case disposition. This serves as a method of ensuring safety and well-being of said minors through the use of a controlled environment/setting.

Program staff are to assist the family in order to facilitate a positive interaction during each visitation session. This assistance may include modeling appropriate ways of interacting with children, helping to resolve conflict, providing educational material on subjects relating to effective parenting, and/or helping the parent identify age-appropriate activities to engage in with their child(ren). Staff are responsible for ensuring age-appropriate materials are readily available for families to use in their visits, including books, games, art supplies, etc., if needed. Based on family needs, staff will provide the family with parenting education through feedback and instruction during a visit, feedback following a visit, provision of written materials, and review with parents of video recorded visitation sessions when applicable.

Minimum educational requirements for our monitors include a valid high school diploma or a GED and a minimum of three years' experience in working with families with children. Documented experience working with families as a volunteer may be included in the three years of required experience. Our Staff include monitors who speak English and Spanish and RHA implements the following recording methods. 1. Written Recordings: Staff are required to document in writing all aspects of the service delivery, which will be maintained in the medical file established for all referrals. 2. Audio Recordings: RHA will utilize technology to capture sound during the supervised visitation, which will be made available to authorized governing entities, such as cases in which Audio Recordings are Court Ordered. 3. Visual Recording: RHA will utilize technology to capture video during the supervised visitation, which will be made available to authorized governing entities, such as cases in which Video Recordings are Court Ordered. RHA will combine the use of written and technological recordings for all required, identified referrals.

Referrals come from our local child welfare offices but also from family courts within the counties that we serve. We are also a behavioral healthcare center that provides children and parents with therapeutical services such as individual and family therapy, anger management classes, domestic violence services and parenting classes. Our agency has several fundraising projects throughout the year to raise money for the families we serve to provide

items such as food, clothing, birthday and Christmas presents for those clients who are in need.

**2<sup>nd</sup> Site: Resolutions Health Alliance – Gainesville**

5950 NW 1<sup>st</sup> PL #300, Gainesville, FL 32607

**Rooted Families – C11**

18520 NW 67<sup>th</sup> Ave., #346, Miami, FL

Program Director: Alicia Layton 305-300-8953

Contact E-mail: [rootedfamilies@gmail.com](mailto:rootedfamilies@gmail.com) [www.rootedfamiessv.com](http://www.rootedfamiessv.com)

Number of Programs: 1

Counties Served: Dade

Our supervised visitation program specializes in providing on-site services. Since visiting 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 in many other more comfortable and relaxed settings to put the children at ease. However, Rooted Families does take security seriously and has off-site security monitoring to ensure the children and custodians are safe. Our staff includes monitors who speak English, Spanish, and Creole to accommodate many different families.

We continue to do in-person visits, and families are also required to follow all safety guidelines. We are grateful that we are able to help families during this challenging time. We are also glad to have a flexible schedule, including nights and weekends, to help others.

**Safe Children’s Coalition SVP – C12**

5729 Manatee Ave. West, Bradenton, FL 34209

Program Director: Zulma Rodriguez 941-721-7670 x132, 941-374-5680 cell

Contact E-mail: [ZRodriguez@sccfl.org](mailto:ZRodriguez@sccfl.org)

Number of Sites: 2

Counties Served: Manatee, Sarasota

The Safe Children’s Coalition and Lutheran Services provides supervised visitation to their own clients only at this time. We have now returned to in-person visits with virtual visits as an option when needed. We have seen considerable improvement in the relationships between foster parents and parents! The stability of placements has also been better this year with less movement. We offer additional support to help families with school supplies and quarantine entertainment options.

Currently, most of our visits are out of the building, in more natural, comfortable settings like parks, libraries, and fun centers. We have really increased the number of families reaching permanency with our new Permanency Team approach. Each team consists of a reunification



specialist, a permanency specialist, and a behavioral health specialist. With these teams in place, we met our measure for permanency last month!

SCC also does a wonderful job of supporting the children and the staff as well. They have made sure all kids have gift cards for Christmas. In addition, the LSV board has helped with holiday supplies, threw a pizza party for staff, and secured a grant for new technology. Local churches set up a visitation room for us, and their congregation members have been volunteering with visits. We also have Food Trucks once a month!

**2<sup>nd</sup> Site: SCC Sarasota**

1500 Independence Blvd. #210, Sarasota, FL 34234

Program Director: Desiree 941-371-4799

Contact e-mail: [sarah.elkin@kidscentralinc.org](mailto:sarah.elkin@kidscentralinc.org)

**Safe Connections Supervised Visitation Center – C1**

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

Program Director: Sharon Rogers 850-609-1850, 850-420-2629 cell

Contact E-mail: [sharongrogers@hotmail.com](mailto: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. Our 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 and 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. We are also now providing virtual parenting classes to a wider area encompassing the entire first circuit.

Most of our services have returned to in-person visits. However, we continue to offer virtual visits to increase parenting time when possible or as needed.

**2<sup>nd</sup> Site: DeFuniak Springs SVC**

372 College Blvd., Defuniak Springs, FL 32435 850-951-1144  
**3rd Site: Crestview SVC**  
618 7<sup>th</sup> Ave., Crestview, FL 850-398-8855

### SAFE Visits - Kids in Distress – C17

819 N.E. 26<sup>th</sup> St., Ft. Lauderdale, FL 33305  
Program Director: Cindy Fuller, 954-390-7654 ext. 1507  
Contact E-mail: [cindyfuller@kidinc.org](mailto: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 receives funding via ChildNet through the Access and Visitation Grant Program. This funding 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 Specialist lends 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.

During COVID our program continued working remotely and supervised virtual visits via Zoom. 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. Our visits have transitioned back to in person however, the Zoom option is still being utilized for a few cases we have where the parent resides out of state.

### 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](mailto:karina@southfloridacounseling.net)

Number of Sites: 1                      Counties Served: Broward, Dade

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 that they are

more like small houses. Each is decorated with themes such as Mom's house or Dad's house and has 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 over 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.

### Successful Unions, Inc.

399 Camino Gardens Blvd #304, Boca Raton, FL 33432

Program Director: Beth Cutler 561 750 6037

Contact email [successfulunions@aol.com](mailto:successfulunions@aol.com) website: [successfulunions.net](http://successfulunions.net)

Number of Sites: 1

Counties Served: Broward, Palm Beach

Successful Unions, Inc. provides in-person supervised visitation at our home location as well as outside field visits. We specialize in a wide variety of counseling and educational services, including therapeutic visitation, parent education, and family counseling. In addition, Successful Unions offers parenting classes, premarital counseling, and addiction counseling. Of note is our current anxiety curriculum developed by the director, which has helped many children cope with separation issues.

### Supervised Visitation Services, LLC – C5, C6, C8

5807 SW 111<sup>th</sup> Place Rd., Ocala, FL 34476

Program Director: Sharon Davis 352-754-0710

Contact email: [supervisits.kids@gmail.com](mailto:supervisits.kids@gmail.com) [supervisits-kids.com](http://supervisits-kids.com)

Number of Sites: 1 (offsite)

Counties Served: Alachua, Marion, Pasco, Hillsborough

Our mission is to bring families together to heal and bond in a safe and natural environment-one that promotes nurture and play.

We help navigate parents and children through the reunification process by nurturing relationships with each family that we serve. Our visits are off-site in family-friendly establishments throughout the community such as restaurants, movie theatres, arcades, etc. Specializing in Family Law, Substance Abuse, Domestic Violence, and Child Abuse and Sexual Assault cases. Serving Alachua, Marion, Lake, Pasco, and Hillsborough counties.

### Sustainable Family Services – C6

8487 9<sup>th</sup> St. North, St. Petersburg, FL 33702

Program Director: Brandice Almeida 727-318-3224

Contact E-mail: [Brandice@susfamservices.com](mailto:Brandice@susfamservices.com)

Number of Sites: 1

Counties Served: Pinellas

Sustainable Family Services offers a homelike environment for safe, comfortable, and nurturing visits. Our visitation center includes multiple visitation rooms, kitchen, lush backyard, sensory garden, butterfly garden, and even a 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.

### Terri Williamson Counseling – C18

3507 Hoofprint Dr. Melbourne, FL 32940

Program Director: Terri Williamson 321-961-7667

Contact E-mail: [wmson.terri@yahoo.com](mailto:wmson.terri@yahoo.com)

Number of Sites: 1

Counties Served: Brevard

I've been a Licensed Mental Health Counselor since 1999 and have provided therapeutic supervised visitation through referral from dependency court and family court for the past 12 years. Since TSV includes in vivo parenting education, I use curriculum from the Nurturing Parenting Program. I find that parents can relate to NPP curriculum because it allows me to tailor parenting education to the ages and developmental levels of their children. I use the Keys to Interactive Parenting Scale during observations of parent/child interactions, which is helpful in identifying parental strengths and areas for improvement. And of course, I approach TSV with a strength based focus.

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

111 NW 183<sup>rd</sup> St. #500, Miami, FL 33169

Program Director: Fabian Bellot 305-606-9196

Contact E-Mail: [FBellot@cfceinc.org](mailto:FBellot@cfceinc.org)

Number of Sites: 1

Counties Served: Dade

The Center for Family and Child Enrichment (CFCE) has endured throughout the pandemic. With all of the challenges that operating during COVID-19 brought, we were able to actively serve our clients on a continuous basis. Our Case Managers and Visitation Specialists have returned to providing in-person supervised visits for parents and children and continue to provide virtual visits when the need arises, usually if there is COVID-19 exposure and/or positive test results. We have been able to reunify families and help to make forever families. CFCE is looking forward to finalizing several adoptions during the upcoming National Adoption Day.

Over the past year, CFCE has conducted several annual events, including our Back to School book bag distribution event, Halloween/Harvest event, multiple community health fair events, as well as our Holiday events. We are currently preparing for our annual Christmas event,

which consists of a toy drive, a Christmas Celebration, and Christmas gift distribution. Finally, CFCE has launched our new and improved website, [www.cfcecares.org](http://www.cfcecares.org), which highlights our agency programs and services.

### The Children and Families Supervise Visitation Program – C12

2210 S. Tamiami Trail, Venice, FL 34293

Program Director: Deedra Pata 941-492-6491

Contact E-mail: [DeedraP@CPCSarasota.org](mailto:DeedraP@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-19 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](mailto: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 the conflict between the parents necessitates a neutral outside resource. These essential services allow children to spend time with their visiting parents 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 parents 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 36<sup>th</sup> St. #112, Virginia Gardens, FL 33166

Program Director: Dayra Bodan 305-871-3131

Contact E-mail: [TherapeuticAlli@bellsouth.net](mailto:TherapeuticAlli@bellsouth.net)

Number of Sites: 2

Counties: Dade

#### 2<sup>nd</sup> Site: Therapeutic Alliance

9370 Sunset Dr. #213, Miami, FL 33173

Our center is an affiliated group of licensed LCSWs, LMHCs, Psychologists Ph.Ds. Therefore, extensive therapeutic interventions and visits are our specialties. We also have a number of postdoc students as interns. We have four individual visit rooms designed in a homelike 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.

We are still predominantly doing 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 – C4, C6, C9, C10, C11, C13, C15, C17, C18, C19

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

Program Director: Dr. Mark Roseman 855-862-9236  
Contact E-mail: Claire Berkoff [claire.berkoff@thetobycenter.org](mailto:claire.berkoff@thetobycenter.org)  
Rose Berkoff [rose.berkoff@the\\_tobycenter.org](mailto:rose.berkoff@the_tobycenter.org)

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

The Toby Center provides court-ordered visitation and child reunification services to ensure that children and their parents are emotionally supported and physically safe with locations throughout Florida. Since 2010, The Toby Center clinical and non-clinical team members offer court-ordered and voluntary child reunification services, including supervised visitation, therapeutic visitation, monitored child exchange, mediation, family therapy, and parenting skill training. We are available when you are, including evenings, weekends, and holidays. We are proud of our work to help families stay connected in this difficult time.

The Toby Center Team is experienced and well trained and can offer assurance to our clients that we understand your feelings whether you are labeled an at-home (custodial) or absent (non-custodial) parent. Clients referred by Family Court, or through an agency's Case Management, or self-referred - all are treated with supportive guidance so that we can all share responsibility for improving children's outcomes based on court orders and agency goals.

All services are offered on a sliding scale based on income. Contracted services from foster care, CBC's and other agencies are modest and fair. Service is always expedited, generally no more than a 36-48 hour wait for most case requests. We can help you schedule!

The Toby Center Team follows court orders first and will otherwise help parents to jointly determine their goals where possible. Our goal is to work collaboratively, as research shows that when both parents are engaged in a consistent and loving relationship, children will best thrive emotionally and socially. Many of Toby Center's team members are parents themselves and are committed to helping improve co-parenting opportunities and to help families move forward more comfortably during this difficult period.

A researcher and child custody expert, Dr. Mark Roseman is the Founder/CEO of the Toby Center and has worked with children and parents since 1998 when he became the Assistant Director for Child Access for the national Children's Rights Council in DC.

### Twin Oaks – C14

910 Harrison Ave., Panama City, FL 32404  
Program Director: Gina Crane 850-814-3092  
Contact E-mail: [Gina.Crane@twinoaksfl.org](mailto:Gina.Crane@twinoaksfl.org) [TOCS@twinoaksfl.org](mailto:TOCS@twinoaksfl.org)

Number of Sites: 1                      Counties Served: Bay, Gulf, Calhoun, Washington

Twin Oaks Community Services (TOCS) began oversight of the Visitation Center for Bay County on February 14, 2022, on an interim basis, and on March 7, 2022, TOCS received the contract for the Visitation Center. In collaboration with Northwest Florida Health Network we are working on renovation of the temporary Visitation rooms. Currently, there are four large rooms and eight small rooms to facilitate visits. When fully renovated there will be twelve fully furnished visitation rooms that promote a healthy environment and privacy for our families. Currently, the contract allocates one full-time supervisor and seven full-time Visitation Specialist. TOCS Visitation Center current staff consists of one full-time supervisor and five Visitation Specialists, with two in the hiring process. There are approximately 70 families and 135 children being served. TOCS is in the process of identifying barriers behind cancellations to promote healthier outcomes. In addition, TOCS is tracking real time data to help assist with scheduling, worker retention, successes, and challenges. TOCS is in the process of identifying trainings for Visitation Specialists to enhance their observation, intervention, and professional skills to better serve families.

### United Way Success by 6 – C10

109 N. Kentucky Ave. 3<sup>rd</sup> Floor, Lakeland, FL 33801  
Program Director: Monica Holley-Workman 888-370-7188  
Contact E-mail: monica.holley-workman@uwcf.org

Number of Sites: 1

Counties Served: Polk, Highlands, Hardee

The United Way of Central Florida Success By 6 program, is committed to strengthening families and our community by: increasing access to resources and services; empowering, supporting, and inspiring parents to be their best; providing fun activities in a family-friendly environment and preparing children for not only school, but for life, with all the mental, social, and emotional foundations needed to succeed. Beyond the doors of Success by 6 are the Watermelon room and model classroom (here, we also host daily classes for caregivers and their children aged birth to five years old). The classes aren't just fun- they build on essential parenting skills and children's physical, mental, and social-emotional development to ensure success in school and in life.

Our supervised visitation program allows dependency court case managers to focus their energy on other responsibilities with the assurance that families are safe as they rebuild relationships in a warm, inviting setting. Our program uses parent education and modeling of essential parental skills, such as bonding through play, reading, and communication, to get families closer to reunification. Clients find security in our supervised visitation program, where divided families come together to safely rebuild their bonds. Children leave each visit with a brand new, age-appropriate book, and parents are encouraged to take advantage of all that our partners have to offer. Success by 6 has 37 community agency partners who are dedicated to supporting all-around family wellness, including healthcare, financial literacy, social support, and education. Heartland for Children, the leading community-based care agency for the 10th Judicial Circuit, believes so firmly in our mission that they have supported our supervised program with a grant to ensure we can continue providing for our community.



We give families a warm environment to learn in together, send them home with the tools (and a book or two) they need to make that learning last, and welcome them back day after day. Success by 6 strives to make early childhood development and literacy a top priority in Polk, Highlands, and Hardee counties by providing a convenient, one-stop location for families of all walks of life to receive the services and resources they need to flourish.

### Wesley House Family Services – Key Largo – C16

99451 Overseas Hwy #200, Key Largo, FL 33037

Program Director: Teri Christian 305-394-5377

Contact E-mail: [Teri.Christian@wesleyhouse.org](mailto:Teri.Christian@wesleyhouse.org)

Number of Sites: 1

Counties Served: Monroe

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.

We have returned to in-person services but still offer virtual visits as needed. 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 allow families to visit with privacy and safety as a priority. We do offer virtual visits as well when requested.

Our parenting program includes the Triple P curriculum, an evidence-based program for all ages, including special needs children. We currently have 10 accredited practitioners, and all new clients are working with this curriculum.

### 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](mailto:Morgan.Smeraldi@wesleyhouse.org)

Number of Sites: 1

Counties Served: Monroe

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.

This year we resumed doing in-person visits but offered virtual visits as needed. 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 allow families to visit with privacy and safety as a priority. We do offer virtual visits as well when requested.

### West Volusia SVC (frmr. Deland Harmony House) – C7

517 Deltona Blvd., Deltona, FL 32725

Program Director: Brittany Robinson 386-259-9870 cell

Contact E-mail: [Brittany.robinson@cshfl.org](mailto:Brittany.robinson@cshfl.org)

Number of Sites: 3

Counties Served: Flagler, Volusia

We are very happy to be in our new location with two visitation room in the Children's Home Society building. We are providing Thanksgiving meals to families in need. We hope to continue our fantastic and famous Christmas party tradition! We are proud of our work to move from the center to off site visits in parks or Chuck E. Cheese.

#### **2<sup>nd</sup> Site: East Volusia SVC (Family Tree House)**

1530 Cornerstone Blvd., Daytona Bch, FL 32117

Program Director: Brittany Robinson 386-274-0341 x 222

Contact E-mail: [Brittany.robinson@chsfl.org](mailto:Brittany.robinson@chsfl.org)

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

#### **3<sup>rd</sup> Site: Flagler (Sally's) Visitation**

Palm Coast Library, 2500 Palm Coast Pkwy, NW, Palm Coast, FL 32137

Program Director: Brittany Robinson 386-546-6958

Contact E-mail: [Brittany.Robinson@chfl.org](mailto:Brittany.Robinson@chfl.org)

Flagler now does a majority of visits in person, with virtual visits available as needed. 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. This year we reunified a record number of families!

## Youth and Family Alternatives SVP – C5

7361 Forest Oaks Blvd., Springhill, FL 34606

Program Director: Rick Manuel 727-307-1589

Contact E-mail: [Rick.Manuel@kidscentralinc.org](mailto:Rick.Manuel@kidscentralinc.org)

Number of Sites: 2

Counties Served: Hernando, Citrus

We are in the process of moving to a new location where we hope to continue our excellent services in a larger facility. Our services are family focused and we are proud of our positivity and creativity. We welcome families with a smile at the door and offer several great programs including parent education and VIP coaching for in-depth family support. As Program Director, it has been great to have such a wonderful, loyal 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 my team as we have navigated through this unprecedented time is, "We are YFA Strong!"

### **2<sup>nd</sup> Site: Youth & Family Alternatives Citrus Co.**

301 N. Apopka, Inverness, FL 34450

Program Director: Rick.Manuel 352-344-2933

Contact E-mail: [Rick.Manuel@kidscentralinc.org](mailto:Rick.Manuel@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.

## Visitation Management Services

P.O. Box 18574, Tampa, FL 33679

Program Director: Traci Powell 813-340-7449

Contact E-mail: [traci@customvisits.com](mailto:traci@customvisits.com)

Number of Sites: 1

Counties Served: Hillsborough, Pinellas

Visitation Management Services (VMS) is a locally owned boutique business specializing in private off-site supervised visits, Guardian Ad Litem services, and transitional/reunification services. As a provider for the Tampa Bay 13th Judicial Circuit, we have been providing off-site supervised visits in and around the Tampa Bay Area for over 13 years.

What sets us apart is that VMS is all off-site in a child-friendly atmosphere like parks, museums, malls and/or residential locations.

VMS accepts court orders from outside Circuits, or if you do not have an order, we can customize an agreement as long as both parties agree. We don't accept mail or do Intakes at a specific location. We provide location information of where we meet clients. We accept subpoenas by email or at our address. Otherwise, electronic documentation is our preferred method.

Please visit our website at [www.customvisits.com](http://www.customvisits.com) for more information along with our 5 Star Google Reviews.

**Contact the Clearinghouse at  
850-644-1715**

