

Wednesday, December 13, 2023
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**
3. **January Phone Conference: January 17, 2023**
4. **Questions from Directors**
5. **Review 2022-2023 Florida Supervised Visitation Program Narratives**
 - a. We invite everyone who wants edits to contact me by Thursday, 12/14 at COB to make final changes.
6. **Review 2022-2023 Annual Report: Case and Client Statistical Analysis**

Clearinghouse on Supervised Visitation

Descriptions of Current Florida Programs



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Clearinghouse on Supervised Visitation

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2023

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Program Highlights

Below are self-reported listings 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

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 degree in mental health, and a Ph.D. in general psychology with an emphasis on marriage and family. She also reports having excellent supervised interns since 2019. In addition, Dr. Vermillera holds a degree in ABA and says that her counseling models teach and guide interns. She reports: "Our practice is very diverse as we work with children as young as three, and have a supervisor who does grief and loss, and another who does EMDR."

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

All About the Kids' Best Interest – C17

720 NE 4th Ave. #312
Ft. Lauderdale, FL 33304
Program Director: Janette Mendoza 954-234-1966
Contact E-mail: jamen51blogger@gmail.com

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

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

Director Mendoza reports: "We continue to have tremendous success in uniting parents and their kids for fun and family bonding. 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

Number of Sites: 1

Counties Served: Washington, Holmes, Jackson

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

In 1983, McElvey Home, which was a vision as a local haven for hard-to-place teens who had suffered abuse or severe neglect, became a reality. It was 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 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, they maintain a 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," reports their director.

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

Number of Sites: 1

Counties Served: Hillsborough, Lee

Program staff pride themselves on their unique approach to culturally competent services for families, offering anger management, supervised visitation, and therapeutic visitation. They specialize in providing a safe and friendly environment for diverse families to flourish and establish new family connections," reports APEX's Program Director. APEX 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 APEX tailor services so the family can thrive.

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

Believe in Talk – C17

20 SE 20th St Ft. Lauderdale, FL 33316

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

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

Number of Sites: 1 Counties Served: Dade, Broward

The newest facility for Believe in Talk is a house-like setting with two rooms. The center reports a Montessori-style educational setting with various opportunities for families to learn together as well as have fun. They 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 they specialize in working with autistic and other special needs populations. Because clients are often in high crisis situations, they strive to be available 24/7 to meet with GALs, attorneys, families, teachers, and clients.

Believe in Talk services are reportedly environmental and can also be off-site, as staff seek to work with children and families in their natural, most comfortable settings. The program offers therapeutic supervised visits in roller skating rinks, bowling alleys, Chuck E. Cheese, and even movie theaters when appropriate. Believe in Talk is proud of their record of reuniting children with parents with whom they've had very troubled relationships. Their director reports that their therapeutic approach has helped many clients rebuild their families.

Bougainvillea House C-17

1721 SE 4th Ave. Ft. Lauderdale, FL 33316

Program Director: Cici Kelly 954-629-2035

Contact E-mail: CiciK@tbhcares.org

Number of Sites: 1 Counties: Broward

Bougainvillea House has been in operation for 10 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.

The program director reports that their offices are open until 8:30 each evening to be sure kids don't have to miss school or perhaps their free meals. The center is a complex of five houses which provide a homey, more natural setting for visits. There are also yards to play in for outdoor fun.

Bougainvilla 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. The program wants them to understand the issues and also know that services are available with all the resources they need to remain happy and healthy.

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

Bridging Families C-11

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

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 outdoors area in the natural environment. The program is open 7 days a week and serves all ages, mainly from dependency and family court. They also provide victim advocacy, case coordination, and court hearing support. They do not offer counseling or therapeutic services at this time. The program director reports having various holiday events such as a Halloween party at Planet Kids and a Christmas holiday party as well 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 caribcc2003@yahoo.com

Number of Sites: 1 Counties Served: Orange

The Caribbean Community Connection believes that an educated community is a proactive community. Their 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. begun 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 a 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, European among others. African-Caribbeans account for 40% of the total amount of Caribbean Americans in Orlando. Caribbean Community Connection of Orlando, Inc. is the first known Caribbean Community Service driven organization in the Orlando area.

Center for Attachment & Trauma

5005 Center Ct. Saint Cloud, FL 34772
Program Director: Teresa Bartlett 813-421-9340
Contact Email: info@centerforattachment.com
www.centerforattachment.com

Caring Family Supervision – C11

Hialeah, FL 33012
Program Director: Norma Trejo 954-300-3467
Contact E-mail: 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

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

Chances for Children are proud of a center on a beautiful and relaxing property. There are 8 acres, including a petting zoo and plenty of space for outdoor activities and picnics. They recently added new bunnies to the family as well as new playground equipment. They are also participating in the Shop With A Cop program. Each child gets a \$100 gift certificate to go

shopping with an officer. All gift certificates were donated by the Lake City PD and Walmart. Each child rides in a police car with the siren going as a 30-car convoy led by Santa goes to Walmart.

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

This year the program is excited to continue with its extensive Christmas decorations. Many families come by just to see the decorations or take pictures in front of them. They participated in an event in Lake City – the Columbia County Baseballween, which is a final tournament for peewee baseball as well as a festival. Chances for Children made cotton candy and snow cones for 400 kids.

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

1036 6th Ave. North Naples, FL 34102

Program Director: Iggy Fernandez 239-272-0713

Contact Email: IFernandez@caccollier.org

Number of Sites: 1 Counties Served: Collier

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

Although the program focuses on in-person visits, they continue to offer virtual visits for those at higher health risk and those with significant geographic distance. They recently created a social media outreach program that shares 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 The Family Safety Program reach families in a new and novel way.

Children's Home Society FVC Miami – C11

17501 SW 117th Ave Miami, FL 33177 - South Site

Program Director: Marie Constant 786-602-5183

Contact E-mail: 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, and has always done so

completely without charge to the parents. The program provides both supervised and therapeutically supervised visitation for families. They view as their greatest accomplishment the positive role they play in aiding in the re-unification of families and children by providing a safe, homelike environment for visitation.

The program typically has a constant stream of interns from the FIU School of Social Work, many of whom continue as hired staff after graduation. Although the program has returned to regular operations post-covid, they still offer toys that the children can simply take home with them, a practice begun during the pandemic.

CHS has instituted a new “Warm Line.” As opposed to a “Hotline,” this Warm Line is not just for emergencies but for 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.

2nd Site: North Site

33 SW 2nd 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

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

CH Supervised Visitation program offers the Nurturing Parenting curriculum as well as parenting education. This is a revolving 10-week course that is done weekly, virtually. Parents learn about brain development, so they have proper expectations for their kids. The parent education program also helps parents strengthen their own coping skills. This helps them understand their children’s behaviors and how to manage those behaviors in a loving, appropriate way. Services are mainly in-person visits, but the program also offers virtual visits when requested. All visits are held in the Center.

The program recently moved to a new building, and has returned to activities such as holiday parties for the children. They decorated for the holidays to help families enjoy the season. Parents are encouraged to bring seasonal items and activities to the visit.

2nd Site: Milton FVC

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

The Milton site was added several years ago to the Children’s Home Society Family Visitation Center of Pensacola. With this new site available, the CHS FVC can offer

supervised visitation and other services to those families living farther away from Pensacola. This enables many more new families to receive services. Florida has many rural areas that need services, and the Milton Program helps meet that need for noncustodial parents.

Children's Home Society Mid Florida - Osceola – C9 & C18

111 E. Monument Ave. Kissimmee, FL 34741

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

Contact E-mail: Sally.Soto@chsfl.org 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 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 to 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.

The program is operating as normal but continues to offer the option of zoom in certain cases such as when a parent is out of the area or the family is a COVID-19 risk case. Proudly the program has been able to provide families with needed resources through a Back-to-School supplies drive and looks forward to a upcoming Holiday gift drive. They report having an incredibly dedicated and talented staff who deserve a huge shout-out. Like many agencies, they have struggles with hiring staff for some positions, but report that their core staff has stepped up to ensure families are never aware of or affected by this. The program director emphasizes that staff have taken on added duties with grace and perseverance, and are very loved!

2nd Site: Children's Home Society Mid FL - Orange Co West

5749 Westgate Dr. #201, Orlando, FL 32835

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

Contact E-mail Sally.soto@chsfl.org Annarose.Britain@chsfl.org

3rd Site: Children's Home Society Mid FL - Orange Co East

4001 Pelee St, Orlando, FL 32817

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

Contact E-mail Sally.soto@chsfl.org Annarose.Britain@chsfl.org

4th Site: Children's Home Society Mid FL Seminole– C18

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

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

Contact E-mail: Sally.soto@chsfl.org 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

Number of Sites: 1 Counties Served: Palm Beach

This center also features an inviting, homelike place with playrooms, a kitchen, living areas, conference rooms, and a playground outside -a more natural environment than the average case worker's office. Because of the warmth of the center, they report having been very successful in making families feel comfortable to really enjoy time with each other. The director reported a success story: One parent who was doing visits in a caseworker's office was really struggling – her numerous kids were antsy, sometimes noisy, and the whole situation was stressful for her. She even started missing visits. However, when this family moved to our center, they began to thrive. There is plenty of space for the kids to run about, play outside, find engaging toys and activities to do together. Now, this client is really succeeding and loves her visits!

The program reports other resources to make it a “perfect homelike place 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 more natural, homelike environment.”

Children's Justice Center – C13

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

Program Director: Shannon Gillett 813-272-7180

Contact E-mail: gillets@fljud13.org

Number of Sites: 1 Counties Served: Hillsborough

The Children's Justice Center has been in Hillsborough County since 1992 and operates under the umbrella of the Thirteenth Judicial Circuit of Hillsborough County. The CJC provides a neutral, child-friendly, safe and secure environment with trained and skilled professionals to supervise Dependency, Family Law and Domestic Violence cases that have a court order. Program director Shannon Gillett reports that the CJC has a staff of skilled and trained employees, contractors and numerous interns from the University of Tampa, the University of South Florida and St Leo College.

Communities Connected for Kids: Devereux CBC – C19

549 NW Lake Whitney Place, Suite 204 Port St. Lucie, FL 34986

Program Director: Tavaris Williams 561-460-3240

Contact E-mail: tavaris.williams@cckids.net

Number of Sites: 1 Counties served: St. Lucie

The Supervised Visitation program of Communities Connected for Kids, Inc. of Circuit 19 strives to preserve and strengthen the bonds between the parents and youth of dependent families in St. Lucie County. Visitations are supervised weekly by Family Support Workers (FSW), who are tasked with ensuring visits encourage loving and appropriate interactions in safe environments. Through the program, parents are reassured that they will remain integral to their family planning and children's care. The program reports having helped drive the successful reunification numbers Circuit 19 has experienced with dependency families.

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

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

The Disc Village Supervised Family visitation center currently has an order of agreement with the Second Judicial Circuit to service family law cases in the Big Bend Community. The program is currently working on an agreement with Second Harvest of The Big Bend to supply nutritional snacks to families during their visits. This will encourage parents to provide healthy snacks and foods to their children and let them know the snacks do not have to be expensive to be healthy. Last year the program served 2075 families at the Family Visitation Center. They are putting together a toy drive for the centers in Leon, Taylor, and Gadsden counties, seeking educational and family-oriented toys for the families served.

Divine Oaks Family Services - C11

995 NE 119th St 680624 Miami, FL 33168

Program Director: Michelle Ranglin 786-280-0036

Contact E-mail: DivineOaksFamilyServices@gmail.com

Number of Sites: 1 Counties Served: Dade, Broward

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

Divine Oaks' mission is to "Nurture the Root to allow the Branch to Flourish." The program director reports that their 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.

Embrace Families - Gulf Coast

3600 Commerce Blvd Bldg B-101 Kissimmee, FL 34741
Program Director: Engel Demont 813-542-9535
Contact E-mail: engel.demont@embracefamilies.org

Number of Sites: 1 Counties Served: Osceola

Embrace Families Gulf Coast Osceola is a case management organization working with children under the jurisdiction of the court who were either removed from a parent/caregiver or have a court case for dependency. In the past year, the case managers have worked very diligently in lowering their cases which means that there has been permanency for many children through adoption/permanent guardianship or reunification with the parents. Case Managers have been successful in ensuring the needs of the children have been met. These needs include medical/dental/mental health or physical needs. The staff have a good rapport with families, along with a great relationship with the lead agency.

Embrace Families – One Hope United

5749 Westgate Dr. Orlando, FL 32835
Program Director: Jacqueline Reid 407-451-2143
Contact Email: jreid@onehopeunited.org

Number of Sites: 1 Counties Served: Orange

The One Hope United FSW team helps case managers by providing support as they transport the children to the visits and supervise the visits. This service allows the case managers to get additional work completed. The FSWs have made connections with the families and workers, allowing for positive visits/ interactions with the parents and children. The FSWs have tend to the family's needs at the visits and report critical information back to the assigned case managers for follow-ups. The FSWs offer additional support by taking some of the load off busy case managers.

Embrace Families - Camelot

2900 S. Orlando Dr. Suite 150 Sanford, FL 32771
Program Director: Steve Smelik 407-795-2880
Contact Email: steven.smelik@embracefamilies.org

Number of Sites: 2 Counties Served: Orange, Seminole

The Camelot Family Support Workers provide additional support for case management and to families by allowing them to reconnect with their children and fostering a positive environment for families to bond. The family support workers go above and beyond to ensure that each family's needs are met during visitations by accommodating the parents' schedules, transporting the children to and from the visits, supervising weekend visitations, and acting as an advocate for the parents as needed, based on their interactions during visitation. Their Family Support Workers supervise at least two to three visits per day, along with transporting each child to and from their placements for visitations. This level of support from our family support workers not only impacts the families but also case management. Supervising visitations between the parents and children and transporting children to and from their necessary appointments, schools, placements, and services allows for case management to allocate their time to other aspects of their cases.

2nd Site: Embrace Families – Camelot

4001 Telee St. Suite 200 Orlando, FL 32817

Program Director: Steve Smelik 407-795-2880

Contact Email: steven.smelik@embracefamilies.org

Number of Sites: 1

Counties Served: Orange

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 x771

Contact E-mail: danacahn@faces.family

Number of Sites: 3

Counties Served: Dade, Broward, Palm Beach

F.A.C.E.S. does both supervised and therapeutic supervised visits as well as monitored exchanges. The program is proud of their beautiful facility with eight rooms that are colorfully decorated with bright colors and comfortable furniture, and with games and activities for families to engage together in. Other services include parenting and co-parenting programs, therapy, and anger management.

The program received grant money to offer services to families who can't afford them. It also collaborates with all the major universities to train master's and doctoral-level students to work with families who struggle financially to offer free services.

F.A.C.E.S.'s unique setup allows for a trusted place to receive services all under one roof where the professionals can communicate with one another for the best interest of the families and children.

2nd Site: F.A.C.E.S.

Counties Served: Broward

1101 SE 4th Ave Ft. Lauderdale, FL 33316
Program Director: Dana Cahn 954-773-2237
Contact E-Mail: danacahn@faces.family

3rd 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

Family Counseling and Child Safety Center

2425 N Courtenay Pkwy #104 Merritt Island, FL 32953
Program Director: Delight Megregian Intake-321-433-3570 Ofc 321-723-2927
Program email: info@yellowumbrella.org

Number of Sites: Counties Served:

Family Court Services

175 NW 1st Ave. Suite 1503, Miami, FL 33128
Program Director: Katherine Hernandez 786-567-8877
Contact e-mail: khernandez@jud11.flcourts.org

Number of Sites: 1 Counties Served: Miami-Dade

As an arm of the court and an in-house service provider, Family Court Services is in a unique position to serve families. Family Court Services directly assists the judiciary and provides many services tailored to the family's individual needs at no cost. This includes services such as co-parenting, assistance with time-sharing, crisis intervention, parenting coordination, and supervised visitation.

When COVID impacted the entire world, Family Court Services had no choice but to transition their in-person service onto the Zoom platform. In 2022, the office finally reopened its in-person supervised visitation program. Family Court Services currently offers Judges and families both in-person and virtual visitation, depending on the family's needs. With cases referred for 12 visits, one hour per week, Family Court Services was available to provide parent/child access (on-site and Zoom) to nearly 300 families in 2023. Without Family Court Services, many children would have remained estranged from their parents as there is no other safe, responsible, and reliable location for these families to stay in contact.

With Family Court Services being a central resource for the judiciary, the unit has assisted in promoting and facilitating proactive trainings with a comprehensive curriculum for the legal and mental health community focusing on professional boundaries, ethical dilemmas, rules of engagement, and risk-management strategies. In 2023, Family Court Services coordinated

and conducted six 4-hour training courses specific to the following professionals/providers: supervised visitation, social investigators, parenting coordinators, psychological evaluators, guardian's ad litem, and counselors.

Family Counseling and Child Safety Center -C18

2425 N Courtenay Pkwy #104 Merritt Island, FL 32953

Program Director: Delight Megregian 321-723-2927 321-684-3320 cell

Contact e-mail: delight.megregian@yellowumbrella.org

Number of Sites: 1 Counties Served: Brevard

The focus of Family Counseling and Child Safety Center is on strengthening families with the hope that they will have no reason to return! The program offers therapeutic visits, parent education, and specializes in the Nurturing Parenting Program and the Duluth Model Domestic Violence curriculum. Currently, they provide in-person therapeutic visits and only provide virtual visits when necessary.

Visits in the family homes or a natural setting in the community rather than in offices. Most clients come from dependency courts, family courts, and probation. To address their many needs, the program offers various counseling and family services. The program director reports that "we pride ourselves on the many families we reunify yearly, 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

Number of Sites: 1 Counties Served: Dade, Broward

Program director Karen Sanchez reports that Family Crossroads Solutions, Inc. adheres to guidelines set by the Clearinghouse for Supervised Visitation and Monitored Exchanges and existing court orders. The program works with alienation, high-profile cases and divorces and is approved as a Family Court provider.

Staff must have a bachelor's degree for supervised visitations and monitored exchanges. Other agency services are offered by Master's, licensed, or doctorate-level staff. Staff speak English, Spanish, Russian, Creole, and Portuguese. In addition, the program helps domestic violence victims with safety planning. The agency president is actively involved and recognized in the child protection community.

All the program rooms are decorated and homelike for clients' comfort.

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 tara@fncflorida.org

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

2nd Site: Fleming Isle: Temporarily Closed

3rd Site: Nassau: 3 US Hwy 17 Yulee, FL 32097

Program administration reports that “wonderful and resilient staff have done a terrific job of balancing in-person and virtual visits.” In one case, a mother was genuinely concerned about her baby being exposed to COVID-19, so the program agreed to have her in-person visits outside regular hours when no other families were around. This case continues with great success!

The program continues to use virtual visits in additional ways. Judges sometimes order virtual visits *before* allowing in-person visits as a transitional option. In some cases where there is a strained relationship, this allows the program to move slowly to in-person visits. It has been a wonderful 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 to enjoy 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 and meet them before seeing them in person. This strategy allows the child to acclimate gently. In yet another case, the child refused to visit in person but agreed 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. The program is proud to report that this family is now happily reunified! Judges will continue to utilize virtual visits this way, and the program continues to offer it as an option for cases.

This coming year, the program will work with a judge’s request to video tape visits. This will be a new endeavor, and the program is working to keep the camera non-intrusive.

The program is proud to decorate seasonally and with each holiday. They are now transitioning to Christmas, when they plan to host a Gingerbread house decorating contest. In addition, they will make goodies bags for each child to take home for the holidays.

Family Resource Center of South FL -C11

1393 SW 1st St. Miami, FL 33135

Program Director: Geraldo Alvarez 305-374-6006 Joyce Toles 305-960-5577

Contact e-mail: galvarez@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.frctswfl@gmail.com

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

The Family Resource Center of SW Florida provides in-person visits while following guidelines and protocols for sanitization and protection so clients can see their children safely and have quality time together. The program also offers virtual visits upon request.

The program director reports that they are looking for a larger facility to accommodate more families. They would like to expand services as much as possible. Additionally, the program is currently offering the Nurturing Parenting Program curriculum and “having tremendous success with it.”

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

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

Program director Stephanie Morrow reports that the Family Resource connection staff is incredibly dedicated in good times and bad. She adds: “They do so much for too little. Without their dedication and compassion for the children, we wouldn’t be in operation. They have been incredibly resilient, positive, and encouraging.”

The program focuses on in-person visits, offering virtual visits as needed.

2nd site: FRC North

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

3rd site: FRC South

2730 US 1 South St. Augustine, FL 32086

4th site: FRC Clay County -C4

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

Family Ties Visitation Center – C9

425 N. Orange Ave Room #330 Orlando, FL 32801
Program Director: Valerie Tolentino 407-836-0426
Contact E-mail: ctfcvt1@cnjcc.org

Number of Sites: 1 Counties Served: Orange

The Family Ties program helps families reunite and rebuild their lives together. In-person visitations are held at a public school on weekends. They provide a variety of activities for kids, including art, music, games, and a gym. Being onsite at a school also allows for the visits to feel more organic and a part of the child's regular day. The program offers full-time security with deputies always 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 are unable to attend in person. The program reports having "the most incredibly talented and dedicated staff, many of whom have been with us for years. Our staff does their work with compassion and a desire to help 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

Number of Sites: 1 Counties Served: Broward

This program continues to offer in-person visits by adhering to all health guidelines, including social distance between monitors and families. It encourages visits to happen outside as much as possible, at parks or playgrounds. Clients continue to happily visit with their kids in a safe and secure way. Program Director Renita Henry says: "Our staff have been total rock stars! They have kept themselves safe and still served the families in this tough time. Without their dedication, we would not be able to continue helping families stay together. At this time, reunification requires a court date, and they are backlogged for nearly eight months, so our clients are continuing with supervised visitation."

Foundations Counseling – C-18

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

Number of Sites: 1 Counties Served: Brevard

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

The program uses 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. Clinicians are

highly trained, responsive and knowledgeable and have been declared experts in many jurisdictions in Florida and other states. The program emphasizes that they are committed to helping clients and families with a hands-on approach, open minds, guidance and flexibility.

The program is proud to be highly regarded within the community. Visit supervisors are all trained and are there to assist every family throughout the 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 secured environment with a natural step-down and fading out procedure at the appropriate time. All sessions are 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's best interest and safety as the 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

Number of Sites: 1 Counties Served: Brevard

Holding Hands offers a variety of family services, including counseling, targeted case management, and supervised visitation. There are 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, they supervise visits off-site - outside in parks, playgrounds, and other safe, appropriate spots if requested. They also 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

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 monitors have a minimum of a master's degree; they bring 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 and 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, Facetime 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. Augustine, FL 32084
Program Director: Sandy Acuff 904-824-8810
Contact E-mail: kidsbridge@comcast.net

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

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

All visits are in-person, with virtual visits as needed. The program emphasizes that it has wonderful community partners that donate games and toys for the children. All services are provided in a home with comfortable rooms in a natural environment. They also have an outdoor play area available.

Kids Central – Best Practices SVP (formerly The Centers, Inc.) – C5

3300 SW 34th Ave. #102 Ocala, FL 34473
Program Director: Penny Beehler Penny.Beehler@kidscentralinc.org
Program Facilitator: Kim Melvin 352-304-0971
Contact E-mail: Kim.Melvin@kidscentralinc.org

Number of Sites: 1 Counties Served: Marion

The Visitation Coaching Program serves the supervised visitation needs of parents and children in the dependency court system of Circuit 5. There is no charge to the parents. The program receives referrals from case management and recommendations from the court to highlight the areas of need. There are currently 2 visitation coaches with extensive experience working with families. One is bilingual, who speaks Spanish and English. The Visitation

Coaching program provides the children and parents with books, puzzles, board games, and a variety of activities to make the visits a positive experience. The parents are encouraged to provide food for the children and talk while eating together to enhance and rebuild their bond. An important component during the pre-visit and post-visit is to allow the parents time to discuss their thoughts and feelings, discuss any barriers, and plan an activity for their children. Materials, videos, and modeling are tools used to enhance diminished protective capacities. The visitation coaches offer suggestions for age appropriate engagement and ways to strengthen the bond with their children. The parents are encouraged to put the children's needs first.

Before starting any services, an agreement is signed by the parents and coaches to emphasize the expectations and guidelines within the program. The coaches participate in staffing and court hearings regarding the parents' case plan goals and tasks needed to achieve reunification with their children. The program is approved for 10 visits, but an extension or brief assessment may be granted based on the individual families' needs and progress. Due to Covid-19, visits by Zoom were added to facilitate parent-child contact and continue to be used if one or the other is sick or residing out of state.

The visitation coaches provide creative ways to reassure and inspire parents to continue visiting and planning for their child's permanency. In many instances activities are provided that are age appropriate by bringing them to the visits or providing them at our visitation rooms. This is to show the parents a variety of activities that the child may enjoy and utilize. On some occasions, the program staff give toys to children as they leave the visit, so the ride back is not as stressful for them. TBRI strategies are used to empower parents to build connections and build trust with their children to have more success in behavior correction and discipline. They often give information to parents about services in the community to address specific needs like DV shelters, government funded apartments, daycare services, etc. Additionally, they also inform staff about our program and give suggestions on how to assist other families in the agency.

Kimberly Rands Supervised Visitation Specialist

P.O. Box 1696, 3905 Tampa Rd. Oldsmar, FL 34677 (please call or e-mail for an appointment)

Program Director: Kimberly Rands 727-642-4033

Contact e-mail: Kimberly@kimberlyrandscoaching.com KimberlyRandsCoaching.com

Number of Sites: 1 Counties Served: Hillsborough, Pasco

Kimberly Rands provides off-site services in family settings such as parks, museums, play zones, or wherever the family is most comfortable. The program also specializes in divorce coaching and grief specialist and focuses on safety during visits to ensure the children are comfortable. The needs and comfort of the child are always the primary focus.

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

Life Management Center of Northwest Florida

525 E. 15th St. Children's Services Bldg. A Panama City, FL 32405

Program Director: Julie Moulders 850-867-6206

Contact E-mail: jmoulders@lmccares.org

Number of Sites: 1 Counties Served: Bay

Life Management Center provide 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 implements art activities that include all family members, provides colorful and welcoming rooms to families, and offers 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 Tiffany Jones 352-748-9999

Contact E-mail: helena.gammage@kidscentralinc.org

Number of Sites: 2 Counties Served: Sumpter, Lake

2nd 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

The Visitation Interaction Program is designed to strengthen and/or repair the relationship between parents and children in and 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 is intended to strengthen 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 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 and 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.

The program hosts a special Thanksgiving drive to provide dinner for families in need and a toy drive to give presents to children who might not otherwise have Christmas gifts. In addition, they collect bookbags and school supplies for kids and are part of the Bags of Love network helping kids 1mo to 18 years old which includes bags with a pillow, comforter, a stuffed animal, personal supplies, and etc., to make sure they feel loved and comforted. Finally, the program collects donations for families' 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

Number of Sites: 1 Counties Served: Orange

Lukas Counseling encourages the community to consider them when referring a client/patient for counseling services. They report the following:

- The program provides services in-home, in-school, in-the-community setting, or via telehealth.
- They emphasize that they have provided services to over 10,000 families since 2010
- They have over 100 clinicians and case managers covering most counties in FL and promote fast 24-48 hour response to referrals & personalized contact w/ office managers who process referrals
- Referrals can be submitted online (encrypted & HIPAA-approved)

- Lucas Counseling offers weekly individual, family, PSR therapy services
- Most Medicaid plans accepted (updated on their website)
- They also accept clients who need psychiatric medication - clients in need of medication management are seen for psychiatric services through a sister company.

Lutheran Services – C20

4150 Ford. St. Extension #1C Ft. Myers, FL 33916

Program Director: Dorothy Blake 239- 461-7640 Rachele Lison 239-461-7651

Contact E-mail: dblake@cnswfl.org

Number of Sites: 1 Counties Served: Lee, Charlotte

Lutheran Services Florida Visitation Program has been in existence since 2007. The program is proud to 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.

Lutheran Services of FL – C12

5729 Manatee Ave. West Bradenton, FL 34209

Program Director: Zulma Rodriquez 941-721-7670 x132

Contact E-mail: zrodriquea@sccfl.org

Number of Sites: Counties Served:

Managing Life Changes – C6

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

Program Director: Kimberly Rands

Contact info: 813 530-6324 or 727 642-4033

Email: ManagingLifeChanges@gmail.com

Website: ManagingLifeChanges.com

Number of Sites: 1 Counties Served: Hillsborough, Pinellas, Pasco

Managing Life Changes provides court-ordered or mediated Supervised Visitation and child reunification services to ensure that children and their parents are emotionally supported and physically safe. The program received its start from Judge Wesley Tibbals. Professional supervised visitations are offered 7 days a week including evenings, weekends, and holidays. The program takes a limited number of cases to provide the best availability to accommodate

clients' busy schedules. The program can also offer vacation supervision and out-of-state supervision when assessed as appropriate.

Whether it's an off-site visit in a natural family setting such as a park, museum, play zone or virtual visit, the primary goal of the visit is always the same; keeping the focus on safety, neutrality, and the well-being of the child/children. Director Kimberly Rands states, "Following the court order is paramount, but I will otherwise help parents to jointly determine their goals for visitation where possible."

The director also emphasizes, "As an experienced provider and a proud member of the Supervised Visitation Network, I am committed to helping improve co-parenting opportunities and to helping families move forward more comfortably during this difficult period."

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

Number of Sites: 1 Counties Served: Brevard

McCallister Family Counseling is proud to offer two beautiful rooms for visits filled with toys, crafts, and games. They also have a serenity room where families can simply relax. Other options are visits in parks, playgrounds, or any other safe, appropriate places. They host a fun Christmas or holiday toy drive, as well receive generous donations from wonderful staff, which they donate to the families and kids.

The program has three dedicated supervised visitation staff who are always eager to help families in need.

Metamorphosis - C11

13200 SW 128th St. #F2 Miami, FL 33186

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

Contact e-mail drbitatmetmorph@aol.com

Number of Sites: 1 Counties Served: Dade

Metamorphosis continues to offer in-person visits while following all CDC safety protocols. Staff also received training on providing Telehealth visits, and their director is certified in telehealth provision. This expertise has allowed them to continue providing clients with therapeutic visits, counseling, and custody evaluations as needed.

The program is a private office serving children and families in Miami Dade County since 2008. They provide both supervised and therapeutic timesharing in the office and on-site. The program offers individualized, quality services unique to the families that are referred to them. The program director emphasizes that the program has an excellent reputation and works with the 11th judicial Family Circuit Judges, transforming lives one family at a time.

Miami Counseling Center – C11

11401 SW 40th St. #307 Miami, FL 33165
Program Director: Jenine Camejo 305-227-9100
Contact E-mail: Camejo.jenine@yahoo.com

Number of Sites: 1 Counties Served: Dade

Partners with Families -C9

2737 W. Fairbanks Ave. Winter Park, FL 32789
Program Director: Sherry White 407-740-6838 407-963-2832 cell 407-674-5663
Contact E-mail: s.white@psychologicalaffiliates.com

Number of Sites: 1 Counties Served: Orange

Partners with Families provides supervised visitation and monitored exchange services to private pay clients. staff does the pickup and drop off of the children so that parents do not have to be in contact with one another. The program has security cameras to promote safety. They offer off-site visits on a case-by-case basis once a rigorous approval process has been completed.

The visitation center has a kitchen, two rooms, a playroom with toys, and a flat-screen tv to watch movies. It also offers an outside area for play. The Program directors emphasizes that she is very proud of the 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: Katie Williams 727-389-9659
Contact E-mail: katie@pascocounseling.com

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

This center provides several options during visits. They offer a craft room for the parents and children to create crafts together. They also have a great playground, and fun playrooms for the families to interact and enjoy each other while still being monitored. The program also

provides intensive parenting classes, one-on-one parenting classes, group parenting classes, shaken baby classes for families with children under three, and anger management and batterer intervention classes. The program still offers virtual visits if needed when a family lacks transportation or has medical issues. The program also offers Supervised Exchange.

The goal of Pasco Counseling and Visitation Center is to allow families to have happy, safe, and healthy visits while they transition to reunification. Program director Katie Williams emphasizes that the 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.”

The program offers a birthday closet for families that cannot afford presents for their children and allows them to choose and wrap gifts before visits donated from the community. At Christmas time, the program provides family pictures for families at no cost. They also offer a boutique that donates new clothes a few times a year for mothers in need. Local Law Enforcement has been a great support for the program.

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

Number of Sites: 1 Counties Served: Brevard

Pathways Life Coaching offers supervised visitation in several languages including English, Spanish, and French. They 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

Number of Sites: 2 Counties Served: Brevard

2nd Site: Melbourne

478 N. Babcock St #118 Melbourne, FL

Program Director: Tyna Baugess 321-372-9803

Contact E-mail: Tyna@peace.club

Peace Club has been in operation for 6 years and has tremendous support from the area’s family court judge, Judge McKinnen. Program director Tyna Baugess emphasizes that judge McKinnen is an advocate for families and is very proactive about assigning them to many services that help and encourage their reunification when possible.

The visitation center is on the beach which gives staff the unique opportunity to hold visits, mindfulness activities, and group sessions right on the beach. The program director says: "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."

The program typically does intake sessions at the office, but most of visits are out in the community, in a more natural family setting. Parks, playgrounds, amusement centers, libraries, malls, and mall playgrounds, are common visit sites - wherever the parents and children feel comfortable. Some visits are in-office if parents are really struggling. The program director explained: "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 will 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 the program has been working hard with partners to ensure all family transportation needs are met. The program curriculum involves the assessment of ACES first and then gathering information from the visiting parent. They emphasize observation and encouragement as well as therapeutic visits. A major focus of visits is parent education and mirroring to show parents a positive way to interact with children.

Preval & Associates – C11

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

Number of Programs: 1 Counties Served: Dade

After COVID-19, Preval and Associates maintained visits virtually and have expanded virtual therapy sessions with clients in Florida, New York, Maine, Massachusetts, Minnesota, Colorado, Arizona, and Texas. The flexibility of virtual options has led to these expanded services. The program is still accepting virtual visits from the courts and the director reports enthusiasm to provide this 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

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 Tish Bonner 352-745-1416

Contact E-mail: referrals@RHAPA.net Tish@RHAPA.net Erin@RHAPA.net

Number of Sites: 2

Counties Served: Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Levy, Suwannee, Union

Resolutions Health Alliance reports that it is fortunate to have several individuals who donate diapers, wipes, Kleenex paper towels, and some clothing for families who may have forgotten to bring these items or if a child has an accident that needs to be cleaned up. They recently received a donation for a rocking chair at one site so parents can rock their babies or rock with their children while they read books. They have teamed up with a local art gallery that donates art supplies so families can work on art projects while visiting.

With the holidays around the corner, the program encourages families to complete holiday-oriented activities, such as decorating cookies or making holiday decorations.

RHA supplies families with items for activities if they cannot afford to do so themselves.

2nd Site: Resolutions Health Alliance – Gainesville

5950 NW 1st PL #300 Gainesville, FL 32607

Rooted Families – C11

18520 NW 67th Ave #346 Miami, FL

Program Director: Alicia Layton 305-300-8953

Contact E-mail: rootedfamilies@gmail.com www.rootedfamiessv.com

Number of Programs: 1

Counties Served: Dade

Rooted Families' supervised visitation program specializes in providing on-site services. Because visiting a dedicated center can be stressful for the children, the program strives to help families visit in a more natural setting. 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. Staff includes monitors who speak English, Spanish, and Creole to accommodate many different families.

Because the program provides in-person visits, families are required to follow all safety guidelines. The program offers a flexible schedule, including nights and weekends.

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

Number of Sites: 2 Counties Served: Manatee, Sarasota

The Safe Children's Coalition and Lutheran Services provide supervised visitation to their own clients only. They conduct in-person visits with virtual visits as an option when needed. They note that they have seen considerable improvement in the relationships between foster parents and parents. The stability of placements has also been better this year. They offer additional support to help families with school supplies and entertainment options.

Right now, most visits are out of the building, in more natural, comfortable settings like parks, libraries, and fun centers. The program notes that they have increased the number of families reaching permanency with the new Permanency Team approach. Each team consists of a reunification specialist, a permanency specialist, and a behavioral health specialist. With these teams in place, the program reported that they met their measure for permanency last month.

SCC also works hard to support children and the staff. 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 the program, and their congregation members have been volunteering with visits. They also have Food Trucks once a month.

2nd Site: SCC Sarasota

1500 Independence Blvd. #210 Sarasota, FL 34234

Program Director: Desiree 941-371-4799

Contact e-mail: 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

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 in Fort Walton Beach, Crestview, and DeFuniak Springs. Safe Connections reduces the potential for repeated trauma, violence, or manipulation of children or victimized parents with well thought out safety planning of the space and with the provision of services by well-trained staff. Staff remains committed to ensuring Safe Connections is a comfortable,

nurturing, and respectful program with an overlay of safety and security for families dealing with a history of unsafe behaviors such as domestic violence, parental substance use disorders, parents with uncontrolled mental health disease, and allegations of child maltreatment.

An extension of Safe Connections' services includes addressing any ongoing issues preventing many parents from providing resiliency and stability, which are integral to a child's opportunity for success in life. Services now include comprehensive 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 program services have returned to in-person visits. However, the program continues to offer virtual visits to increase parenting time when possible or as needed.

2nd Site: DeFuniak Springs SVC

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

3rd Site: Crestview SVC

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

SAFE Visits - Kids in Distress – C17

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

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

Contact E-mail: cindyfuller@kidinc.org

Number of Sites: 1 Counties Served: Broward

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

The 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. The program has the benefit of interns from the Mental Health program at Nova University, as well as the Social Work program at Florida Atlantic University. Students complete their practicum/internship at the agency and shadow the visitation specialist during the visits. They are given the opportunity to learn about the visitation program and the services provided to the families in the dependency system.

South Florida Counseling Agency – C17

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

Program Director: Karina Chernacov 954-370-8081
Contact Email: karina@southfloridacounseling.net

Number of Sites: 1 Counties Served: Broward, Dade

The program is proud to provide therapeutic sessions and supervised visitation in Portuguese, Spanish, and English. They also provide excellent parenting classes all on-site. The program has 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, the program provided toys, gifts, and even Thanksgiving dinners to clients; however, funding cuts have eliminated these perks over the last two years.

The program director emphasizes that the program's success in reunifying dedicated families is documented through local courts. They receive referrals from judges, 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 website: successfulunions.net

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

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

Supervised Visitation Services, LLC – C5, C6, C8

5807 SW 111th Place Rd. Ocala, FL 34476
Program Director: Sharon Davis 352-754-0710
Contact email: supervisits.kids@gmail.com supervisits-kids.com

Number of Sites: 1 (offsite) Counties Served: Alachua, Marion, Pasco, Hillsborough

Supervised Visitation Services LLC provides off-site visits at family-friendly locations around the community. SVS takes the time to ensure all parties are treated equally and fairly. The children and their safety are the program’s number one priority. All exchanges are staggered, which allows for stress-free time-sharing.

Sustainable Family Services – C6

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

Number of Sites: 1 Counties Served: Pinellas

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

Number of Sites: 1 Counties Served: Brevard

Terri Williamson reports that she has been a Licensed Mental Health Counselor since 1999 and has provided therapeutic supervised visitation through referral from dependency court and family court for the past 12 years. Since TSV includes in vivo parenting education, she uses curriculum from the Nurturing Parenting Program. She finds that parents can relate to the NPP curriculum because it allows her to tailor parenting education to the ages and developmental levels of children. She uses the Keys to Interactive Parenting Scale during observations of parent/child interactions, which is helpful in identifying parental strengths and areas for improvement. Additionally, she approaches therapeutic supervised visitation with a strength-based focus.

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

111 NW 183rd St. #500, Miami, FL 33169
Program Director: Fabian Bellot 305-606-9196
Contact E-Mail: FBellot@cfceinc.org

Number of Sites: 1 Counties Served: Dade

The Center for Family and Child Enrichment (CFCE) has endured throughout hurricanes and the COVID-19 era. Their CaseManagers and Visitation Specialists continue to provide virtual visits when the need arises, usually if there is COVID-19 exposure and/or positive test results. They report being 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 a Back to School book bag distribution event, Halloween/Harvest event, multiple community health fair events, as well as Holiday events. They are currently preparing for an annual Christmas event, which consists of a toy drive, a Christmas Celebration, and Christmas gift distribution. Finally, CFCE has launched a new and improved website, www.cfcecares.org, which highlights 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

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, they 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

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 children can visit with their non-residential parents in a safe, caring, and child-positive setting.

The Children's Visitation Center also provides virtual visitation through electronic communication tools to further communication between a parent and child to foster their relationship. Virtual 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 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, the Osceola County Sheriff's Office, and the Osceola County School Board.

Therapeutic Alliance – C11

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

Program Director: Dayra Bodan 305-871-3131

Contact E-mail: TherapeuticAlli@bellsouth.net

Number of Sites: 2 Counties: Dade

2nd Site: Therapeutic Alliance 9370 Sunset Dr. #213 Miami, FL 33173

This center is an affiliated group of licensed LCSWs, LMHCs, Psychologists, and Ph.Ds. Therefore, extensive therapeutic interventions and visits are our specialties. The program also has postdoc students as interns. They have four individual visit rooms designed in a homelike way with comfortable furniture and fun themes such as Disney and Mickey Mouse. The program also offers entertainment options like TVs, gaming, and a large assortment of age-appropriate toys.

Along with therapeutic supervision, the program provides family counseling, psych evals, co-parenting classes, parenting classes, anger management, couples and family reunification classes, all on-site. The program decorates for Halloween and gives out candy. They decorate for holidays, and staff donate toys for the children.

The program is especially proud of the many complimentary thank you cards from kids and parents they receive each year, expressing appreciation for the kind services they provide.

The Toby Center – C4, C6, C9, C10, C11, C13, C15, C17, C18, C19

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

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

Contact E-mail: Claire Berkoff claire.berkoff@thetobycenter.org

Rose Berkoff rose.berkoff@thetobycenter.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. The program is extremely available to parents, including evenings, weekends, and holidays.

Program director Mark Roseman emphasizes that his staff “are proud of our work to help families stay connected in this difficult time.” He notes that the Toby Center Team is experienced and well trained and can offer assurance that they understand parents’ feelings whether they are labeled an at-home (custodial) or absent (non-custodial) parent. Clients are referred by Family Court, or through an agency’s Case Management, or self-referred. All parents are treated with supportive guidance so that the partnership with parents have 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. Staff help parents schedule visits.

The Toby Center Team follows court orders first and will otherwise help parents to jointly determine their goals where possible. The 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 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.

Thriving Families – C19

1450 21st Street Vero Beach, Florida 32960

Program Director: Leslie Bowen (772)226-0038

Contact e-mail: thrivingfamilies@thebuggybunch.com

Number of Sites: 1

Counties Served: Indian River

Thriving Families offers a chance for reunification of child(ren) and their parent and/or other family members under the circumstances of divorce or the absence of the parent or otherwise. Thriving Families was developed so children can have a safe, secure place to rebuild broken bonds when supervised visitation has been court-ordered. The Buggy Bunch has implemented a system with the Thriving Families program where a supervised visit or exchange is provided with proper security by a paid law enforcement officer. In addition to

security, TBB provides trained facilitators who observe through sight and voice and in a secure atmosphere during the supervision period.

Referrals for the program usually come from the 19th Circuit Judicial Court System. The visitation between the non-residential parent and the child lasts for 1-2 hours and is either weekly or biweekly. The Learning LOFT is provided at The Buggy Bunch Family Center for the non-residential parent and child to use. Contact between the residential parent (RP) and the non-residential parent (NRP) is not permitted. This is accomplished by staggering the time for drop-off and pick-up of the child, overseen by the security officer. Thriving Families also offers a court-ordered Monitored Exchange Service that allows parents to make safe exchanges for their children. Benefits include shared parenting time, reduced stress for parents and children, security, and a neutral third party.

As a Court-Ordered Supervised Visitation Program, Thriving Families makes it possible for parents to receive safe and secure visitation with their child(ren) in one of three ways: one-to-one supervision, monitored exchanges, and/or group supervision. This is accomplished through striving for best practices and achieving our primary goals, which are: 1. Secure Visits, 2. Nurturing Atmosphere, and 3. Education and Awareness.

This much needed program was created and exists for several reasons: to build parent capacities, to provide parents with evidence-based research and strategic plans, to implement the Six Protective Factors established by the Clearinghouse on Supervised Visitation and to give parents developmental skill-building plans to strengthen and improve family bonds and relationships.

Twin Oaks – C14

910 Harrison Ave. Panama City, FL 32404

Program Director: Gina Crane 850-814-3092

Contact E-mail: Gina.Crane@twinoaksfl.org TOCS@twinoaksfl.org

Number of Sites: 1

Counties Served: Bay, Gulf, Calhoun, Washington

Twin Oaks Community Services (TOCS) oversees the Visitation Center for Bay County, FL. In collaboration with Northwest Florida Health Network, the program is working on a 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 families. Currently, the contract allocates one full-time supervisor and seven full-time Visitation Specialists. TOCS Visitation Center's 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 with scheduling, worker retention, successes, and challenges. The program is in the process of identifying training for Visitation Specialists to enhance their observation, intervention, and professional skills to better serve families.

United Way Success by 6 – C10

650 Bonnet Springs Blvd Lakeland, FL 33815

Program Director: Monica Holley-Workman 863-648-1500 x293

Contact E-mail: monica.holley-workman@uwcf.org

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

Supervised Visitation, a United Way of Central Florida Success by 6 (SB6) program, is located within The Carol Jenkins Barnett United Way Children's Resource Center at Bonnet Springs Park. SB6 Supervised Visitation 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. At the Children's Resource Center, staff also host daily classes and services for caregivers and children aged from birth to five years old.

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 modeling of essential parental skills, such as bonding through play, reading, and communication, to get families closer to reunification. Children leave each visit with a brand new, age-appropriate book, and parents are encouraged to take advantage of all the programs' partners offer. Families are also able to extend their family time after their scheduled supervised visit with free entry to the Florida Children's Museum or take in the multitude of outdoor playground spaces within the expansive Bonnet Springs Park.

The program gives families a warm environment to learn together and send them home with the tools they need to make that learning last and welcome them back day after day. At the Children's Resource Center, staff strive 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.

Heartland for Children, the lead community-based care agency for the 10th Judicial Circuit, believes so firmly in our mission that they have supported our Supervised Visitation Program with a grant to ensure that the program can continue to provide for our community. Referrals for visitation must be made by the Dependency Court Case Manager. The case management agencies for Polk County are the Children's Home Society, One Hope United, and Lutheran Family Services.

Wesley House Family Services – Key Largo – C16

99451 Overseas Hwy #200 Key Largo, FL 33037

Program Director: Andrea Wade 305-394-5377

Contact E-mail: Andrea.Wade@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. The program provides 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. Staff also offer therapeutic visitation when necessary or court-ordered. The program has multiple visitation rooms designed specifically to accommodate families of various sizes and age ranges of children. Staff also have access to nearby parks to provide a safe and normal outdoor experience for families who are successful with indoor visitation.

The program has returned to in-person services but still offers virtual visits as needed. Staff believe that visitation is the cornerstone of reunification and should continue uninterrupted whenever possible. The program is 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. They do offer virtual visits 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: Andrea Wade 305-809-5000 x329

Contact E-mail: Andrea.Wade@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. The program provides 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. The program also offers therapeutic visitation when necessary or court-ordered. Wesley House has multiple visitation rooms designed specifically to accommodate families of various sizes and children of different ages. In addition, they also have access to nearby parks to provide a safe and normal outdoor experience for families who are successful with indoor visitation.

Program Director Andrea Wade reports that this year staff resumed offering in-person visits but offered virtual visits as needed. Staff understand that visitation is the cornerstone of reunification and should continue uninterrupted whenever possible. The program is able to utilize cameras and computers to monitor visits outside of the actual visitation rooms. The safety and privacy of families are a priority. Virtual visits are accepted.

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

Number of Sites: 3 Counties Served: Flagler, Volusia

The program reports that they are very happy to be in their new location with two visitation rooms in the Children's Home Society building. West Volusia SVC is providing Thanksgiving meals to families in need. They hope to continue their fantastic and famous Christmas party tradition. Additionally, they are offering visits in parks or Chuck E. Cheese.

2nd 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

Tree House staff feel honored that children and their parents can visit in a safe and fun environment because of the work the program does. "It is our absolute pleasure to work with such determined parents towards unification," says Brittany Robinson, director.

3rd 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

Flagler now does a majority of visits in person, with virtual visits available as needed. Director Brittany Robinson reports: "Staff don't judge. They just make sure the family has a great visit! They work hard to accommodate visits at crazy times and to help clients. Our staff is always open to covering for one another and has 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 352-754-1111

Contact E-mail: Rick.Manuel@kidscentralinc.org

Number of Sites: 2 Counties Served: Hernando, Citrus

The program recently settled into a new and larger facility. Services are family-focused, and staff are proud of the team's positivity and creativity. The program welcomes families with a smile at the door and offers several great programs, including parent education and VIP coaching for in-depth family support. As Program Director Rick Manuel notes, "It has been great to have such a wonderful, loyal team of people who 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 is, We are YFA Strong!"

2nd 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

Each year, the program has 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, staff decorate the whole place and have the children trick-or-treat from office to office. The program has one room dedicated to infants and very young children 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

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, the program has been providing off-site supervised visits in and around the Tampa Bay Area for over 13 years.

Director Traci Powell emphasizes that what sets the program 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 parents do not have an order, the program can customize an agreement as long as both parties agree. The program does not accept mail or conduct intake at a specific location. They provide clients with location information and accept subpoenas by email or at their address. Otherwise, electronic

documentation is their preferred method. Visit their website at www.customvisits.com for more information.

The Clearinghouse on Supervised Visitation 2023 Annual Report: The Supervised Visitation Database Case and Client Statistical Analysis



Karen Oehme, J.D.
Director, Institute for Family Violence Studies
koehme@fsu.edu

Kelly O'Rourke, MSW
Research Database Manager

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Case and Client Statistical Analysis Results

October 1, 2022 to September 30, 2023

Federal Fiscal Year

Cases: 1,821 Clients: 7,610 Services: 33,641

In this report we present the results of the annual Clearinghouse on Supervised Visitation's Database Case and Client Analysis. This report covers October 1, 2022 to September 30, 2023, the 12 months since the last report. A total of 50 supervised visitation providers in Florida contributed information to the database during this timeframe.

For the year, from 10/1/2022 to 9/30/2023, the total number of documented cases utilizing supervised visitation programs was 1,821, (up approx. 9%) the number of clients served was 7,610 (up approx. 15% - 3,412 children, 2,150 visitors, 2,048 custodians/others), and the number of services provided was 33,641 (up approx. 18%.) *This is the number of completed or terminated services only, and does not include intake sessions, scheduled but cancelled services or no-shows.*

The newest variable (2020) is a variable denoting whether the visitor or custodian for each case is participating in the Florida Child Support Program. As this question is added to more intake forms, we have consistently obtained more data — the 2020 report had only 38 entries while the 2021 report showed 181 entries and the 2022 report has 232 entries. This year, we have 1,469 entries. We expect this to continue to rise as sites revise their intake forms and processes to reflect this item.

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

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

The following are the 2023 findings.

Referral Source

In the database, there are seven options for the variable Referral Source. This is a mandatory variable in that database users cannot continue until this information is inserted. **Mostly, the trends have remained steady as dependency court continues to be the most common referral source.** Domestic violence cases account for the next largest source of referrals remaining steady from last year at 7%.

Referral Source

	Frequency	Percent	Valid %
<i>Dependency Case</i>	1537	84.4	84.4
<i>DV Injunction</i>	118	7	7
<i>Dissolution of Marriage</i>	84	5	5
<i>Never Married/Paternity</i>	46	2.5	2.5
<i>Criminal Case</i>	12	.4	.4
<i>Self-Referred</i>	23	.7	.7
<i>Other</i>	1	.0	.0
TOTAL	1,821	100	100

Reason for Referral (Condensed)

For each case, multiple reasons can be cited for the referral to supervised visitation. However, the database user is required to enter one primary reason for the referral first. The percentage of primary domestic violence **cases increased from 31% to 37.5%** this year, while the percentage of primary substance abuse cases dropped from 41% to 38%. The percentage of child abuse/neglect cases remained the same.

Programs may identify that one factor behind child abuse/neglect may be domestic violence or substance abuse. **Remember that this is the *primary reason for referral* and may reflect only the main issue of the case as noted in the referral document.**

Reason for Referral (Condensed)

	Frequency	Percent	Valid %
<i>Child Abuse / Neglect</i>	327	18.2	18.2
<i>Domestic Violence</i>	684	37.5	37.5
<i>Parental Substance Abuse</i>	691	38.0	38.0
<i>Parental Mental Health</i>	105	5.7	5.7
<i>Parental Criminal Activity</i>	9	.4	.4
<i>Other Parental Misconduct</i>	2	.1	.1
<i>Other</i>	3	.1	.1
TOTAL	1,821	100	100

Additional Allegations

The table below lists the allegations noted **in addition to the primary allegation** or reason for referral. As many items as needed may be checked for each case. While 38% of cases this year were referred to supervised visitation primarily for parental substance abuse, 16.7% of the remaining cases listed parental substance abuse as an additional allegation, so **54.7% of all cases reported substance abuse** as an issue. Similarly, while 5.7% of cases had parental mental health as a primary reason for referral, 10.8% of cases listed it as an additional issue which adds up to 16.5%. Combined, these two issues are present in 71.2% of all cases.

Also of note is 37.5% of cases listed DV as the primary reason for services, and 15.2% of the cases also listed it as an additional allegation, meaning **52.7% of all cases had DV as a component**.

Additional Allegations

	Frequency	% of Additional Allegations	% of all cases
<i>Child Abuse / Neglect</i>	305	21.5	16.7
<i>Domestic Violence</i>	277	19.5	15.2
<i>Parental Substance Abuse</i>	291	20.5	15.9
<i>Parental Mental Health</i>	198	13.5	10.8
<i>Parental Criminal Activity</i>	42	3.0	2.3
<i>Other Parental Misconduct</i>	230	16.0	12.6
<i>Fear of Abduction</i>	(89)		
<i>Environmental Concerns</i>	(54)		

<i>Undermining Custodial Parent</i>	(32)		
<i>Failure to Protect</i>	(46)		
<i>Pornography</i>	(9)		
<i>Other</i>	85	6.0	4.6
<i>None</i>		100	78.1
TOTAL	1,428		

Primary Service Requested

This chart identifies the primary service for which the client was referred. The most common reason for referral remains supervised visitation followed by parent education services which may include parenting classes, one-on-one parental education and training, or parent services. **Most clients also receive parent education and assistance as a secondary service. The number of monitored exchange cases dropped over the last year and fell to a new low once again this year.**

The number of supervised phone visits listed as the primary service was 0%. Some centers continue to offer phone or virtual visits if needed, however, they are no longer a primary service.

Primary Service Requested

	Frequency	% of all Cases
<i>Supervised Visitation</i>	1743	95.1
<i>Monitored Exchange</i>	19	1
<i>Parent Education/Plan</i>	32	1.7
<i>Therapeutic Supervision</i>	9	.4
<i>Visitation Compliance</i>	18	.9
<i>Supervised Phone Visit</i>	0	0
TOTAL	1,821	100

Description of All Services

The chart below identifies the distribution of service types provided to clients. The most common service remains supervised visitation. This year saw a continued but slight decrease in virtual visits (5% down to 4.3%) as programs fully returned to in-person

visits. So, while it was not listed as a primary service for any cases, programs are still utilizing virtual visits when requested or required.

Description of Services

	Frequency	Percent	Valid %
<i>(In person) Supervised Visitation</i>	30,556	90.8	90.8
<i>Monitored Exchange</i>	768	2.5	2.5
<i>Supervised Phone/Internet Visit</i>	1,458	4.3	4.3
<i>Therapeutic Supervision</i>	435	1.2	1.2
<i>Intake/Additional Service</i>	424	1.2	1.2
TOTAL	33,641	100	100

Person Providing Service

Paid staff members continue to be the main provider of services in Florida's supervised visitation programs, followed by interns, and volunteers. After several years of rising intern/volunteer involvement, their participation fell in 2021 but increased in 2022 (perhaps after Covid restrictions ended) and colleges and universities restarted their internship programs. This year however, the participation of interns and volunteers has receded once again.

Person Providing Service

	Frequency	Percent	Valid %
<i>Paid Staff</i>	32,884	97.8	98.9
<i>Intern</i>	366	1	1.1
<i>Volunteer</i>	6	.01	.01
<i>Total</i>	33,256	98.9	100
<i>Missing</i>	385	1.1	
TOTAL	33,641	100	

Child's Gender

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

Child's Gender

	Frequency	Percent	Valid %
<i>Male</i>	1,740	51	51
<i>Female</i>	1,672	49	49
<i>Unknown</i>	0	.00	.00
<i>TOTAL</i>	3,412	100	100

Child's Race

According to the 2020 U.S. Census, approximately 78% of the U.S. self-reports as white, 13.4% as Black, and 18.5% as Hispanic (some people choose more than one race). In comparison, Black clients appear to be generally over-represented, while white and Hispanic clients are underrepresented as supervised visitation center clients. Only the category Two or More Races saw a significant increase, as the number of White children dropped by about 5%.

Child's Race

	Frequency	Percent	Valid %
<i>White</i>	1,614	47.5	48.1
<i>Hispanic</i>	339	9.9	10.0
<i>Black</i>	978	28.7	29.1
<i>Asian/Pacific Islander</i>	7	.2	.2
<i>American Indian/Alaska Native</i>	12	.3	.3
<i>Two or More Races</i>	399	11.6	11.9
<i>Unknown</i>	21	.6	.6
<i>Total</i>	3,370	98.8	100
<i>Missing</i>	42	1.2	
<i>TOTAL</i>	3,412	100	

Child's Age

More than 73% of children in Florida's Supervised Visitation programs are under age 10. The majority of those children are age 6 and under (56%), and the largest category is infants and toddlers, 0-3 (34%).

Child's Age

	Frequency	Percent	Valid %
<i>0 - 3</i>	1,142	33.7	34.1
<i>4 - 6</i>	744	21.8	22.0
<i>7 - 9</i>	601	17.6	17.8
<i>10 - 12</i>	425	12.4	12.6
<i>13 - 15</i>	296	8.6	8.7
<i>16+</i>	163	4.7	4.8
<i>Total</i>	3,371	98.8	100
<i>Missing</i>	41	1.2	
<i>TOTAL</i>	3,412	100	

Parent's Marital Status

According to the collected data, a larger percentage of parents receiving Supervised Visitation services have never been married to each other. This percentage has remained about the same at around 65-69% for the last four years but has **increased this year to about 72%**.

Parent's Marital Status

	Frequency	Percent	Valid %
<i>Unmarried</i>	2,445	71.7	72.6
<i>Married</i>	307	8.9	9.2
<i>Separated</i>	428	12.6	12.7
<i>Divorced</i>	186	5.5	5.5
<i>Total</i>	3,366	98.7	100
<i>Unknown</i>	46	1.3	
<i>TOTAL</i>	3,412	100	

Visitor's Gender

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

separated, as well as additional visitors such as grandparents, siblings, and other relatives, account for the additional 329 visitors.

Visitor's Gender

	Frequency	Percent	Valid %
<i>Male</i>	753	35	35
<i>Female</i>	1,397	65	65
<i>Unknown</i>	-		
<i>TOTAL</i>	2,150	100	100

In the last decade, men and women were almost equally represented as visitors participating in supervised visits. Since 2018 the percentage of women has increased steadily from 60% in 2018 to 67% in 2022 and dropped slightly to 65% in 2023. This likely reflects that most cases are dependency cases.

Visitor's Race

The majority of visitors continue to be white. In 2022, Black visitors continue to outpace Hispanic visitors. According to the 2020 U.S. Census, approximately 78% of the U.S. self-reports as white, 13.4% as black, and 18.5% as Hispanic (some people choose more than one race). Compared to the general population, Hispanic and white families are underrepresented as visitors, while Black families are overrepresented as visitors in Florida's Supervised Visitation programs.

Visitor's Race

	Frequency	Percent	Valid %
<i>White</i>	1,168	54.4	54.4
<i>Hispanic</i>	270	12.6	12.6
<i>Black</i>	579	26.9	26.9
<i>Asian/Pacific Islander</i>	11	.5	.5
<i>American Indian/Alaska Native</i>	2	0	
<i>Two or More Races</i>	119	5.6	5.6
<i>Other</i>	1	0	0
<i>Total</i>	2,150	100	100

<i>Unknown</i>	=		
TOTAL	2,150	100	

Visitor's Relationship to Child

The most common *primary* visitor (1 per case) was a parent to the child client (98.6%). As in all previous years (with the exception of 2011), mothers showed higher representation as visitors than fathers.

Visitor's Relationship to Child

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	1,161	63.9	63.8
<i>Father (biological, adoptive, or step)</i>	631	34.8	34.8
<i>Grandparent</i>	23	1.4	1.4
<i>Sibling</i>	2	0	0
<i>Other Family Member</i>	3	0	0
<i>Non-Relative Caregiver</i>	1	0	0
<i>Total</i>	1,821	100	100
<i>Unknown</i>	0	0	
TOTAL	1,821	100	

The following chart represents the 329 additional visitors to the primary visitors. Approximately 76% are parents. Some cases show both parents as non-custodial visitors, and the Clearinghouse encourages database users to separate those cases into two different cases, one for each parent. Most additional visitors that are parents, are stepparents visiting along with the visiting parent.

Additional Visitors

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	144	43.8	44.6
<i>Father (biological, adoptive, or step)</i>	103	31.4	31.8
<i>Grandparent</i>	23	6.9	7.0
<i>Sibling</i>	34	10.4	10.5
<i>Other Family Member</i>	16	4.8	4.9

<i>Non-Relative Caregiver</i>	0	0	0
<i>Other</i>	4	1.2	1.2
<i>Total</i>	324	98.5	100
<i>Missing</i>	5	1.5	
TOTAL	329	100	

Visitor's Annual Income

As in previous years, the majority of primary visitors are below the poverty level – approximately 72% below \$20,000 and perhaps as much as 85.4% if the family poverty line is used (includes less than \$29,999 category). The number of visitors in the lowest category dropped for the first time since 2017. The category with the highest gains was the \$40k and above category.

Visitor's Annual Income

	Frequency	Percent	Valid %
<i>Less than \$10,000</i>	952	52.4	52.5
<i>\$10,000 - \$19,999</i>	348	19.1	20.3
<i>\$20,000 - \$29,999</i>	227	12.5	12.6
<i>\$30,000 - \$39,999</i>	169	9.2	7.3
<i>\$40,000 and above</i>	117	6.4	3.1
<i>Total</i>	1,813	99.6	100
<i>Unknown</i>	8	.4	
TOTAL	1,821	100	

Custodian's Gender

The following four sections represent information on the custodian(s) in the case.

Custodian's Gender

	Frequency	Percent	Valid %
<i>Male</i>	342	18.7	18.7
<i>Female</i>	1,467	80.7	80.7
<i>Unknown</i>	12	.6	
TOTAL	1,821	100	100

Women were the most common *primary* custodian, the person having legal custody of the child client. This may be in part because most Foster Parents are listed as females. Additional custodians (227) may include a custodian's spouse, stepparents, siblings, and grandparents, among others.

Custodian's Race

The majority of the custodians continue to be white clients. However, the number of custodians identifying as Two or More Races has increased steadily and is up from 4.3% to 6.5%.

Custodian's Race

	Frequency	Percent	Valid %
<i>White</i>	1,097	53.7	54.0
<i>Hispanic</i>	320	15.7	15.8
<i>Black</i>	461	22.6	22.8
<i>Asian/Pacific Islander</i>	10	.4	.4
<i>American Indian/Alaska Native</i>	6	.2	.2
<i>Two or More Races</i>	134	6.5	6.8
<i>Total</i>	2,028	99.1	100
<i>Unknown</i>	20	.9	
TOTAL	2,048	100	

Custodian's Relationship to Child

Custodian's Relationship to Child

	Frequency	Percent	Valid %
<i>Mother (biological, adoptive, or step)</i>	227	12.6	12.6
<i>Father (biological, adoptive, or step)</i>	139	7.7	7.7
<i>Grandparent</i>	211	11.6	11.6
<i>Sibling</i>	3	0	0
<i>Other Family Member</i>	168	9.3	9.3
<i>Non-Custodial Relative</i>	236	12.9	12.9

<i>Foster Parent</i>	717	39.5	39.5
<i>Group Home</i>	52	2.8	2.8
<i>Other</i>	68	3.6	3.6
<i>Unknown</i>			.
TOTAL	1,821	100	100

Previously, the most common primary custodian was a parent to the child client; however, parents as custodians have been steadily dropping as Foster Parents as the Custodian has risen. This year, Foster Parent (39.5%) supersedes Parent as the most common caregiver (20.3%). Following Foster Parents, Parents and then Non-custodial Relatives were the most common custodians.

Custodian's Income

There is often some missing data on the custodian's income since many programs and case managers do not have access to this information. This year most programs have added Custodian Income to their intake forms. Therefore, the number of unknowns fell to just 35. The number of custodians across the range of incomes has been relatively similar. However, this year, the \$10k - \$19k shrunk considerably while the \$20k – 29k and \$40k and above categories increased. It appears that almost 27% (down from 38%) of the custodians earn less than \$20,000 per year. With federally designated poverty levels at \$27,750 for a family of four, more than half of custodians fall beneath the poverty threshold.

Custodian's Income

	Frequency	Percent	Valid %
<i>Less than \$10,000</i>	342	18.8	18.8
<i>\$10,000 - \$19,999</i>	146	8.0	8.0
<i>\$20,000 - \$29,999</i>	520	29.5	29.5
<i>\$30,000 - \$39,999</i>	316	17.3	17.4
<i>\$40,000 and above</i>	462	26.3	26.3
<i>Total</i>	1,786	99.9	100
<i>Unknown</i>	35	.1	
TOTAL	1,821	100	

Florida Child Support Program Participation

The newest variable added to the database in 2020 was inquiring whether the Visitor or Custodian was participating in the Florida Child Support Program. With most sites now including this variable in their intake forms, the number of missing data points has steadily fallen. The category of *Don't Know* dropped from 63% to 21% over the last three years.

Florida Child Support Program Participation

	Frequency	% of all Cases
<i>YES</i>	401	11
<i>NO</i>	2,476	68
<i>Don't Know</i>	765	21
<i>TOTAL</i>	3,642	100

*Total of 3,642 represents both Visitor and Custodian for 1,821 cases.

Domestic Violence Reporting

In each case, the person entering data is required to note whether domestic violence was a component of, or was present in the case upon intake (according to the referral). In 2021, 42% indicated **YES**, up from 38% in 2020. However, 2022 saw a significant drop, with 31.6% of cases reporting domestic violence. In 2023, the number has returned to previous levels, with 52.7% of all cases including DV as a component.

Unexpected Incidents: Disruptions in Service

An *unexpected Incident* is a disruption in service: an event that occurred before, during, or immediately after the service was initiated, that was unusual or problematic, and may have required monitor intervention, the cancellation or termination of the service, or the removal of the offending party from the premises.

Critical Incidents

	Critical Incident Cases	% of all Cases
<i>2019</i>	179	8.4%
<i>2020</i>	87	5.1%
<i>2021</i>	174	9.4%
<i>2022</i>	156	9.3%
<i>2023</i>	136	7.4%

The purpose of this variable was not only to identify dangerous situations, but also to learn what more minor problems might be occurring during visits that require attention. In 2020, the rate fell to only 87 critical incidents, or 5.1% of cases. This may be because, for almost six months, most programs were only offering virtual visits. In 2021 and 2022, the numbers rose again with the return of in-person visits and the inherent risks associated with them. In 2023, the number of incidents dropped slightly.

The Clearinghouse continues to emphasize the need for enhanced safety measures and consistently offers support and training on the issue of safety in supervised visitation.

Unexpected Incident Outcomes

Number of cases with Critical Incidents: **136 (7.43% of all cases)**
 Total number of Critical Incidents: **164 (.48% of all services)**

Unexpected Incident Types

	# of Incidents
<i>Visitor became ill</i>	2
<i>Visitor showed favoritism</i>	6
<i>Visitor threatened other adult</i>	1
<i>Visitor arrested on-site</i>	4
<i>Child accidentally injured</i>	10
<i>Visitor refused staff directions</i>	42
<i>Visitor physically harmed child</i>	4
<i>Visitor threatened child</i>	8
<i>Visitor came to visit intoxicated</i>	16
<i>Visitor used corporal punishment</i>	4
<i>Custodian used corporal punishment</i>	2
<i>Child refused to participate</i>	43
<i>Visitor Threatened Staff</i>	8
<i>Child became ill</i>	4
<i>Custodian refused redirection</i>	3
<i>Custodian threatened staff</i>	1
<i>Other</i>	1
TOTAL	164

In 2023, the number of unusual incidents dropped somewhat. Visitors refusing direction and children refusing to participate are the most common issues.

The generally low number of unexpected incidents may reflect staff training of Florida's SV programs. Unexpected incidents have the potential to be dangerous. Proper security measures are always necessary at programs.

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

Unexpected Incident Outcomes

Action Taken	# of Incidents
<i>Case worker notified</i>	19
<i>Incident report written</i>	42
<i>Incident discussed with violator</i>	85
<i>No action taken</i>	4
<i>Police/Sheriff/emergency personnel called</i>	9
<i>Service terminated</i>	34
<i>Staff called abuse hotline</i>	2
<i>Violator was arrested</i>	1
<i>Closed case due to critical incident</i>	5
<i>Other</i>	1

Cancellation of Visits

Scheduled visits are often canceled before they can take place. Below is a cumulative list of those responsible for canceling services. Most often, the visit is cancelled by the visitor for various reasons. In 2023, cancellations are up from 6,565 in 2022 to 9,761 in 2023.

Cancellation of Visits

Cancelled By	# of Incidents
<i>Visitor</i>	6,478
<i>Custodian (not foster parent)</i>	768
<i>Foster parent</i>	585
<i>DCF/CBC</i>	675
<i>SV program</i>	673
<i>Other</i>	577
<i>Missing</i>	5
TOTAL	9,761

Reasons for cancellation are varied and listed below. Often, no reason is given. Approximately 18% of all scheduled services were No-Shows. Also of note is the number of services canceled for Non-Confirmation: 755. Many sites require confirmation of the visit to ensure their program resources are not unexpected no-shows.

From 2022 to 2023, Cancellations Due to Weather were up more than double, as was Child Refusal to Visit. However, cancellations due to staff resources dropped from 228 to 8.

Reason for Cancellations

Reason for Cancellation	# of times
<i>Conflicting appointment</i>	381
<i>Transportation</i>	665
<i>Work</i>	459
<i>Illness</i>	1,238
<i>Holidays</i>	454
<i>Weather</i>	160
<i>Death</i>	19
<i>Child's activities</i>	118
<i>Incarceration</i>	275
<i>Vacation</i>	164
<i>Change in court order</i>	79
<i>Child refused to visit</i>	109
<i>Staff resources unavailable</i>	9
<i>Other emergency</i>	106
<i>Non-confirmation</i>	755
<i>Other</i>	1,186
<i>Unknown</i>	675
<i>Security Unavailable</i>	18
TOTAL	6,870

Case Closures

In the 2022-2023 analysis period, 894 cases were closed. It is noteworthy that programs often forget to close cases, especially if clients simply stop coming over time. The Clearinghouse has made an effort to remind programs to review and close cases that are no longer active.

Reason for Case Closure

Reason for Case Closure	# of times
<i>Excessive no-shows/cancellations</i>	159
<i>Completion of court ordered term of service</i>	44
<i>Moved to unsupervised visits (per court)</i>	116
<i>Termination of parental rights or court ordered cessation of visits</i>	36
<i>Loss of contact with visitor or custodian</i>	31
<i>Family reunified</i>	38
<i>Child refused to visit</i>	9
<i>SVP's time or visit limit reached</i>	21
<i>Safety concerns</i>	5
<i>Termination for violation of other rules</i>	11
<i>Excessive demands on program resources</i>	2
<i>Unexpected incidents</i>	3
<i>Refusal to pay fees</i>	2

<i>Other</i>	417
<i>Total</i>	894

The number of cases closed for safety reasons dropped in 2020 and 2021 but increased back to 6.4% in 2022. In 2023 the number of cases closed for Safety Reasons decreased (as did the number of cases closed for Refusal to Pay Fees and Child Refused to Visit.) The reason for this decrease is unknown.

Case Closures Due to Safety Concerns

	Case Closure Due to Safety Reasons
<i>2015</i>	59
<i>2016</i>	52
<i>2017</i>	55
<i>2018</i>	42
<i>2019</i>	48
<i>2020</i>	22
<i>2021</i>	12
<i>2022</i>	43
<i>2023</i>	5

Closure Variables

When closing a case, programs are asked to report on substance abuse and arrests for violent crime before, during, and after the completion of services. If the program answered yes, they were provided the opportunity to expand on their information. Below is the summary of this data from the 894 cases closed this year and the percentage of closed cases the numbers represent.

Substance Abuse

About 38% of clients came to supervised visitation this year with substance abuse as their *primary* issue. Almost 16% of new cases also listed substance abuse as an *additional* allegation, meaning 54% of cases named substance abuse (SA) as an issue for supervised visits. Note that many programs do not have the resources available to track clients after they leave.

Closure Variables: Substance Abuse

	Yes	% of Closed Cases Indicating SA was Present	No	Unknown
<i>SA Present</i>	228	25.5%	666	
<i>SA Prior to services</i>	182	79% of SA cases	11	662
<i>SA While case was open</i>	44	19.2% of SA cases	12	728

<i>SA During a service</i>	8	3.5% of SA cases	14	733
<i>SA Known after services</i>	4	1.7% of SA cases	6	745

Arrests for Violent Crime

In the 894 cases that programs **closed** in the 2022-2023 year, 5% of cases included a client who had been previously arrested for a violent crime. However, the percentage of those perpetrators becoming violent during supervised visitation services is low.

Closure Variables: Violent Crime

	Yes	% of Closed Cases Indicating AVC was Present	No	Unknown
<i>Arrests for violent crime (AVC)</i>	55	5%	839	
<i>AVC Prior to services</i>	36	65.4% of AVC cases	12	707
<i>AVC While case was open</i>	7	12.7% of AVC cases	25	723
<i>AVC During a service</i>	1	1.8% of AVC cases	189	736
<i>AVC Known after services</i>	2	3.6% of AVC cases	9	744

While the number of known offenses after case closure reported is only 2, this may be due to the fact that many programs do not have access to records after their clients complete services.

Implications and Recommendations

The steady increase in dependency cases in Florida’s supervised visitation providers and the small number of family court cases that serve families reflects that **fiscal resources for supervised visitation are being directed to dependency cases, not family court cases.**

This is troubling because when courts need the services of family court supervised visitation, those resources may not exist. Judges may feel compelled to allow untrained family members and friends to provide oversight in dangerous cases, leaving children

vulnerable. Trained program staff offer the most attention to safety. **Or courts may allow unsupervised visits in cases where a parent is violent because there are no local resources for supervision.**

No new funding for Florida's SV system has been created by the legislature or supported by the courts in decades. Most existing funding is from the Department of Children and Families from a federal grant (called the State Access and Visitation grant). Most of these funds are distributed to the Community Based Care organizations, who typically the funding to support dependency cases. Programs also receive some small amount support from local philanthropic organizations.

The need continues for increased program funding as well as the implementation of standards statewide for supervised visitation programs and monitored exchange programs throughout the state.

*Submitted by Karen Oehme, Director
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