

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

Clearinghouse on Supervised Visitation Descriptions of Current Programs

KOehme@fsu.edu

Program Highlights

Beyond Barriers, Inc.

3677 Central Ave., Suite I, Ft. Myers, FL 33901
Program Director: Charity Williams 239-839-3907
Contact E-mail: beyondbarriersfl@gmail.com

Number of Sites: 1 Counties Served: Lee, Charlotte, Hendry and Glades

Beyond Barriers Inc is a newly opened visitation center. We operate as a full service approach to our clients by also offering many of the services that they will need to complete to be reunited with their children. All of our "Supervisors" are also certified as parenting instructors and are able to provide feedback during the visitation to facilitate a better visit for both parent and child. We offer home like settings in our office for the visits so that the visit can be more relaxed for all parties. Our rooms include couches, TVs with family friendly movies, games and some toys for the families to use during their visit. We offer visits seven days a week so that there are no barriers to a parent visiting a child.

Chances for Children

405 E. Duval St. Lake City, FL 32055
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

Each year our entire community comes together to throw a Christmas party for the kids. Various churches and organizations sponsor the event and we are able to give gifts to 120+ kids. Each of our 22 sponsors puts up a tree at the event for the children to decorate and have fun. Also, each group hosts a crafts booth where the kids can make gifts they can give, such as picture frames, ornaments, and other crafts items. When they leave, each child gets a gift food bag so they have enough to eat during the holidays when not a school for breakfast and lunch. The highlight is the fact that the whole community works together on this!

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

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

1036 6th Ave. North Naples, FL 34102

Program Director: Gail Tunnock

Contact E-mail: gtunnock@caccollier.org

Created in 1997, the Family Safety Program of the Children's Advocacy Center of Collier County has grown to meet the needs of the local community to assist custodial parents with advocacy and support and ensure non-custodial parents have the opportunity to interact positively with their children in a child friendly environment. The majority of our families have experienced domestic violence and most have co-occurring issues such as child abuse, mental illness and substance abuse.

With continued financial support from several grants including a community development block grant, we are able to maintain this service in Collier County for the domestic violence, criminal and family courts. The local CBC authorized visitation twice weekly 90 minute visits five of the families with nine children when they needed secure and professional services. A total of 70 families with 115 children received our services last year. We provided 611 supervised visits and 291 safe exchanges at no cost to the families along with countless hours of case management services including referrals for community services, empathic listening, and problem solving while promoting the six protective factors. In a recent survey over 90% of the parents reported feeling safe at the center and 100% stated they were treated with respect and dignity.

The center employs a full time program director and two full time case managers. First year MSW students and bachelors level criminal justice interns from the local university, FCGU, are trained to supervise visits and assist with child advocacy. We maintain a strong partnership with the local DV shelter and an advocate attends our weekly case staffings. The Naples Quilters Guild provides handmade quilts for each child, children receive books to increase literacy thanks to an ongoing community book drive, and our clothes closet is stocked with new clothing and shoes for children in need. Last year a donor provided Thanksgiving meals for 20 families and each year we have had a very generous community for the annual Christmas toy drive.

Children's Home Society FVC Miami

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800 NW 15th St. Miami, FL 33136
Program Director: Michelle Samuels 305-755-6574
Contact E-mail: Michelle.Samuels@chsfl.org

Number of Sites: 1 Counties Served: Dade

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

Children's Home Society FVC – Pensacola

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

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

The Family Visitation Center is located inside the Children's Home Society, Western Division. We serve nearly fifty families a year, with several cases ending due to the visiting parent being granted unsupervised visitation. The visitation center is operated by a single director with an occasional intern from the University of West Florida. We have a jungle themed room and a seas creature themed room that the kids absolutely love. We have tables, a television with a DVD player, and all kinds of toys and movies for all age groups to enjoy. We continue to be one of the area's only SV centers and pride ourselves on providing a safe and homey place for families to reconnect.

2nd Site: Milton FVC

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

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

Children's Home Society – West Palm

4100 Okeechobee Blvd. West Palm Beach, FL 33409

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Program Director: Nicole Slade 561-352-2514
Contact E-mail: Nicole.Slade@chsfl.org

Number of Sites: 1 Counties Served: Palm Beach

Children's Justice Center

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

Number of Sites: 1 Counties Served: Hillsborough

The Children's Justice Center (CJC) continues to collaborate with Eckerd Connects serving children involved in Dependency cases by providing a safe child-focused environment for visitation when safety would otherwise be jeopardized during parent-child contact. Monthly outcome measure for the funding include written factual communication to the court and parties on a regular basis. The CJC has a dedicated case manager to handle communication, scheduling and correspondence for dependency cases.

2018 marked the 4th year of funding to support our Safebridge advocate who works with custodial / caregivers using the CJC when the caregiver is the petitioner in an Injunction for Protection. The advocate plays a key role in keeping the family safe by offering safety planning, referrals, crisis intervention and regular face-to-face contact.

Family Law case referrals are on the rise and CJC has a dedicated case manager to coordinate visitations. Recent meetings with family law judges about the volume of families not moving forward to other visitation scenarios has provided encouraging feedback and new insight for the judges.

The annual Christmas giving of gifts for each child sponsored by Hillsborough County Sheriff's Office was a huge success. Sheriff Chad Chronister was present and provide media feedback regarding the families served by CJC and why safety is our number one goal. <https://www.youtube.com/watch?v=GuOxBkrmckM>

DeLand Harmony House SVC

247 W. Voorhis Ave. DeLand, FL 32720
Program Director: Debra Whites 386-740-3839 x226
Contact E-mail: debra.whites@cshfl.org

Number of Sites: 3 Counties Served: Flagler, Volusia

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Harmony House is a Children's Home Society Visitation Center located in the city of Deland, Florida. Harmony take dependency cases only. We are so proud of the work we do for the families we serve. We are rewarded each day knowing we make it possible for the visits to happen in a safe environment.

2nd Site: Family Tree House SVC

525 S. Ridgewood Ave. Daytona Bch, FL 32114
Program Director: Stephanie Pete 386-323-2550
Contact E-mail: Stephanie.Pete@chsfl.org

The Family Tree House in Volusia County provides supervised visitation and monitored exchange services for dependency and family court cases. The family court cases includes on-site security. We at the Tree House feel honored that because of the work we do, children and their parents can visit in a safe and fun environment.

3rd Site: Sally's Safe Haven

103 E. Moody Blvd. Nummell, FL 32110
Program Director: Christine Heichel 386-263-8771
Contact E-mail: Christine.Heichel@chfl.org

Sally's Safe Haven in Flagler County provides supervised visitation and monitored exchanges services for dependency and family court Domestic Violence cases. The services provided for DV cases is thanks to a grant from the Office of Violence Against Women and in conjunction with the Flagler County government. The DV visitation cases includes on-site security. Sally's Safe Haven is a state of the art visitation center but with still a warm and nurturing family environment.

Devereux CBC

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

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

The Family Support Workers of the Treasure Coast do a tremendous job in ensuring that supervised visitation is available for all Devereux families. Children are transported from our four counties to locations that are safe and accessible for each visiting party. Parents are given multiple confirmation attempts to secure their visits, and scheduling change requests are accommodated whenever possible. Through Devereux's supervised visitation program, families are able to safely

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transition into less restrictive visitation arrangements, which aid in faster reunifications as each case's circumstances dictate.

DISC Village, Inc. Supervised Visitation Program

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

Program Director: Angela Lindsey 850-574-8814

Contact E-mail: alindsey@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 services family law cases in the Big Bend Community. We create a more enhanced family-like setting for the children and families we serve. In addition to that we have a life-skills curriculum for parents. Our goal is to help these families increase resilience, build on their current strengths and overcome barriers. We are honored to serve our families and look forward to fourth year of providing excellent service to children and families in the Big Bend Community.

Eckerd Youth – Brevard Family Visitation Services

2226 Sarno Rd/ #107 Melbourne, FL 32935

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

Contact E-mail: tbyrant@eckerd.org

Number of Sites: 1 Counties Served: Brevard

Eckerd Connects' Brevard Family Supervised Visitation Program (BFSV) is a research-based model of supervised visitation, with a coaching & mentoring component for children and their families in Brevard County, Florida. BFSV provides short-term therapeutic and standard supervised visitation services to families' court ordered through dependency and family court. BFSV offers nurturing parenting classes and parenting assessments upon request. We recently renovated our visitation rooms in our Melbourne location to include a formal dining and living room space.

Family Crossroads Solutions, Inc.

1664 SW 244 Lane, Homestead, FL 33032

Program Director: Karen Sanchez (786) 389-4826

Contact E-mail: info@family-csi.com

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

We offer the following services:

- Supervised Visits
- Monitored Exchanges
- Therapeutic Visitations
- Reunification Visitations
- Coaching for parents
- Family Counseling

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

Family Nurturing Center of Florida - Bartley

2759 Bartley Cr. Jacksonville, FL 32207

Program Director: Elaine Jacobs 904-389-4244

Contact E-mail: elaine@fncflorida.org

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

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

3rd Site: Nassau: 86029 Pages Dairy Rd. Yulee, FL

The Family Nurturing Center and Florida Coastal School of Law have been partners for several years to provide a variety of services pro bono. FNC selects interns that have expressed an interest in practicing family law to work with our families. FNC FCSL pro bono interns make a minimum of a yearlong commitment and give their time several hours per week providing programmatic assistance to the court and parties during domestic violence injunction hearings and reviewing contracts for new client admissions. In doing so, Florida Coastal Law students fulfill hour requirements and gain invaluable on the job training with families from all walks of life who may be experiencing a difficult time as their family restructures. Several of our pro bono FCSL interns remain with FNC beyond the required timeframe and continue to aid the program in various capacities. FNC is proud of the ongoing relationship we have with FCSL and appreciates the support their interns provide.

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Family Partnerships – New Port Richey

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

Program Director: Tina White 727-807-9826

Contact E-Mail: familypartnershipsouth@gmail.com

Number of Sites : 2 Counties Served : Pasco, Pinellas

Family Partnerships does a great job of using volunteers and interns. We use Master of Social Work interns, Psychology and Counseling interns. I think they make the program better by constantly asking questions and making suggestions. It's great to have new thoughts and ideas. I also believe that they make our program better because it enables us to offer free groups and counseling to the community because our interns are unpaid. We even have an MSW intern that is yoga certified. She provides trauma sensitive yoga for free to dependency clients. We also receive volunteers from the community college and many have changed their major to social work after volunteering with us.

We work with our clients to do domestic violence safety plans, and we cross train with our local DV center and child protective services agencies. We also do local presentations to community groups about child safety. Local law enforcement does periodic walk-throughs of the facility to ensure everything is safe.

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

To make our center more like a home, we had a local artist paint every wall in the center. We also use the local performing arts middle school to do our murals. They design them and then we have an art showing in which they dress in formal attire and the community votes on the mural that wins. Our theme in each room is hope and each contains inspirational messages. The middle school artists can design the room in any manner that says hope to them. In addition, we throw a Christmas party every year and collect gifts for the children.

2nd Site: Family Partnerships - Clearwater

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

Family Resource Connection

309 Main St. Palatka, FL 32177

Program Director: Stephanie Morrow 386-385-5093

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Contact E-mail: stephanie@familyresourcefl.org

Number of sites: 5 Counties Served: St. John's, Duval, Putnam, Clay

Our main center is in Palatka, but we offer visits at 4 other sites as needed. We are now in a new building donated by TD Bank which has been a wonderful addition to our service abilities. We have several community organizations that donate gifts via Christmas Trees around town. They have also been recognized as the Charity of the Season which brings in many special perks for the kids.

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

Family Support and Visitation Center (Devereux)

118 Pasadena Place, Orlando, FL 32803
Program Director: Sylvanita Trevino 407-999-5577
Contact E-mail: strevino@devereux.org

Number of Sites: 1 Counties Served: Orange

In operation since 1997, not only do we provide supervised visitation, we also provide the nationally acclaimed Nurturing Parenting Program to the interested parents. This is a 15 week family program that includes the whole family, whether they are reunified or not during the program. We afford the parents the ability to "graduate" in front of their children, a proud event for the first time for many of these parents.

Family Ties Visitation Center

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 just celebrated our 20th anniversary of helping families reunite and rebuild their lives together. Our visitation site is at a public school so we are able to provide a large variety of activities for kids including art, music, games, and a nice playground. We have the most incredibly talented and dedicated staff, many who have been with us for over ten years. They do this work with compassion and a passion for helping others. Without them we would not be able to serve the community as we do.

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Family Visitation Center of Alachua

1409 NW 36th PL Gainesville, FL 32605

Program Director: Beverly Jones 352-334-0882

Contact E-mail: Beverly.jones@chsfl.org

Number of Sites: 2 Counties Served: Alachua, Suwanee

The Family Visitation Center of Alachua County continues to provide supervised visitations to families in both the dependency and family courts. More than 150 families visited for over 1500 hours in the last year. In addition, a monthly average of 8 volunteers and interns from the community and University of Florida provided over 3,250 hours towards supervising visits.

With assistance from Alachua County, the center was fortunate to be able to provide full-time on-site security. Also, numerous volunteers from the community continue to provide many hours of monitoring visits. This has allowed more families to utilize the services and to increase the visit time for many families.

2nd Site: Family Visitation Center of Suwanee

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

Program Director: Kathleen Goodish 386-758-0591

Contact E-mail: Kathleen.goodish@chsfl.org

Number of sites: 1 Counties Served: Alachua, Gilchrist, Dixie, Levy, Bradford, and Union

The center is fully a part of the community's help for families. The Rotary Club continues to provide volunteers for the maintenance of the facility and grounds. The program is a vital part of the community and provides a safe place for families to spend time together in a nurturing, caring, child-friendly environment.

Kids and Families Matter

9124 58th Drive East Lakewood Ranch, Florida 34202

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

Contact Email: Support@KidsandFamiliesMatter.com

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

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

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

The office consists of three visitation rooms, all equally decorated with couches, bookshelves full of books, games, toys, and a television with age appropriate videos. The family has access to a small kitchen with a microwave, coffee and tea, and a small refrigerator to hold items in. It is our goal for families to feel safe, comfortable, and to have the best experience possible. Monitors provide a relaxed atmosphere by working with the parents to ensure that all rules are understood and agreed upon prior to visits being scheduled.

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

Kids and Families Matter also offers vacation supervision, and out of state supervision when assessed as appropriate.

Kid's Bridge

238 San Marco Ave. St. Augustine, FL 32084

Program Director: Sandy Acuff 904-824-8810

Contact E-mail: lynnandmatt@bellsouth.net

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

Our program offers the Healing Arts therapeutic program which includes various musical instruments and art supplies/projects for the children to use. It is by far

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their favorite part of each visit. In addition, we offer parenting classes/coaching, BIP, and divorce stabilization classes for kids.

LifeStream Best Practices SVP Wildwood

901 Industrial Dr. #101 Wildwood, FL 34785

Program Director: Melinda Musick, (352) 348-7999

Contact E-mail: judy.shelton@kidscentralinc.org melinda.musick@chsfl.org

Number of Sites: 2 Counties Served: Sumpter, Lake

2nd Site: Best Practices SVP Tavares: 1300 S. Duncan Dr. Tavares, FL

The Visitation Interaction Program is designed to strengthen and/or repair the relationship between parents and children in out of home care where reunification is the goal and the court has ordered visitation. It focuses on making visits child-centered, with the parents engaging in a positive manner with the children. It also allows visits to occur in the most homelike setting possible. Staff are available during normal business hours, but services to families are provided at dates and times that best suit the families and their schedules.

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

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

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

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

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

Lutheran Services

2285 Victoria Ave. Ft. Myers, FL 33907

Program Director: Cheryl Green-Ervin 239-461-7651

Contact E-mail: cgreen-ervin@childnetswfl.org

Number of Sites: 1 Counties Served: Lee, Charlotte

Lutheran Services Florida Visitation Program has been in existence since 2007. We provide services to families that are a part of the dependency system, working to regain custody of their children. Our staff receives some training from the training unit of the CBC Lead Agency. We are planning a Christmas party for the clients and their children in the visitation program. This year we held another Easter Egg Hunt for the children. The food, eggs, and prizes were donated.

Our visitation rooms were painted by members of the Lutheran congregation church. A private donor donated flat screen TV's, DVD/VCR combos, and paint for each visitation room. The donor has also donated pampers, wet wipes and some gift cards to the program as well.

The Lutheran Church also raised monies to help purchase furniture for the visitation rooms. We have partnered with SIYA, a program that helps teens to transition out of foster care. They have assisted with getting toys donated, helping to move furniture and with some gently used children's clothing.

Osceola FVC

2653 Michigan Ave. Kissimmee, FL 34744

Program Director: Erika Ramos 407-846-5220 Ext. 232

Contact E-mail: Erika.ramos@chsfl.org

Number of Sites: 1 Counties Served: Osceola

The CHS Osceola Family Visitation Center does an outstanding job of serving our children and families and providing a safe, fun environment for them to visit one another. Our staff here excels at making sure our parents know that we are a neutral place for them to visit their kids without any judgment or stigma. Before we open each case we like to sit down with the parents and let them know about how our program works and we encourage them to ask us any questions they may

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have. Many of our parents have told us that some of the centers they have gone to before feel very empty and impersonal, and that our center makes them feel more at home.

We have three different rooms at our center, each of which is filled with age-appropriate toys for the families to play. Each room has a different theme; we have a space- painted room, a nature painted room, and the third was decorated and furnished by Pizza Hut as a donation. We also have board games set aside for our older children to play with at their request. There is a small kitchen area in our center comprised of a refrigerator, sink, toaster oven, and microwave. This area is available for the parents to use, allowing them to bring any home cooked meals or refrigerated/ frozen foods they may want to prepare for their children. This opportunity allows parents to make the kids their favorite meals and know they have a piece of home with them, even if they are separated at the moment. Our team is composed of Program Supervisor, Erika Ramos who makes it a point to meet every family and get to know their needs. Karen Martin who has worked at the center for over 16 years as a Family Support Worker, supervising visits and guiding families. Family Support Workers, Ashli Taylor and Hector Ortiz love to interact with our families and make them feel welcome. Last but not least, our Administrative Assistant, Gloria Galeano who makes sure to receive our clients with a smile.

Another thing that sets us apart is our employees also transport the children to and from their visits whenever possible so we can accommodate a greater number of families. We are open Tuesday through Saturday giving our working parents the chance to see their kids on the weekends. Lastly, we are partners with the University of Central Florida. Every semester we provide placements for students in the community studying social work to complete their internship hours. These students are always a valuable asset and welcome addition to our team and in turn they get to work directly with our families and gain valuable experience.

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

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

Pasco Counseling and Visitation has been a Community Provider for over 5 years providing supervised visitation for both dependency and family law cases. We provide a safe, nurturing environment that allows children and families to be as

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comfortable as possible. The center is decorated to accommodate small and large families with beanbags, games, arts and crafts, and age appropriate toys that encourage the parents to play with their children. We also have accessibility to basketball courts and a playground for all ages. These activities promote parents involvement with the child, which helps equip them with the tools needed for continued functional family time within the home environment.

Pasco Counseling and Visitation provides intensive parenting, shaken baby, anger management, and BIP classes, as well as supervised exchange and monitored Skype visitation. We also offer co-parenting and healthy relationship classes. We have separate entrances and parking for both caregivers and visiting parents and have video monitoring on site. Our close relationship with the New Port Richey Police Department, who work side by side with us in our Family Law cases, continues to ensure the safety for all. Pasco Counseling and Visitation's goal is to work alongside other community providers to make sure that our families are provided with the best community services possible to ensure their success.

Our staff provides families with extended hours during the week and on weekends to help accommodate working families and the children's school and activity schedule. In addition, the staff is continually being educated about issues within our community and that our families may encounter. To help with the success of our families, we have a birthday closet for parents who cannot afford gifts for their children; and work with community partners during Christmas to ensure every child has a gift to open. Our property also has a food and clothing bank that is made available to families in need.

Safe Connections Supervised Visitation Center

PO Box 436, Shalimar, FL 32579

Program Director: Sharon Rogers 850-609-1850

Contact E-mail: sharongrogers@hotmail.com

Number of Sites: 3 Counties Served: Okaloosa, Walton

One of the most striking things about the Safe Connections Shalimar Family Visitation Center is how we have accomplished *so much with so little*. The Center, founded in 1997, has grown in size but remains in space donated by the Shalimar United Methodist Church. This partnership has afforded us a low overhead not only with donated space and utilities, but also with an abundance of dedicated volunteers. As with many small non-profits, the ability to adjust to income variances is a challenge, but with community support and creativity we have been able to meet the needs for supervised visitation and monitored exchanges for over 15 years.

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2nd Site: Defuniak Springs SVC

986 S. US Hwy 331, Defuniak Sps, FL 32433 850-951-0177

The Safe Connections DeFuniak Springs Visitation Center has now been open for more than 11 years serving the northern more rural end of Walton County. That Center shares a donated Walton County owned building with a Senior Center. This has also been a great partnership since their hours of operation are early in the day, and ours are later. We continue to work hard to meet the needs of a growing military presence in north Okaloosa County.

3rd Site: Crestview SVC

618 7th Ave. Crestview, FL 850-609-1850

The Safe Connections Crestview Family Visitation Center has now been open for more than 8 years serving the rural areas of northern Okaloosa County.

Safe House of Seminole – The YANA Project

901 S. French Ave. Sanford, FL

Program Director: Tina Eudell 407-302-1010

Contact E-mail: teudell@safehouseofseminole.org

Number of Sites: 1 Counties Served: Seminole

The YANA Project honors a beautiful two-year old named Yana who was murdered by her father here in Seminole County after he received unsupervised visits. Yana's name stands for "You Are Never Alone". The fact that we have not had any major incidents to take place at The Y.A.N.A Project, along with the overall satisfaction from the families served has been outstanding. The staff at The Y.A.N.A. Project goes far and beyond assisting families by providing them with additional services such as information and resources about jobs, housing, clothing, food and toiletries', both male and female.

As all team members at The Y.A.N.A. Project are Core Comp and are trained as Victim Advocates against domestic violence, through the Florida Coalition Against Domestic Violence (FCADV); safety planning is a number one priority. To ensure the safety of everyone, families with allegations of domestic violence are provided with separate visiting times. Oftentimes we find ourselves providing crisis counseling, empowerment-based advocacy and encouragement to some of our families; both English and Spanish speaking. The Y.A.N.A. Project also provides armed security on property to ensure everyone's safety.

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The YANA Project, a program of the Seminole County Victims' Rights Coalition, Inc., dba Safe House of Seminole, a private, non-profit domestic violence center. The YANA Project, designed to help families who have experienced domestic violence or other types of abuse, is the newest program of the Safe House of Seminole.

YANA Project has six different visitation rooms painted and decorated in a variety of entertaining themes by AAA of Lake Mary. Each room has a different theme and features age appropriate toys and games. Highlights include an art room where children can paint or draw with their visiting parent and a game room featuring a foosball table, a frogger video game and a pool table which converts to ping pong or table hockey. A child who comes to YANA painted and decorated a picture in our art room, the picture reads: "The YANA Place", come and be happy! The picture is now located in our front lobby and is YANA's featured theme.

SAFE Visits - Kids in Distress

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

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

Contact E-mail: cindyfuller@kidinc.org

Number of Sites: 1 Counties Served: Broward

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

Our program has four part-time Visitation Specialists who are Master's level therapists. The Visitation Specialists lend their expertise to help the families process the therapeutic visits as well as facilitate the supervised visits. Some of the program goals are for parents to improve their relationship with their children and strengthen their bond.

Two (2) parents who were separated from their children for over 10 years successfully completed therapeutic visitations. In both cases the parents were granted unsupervised visits and the goal of reunification by the end of last year. The program also had several parents who successfully completed the therapeutic visitation and step down to supervised visitation.

The quality of work that our program provides is recognized by other agencies in the community. We work closely with ChildNet to provide therapeutic and supervised visitation services. Our campus provides a fun site for visits with two

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

beautiful playgrounds, and visitation rooms full of toys for every age group. Our reception area has been remodeled by one of our donors.

Kids In Distress prides itself with quality programs and the best staff and the visitation program reflects that in every way.

Supervised Visitation Prog. at Life Management Center

(Bay County) 525 E. 15th St. Panama City, FL 32405

Program Director: Anetra McClain (850)8902-5897

Contact Email: amcclain@lmccare.org

Number of Sites: 3

Counties: Bay, Washington, Jackson

This site provides supervised visits for all families in the Bay, parts of Gulf County as well. Currently the visitation program accepts dependency referrals only and work close with case managers, attorney, GAL's, and other service providers that work with the families. We have 2 full time staff and 1-part time staff for Bay County. We utilize volunteers as well as interns to help and give new ideas. At this site there are 4 separate (dividers) rooms where there could be up to possibly 4 families visiting at one time. We service anywhere from 25-40 families a week (depending on court ordered hours) Monday through Saturday. Visits at this site can be monitored by camera and therapeutic visitation is also provided upon request and court order.

The room is a family like area that includes a table to sit and eat, sofa, TV, DVD player, and toys as well as shelves in other areas to pull out games, puzzles, coloring books, etc. There is also an outside playground equipped with swings, slides and other activities for the children/parents to go outside and have family time as well. Parent coaching is provided either through the referral or at the recommendation from visitation supervisor if there is a need. Children and parents participate with doing arts and crafts as a family and other activities the program provides supplies for. When appropriate (cultural respect) children and parents also participate in decorating visitation area for the holidays. Every parent that visit knows Ms. Anetra and that there is always an open door policy to come and talk about any concerns they have with visitation.

2^od Site: Supervised Visitation BBend Ofc (Washington County)

1352 South Blvd. Chipley, FL 32428

Program Director: Anetra McClain (850)890-5897

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

Onsite Visitation Manager: Courtney Hill
(850)628-2284 Contact email: amcclain@lmccares.org and chill@lmccares.org

This site is located in Washington County and services Holmes County as well. This site is primarily maintained by the Visitation On-site manager who works close with case managers and family support workers through Anchorage Children's Home. There are two visit rooms that are decorated like children's rooms with trees painted on the walls. The areas are smaller and the site houses anywhere from 5-12 families per week Tuesday and Thursday. Therapeutic visitation is offered at this site as well.

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

4120 Jireh Ct. Marrianna, FL 32446

Program Director: Anetra McClain (850)890-5897 This site is maintained also with the Visitation On-site Manager. Here the programs have visits on Monday, Wednesday, and Friday and can house up to 10-20 families (depending on hours' court ordered). Staff for this site and Washington county is 2 full time and if needed assistance from Bay county staff as well. The On-site works hard to coordinate the schedule with transportation and case management. This site has two rooms in the Big Bend building that include family like setting.

Sustainable Family Services

8487 9th St. North St. Petersburg, FL 33702

Program Director: Brandice Almeida 727-318-3224

Contact E-mail: Brandice@susfamservices.com

Number of Sites: 1 Counties Served: Pinellas

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

The Centers, Inc. Best Practices SVP

3300 SW 34th Ave. #101 Ocala, FL 34473

Program Director: Kim Melvin (352) 867-1536 x5312

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

Contact E-mail: Kim.Melvin@kidscentralinc.org

Number of Sites: 1 Counties Served: Marion

The Visitation Center at The Centers - Case Management Agency has two Visitation Coaches who work directly with case managers and DCF to provide Coaching during supervised visits. They only take Dependency cases and are trained on the latest Trauma Informed instruction and support. They will often need to testify in court and provide progress updates to the court as to parent-child interaction. Visitation Coaching is fundamentally different from supervised visits. Instead of watching the family, the Coach is actively involved in supporting them to demonstrate their best parenting skills and make each visit fun for the children. Parents are advised to help plan the visits and take ownership of the visit, if it is safe to do so, thus empowering parents which builds on their strengths. Coaches help the parent stand in the child's shoes and support them to put their reactions aside to concentrate on meeting their child's needs during the visit, and not take the child's behavior personally.

Our Visitation Center redesign was sponsored by a local pediatrician's office and is decorated in a Dr. Suess theme. Art students from a local magnet high school helped paint the walls and canvases designed by one of the Coaches. There is a common area designed like a home living room, a dining area, kitchen, and three visit rooms; a 0-4-year-old, 5-11 year old and a teen room. Very often all three rooms are filled as well as the dining and living areas. First time visitors often remark on the family friendly atmosphere.

The Children and Families Supervise Visitation Program

2210 S. Tamiami Trail Venice, FL 34293

Program Director: Tamara Tridle 941-492-6491

Contact E-mail: tamarat@CPCSarasota.org

Number of Sites: 1 Counties Served: Sarasota

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

One unique aspect of the CFSVP is that there are nearly 70 volunteers who give not only their time to supervise visits, but their hearts, compassion, and understanding to the children and families we serve. There is one volunteer supervisor to one family, and each family has their own child friendly room with a variety of multicultural toys. Volunteers are rotated each week to a different case to prevent them from becoming

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complacent and to ensure they remain neutral. Our volunteers are typically retired teachers, law enforcement officers, or social workers. CFSVP volunteers are special because they offer their time selflessly month after month, it shows their true dedication to the children and families in our community and allows the CFSVP to continue providing services to families. Our program simply would not be able operate without our volunteers. Over the years we have asked several volunteers what keeps them coming back and one volunteer of 19 years said, "Volunteer work is my salvation. The reward is immediate and it's not like working where you get a check two weeks later." He also added that "Volunteering saved me from going nuts, it keeps me engaged and my mind working." Another volunteer said, "It is all about the children. To see them interact with their parent brings me joy. The emotional growth I see in the children and the establishment of a positive bond between the child(ren) and their parent is very rewarding. I gain so much more than I give." Our volunteer's responses truly reflect why they are so special.

The CFSVP has a history of providing a safe atmosphere for families for over 25 years and has not required outside law enforcement to intervene to keep families safe. We take pride in the many preventative measures that have been implemented to increase safety of all who enter our facility. The respect, empathy and compassion the CFSVP staff and volunteers show the families we serve decreases the risk of an incident occurring and creates a safe place for all of our clients. This relationship begins at the time of intake. During the intake, staff provide clear communication about what services we can and cannot provide, gain an understanding of what each family's unique needs are and determine each client's cultural values so we can respect every client in a way that is meaningful to them.

The CFSVP is a member of the Supervised Visitation Network (SVN) and follows all SVN standards. In addition, the current CFSVP policies and procedures were developed upon implementation of the Safe Havens grant. Despite the grant funding ending in 2017, the CFSVP has maintained the Safe Haven standards to ensure safety of domestic violence victims. A few of the safety measures the CFSVP has in place include: law enforcement on site during all services hours, two separate parking lots, staggered departure and arrival times, and cameras monitoring the inside and outside of the facility.

The top priority of the CFSVP is safety. To ensure clients feel safe while utilizing services, each parent's safety is assessed through a survey every 90 days. One parent wrote on the survey, "The four hours a week I spend here are the safest hours of my week. I know I am safe and my son is safe." If a parent were to feel unsafe, the CFSVP would work closely with them to develop a plan to increase their sense of safety. The CFSVP also refers victims to the Safe Place and Rape Crisis Center, a local domestic violence program in our community, to help the client develop a safety plan and receive services to heal from the trauma they experienced.

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The CFSVP attends injunction hearings to speak with victims about the visitation services available in our community. The CFSVP collaborates with the Safe Place and Rape Crisis Center, and the 12th Judicial Circuit in an effort to address the needs of individuals in our community. Our collaborations help address any gaps in services to ensure children and families are receiving the services they need.

The CFSVP recently started incorporating therapy dogs during supervised visitation to help families adjust to an unfamiliar environment, lift their spirits in a difficult situation, and help the children feel comforted when they are nervous, scared or upset. These emotions are common during the first visit or two, especially when a child witnessed domestic violence or were victims of abuse at the hands of their caregiver. The Pet Advocated Serving Sarasota (PAWS) program donates their time each week help create a comfortable, stress free environment and we are so very thankful for this wonderful service. Since the CFSVP started providing the PAWS pups for visits we have seen increased interactions, provides a “new experience” that they typically would not have in a structured setting, and have something to engage in and talk about together when the visit is typically quiet. The implementation of this service has been very successful!

The CFSVP is the only not for profit program in Sarasota and surrounding counties and we are proud to offer affordable services on a sliding fee scale in a safe, comfortable, and positive environment! If the CFSVP did not exist there would be many families that may not have contact at all or that may have unsafe visitation arrangements with a third party such as friends and family.

United Way Family Fundamentals

1021 Lakeland Hills Blvd. # 2 Lakeland, FL 33805

Program Director: Coleen Pizzuti, 863-686-1221 x222

Contact E-mail: Coleen.Pizzuti@uwcf.org

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

The supervised visitation program in Lakeland, Florida, is a grant funded initiative begun by Heartland for Children (HFC). The supervised visitation program is modeled on the parent training program, Attachment and Biobehavioral Catch-up (ABC). The goal of the ABC training is to enhance parents' capacities for interacting with their children in nurturing, synchronous, and non-frightening ways. HFC is the lead agency for Community Based care in Polk, Hardee, and Highlands Counties. HFC partnered with United Way of Central Florida to bring this program to Polk County and the surrounding communities. Both organizations also collaborating with Gulf Coast Jewish Family & Community Services, (GCJS) a local case management organization for the benefit of creating an opportunity for parents who are going through the dependency court process to be able to visit with their children in a home like setting that is

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supervised by an unbiased individual who then reports the interaction to the court. (GCJS) is no longer in existence and the program is now contracted out to other local case management organizations such as Devereux for Kids, Inc., One Hope United and Children's Home Society (CHS). Additionally, the primary purpose of these supervised visits is to allow the children to preserve relationships with their primary caregivers, giving children the reassurance that they have not been abandoned and in allowing the children to see and interact with their parents on a weekly basis. The supervised weekly visits also reassure the parents that the agency wants the family to be unified and is not trying to separate them from their children. The position of the visitation coordinator is to coordinate the visitation activities, to teach and to demonstrate quality interaction between the parent and the child, to build on and to reinforce the skills the parent has already based on appropriate age and stage level development, such as but not limited to encouragement, praising, and positive feedback between parent and child during the supervised visitation.

The supervised visits are held weekly, usually one to two hours depending on the referral. Upon completion of the weekly visits, the children are each given an age appropriate book by the visitation coordinator to promote early learning and literacy.

The weekly visits take place at Family Fundamentals, which is a parent resource center and a project of Success by 6, an early childhood education and literacy program sponsored by United Way of Central Florida that promotes early childhood development; the physical, emotional, social, and mental foundation to succeed in school and in life. What makes Family Fundamentals stand out is that we are partnered with a health care facility, Lakeland Volunteers in Medicine (LVIM) that provides free medical care to uninsured and the underinsured.

Additionally, Family Fundamentals serves a diverse population with over forty-six community agencies that partner to provide free services to children and their families with the idea of strengthening families with resources such as child and caregiver interactive classes, while offering many ideas and activities to promote brain development and family relationships children need to enter school ready to succeed. Recurring activities for parents and children include pre-school story and activity time, Mommy and Me Playgroups, consisting of various ages and stages of children from under 12 months to 3-5 year olds.

Youth and Family Alternatives Best Practices SVP

201 S. Howell Ave. Brooksville, FL 34601

Program Director: Melissa Atkinson (352) 754-1111

Contact E-mail: melissa.atkinson@kidscentralinc.org

Number of Sites: 1

Counties Served: Hernando, Citrus

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

Utilizing our SV program and its services YFA has been able to be a constant leader within our Circuit for timely reunifications at 40.36% average, above the state and federal averages. In addition, with the intense services and supports received while our parents participate in the program our recidivism rate is amongst the lowest at 95.8% if our reunified children do not re-enter care. YFA staff are dedicated to working with our families to help strengthen and build their resolve so they do not re-enter our system after addressing the issues that brought them to the department's attention.

Youth & Family Alternatives: Bradenton

5729 Manatee Ave. West Bradenton, FL 34209

Program Director: Tiffany Vandemark 352-754-1111 x4342

Contact E-mail: tvandemark@sarasotaymca.org

Number of Sites: 1 Counties Served: Manatee

The program is currently serving children and families in Sarasota and Manatee Counties. We have served over 800 children in the last 18 months. The number of children coming into care has increased significantly over the last 18 months due to the Heroin epidemic. Staff work closely with families to ensure they maintain a strong connection with their children as they work their way to reunification.

In Sarasota, we have piloted the Early Childhood Court Model which allows children achieve permanency more quickly. Our transport staff work closely with the foster parents and the parents to ensure visitation is consistent and meaningful. This model is likely to roll out soon in Manatee and when it does, the transport staff will be working toward the same goal of quality visitation.

The Toby Center

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

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

Contact E-mail: mschlegel@thetobycenter.org

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

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

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

Dr. Mark Roseman is the Founder/President of the Toby Center for Family Transitions. Dr. Mark's program at the Toby Center is a national model for serving the divorcing population and their children, with locations across Florida. An educator, Dr. Roseman has worked with children and parents since 1998 when he served as an advocate for joint custody and served with David L. Levy, Esq, President Emeritus of the Children's Rights Council (CRC) in Washington, DC. In 2002-2008, Roseman served as Assistant Director for Child Access Services for the CRC developing training for supervised visitation and opening visitation locations in metro DC.

Roseman frequently quotes America's foremost pioneer in child psychiatry, Dr. Karl Menninger who stated that "What children see at home, they will do to society." The Toby Center philosophy is that through assisting parents to be more confident and satisfied, their children will have a better opportunity to thrive.

Rooted Families

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

Number of Programs: 1

Counties Served: Dade

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

Divine Oaks Family Services

995 NE 119th St 680624 Miami, FL 33168
Program Director: Michelle Ranglin 786-280-0036
Contact E-mail: DivineOaksFamilyServices@gmail.com

2018 SUPERVISED VISITATION PROGRAM NARRATIVES

Number of Programs: 1

Counties Served: Dade, Broward

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

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

Metamorphosis

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 Programs: 1

Counties Served: Dade

Our rooms are kid friendly, full of colors, with toys of all ages, and is set up to resemble a play room with fun and interactive activities. We have a costume party for Halloween and offer Thanksgiving Day goodies as well as Christmas and special occasions. Our "Who Boos You" grams are a hit for Halloween where parents and kids create grams for friends and each other. We also do similar grams for the holidays and Valentine's Day. We try to make the experience as non "formal" as possible. "Metamorphosis has made the discomfort of seeing my kids more like home than office", said one client.

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