



# Clearinghouse on Supervised Visitation Phone Conference/Webinar Agenda



Wednesday, December 15, 2021

12PM/11CT

## Discussion

1. Welcome and Announcements – Everyone is invited!
2. Check the listings on the website to ensure your program information is up to date and correct for the quarterly report. If you need to add or change anything email Lyndi Bradley at [lbradley2@fsu.edu](mailto:lbradley2@fsu.edu)
3. Happy Holidays from the Institute for Family Violence Studies: <https://vimeo.com/654108321>
4. Questions from Directors: Part-time employees VS Contractors
5. New Clearinghouse Video: <https://vimeo.com/646086240>
6. Review of 2021 Program Narratives
7. Basic Strategies of Motivational Interviewing
8. Responding with Empathy: Differences between Empathy & Sympathy
9. COVID-19 Update: Omicron

# CLEARINGHOUSE ON SUPERVISED VISITATION

## DESCRIPTIONS OF CURRENT PROGRAMS

*Submitted by:*

*Karen Oehme, Director  
Clearinghouse on Supervised Visitation*

*KOehme@fsu.edu*

November, 2021

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### **Program Highlights**

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

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

720 NE 4<sup>th</sup> Ave. #312

Ft. Lauderdale, FL 33304

Program Director: Janette Mendoza 954-234-1966

Contact E-mail: [jamem51blogger@gmail.com](mailto:jamem51blogger@gmail.com)

Number of Sites: 1                      Counties Served: Broward

ALL ABOUT THE KIDS BEST INTEREST is an off-site bilingual (Spanish/English) supervised visitation and monitored exchange services for dependency and family court cases. Our visits are conducted off-site at 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. We provide families with extended hours during the week and on weekends to help accommodate working families and the children's school and activity schedule. Our mission is all about the kids – helping the children thrive and grow despite any parental conflicts.

During the COVID-19 quarantine that started in March 2020, we transitioned to virtual visits via Zoom. After training and educating ourselves on the safest use of technology with clients, we conducted orientation meetings with parents to help them understand the new format. Parents learned quickly what would be inappropriate on a Zoom call and did a wonderful job of complying with the new boundaries. For instance, asking questions about the child's life was fine, but asking questions about where they were, their surroundings, etc. may not be allowed.

Because of the variants and a large number of COVID-19 cases in Dade County, we have continued offering our services via zoom throughout 2021. We continue to have tremendous success in united parents and their kids for fun and family bonding. These are the cases we live for - the kids' success. It's wonderful to see our Empowerment model having such positive outcomes!

#### **Believe in Talk – C17**

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

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

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

Number of Sites: 1                      Counties Served: Dade, Broward

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

Our program did not use zoom because we felt in-person sessions were vital to the binding of families, and these visits provided a sense of normalcy in the crazy COVID-19 moments. All necessary safety measures are always in place for every visit. Most of the clients come in with a negative outlook or are unhappy about visitation, but they always come to see the joy in our center and the many positive aspects of our programs.

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

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

### Bougainvilla House C-17

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

Program Director: Cici Kelly 954-629-2035

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

Number of Sites: 1

Counties: Broward

Bougainvilla House has been in operation for 8 years and prides itself on a whole life and family approach to healing. It is more than just a supervised visitation center with the licensed staff providing therapeutic visits and counseling in many different areas of concern based on client needs. Monthly family therapy is required for all participants as the goal is to achieve healthy family reunification. Once children are involved in counseling, counseling services are also open to parents in a variety of areas, from depression, anxiety, and substance abuse to parenting.

Our offices are open until 8:30 each evening to be sure kids don't have to miss school or perhaps their free meals to attend. The center is a complex of 5 houses which provide a homey, more natural setting for visits. There are also yards 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. We want them to understand the issues and also know that we are available with all the resources they need to remain happy and healthy.

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

### Bridging Families 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](mailto:BridgingFamiliesSV@gmail.com)

Number of Sites: 1                      Counties Served: Dade

All of our visits are done at Planet Kids' play area or another outdoors area in the natural environment. We are open 7 days a week and serve all ages, mainly from dependency and family court. We also provide victim advocacy, case coordination, and court hearing support. We do not offer counseling or therapeutic services at this time. We have various holiday events such as our Halloween party at Planet Kids and a Christmas holiday party as well with gifts donated from community partners.

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

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

Program Director: Kerry Lewis 305-965-2374

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

Number of Sites: 1                      Counties Served: Dade

The Center for Family and Child Enrichment (CFCE) has endured throughout the pandemic. With all of the challenges that operating during COVID-19 brought, we were able to actively serve our clients on a continuous basis. Our Case Managers and Visitation Specialists have returned to providing in-person supervised visits for parents and children and continue to provide virtual visits when the need arises, usually if there is COVID-19 exposure and/or positive test results. We have been able to reunify families and help to make forever families. CFCE is looking forward to finalizing 9 adoptions during the upcoming National Adoption Day.

Over the past year, CFCE has conducted several annual events, including our Back to School book bag distribution event, Halloween/Harvest event, multiple community health fair events, as well as our Holiday events. We are currently preparing for our annual Christmas event, which consists of a toy drive, a Christmas Celebration, and Christmas gift distribution. Finally,

CFCE has launched our new and improved website, [www.cfcecares.org](http://www.cfcecares.org), which highlights our agency programs and services.

### Chances for Children - C3

412 SW Wood St. Lake City, FL 32025

Program Director: Sandy Tice 386-752-4453

Contact E-Mail: [ChancesforChildren@comcast.net](mailto:ChancesforChildren@comcast.net)

Number of Sites: 1

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

Two years ago, we moved into a new center on donated property. There are 8 acres, so we now offer a petting zoo and plenty of space for outdoor activities and picnics. We 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, 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!

We are doing all in-person visits but with strong safety guidelines to keep everyone safe. We have two visitation rooms indoors and one outside room, so we offer three visits at a time. We also offer visits outside on our playground, and we sanitize it thoroughly between visits. Parents sometimes bring their own art supplies for projects to do on the picnic table outside. As COVID-19 has receded, we have begun allowing grandparents and other family members to visit as well. We try to keep the personal contact to a safe minimum yet still allow families have a warm bonding visit. Our judges have been very supportive and appreciative that we are still offering visits.

This year we are excited to return to lots of Christmas decorations! Many of our families come by just to see the decorations or take pictures in front of them. We participated in an event in Lake City – the Columbia county Baseballween which is a final tournament for peewee baseball as well as a festival. We did cotton candy and snow cones for 400 kids.

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

1036 6<sup>th</sup> Ave. North Naples, FL 34102

Program Director: Iggy Fernandez 239-272-0713

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



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

Our center has now resumed in-person visits, and we continue to offer virtual visits for those at higher health risk and those with significant geographic distance. For onsite visits, our center is taking precautions to keep families safe. We conduct health and temperature screens of all visitors, limit the number of visits held simultaneously in the building, sanitize rooms and toys between visits, and limit the number of organizational staff present in the building. We continue to provide virtual intakes when appropriate. All staff and adults are required to wear masks. Lastly, our center wrote a grant and was awarded the funds to create a social media outreach program that is allowing us to share community resources with clients and the greater community during the pandemic, including information about COVID-19 relief funds, mental health services, tips for virtual schooling, and ideas for families to bond and play while quarantined at home. This program has also helped us reach families in a new and novel way.

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

17501 SW 117<sup>th</sup> Ave Miami, FL 33177 South  
33 SW 2<sup>nd</sup> Ave #1201 Miami, FL 33130 North  
Program Director: Marie Constant 786-602-5183  
Contact E-mail: [Marie.Constant@chsfl.org](mailto:Marie.Constant@chsfl.org)

Number of Sites: 2 Counties Served: Dade

The Family Visitation Center of the Children's Home Society serves the visitation needs of parents and children in the dependency court system of District 11, 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, homelike environment for visitation.

We normally have a constant stream of interns from the FIU School of Social Work, many of whom continue as hired staff. The was on hold during COVID-19 but has now resumed normally. For the most part, we have returned to in-person visits with zoom available as needed for cases where someone has COVID-19 or transportation issues. We do still include the provision of toys the kids can simply take home with them!

CHS has instituted a new "Warm Line." As opposed to a "Hotline," this Warm Line is not just for emergencies but any time someone needs to talk. The Warm Line offers 24-hour clinical services – someone to talk to. This 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.

### 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

Our services have returned to in-person visits, and we are offering virtual visits when requested. We do in-center visits only. We offer the Nurturing Parenting curriculum as well as parenting education. We do not offer therapeutic services at this time.

We recently moved to a new building, and we are working on returning to some of our former activities, including holiday parties for the children. We are decorating for the holidays to help families enjoy the season.

#### 2<sup>nd</sup> Site: Milton FVC

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

The Milton site was added several years ago to the Children's Home Society Family Visitation Center of Pensacola. With this new site available, the CHS FVC can offer supervised visitation and other services to those families living farther away from Pensacola. This enables many more 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: Annarose Britain 407-314-4397

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

Number of Sites: 1      Counties Served: Osceola

Children's Home Society provides visitation services to families who have children in out-of-home placements or active Dependency cases in Districts 9 & 18. The frequent nurturing visits will decrease the amount of time spent in out-of-home care by encouraging the family to maintain positive parent-child interaction and/or relationships to expedite the child's return home. The Visitation Program offers supervised visitation services free of charge to case management agencies. Children's Home Society of Florida's goal for the Family Visitation Program is to provide a safe, 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.

This year we returned to in-person visits but continue to offer the option of zoom in certain cases such as a parent out of the area or a COVID-19 risk case. Once again, we have been able to provide our families with needed resources through our Back-to-School supplies drive and look forward to our upcoming Holiday gift drive.

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

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

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

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

4001 Pelee St, Orlando, FL 32817  
Program Director: Annarose Britain (407-314-4397)  
Contact E-mail: Annarose.Britain@chsfl.org

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

2919 S. Orlando Dr. #150, Sanford, FL 32773  
Program Director: Annarose Britain (407-314-4397)  
Contact E-mail: 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

Our center is an inviting, homelike place with playrooms, a kitchen, living areas, conference rooms, and a playground outside -a more natural environment than the average caseworker's office. Because of the warmth of our center, we have been very successful in making families feel comfortable to really enjoy time with each other. One parent who was doing visits in a caseworker's office was really struggling – her numerous kids were antsy, sometimes noisy, and the whole situation was stressful for her. She even started missing visits. However, when this family moved to our center, they began to thrive. There is plenty of space for the kids to

run about, play outside, find engaging toys and activities to do together. Now, this client is really succeeding and loves her visits!

In addition, other resources find our center to be the perfect homelike place for working with clients. We have opened our center to 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 Gillet 813-272-7180

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

Number of Sites: 1

Counties Served: Hillsborough

Unfortunately, due to the loss of staff and the difficulty in hiring new and qualified staff, we are not doing SV visits right now.

Our program was ordered by the courts to close in-person visits in March 2020, and this remains the case as we are part of the court mandates. As it became clear that this wasn't a temporary situation, we began staff training to move to virtual visits. With Clearinghouse guidelines, suggestions, and materials, we developed new protocols, new orientations, and new forms for our clients to sign electronically. In May of 2020, we reopened using only virtual visits.

Virtual visits, while taxing in some ways such as parents appearing on camera in inappropriate clothing or locations, have had many upsides. There are far fewer no-shows and cancellations, which helps families stay connected during these tough times. When our Circuit moves to Level 3, we will be permitted to offer in-person visits once again.

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

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

Program Director: Tavaris Williams 561-460-3240

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

Number of Sites: 1

Counties served: Martin, St. Lucie, Indian River,  
Okeechobee

Each service center is a warm and welcoming place for clients. We've designed the rooms to be like family homes and living rooms to help our families feel more relaxed. We do still offer zoom calls as an option. There has been a significant reduction in no-shows and cancellations, and we can do more visits per week as transportation time is not an issue. We are now doing a majority of our visits in person with safety protocols in place.

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

### Deland Harmony House SVC – C7

Looking for a new site

Program Director: Maia Bass 386-481-7460 cell

Contact E-mail: [maia.bass@cshfl.org](mailto:maia.bass@cshfl.org)

Number of Sites: 3      Counties Served: Flagler, Volusia

Because our old site closed and we are looking for a new site, we are currently doing only virtual or outside visits at the local library or parks. We hope to locate a suitable site soon to continue our fantastic and famous Christmas party tradition!

#### 2<sup>nd</sup> Site: Family Tree House SVC

1530 Cornerstone Blvd. Daytona Bch, FL 32117

Program Director: Maia Bass 386-274-0341 x 222 386-481-7460 cell

Contact E-mail: [Maia.Bass@chsfl.org](mailto:Maia.Bass@chsfl.org)

We have slowly transitioned over the year back to in-person visits. Our families are happy to be once again in each others' company during visits. We at the Tree House feel honored that children and their parents can visit in a safe and fun environment because of the work we do. It is our absolute pleasure to work with such determined parents towards unification.

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

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

Program Director: Mary Thomas 386-546-6958

Contact E-mail: [Mary.Thomas@chfl.org](mailto:Mary.Thomas@chfl.org)

Sally's now does a majority of visits in person, with virtual visits available as needed. We don't judge, we just make sure they have a great visit! We have worked hard to accommodate visits at crazy times and to help clients. Our staff is always open to covering for one another and have done a wonderful job of making sure anyone who wants service has an opportunity to visit. This year we reunified a record number of families!

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

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

Program Director: Tongy Rodriguez 850-510-3387

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

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

The Disc Village Supervised Family visitation center currently has an order of agreement with the Second Judicial Circuit to service family law cases in the Big Bend Community. We recently moved into a new bigger location with a more enhanced family-like setting for the children and families we serve. We have now returned to in-person visits with an option of zoom if needed. There have been some difficult adjustments, but our staff and our families have been incredibly resilient! Families are happy to be able to see each other no matter the venue.

We currently have a full schedule of clients and will soon add a new calendar feature so caseworkers can schedule visits for clients directly. We have tried to keep a safe number of clients, which allows us to sanitize the center after each visit which takes about 20 minutes. For now, parents are bringing their own toys and supplies. In addition to that, we have a life-skills curriculum for parents. Our goal is to help these families increase resilience, build on their current strengths and overcome barriers. It hasn't been an easy year, but we are proud of our staff and families and are proud of the great work we continue to do.

### Divine Oaks Family Services - C11

995 NE 119<sup>th</sup> St 680624 Miami, FL 33168

Program Director: Michelle Ranglin 786-280-0036

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

Number of Sites: 1

Counties Served: Dade, Broward

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

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

### Eckerd Youth – Brevard Family Visitation Services – C18

4095 US HWY1 Rockledge, FL 32926

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

Contact E-mail: [tbyrant@eckerd.org](mailto:tbyrant@eckerd.org)

Number of Sites: 3

Counties Served: Brevard

Our family visitation services have changed considerably due to COVID-19 and not all for the worse. Currently, we do therapeutic supervision with six therapists, and 50% of our visits are

still virtual. The good thing is engagement has improved, meaning people are showing up for visits and participating like never before. It's phenomenal, and we are getting more referrals than ever.

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

Normally our Judge orders 4-hour visits per week which can be difficult if there are a number of kids in different foster homes. Sometimes the kids have to be transported from different places, some rural, and their drive time can be an hour each way. So virtual visits eliminate the barrier of gathering everyone and the various transportation problems. They also eliminate barriers for parents and long travel times to the center.

We have resumed in-person visits, and our families are so happy to have the option to see and hug their kids. For in-person visits, we have created a list of rules that everyone must follow. Parents bring their own toys, wash hands, and wear masks.

Our visitation rooms have been recently renovated, so they actually look like home. There is matching furniture, comfortable sofas, and a dining table for families to use. We also recently received a grant allowing us to give families \$50 grocery gift cards. This year we will also be giving each family a turkey dinner thanks to donations from the "Feeding Local" group. All visitation families will get one! For Christmas, we are partnering with the local realtor's association which will fulfill wish list items for the kids. Kids will get at least one thing they actually ask for! We are also very proud of our Room of Hope, which contains hygiene items, diapers, and other family supplies that are available for free. Families are welcome to "shop" there when in need.

In addition to visits, our Nurturing Parenting Program, which is 8 weeks of classes for dependency family cases, has really shown great results. We definitely see better parenting behavior during visits, and the parents also are enjoying those successes.

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

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

Program Director: Dana Cahn 954-773-2237

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

Number of Sites: 3

Counties Served: Dade, Broward, Palm Beach

f.a.c.e.s. (Family and Coparenting Enrichment Services) provides family and children services in South Florida, with our primary office located in Ft Lauderdale. Our staff consists of licensed practitioners and professionals to handle Supervised Visitation, Therapeutic



Supervised Visitation, Monitored Exchanges, Parenting and Coparenting classes, as well as Restoring Family Relationships program, Evaluations, and Mental Health Assessments.

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

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

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

**2<sup>nd</sup> Site: F.A.C.E.S.** Counties Served: Broward  
1101 SE 4<sup>th</sup> Ave Ft. Lauderdale, FL 33316  
Program Director: Dana Cahn 954-773-2237  
Contact E-Mail: [danacahn@faces.family](mailto:danacahn@faces.family)

**3<sup>rd</sup> Site: F.A.C.E.S.** Counties Served: Palm Beach  
2255 Glades Rd Boca Raton, FL 33431  
Program Director: Dana Cahn 954-773-2237  
Contact E-Mail: [danacahn@faces.family](mailto:danacahn@faces.family)

### Family Counseling and Child Safety Center -C18

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

Number of Sites: 1 Counties Served: Brevard

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



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

### Family Crossroads Solutions, Inc. – C11

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

Number of Sites: 1      Counties Served: Dade

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

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

### Family Nurturing Center of Florida – Bartley - C4

2759 Bartley Cr. Jacksonville, FL 32207  
Program Director: Elaine Jacobs 904-389-4244 x3  
Contact E-mail: [elaine@fncflorida.org](mailto:elaine@fncflorida.org) [tara@fncflorida.org](mailto:tara@fncflorida.org)

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

**2<sup>nd</sup> Site: Fleming Isle:** (looking for new location) Fleming Isle, FL

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

This year we were very happy to resume in-person visits and still offer virtual visits for those that need or want them. We have lowered capacity in our centers and kept the number of people to a minimum. We have new sanitization standards and have gotten good at cleaning and prepping our rooms quickly with a special disinfectant spray machine. Also, parents bring some of their own supplies.

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

We have continued using virtual visits in additional ways. Judges are sometimes ordering virtual visits for a time period *before* allowing in-person visits as a transitional option. In some cases where there is a strained relationship, this allows us to move slowly to in-person visits, which might be uncomfortable right off the bat. It has been a wonderful solution in one particular case where the last interaction of the parent and child had been tense and uncomfortable. They were able to do a series of virtual visits to work through some issues before actually visiting in person to enjoy each other's company. In another case, a mother with a young baby will be doing virtual visits with extended family members so the child can see them and meet them before actually seeing them in person. This strategy allows the child to acclimate gently. Judges will continue to utilize virtual visits in this way, and we continue to offer it as an option for cases.

We have been receiving much-needed donations of cleaning supplies from our supportive community partners, for which we are always very thankful! For Halloween and upcoming Christmas, we provide all the kids with a goodie bag to take home.

### Family Resource Connection – C7

309 Main St. Palatka, FL 32177

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

Contact E-mail: [stephanie@familyresourcefl.org](mailto:stephanie@familyresourcefl.org)

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

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

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

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

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

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

2730 US 1 South St. Augustine, FL 32086

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

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

### Family 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.frscswfl@gmail.com](mailto:carmen.frscswfl@gmail.com)

Number of Sites: 1      Counties Served: Lee

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

We are in the process of looking for a larger facility to accommodate more families. WE are currently offering the Nurturing Parenting Program curriculum and having tremendous success. We hope to expand services as much as possible.

### Family Ties Visitation Center – C9

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

Number of Sites: 1      Counties Served: Orange

The Family Ties program helps families reunite and rebuild their lives together. Our in-person visitations are held at a public school, so we are able to provide a large variety of activities for kids, including art, music, games, and a gym area. This site also allows for the visits to feel more organic and a part of the child's regular day. During COVID-19, we transitioned to temporary Virtual Visits so that the families could still see each other until they were able to return to in-person visits this year. We have the most incredibly talented and dedicated staff, many of who 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](mailto:kidsupervisors@gmail.com)

Number of Sites: 1      Counties Served: Broward

We continue to offer our in-person visits by adhering to all CDC guidelines including masks, and social distance between monitors and families. We encouraged visits to happen outside

as much as possible, at parks or playgrounds. But for the most part, clients continue to happily visit with their kids in a safe and secure way. Our staff have been total rock stars! They have kept themselves safe and still served the families in this tough time. Without their dedication, we would not be able to continue helping families stay together. At this time, reunification requires a court date, and they are backlogged nearly 8 months, so our clients are continuing with supervised visitation.

### Kids and Families Matter – C12

9124 58th Drive East Lakewood Ranch, Florida 34202

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

Contact Email: [Support@KidsandFamiliesMatter.com](mailto:Support@KidsandFamiliesMatter.com)

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

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

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

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

### Kid's Bridge – C7

238 San Marco Ave. St. Augustine, FL 32084

Program Director: Sandy Acuff 904-824-8810

Contact E-mail: [kidsbridge@comcast.net](mailto:kidsbridge@comcast.net)

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

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

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

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

### 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](mailto:Kimberly@kimberlyrandscoaching.com) KimberlyRandsCoaching.com

Number of Sites: 1 Counties Served: Hillsborough, Pasco

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

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

### Life Management Center of Northwest Florida

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

Program Director: Julie Moulders 850-867-6206

Contact E-mail: [jmoulders@lmccares.org](mailto:jmoulders@lmccares.org)

Number of Sites: 1 Counties Served: Bay

Visitation Services at Life Management Center has continued through a Cat 5 hurricane in 2018 and a Pandemic in 2019/2020. Life Management Center provides visitation services to non-custodial families. Life Management Center implemented Zoom visits until in-person visits could resume following COVID-19. The center has been short-handed on staff but has maintained a full schedule of families. 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 Behavioral SVP Wildwood - C5

515 Main St. Leesburg, FL 34785

Program Director: Kelly Tompkins 352-742-1590 Tiffany Jones 352-748-9999

Contact E-mail: [judy.shelton@kidscentralinc.org](mailto:judy.shelton@kidscentralinc.org) [melinda.musick@chsfl.org](mailto:melinda.musick@chsfl.org)

Number of Sites: 2 Counties Served: Sumpter, Lake

**2<sup>nd</sup> Site: LifeStream Behavioral SVP Sumpter:** 901 Industrial Dr. Wildwood, FL 34785

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

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

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

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

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

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

## Lutheran Services – C12

5729 Manatee Ave. West Bradenton, FL 34209

Program Director: Tiffany Vandermark 941-721-7670 x132 941-259-7061 cell

Contact E-mail: tvandermark@sccfl.org

Number of Sites: 1      Counties Served: Manatee

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

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

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

## Lutheran Services – C20

2285 Victoria Ave. Ft. Myers, FL 33907

Program Director: Rachel Lison 239-461-7651

Contact E-mail: rlison@childnetswfl.org

Number of Sites: 1      Counties Served: Lee, Charlotte

Lutheran Services Florida Visitation Program has been in existence since 2007. We provide services to families that are a part of the dependency system, working to regain custody of their children. During the COVID-19 quarantine in March, we transitioned to virtual visits. Our staff and families did a wonderful job adapting quickly to this new way of visiting with loved ones.

## Metamorphosis - C11

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

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



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

Number of Sites: 1

Counties Served: Dade

This year we began offering in-person visits once again while following all CDC safety protocols, including masks, social distancing, and having only one family at a time in the center. Families are now offered the option of either in-person or virtual visits. Everyone wants to see their children in person, but the fact that they have the option is wonderful.

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

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

### Miami Counseling Center – C11

11401 SW 40<sup>th</sup> St. #307 Miami, FL 33165

Program Director: Jenine Camejo 305-227-9100

Contact E-mail: [Camejo.jenine@yahoo.com](mailto:Camejo.jenine@yahoo.com)

Number of Sites: 1

Counties Served: Dade

### Partners with Families -C9

2737 W. Fairbanks Ave. Winter Park, FL 32789

Program Director: Sherry White 407-740-6838 407-963-2832 cell

Contact E-mail: [s.white@psychologicalaffiliates.com](mailto:s.white@psychologicalaffiliates.com)

Number of Sites: 1

Counties Served: Orange

Our program provides supervised visitation and monitored exchange services to mainly private pay clients. We are back to in-person visits and all participants are required to wear masks and sign a COVID-19 release. Our staff does the pickup and drop off of the children so that combative parents do not have to be in contact with one another. We also have security cameras to keep our clients safe. We do offer off-site visits on a case-by-case basis once a rigorous approval process has been completed.

Our visitation center has a kitchen, 2 rooms, a playroom with toys, and a flat-screen tv to watch movies. We also have an outside area for play. We are very proud of our well-trained



staff, who work with our local Child Advocacy Center to get ongoing training on a variety of subjects such as child welfare and protective investigations.

### Pasco Counseling and Visitation Center – New Port Richey – C6

6825 Trouble Creek Road New Port Richey, FL 34652

Program Director: Stephanie Centella 727-277-7421

Contact E-mail: [Stephanie@pascocounseling.com](mailto:Stephanie@pascocounseling.com)

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

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

COVID-19 has been a challenging time, but we are up for the challenge. Our goal is to allow families to have happy, safe, and healthy visits while they transition to reunification. Our center is so lucky to have community support in providing needs at Christmas time and throughout the year. Our community has been great with providing our needs as a center, such as crafts, toys, and other items. During this COVID-19 season we were donated hand sanitizer and Lysol.

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

### Preval & Associates – C11

9628 NE 2<sup>nd</sup> Ave #210E Miami, FL 33138

Program Director: Herve Preval 786-281-3935

Contact E-mail: [hpreval@prevalandassociates.net](mailto:hpreval@prevalandassociates.net)

Number of Programs: 1 Counties Served: Dade

We have happily returned to in-person visits while still offering virtual visits when needed. We have continued providing virtual therapy and counseling sessions with clients who have been so thankful to have the option. The flexibility of virtual options has been great. We recently

began accepting virtual visits from the courts and are excited to provide this safe option for families to remain connected.

### Psychological Center for Expert Evaluations – C15

9314 Forest Hills Blvd. #626 Wellington, FL 33411

Program Director: Kristin Tolbert 561-429-2140

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

Number of Sites: 1

Counties Served: Palm Beach

### Resolutions Health Alliance – C3

512 W. Duval St. Lake City, FL 32205

Program Director: Erin Crumitie 386-754-9005 Tish Bonner 352-745-1416

Contact E-mail: [Erin@RHAPA.net](mailto:Erin@RHAPA.net)

Number of Sites: 2

Counties Served: Alachua, Columbia

### Rooted Families – C11

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

Program Director: Alicia Layton 305-300-8953

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

Number of Programs: 1

Counties Served: Dade

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

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

## Safe Connections Supervised Visitation Center – C1

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

Program Director: Sharon Rogers 850-609-1850 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 located in Fort Walton Beach, Crestview, and DeFuniak Springs. Safe Connections alleviates the potential for repeated trauma, violence, or manipulation of children or victimized parents with well thought out safety planning of the space and with the provision of services by well-trained staff. Our staff remains committed to ensuring Safe Connections is a comfortable, nurturing, and respectful program with an overlay of safety and security for families dealing with a history of unsafe behaviors such as domestic violence, parental substance use disorders, parents with uncontrolled mental health disease, and allegations of child maltreatment.

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

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

### 2<sup>nd</sup> Site: Defuniak Springs SVC

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

### 3<sup>rd</sup> Site: Crestview SVC

618 7<sup>th</sup> Ave. Crestview, FL 850-398-8855

## SAFE Visits - Kids in Distress – C17

819 N.E. 26<sup>th</sup> St. Ft. Lauderdale, FL 33305

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

Contact E-mail: [cindyfuller@kidinc.org](mailto:cindyfuller@kidinc.org)

Number of Sites: 1 Counties Served: Broward

Kids In Distress Visitation Program is the only accredited program in all of Broward County. KID receives funding via ChildNet through the Access and Visitation Grant Program. This

funding provides Therapeutic Visitation to families with children ages birth through 17 years of age who reside in Broward County who have been removed from their homes.

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

This year, due to COVID-19, the program continued working remotely and supervised virtual visits via Zoom. The virtual visits provided an opportunity for some families to play games (via the shared screen), to have the children show their parents what their rooms (and foster homes) look like, and for some of the foster parents and biological parents to have positive interactions. This past year we had one father reunified with his three children.

### South Florida Counseling Agency – C17

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

Program Director: Karina Chernacov 954-370-8081

Contact Email: [karina@southfloridacounseling.net](mailto:karina@southfloridacounseling.net)

Number of Sites: 1

Counties Served: Broward, Dade

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

### Successful Unions, Inc.

399 Camino Gardens Blvd #304 Boca Raton, FL 33432

Program Director: Beth Cutler 561 750 6037

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

Number of Sites: 1

Counties Served: Broward, Palm Beach

Successful Unions, Inc. provides in-person supervised visitation at their location as well as outside field visits. They specialize in a wide variety of counseling and educational services,

including therapeutic visitation, parent education, and family counseling. In addition, Successful Unions offers parenting classes, premarital counseling, and addiction counseling. Of note is their current anxiety curriculum developed by the director, which has helped many children cope with separation issues.

### Supervised Visitation Prog. at Life Management Center – C14

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

Program Director: Regina Crane 850-522-4485 x1424 Cell: 850-890-5897

Contact Email: [RCrane@lmccares.org](mailto:RCrane@lmccares.org)

Number of Sites: 3

Counties: Bay, Washington, Jackson

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

Visitation Services at Life Management Center has continued through a Cat 5 hurricane in 2018 and a Pandemic in 2019/2020. Life Management Center provides visitation services to non-custodial families. Life Management Center implemented Zoom visits until in-person visits could resume following COVID-19. The center has been short-handed on staff but has maintained a full schedule of families. 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.

#### 2<sup>nd</sup> Site: Supervised Visitation BBend Ofc (Washington County)

1352 South Blvd. Chipley, FL 32428

Program Director: Tonya Hamilton (850)890-5897

Contact email: [thamilton@lmccares.org](mailto:thamilton@lmccares.org)

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

[dmoses@lmccares.org](mailto:dmoses@lmccares.org)

This site is located in Washington County. This site is primarily maintained by the Visitation On-site manager who works closely with case managers and family support workers through Anchorage Children's Home. This location has two visit rooms that also have a homelike environment. One room, in particular, offers a jungle-like experience while visiting. Although this is a small site area, there are anywhere from 5-12 families per week on Tuesday and Thursday. The smaller environment offers a more one-on-one setting for parents to feel safe and work toward goals of reunification. Therapeutic visitation is offered at this site as well. We also did virtual visits here and have established a great rapport with parents. We are very engaged with families and

not just monitors. We help with diaper changes, making bottles, whatever they need to make their visits meaningful (especially when there are multiple kids.) We always let parents know that we are here to help and teach, not judge, and we are very proud of the excellent relationships we have established with our clients. For example, we have one family where the baby cries a lot with the mom, but not the caregiver or our staff. Mom felt horrible. We explained that she is nervous, and the baby feels your nerves, that's all. We helped her relax in a quiet room, in a comfy chair, and as she did and rocked the baby, the baby stopped crying. She was so happy and grateful to learn and not be judged. 😊

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

4120 Jireh Ct. Marianna, FL 32446

Program Director: Tonya Hamilton (850)890-5897

Contact email: [thamilton@lmccares.org](mailto:thamilton@lmccares.org)

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

[dmoses@lmccares.org](mailto:dmoses@lmccares.org)

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

### Supervised Visitation Services, LLC – C

Contact via phone or e-mail only please

Program Director: Sharon Davis 352-754-0710

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

Number of Sites:            Counties Served: Alachua, Marion, Pasco, Hillsborough, Palm Beach

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

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

## Sustainable Family Services – C6

8487 9<sup>th</sup> St. North St. Petersburg, FL 33702  
Program Director: Brandice Almeida 727-318-3224  
Contact E-mail: [Brandice@susfamservices.com](mailto:Brandice@susfamservices.com)

Number of Sites: 1            Counties Served: Pinellas

Sustainable Family Services offers a homelike environment for safe, comfortable, and nurturing visits. Our visitation center includes multiple visitation rooms, kitchen, lush backyard, sensory garden, butterfly garden, 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. Kids Central - Best Practices SVP – C5

3300 SW 34<sup>th</sup> Ave. #101 Ocala, FL 34473  
Program Director: Penny Beehler [Penny.Beehler@kidscentralinc.org](mailto:Penny.Beehler@kidscentralinc.org)  
Program Facilitator: Kim Melvin (352) 867-1536 x5312  
Contact E-mail: [Kim.Melvin@kidscentralinc.org](mailto:Kim.Melvin@kidscentralinc.org)

Number of Sites: 1            Counties Served: Marion

The Visitation Center serves the supervised visitation needs of parents and children in the dependency court system. There is no charge to the parents. We receive referrals from case management to highlight the areas of need. There are currently two visitation coaches with extended experience working with families. One is bilingual (Spanish & English). The facility provides a homelike atmosphere with a kitchen, dining room, living room, and three rooms that are age-specific. The baby's room is furnished with a changing table, Pack-N-Play, baby toys, and a recliner. In the main area, there is a large toy box with multiple toys.

The Visitation Center provides the children and parents with books, puzzles, board games, etc., to make the visits a positive experience. The parents are encouraged to bring food for the children and talk while eating. An important component is the pre and post-visits. The visitation coaches meet before the visits to allow the parents time to express themselves and plan an activity with the children. Materials and sometimes videos are reviewed to enhance diminished protective capacities. At the post-visits, the parents are given the opportunity to express their impressions of their visits and discuss if they have barriers. The visitation coaches provide the parents with their observations and offer suggestions for appropriate engagement and strengthening the bond with their children. The parents are encouraged to put the children's needs first.

Sometimes during the visits, the visitation coaches intervene or mediate to ensure the visits are positive, and the parents understand their roles. An agreement is signed by parents and coaches to emphasize the expectations and non-negotiables to include, but not limited to, refraining from making promises to the children and making the children feel special. The



program is usually approved for 10-12 visits, but an extension is granted if needed based on the families' needs and progress. Regular meetings are scheduled to discuss with the administration any concerns or needed directions. Due to COVID-19 visits were being done via Zoom or FaceTime, however, have resumed face-to-face visits at the Visitation Center or in the community. The visitation coaches are providing creative ways to reassure and inspire the parents to continue visiting and planning for their child's permanency. The video platform also allows coaches to facilitate visits with parents or children who reside out of state.

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

2210 S. Tamiami Trail Venice, FL 34293

Program Director: Deedra Pata 941-492-6491

Contact E-mail: [DeedraP@CPCSarasota.org](mailto:DeedraP@CPCSarasota.org)

Number of Sites: 1      Counties Served: Sarasota

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

The CFVSP is a member of the Supervised Visitation Network (SVN) and follows all SVN standards. In addition, we comply with all CDC guidelines and protocols regarding COVID-19 to ensure client and staff safety.

### The Children's Visitation Center – C9

2 Courthouse Square #3100 Kissimmee, FL 34741

Program Director: Vereen Fernandez 407-742-2467

Contact E-mail: [ctadvf1@ocnjcc.org](mailto:ctadvf1@ocnjcc.org)

Number of Sites: 1      Counties Served: Orange

The Osceola County Children's Visitation Center is a court-operated program that provides supervised visits and monitored exchanges for families experiencing separation, divorce, and domestic violence when the conflict between the parents necessitates a neutral outside resource. These essential services allow children to spend time with their visiting parents in a pleasant and safe atmosphere, fostering a healthy relationship. The goal of the Children's Visitation Center is to provide an environment where a child can visit with their non-residential parents in a safe, caring, and child-positive setting.

The Children's Visitation Center also provides Virtual Supervised Visitation through the use of electronic communication tools as a means of furthering communication between a parent and child in order to foster their relationship. The Virtual Supervised Visitation is not a



substitute for actual visitation time with children. It is a supplemental tool intended to enhance the relationship between a parent and their child.

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

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

### Therapeutic Alliance – C11

6405 NW 36<sup>th</sup> St. #112 Virginia Gardens, FL 33166

Program Director: Dayra Bodan 305-871-3131

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

Number of Sites: 2          Counties: Dade

**2<sup>nd</sup> Site: Therapeutic Alliance** 9370 Sunset Dr. #213 Miami, FL 33173

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

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

We are still predominantly doing telehealth counseling and therapy sessions for clients. We have continued in-person supervised visits but with enhanced sanitation and safety protocols as recommended by the CDC. We sanitized everything between clients, and everyone is required to have their temperature taken, wear a mask, and respect social distance guidelines.

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

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

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

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

Contact E-mail: Rose [rose.berkoff@thetobycenter.org](mailto: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. We are available when you are, including evenings, weekends, and holidays. We are proud of our work to help families stay connected in this difficult time.

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

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

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

The COVID-19 Pandemic has been most challenging, yet the Toby Center remains committed to helping clients maintain contact with their children, both virtually and in person! We know that parents have really missed seeing their kids in-person, and virtual visits have been difficult for some of the younger children. Now, we have restored in-person visitations when both parties agree to follow CDC guidelines and protocols to help keep everyone safe.

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.

### United Way Family Fundamentals – C10

109 N. Kentucky Ave. 3<sup>rd</sup> Floor Lakeland, FL 33801

Program Director: Monica Holley-Workman 863-686-1221 x224

Contact E-mail: [monica.holley-workman@uwcf.org](mailto:monica.holley-workman@uwcf.org)

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

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

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

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

### Wesley House Family Services – Key Largo – C11

99451 Overseas Hwy #200 Key Largo, FL 33037

Program Director: Teri Christian 305-394-5377

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

Number of Sites: 1

Counties Served: Munroe

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

We have returned to in-person services but still offer virtual visits as needed. We believe that visitation is the cornerstone of reunification and should continue uninterrupted whenever possible. We are able to utilize cameras and computers to monitor visits outside of the actual visitation rooms and allow families to visit with privacy and safety as a priority. We do offer virtual visits as well when requested.

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

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

1304 Truman Ave. Key West, FL 33040

Program Director: Morgan Smeraldi 305-809-5000 x329

Contact E-mail: [Morgan.Smeraldi@wesleyhouse.org](mailto:Morgan.Smeraldi@wesleyhouse.org)

Number of Sites: 1

Counties Served: Munroe

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

This year we resumed doing in-person visits but offered virtual visits as needed. We believe that visitation is the cornerstone of reunification and should continue uninterrupted whenever possible. We are able to utilize cameras and computers to monitor visits outside of the actual visitation rooms and allow families to visit with privacy and safety as a priority. We do offer virtual visits as well when requested.

## Youth and Family Alternatives SVP – C5

7361 Forest Oaks Blvd. Springhill, FL 34606  
Program Director: Courtnay Murphy 727-307-1589  
Contact E-mail: [courtnay.murphy@kidscentralinc.org](mailto:courtnay.murphy@kidscentralinc.org)

Number of Sites: 2      Counties Served: Hernando, Citrus

This year we returned to in-person visits but still offer virtual visits as an option when needed. As Program Director, it has been great to have such a wonderful team of people that help ensure the children and families we work with continue to have quality contact even when it seems impossible. Something I always tell my team as we have navigated through this unprecedented time is, "We are YFA Strong!"

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

2440 N. Essex Ave Hernando, FL 34442  
Program Director: Marisa McClain 352-344-2933  
Contact E-mail: [Marisa.McClain@kidscentralinc.org](mailto:Marisa.McClain@kidscentralinc.org)

Each year we have a wonderful Christmas celebration with a visit from Santa and Mrs. Clause. They bring a large number of gifts of all sizes and age ranges, and the children are invited to choose one for themselves. Inmates at a local jail make cookies for the children. During Halloween, we decorate the whole place and have the children trick-or-treat from office to office. We have one room dedicated to infants and very young kids with muted colors and three other rooms for older children with more vibrant colors. Although COVID-19 has diminished our celebrations, we still strive to make the holidays fun for clients.

## Visitation Management Services

P.O. Box 18574 Tampa, FL 33679  
Program Director: Traci Powell 813-340-7449  
Contact E-mail: [traci@customvisits.com](mailto:traci@customvisits.com)

Number of Sites: 1      Counties Served: Hillsborough, Pinellas

Visitation Management Services (VMS) is a locally owned boutique business specializing in private off-site supervised visits, Guardian Ad Litem services, and transitional/reunification services. As a provider for the Tampa Bay 13th Judicial Circuit, we have been providing off-site supervised visits in and around the Tampa Bay Area for over 12 years.

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

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

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

## Basic Strategies of Motivational Interviewing



Motivational interviewing is a helpful conversational tool that builds a trusting and supportive relationship between a service provider and a client. It is a collaborative and goal-oriented way of communicating. This approach focuses on guiding, empowering, and respecting clients as they journey toward making changes. Anyone is capable of using motivational interviewing (Miller & Rollnick, 2013).

Motivational interviewing can be used when clients are contemplating making changes in their lives. However, those clients might not be fully committed to change and have reservations, anxiety, or fear. Common situations where motivational interviewing can be used include when working with:

- Children or adults who have substance use disorders
- Victims of domestic violence

Why is Motivational Interviewing Important?

- It builds a client's self-confidence and trust in themselves
- It helps and teaches clients to take responsibility for themselves and their actions.
- It lowers the chances of future relapse
- It prepares clients to become more receptive to treatment
- It shows clients that they have the power to change their lives themselves

(Hartney, 2021)

Motivational Interviewing Key Concepts:

It is always important to note that one must meet the client "where they are" and not push them to change. Instead, one should help them explore why they may feel hesitant and what goals they would like to accomplish. Consider the following three key concepts of motivational interviewing:

- **Active Collaboration**



- Professionals collaborate with clients by guiding them toward their goals and supporting them *instead of persuading or arguing*. This approach allows the client to develop a trusting and productive relationship with the professional.
- **Evoking Rather Than Installing**
  - A professional can evoke ideas that clients have already thought about. This technique reinforces the concept that motivation comes from within rather than from the professional's ideas of what is correct for the client.
- **Self-Determination**
  - The professional should honor and respect the client's autonomy. It is up to the client to take the necessary actions to create any changes they wish to make. This approach is self-empowering for the client, and it allows them to have personal responsibilities for their actions.

## Motivational Interviewing and Trauma

As you know, traumatic experiences often shape a client's view of the world. By introducing motivational interviewing into a trauma-informed approach, supervised visitation workers will:

- Accept the fact that these individuals may not be ready to make a change
- Help clients explore their experiences and the behaviors that they have developed to cope with their trauma.
- Help clients see how these behaviors may affect their current situation
- Allow the client to come up with their own conclusion about why change may be needed and assist with the change process.

(Miller & Rollnick, 2013)





## Establishing Trust in Motivational Interviewing

The following four principles of motivational interviewing are vital to establishing trust within the relationship between a service provider and a client. They are:

### 1. **Express Empathy:**

Expressing empathy towards a client shows acceptance and increases the chance of the professional and client developing a rapport.

- Acceptance enhances self-esteem and facilitates change.
- Skillful reflective listening is fundamental.
- Participant ambivalence is normal.

### 2. **Help Clients see the Gap Between the Present and their Goals:**

Encourage the client to state their personal goals and values. Then help the client understand the reality of the present situation and help them appreciate the gap between the two.

- The client rather than the professional should present the arguments for change.
- The client is motivated to change when they appreciate the gap between their present behavior and their important personal goals and values.



### 3. **Roll with Resistance:**

Rolling with resistance means that you understand that the client may resist the process. This prevents a breakdown in communication between client and professional and allows the client to explore their feelings and views.

- Avoid arguing for change.
- Do not directly oppose client resistance.
- Remember that new perspectives can be offered by professionals but not imposed on clients.
- The client is the primary resource in finding answers and solutions.
- Resistance is a signal for the professional to respond differently.



### 4. **Support Self-Efficacy:**

A client's self-efficacy is a crucial component for facilitating change. If a client believes that they have the knowledge and ability to change, the likelihood of change greatly increases.

- A client's belief in the possibility of change is an important motivator.
- The client, not the professional, is responsible for choosing and carrying out change.

- The professional's own belief in the client's ability to change becomes a self-fulfilling prophecy.

By introducing motivational interviewing into a trauma-informed approach, supervised visitation staff will:

- Accept the fact that clients may not be ready to make changes right away
- Help clients explore their experiences and behaviors they have developed to cope with their trauma.
- Help clients see how these behaviors may affect their current situation
- Allow the client to come to their own conclusion about why change may be needed and assist with the change process.

### **Techniques of Motivational Interviewing: OARS**

Professionals helping their clients explore their feelings and finding their own motivations should use OARS, the four basic techniques of motivational interviewing:

**O**pen-ended questions, **A**ffirmations, **R**eflective listening, **S**ummaries

#### **Open-Ended Questions**

Open-ended questions can encourage clients to think more deeply about an issue rather than replying with a "yes" or "no" response. For example:

- *"How would you like things to be different?"*
- *"What have you tried before to make a change?"*

#### **Affirmations**

Affirmations recognize a client's strengths and acknowledge positive behaviors. Affirmations can also help build a client's confidence in their ability to change. For example:

- *"You're clearly a very resourceful person."*
- *"You handled yourself really well in that situation."*
- *"I appreciate that it took a lot of courage for you to discuss this with me today."*

#### **Reflective Listening**

Reflective listening lets a client know that the professional is listening and trying to understand their point of view. It also creates an opportunity to correct any misunderstandings and to elaborate on their feelings. For example:

- *"What I hear you say is you're having a hard time with transportation to all these meetings. Is that right?"*

- *"I think I understand your point. You are having trouble at your job because your son has been sick so much lately. Is that right?"*

### **Summaries**

Summaries are reflections that demonstrate to the client that the worker has been listening and understanding what the client has been saying.

Below are some structures of what a summary could entail:

1) Begin with a statement indicating you are making a summary. For example:

- *"Let me see if I understand so far..."*
- *"Here is what I've heard..."*
- *"Please tell me if I've missed anything."*

2) Give special attention to Change Statements. These are statements made by the client that point towards a willingness to change. Four types of change statements include:

- Problem recognition: *"My use has gotten a little out of hand at times."*
- Concern: *"If I don't stop, something bad is going to happen."*
- Intent to change: *"I'm going to do something, I'm just not sure what it is yet."*
- Optimism: *"I know I can get a handle on this problem."*

3) If the person expresses ambivalence, it is useful to include both sides in the summary statement. For example:

- *"On the one hand..., on the other hand..."*

4) It can be useful to include objective information in summary statements from other sources (e.g., your own knowledge, research, courts, or family).

5) Be concise.

6) End with an invitation. For example:

- *"Did I miss anything?"*
- *"If that's accurate, what other points are there to consider?"*
- *"Is there anything you want to add or correct?"*

7) Depending on the clients' responses to your summary statement, it may lead naturally to planning for or taking concrete steps towards the change goal.

(Miller et al., 2019)

## References

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- Miller, W. R., & Rollnick, S. (2013). *Motivational interviewing: Helping people change* (3<sup>rd</sup> ed.). New York: Guilford Press.
- Hartney, E. (2021). *What is motivational interviewing?* Verywell Mind. <https://www.verywellmind.com/what-is-motivational-interviewing-22378>.

## Responding with Empathy



Empathy may come naturally to some professionals, but to others, it may take some explanation and some practice. In this section, you will learn more about responding with empathy.

### Differences Between Empathy & Sympathy

Supervised visitation workers should be able to show empathy when working with children and families who have experienced trauma. Empathy is different from sympathy. Sympathy is expressing feelings of pity and sadness for someone else's misfortune, and empathy is the "ability to understand and share feelings of another" (Chang, 2020). Empathy fuels connection, and sympathy fuels disconnection when working with clients. The lesson here is: emphasize empathy. The chart below shows the difference (Chang, 2020).

### Avoid these Sympathetic Responses: The Five D's



*"Aw, that sucks. That reminds me of an old client of mine. I wonder how she's doing."*

2. **Diminishing:** Professionals should avoid responding to a client's disclosure by stating the silver lining or comparing the client's situation to someone worse off. Comparing other people's experiences or circumstances could make the client believe that their feelings are invalid.

*"Honestly, just look at the bright side; so many people have it worse off than you do."*

3. **Dismissing:** Every client will respond to stress and difficulties differently. Avoid responding with dismissive language, because it can make the client think you do not care about what they are experiencing.

*"Relax, it's not a big deal; you're just overthinking it."*

4. **Directional Questioning:** Since clients experience stress and process emotions differently, professionals should avoid responses that assume that a client should be "over something" sooner. These responses can make clients think that they are supposed to be okay when in reality, they are not.

*"Why are you still worried about him? He's been in jail for months and will be for many more years. You should feel safe now."*

5. **Dishing Out Advice:** Sometimes, when clients come to you to vent, it can be tempting to respond with advice to solve their problems. However, many clients might not be ready to act, and instead, they hope that you will just listen. Giving them advice on what they should and should not do does not empower them to succeed.

*"This is what I would do" or "Another client went through the same thing, and she didn't handle it well. But I'm sure you'll do fine!"*

(Chang, 2020)

### Use these Empathetic Responses: The Five C's

1. **Clarifying:** As helping professionals, it is important to show your clients that you are listening to them. By restating questions, reasonings, or comments that the clients use to explain their feelings, you can show that you actively listen and understand what they are saying.

*"From what I hear from you, it seems like you are feeling X; Is this correct? If not, please tell me again so I can fully understand."*

2. **Character Boosting:** Pointing out clients' strengths helps build their character, instead of minimizing their experiences. This technique also allows them to see that they have the ability to overcome their circumstances.

*"You are so strong and brave for sharing this with me, this is a tough situation, and you are handling this so well."*

3. **Conveying That You Care:** Showing up is crucial. Be there when you promised to be there. Reassuring clients is one of the best ways to show you are there to help. Professionals should support clients in finding solutions through questions that ensure they feel comfortable and safe. Remember to treat clients the way they want to be treated, not what you think is best for them.

*"What can I do in this situation to make you more comfortable? How can I help you overcome this struggle" or "What do you think you need at this moment right now? Only you know what you need."*





4. **Checking In:** When clients share an experience they are going through, it is essential to follow up with them afterward. When you follow up, try using open-ended questions that facilitate a conversation dialogue.

*"I just wanted to check in based on our conversation yesterday; how are you feeling?" or "We had a very productive conversation last week. Are you feeling more comfortable taking action? How can I support you?"*

5. **Complimenting Their Courage:** It is challenging for clients to share emotional pain or difficult situations. It is not easy to be vulnerable. Tell clients:

*"Thank you so much for sharing that with me; you are courageous for being so vulnerable/honest with me."*

(Chang, 2020)

### **References**

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# Empathy Vs. Sympathy

DO THIS



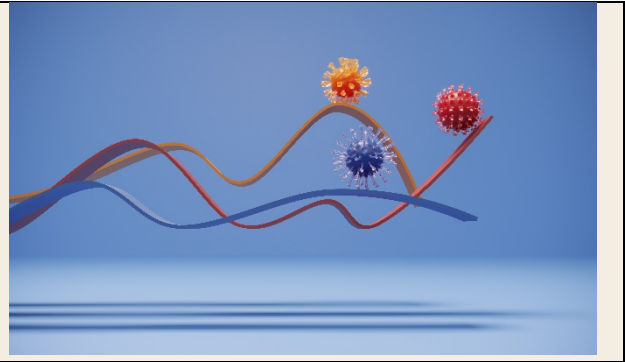
- ✓ Clarifying: "From what I hear from you, it seems like you are feeling X; Is this correct? If not, please tell me again so I can fully understand."
- ✓ Character Boosting: "You are so strong and brave for sharing this with me, this is a tough situation, and you are handling this so well."
- ✓ Conveying That You Care: "What do you think you need at this moment right now? Only you know what you need."
- ✓ Checking In: "I just wanted to check in based on our conversation yesterday; how are you feeling?"
- ✓ Calling Out Their Courage: "Thank you so much for sharing that with me; you are courageous for being so vulnerable with me."

NOT THAT



- ✗ Deflecting: "Aw, that sucks. That reminds me of an old client of mine. I wonder how she's doing."
- ✗ Diminishing: "Honestly, just look at the bright side; so many people have it worse off than you do."
- ✗ Dismissing: "Relax, it's not a big deal; you're just overthinking it"
- ✗ Directional Questioning: "Why are you still worried about him? He's been in prison for months and will be for many more years. You should feel safe now."
- ✗ Dishing Out Advice: "Another client went through the same thing, and she didn't handle it well. But I'm sure you'll do fine!"

## Ongoing Pandemic: Omicron “Variant of Concern”



The first detection of Omicron was reported in Botswana on November 11<sup>th</sup>, 2021, and it was then detected in South Africa on November 14<sup>th</sup>, 2021. Ten days later, the variant was first reported on November 24<sup>th</sup>, 2021, to the World Health Organization (WHO). Just six days after Omicron was reported to WHO, the United States of America (USA) designated Omicron as a “variant of concern.” On December 1<sup>st</sup> of 2021, Omicron was reported within the USA and as of December 10<sup>th</sup>, 2021, it is circulating through many states; however, Delta is still the dominant circulating variant, and it is likely that Omicron will one day become the dominant circulating strain (CDC 2021).

### What Makes Omicron Different?

- Genetic mutations occurred from a mid-2020 circulating SARS-CoV-2 virus.
- Omicron has 30 additional “spike protein amino-acid substitutions” which creates conditions in which *reinfection can occur*, there is likely a reduced susceptibility to produced monoclonal antibody therapeutics, and a reduction in the neutralization capabilities of the vaccine on the virus.
- The European Center for Disease Control (ECDC) classified Omicron as a variant of concern because of “immune escape capabilities and the possibility of increased transmissibility of Omicron compared to Delta.”

(CDC 2021; NPR 2021)

### How Does Omicron Impact Us?

- As of November 26<sup>th</sup>, of 2021, a Presidential Proclamation was issued by the White House which led to suspended entry from eight countries in southern Africa such as Botswana, Eswatini, Lesotho, Malawi, Mozambique, Namibia, South Africa and Zimbabwe.
- There is a CDC order requiring pre-departure testing within one day of the scheduled flight to be able to travel to the USA or to depart from another country into the USA.

- If a positive test is acquired while overseas, boarding will not be allowed, and one must quarantine in the foreign country and present a negative test after the quarantine to be allowed back into the USA regardless of citizenship status.
- Pfizer CEO predicts a fourth dose will be required a lot sooner than the predicted 12 months after one's third dose due to Omicron.
- It is recommended to take extra precautions like social distancing, wearing masks, getting vaccinated, boosted, and to maintain good hygiene practices over the winter season to avoid further spread of the virus due to indoor gatherings.

(CDC 2021; CNBC 2021)

### References

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