



THE CENTER FOR FAMILY SERVICES  
OF PALM BEACH COUNTY, INC.

# ANNUAL REPORT

2009-2010





Dorla Leslie



Jean Meisenzahl

## Message from the Chief Executive Office and Board Chairman

*As we embark on another year of service to Palm Beach County residents, we continue our mission of strengthening families through counseling, education and homeless intervention with renewed vigor.*

*Palm Beach County still suffers from economic turmoil; however, we are continuing to make life-changing strides for those whom we serve in our community. The Center for Family Services remains on the front lines, providing counseling to those that are experiencing stress, homeless prevention services to those affected by layoffs and foreclosures and early childhood education services to assist parents in bonding with their children, thereby laying the foundation for future success.*

*The Center for Family Services is grateful for the generosity of our partners, funders and staff who support us as we have given 49 years of dedicated service promoting the well-being of families and children in need.*

*Dorla Leslie*

CHIEF EXECUTIVE OFFICE

*Jean Meisenzahl*

BOARD CHAIRMAN

## 2009-2010 BOARD OF DIRECTORS

<i>Kathryn Beamer</i>	<i>Richard Levine</i>
<i>Amy Botkin</i>	<i>Anthony Marino, Jr.</i>
<i>Michael Dixon</i>	<i>Jean Meisenzahl</i>
<i>Elizabeth Erdmann</i>	<i>Karen Swanson</i>
<i>Scott Greenberg</i>	<i>Peter Wellman</i>



THE CENTER FOR FAMILY SERVICES  
OF PALM BEACH COUNTY, INC.

## Mission Statement

*Strengthening families through counseling,  
education and homeless intervention.*



## OUR PROGRAMS

### HOMELESS INTERVENTION

#### **PAT REEVES VILLAGE – PROGRAM REACH** **Emergency Shelter and Services for Homeless Families**

Pat Reeves Village/Program REACH is a member of a collaborative of service providers representing a continuum of care for the homeless and homeless at-risk in Palm Beach County. Pat Reeves Village is an emergency shelter for homeless families with dependent children and is staffed 24 hours a day, 7 days a week. Families in the shelter are part of a structured, supportive program that includes crisis counseling provided by The Center. Residents with other needs are linked with collaborative agencies, after-school tutoring by Palm Beach County School District teachers is provided to children at the shelter, and families receive budgeting and employment counseling. CFS also operates Program REACH which provides temporary emergency shelter in area motels for homeless families. For people at imminent risk of homelessness, this program provides food vouchers, assistance with rent, mortgage and utilities. We also provide relocation assistance (Traveler's Aid) for individuals who are stranded to return to their out-of-town families. Referrals, food, clothing and personal hygiene items are provided to the homeless and at-risk served by both programs.

#### **In 2009- 10, Pat Reeves Village/Program REACH provided:**

- **Over 16,500 adults and children with basic services including shelter, food and clothing**
- **Over 24,090 nights of shelter assistance**
- **Over 16,500 referrals to link individuals and families to community resources**
- **More than 12,500 meals**
- **More than 3,000 transportation passes**

## OUR PROGRAMS

### COUNSELING

#### INDIVIDUAL AND FAMILY COUNSELING PROGRAM

The Individual and Family Counseling Program offers professional and confidential mental health counseling to individuals, families and children on an outpatient basis to assist with various problems including marital issues, family discord, substance abuse, domestic violence, grief and loss, trauma, depression, anxiety, and life transitions. The program helps individuals and families build upon their strengths and resources to develop strong social relationships, improve coping skills, lead satisfying, productive lives and gain knowledge of how to access necessary services.

**In 2009 - 10, the Counseling Program served 954 clients and provided 3,673 hours of counseling.**

#### EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program, *Life Enrichment EAP*, provides assessment, referral and brief solution-focused therapy. The goal of the EAP Program is to help employees find solutions to problems and issues that prevent them from being fully productive and effective in both their work and life. EAP also provides consultative services to managers and human resource personnel on workforce issues, Department of Transportation compliance and Drug-Free Workplace programs. Our EAP staff develops and presents topics that include leadership training, supervisory training, balancing work and family, conflict resolution, Job Performance Appraisals as a management tool, and other workforce issues.

**In 2009 - 10, EAP served 300 clients and provided 947 hours of counseling.**

#### RECOVERY PROGRAM - Substance Abuse Treatment Services

CFS' Recovery Program provides the county's adults, adolescents and families with access to multi-level substance abuse treatment services tailored to meet their needs. We provide intervention, substance abuse education, crisis intervention, professional consultation, substance abuse assessment, case management, group, individual and family therapy aimed at breaking the cycle of addiction. The program utilizes an Early Intervention Program Model (EIP) to assist individuals and families in breaking the life-threatening cycle of chemical dependency. We collaborate with community stakeholders such as schools, law enforcement, state and county probation, traffic schools, the public defender's office and the county criminal and misdemeanor courts. The program is licensed through the Florida Department of Children and Families, Office of Alcohol, Drug and Mental Health (ADM), for District # 9 to provide substance abuse treatment services for adults and adolescents. All services are provided by professionally trained, licensed (or license eligible) clinicians, or Certified Addiction Professionals (CAP).

**In 2009- 10, the Recovery Program served 215 individuals and provided 1,811 hours of counseling.**

#### PARTNERS FOR CHANGE

The Partners for Change project is an innovative, research based psychotherapy service designed around a Client-Directed, Outcome-Informed Therapy™ framework. The project serves adults who are experiencing problems with both substance use and co-occurring mental health issues. The program offers confidential outpatient therapy that recognizes client strengths and focuses on assisting clients to be successful with the goals they want to achieve. This unique approach views clients as valued partners in the change process and offers a systematic real-time outcome measurement process that maximizes effectiveness. Our staff are licensed, certified psychotherapists with graduate degrees and trained in a variety of research-based therapies in addition to the CDOI therapy approach. The project is state licensed and funded through the Department of Children and Families District 9 Substance Abuse and Mental Health office.

**In 2009 - 10, Partners for Change served 216 clients and provided 4,696 hours of counseling/services.**

## OUR PROGRAMS

### SAFE KIDS PROGRAM Stop Abuse by Family Empowerment

SAFE Kids program is the only officially recognized Sexual Abuse Treatment Program (SATP) in Palm Beach County by the Florida Department of Health, Children's Medical Services. With more than 10,000 calls to our county's abuse hotline annually, and 1,200 of those reported as sexual maltreatment in nature, SAFE Kids provides a much-needed service in our community by helping adults molested as children, as well as children, their siblings, and parents learn ways to keep themselves safe and find ways to cope effectively with traumatic events. We provide therapy and advocacy for children and adults who are victims of sexual abuse, physical abuse, neglect, domestic violence, and/or other crimes. A team of qualified therapists, who are designated as Victim Services Practitioners through the Office of the Attorney General, provide comprehensive safety planning as well as various forms of play and activity to engage children as young as three in expressing their feelings. SAFE Kids partners with local experts in the areas of Play Therapy, Clinical Sexology, and Child & Adolescent Psychiatry to receive specialized training and support that enhance the provision of services to this vulnerable population. **In 2009-10, SAFE Kids served 348 children and adults and provided 2,802 hours of mental health counseling, crisis intervention, and advocacy.**

### EARLY CHILDHOOD EDUCATION

#### PARENTING SMART BABIES

Parenting Smart Babies (PSB) specializes in strengthening the social and emotional bond between infants and their parents and/or caregivers by showing families a myriad of fascinating ways to stimulate their child's amazing brain. Participants are given the tools to help them gain confidence in their ability to care for their baby. Meaningful interaction between caregivers and babies of all ages has a profound impact on a child's social, psychological, emotional and intellectual development. The more caregivers know about their baby's brain and developmental milestones, the more successful that child will be. Participants are given the opportunity to be linked to other community resources, offered monthly parent support meetings, family outings and program-sponsored events. PSB is free and available to families who live in Lake Worth (zip codes 33460, 33461, 33463). PSB serves families whose children are age 0-3 years. All families must first be screened and deemed eligible for PSB. Participants may be, at the earliest, in their second trimester of pregnancy or already have a child who is age 27 months or younger. Eligible children must be cared for at home, rather than in a child-care setting. Families must speak English or Spanish and be available for home visits. An Infant Toddler Developmental Specialist contracted through Early Steps will modify the curriculum to fit the needs of children with identified developmental disabilities. PSB is part of the Healthy Beginnings System of Care with the Children's Services Council. **In 2009-10, Parenting Smart Babies served 153 children in 137 families and 3 pregnant women.**

#### HIPPY Home Instruction for Parents of Preschool Youngsters

HIPPY is an instructional home-based program designed to help parents learn how to teach their three, four, and five-year old children. Parents are empowered to be their children's first teachers and create an educational environment in the home that promotes literacy. HIPPY is a proven alternative to universal pre-kindergarten and an excellent source for school readiness. HIPPY includes age appropriate intervention activities, which pursue the best interests of the child while encouraging a family commitment to fostering school readiness skills. The program is the largest in the State of Florida, placing Florida second on a national and international scale. There are five sites in Palm Beach County serving fourteen geographical areas: West Palm Beach, Westgate, Pleasant City, Riviera Beach, Lake Worth, Boca Raton, Boynton, Delray Beach, Moore Haven, Clewiston, Immokalee, South Bay, Pahokee and Belle Glade. All our HIPPY sites were awarded Stellar Program Status by HIPPY USA for performing exemplary service to families and children. In 2009, The Center for Family Services' HIPPY Program became a part of the Children's Services Healthy Beginnings Program. **In 2009-10, HIPPY served 715 children from 701 families. 144 five-year olds graduated in June '10 with the skills necessary to succeed in school.**



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# Season in Review

## THE TWELFTH ANNUAL OLD BAGS LUNCHEON



Amie Swan and Erin McGould

The Twelfth Annual Old Bags Luncheon held at The Breakers on March 25th to benefit The Center for Family Services of Palm Beach County was a spectacular success, chaired by Erin McGould and Amie Swan with Mary Freitas as honorary chairwoman.

The event featured a champagne reception and silent auction of designer handbags and jewelry. Saks Fifth Avenue was the Platinum Corporate Benefactor and Bvlgari at Saks Fifth Avenue Palm Beach was the Gold Corporate Benefactor, donating an exquisite necklace and earrings for the grand raffle prize. Neiman Marcus was a Silent Auction Benefactor; Harl Taylor BAG, Jimmy Choo and Valentino were Silent Auction Patrons. Grand Benefactors were Erin and Sean McGould; Benefactors were Lisa and Peter Erdmann, Frances and Jeffrey Fisher, Mary and Mark Freitas, Sheryll and David Harkins and Patty Myura – The Eleanor Patterson Reeves Foundation. Platinum Patrons included Air Partner, Arlette and Robert Gordon, Gloria Herman, Amie and Jack Swan and Amy and Robert Swan. During the luncheon, award-winning television journalist Joan Lunden shared her experiences and insights on balancing family life and career with over 400 supporters of The Center.

## GOLF CLASSIC 2010



Back Row: (left to right) Karen Reeves, Scott Greenberg, Peter Wellman, Jeff McDonald, Steve Eshelman Front Row: (left to right) Jon Colclasure, Allison Lindquist, Jean Meisenzahl, Lynda Zettel, Danielle Moerle-Holvig

The Center for Family Services of Palm Beach County held their Fourth Annual Golf Classic on June 4 at The Loxahatchee Club in Jupiter, raising more than \$50,000.

The pre-event cocktail party and silent auction was sponsored by Ernst & Young LLP. Platinum Sponsors were the Baxter Foundation and Gloria H. Herman; other sponsors included Kathryn Beamer, PA; 1st United Bank; Carl Domino, Inc.; Himmel Management Co. LLC; Sharon and Roy Apple; Judi and Raymond Richards; Holyfield & Thomas, LLC; Brown & Brown of Florida, Inc.; Vicki and Chris Hunkler; and the Palm Beach Kennel Club. The hole-in-one prize was sponsored by Arrigo Dodge Chrysler Jeep.

Chaired by Jean Meisenzahl and Peter Wellman, the committee included Jon Colclasure, John Elder, Steve Eshelman, Barbara Gilbert, Scott Greenberg, Allison Lindquist, Jeff McDonald, Danielle Moerhle-Holvig, Karen Reeves and Lynda Zettel.

## DINNER DANCE BENEFITS PAT REEVES VILLAGE



Robert and Arlette Gordon, Nathalie Fernandez and Patrick Park

Club Colette was the intimate setting on January 18 for the Fifth Annual Dinner Dance benefiting Pat Reeves Village shelter for homeless families with children, a program of The Center for Family Services of Palm Beach County.

Nathalie Fernandez and Patrick Park served as chairmen of the evening, with Patty Myura as Honorary Chairwoman and Arlette and Robert Gordon as Co-Chairmen. Tiffany & Co. was the Grand Corporate Benefactor of the evening.

The evening began with a cocktail reception and mariachi music on the courtyard. From there, more than 110 guests moved to the dining room for dinner, dancing to the Doug Verga Quartet and a live auction of Tiffany & Co. watches and a Royal Caribbean Cruise conducted by Dick Robinson. Attendees also enjoyed surprise special guest artists, including Juan Carlos Lo Yacono of Argentina, music by the Trans Tango Trio and dramatic tango dance performances. Pat Reeves Village serves thousands of homeless families with children each year. The Village provides shelter, food, clothing, counseling, transportation, tutoring, case management, budgeting and referrals for families and helps them return to self-sufficiency. The Center for Family Services' mission is strengthening families through counseling, education and homeless intervention.

## HIPPY AWARENESS DAY



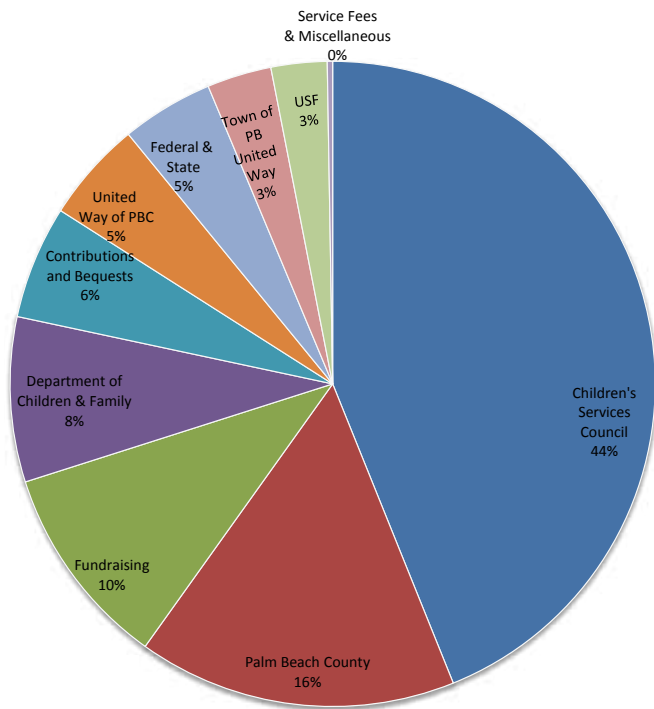
Daphney Delphin and Calleen Norman

CFS held their Annual HIPPY (Home Instruction for Parents of Preschool Youngsters) event, "Celebrating Children" on Saturday, June 12th at Gaines Park in West Palm Beach.

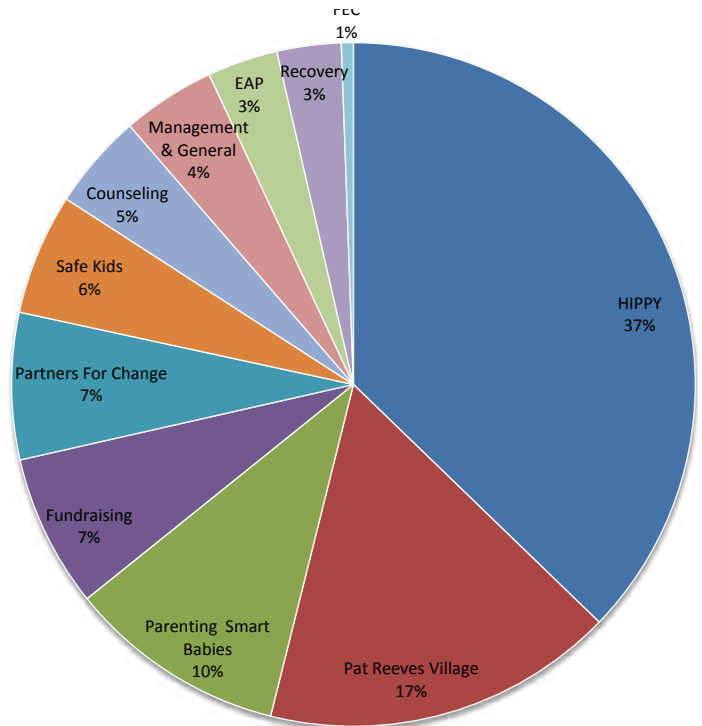
More than 450 attended the festivities including parents, children and staff represented by all five HIPPY sites county-wide (Boca/Delray; Belle Glade/South Bay/Pahokee; Lake Worth/Boynton; Pleasant City/Riviera Beach; Roosevelt/Westgate). Families enjoyed a carnival full of entertainment, food and children's activities. For the past five years, Masud Temple #69 (currently led by Illustrious Potentate Pembroke Burrows) has donated food and volunteered their time for this event. Hosted by Gaines Park and the Pleasant City Multi-Cultural Center, other service providers and agencies were invited to participate.

# The Center for Family Services of Palm Beach County, Inc. Financial Statements

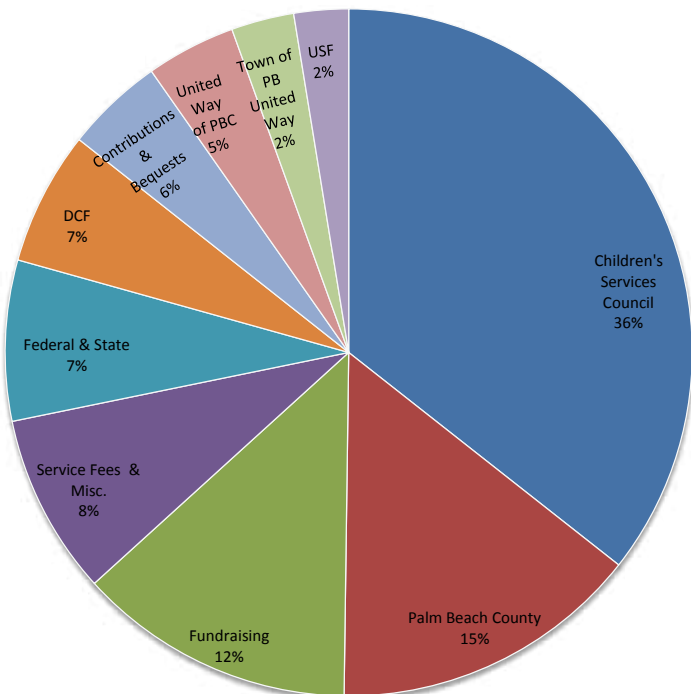
2009 - 2010  
Revenue by Funding Source



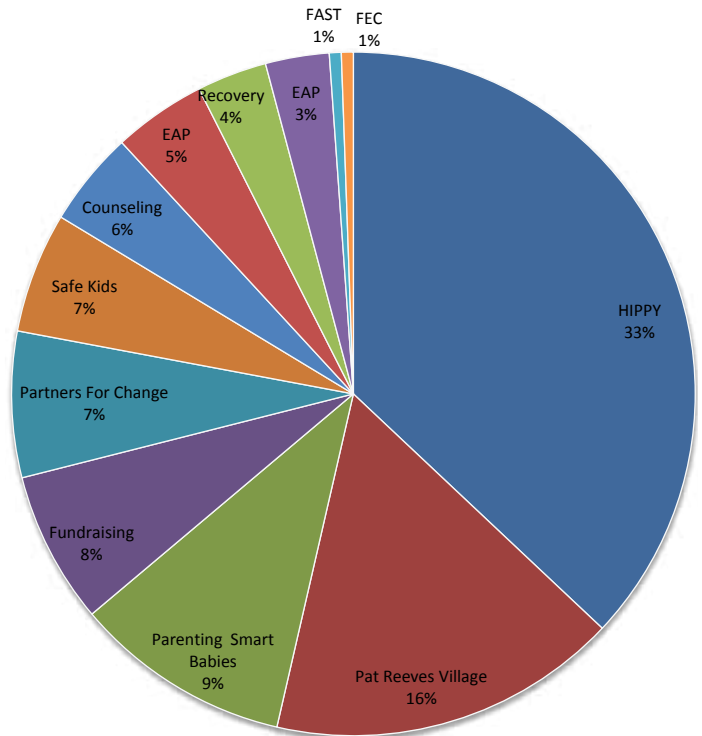
2009 - 2010  
Expenses by Program



2008 - 2009  
Revenue by Funding Source



2008 - 2009  
Expenses by Program



## COUNSELING OFFERED AT TWO LOCATIONS

### Administrative Office

4101 Parker Avenue  
West Palm Beach, FL 33405  
561-616-1222  
561-616-1230 Fax

### Wellington

12773 West Forest Hill Boulevard, Suite 219  
Wellington, FL 33414  
561-793-1698

## OTHER LOCATIONS

### Boca Raton

4400 North Federal Highway, Suite 38  
Boca Raton, FL 33432  
561-330-2266  
561-330-2264 Fax

### Belle Glade

401 S.E. 2nd Street  
Belle Glade, FL 33430  
561-996-4400  
561-996-4440 Fax

### Lake Worth

1776 Lake Worth Road, Suite 103  
Lake Worth, FL 33460  
561-540-1012  
561-540-1014 Fax

### PAT REEVES VILLAGE Program REACH

1320 Henrietta Avenue  
West Palm Beach, FL 33401  
561-514-0564  
561-514-0648 Fax

## We Wish To Recognize and Thank Our Funding Partners

*Children's Services Council of Palm Beach County  
Department of Children & Families  
Emergency Food and Shelter Program (EFSP)  
Florida Department of Health Children's Medical Services  
Palm Beach County Board of County Commissioners  
Palm Beach County Department of Community Services  
Palm Beach County Housing and Community Development  
Town of Palm Beach United Way  
United Way of Palm Beach County  
University of South Florida  
Victims of Crime Act*

