

# YOUTH

■ SERVICES BUREAU ■  
of Monroe County

## 2020 Annual Report



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## Introduction

### Mission Statement:

The mission of Youth Services Bureau is to support youth and families through advocacy, education, collaboration, and fostering community connections.

### Vision Statement:

Youth Services Bureau of Monroe County envisions a thriving community, rooted in compassion, rich in opportunity, where youth and families are empowered and resilient.

### Agency Values:

Integrity, Advocacy & Awareness, Service, Importance of Human Relationships, Honoring Dignity of Person, Investment

### History:

Since 1972, Youth Services Bureau of Monroe County has provided services in an effort to strengthen families, divert youth from the juvenile justice system, and to foster positive youth development. Family support and structure are necessary for the development of our community's youth. YSB offers services that foster positive family functioning and help lay the groundwork to build healthy, productive individuals.

### Accreditation & Memberships:



YSB is an accredited Indiana Youth Services Association member. We fulfill the 4 core roles of delinquency prevention, advocacy, community education and information & referral<sup>1</sup> with our programs.



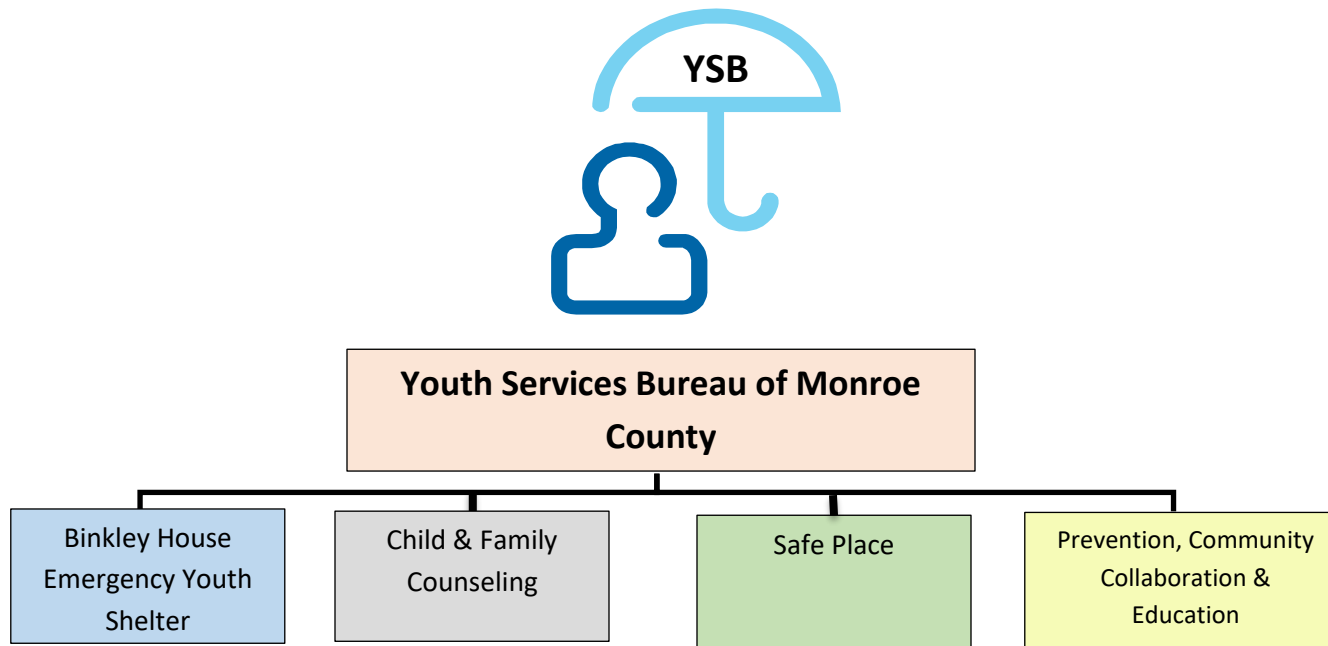
We are also an Indiana Association of Resources and Child Advocacy member. It is an association of concerned agencies who not only care for children and families, but also care about them.<sup>2</sup>

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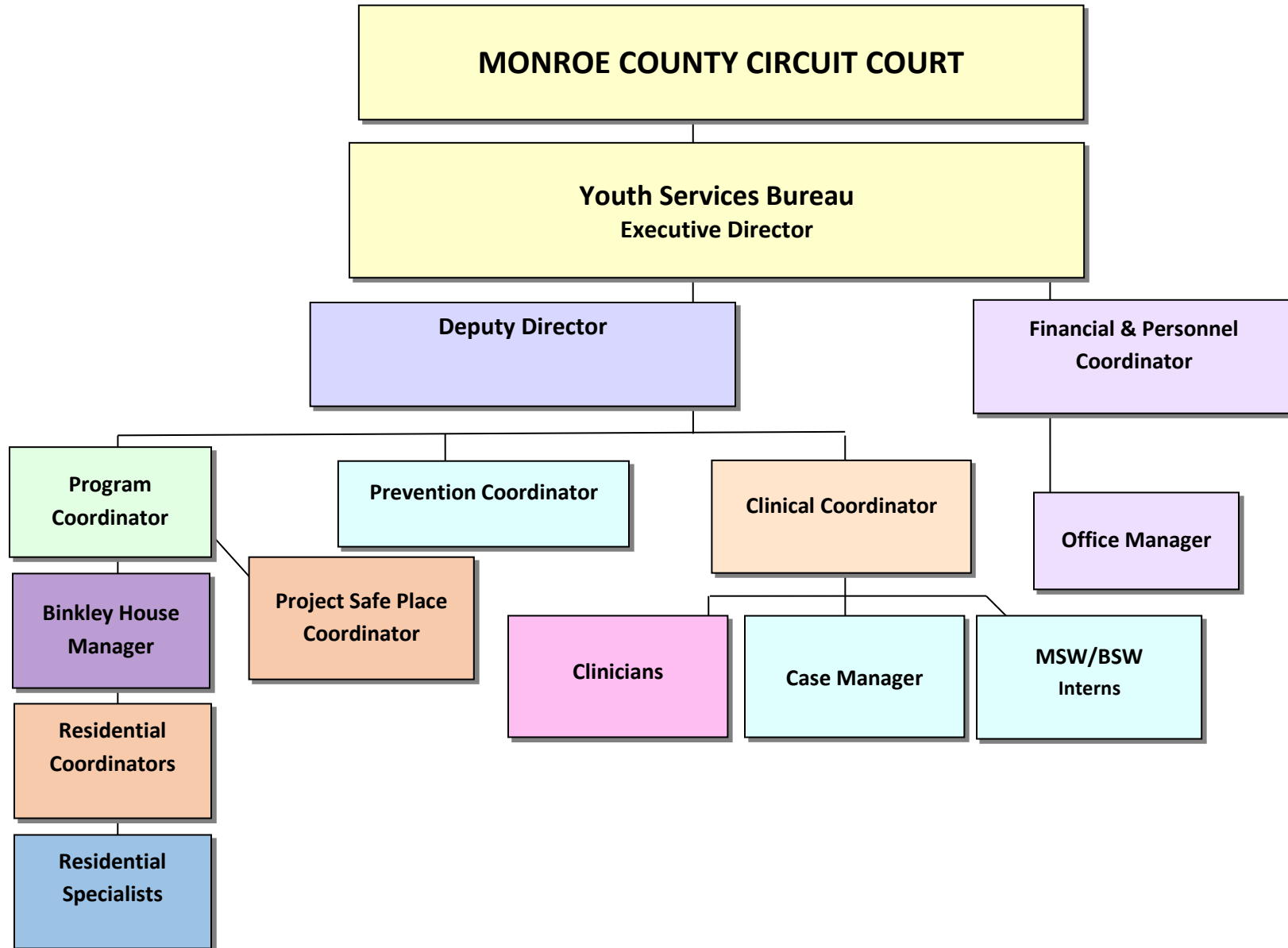
<sup>1</sup> <http://www.indysb.org/parents-youth/programs>, "four core roles"

<sup>2</sup> <https://www.iarca.org/index.php/about-us>

# Our Services



# Our Organizational Structure



## **The Executive Director's Report**

The Youth Services Bureau of Monroe County (YSB) remained operational 24/7 throughout the COVID-19 global pandemic to provide services for 134 Runaway and Homeless youth. Although the number of youth who accessed our services in 2020 was fewer than in 2019, the youth served were experiencing significant trauma. The Indiana Department of Health, Indiana Department of Child Services (DCS) and Monroe County government required YSB to close the building in March to visitors, and we utilized strict protocols for personal safety and sanitation to insure residents and staff remained COVID free. We were proud to say no staff or youth tested positive in 2020. The length of stay for youth increased slightly over 2019 at 11.4 days, while the number of referrals decreased from 507 in 2019 to 379 in 2020. YSB identified 18 cases of physical, sexual and/or neglect to DCS. Other emergency youth shelters statewide experienced a decrease in youth seeking shelter, in theory, due to fear of disease and quarantine requirements suggesting some youth remained in unsafe conditions.

During the first two months of 2020, YSB began to utilize the new addition and renovations to the facility. Although COVID prevented us from sharing the new space with the community, the youth were able to utilize the gymnasium and classrooms while being quarantined and in online educational programming. Daily programming which traditionally includes community service learning, outside trainers, visiting the animal shelter, YMCA, Hoosier Hills Food Bank, and other community agencies had to be dramatically restructured to accommodate the closing of most community facilities. As a result, programmatic adjustments were made and the new space allowed us to offer youth experiences like Trauma Informed Yoga and basketball in the gym.

One of the biggest challenges of 2020 was providing technology and supervision for online educational programming. We received a Coronavirus Aid, Relief and Economic Security Act (CARES) grant to purchase IPADS and earphones, but as many parents across the United States, learning the various digital platforms, and assisting the youth in navigating their new way of learning was daunting for staff. Another challenge and disappointment was the inability to implement our youth substance abuse group, truancy, and sexually maladaptive behavior therapy groups. The format of all three programs were for in person groups, and planned to start in March of 2020. We hope to continue developing relevant programming for adolescents to meet community needs, and welcome all ideas and feedback.

YSB Prevention and Outreach also looked very different in 2020, than previous years. Prevention work continued virtually and expanded to include even more training on Implicit Bias for the community. A contract was signed with the City of Bloomington to provide this

training to all their employees. Almost all the usual community activities like the county fairs were canceled, so outreach turned to alternative ways to reach teenagers including commercials on local television channels, and social media to provide information to youth about our Safe Place Program. The fifth annual Monroe County Childhood Conditions (MC3) Summit was hosted virtually in October 2020 with over 80 community members attending, and the recording made available on several platforms at no cost.

Youth Services Bureau of Monroe County staff were among the many essential worker superheroes of 2020. In spite of fear of the unknown, constantly changing information, new youth regularly coming into the facility, and the challenges of adapting daily life to quarantine and online education, they showed up and did a great job. We look forward to opening the new building and resources to the youth and families in our community in the near future.

**Viki Thevenow, Executive Director**

## Finance & Personnel Report

2020 was a year of adjustment, and new challenges in staffing due to COVID-19. Our turnover percentage was 48.1%, although higher than 2019 percentage, it is a significant drop from our 2018 percentage of 57.1%. YSB welcomed two new Clinicians, Office Manager and several new direct care workers in the shelter.

We maintained a strong relationship with DCS, and secured a per diem rate of \$467.46 per child per day, this is \$46.29 more than our 2019 rate. Our Runaway & Homeless Youth Basic Center Grant continued into its third year and we will be applying again for 2022. We were also able to secure additional supplemental funding under this grant from the Coronavirus Aid, Relief and Economic Security Act (CARES act) to help alleviate extra expenses from COVID-19. We have used these funds to purchase additional sanitation supplies, masks, air purifiers, safety screens and gloves. We also purchased IPADS for residents to use for online educational, guardian, court and physician meetings.

We were proud to be able to decrease our county operating budget for 2021 by reducing Professional Services and Insurance costs. We saw considerable drop in travel and training expenses in 2020 due to conferences and trainings being held on digital platforms. We also completed the construction project in early 2020 under budget and at no additional cost to Monroe County taxpayers.

### 2020 YSB Funding Sources

Funding Name	Source	Amount	% of total
Local Income Tax (LIT)- Special Purpose	Monroe County	\$1,510,175	75.5%
Department of Child Services Contract for Emergency Shelter Care (Per Diems)	Indiana Department of Child Services (state reimbursement)	\$253,955	12.7%
Federal RHY Grant	Federal Reimbursement	\$160,704	8.0%
RHY CARES Supplemental Grant	Federal Reimbursement	\$24,870	1.2%
State DCS 1503 Youth Services Bureau Grant	Grant – State Reimbursement	\$37,799	1.9%
State DCS 1504 Safe Place Grant	Grant – State Reimbursement	\$8,079	0.4%
Prevention Funds	Former Asset Building Coalition Funds	\$4,250	0.2%
YSB Donation Fund	Private Donations	\$1,253	>0.1%
			<b>TOTAL: \$2,001,085</b>

<b>In-Kind Contributions</b>		
Donated Items	Toiletries, shelter supplies, clothing	\$195.00
MSW Intern (valued at \$17.41/hour)	260 hours	\$4,526.60
		<b>TOTAL: \$4,721.60</b>

#### **Local Income Tax Special Purpose (LIT)**

- The LIT Special Purpose is YSB's main funding source, funding the majority of operating and personnel costs for the organization.

#### **DCS Per Diems**

- DCS per diems are a state reimbursement for all court-ordered and DCS placed children. In 2020, YSB received \$467.46 per child per day. This source funds capital expenses, such as major building repairs, furniture, and technology purchases.

#### **Runaway and Homeless Youth (RHY) Grant**

- The Runaway and Homeless Youth Grant is through the Federal Department of Health and Human Services, and fully funds the Safe Place/YSB Shelter Outreach Coordinator and one of the two counselors, along with a small stipend for training and programmatic expenses.
- In 2020 the CARES act supplied us supplemental funding through this grant.

#### **1503 Youth Services Bureau Grant**

- The 1503 YSB Grant is administered through the Indiana Youth Services Association, and funds approximately half of the fulltime Case Manager and a supplement to hourly shelter staff, with a small stipend for training and travel.

#### **1504 Safe Place Grant**

- The 1504 Safe Place grant is administered through the state Department of Child Services, and funds operational and outreach costs for the Safe Place Program.

#### **Prevention Funds**

- This funding is associated with the absorption of the four subcommittees formerly associated with the Asset Building Coalition: the Monroe County Youth Council, Building a Thriving Compassionate Community, the Bloomington Afterschool Network, and the Prevention General Fund.

#### **YSB Donation Fund**

- The donation fund is where all private donations made to YSB are deposited.

**Jill Thompson, Financial & Personnel Coordinator**

## **Program Coordinator Report**

Throughout the 2020 pandemic, the Binkley House Emergency Youth Shelter continued to operate essential services without interruption. The Binkley House Emergency shelter program provides daily structure, service learning, physical recreation, and competency and skill-building. Daytime programming is structured to provide residents with experiences that enhance and build social competencies and focus on their existing strengths. Programming is centered on supporting the current evidence-based practice used at the Youth Services Bureau, the ARC Framework (attachment, regulation, and competency). ARC focuses on normative childhood development, traumatic stress, attachment, and risk and resilience.

Beginning of 2020, the shelter introduced new programming, activities, and structured educational time. Shortly after, the agency was called to limit all off-campus activities and external presenters in the building. Direct-Care and Clinical staff stepped in and facilitated activities for the first time and were creative in presenting information and daytime programming to our residents. New programming facilitated by YSB Clinical staff, such as Trauma-Informed Yoga and Mindfulness, was incorporated into the daytime programming for shelter residents. Direct Care staff facilitated new programming components, such as music from around the world and current event activities. Clinical and direct care staff worked to develop a YSB garden and gardening program that current residents can assist with and learn from. Daily physical recreation is an integral part of the daily programming at the Binkley House emergency shelter. Residents begin the daytime programming schedule by attending the local parks or internal physical activities, such as active games and the use of the new YSB gymnasium. Residents often participate in physical activity outside of scheduled times and are offered and encouraged to remain active over weekend and holiday breaks.

Several times per week, residents attend sessions at PALS (People and Animal Learning Services) where they are introduced to services and taught soft skills through equine therapy. This service is graciously provided to the agency at no-cost through generous donations and grants secured by PALS. Binkley House residents that are present during daytime programming also participate in educational programming five scheduled times a week. This programming is led by the YSB Master's level Case Manager. During this time, residents work on assigned homework from their local school systems or are provided with an age and level appropriate curriculum. Some educational periods also include experiential learning, such as science-related activities. Residents that have completed schooling, such as the Indiana TASC, work to gain skills, acquire practical experience, and secure employment while reintegrating into the community. Guidance and assistance for assignments are provided by both direct-care staff and the Case Manager.

In 2020, the YSB Clinical team and direct care staff facilitated the after-school psycho-educational component, "Focus". This shelter component covers topics such as nutrition, self-esteem building, healthy relationships, anger management, conflict resolution, ATOD (alcohol, tobacco, and other drugs), and the Safe Place program. Although we were extremely limited in our allowed activities, the residents were still provided with pro-social and positive youth development focused programming all year long.

The behavior modification program used by the Binkley House Emergency shelter program promotes positive behavior choices and provides residents with clear expectations. The program provides enhanced incentives (modified in 2020 to meet Monroe County Health Department Covid-19 guidance) and works to increase the likelihood that youth will take an active role in decision making during their time as a resident. The shelter program continues to follow best practices and regularly evaluates how to best serve the youth temporarily in our care. Despite the obstacles in their path, the residents continued to strive towards their goals in 2020.

For direct-care staff, the agency continues to advance the training and orientation for incoming and existing staff. Education took place throughout the year to enhance skills, and encourage team members who embrace learning opportunities. We plan to make continuous learning and development plans an ongoing focus for 2021. The program continues to be a recognized model for emergency shelter care under the standards of the Department of Child Services, Indiana Youth Services Association, and federal Runaway and Homeless Youth agency.

The Youth Services Bureau also hosts and operates the local Safe Place program. This crisis intervention program opens the doors and expands access to the Binkley House emergency shelter. The Safe Place program focused on innovative ways to expand outreach in the most rural counties served under the local program, Owen and Greene counties. Also, the local program continues efforts in Monroe County to increase the education and awareness surrounding the dangers of running away and the available safe options. In 2020, the Safe Place program made necessary adaptations and sought to continue outreach online and with shelter residents. The program modified protocols so that youth could still access services while ensuring sites, responders, and youth in crisis were following guidance per health officials. The program continues to meet and exceed the standards set forth by the Indiana Youth Services Association (IYSA), National Safe Place Network, and federal Runaway and Homeless Youth agency.

Youth Services Bureau of Monroe County has also been a consistent contributor and participant in the Juvenile Detention Alternatives Initiative (JDAI). The objectives of the JDAI workgroups are to collectively safely reduce the number of youth ordered to juvenile detention facilities. Although limited meetings were held in 2020, the Program Coordinator was actively involved in two of the primary workgroups; Purpose of Detention and Alternatives to Detention. The Deputy Director is involved in the Data and Steering committees for JDAI.

Looking forward to 2021, programming under the Youth Services Bureau of Monroe County will continually work to break down barriers for youth to achieve their goals and remain in stable environments. The agency will continue to advocate for the youth population we serve and research best practices in youth work. The Binkley House program will continue to expand the array of opportunities and experiences offered to residents and help to foster connections made after the placement transition of youth. Safe Place program efforts will largely focus on new forms of outreach and solidifying program presence in rural counties. The

agency continues to research programming options that meet the needs of the community in an effort to expand what services we offer.

**Vanessa Schmidt, Program Coordinator**

## **Binkley House Emergency Youth Shelter Program Description**

Binkley House Emergency Youth Shelter is the largest division of YSB. It provides short-term emergency residential care and crisis intervention for youth ages 10-17. The shelter offers emergency shelter for runaways, homeless youth, and youth in crisis or abusive situations at home. Binkley House is a licensed Emergency Shelter Care Facility and follows the guidelines set forth by the Indiana Department of Child Services. Binkley House Emergency Youth Shelter remains the only shelter program for youth in the region of Monroe and surrounding counties.

Binkley House is accessible for youth in need 24 hours a day. Our building's outer doors are locked to ensure the safety of staff and residents. However, our internal doors are never locked. We do not utilize locked rooms, or seclusions and restraints on our shelter residents. The shelter program, known for its "Five Finger Agreement" (Safety, Responsibility, Respect, Following Directions, and Effort) relies on an incentive-based, trauma informed approach to support and encourage positive behavior choices while ensuring safety for all. Our staff are able to enforce the behavior modification program by rewarding positive behavior and helping residents find ways to work on areas of behavior that may need to improvement without the fear of punitive restrictions.

Binkley House provides services such as counseling, educational support time, supervised recreation, transportation to and from school and appointments, as well as referrals to a variety of agencies for related services. YSB also assists youth in transitional services during their stay at the Binkley House Youth Shelter. These include independent living skills, transition to long-term residential care, transition from long-term residential care back home, and short-term aftercare counseling. The youth shelter program also offers services to youth in the foster-care system in an effort to reduce multiple foster-care placements.

Referrals to the youth shelter program can occur in a number of ways including from social service agencies, parents, or directly from the youth themselves. The Youth Services Bureau of Monroe County never charges a fee for the services provided for youth accessing Safe Place or parental (voluntary by youth agreement) admissions.

## **Binkley House Emergency Youth Shelter Report**

The Binkley House Manager has focused on a variety of objectives to ensure that the agency can provide the most appropriate services to the youth residing in the emergency shelter. These goals center on the quality of daily shelter operations, strengthening lines of communication within the agency, assuring high work standards are met, and improved employee training and retention rates. Effectively addressing these objectives ensures the needs of the youth are met.

The Covid-19 Global Pandemic in March 2020 presented challenges to which we responded to by creating alternative activities while maintaining the integrity of our trauma-informed behavior modification program. Beginning mid-March, outside presenters, local outings and tours were suspended and special safety precautions were put into place for all residents and staff. As an agency, we worked together to maintain consistency within our program to ensure all daytime programming, educational and psycho-educational components were met. Binkley House staff along with the YSB Clinical team created special projects on site the residents could enjoy such as a full summer garden project, cooking and menu planning activities, intensive art projects, resident inspired Focus groups and ensured daily physical activity with the opening of the new YSB indoor gym.

The agency has worked to streamline the hiring and training process, focusing on consistency, thoroughness, and ensuring that employees feel competent and adequately trained. We have identified training mentors among the existing full-time staff for new hire floor training process. We have continued the rigorous training curriculum via virtual training followed up with competency quizzes to ensure retention of materials. Our direct care staff have continued to utilize the ARC framework (Attachment, Regulation, and Competency) as our evidence based practice to work from in addition to incorporating Non-Violent Crisis Prevention Intervention (CPI) skills for daily milieu management. In addition to required trainings, employees are encouraged to attend outside trainings to build on existing skills and to relay their experiences and knowledge with the agency. As shift supervisors, the full-time Residential Coordinators participated in additional leadership and management training, with multiple staff completing CYC (Child & Youth Care) certification through a grant provided by IYSA (Indiana Youth Services Association). In addition to regular supervision meetings for direct care, we organized group meetings specifically for direct care staff to address shift work process, communication, crisis intervention, programming and milieu management. These meetings have allowed direct care staff to come together as a team, learn, and problem solve with the leadership team available and present to provide and/or receive direction and feedback. We have continued to focus on existing methods of receiving feedback from the residents we serve and the direct care staff. The completion rates and analysis of resident and guardian surveys increased to contribute to improved work methods and constructive feedback in the Binkley House.

The Binkley House emergency shelter program strives to ensure that youth feel safe, have a routine, and are exposed to a variety of opportunities and resources from intake to placement transition. Youth are

engaged throughout the day, beginning with breakfast and assigned chores. At the start of 2020, we continued our normal process of youth who reside in the emergency shelter attending their local school, while others begin physical activity onsite or at local recreation centers. Daytime programming provides a structured day that rotates weekly and monthly outings, service learning and new opportunities and activities to engage residents. These community outings include Mother Hubbard's Cupboard, Hoosier Hills Food Bank, Ivy Tech, Monroe County Public Library, PALS, (equine therapy) and local museums. In addition to the scheduled outings during the day, youth and staff work together to prepare and serve meals and snacks, spend allocated time for life skills, and to work on any educational assignments or resumes.

There is built in transition time from one activity to the next throughout the day. The end of daytime programming consists of the daily psycho-educational component labeled "Focus" for all residents. This built-in daily block of time is filled with presenters and activities on a variety of topics, such as Building Healthy Relationships presented by Middle Way House staff, arts and crafts focused on self-esteem building, meal planning and cooking. Several residents were able to contribute to the development of Focus activities such as cooking family meals and leading art activities. We have also had Focus partnership with PALS, that the residents particularly enjoyed, and were eager to share about the experiences they had with the horses. We also had some great presenters for "Focus" group, such as a music therapist, the CASA dog Jordy and his handler, and IU health educators.

In addition to the structured daytime programming and daily psycho-educational component, the residents enjoy off-site group recreational outings. Some of the recreational outings in early 2020 were the Monroe County Animal Shelter, bowling at the Indiana Memorial Union, Indiana University Cook Hall, Monroe County Public Library, The Warehouse, the WonderLab and numerous local parks. Residents also earn the opportunity for "token outings," which are attained by progressing through the level system and earning privileges. The residents may choose their outings, which can vary from trip to a movie theater or a meal off-site at a local restaurant. The shelter "store" also offers the opportunity for youth to shop with their tokens for fun tangible items, such as a new wallet, watch, cologne or jewelry.

While striving to provide a trauma-informed environment, we made use of donations from the public in addition to normal resident purchases this year, and we were able to provide the residents with extra items to take home with them. We provided winter weather clothing, toys, toiletry kits, duffle bags, blankets, holiday gifts, book bags, and school supplies to many of our residents. Our staff worked enthusiastically to provide impressive holiday meals, decorations, and gifts to help residents feel more at home during a difficult time in the year. We also improved our rewards-based behavior modification program and focused on adding additional incentives to promote positive outcomes for residents.

The Binkley House Shelter strives to provide a trauma-informed environment where youth can feel safe with staff whom model and encourage positive behavior choices. In 2021, the program will continue to refine practices to best meet the needs of the populations we serve. The Binkley House Shelter program will continue to increase the development and adaptation of best practices to provide quality services.

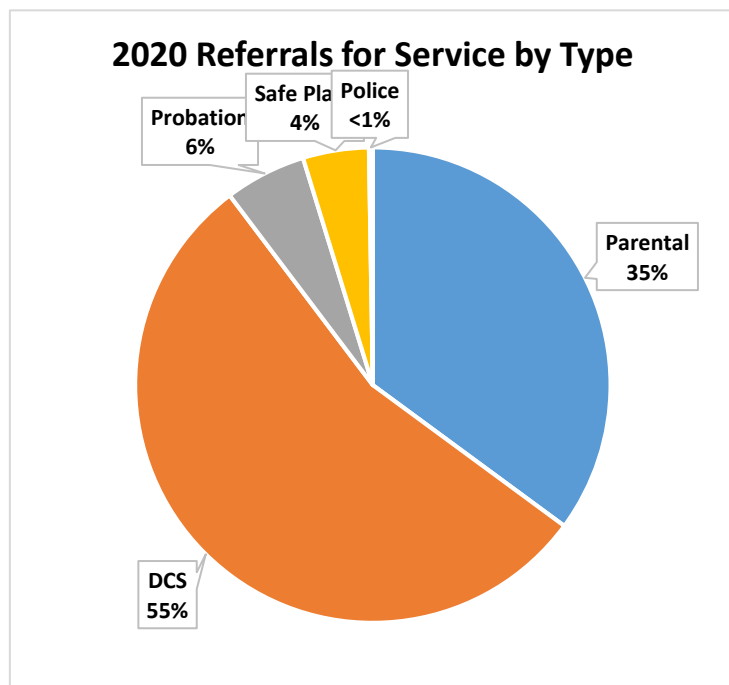
**Jennifer Vaught, Binkley House Manager**

## Inquiries for Youth Related Services:

In 2020, we received a total of 379 inquiries (referrals) for service, an average of 32 calls per month, and a decrease of 25% from the previous year. The calls we receive are usually during a time of crisis for which the callers (youth, family member, legal guardian) are seeking immediate emergency shelter services.

In 2020, YSB of Monroe County experienced a drop in the number of referrals from all reporting sources. However, in 2020 our community was in the midst of a global pandemic. Most public services shut down including schools. Areas where families and children congregate were closed off including public parks. The ability for the agency to do outreach and for community members to make referrals based on what is seen in public was negligible for most of 2020. With that, YSB continued to serve the community and receive calls from the state child welfare agency (DCS) to serve those children who needed emergency housing. With this context, comparing numbers of referrals to any other year is problematic as the conditions faced in 2020 can only be compared to a year such as 1917.

Inquiries for Service by Referral Type	Total
Safe Place	17
Parental	133
Probation	21
DCS	207
Police	1
Grand Total	379



## Services Provided in Binkley House Emergency Youth Shelter

In 2020, we were able to provide safe shelter accommodations a total of 134 times to 108 individual youth. Binkley House served 96 youth who had never before had contact or placement with Binkley House Youth Shelter. The number of non-recidivists served is approximately 71.1% of our total population served. When counting the total number of service days given to all youth in 2020, we provided 1,443 real-time<sup>4</sup> days of service.

<b>MONTH</b>	<b>Total Service Days</b>
January	157
February	188
March	174
April	54
May	57
June	59
July	73
August	68
September	187
October	178
November	143
December	105
<b>Total</b>	<b>1443</b>

During 2020, the average length of stay for a youth in the shelter was approximately 11.39 days, a slight increase from 2019 when the average length of stay was 11.2 days. In 2012, a legislative change occurred limiting the length of stay for a youth at a licensed emergency youth shelter in the state of Indiana to a maximum of 20 days<sup>5</sup>, regardless of placement type.

The Binkley House Emergency Youth Shelter program serves youth from various counties across the state. Since we are located in Monroe County, it is of no surprise that the majority of the youth we serve reside in Monroe County. It is important to note that many of the families we serve are transient, having lived in Monroe County either in the past or currently. Monroe County is known for its many resources and families often gravitate to this excellent community.

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<sup>4</sup> "Real-time" means that day in and day out are counted.

<sup>5</sup> Per Dept. of Child Svc. rules, day out does not count, therefore real-time days are 21 in length.

Youth Place of Residence					
Monroe County	Lawrence County	Morgan County	Other Indiana County	Out of State	Total
72	3	5	54	0	134

Our Counselors and Case Manager provide clinical and supportive services daily for each Binkley House resident. In some circumstances, the contact with youth is much more extensive, based on individual needs and support for success.

Youth Services Bureau staff identified and reported 18 suspected cases of physical abuse, sexual abuse and/or neglect to the Indiana Department of Child Services' Child Protective Services unit. This is approximately 13.33% of youth served in 2020. The suspected reports of abuse and/or neglect are a result of youth self-report, questionable marks/bruises, as well as any observed abuse by guardian or others towards the youth while in our care.

We know it is best practice and vital for youth and families to engage in counseling while experiencing family crisis. The (clinical) behavioral health service component (clinical counseling/case management) is not funded through the Indiana Department of Child Services contract for Emergency Shelter Care. While we seek grants to aid this critical link in services to facilitate improved family functioning, we would be remiss if we did not thank Monroe County for continuing to support our services.

## Binkley House Emergency Youth Shelter Placement Types

**Placement Types** – Binkley House codes placements by “types,” reflecting who is responsible for placing the youth in the shelter program. In some instances, the youth’s placement type may change during their stay, which indicates a shift in the party responsible for the youth’s stay in the program. In 2020, 4 youth changed placement type during a single stay.

1. **Safe Place** – Youth initiate the desire to come for services at Binkley House Emergency Youth Shelter. There is no cost to the family for this service type. Length of this placement cannot exceed 72 hours, but may become another placement type if continued services are requested.

8 youth; 5.9% of the total shelter population (68 service days).

2. **Parental** – A parent or legal guardian contacts Binkley House Emergency Youth Shelter requesting youth services. In this instance, the youth must voluntarily agree to come to Binkley House Emergency Youth Shelter for short term placement. There is no cost to the family for this service type.

69 youth; 51.4% of the total shelter population (614 service days).

3. **Probation** – Through a court order, a youth is placed at Binkley House Emergency Youth Shelter to prevent delinquent behavior and promote pro-social behavior. Youth are accepted as court ordered placements only if they pose no safety risk or harm to self or others. Results of court involvement typically come from truancy (not attending school consistently), return to the community from another environment, or preventative (assist youth in remaining free from negative influences until the youth can make better choices). YSB submits per diem claims to Indiana Department of Child Services (per that year’s cost award). This is not billed to the family by YSB.

17 youth; 12.6% of the total shelter population (159 service days).

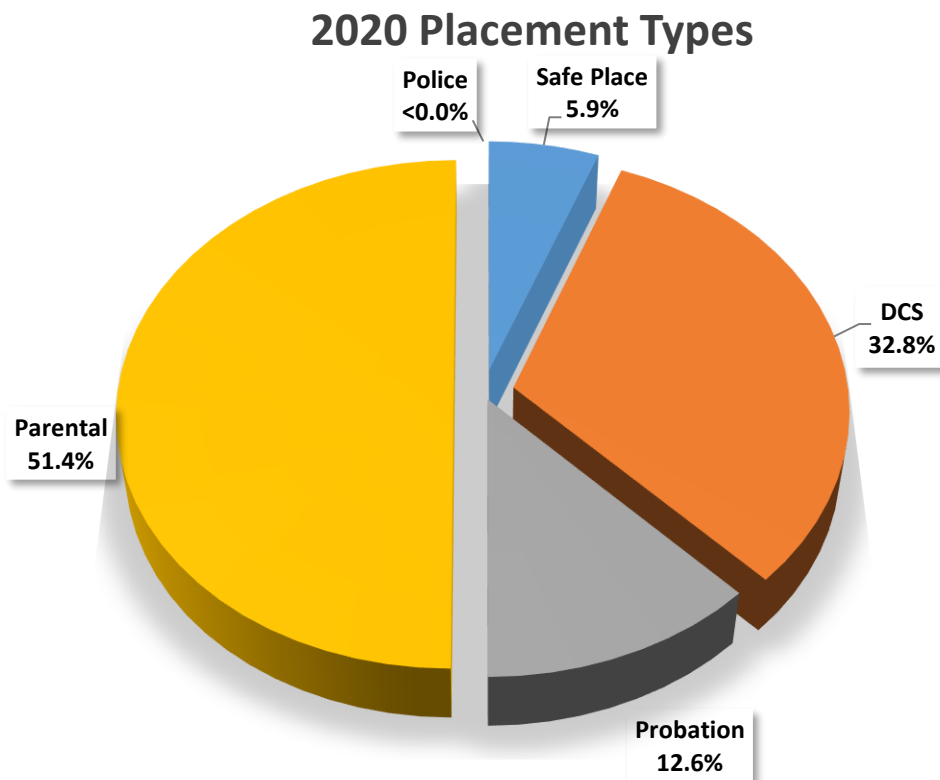
4. **Department of Child Services** – When a youth is a ward of DCS or is in an emergency situation in which the DCS Case Worker determines that removal from a home is needed, a youth can be placed at Binkley House Emergency Youth Shelter. Typically, we host youth who are waiting for their homes to return to a safe level (after DCS interventions have been put in place), are awaiting foster care placement, or are in transition between homes. YSB submits per diem claims to Indiana Department of Child Services (per that year’s cost awarded by the state of Indiana). This is not billed to the family by YSB.

44 youth; 32.8% of the shelter population (602 service days).

5. **Police Hold** - To assist local law enforcement in returning to serve the public, there are occasions where Binkley House Emergency Youth Shelter will house a youth until a parent can be located to take

custody of their child. These instances typically occur when law enforcement has come into contact with a youth and a parent/guardian cannot immediately respond to law enforcement to retrieve their child. These placements are typically less than 24 hours in duration. If a parent cannot be located within 24 hours, Binkley House contacts the Department of Child Services to assist in family locating.

0 youth; 0% of the total Shelter Population (0 service days).

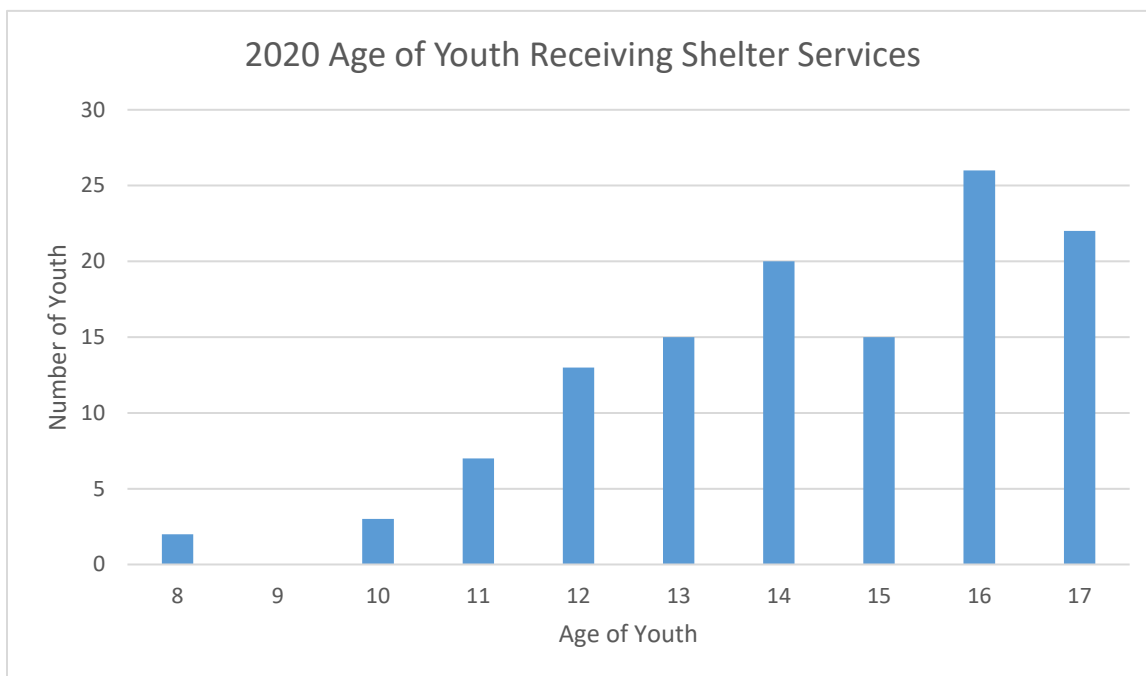


## Gender of Youth in Program

Binkley house is a co-ed shelter with separate male and female sleeping wings attached to the common areas. Over the last several years we have seen an increase in the number of female youth accessing shelter services. In 2020 that trend continued as 55.9% of the residents in our shelter program were female. We served a total of 75 females and 59 males, with 1 of those youth identifying as transgender.

## Age of Youth Receiving Services

Binkley House serves youth from 8 to 17 years of age. In 2020, the majority of our youth were age 14-17, consistent with previous years.



## Continuous Improvement Efforts:

YSB uses a variety of assessments and program measures to evaluate the services provided to youth and families. This information is provided to funding agents and used to identify areas of growth and improvement throughout the agency. This information is captured through resident and guardian exit surveys, Safe Place program evaluations, IYSA entrance and exit questionnaires, and follow-up questionnaires conducted two weeks after completing services with the agency. This information provides the agency with the ability to measure progress within the program as well as determine satisfaction in services. We greatly appreciate youth and parent/guardian participation in helping us to capture this information as a way to continuously improve on the services we provide.

## **Safe Place Coordinator Report**

Safe Place is a national youth outreach and prevention program for young people in need of immediate help and safety. As a community-based program, Safe Place designates businesses and organizations as Safe Place locations, making help readily available to youth in communities across the country. This national model is replicated locally and hosted by the Youth Services Bureau of Monroe County (YSB). The local Safe Place program serves Monroe, Owen and Greene County.

Throughout the pandemic, the Safe Place program was still accessible to youth. Youth had access to Binkley House Emergency Youth Shelter and counselors via phone for the entirety of 2020. Safe Place sites like the fire stations stayed open while other Safe Place sites opened once safe to do so. All sites were given additional materials to post with 24-hour accessible phone numbers. The national Txt 4 Help line was updated to reflect open and accessible sites in March 2020 and continues to be updated.

Each year the YSB Shelter Outreach and Safe Place Coordinator educates youth and adults through presentations and presence at local schools, community events, trainings, a bi-weekly educational hour in our youth shelter, sponsorships of pro-social activities, and community and online advertising. Outreach in 2020 was drastically affected by the pandemic. Although community events and in-person trainings and awareness events were cancelled, outreach efforts shifted to the online space. The outreach opportunities educate youth on what the Safe Place program is, how it can help, how it can be accessed, what happens when it is accessed, and the services a youth can receive. Community members and guardians are also educated on the program and encouraged to continue a cooperating role in helping youth in crisis. In 2020, 142,598 people received information about the Safe Place program through online advertising, online presentations, online trainings, and sponsorships of pro-social activities.

Our local Safe Place program was accessed by 20 youth in 2020. Based on the specific situation, the youth may be provided with referrals, counseling, shelter placement and/or follow-up care. Of those 19 youth initiating Safe Place services, 9 youth accessed shelter services while 1 youth resolved the issue at a Safe Place site. Youth Services Bureau of Monroe County received 10 calls from youth asking about the Safe Place program or speaking with a staff member to work through an issue.

In partnership with Comcast Spotlight, Safe Place aired a National Safe Place commercial tagged with local Youth Services Bureau of Monroe County information in 2 campaigns. The commercial airs on networks with youth and families as target audiences. Safe Place included the Premium Video Everywhere which allows the Safe Place commercial to be aired on any device streaming Comcast Spotlight content. The online capabilities of Premium Video Everywhere measure specific number of views (impressions) and viewing time with each impression. The commercial was shown to 121,581 viewers who watched the commercial for different amounts of time. Of those 107,497 viewers, the Safe Place commercial was viewed 100 percent by 93,164 viewers.

Safe Place also advertised with National CineMedia LLC in both Bloomington AMC movie theaters and added an online component to compensate for the pandemic. A Safe Place commercial with local Youth Services Bureau information played before every movie rated PG or higher and in the lobby every 12 minutes. In 2020, YSB ran 4 campaigns: Spring (June 5<sup>th</sup> to July 2<sup>nd</sup>), Fall (October 2<sup>nd</sup>, 2020 to November 12<sup>th</sup>), Fall continuation (November 13<sup>th</sup>, 2020 to December 17<sup>th</sup>, 2020) and holiday (December 18<sup>th</sup>, 2020 to February 11<sup>th</sup>, 2021).

The Spring campaign shifted completely to digital to accommodate theater closures. This campaign delivered 35,889 impressions. The Fall campaign projected 26,215 in-theater impressions. A campaign continuation was added in the fall. The Fall continuation projected 30,168 in-theater impressions. The Holiday campaign falls mostly in 2021, but in the last week of 2020 delivered 10,040 impressions with 5,883 of those impressions being viewed at 100%. Safe Place procures billboard advertising through Lamar Outdoor Advertising as part of our diverse outreach strategy. In 2020, Safe Place scheduled one billboard in Greene County and Owen County for 6 months. Weekly projected impressions totaled 110,358. Another billboard was added in Monroe County for one month. Weekly projected impressions totaled 8,191.

Safe Place sponsored three PG rated family movies and a live play (3 day showing) at the Tivoli Theater in Owen County. An onscreen ad played before PG-rated movies with Safe Place information. A Safe Place print ad was placed in the theater flyer. In Greene County, Linton Cinemas ran ads in PG rated movies and higher for 15 weeks. Although the majority of events were cancelled, Safe Place education took place through presentations in the Binkley House Emergency Youth Shelter and through a partnership with Middle Way House in the Building Healthy Relationships curriculum. Any 2020 cancelled events were credited for 2021 or refunded.

In 2021, the Safe Place program will continue expanding outreach and education efforts with youth and the communities it serves. Opportunities to participate in community events and sponsorships are being evaluated. The YSB Shelter Outreach and Safe Place Coordinator will be working on new efforts to increase communication and offer new opportunities to participate in Safe Place outreach for Safe Place sites and volunteers.

**Brigitt Nasby, Safe Place Coordinator**

For a list of Safe Place Events and locations see Appendix A

## **Clinical Coordinator's Report**

Clinical team members provided short-term counseling and case management to the 134 placements in Binkley House Emergency Shelter in 2020. In addition to being offered aftercare sessions, residents received follow-up phone calls at regular intervals. The team was also able to provide counseling to a total of 4 community based clients. Clinicians were also utilized in the Safe Place program to meet with youth and provide support and make appropriate referrals.

In 2020, two new clinicians joined the team. Megan Moore, LMSW a counselor on the clinical team, works with our residents and their families. Megan is new to the clinical team as of June 2020. Megan has served families of Monroe County doing social work for the past 10 years. Megan has shown an interest in seeking to provide a family engagement group, as well as taking over Seeking Safety, a group related to Adolescent Substance Abuse. Ashley Barrett, LMSW and a counselor on the clinical team, also works with the youth and their families that we serve at YSB. Ashley began her career at YSB working as a Residential Coordinator in the shelter and then interning at YSB while receiving her Master's degree in social work. Ashley has a passion for group work and is working on creating a group that focuses on victims of sexual abuse. Both counselors are currently getting certified in Trauma Focused-Cognitive Behavioral Therapy. Our Case Manager, Lauren Baney, who holds a Master's degree in Public Health, assists the clinical team with residents and their families at YSB as well as community-based clients. Lauren has been essential in assisting during the different phases of school education. Ethan Smith LMHC, MFT, CSAYC, CALM has experience working with a variety of needs. He has worked in areas such as community mental health, schools, and private practice. Ethan is a specialist who works with young people throughout the state of Indiana with sexual maladaptive behaviors. He is currently the only certified clinician through IN-AJSOP in Monroe County.

Our ability to provide care for youth and families is enhanced when we have strong relationships with community partners. The Clinical team continued partnerships with the Department of Child Services and Monroe County Juvenile Probation. Counselors also accompanied residents to court as needed. Members of the team also interface with local school staff about individual residents and larger community trends.

Despite the pandemic, Clinical team members participated in and facilitated a variety of professional development opportunities. In 2020, the team participated in several conferences including the Breakfast Learning (child sexual exploitation), Indiana Youth Institute Youth Worker Cafés (40 developmental assets), and IN-AJSOP conference. Team members provided support and training to community members and other professionals through presenting or facilitating at the following conferences and events: Indiana Youth Service Association Annual Staff Retreat, 2020 National Runaway and Homeless Youth (RHY) Grantees Training, and the Monroe County Childhood Conditions Summit.

In 2021, the Clinical team will continue to provide crisis intervention services and seek to minimize harm and prevent re-traumatization. We aspire to do so while understanding the complicated contexts of the people with whom we partner and advocating for changes within and across organizations, communities, and systems.

**Ethan Smith, Clinical Coordinator**

## **Prevention Coordinator**

2020 was the fourth year of the Prevention Coordinator role at Youth Services Bureau of Monroe County (YSB). Our initiatives and programs continued to partner with community members and organizations to promote safe, stable, nurturing, relationships, and environments (SSNREs), this year in the context of the COVID-19 pandemic. The goal of preventing negative childhood conditions broadly connects the efforts of our Prevention subcommittees: Building a Thriving Compassionate Community (BTCC), Monroe County Youth Council (MCYC), the Bloomington AfterSchool Network (BASN), and the Indiana Youth Institute (IYI) Monroe County Youth Worker Cafes. Although 2020 brought many shifts and challenges to our prevention programming, we saw much engagement through virtual programming.

### **Community Collaborations:**

Building a Thriving Compassionate Community (BTCC) continued growing and building the Implicit Bias Community of Practice that was established in 2018, with the goal of advancing equity by defining and mitigating implicit bias by addressing organizational policy and practice. As of the end of 2020, the Implicit Bias Community of Practice had a signed contract to offer training to the staff of the City of Bloomington. The Community of Practice includes participants from YSB, BTCC, Mother Hubbard's Cupboard, Indiana University, Indiana University Riley Physicians and more who meet regularly, train, and partner with community organizations to build social inclusion, an essential for health equity.

The Monroe County Youth Council (MCYC) changed format in the summer of 2019, and decided to form a youth-lead team with collaborative projects. Notably, youth leaders wrote and received an MLK Service Grant from the City of Bloomington, and hosted a packed event at the Bloomington Boys and Girls Club that featured young people sharing their advocacy work TED Talk style accompanied by a service project collecting and distributing hygiene products. MCYC completed the 2019-2020 school year with a cancellation of the annual Global Youth Service Day set to take place in April 2020. However, team members connected virtually and adapted to the changing conditions, preparing for a virtual cohort in the 2020-2021 school year.

The Bloomington AfterSchool Network (BASN) aims to increase the provision of high quality out-of-school-time youth development programs to all Monroe County youth through a collaborative effort among membership agencies. The Prevention Coordinator contributed to the BASN as an Advisory Team member and secretary. The network has representatives from the Monroe County Public Library, Boys and Girls Club of Bloomington, WonderLab, the City of Bloomington Parks and Recreation's Kid City, the Banneker Community Center, the Indiana Youth Institute, the Indiana Afterschool Network, and more. The BASN became an essential support and strategy sharing meeting for those offering youth programming at the onset and continually through the pandemic, and an additional meeting for those organizing camps grew to support the constantly changing conditions.

Indiana Youth Institute (IYI) Monroe County Youth Worker Cafes took place in February and April. In addition, YSB's Prevention Coordinator, in partnership with YSB's Case Manager and members of BTCC offered virtual youth worker café presentations for Elkhart, Noble, Orange, Johnson, and Marion County on Implicit Bias, Trauma and 40 Developmental Assets.

### **Community Education:**

Youth Services Bureau, with support from BTCC and a local planning team, coordinated the 5<sup>th</sup> Annual Monroe County Childhood Conditions Summit (MC3) in October 2020. For the first time, the summit was both virtual and free of cost. Over 80 community members attended virtual sessions the day of, and all sessions were recorded and are available on the BTCC Website, YouTube, and Community Access Television. Workshop offerings included: Teens Tell All: Navigating the COVID-19 Pandemic, A Multi-Faceted Approach to Having Candid Conversations about Race with Children, Engaging Children in Virtual Programming, and more.

Summit participants represented a variety of sectors and institutions, including: child welfare, medical, education, social services, youth partnering & youth serving, emergency services (food, domestic violence, housing & homelessness), higher education (social work & public health, community college), child care, juvenile justice, City and County Government, business, township trustees, mental health/counseling, arts, religious, advocacy, and more. We are especially excited several workshops included youth presenters. We are grateful to individual sponsors for supporting the summit and allowing us to waive the registration fee for youth and cover requested scholarships. We are incredibly grateful for our MC3 2020 sponsors, The Monroe County Public Library, Anthem and the Community Justice and Mediation Center (CJAM).

YSB of Monroe County is excited to begin planning the 6th MC3 Summit, slated for fall of 2021.

The Prevention Coordinator and BTCC members facilitated several capacity building opportunities in Monroe and other counties throughout 2020, including:

- Serving as an adult ally for the Prism Youth Community.
- Introductory level trauma training was shared at multiple local organizations, including Indiana University School of Education's Counseling Program and the Indiana Youth Institute's Youth Worker Cafe.

Prevention work is an important addition to the work of the Youth Services Bureau of Monroe County. While the intervention work of the YSB is central, prevention grounds the agency in meeting its broader mission and vision.

**Stephanie Solomon, Prevention Coordinator**

## Appendix A

### Safe Place Events

Events January 1<sup>st</sup> 2020 to December 31<sup>st</sup> 2020

Date	Event	Youth	Adults
1/8/2020	Shelter Focus	1	1
1/13/2020	BHR at The Project School	93	1
1/23/20	Shelter Focus	2	1
1/25/20	Big Brothers Big Sisters Winter Bash	20	10
2/3/20	BHR at Bloomfield/Eastern Greene	31	1
2/4/20	BHR at BGS (Group 1)	30	1
2/5/20	Shelter Focus	2	1
2/6/20	BHR at BGS (Group 2)	26	1
2/19/20	BHR at BHSN	193	1
2/19/20	Shelter Focus	4	1
3/3/20	BHR at Edgewood	92	1
3/4/20	Safe Place YSB Staff Training	0	1
3/4/20	Shelter Focus	6	2
3/5/20	Safe Place Legislative Day at Statehouse	0	20
3/11/20	BHR at Batchelor	100	1
3/17/20	Shelter Focus	5	1
6/2/20	BHR at MCPL	4	1
7/18/20	Owen County Back to School Drive Through	520	200
8/21/20	Safe Place YSB Staff Training	0	11
9/10/20	Safe Place Resource Hour	3	1
9/19/20	Glow in the Park Scavenger Hunt – Info given to participants	70	70
9/24/20	Safe Place Resource Hour	5	1
9/29/20	Safe Place YSB Staff Training	0	6
10/2/20	BHR at BHSS	108	1
10/8/20	Safe Place Resource Hour	7	1
10/15/20	BHR at Harmony Self-Guided	24	0
10/15/20	BHR at Harmony Virtual	32	1
10/29/20	Safe Place Resource Hour	2	1
11/19/20	Safe Place Resource Hour	2	0

## Safe Place Sites in Monroe County

### South Monroe County

City Fire Station #5	1987 S. Henderson	Bloomington
Pizza X South	2433 S. Walnut Pike	Bloomington
Batchelor Middle School	900 Gordon Pike	Bloomington
Bloomington High School South	1965 S. Walnut Street	Bloomington
Childs Elementary	2211 S. High Street	Bloomington
Clear Creek Elementary	300 W. Clear Creek Drive	Bloomington
YMCA	2125 S. Highland Ave	Bloomington
YMCA Gymnastics Center	1917 S. Highland Ave	Bloomington
Jackson Creek Middle School	3980 S. Sare Road	Bloomington
Lakeview Elementary	9090 S. Strain Ridge Road	Bloomington
Templeton Elem	1400 S. Brenda Lane	Bloomington
Monroe Hospital	4011 S. Monroe Medical Park Blvd.	Bloomington

### East Monroe County

City Fire Station #4	2001 E. 3 <sup>rd</sup> Street	Bloomington
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Pizza X Campus	1791 E. 10 <sup>th</sup> Street	Bloomington
Pizza X East	877 S. College Mall Road	Bloomington
Unionville Elementary	8144 E. State Road 45	Unionville
University Elementary	1111 Russell Road	Bloomington
Binford Elementary	2300 E. 2 <sup>nd</sup> Street	Bloomington
Rogers Elementary	2200 E. 2 <sup>nd</sup> Street	Bloomington
<b>West Monroe County</b>		
Bloomington Transit Buses	130 W. Grimes Lane	Bloomington
Bloomington Transit Main Station	130 W. Grimes Lane	Bloomington
Bloomington Township Trustee	924 W. 17 <sup>th</sup> Street, Suite C	Bloomington
Banneker Community Center	930 W. 7 <sup>th</sup> Street	Bloomington
Girls Inc	1108 West 8 <sup>th</sup> Street	Bloomington
Boys and Girls Club Crestmont	1111 W. 12 <sup>th</sup> St.	Bloomington
YMCA NorthWest	1375 N. Wellness Way	Bloomington
Pizza X West	1610 W. 3 <sup>rd</sup> Street	Bloomington
Arlington Heights Elementary	700 W Parrish Road	Bloomington
Fairview Elementary	627 W. 8 <sup>th</sup> Street	Bloomington
Highland Park Elementary	900 Park Square Drive	Bloomington

Grandview Elementary	2300 S. Endwright Road	Bloomington
Broadview Learning Center	705 W. Coolidge Drive	Bloomington
Tri-North Middle School	1000 W. 15 <sup>th</sup> Street	Bloomington
Summit Elementary	1450 W. Countryside Lane	Bloomington
Ivy Tech (Main Campus)	200 Daniels Way	Bloomington
Ivy Tech (School of Nursing)	101 Daniels Way	Bloomington
Ivy Tech (ICLSBL)	501 N. Profile Parkway	Bloomington
Youth Services Bureau of MC	615 S. Adams Street	Bloomington
Van Buren Fire Department	2130 Kirby Road	Bloomington
City Fire Station #2	205 S Yancy Lane	Bloomington
<b>Downtown Monroe County</b>		
City Fire Station #1	300 E. 4 <sup>th</sup> Street	Bloomington
Monroe County Library	303 E. Kirkwood Ave.	Bloomington
Monroe County Library Book Mobile		
Bloomington Project School	349 S. Walnut	Bloomington
Allison Jukebox Community Center	349 S Washington St	Bloomington
Boys and Girls Club Lincoln	311 S. Lincoln Street	Bloomington
WonderLab	308 W. 4 <sup>th</sup> Street	Bloomington

Bloomington Transit Depot	301 S. Walnut Street	Bloomington
Ivy Tech (JWAC)	122 S. Walnut Street	Bloomington
Big Brother Big Sisters	501 N Walnut Street	Bloomington
<b>Safe Place Sites in Greene County</b>		
Bloomfield-Eastern Greene Co. Library Eastern branch	11453 East State Road 54	Bloomfield
Bloomfield-Eastern Greene Co. Library Main branch	125 S. Franklin Street	Bloomfield
Eastern Greene Elementary	10503 E State Road 54	Bloomfield
Linton Fire Department	230 NW A Street	Linton
Welch & Cornett Funeral Home	140 E. Vincennes St.	Linton
White River Valley Middle School	2926 IN-67	Lyons
White River Valley High School	5644 IN-54	Switz City
White River Valley Elementary	484 W. Main Street	Worthington
Welch & Cornett Funeral Home	23 S. Main Street	Worthington

Safe Place Sites in Owen County		
Gosport Elementary	201 North 9 <sup>th</sup> Street	Gosport
Patrickburg Elementary	9883 State Road 246	Patrickburg
Post Office	3218 S Street	Quincy
Cathleen's Gymnastics	145 S Washington St	Spencer
CommUnity Center	17 E. Market Street	Spencer
McCormicks Creek Elementary	1601 Flatwoods Road	Spencer
New Beginnings Pregnancy Resource Center	189 S. Main Street	Spencer
Owen County Chamber of Commerce	119 S Main Street	Spencer
Owen Valley Christian Fellowship	338 State Highway 43	Spencer
Owen Valley Middle School	626 West State Highway 46	Spencer
Owen Valley High School	622 West State Highway 46	Spencer
Spencer Elementary	151 East Hillside Ave.	Spencer
West & Parrish & Pedigo Funeral Home	105 N. Montgomery St.	Spencer
YMCA	1111 West State Highway 46	Spencer

## Appendix B

### 2020 Community Partners / Shared Programming Resources

*Thank you for supporting AND connecting youth within our community*

ACHIEVE Coalition	Middle Way House
Anthem	Monroe County Community School Corporation
Banneker Center	Monroe County Department of Children Services
Bloomington After School Network	Monroe County Health Department
Bloomington Commission on the Status of Children & Youth	Monroe County History Center
Bloomington Parks and Recreation	Monroe County Juvenile Probation
Bloomington Police Department	Monroe County Parks & Recreation
Bloomington Transit	Monroe County Public Library
Bloomington Township Trustee	Monroe County Recycling Center
Bloomington Volunteer Network	Monroe County Sheriff's Department
Boys and Girls Clubs of Bloomington	Monroe County United Ministries
Building A Thriving Compassionate Community (BTCC)	Monroe County Women's Commission
Center for Collaborative Systems change (IU)	Monroe County YMCA
Centerstone	Monroe County Youth Council
City of Bloomington Community & Family Resources Department	Mother Hubbard's Cupboard
CODA, Terre Haute	New Hope Family Shelter
Community Justice and mediation	NonProfit Alliance
El Centro Comunal Latino	Nurse Family Partnership
Family Solutions	O'Neill School of Public Environmental Affairs Office of Diversity, Equity, and Inclusion
Girls' Inc.	Peace Learning Center
Herald Times	People and Animal Learning Services
Hoosier Hills Food Bank	Planned Parenthood
Indiana Association of Residential Child Care Agencies	Prism Youth Community
Indiana Coalition Against Domestic Violence	Purdue Extension-Monroe County
Indiana Housing & Community Development	Richland Bean Blossom Schools
Indiana Trafficking Victims Assistance Program	Rural Transit
Indiana University Auditorium	Safe Passage, (Batesville)
Indiana University School of Admissions	South Central Community Action (S.C.C.A.P.)

Indiana University School of Education and Counseling Psychology	Stearns Music Therapy LLC
Indiana University School of Public Health	Stepping Stones
Indiana University School of Social Work	Suicide Prevention Coalition
IU Health Bloomington-Coordinated School Health	Susie's Place
IU Health – Riley Physicians	Systems of Care (Monroe County)
Indiana Youth Institute	The Academy of Science & Entrepreneurship
Indiana Youth Services Association	The Warehouse
Ivy Tech Community College	Thriving Connections- Monroe County
Jill Reitmeyer, DDS	United Way of Monroe County
La Casa Latino Cultural Center	Women Writing for a change Bloomington
League of Women Voters of Bloomington and Monroe County	WonderLab
Meadows Behavioral Health Hospital	WorkOne

## What the Youth Want Others to Know

***“Because it is a really good place.”***

***“I feel it is a very safe environment for anyone that is struggling at home.”***

***“The staff helps us through everything as well as the other kids who are going through similar things.”***

***“This place takes us as family.”***

***“It helped a lot. It has good structure. The staff make you feel like you have a purpose. It’s very safe. I had a lot of fun, although it got boring. But I still had fun.”***

***“It is very safe and the staff are amazing.”***

***“The staff are there to help you.”***

***“If you are struggling with things, I would tell other kids to try it out.”***

***“The staff took good care of everyone here.”***

## What Parents/Guardians Say

***"I am really amazed at he has done so well this time around. I thank his counselor and staff for helping my son. I hope and pray he does better at home."***

***"All the staff were really nice and always had a smile."***

***"Counseling was helpful and gave me another point of view."***

***"The shelter is an amazing place and, in this crisis, an indispensable resource for our family."***

***"The counselor was great about listening to our concerns and problems and worked to help find solutions."***

***"Our counselor was very helpful in trying to meet all of my child's needs and the needs of our family. I really appreciate the help."***