Palm Beach County
Youth Services Department

Our Sanctuary Journey:

One Size Doesn't Fit All, but Everyone Fits in the Tent
Palm Beach County

• 2,385 square miles from Lake Okeechobee to Atlantic Ocean
• 1.5 million residents
• Median Household Income $80,000
• 10th largest school district in nation
• 150 languages and dialects
• Not all beaches, sunshine and palm trees
PBC Youth Services Department: Mission, Vision, & Values

**MISSION**

What we desire & intend for our youth

Growing brighter futures by providing quality service, education, and access to resources and opportunities.

**VISION**

What we aim to achieve
Empowering youth and families to realize their full potential and be the driving force of a thriving community.

**VALUES**

What we stand for
Diversity and Equity
Compassion and Empathy
Open-mindedness
Commitment
Respect
# Under the Big Top: 3 Divisions

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In Ring One, RTFC

- Direct service division
- Committed to fostering healthy individual and family functioning in families where youth have been exposed to various forms of trauma and adversity, danger, harm, or loss.
In Ring Two, OCP

- Coordinates and plans programs and initiatives throughout Palm Beach County.

- Evaluates and allocates resources to support evidence-based programs and promising practices serving youth (ages 0 to 22) and their families, and tracks outcomes.
In Ring Three, FCA

• Provides all support for:
  • The budget
  • Agenda
  • Contract preparations
  • Payroll
  • Personnel matters
  • Public relations
  • Procurement
  • Contract payments
The Ringmaster, Admin

• Manages projects and evaluates YSD’s divisions and programs.

• Coordinates with other governmental and non-profit organizations to provide youth programs and services to the community.
Starting with a Smaller Tent

- HRFC obtained Sanctuary certification in 2019
- Retirement of long time division director
- Allowed us to have trauma-informed practices in place when the COVID-19 pandemic struck
Challenges Under the Big Top

• Adjusting and teaching trauma-informed practices to non-clinical staff

• FVIP was a challenge because clients are ordered by the court to fulfill service requirements
  • Punitive vs. Trauma Informed & Restorative
Flexibility is Key

- Adapting the Toolkit
- Staffing
- Collecting Data
- Shared Language
- Culture Shift
Culture Shift:

• Employee Training Subcommittee
  • Trains all staff
  • Creates training plan for new staff

• Community Meetings

• Cross-Divisional Action Teams collaboration

• Interactive education sessions

• Providing consistent education to the community
  • Messages, directions, tips

• Utilizing our Sanctuary Consultant, Aaron James
Shared Language:
- Incorporate Sanctuary concepts into common language
- Theme of the Month:
  - Monthly department-wide emails
  - Bulletin boards
  - Staff meetings
  - Sanctuary calendar
  - YSD newsletter
Adapting the Toolkit:

- Tools needed to be adapted to fit nonclinical divisions and Sanctuary needed to be explained to clients
  - Welcome packet for clients
  - Menus for self care plans
  - Directory of forms

- Address obstacles to understand concepts
  - Adapt to different learning styles
  - Consistent messaging through different mediums
  - Booster sessions on complex concepts

- Division meetings (both clinical and nonclinical) utilize Sanctuary language, practices, and activities
Sanctuary intranet:

- Sanctuary website created:
  - Training dates
  - Intro to the four pillars
  - Recorded booster sessions
  - Reel Talk at YSD
  - Recommended readings
  - Resource materials including:
    - Training worksheets
    - The modules
    - Activities
    - Client welcome packets
    - The SIM request form
Staffing:

Adapt & Share Resources

• Utilize virtual and hybrid service models to avoid a lapse in services due to health or safety concerns

• Provide Sanctuary Model resources and informational sessions during the onboarding process for all new clinical and nonclinical employees

• Utilize feedback to learn new skills for integration
Collecting data:

• Began with a gap analysis
  • Identify implementation gaps
  • Create action plan of activities/needs
  • Joint effort of Core Team & Steering Committee

• Then created a database rather than tracking standards in binders

• Centralized database
  • Stores certification documents
  • Tracks performance improvements
  • Sustainability plans
Centralized Database:

- Allowed YSD staff to easily upload documents where best fit
- Certifiers easily accessed all info by Standard without flipping through multiple binders

The database organized all supporting documents by Standard
Department-wide Implementation

• Staff utilized Coping Plans and Self-Care Plans
  • Carry coping plans at all times
  • Reflect on self-care plans during weekly supervision

• Department-wide Red Flag Meetings
  • Shifted the emphasis to future actions
  • Examples: hurricane season, building construction, racial injustices, legislation changes

• Increased confidence with complex concepts:
  • Booster sessions
  • Chatter cards
  • Mock interviews
Department-wide/Nonclinical Successes

- Continuous reminders:
  - Reel Talk at YSD
    [https://discover.pbcgov.org/youthservices/Pages/Reel_Talk_at_YSD.aspx](https://discover.pbcgov.org/youthservices/Pages/Reel_Talk_at_YSD.aspx)
  - EDI Talks!
  - Sanctuary Journey video
Residential Successes

Social Learning:
• Live the model 24/7
• Use language with ALL clients & families (even when new)

Inclusion:
• Provided services in English, Spanish, and Creole

Trauma Theory:
• Trauma history integrated into intake assessments & biopsychosocial interviews

Complex Concepts:
• Focused on reenactment & flipping the script

Emphasis on S.E.L.F.:
• Solved issues
• Goal setting
• Treatment planning
• Weekly wrap up
• Self check-in
• All day-to-day activities
Outpatient Successes

• Sanctuary Package:
  • Provided to all new clients
  • Includes a Sanctuary welcome letter

• Adapted to virtual/hybrid service models

• Emphasis on trauma history:
  • Treatment plans
  • During intake

• Introduce clients & families to trauma
  • What it is
  • How to look at it from a new perspective

• Coping plans and self-care plans for clients and their families
Education and Training Successes

• Provides trainings to staff and the community related to:
  • Trauma
  • Trauma-informed care
  • Compassion
  • Resilience

• Trauma and adversity considered in case conceptualization

• Strengths and resiliency factors considered in the development of client treatment goals
Diversion Successes

- Introduced trauma history with clients referred by the court system
- Area required culture shift
  - Adjustment to language used during case plans and mediation
  - Introduce information with more compassion and care
- Required emphasis on:
  - Trauma theory
  - Growth & Change
  - Nonviolence
  - Social Responsibility
Next Steps for Further Integration

- **Feedback**
  - Satisfaction surveys
  - Democracy

- **Practice**
  - Onboarding, trainings, boosters
  - Community Meetings; addressing emotions

- **Activities**
  - Elaborating on Theme of the Month; making it more hands-on

- **Program Evaluation/Fidelity Checks**
  - Utilizing guidance from certifiers
  - SMART objectives

- **Implement Improvements**
  - Renaming Red Flag meetings to Solution in Motion (SIM) meetings

- **Have fun!**
  - Continue to be creative

Implement Improvements
Our Sanctuary Journey:
One Size Doesn’t Fit All, but Everyone Fits in the Tent

For more information contact:

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Useful Links

• https://discover.pbcgov.org/youthservices/pages/default.aspx
• https://discover.pbcgov.org/youthservices/Pages/Reel_Talk_at_YSD.aspx

We are happy to share our other forms. If you want any of our forms, please contact:

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Questions