

# ANNUAL REPORT

YOUTH CRISIS CENTER

[www.youthcrisiscenter.org](http://www.youthcrisiscenter.org)  
3015 Parental Home Road  
Jacksonville, FL 32216

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# A MESSAGE FROM OUR LEADERSHIP

KIM SIRDEVAN, PRESIDENT AND CEO  
LEONARD CHATMAN JR., YCC CHAIRMAN OF THE BOARD

## DEAR FRIENDS OF YCC

I hope this report finds you and your family doing well as we experienced a host of crises in our country during an unprecedented year. I am excited and thankful to share agency highlights and accomplishments from this past year. I am grateful to everyone who has supported our amazing organization as we served over 2000 youth, young adults, and families in Northeast Florida.

Upon receiving news regarding COVID-19 and the national, state, and city's response to the virus, YCC immediately transitioned to providing telehealth services to families in our five-county service area. Due to our swift response to how we shifted our delivery of services, the YCC received the Local Focus; Lasting Impact Award from the Nonprofit Center. The residential crisis care program temporarily suspended services until the program received much needed PPE to re-open safely with COVID-19 screening procedures in place. The residential program resumed operations by May 1st and all remaining staff returned to the campus within eight weeks of learning about this virus. YCC will develop policies and procedures regarding resuming face to face operations in accordance to state and local guidance.

Throughout the year, YCC continued raising funds and developing operations for an expansion of our programming to include serving homeless young adults, inclusive of the LGBTQ+ population. During the past year we completed renovations for the House of Hope nine-bed emergency shelter. The House of Hope will serve the immediate need of safe, trauma-informed housing and will address the physical, emotional and mental well-being of these young adults. The House of Hope is scheduled open by November/December 2020.

Through a new partnership with Flagler Health, YCC will open a second location in St Johns County. YCC will provide outpatient counseling and Stop Now and Plan (SNAP) services in the new space, located at the Whetstone Plaza near US1 and Highway 312. YCC enhanced campus security by adding remote security gate access and upgraded security cameras throughout the campus buildings thanks to the support provided by the Rotary Club of Jacksonville and the Jim Moran Foundation. Additionally, the Touchstone Village transitional living program received a generous contribution from the Jim Moran Foundation to renovate the on-campus apartments and Clubhouse.

As we ended this year of crisis, we are also encouraged to seek opportunity. The opportunity to expand our collaborations; the opportunity to assist youth and families in a new capacity; the opportunity to ensure our programs reach youth and families who otherwise may not seek assistance; and the opportunity to work towards ending homelessness among our young adult populations. Together we embrace families and transform lives!

Encouragingly,

Kim Sirdevan  
President and CEO

Leonard Chatman Jr  
YCC Chairman of the Board

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# WHO WE SERVE

SERVED A TOTAL OF 2,498 CHILDREN, TEENS,  
YOUNG ADULTS AND FAMILIES.

## Transitional Living Program

26 young adults served.

100% of residents successfully mastered life skills.

100% of residents who resided in the program for at least 9 months were steadily employed.

## Residential

363 youth served providing 3775 days of service.

98.5% of youth successfully completed services.

97% of youth were reunited with their family at the completion of services youth returned home or an acceptable living situation after discharge.

## Intensive Case Management

25 youth served in ICM with 567 sessions.

174 Virtual sessions.

## STORIES FROM YCC:

### SNAP in Schools

300 youth served in 8 schools in Duval, Clay and St Johns Counties with 189 sessions in elementary classrooms.

Over 94% of participants completed the program.

100% of youth attended school regularly 30 days after completing the program.

### SNAP Clinical

57 Youth served & 68 parents served in Duval & St Johns County with 335 group sessions.

100% of youth attended school regularly 30 days after completing the program.

100% of children remained with their parents 60 days after completing the program.

I remember as a teen coming through the program. I remember sitting down with one of the counselors. I thought in my mind, "this won't work." Here I am as an adult, remembering the kind, peaceful words that she spoke to me. Counseling does work.

### Family Link

678 clients served with 98% of youth completing counseling services.

95% of youth attended school regularly at the completion of services

100% of youth were not arrested while receiving services

### Outpatient Behavioral Health

954 clients presented with these primary diagnoses:

- Neurodevelopmental Disorders: 28%
- Anxiety Disorders: 28%
- Depressive Disorders: 21%
- Disruptive, Impulsive, and Conduct Disorders: 15%
- Trauma and Stressor Related Disorders: 5%
- Other: 3%

The staff here care so much about the kids! They go out of their way to find ways to help them, as well as the family. I recommend any of their services!

# 2019 - 2020 DONORS

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Flagler Health + Care Connect	Maryann Buttery	Tina Heil	
Florence Bobo	Mason Martin	Todd Wills	
Florida Blue Foundation		Trevor Masinelli	

## FINANCIAL REPORT

Financials	%	Revenue	%	Expenses
Government Contracts & Grants	86%	\$ 3,164,317	88%	\$ 3,377,915
Private Donations/Grants/Fundraising	3%	\$ 120,067	8%	\$ 314,626
Outpatient Services	8%	\$ 295,344	4%	\$ 138,589
Investment Income	2%	\$ 67,031		
Other	1%	\$ 17,237		
<b>Total Revenue</b>		<b>\$3,663,996</b>	<b>Total Expenses</b>	<b>\$ 3,831,13</b>
			<b>Net Change in Assets</b>	<b>(\$ 167,134)</b>