

Dawson Place Child Advocacy Center

Annual Impact Report

July 1, 2016 - June 30, 2017

This report highlights significant activities that transpired over the course of the fiscal year ending June 30, 2017.

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ANNUAL IMPACT REPORT

Dawson Place exists because EVERY child victim of sexual or physical abuse in Snohomish County deserves the professional care that they need to be safe, to seek justice, and to heal.

DAWSON PLACE CHILD ADVOCACY CENTER 2016-2017 FISCAL YEAR REVIEW

Last year Dawson Place Child Advocacy Center experienced a unique contrast between the certain accomplishments of long-term goals and the limit to organizational control over access to the vital services delivered at our Center. The long-awaited building renovations are near completion, capacity for child mental health services was increased and now includes therapy for physical abuse victims, a new Outreach, Education & Prevention Program is being implemented, and the rigorous 5-year Child Advocacy Center accreditation process is scheduled to conclude with expected success in August 2017.

The year's accomplishments need to be appreciated for the persistence and cooperation that they required, and for the value that they add to Dawson Place. Those achievements should also be kept in mind when addressing the fact that services provided at the Center were delivered to 13% fewer clients than the previous year and 15% below the 5-year client service average. Managers in our Center have identified several potential factors for this decrease and will formulate actions to reverse the decline and establish an upward trend in clients served.

This report will highlight accomplishments, address challenges, and identify solutions to the decrease in client services delivered from July 2016 and June 2017.

ACHIEVEMENTS

Dawson Place is proud to report achievements that include significant expansion and imminent completion of several important aspects of the Child Advocacy Center.

CHILD THERAPY EXPANSION

The utilization of recently purchased and renovated office space began in August 2016. Half of the new space was converted into two child therapy offices and the administrative office for the mental health services provided at Dawson Place by the Compass Health Child Advocacy Program. After less than a year, the new space has increased our actual mental health services by 19%, from 1,973 therapy sessions to 2,346 therapy sessions. A full year of expanded office space combined with the growth in experience of new therapists is expected to result in continued gains in the mental health services at Dawson Place.

Before this year, physical abuse victims who came to Dawson Place had full access to all of the services available at the Center except therapy. Physical abuse victims had to be referred to therapists outside of our Center because funding was restricted to child victims of sexual abuse only; this shortcoming is no longer an issue. Last year Dawson Place succeeded in procuring new Federal funding that had been made available to accredited Child Advocacy Centers. The new revenue is funding therapy for child abuse victims of physical abuse, thus eliminating that previous void in service. This makes Dawson Place a more complete service provider for child abuse victims and families.

OUTREACH, EDUCATION & PREVENTION PROGRAM

The mission of Dawson Place has not changed: *We are a group of professionals responding to concerns of child abuse that is dedicated to helping kids, seeking justice, and promoting healthy families.* However, the tools that our Center will employ to serve our mission have been broadened to include a new Outreach, Education & Prevention Program. The new program was approved by the Board of Directors in the spring of 2017 and was added to the operations budget starting July 2017. The goal of the program is to increase public awareness of the services at Dawson Place, to connect more families to those services, and to educate adults to recognize signs of abuse, react responsibly to disclosure of abuse, and prevent situations where sexual abuse can occur. The Community Engagement Lead position is posted, and a new staff member will be hired in the summer of 2017 to run the program.

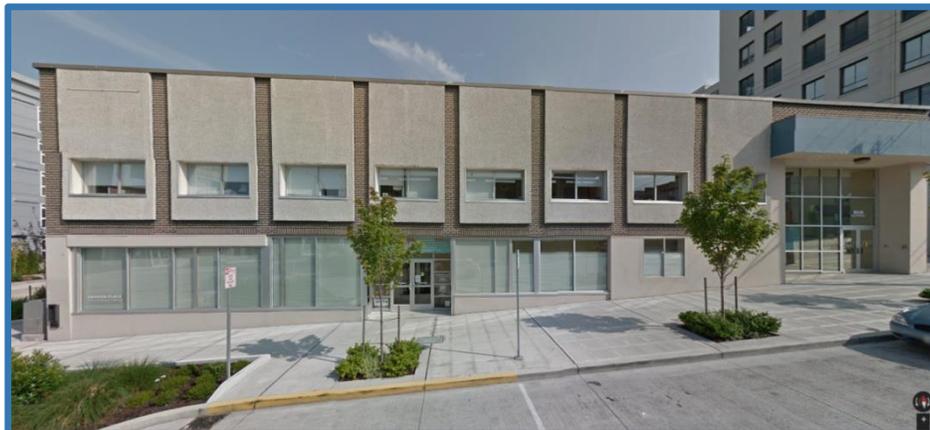
ANNUAL LUNCHEON

The *4th Annual Transforming Hurt to Hope Luncheon* set unprecedented benchmarks in number of guests and revenue raised. This event has grown from just over 300 guests in 2013 to nearly 600 attendees in 2016. It generated nearly \$125,000 in revenue through business and organizational sponsorships and individual donations. Over 200 guests were first-time attendees, showing the event to be a major public outreach tool as well as an important fundraising mechanism.

BUILDING RENOVATION

The completion of the long-awaited exterior building renovation at Dawson Place is imminent. The project has already gained some wonderful responses from our neighbors, clients, and supporters. The final eye-catching touches will be finished by summer's end, 2017.

BEFORE



CURRENT PROGRESS



Front door signage, blue awnings, and final touches are still in the works.

CHILD ADVOCACY CENTER ACCREDITATION

Dawson Place was first accredited as a Child Advocacy Center (CAC) by the National Children's Alliance (NCA) in 2007. Every five years accredited CACs initiate a full operational assessment and create new five-year strategic plans as part of the reaccreditation process. It is an important opportunity to identify areas for improvement, recognize and acknowledge successes, renew Memorandums of Understanding (MOUs) with partner organizations, and set new goals that will direct the next five years.

Accreditation through the National Children's Alliance is a valuable process that reinforces a proven structure. It requires the Center to add client service data to a collective database so that

our effort is included in the national CAC narrative. This pooling of data aids in identifying trends, gaps, and opportunities beyond Snohomish County. Accreditation is also important because it makes Dawson Place eligible for State and Federal revenue that support the delivery of services to child abuse victims and families.

CLIENTS SERVED

Dawson Place successfully delivered vital services to 986 child abuse victims and their non-offending family members. Most, if not all, of these children receive multiple services at Dawson Place, and many return to our Center for ongoing therapy for months and even years. Since Dawson Place opened in 2006 over 11,000 child abuse victims and their families have received the professional care and treatment that has put them on a pathway to healing.

CHALLENGES

Dawson Place has served an average of 1,160 child abuse victims and families annually for five years. We served over 1,250 clients in the year ending June 2015 only to see that total number drop to 1,138 the next year and down to 986 clients through June 2017. Last year's unexpected drop is 13.4% below the previous year and over 15% below the 5-year average. It reflects the challenge inherent in a system that depends on partner agencies to promote access and provide direct services at our Center.

The decline in clients served highlights the importance to not only grow our network of organizations and professionals, but to nurture the connections that have been created. The addition of the new Outreach, Education & Prevention Program is timely and will act to make the services at Dawson Place more widely known and accessible to Snohomish County communities.

FACTORS CONTRIBUTING TO DECREASE IN CLIENTS SERVED

There are always 40-50 professionals from five different agencies working at Dawson Place who devote their careers to serve child abuse victims. The services provided by these agencies fluctuate with staff turnover, leadership change, and budget constraints. This affects the number of children served at Dawson Place.

STAFF TURNOVER: VICTIM ADVOCATES

The Providence Intervention Center for Assault and Abuse (PICAA) is located at Dawson Place. It provides professional advocates for child abuse victims and families, forensic medical exams, and group therapy sessions at the Center. Last year PICAA had a recently hired manager take over their program at Dawson Place, and the transition resulted in a healthy turnover of several victim advocacy positions. The advocates are an important conduit that connects children and families to the services that they need from our Center. Those positions were temporarily vacant and the new staff required training and job experience to reach the level of service provided by

their predecessors. PICAA has filled the advocate positions and the new hires are gaining experience and increasing their case load.

STAFF TURNOVER: LAW ENFORCEMENT

Law Enforcement investigates allegations of child abuse so that the perpetrators of these crimes face justices, and to prevent future abuses. It also plays a major role in identifying victims and directing them to the healing services delivered at Dawson Place. There is currently a shortage of applicants to fill police officer positions. The positions are opening due in large part to the retirement of seasoned officers hired during the escalation of law enforcement initiated in the 1980s and 1990s. A recent article in the *Everett Herald* states that the Everett Police Department has lost 50 officers with over 1000 years of experience in the last three years (through June, 2017), mostly due to retirement¹. This changing of the guard is a common theme in police departments throughout the County. The loss of experienced officers, the existence of unfilled police officer positions, and the time it takes to introduce new officers to Dawson Place all contribute to the decrease in access to services at the Center, and are factors in the recent decline in clients served.

NETWORK MAINTENANCE

Another factor that is being addressed is the maintenance of the professional network that Dawson Place relies upon to connect child abuse victims to the services provided at the Center. The network includes law enforcement, hospitals, schools, State run health services and other non-profits. The network of people and organizations connected to Dawson Place continues to grow, which means that the maintenance of that network becomes a more dynamic and time consuming effort. When Dawson Place meets with organizations within our established network, or hosts a tour for new staff from organizations in our network, the number of clients referred to us from those recently nurtured relationships increases. The maintenance of relationships with individuals and organizations in our network is a constant challenge, and is vital to our Center's ability to reach every child abuse victim in Snohomish County who needs our services.

RESPONSE TO CHALLENGE: ONE EXAMPLE

In January Dawson Place renewed MOUs with the 18 law enforcement agencies in Snohomish County. The MOU identifies the child forensic interview services at Dawson Place to be best practice for gathering information from children and youths in child abuse cases. To add substance to this agreement, Dawson Place is in discussion with agency leaders to host an open house specifically for law enforcement. The open house would familiarize police officers in Snohomish County, both newly hired and seasoned veterans, with the many child abuse victim services provided at our Center. It would highlight how a short trip to Everett for a child forensic interview can substantively benefit investigations. The goal of the open house is to

¹ Winters, Chris. Council Oks bonuses to entice police officers to Everett. The Everett Herald. June 2, 2017. <https://www.heraldnet.com/news/council-approves-15k-bonus-to-hire-new-police-officers/>.

support the investigation and prosecution efforts of law enforcement, and to connect more child abuse victims and families to the services provided at Dawson Place.

CHALLENGES SUMMARY STATEMENT

Dawson Place functions under a complex model that requires collaboration between agencies. Several factors that contributed to last year's decline in children served have been referenced, but there are more potential causes being investigated. Management for Dawson Place and the partner agencies are uncovering opportunities to improve network relationships to increase access to the center via increased partner referrals.

CENTER OPERATIONAL EXPENSES

The general operations of Dawson Place Child Advocacy Center include necessary day-to-day expenses such as electricity and water/sewage as well as professional accounting services, custodial services, information technology services, and an annual financial audit. They are unavoidable costs of doing business. General operation grants support direct victim services that protect children from abuse, and teach them how to move past their trauma to live physically, socially, and mentally healthy lives.

Based on budgeted expenses for July 1, 2016-June 30, 2017		
Operational Expense Category	Amount	Percent of All Expenses
Personnel	\$395,113	57.2%
Day-to-Day Operations	\$226,212	32.8%
*Finance Expenses	\$45,888	6.6%
Fall Luncheon	\$23,319	3.4%
*Includes payment on interest (\$37,749), bond issuance expenses for the WA State Streamlined Tax Exemption Program (\$4,529), and bad debt from unfulfilled pledges (\$3,610).		

CONCLUSION

Dawson Place is a well-managed Child Advocacy Center that operates at a highly effective level. The organization's functionality over the course of last year is evident in the accomplishments reached, and in the way those accomplishments improve the delivery of services to child abuse victims and families. The challenges of last year also point to healthy management by revealing the ability to view undesired outcomes as opportunities for improvement. Dawson Place has generated a positive response to the decline in the number of clients served last year. The foresight of management to initiate an Outreach, Education & Prevention Program should help mitigate last year's decline to a short anomaly, and will play a key role in the effort to serve every child abuse victim in Snohomish County who needs the protection, justice, and healing services delivered at Dawson Place.

CLIENT STATISTICS

Client Statistics: based on fiscal year - July 1 through June 30					
Client Statistic	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total - % increase victims	4%	-7%	10.4%	-11.2%	-13.4%
Total children served	1181	1146	1265	1138	986
Male	330	358	417	363	300
Female	839	736	848	775	686
Unreported	21	14	0	0	0
Type of Abuse					
Sexual Abuse	867	803	865	756	684
Physical Abuse	261	270	330	299	233
Neglect	70	45	42	63	39
Witness to Violence	14	23	53	59	57
Drug Endangered	28	12	11	29	6
Other	43	15	61	46	35
Services provided:					
Medical Exams	589	550	655	557	509
Onsite Forensic Interviews	279	319	335	337	342
Off-site Forensic Interviews	10	17	32	29	14
Mental Health Assessments	141	208	183	198	200
On-going Counseling Sessions	989	1097	1802	1973	2346
MDT Cases/Professionals					
Child Abuse Cases Reviewed	26	17	14	14	13
Professionals Participated	298	150	145	127	181
Prosecution Services					
Cases accepted	570	502	519	757	402
Convictions	219	267	222	319	127
Pleas	193	248	159	247	112
Acquittals	4	5	9	6	11
Pending	154	0	129	183	152