



cares
northwest

Protecting children, healing lives.

Impact Report

April 2023

Dear friends,



2022 was a year of renewed focus on quality – revisiting how we are delivering services and how we can improve.

A great example is how we connect with children and families. CARES Northwest continues to grow in its diversity and cultural responsiveness. Our intake, evaluation and therapy teams are now more representative of our communities, with more bilingual-bicultural staff, so that families can be served in their preferred language and by someone with the lived and professional experience to make them feel safe and heard. Recognizing increased basic needs of our families, we are also providing more food and clothing bags during appointments than ever before.

Our quality initiatives also extend to our support of other children's advocacy centers and child abuse multidisciplinary teams in our area. Last year, our training team provided 41 trainings to child abuse professionals throughout the state. We also spent over 664 hours here at the clinic hosting visiting medical professionals from around the state, including child abuse pediatricians looking to hone their skills, and residents and medical students interested in learning more about child abuse medicine. In all of these teaching opportunities, we learn from our students as well, hearing new ideas and fresh perspectives. Together, we

are raising the level of care for children in our communities.

This has also been a challenging year from a safety standpoint, as we have witnessed an increase in violence around the country and here in our own neighborhood. Although we have made structural, training and personnel improvements to increase security for our patients and staff, continued exposure to violence and crime has been challenging. It has made me doubly grateful for our fantastic leadership team, which for the first time represents every clinic team, from administration to therapy. Now every staff member receives the mentoring and support they deserve and has a stronger voice in our clinic operations.

As always, we are grateful for your continued trust in us to care for our community's most vulnerable children. Thank you for walking alongside us as we continue to grow and progress. Your support and encouragement make all the difference.

Jenny Gilmore-Robinson
Executive Director, CARES Northwest

Answering the call for help

Have you ever wondered who is on the other end of the phone when you call us for help? It's someone who cares.

When Alejandro's young daughters were referred to CARES Northwest for an evaluation, he was afraid to call for an appointment. Because he was undocumented, he was hesitant to engage with child abuse investigation for fear that it might draw attention to his status and result in being taken away from his girls. But he knew his daughters needed care and support after the physical violence they had experienced by their mother. Alejandro was also struggling himself; after a safety plan removed his wife from their home, he had become a single parent overnight.

When he worked up the nerve to make the appointment, his call was answered by one of our Spanish-speaking intake specialists who was able to reassure Alejandro that his immigration status was not a concern. As they talked more, our intake specialist learned that Alejandro planned to map out a bus route to our main clinic since he was unfamiliar with North Portland and was



afraid of getting lost. She quickly rescheduled his daughters' appointment to our Cornell clinic in Beaverton, which was much closer to home, and arranged for transportation. Aware that he was feeling overwhelmed by balancing solo parenting with his long workdays at a local farm, she gave a heads-up to our family support team, who provided food and clothing bags and other resources at the appointment. Our team stayed in touch with him in the weeks and months that followed to provide ongoing support as the father and daughters navigated a new chapter in their lives.

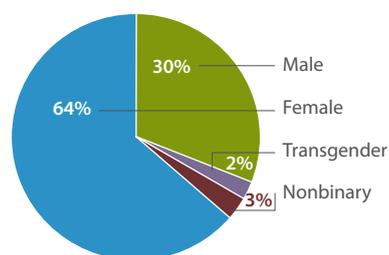


Making that first phone call to us can feel scary for some families so we want to do everything in our power to put them at ease. Although we receive child abuse referrals every day and are deeply familiar with the process, for the family calling us for the first time, it's all brand new. Our intake team takes the time to carefully explain our services, address any concerns they have and identify immediate needs that might otherwise be overlooked. Most staff are bilingual-bicultural Spanish speakers and the team is supported by interpreters of other languages. No matter who calls us for help, there will always be someone on the other end of the phone who can understand. We can do so much more when we take the time to really listen.

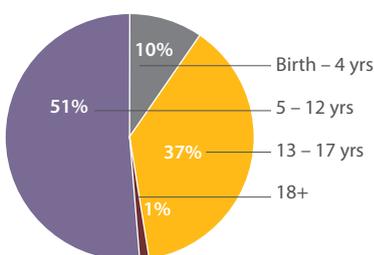
CLIENT DEMOGRAPHICS

Last year, 1,070 children from Multnomah and Washington counties received an evaluation at CARES Northwest to address concerns of abuse and neglect. Here are some stats about the children we serve.

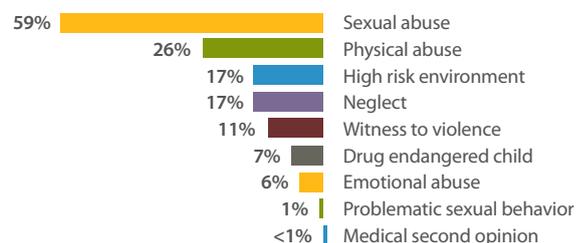
GENDER OF CHILDREN SERVED



AGE OF CHILDREN SERVED



PRESENTING CONCERN



Innovative offerings from Prevention Education

In a world where there are constant demands on people's time and attention, how can we ensure they get the important information they need to keep kids safe? Our Prevention Education staff, consisting of Sally Blackwood and Lindsay Spaulding, have been focused on innovative ways to deliver their curricula for teachers and share their expertise to a broader audience. Their work is reinforcing CARES Northwest's reputation as a thought leader in violence prevention education while making resources as accessible as possible. Here are three ways they are enhancing the education program.

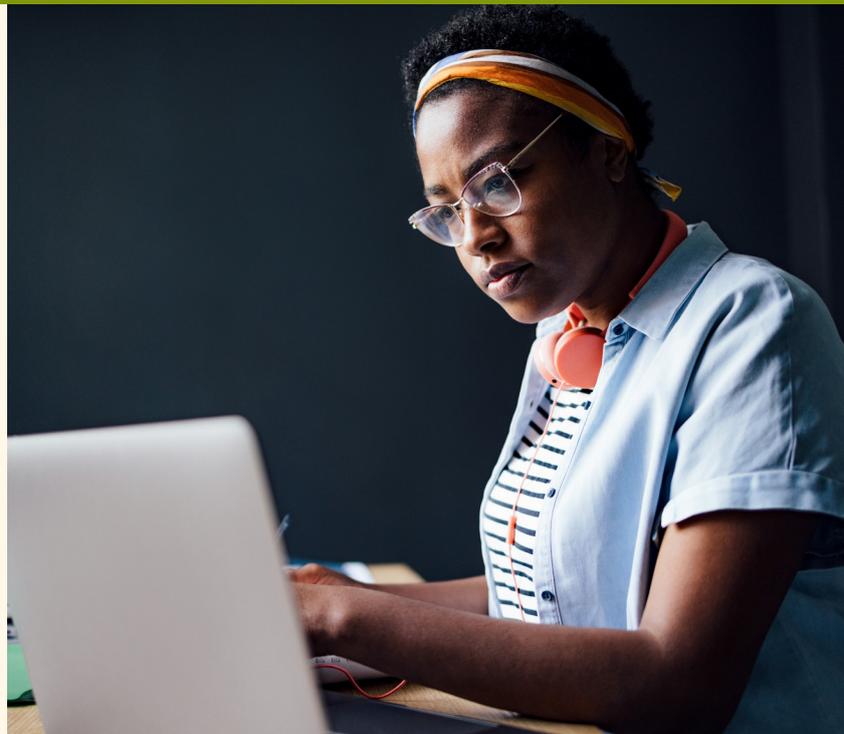
Online self-paced learning for middle school teachers

Building Foundations for Healthy Relationships (BFFHR) is one of CARES Northwest's flagship curricula. Educators are trained how to lead their students in 12 different lessons covering topics such as boundaries and consent.

Responding to the needs of educators to balance professional development with other obligations, we have partnered with Portland Public Schools to pilot a hybrid educator training of BFFHR in the fall. This will combine a virtual classroom where teachers can learn skills at their own pace through videos, reading materials and correspondence with CARES Northwest staff. A live online or in-person session will follow to allow educators to practice their skills with discussion, role modeling and other interactive training techniques.

Sharing expertise to educators throughout Oregon

Two education modules are being developed for the Oregon Department of Education. One module explains the differences



between child sexual abuse and teen sexual assault. The other helps educators learn how to analyze violence prevention course options and select one for their students that aligns with the current research and strategy from the field.

Quick lessons on parents' most requested topics

Lindsay and Sally are also making efforts to share knowledge more broadly with the general public. Inspired by a conversation with our Family Support Team where they learned what kinds of information our clients are asking for, they are making a series of short videos to educate parents and caregivers in our community on some of the most requested topics. One currently available video addresses how to talk to kids and teens about sexually explicit material. Another focuses on helping children communicate their boundaries, respect the boundaries of others and understand rules around private parts. You can watch these videos by scanning the QR codes below.



Scan the codes to see videos from our prevention educators.

Talking with your child about sexually explicit material



Talking to kids about private parts safety





Protecting children, healing lives.

Kaiser Permanente
OHSU Doernbecher Children's Hospital
Providence Children's Health
Randall Children's Hospital at Legacy Emanuel

2800 N. Vancouver Avenue
Suite #201
Portland, OR 97227

By the numbers

TOTAL CHILDREN SERVED: **2,798**

ASSESSING CASES OF ABUSE



2,955

CALLS CONCERNING A CHILD'S WELFARE



622

EMERGENCY DEPARTMENT CONSULTATIONS



145

EVALUATIONS SERVED BY AN INTERPRETER IN 10 LANGUAGES



1,018

MEDICAL EXAMS



226

INPATIENT CONSULTATIONS



969

FORENSIC INTERVIEWS

HELPING CHILDREN AND FAMILIES HEAL



1,559

TRAUMA-FOCUSED THERAPY SESSIONS



971

FAMILIES RECEIVED ONGOING SUPPORT AFTER EVALUATION

STOPPING ABUSE BEFORE IT STARTS



37

PREVENTION PRESENTATIONS DELIVERED



664

TEACHERS AND YOUTH-SERVING PROFESSIONALS TRAINED

SUPPORTING JUSTICE



139

RECORDS SUBPOENAS



523

SUBPOENAS TO TESTIFY

COMMUNITY CONNECTIONS



784

VOLUNTEER HOURS



2,497

QUILTS DONATED



305

FOOD AND CLOTHING BAGS DISTRIBUTED

To make a gift

Please contact Heather McEvoy, Senior Associate Director of Development
Randall Children's Hospital Foundation
503-276-9495 | hmcevoy@lhs.org
CARES Northwest is supported by gifts to Randall Children's Hospital Foundation.