



Annual Impact Report

Snohomish County

Fiscal Year: July 2017 – June 2018

A 3D graphic of a ribbon, rendered in a light blue color with a subtle gradient and shadows to give it depth. The ribbon is folded and draped across the bottom of the page, creating a sense of movement and flow.

FY2018

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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 2017-2018 FISCAL YEAR REVIEW

Dawson Place Child Advocacy Center (Dawson Place) made important advances in the 2018 fiscal year to bolster the foundation of our Child Advocacy Center so that it can better serve child abuse victims and families in Snohomish County. The advances include major building renovations and facility enhancements, the launch of a new community engagement program, growth in our mental health services, and a renewed focus on staff development and training. All of these advancements were realized while serving 1,066 child abuse victims and families; an 8.1% increase over the previous year.

The total number of clients served is still 7% below the five-year average. However, the new community engagement program has begun and is designed to identify and connect with communities in Snohomish County that are currently underserved by our Center. The 8.1% increase in clients served over the previous year is a promising sign that our community engagement efforts will result in more children and families receiving our services.

The achievements outlined in this report were possible because of general operation/program grants from private foundation, grants and contracts with government agencies, corporate donations/sponsorships, and individual donations gifted to Dawson Place at the annual Transforming Hurt to Hope Luncheon and throughout the year.

ACHIEVEMENTS

Dawson Place realized several achievements that will strengthen our capability to provide child abuse intervention services, and will broaden our impact in Snohomish County.

Clients Served

Dawson Place successfully delivered vital intervention services to 1,066 child abuse victims and their non-offending family members. Most, if not all, of these children received multiple services at Dawson Place and many returned and continue to return to our Center for ongoing therapy. Since Dawson Place opened in 2006 over 12,000 child abuse victims and their families have received the professional care and treatment that has put them on a pathway to healing.

Building Renovations and Facility Enhancements

The completion of building renovations and enhancements will raise public recognition of our Center, improve client perception and experience, increase staff morale, and improve movement and security within the facility.



Dawson Place Child Advocacy Center: before (left) and after (right) renovations

Dawson Place was also awarded a grant from the Employees Community Fund of Boeing Puget Sound to upgrade our building's traditional lock-and-key security system with a state-of-the-art electronic keycard security system. This upgrade to our Center's infrastructure enhances security, decreases maintenance costs, and improves the delivery of services to our clients.

Annual Luncheon

The 5th Annual *Transforming Hurt to Hope Luncheon* was the most successful to date, by any measure and by a large margin. The luncheon was attended by over 700 guests, and raised over \$185,000 in gross revenue. Revenue raised at the annual event is unrestricted, and provides flexibility to invest in programs, capital improvements, and growth of operational capacity. The event was also featured on the front page of the Everett Herald, which increased community awareness for the child abuse intervention services delivered at Dawson Place.

Launch of Community Outreach Program

Dawson Place hired a Community Engagement Lead in March 2018 to design and run the new Community Outreach Program. The program: 1) spreads public awareness about the services available at Dawson Place, 2) grows our network of professionals who refer victims to our Center, and 3) encourages child abuse victims and families to come forward and receive the help that they need and deserve to stop abuse and live safe and healthy lives.

Over the last five years our Center has served an average of 1,140 clients annually; 71% of the clients are seen for sexual abuse (810 clients) and 29% are seen for physical abuse, neglect, drug endangerment, or as a witness to a violent crime (330 clients). The statistical demand for our services is 1,000 sexual abuse victims and 455 physical abuse, neglect, drug endangerment, or witness to violent crime victims annually. In order to meet the statistical demand for victims of sexual abuse in Snohomish County, Dawson Place must increase the number of clients served by 22%, or reduce the number of victims of sexual abuse through prevention activities.

Professional Development and Training

There are 45-55 devoted professionals from six different agencies who work at Dawson Place Child Advocacy Center. The collaboration of different professional disciplines is fundamental to the complete array of services provided at our Center, but those services are only as good as the people delivering them. Last year Dawson Place dedicated fundraising resources to secure new revenue specifically to train any staff who works within Dawson Place, regardless of agency affiliation. The result was over \$40,000 raised for professional training and development which will improve the quality of all the services provided at our Center.

Growth in Mental Health Service Capability

The mental health services at Dawson Place are delivered at our Center by therapists who work for the Compass Health Child Advocacy Program (CAP). Two years ago, Dawson Place succeeded in securing new Federal funding specific to the mental health treatment of physical abuse victims. Last year, we acquired funds for a two-day Alternate Family-Cognitive Behavioral Therapy (AF-CBT) training for all of the CAP therapists (12-15 therapists). This evidence-based therapy is for the treatment of physical abuse victims, and will elevate the knowledge and skill of our therapists so that they can provide better mental health treatments to child abuse victims and families.

CHALLENGES

Dawson Place had a 8.1% increase in the number of clients served over the previous year, but still delivered services at a level 7% below our 5-year average of 1,140. This brings our new 5-year average down to 1,120 clients per year. The fluctuation in clients served reflects the

challenge inherent in a system that depends on partner agencies to promote access and provide direct services at our Center, and relies upon a network of professionals to refer victims to Dawson Place for intervention services.

Serving fewer clients than the 5-year average highlights the importance to not only grow our network of organizations and professionals, but to nurture the connections that have already been established. The addition of the new Community Outreach Program will make the services at Dawson Place more widely known and accessible to Snohomish County communities.

Factors that Affect the Number of Clients Served

There are always 45-55 professionals from six different organizations 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: Medical Service Providers

The Providence Intervention Center for Assault and Abuse (PICAA) is located at Dawson Place. PICAA provides professional advocates for child abuse victims and families, performs forensic medical exams by registered nurses, and leads group therapy sessions at the Center. Last year PICAA posted a job advertisement for a second full-time registered nurse while also trying to replace a nurse's assistant position that had become vacant and a program nurse who had retired. This staff shortage inhibited PICAA from fully utilizing their two medical exam rooms at Dawson Place, and contributed to a lower number of overall clients served.

Staff Turnover & Budget Constraints: detectives and prosecutors

The Snohomish County Prosecutor's Office and Sherriff's Office have their Special Assault Unit (SAU; prosecutors) and Special Investigations Unit (SIU; detectives) located at Dawson Place. Many detectives and prosecutors experience "secondary trauma" from the sordid details of working child sexual and physical abuse cases which results in a common rotation of 2-4 years for those positions. Along with common turnover, this last year saw budget constraints diminish the number of prosecutors and detectives by one for both the SAU and SIU teams at our Center. This limited the number of cases that were investigated and prosecuted, which affected the overall number of clients served at Dawson Place.

Network Maintenance

Dawson Place relies upon a professional network to connect child abuse victims to the services provided at our 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.

Challenges Summary Statement

Dawson Place functions under a model that requires collaboration between many agencies. Several factors that contributed to serving fewer clients than the 5-year average have been referenced, but there are more potential causes being investigated. Management for Dawson Place and our Child Advocacy Center's partner agencies are uncovering opportunities to improve network relationships and to increase client access via increased partner referrals.

CONCLUSION

Dawson Place is a well-managed Child Advocacy Center that operates at a very effective and efficient 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 below-average outcomes as opportunities for improvement. The new Community Engagement Program will help maintain the upward trend in clients served. It will be vital in the effort to serve EVERY child abuse victim in Snohomish County who needs the protection, justice, and healing services delivered at Dawson Place.