

FY 2022 PERFORMANCE PLAN

Arlington County Child Advocacy Center (CAC)		CFSD/BHC	Laura Ragins x1592
Program Purpose	<ul style="list-style-type: none"> Reduce trauma experienced by children and families through a coordinated multi-disciplinary team response to allegations of severe abuse 		
Program Information	<p>A Child Advocacy Center (CAC) is a research-based national model. An integrated, collaborative approach to child abuse cases results in an increase in prosecution, civil protection and better mental health outcomes for children and their families. Children and families are referred by law enforcement and/or child protective services. Services may include a forensic interview, medical evaluation, victim advocacy, and/or mental health assessment and treatment.</p> <ul style="list-style-type: none"> Forensic Interviews of child alleged victims are developmentally appropriate, coordinated, legally sound and provided in a child friendly space by trained staff. Specialized medical evaluations are provided to children by the INOVA FACT department. Victim support and advocacy services are provided for children and their families. Evidence-based, trauma focused mental health services are consistently available to children and their families, either on-site or through linkages. <p>The CAC is accredited by the National Children’s Alliance (NCA) and adheres to ten standards reflecting evidence based interventions.</p> <ul style="list-style-type: none"> The CAC coordinates a multidisciplinary team (MDT) that works together to minimize further trauma to children by reducing the frequency of repeated interviews and connecting them with appropriate services. The MDT includes Arlington Police Special Victims Unit (SVU), Arlington DHS Child Protective Services (CPS), The Commonwealth Attorney, The County Attorney, Arlington DHS Children’s Behavioral Healthcare, and INOVA Forensic Assessment and Consultation Team (FACT). The MDT has a signed MOU agreeing to collaborate routinely including, but not limited to, participation in monthly case reviews and bi-monthly business meetings. 		
Service Delivery Model	<ul style="list-style-type: none"> During COVID, CAC maintained its usual service model and continued to provide face to face forensic interviews. Therapy and group services were provided via telehealth. In FY 2022, in adherence with COVID safety protocols, forensic interviews were provided in-person only and therapy and support services were provided either in-person or via telehealth (hybrid). CAC staff have resumed in-person services two days per week as of July 2021 (distributed throughout the week to support coverage). In FY 2023, services will continue to be provided both in-person and virtually as needed and in accordance with safety protocols. 		
PM1: How much did we do?			
Staff	<ul style="list-style-type: none"> Total 4.00 FTEs: <ul style="list-style-type: none"> 0.5 FTE Supervisor 0.90 FTE Forensic Interviewer (80% of one FTE and 10% of another) 		

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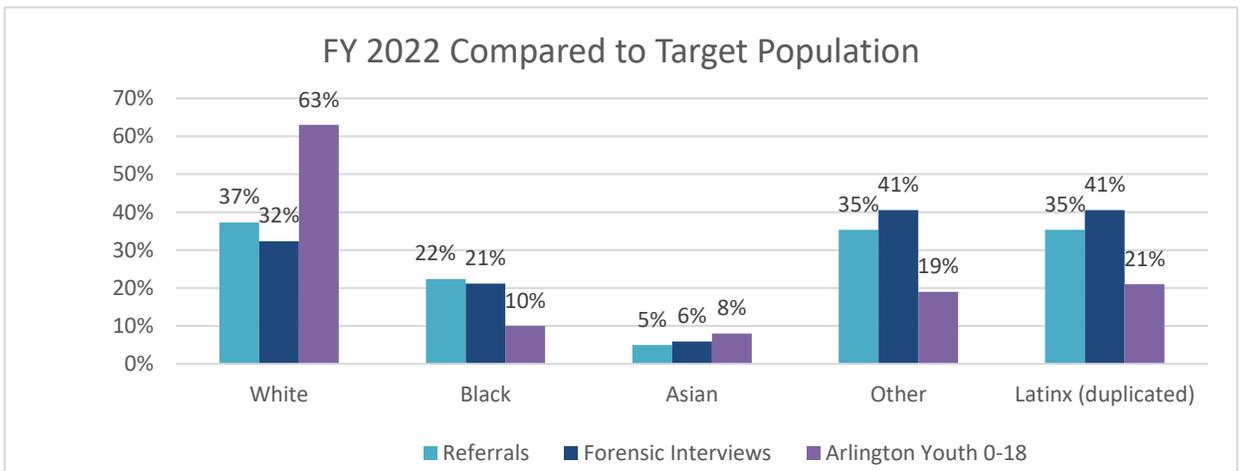
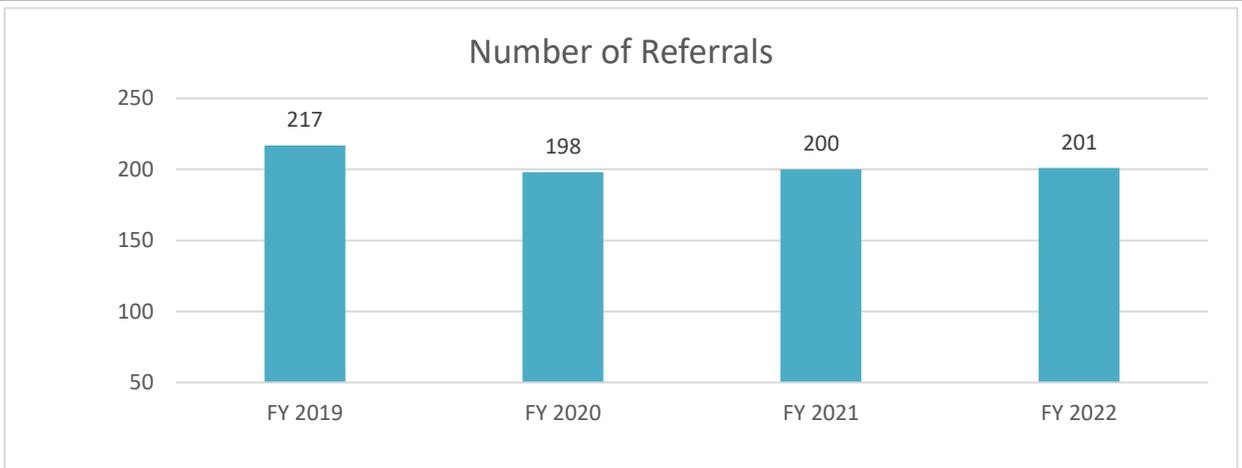
	<ul style="list-style-type: none"> ○ 2.0 FTE Human Services Clinician ○ 0.6 FTE Management Specialist 				
Customers and Service Data		FY 2019	FY 2020	FY 2021	FY 2022
	Referrals	217	198	200	201
	Forensic interviews	168	161	160	170
	Interviews in which caregivers accompanied / did not accompany child	105 / 63	82 / 79	118/42	116/54
	Parents/Caretakers receiving services through CAC	56	49	40	57
	Children receiving services through CAC / BHB therapists	*	*	81	87
	Outreach presentations	20	45	11	12
	CAC Sponsored Trainings	*	25	15	16
	* Data collection began in FY 2021 for children receiving services, and in FY 2020 for CAC Sponsored Trainings.				
PM2: How well did we do it?					
2.1	Follow-up services offered to families within a week of the forensic interview				
2.2	Caregiver satisfaction				
PM3: Is anyone better off?					
3.1	Maximize access to forensic interviews				
3.2	Revictimization				

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Measure 1 Number of Referrals

Data



Data Summary

- In FY 2022, there were 201 referrals to the CAC which is consistent with FY 2021
- In FY 2021 and FY 2022, white children were underrepresented, making up 32% of the forensic interviews, in comparison to 63% of Arlington children.
- In FY 2021 and FY 2022, black children were overrepresented, making up 21% of the forensic interviews, in comparison to 10% of Arlington children.
- In FY 2022, there was an overrepresentation of Latinx youth, making up 41% of the forensic interviews, in comparison to 21% of Arlington children.
- In FY 2022, the demographics of children interviewed were consistent with the demographics of children referred.
- In FY 2022, 77% (55 of 71) of the children that identified with the "Other" racial demographic also identified as Latinx. 19% (14 of 75) of the children that identified with the White racial demographic also identified as Latinx.
- Referrals are duplicated for individuals who had more than one incident.

What is the story behind the data?

- The number of referrals has remained consistent between FY 2020 and FY 2022.

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- White children (in comparison to other races) when referred are less likely to be referred to or interviewed at the CAC. There continues to be differential identification and reporting of sex abuse and assault based on race.
- Black children were overrepresented in CAC referrals and interviews, which is consistent with the overrepresentation of Black children in the Child Welfare system and law enforcement. All CAC referrals come from Child Welfare and/or law enforcement.
- The number of referrals varied significantly by zip code and was not proportionate to the number of children residing in each zip code.
- Identifying and reporting child sex abuse can create dilemmas for child serving agencies and their consumers.

Recommendations

Target Dates

- Continue to collect consistent race and zip code data on data collection spreadsheet.
- Modify intake sheet to select an option for race and ethnicity
- Modify tracking spreadsheet to include referral sources to support disaggregation analysis.
- Explore proactive targeted outreach to schools and child care programs
- Explore recording trainings and uploading for ongoing access

- Ongoing
- October 2022
- September 2022
- Winter 2023
- Winter 2023

Forecast

- For FY 2023, it is anticipated the referrals will increase by 5% to 210 based on increase in-person activities for children including school.

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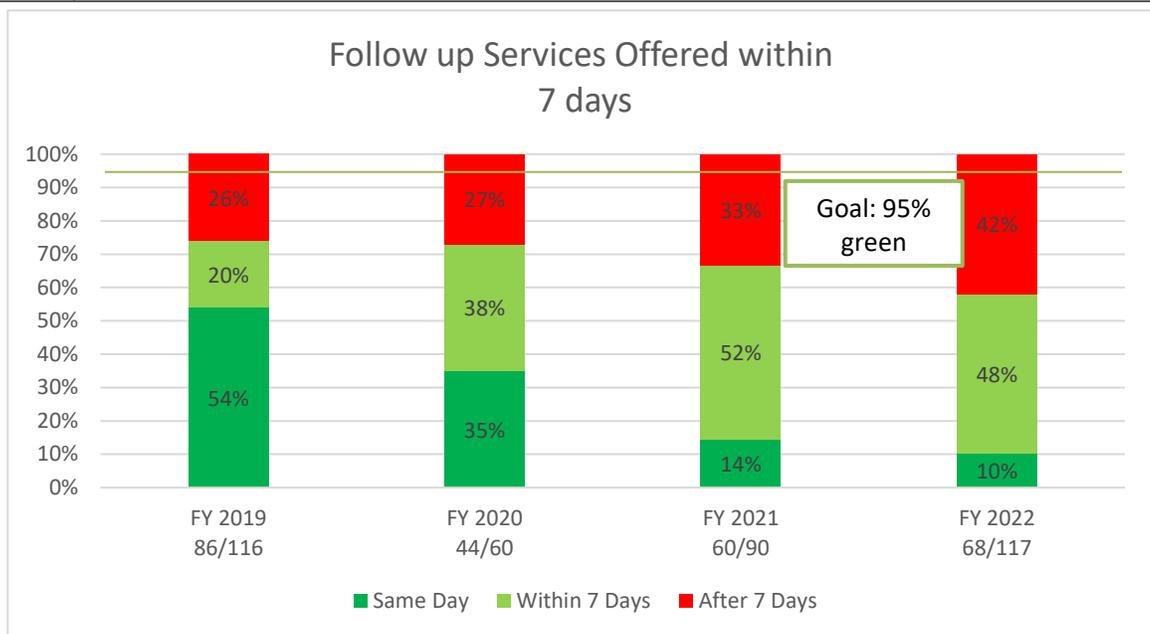
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Measure

2.1

Follow-up services offered to families within a week of the forensic interview

Data



Data Summary

- In FY 2022, there were a total of 117 forensic interviews for which follow up services were recorded or indicated.
- Of those 117 interviews, 12 of the interviewees were offered services at the same time as their CAC interview or before the forensic interview. 56 received a call regarding follow-up services within 7 calendar days of the initial interview, and 49 received a call more than 7 days after the interview.

What is the story behind the data?

- Service linkages are based on assessed needs, and may include mental health services, childcare, public assistance, psychoeducation, and victim advocacy.
- When feasible and appropriate, the CAC team provides "interview support" which means that staff outreach the caregiver to assess needs, orient to services and offer to coordinate with investigators the day of the interview(s) and/or minimally within one week and maintain contact until disposition is finalized.
- The weekly task tracker enabled staff to record task completion/status and date.
- Follow up or immediate follow-up is not always appropriate because it may compromise an investigation and/or the child(ren) may already be linked to needed services (i.e. actively participating with children’s behavioral health).
- The capacity to provide same day outreach (interview support) continues to be limited due to staff capacity due to the need for CAC staff to carry ongoing caseloads. Minimally, at the time of the interview, the forensic interviewers provide information about the CAC services, support and explain what they can expect next.

Recommendations

- Explore extending the follow up timeframe to 10 calendar days.

Target Dates

- Q2, FY 2023

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<ul style="list-style-type: none">• Explore ways to increase interview support capacity such as increasing in office presence.• CAC staff will continue to contact investigators to determine who and when to outreach for services without jeopardizing an investigation and/or safety.• Continue using shared Task List reviewed during weekly CAC meetings to formalize plans for outreach and assignments.• Updating the tracking sheet to include reasons when follow ups are not offered timely.	<ul style="list-style-type: none">• Q2, FY 2023• Ongoing• Ongoing• Q2, FY 2023
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Forecast

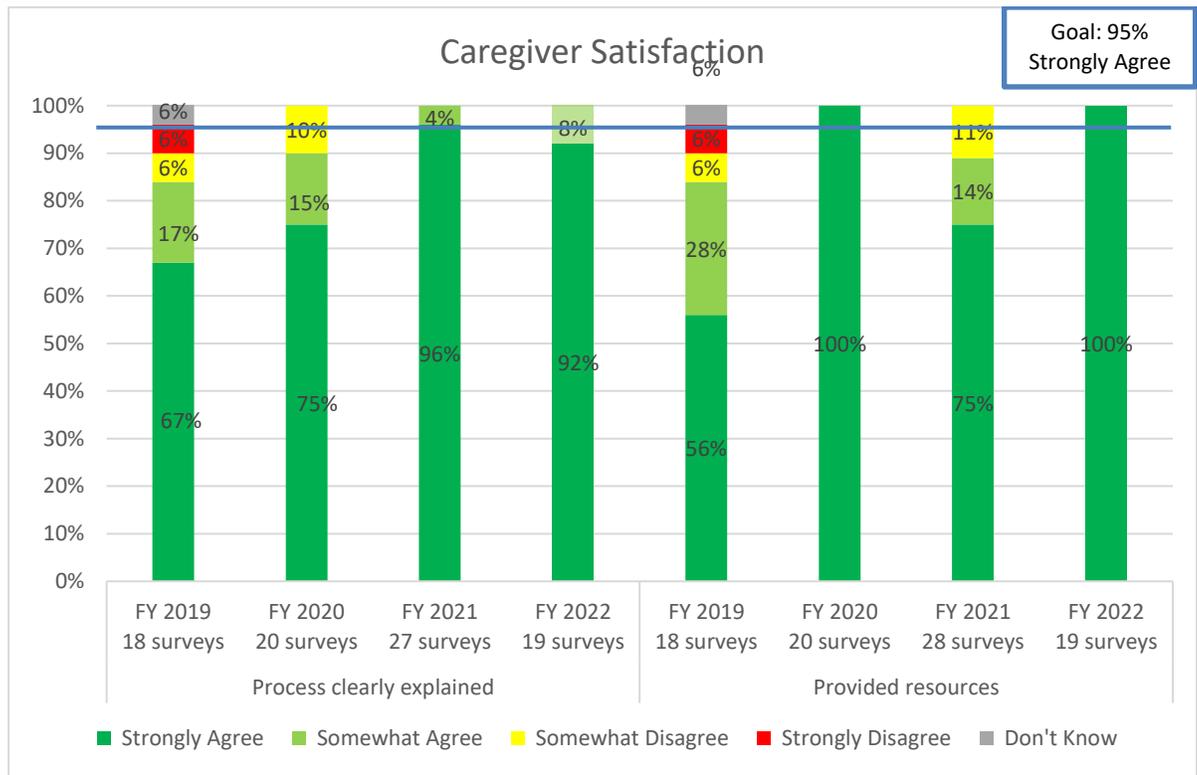
- In FY 2023, 65% of families who need services will be contacted within 10 business days

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Measure 2.2 Caregiver Satisfaction

Data



Data Summary

- In FY 2022, 100% of caregivers surveyed agreed that they knew what to expect with the situation facing their child.
- In FY 2022, 100% of caregivers responding to the survey agreed that center staff provided resources to support their child.
- Caregivers complete the survey at their initial interview, at the time of a follow up call, or via an email sent to them with the survey link.
- In FY 2022, 7% of surveys were completed at the center, 47% completed via email link, 13% completed the survey using a QR code on their phone and 33% staff assisted with survey completion during a follow up contact.
- Data is collected and analyzed in an NCA database. The survey response rate was 16% in FY 2022.

What is the story behind the data?

- The caregivers indicated that they were satisfied with the services and information provided, and that their youth had positive experiences with their interviews.
- Providing resources at the time of interview is not always indicated as the needs assessment is ongoing. Limited resources are provided the day of the interview and immediate responses about resources received may not be helpful.
- The CAC team collaborated with the CSB therapists to create a current comprehensive list of resources to support triage and appropriate linkage to community resources.
- Immediate administration of the survey can be stressful for caregivers and neutral administrators are not always available. Follow-up phone calls to survey caregivers has increased the number of surveys but is still not producing a high response rate.

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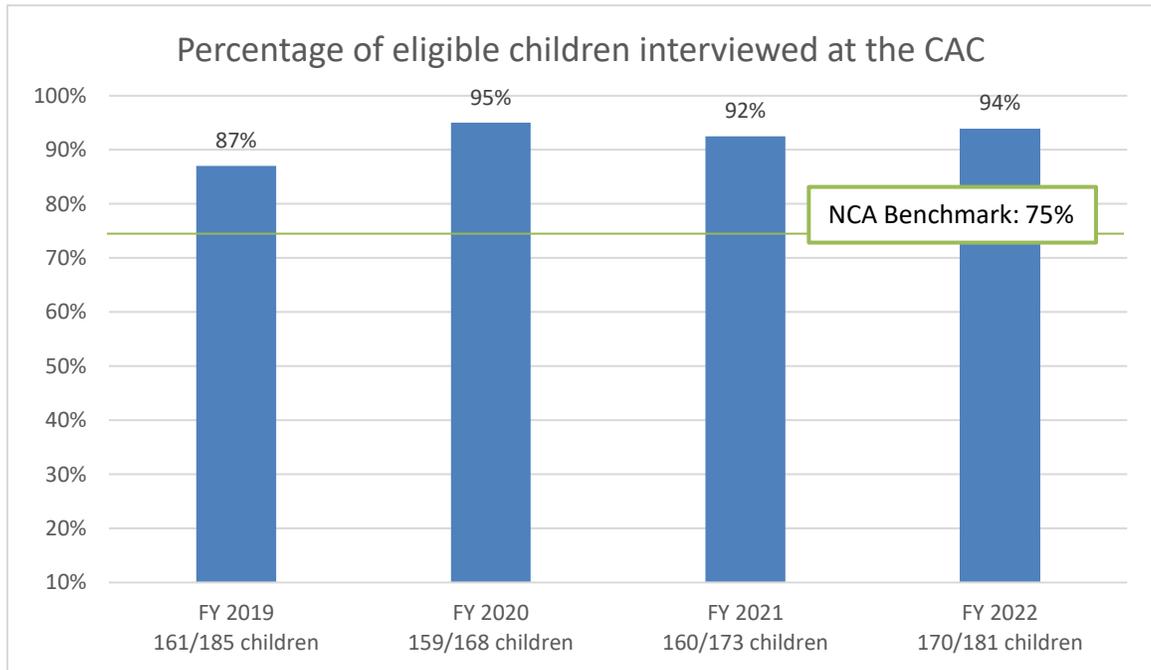
Recommendations	Target Dates
<ul style="list-style-type: none">• Implement OMS youth feedback survey.• Explore implementing survey electronically using a QR code.• Continue to remind staff to ask about present needs during the time of survey.• Continue weekly review of surveys needing administration during unit meetings and record in the weekly task tracker.	<ul style="list-style-type: none">• July 2022• Q2, FY 2023• Ongoing • Ongoing
Forecast	
<ul style="list-style-type: none">• In FY 2023 it is anticipated that 99% of families will agree that the process was clearly explained and 99% of families will agree that they were provided with resources.	

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Measure 3.1 Maximize access to forensic interviews

Data



Data Summary

- In FY 2022, the percentage of eligible children interviewed at the CAC increased slightly from 92% to 94%.
- Eligibility criteria are established locally by each CAC. The Arlington County CAC sets very inclusive criteria for this measure.
- The percentage is calculated based on the total number of interviews.

What is the story behind the data?

- In FY 2022, the CAC continued to provide in person forensic interviews adhering to COVID safety protocols and facilitated and participated in virtual training. There was no disruption in the availability of in person forensic interviewing and the CAC program did not suspend any services.
- Toward the end of FY 2022, law enforcement’s Special Victim’s Unit in Arlington County experienced staff turnover. The CAC team has participated actively in onboarding and engagement in the CAC model.
- On June 29, 2022, the joint investigative protocol was implemented that supports timely and coordinated referrals to the CAC. Joint training on the protocol by CPS and law enforcement of all investigators is planned for Winter 2023.
- CAC Director continues to participate in CPS high risk case review weekly meetings to provide additional consultation about forensic interviewing needs.
- Eligible families may not receive an interview if law enforcement and/or CPS conducts a field interview rather than bringing the child to CAC. Those that do not receive an interview despite being eligible are placed on monthly Multi-Disciplinary Team (MDT) case review and follow up for discussion about unmet needs and supporting the investigation.
- The Arlington County CAC continues to recommend interviews for all children who are between the ages of two and 18 with adequate communication skills, if both the child and non-offending caretaker consent to the interview at the CAC. Interviews are indicated for

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both the alleged victim(s) as well as siblings in contact with the offender or potential child victims or witnesses.

Recommendations	Target Dates
<ul style="list-style-type: none"> • Continue to provide virtual CAC-sponsored trainings. • Continue to maximize availability for ongoing consultation and feedback to law enforcement and CPS to help support decision to schedule interviews at the CAC. • Support the joint investigative protocol training 	<ul style="list-style-type: none"> • Ongoing • Ongoing • Winter 2023
Forecast	
<ul style="list-style-type: none"> • In FY 2023, it is expected that the percentage of eligible children interviewed at the CAC will be 95% 	

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Measure	3.2	Revictimization
Data	New measure for FY 2023	
Data Summary	<ul style="list-style-type: none"> For FY 2023, CAC will develop a new measure to assess revictimization, reporting youth who are interviewed by CAC more than once in a designated time period. 	
What is the story behind the data?		
<ul style="list-style-type: none"> According to the Outcomes Framework for CACs from the National Children’s Advocacy Center, preventing revictimization is a key quality of life outcome for youth who receive CAC services. Revictimization is defined as repeat reports of abuse for children seen at the CAC. In FY 2022, 7 of the 156 youth received more than one interview. While some of these youth may have experienced revictimization, others may have needed multiple interviews to follow up on a single incident. 		
Recommendations		Target Dates
<ul style="list-style-type: none"> Develop data tracking process to track incidents of revictimization within 2 years, including allegation and offender type. Analyze results to identify opportunity to enhance services to address unmet needs, such as developing new groups or training opportunities. 		<ul style="list-style-type: none"> FY 2023 Q2 FY 2023 Q4
Forecast		
<ul style="list-style-type: none"> Anticipate less than 10% of youth served by the CAC will have had a prior forensic interview in FY 2022 or FY 2023. 		