



History & Philosophy

In 1986, a small group of concerned professionals in the field of child abuse investigation in Portland, Oregon, formed a coalition to determine a new course for children alleged to be victims of abuse and neglect. The problems in the existing system were glaringly clear. Children often endured up to 10 interviews before they made it through the judicial system. They also experienced unnecessary, repeated physical examinations that were frequently performed by examiners who were well-meaning but untrained in the specialty of child abuse assessment. Unfortunately, these children were often re-victimized by the system set up to help them.

A community forum was initiated to find creative solutions to minimize the impact of the investigations on the child while providing the highest quality services. Out of this forum grew the CARES Program of Emanuel Hospital. CARES seeks to fulfill this objective by coordinating expert evaluation services in one location, providing a high level of expertise in the medical diagnosis and treatment of abused children, providing recommendations for medical and psychological treatment and follow-up in cases of child abuse, and providing consultation and training to other professionals to assure that every child who is reasonably suspected to have been a victim of child abuse receives a skilled, complete and therapeutic child abuse medical assessment.

In 1995, CARES became CARES Northwest with the merging of the child abuse evaluation programs of Oregon Health & Science University Doernbecher Children's Hospital, Kaiser Permanente and Randall Children's Hospital at Legacy Emanuel. In 2009, Providence Health & Services became part of the consortium. Based on the number of children served annually, CARES Northwest is one of the largest child abuse assessment centers in the nation.

Today, CARES Northwest receives more than 2,700 referrals of children annually for concerns of abuse, neglect and/or exposure to domestic violence. The program sees over 1,500 children per year, the majority of whom are from Multnomah County and Washington County. The children range in age from birth to 17 years. In some instances, CARES Northwest also sees developmentally delayed adults. CARES Northwest was the first program in Oregon to combine physicians, child interviewers, children's protective services and law enforcement agencies together in a multidisciplinary team. It has been so successful that it now serves as a model for similar programs throughout the state and nation.

The children seen receive a thorough and sensitive evaluation, focusing on the medical diagnosis and treatment of child abuse while working with the mandated investigative agencies, law enforcement and child protective services. The children's best interest is always the central focus of the evaluation. CARES Northwest recognizes the importance of diagnosing abuse if it is present and ruling it out if it is not. The medical model, under which CARES Northwest operates, is a neutral way of determining the most appropriate diagnosis and ensuring a child's health and well-being.

For more information, contact CARES Northwest at (503) 276-9000.

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Fact Sheet

CARES Northwest – The Center for Children

CARES Northwest (Child Abuse Response and Evaluation Services) provides a safe, child-friendly environment for the assessment of children for whom there are concerns of abuse, neglect and/or exposure to domestic violence. Physical examinations and interviews are provided in a comfortable setting to help children feel relaxed and unafraid.

Founded in 1987, the program is a collaborative effort between four of the region's leading health systems — Kaiser Permanente, Randall Children's Hospital at Legacy Emanuel, OHSU-Doernbecher Children's Hospital and Providence Health & Services. CARES Northwest was the first program in Oregon to combine physicians, child interviewers, children's protective services and law enforcement agencies together in a multidisciplinary team.

CARES Northwest is one of the oldest and largest child abuse assessment centers in the nation, serving more than 1,500 children annually. CARES Northwest sees children, primarily from birth to age 17, from Multnomah and Washington Counties in Oregon and Clark County in Washington. In some instances, CARES Northwest also sees children from other communities outside the Portland metropolitan area as well as developmentally delayed adults.

Our Goals

- Minimize further trauma to alleged child abuse victims and their families by coordinating expert evaluation services in one location.
- Provide a high level of expertise in the medical diagnosis and treatment of abused children.
- Provide access to needed mental health interventions, as quickly as possible.
- Provide recommendations for medical and psychological treatment and follow-up in cases of child abuse.

Our Services

Evaluation of Sexual Abuse, Physical Abuse, Neglect and/or Domestic Violence. CARES Northwest provides medical examinations and documentation for alleged victims of abuse, as well as any needed medical treatment or follow-up. If appropriate, an interview is conducted by a trained specialist to help determine whether abuse has occurred, as well as the specifics of the alleged abuse.

Mental Health Services. The staff of the Multnomah County Family Support Team provides immediate mental health services when needed to the families and children seen at CARES Northwest. Services can include referral to community agencies, parent support groups, individual and family therapy.

Consultation and Training. CARES Northwest is the Regional Service Provider (RSP) for 14 counties in northern Oregon. The RSP staff provides consultation, education, training, technical assistance and referral services to other professionals on issues of child abuse, neglect and domestic violence.

Volunteers. Volunteers offer support to children and families during the assessment process or support the Program's outreach and fundraising efforts. If interested, please call 503-276-9000.



The Children and Families We Serve

Patients are seen at CARES Northwest on referral from law enforcement, the Oregon Department of Human Services, and parents. Referrals from medical providers, schools, mental health therapists, faith groups or other agencies are also accepted. All patients are scheduled, whenever possible, on an appointment basis. An effort is made to see patients on an emergency basis, as needed. To make a referral or for more information, call CARES Northwest at 503-276-9020, Monday through Friday from 8:00 am to 5:00 pm. Emergent medical needs outside of regular business hours are treated through the Children's Emergency Department at Randall Children's Hospital, 503-276-9100.

CARES Northwest provides a 24-hour telephone medical consult line for child abuse professionals in the state. Contact the Legacy Emanuel Medical Center operator at 503-413-2200.

Working with the Community

CARES Northwest works closely to coordinate services with other professions, particularly medical, mental health, law enforcement, and the Oregon Department of Human Services. In addition, Kaiser Permanente, Randall Children's Hospital at Legacy Emanuel, and OHSU-Doernbecher Children's Hospital have pediatric specialists available as consultants.

Support and Funding

The average cost of an evaluation is approximately \$1,500.00. No child is denied service because of his/her family's inability to pay.

CARES Northwest receives about one-third of its funding from outpatient insurance billings, one-third from the state's Child Abuse Multidisciplinary Intervention program, and one-fifth from county governments, partnering health systems and government grants. CARES Northwest depends upon the support of individuals, corporations, foundations and organizations to provide the remainder. Without this assistance, CARES Northwest would not exist.

About Child Abuse

What is Child Abuse?

- Non-accidental physical injury, sexual abuse, emotional abuse or neglect.
- A significant and preventable cause of death and injury in infancy and childhood.

Why is Child Abuse an Important Issue?

- In 2011, 676,569 children in the United States were found to be victims.
- The total lifetime estimated financial costs associated with just one year of confirmed cases of child maltreatment is approximately \$124 billion.

Who are Potential Abusers of Children?

- People in every socio-economic, religious, cultural and racial background.
- Adults unable to cope with stress or who lack basic parenting knowledge.
- Frequently, parents who were abused as children. Without effective intervention, the cycle of abuse may continue generation after generation.

For more information, contact CARES Northwest at 503-276-9000.

FAQ's

Q. What does 'CARES' stand for?

- A. CARES is an acronym for **C**hild **A**buse **R**esponse and **E**valuation **S**ervices. CARES Northwest is on the front line of evaluating children for whom there are concerns of abuse, neglect and/or exposure to domestic violence.

Q. What is child abuse?

- A. Child abuse is non-accidental physical injury, sexual abuse, emotional abuse, neglect or exposure to domestic violence. Child abuse is a significant and preventable cause of death and injury in infancy and childhood.

Q. Is child abuse increasing?

- A. In federal fiscal year 2011, Oregon Department of Human Services received 74,342 reports of suspected child abuse and neglect—one report every 7 minutes. This is the highest number of reports in 10 years. Investigations of these reports found that 11,599 Oregon children were victims of child abuse or neglect, and 19 children died from causes related to familial/ caregiver abuse or neglect.

Oregon is far ahead of other states in identifying cases where a child has been the victim of abuse. Rates of abuse may appear to be higher than other states, in part because Oregon is doing a better job of investigating abuse and neglect, as well as tracking these statistics.

Q. Why is child abuse an important issue?

- A. In addition to the individual impacts of child abuse and neglect, there are broad societal implications. During federal fiscal year 2011, 676,569 children in the United States were victims of maltreatment. [2012 Children's Bureau] The total lifetime estimated financial costs associated with just one year of confirmed cases of child maltreatment is approximately \$124 billion. [2012 Centers for Disease Control and Prevention].

Q. Why does child abuse occur?

- A. We know that abuse within families is fueled by several factors, including poverty, drug and alcohol abuse, parental involvement with law enforcement for other issues, unemployment, and other stresses on family life. Many families also have significant childcare responsibilities. Some parents were abused as children themselves. There are usually several stressors in families of child abuse and/or neglect victims.

We also know that abuse crosses all socioeconomic lines and cultures. In healthy families, where none of these risk factors appear to be present, abuse may occur. At CARES Northwest, specially trained medical and interviewer staff evaluate children when there is a concern of abuse and provide a neutral medically based assessment.



Q. What services are provided at CARES Northwest?

- A. CARES Northwest provides medically based, child focused evaluations to children for whom there are concerns of abuse, neglect and/or exposure to domestic violence. After a referral and subsequent screening by CARES Northwest's Intake Counselors, children are scheduled for an exam/consultation with a medical and interviewing team. Most children receive a physical exam and neutral questioning about the abuse allegations according to their verbal ability. Verbal children four years old and older may be transitioned from the medical exam setting to an interview setting, where they receive a videotaped interview from one of the trained child interviewing staff. The videotape interview provides an objective record of the child's testimony.

Q. Does CARES Northwest work together with other agencies?

- A. CARES Northwest is a collaborative medical program of Kaiser Permanente, OHSU-Doernbecher Children's Hospital, Randall Children's Hospital at Legacy Emanuel, and Providence Health & Services. By working with our community partners in law enforcement and child protective services, CARES Northwest is able to help protect children from further abuse and assist the family in recovering from the experience. The CARES Northwest Family Support Team provides counseling and social services referrals for the child and family members. The focus is always on what is best for the child.

Q. How many children are seen at CARES Northwest each year?

- A. In 2012, CARES Northwest received more than 2,700 referrals of children for concerns of abuse neglect and/or exposure to domestic violence. 1,380 children were seen at CARES Northwest for these concerns. Approximately one-third of the cases show that abuse has taken place, over half show that abuse has possibly taken place, and 19% are cases that cannot be clearly diagnosed. CARES Northwest's medically based approach ensures that staff members are neutral in the assessment: the job is as much to rule out abuse, as it is to rule it in. CARES Northwest staff makes sure that even if they are unable to determine if abuse has occurred, appropriate follow-up planning is recommended. CARES Northwest is the largest center of its kind in Oregon, as well as one of the largest in the nation, in numbers of children served each year.

Q. How is CARES Northwest funded?

- A. CARES Northwest is supported by many public and private resources. For fiscal year 2012-2013 CARES Northwest's revenues are budgeted to include:
- 29% from the state's Child Abuse Multidisciplinary Intervention funds. This is a state-administered account that collects fees and penalties to support child assessment and advocacy programs throughout the state.
 - 40% from outpatient insurance billings for the medical portion of the assessment.
 - 13% in direct contributions from the four health systems that govern CARES Northwest.
 - 5% from fundraising.
 - 13% from other sources, including government grants and reimbursement for other services

CARES Northwest depends on the generous support of individuals, corporations, foundations and organizations to provide the remainder. Without this assistance, CARES Northwest would not exist.



Governing Board and Program Leadership

Governing Board

CARES Northwest is governed under an interagency agreement by a board consisting of one administrative representative of each of the four partner health systems (Kaiser Permanente, Legacy Health, Oregon Health & Science University and Providence Health & Services) and two members appointed by the Multi-Disciplinary Teams of Multnomah and Washington counties. The Governing Board is responsible for all policy matters of CARES Northwest including, but not limited to, approval of annual capital and operating budgets, approval of strategic, marketing and fundraising plans, and approval of major service changes.

Kevin Barton
Deputy District Attorney
Washington County District Attorney's Office

Kevin O'Boyle
Senior Department Administrator
Oregon Health & Science University

Gary Aas, CPA (non-voting)
Financial Consultant
Housing Northwest

Bronwyn Houston (Chair)
Director
Randall Children's Hospital at Legacy Emanuel

Jean Rystrom
Department Administrator/ Medicaid Care Delivery
Kaiser Permanente

Jeremy Huwe
Director, Children's Services Program Development
Providence Women's and Children's Services

Charlene Woods
Chief Deputy District Attorney
Multnomah County District Attorney's Office

Program Leadership

Kevin Dowling, MA, Executive Director, first joined the staff of CARES Northwest in 1994. Before becoming the Executive Director in 2001, Kevin served as the Supervisor of the Intake and Administrative Support Staff. He also served as a Child Interviewer and as an Intake Counselor. He has worked in various roles in the field of child welfare since 1987, including 5 years as a therapist at Oregon Health & Science University's Children's Psychiatric Day Treatment Center. Kevin holds a Master's degree in Counseling Psychology.

Dan Leonhardt, MD, Medical Director, joined the staff of CARES Northwest in 2007 as a pediatrician and child abuse specialist. He completed his training at Cincinnati Children's Hospital and Children's Memorial Hospital in Chicago. Before coming to CARES Northwest, Dr. Leonhardt was a member of the protective service team at Children's Memorial and director of Safe Kids outpatient evaluation center. He became an American Academy of Pediatrics Board-Certified Child Abuse Pediatrician in 2009, the first year such specialization was awarded. In 2013, Dr. Leonhardt became CARES Northwest's Medical Director.

Karen Phifer, LCSW, Clinic Operations Supervisor, has more than 15 years' experience as a medical social worker. Ms. Phifer joined CARES Northwest in October 2004. Before joining the staff, she was an active member of CARES Northwest's Operations Team, representing Oregon Health & Sciences University, where she worked as a child abuse consultant.

Katheryn Kroeger, LCSW, Interviewer Supervisor since 2004, began working at CARES Northwest in 1994 as a child interviewer. In 1999 she joined the Regional Training and Consultation Center at CARES Northwest as an interviewer trainer. Ms. Kroeger holds a Bachelor of Science degree in psychology from the University of Oregon and a Master of Social Work degree from Portland State University. A social worker since 1987, she has worked as a therapist, case manager, and medical social worker in a variety of inpatient, outpatient, and residential settings.

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Case Examples

The following are examples of cases seen at CARES Northwest for child abuse evaluation. Each example is based upon a compilation of individuals served at CARES Northwest. Any similarity to real people, living or deceased, is unintentional.

It is the job of the agency's staff, working in a medically based assessment program, to be child centered, build on the natural resilience of children to bring hope and healing to their families, and to serve all children. CARES Northwest believes in the importance of diagnosing abuse when it is present as well as ruling it out when it is not. The CARES Northwest team approach improves the protection of children and works to prevent child abuse in all its forms.

Case Example #1

“Joe” is a 10-year-old male who originally disclosed to his mother concerns of sexual abuse by his stepfather, Gary. Joe had told his mother that for over many months, Gary had been entering Joe's room at night and forcing Joe to participate in acts of oral sodomy. Joe also told his mother that he was afraid of Gary, especially when Gary started drinking. Joe stated that he was worried about his mother's safety due to the domestic violence that he had witnessed in the home.

Joe's mother reported these concerns to law enforcement. In turn, a detective referred the family to CARES Northwest for a medical evaluation. Upon examining and interviewing Joe, the CARES Northwest evaluation team discovered that not only were Joe's accounts of the abuse compelling and consistent, but also that Joe was worried about other children that had contact with Gary. Joe had explained to the evaluation team that Gary was the coach for his soccer team. Joe stated that on many occasions, Gary had other children spend the night in their home.

Working collaboratively, law enforcement and child protective services identified other victims, and these children were evaluated at CARES Northwest. The families that were referred to CARES Northwest received evaluations and follow-up services through counseling referrals from the Multnomah County Family Support Team stationed at CARES Northwest.

Case Example #2

“Chelsea” is a 4-year-old female who was referred to CARES Northwest by Multnomah County Services to Children and Families for an Urgent Child Abuse Assessment due to concerns of physical abuse. Earlier that day, a childcare provider noticed numerous marks on Chelsea's face, neck and arms that appeared to be bruises. A Department of Human Services (DHS) caseworker and a police officer were called to the day care facility to investigate. In response to Chelsea's apparent need for immediate medical attention, the DHS caseworker began to drive Chelsea to the local emergency department. While en route to the emergency department, CARES Northwest was notified. Upon recommendation from CARES Northwest's Intake staff, the DHS caseworker brought Chelsea directly to the Center instead of going to the local



emergency room so she could receive a comprehensive examination by CARES Northwest's highly trained specialists in a child-oriented clinic.

Chelsea's parents were also notified of the concerns for their daughter and drove to CARES Northwest immediately.

The CARES Northwest evaluation team met with Chelsea's parents, the caseworker, and Chelsea herself to obtain important information about the alleged abuse and family history. While providing Chelsea a non-invasive medical examination, the physician identified a twist in the case. Chelsea, told explained that she loved to play "circus," and that the day before her brother had dressed her up to look like a cheetah while he was the animal tamer. The physician examined the "bruises" further, swabbed them with alcohol, and discovered the marks were various shades of lipstick.

Chelsea's parents were relieved to learn that their daughter was a healthy, happy, 4-year-old with a wonderful imagination, and that a cheetah can change its spots after all.

Case Example #3

"Juanita" is a 12 year old female that was found by a police officer hiding behind a street dumpster. The officer discovered that Juanita had been previously reported as a runaway. The officer noticed that Juanita had various scars, bruises and wounds visible on her legs and arms.

Juanita was brought to CARES Northwest for an Urgent Child Abuse Assessment. Juanita reported that she was born in Mexico and did not have any family in Oregon. Juanita was able to provide the names of her parents but could not provide basic information such as where they lived, her own date of birth and how long she had lived in Oregon. Juanita told the evaluation team that she was "married" to a 20-year-old man who had repeatedly raped her and beat her in their home. Juanita stated that she wanted to get away from her "husband" but on many occasions he had prevented her from escaping by binding her hands and feet and leaving her alone in the house.

Through a medical exam, Juanita was found to have many health concerns and risk factors. Juanita had physical signs of on-going sexual abuse and physical scars. Juanita presented with some developmental delays and had been denied educational opportunities by her abuser.

Immediate medical care and diagnosis was provided to Juanita by CARES Northwest. Juanita was referred to therapy and a special needs assessment program for evaluation of her developmental delay. DHS caseworkers were unable to locate any family members with whom to place Juanita. DHS placed Juanita in foster care where she continues to reside.

Family Support Team

Mental health treatment and family support are often recommended following the CARES Northwest evaluation. A successful model used to address these needs is through the Multnomah County Family Support Team Program, also called the CARES Northwest Family Support Team.

The Family Support Team provides a holistic array of client services. These may include:

- Crisis intervention to help stabilize families
- Referrals to mental health providers
- Assisting families in accessing community resources
- Ongoing parent support
- Family education
- Individual counseling for the child victim

Obtaining counseling for children is a key component of the Family Support Team. It has a large network of counseling resources available based on the family's resources, age of the child, and therapeutic needs of the family and child. In some cases, the Family Support Team provides brief or long-term treatment of children whose parents have no other resources, such as the Oregon Health Plan, Crime Victims' Compensation (CVC), private insurance, or ability to self-pay. In addition, the Family Support Team routinely assists parents in applying for CVC. In these rare cases the child may be seen for treatment by the Family Support Team at CARES Northwest while waiting for CVC approval.

Many parents who come to CARES Northwest are in need of support and/or crisis counseling. The Family Support Team meets these needs in several ways. In some instances, parents are provided this service before the evaluation takes place. This can usually be done on the telephone, but sometimes requires more personal, face-to-face contact. The CARES Northwest examiner/interviewer teams frequently utilize the services of this Family Support Team professional. The same professional provides follow-up support as needed.

The Family Support Team provides ongoing support and family education. The Family Support Team is available to assist families in need of community resources, such as housing, food, clothing, or healthcare. A weekly support and education group is provided for non-offending parents whose child has been abused by a family member. An extensive resource file offers parents information on how to identify behaviors in a child that are concerning for sexual abuse, recognizing abnormal sexualized behavior in children, the trauma response to abuse, typical reactions of the parent to sexual abuse, ways a parent can help their child, and prevention tips for parents. The Family Support Team provides routine follow-up care to parents in need of support. This usually occurs by phone, home visits, or at CARES Northwest.

A separate but related service is mental health consultation. At the time of the evaluation, there is a mental health professional available as a resource for the examiner/interviewer teams. The teams can use the expertise of these professionals when making recommendations to families. This provides them the opportunity to make comprehensive recommendations to better meet the needs of the families seen at CARES Northwest.



The Oregon Department of Human Services and law enforcement can also access these services in their efforts to understand and assist families. One example is law enforcement's use of mental health professionals to assist groups of parents whose children may have been abused in a large daycare setting. Multnomah County has a formal protocol in place that calls for a multi-disciplinary team approach during initial phases of these potential multi-victim investigations. A representative from the Family Support Team is a member of this multi-disciplinary team.

The Family Support Team regularly receives calls from the community with questions regarding child abuse and related mental health issues. The services offered these callers include consultation, community and mental health referrals, handouts from the resource file, and on-site training for staff, if requested.

The Family Support Team can be reached at:

CARES Northwest
2800 N. Vancouver Ave., Suite 201
Portland, OR 97227
503-276-9000

TOTAL CHILDREN SERVED BY CARES NORTHWEST:	4797
Children receiving outpatient assessment services at CARES Northwest	1380
Children receiving inpatient consults at Randall Children’s Hospital at Legacy Emanuel:	145
Children receiving social work consults at the Children’s Emergency Department at Randall Children’s Hospital:	260
Children referred to other resources:*	947
*CARES Northwest Intake Counselors determine the most appropriate follow-up for every referral call. If an assessment isn’t warranted, families may be referred to primary care providers, counseling resources, or community partners.	
Children attending Child Abuse Prevention Team programs:	2065

Of the 1380 children receiving outpatient assessment services at CARES Northwest:

An average of **115** were served each month

An average of **6** were served each day

Gender: 65% girls and 35% boys

Age:

Preschool (<5)	34%
Elementary school (5-12)	41%
Teen (13-17)	24%

Referral concerns (alone or with other concerns – total exceeds 100%):

Sexual Abuse	59%
Physical Abuse	27%
High risk environment	26%
Neglect*	9%
Witness to violence	9%
Drug-endangered child	4%
Nonabuse/second medical opinion	1%

*Most often, children evaluated for concerns of Neglect are evaluated for other types of abuse as well.

For more information, please contact CARES Northwest.

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