



Lifting children from crisis to hope



# 2021 Annual Report

## **Purpose**

Each of Childhaven's six programs maintain a set of goals unique to their service provision. Progress toward and achievement of these goals are assessed on an annual basis. Findings are utilized to encourage accountability, enhance program operation, and assure client satisfaction. Outcomes for the year 2021 are detailed herein.



## **Childhaven Mission**

Lifting Children from Crisis to Hope

## **Childhaven Vision**

Childhaven will be the recognized leader in promoting the safety, permanency and well-being of children and families in the communities we serve.

# Children's Emergency Shelter

- 1. Well-being: Children receive appropriate services to meet their educational, physical, and mental health needs.**
  - a. Of the school aged children/youth placed in the shelter, 100% attended school or began home schooling within 14 days of placement (Goal = 90%).
  - b. 100% of the children placed in the shelter had a physical health exam scheduled within 3 weeks of entry (measured by the daily progress notes). Urgent needs were addressed immediately (Goal = 80%).
  - c. 100% of children/youth in shelter received a Trauma Screening within 7 days of admission. (Goal = 100%).
  - d. 100% of the children/youth in shelter longer than 7 days were referred for mental health services (Goal = 75%).
- 2. Safety: Provide for the safety of children and youth, who are victims of abuse, neglect, and abandonment.**
  - a. Childhaven maintained a 95% satisfaction rating from the children in the shelter, stating they felt the staff took steps to assure their safety and well-being (Goal = 85%).
- 3. Permanency: Children have stability and permanency in their living situations.**
  - a. 100% of shelter staff attended evidenced-based training on the Nurtured Heart Approach to create a strengths-based, positive youth development home atmosphere that is consistent with trauma-informed care (Goal = 90%).



# Court Appointed Special Advocates (CASA)

- 1. Increase the advocacy for abused, neglected, and abandoned children in the Children's Court system in San Juan County and appoint a San Juan CASA Volunteer to every new abuse and neglect case in the Eleventh District Court/San Juan County.**
  - a. Increased the number of CASA volunteers serving victims in legal abuse and neglect cases in Children's Court of San Juan County by 12 (Goal = 8).
  - b. Recruited, interviewed, and screened 16 potential CASA volunteers (Goal = 12).
  - c. Conducted four, thirty-hour CASA Pre-Service Trainings during the year (Goal = 2).
- 2. CASA volunteers advocated for 55 children in new abuse and neglect cases this year and 100 child victims in continuing legal Abuse and Neglect cases in San Juan County.**
  - a. Each San Juan CASA Volunteer was assigned one legal Abuse and Neglect case. They advocated for one child or a sibling group. Fifty-four (54) CASA volunteers advocated for 127 children in 2021. CASA Volunteers were appointed to 41 new children during the year.
  - b. San Juan CASA submitted 112 factual, written Court Reports to the Children's Court Judge for each court hearing involved their CASA child/ren.
- 3. San Juan CASA Volunteers will expedite the Permanency Plan (Reunification etc.) of the child/ren while advocating for the child/ren as a member of the permanency planning team.**
  - a. CASA Volunteers gathered facts and observations while visiting the child/ren in their case and others that encounter them (parents, foster parents, teachers, day care providers). CASA Volunteer/Staff attended 203 Children's Court Hearings in 2021.
  - b. CASA Volunteers provided fact-based Court Reports to the Children's Court Judge for every hearing of the case. Fact-based recommendations to the Judge are an important part of the CASA Court Report. In 2021, 87% of the recommendations submitted to the Children's Court Just by CASA volunteers were followed by the judge.



**San Juan CASA Volunteers donated 3,528 hours and 12,241 miles of travel to children in the program in 2021.**

# Foster Care

**1. Minimize the number of restraints utilized with foster care clients.**

Outcome: No restraints were utilized in 2021 (Goal = 0).

**2. Exhibit less than a 10% rate of placement disruption among clients.**

Outcome: In 2021, there was a 0% rate of placement disruption among clients (Goal = 10%).

**3. The program will reduce average client length of stay by 10%.**

Outcome: There was a 39% increase in average client length of stay from 2020 to 2021. The average length of stay rose from 298 days in 2020 to 413 days in 2021, due to the pandemic.

**4. 85% of children in the program will discharge to a lower level of care.**

Outcome: 94% of children in the program discharged to a lower level of care in 2021.

**5. Foster parent inquiries will increase by 10%.**

Outcome: There was a 62% increase in number of foster parent inquiries from 2020 to 2021 (25 inquiries in 2020, 108 inquiries in 2021).

**6. Foster parent applications will increase by 10%.**

Outcome: The number of foster parent applications remained the same in 2021 (3 applications in 2020, 3 applications in 2021).

**7. The program will retain 25% of foster parent applicants through licensure.**

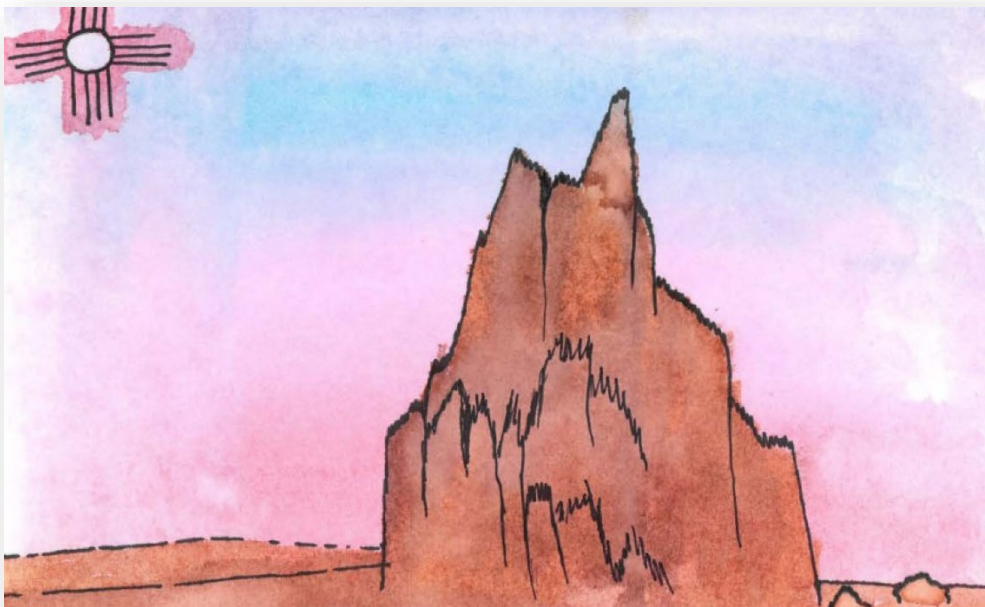
Outcome: The Foster Care program retained 0% of applicants through licensure.



# Parent Education

- 1. Provide Nurturing Parenting Program to 80 caregivers per fiscal year (in home-based, group-based, or combined format).**  
Outcome: 81 un-duplicated caregivers and 169 unduplicated children participated in the Nurturing Parenting Program in 2021.
- 2. 80% of caregivers will show improvement on their post-assessment. Participants complete pre- and post-assessments in order to track the acquisition of new knowledge, beliefs, and skills (AAPI-2).**  
Outcome: On average this year, 83% of participants demonstrated improvement on their post-assessments, indicating sufficient skill acquisition. The average pre-test score was 26, and the average post-test score was 32.
- 3. Achieve 85% Parent Satisfaction as indicated by the post-intervention satisfaction survey.**  
Outcome: On average each quarter, post-intervention surveys indicated a 100% positive satisfaction rating from those participants submitting survey, with 85% of participants rating the program at the highest possible indicator.
- 4. 90% of the families served will not have an incident of substantiated child maltreatment while receiving services or w/in six months of services ending.**  
Outcome: Childhaven did not receive an update on this statistic in 2021.

**83% of parent education participants demonstrated improvement in nurturing parenting skill acquisition.**



# Child and Family Therapy

- 1. Assure that the average wait time for an assessment after initial intake paperwork is received is no more than 5 days for routine needs and no more than 2 days for urgent needs.**

Outcome: The average wait time for an assessment after initial intake paperwork was received was 7 days on average for clients with routine needs and 7 days on average for clients with urgent or emergent needs.

- 2. Assure that the average wait time for a therapy appointment after assessment is no more than 5 days for all clients.**

Outcome: The average wait time for a therapy appointment after assessment was 16 days.

- 3. Assure that finalized assessments are received within 5 business days.**

Outcome: On average, finalized assessments were received 6 days after the assessment appointment.



# Children's Advocacy Center

- 1. Timeliness and accuracy of child abuse investigations. Forensic interviews will be scheduled timely and conducted by properly trained forensic interviewers.**
  - a. Provide timely forensic interviews: 100% of all interviews were scheduled within 10 working days from the time of initial law enforcement or child protective services report (Goal = 80%).
  - b. All forensic interviewers received a minimum of twice-annual peer review to assure adherence to best practices in forensic interviewing (Goal = 2/year).
- 2. Enhanced inter-agency collaboration in child abuse investigations.**
  - a. The multi-disciplinary teams met monthly in 2021 to coordinate and track the investigation of child sexual abuse cases (Goal = 1/month).
  - b. The multi-disciplinary team conducted routine Case Review once a month for quality improvement purposes (Goal = 1/month).
  - c. The multi-disciplinary team conducted 12+ presentations to educate the community on the San Juan County Child Abuse Protocol and reporting procedures. (Goal = 12 presentations/year).
- 3. Children receive adequate services to meet their physical and mental health needs.**
  - a. 73% of all eligible CAC clients were referred for mental health services at the time of the interview (Goal = 95%).
  - d. 100% of all CAC clients received initial/within two weeks and on-going advocacy services through routine follow up calls to the non-offending parent (Goal = 95%).
  - e. 70% of all eligible CAC clients who disclosed abuse completed the Crime Victims Reparation Commission (CVRC) application on-site with assistance to assure future benefit eligibility (Goal = 90%).



## Timeliness

**100%** of forensic interviews conducted by Childhaven in 2020 were scheduled w/in 10 working days from the time of call.



## Collaboration

**73%** of all eligible CAC clients received a mental health referral at the time of interview in 2020.

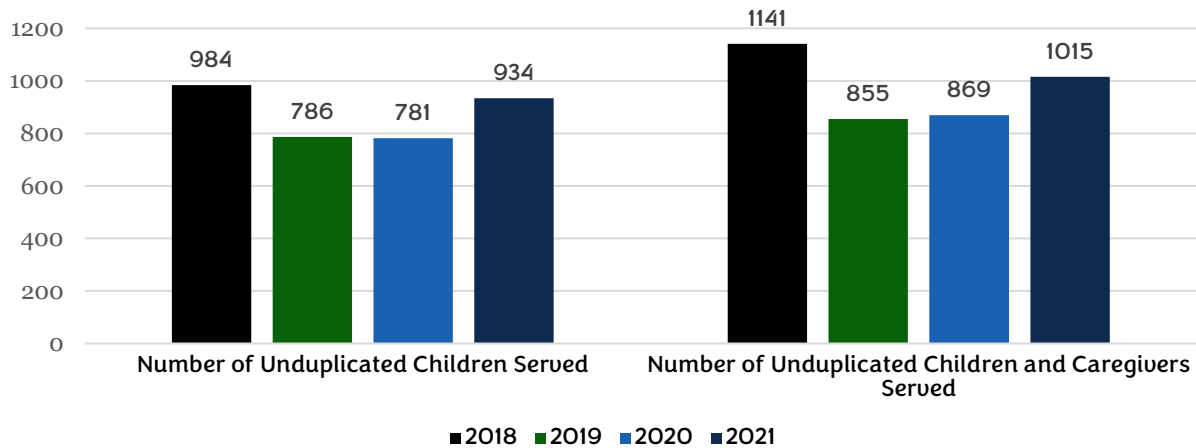


## Follow-Up

**100%** of clients received an initial follow-up call within 2 weeks as well as ongoing advocacy following their forensic interview.

# 2021 Statistics & Demographics

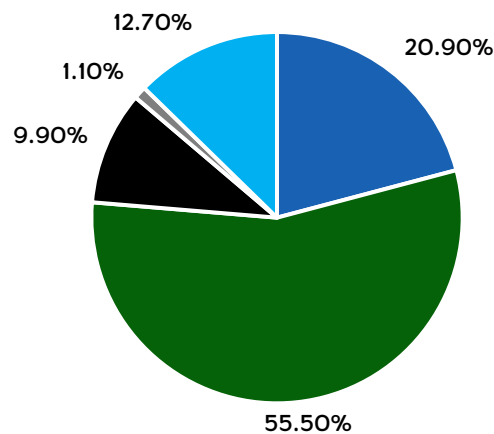
## 2018-2021 Numbers Served



## 2021 Demographics by Program

	Shelter	CAC	CASA	Therapy	Foster Care	Parent Ed
<b>Ethnicity:</b>						
White	7%	21%	25%	26%	15%	17%
Hispanic	8%	7%	14%	11%	12%	15%
Native American	85%	56%	56%	49%	65%	57%
Black	0%	0%	5%	1%	0%	1%
Multi-Racial	0%	17%	0%	13%	8%	11%
<b>Gender:</b>						
Female	59%	73%	49%	64%	50%	51%
Male	41%	27%	51%	36%	50%	49%
<b>Total Children Served:</b>	59	575	140	171	26	168

## 2021 All-Program Child Client Demographics



■ White ■ Native American ■ Hispanic ■ Black ■ Multi-Racial