



cares  
northwest

Protecting children, healing lives.

2024 Impact Report  
APRIL 2025

## Dear friends,



2024 was a year of preparation for the anticipated growth and change on the horizon.

Some of our work focused on service changes, including developing new service lines and refining existing ones.

- ✿ After completing training, our entire trauma-focused therapy team began accepting cases in an additional treatment modality, Alternatives for Families: A Cognitive Behavioral Therapy (AF-CBT), which focuses on rebuilding attachment between children and their caregivers after physical abuse.
- ✿ Our prevention team launched a major revision of our longstanding middle school violence prevention curriculum to adapt it for at-home use by parents.
- ✿ In our evaluation program, intake team members conducted significant outreach to referring partners to answer questions and increase referrals so that all children who need care make it through our doors.

Our team worked to build new revenue streams to help reduce the impact of forecasted cuts in federal funding. With federal Victims of Crime Act (VOCA) funding predicted to decrease by as much as 42%, it is imperative that we bill insurance for every eligible health care service. Thanks to the considerable work by our team and Legacy patient business services partners, we successfully created a new insurance billing infrastructure for mental health services. Families will still have no out-of-pocket costs for any of our services, but this change will allow us to bill insurance if families have it.

We also prepared for the major operational changes ahead. Design is substantially completed for our new, permanent Hillsboro clinic that will be co-located with other agencies inside the future Family Peace Center in Washington County. We celebrated the launch of construction at a “Demolition Day,” which officially kicked off the massive remodel for the 65,000 square foot, multi-story building. We expect to launch our Washington County operations in the new location in early 2026. Our Multnomah County operations will remain on the Legacy Emanuel Medical Center campus.

Lastly, we bid a loving farewell to devoted team members whose impact continues, including our transcriptionist Lenora Duden, who retired after more than 28 years at CARES Northwest, and our beloved facility dog, Harmony, who passed away in November.

We are thankful to have your support as we embrace these changes and continue our work to end child abuse.

Sincerely,

Jenny Gilmore-Robinson  
Executive Director, CARES Northwest

# Family Peace Center breaks ground

Last year, the long-anticipated expansion of our Washington County facility literally started to take shape. Remodeling construction began on the Family Peace Center, where CARES Northwest will be co-located with other family service providers. Our new 10,400 square foot clinic will enable us to serve more children and improve coordination in patient care and victim services.

## THE PATH TO EXPANSION



## Working Toward Equity

Our Racial Equity Oversight Committee has been working on improvements to make our resources and services as accessible as possible to everyone in the community. Here are some of the changes implemented this year.

**IN ADDITION TO ENGLISH AND SPANISH, PORTIONS OF OUR INTAKE PAPERWORK ARE NOW AVAILABLE IN THESE LANGUAGES.**

AKETEKO

CHUUKESSE

RUSSIAN

SOMALI

VIETNAMESE



# The multi-faceted work of our Family Support Team

Every patient and their family is different. Our Family Support Team is ready to understand their unique needs and provide individualized help for a successful visit to CARES Northwest and beyond. What does that support look like? Lots of things!

- Explaining what will happen during an appointment and making sure everyone feels comfortable and safe.
- Family crisis counseling, youth suicide assessment, and suicide screening for parents or caregivers during the appointment if needed.
- Follow-up in the weeks and months after the appointment to provide emotional support, information and resources.
- Providing education and resources to families when they call with concerns about a child, but the situation doesn't require an evaluation appointment.
- Reviewing records with past patients who are now adults.



## Remembering Harmony, our first facility dog

Harmony was an invaluable member of the CARES Northwest team for over ten years. In November, she passed away peacefully and surrounded by loved ones.

Whether sitting quietly beside a child during an interview or therapy session, offering soft fur to stroke while a teen recounted traumatic experiences, or simply being a comforting presence in the waiting room, Harmony had an uncanny ability to sense when someone needed her support.

In addition to participating in 100 medical evaluations and nearly 1,800 therapy sessions, Harmony provided support and moments of joy to countless visitors, staff and community partners. She will be greatly missed.



### **88 FAMILIES RECEIVED TRANSPORTATION ASSISTANCE.**

When families don't have reliable transportation, we help them figure out how to get to their appointment and cover the cost if they are experiencing financial need.



### **WE'VE OPENED MORE AVENUES FOR FEEDBACK.**

- Evaluation and therapy patients can now give their feedback via a virtual survey.
- Community partners who attend evaluations are also asked to complete a survey



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

### ASSESSING CASES OF ABUSE



**3,138**  
CALLS CONCERNING A CHILD'S WELFARE



**1,216**  
MEDICAL EXAMS



**1,147**  
FORENSIC INTERVIEWS



**891**  
EMERGENCY DEPARTMENT CONSULTATIONS



**182**  
INPATIENT CONSULTATIONS



**180**  
EVALUATIONS SERVED BY INTERPRETERS IN 15 LANGUAGES

### TOTAL CHILDREN SERVED: 3,138

#### COMMUNITY CONNECTIONS



**1,210**  
VOLUNTEER HOURS



**793**  
QUILTS DONATED



**178**  
FOOD AND CLOTHING BAGS DISTRIBUTED

#### SUPPORTING JUSTICE



**218**  
RECORDS SUBPOENAS



**714**  
SUBPOENAS TO TESTIFY

#### STOPPING ABUSE BEFORE IT STARTS



**40**  
PREVENTION PRESENTATIONS DELIVERED



**952**  
PARENTS, TEACHERS AND YOUTH-SERVING PROFESSIONALS TRAINED

#### HELPING CHILDREN AND FAMILIES HEAL



**2,017**  
TRAUMA-FOCUSED THERAPY SESSIONS



**1,233**  
FAMILIES RECEIVED ONGOING SUPPORT AFTER COMPLETING TREATMENT

Have questions  
or want to  
make a gift?

Contact Kyle Harris, Senior Associate Director of Development  
Randall Children's Hospital Foundation  
503-276-9495 | [kyrharri@lhs.org](mailto:kyrharri@lhs.org) | [www.caresnw.org](http://www.caresnw.org)  
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