


2010-2011 BI-ANNUAL REPORT

Change the Story



*Chris and Megan -
Phillies First Pitch & Other Tales of Triumph*



“Together we can begin
the transformation process in
the lives of the children who
depend upon and richly
deserve our help.”

Dear Friends,

There is nothing more tragic than the suffering of a child. Each year, approximately 120,000 Pennsylvania children receive child-welfare services. More than 3,000 children are victims of child abuse, and many more experience domestic or sexual violence that fall outside the official definition of child abuse. Over the last eight years, more than 350 Pennsylvania children died as a result of child abuse.

The Support Center for Child Advocates (*Child Advocates*) provides legal and social services to children in Philadelphia who have been abused and neglected and are facing the uncertainty of the child welfare system. Appointed to represent children in some of the most complex cases in Philadelphia’s dependency and criminal courts – sibling groups, kids in kinship care, medically-needy boys and girls, and young victims of sexual abuse – our caseload is ever increasing. We served 838 children during our Fiscal Year 2010 and 873 during Fiscal Year 2011.

Every one of the children has a story. When they come to us, it is one of trauma and pain, but through the dedication of our volunteer attorneys, and with the guidance of *Child Advocates* social workers and lawyers, these stories become tales of triumph.

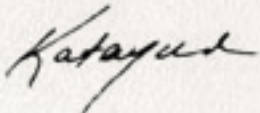
Although these numbers and needs are disheartening, we are fortunate that so many people in the community come together to make a difference in each child’s life. We are indebted to many for advice, support and advocacy, with whose help we can meet the needs of these kids and bring them a better chance for a happily ever after. Together, we can change the story.

Chris and Megan

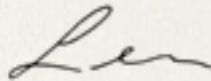
Phillies First Pitch

With the commitment of our talented staff and the perseverance of our loyal volunteers, together with the true benevolence of our individual, corporate and foundation donors, *Child Advocates* contributes to our community. Most importantly, together we can begin the transformation process in the lives of the children who depend upon and richly deserve our help.

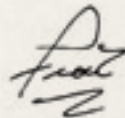
The following report covers the time period of July 1, 2009 through June 30, 2011 (FY10 and FY11). With a side-by-side comparison, you can see our growth over this time period. We continue to increase our staff, provide more trainings, develop new initiatives and programs, and ultimately serve more children. We are able to achieve so much only with the support of hundreds of people throughout the community. We welcome you to get involved — join us in our work with children who have been abused and neglected and help us give them a chance for a safe and secure future.



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Honorable Michael R. Stiles
Philadelphia Phillies

Megan cheers like mad as her brother Chris throws out an incredible first pitch. He turns to face her and his smile beams through the sheets of rain like sunlight through clouds. As amazing as it is to be a guest of the Phillies at Citizens Bank Park, it's even more remarkable that these two children should find themselves where they are today. But with the help of our family of friends and supporters, *Child Advocates* was able to change their story.



About the Support Center for Child Advocates

Every day we see the devastating evidence of children suffering. The need is as great as ever for support, advocacy and protection of youth who are too often forgotten by the system. However, we also see that the tireless efforts and unending generosity of our staff and supporters throughout the region can truly change the story for the children we serve. We witness countless examples of a child's ability to triumph over adversity.

Support Center for Child Advocates, founded in 1977, is the country's oldest and largest pro bono legal and social services agency for children. Our mission is to advocate for abused and neglected children in Philadelphia with the goal of securing a permanent, nurturing environment for every child.

At *Child Advocates*, we team specially trained volunteer lawyers with experienced child advocate social workers and staff attorney consultants to provide legal and social services to child victims of abuse and neglect through a "whole child" representation model. As the children's lawyers, we stand with them to protect



their rights in any legal proceeding. As their advocates, we ensure that their medical, educational, behavioral health and all other basic needs are met.

Our dedicated Board of Directors provide diligent fiscal and programmatic oversight and serve as our ambassadors in the community. Hundreds of generous donors and lay volunteers help to promote our work through special events like the *Child Advocates* Golf Classic, Holiday Toy Drive and the Philadelphia Bar Association 5K Run/Walk.

Since we began our work, *Child Advocates* has trained more than 4,000 attorneys who contribute pro bono services valued at more than \$4.6 million annually.



Starting the game with strikes against them.

When *Child Advocates* meets Chris and Megan, the children have been bouncing from house to house for several years, staying with relatives and in a succession of foster care homes. Their father is in and out of prison. Their mother is incapable of caring for them. For the past three years, they have been in the care of the Philadelphia Department of Human Services.

Child Advocates Accomplishments in Fiscal Years 2010 - 2011

The number of children served by *Child Advocates* has risen significantly over the last two years. As compared to prior years we have seen a dramatic increase primarily due to the recognition of the quality of our work (resulting in more court appointments and requests for services) as well as our increased staff size which allows us to respond to the needs of more children. Which comes first – the need for services or our capacity to respond? We see no signs of slowing down, but we are fortunate to be able to rely on the support and generosity of so many people. Together, we can change the story.



Clients, Volunteers and Outcomes

Each year, hundreds of dedicated volunteer lawyers join our staff social workers to represent children who have been abused and neglected and require legal representation in the Philadelphia court systems.

- In Fiscal Year 2010 we represented 838 children. That number grew to 873 in FY11, an all-time high in the more than 34 years of agency service. Each year approximately 330 volunteer attorneys donate more than 31,000 hours providing the equivalent of \$4.6 million in legal services.
- The majority of our children are served through the Child Protection Program, using our “whole child” model where we team volunteer lawyers with masters level social workers to address the legal and social service needs of the client. This work was supported by grants from the Independence Foundation, Horace Goldsmith Foundation, the Patricia Kind Foundation and the PA Commission on Crime and Delinquency, among others.
- It is our goal to secure a permanent and nurturing environment for each of our child clients by the time the case is closed. As compared to 85-90% during the previous years, 92% of our clients with closed cases in 2009 (the last year of our published outcomes) experienced positive permanency outcomes. We define positive permanent outcomes as living in supportive homes or with adequate supports as independent adults. Kids in our **Project for Medically Needy Children** – whose medical needs created their dependent status – had just as high a rate of achieving permanent homes as our overall client population.
- Sponsored by a major grant from The Pew Charitable Trusts and with match support from North Penn and Greentree Community Health Foundations, First Hospital Foundation, the Hess Foundation and dozens of individual contributors, *Child Advocates* created the **Outcomes in Behavioral Health Project** to help the agency dramatically improve behavioral health

Turning the game around.

Supported by their *Child Advocates* team, Staff Attorney Marti Little and Volunteer Attorney Patricia Eynard of Pepper Hamilton, Megan and Chris make the painful decision to ask the Court for a termination of parental rights, which is granted. Now, we can address the challenging task of finding them a safe, nurturing and permanent home.



Child Advocates Accomplishments (cont.)



outcomes of children who have suffered the trauma associated with abuse. Started in 2007 with a three-year grant from Pew, and renewed for another three years in 2010, this initiative has helped *Child Advocates* to substantially increase the proportion of our clients who received professional assessment and treatment. Now, more than 75% of preschool-aged clients who need early childhood behavioral health assessments get them – compared to 50% in previous years. Always seeking to improve services and outcomes in behavioral health, we convened a working group in 2009 to address delays and barriers to obtaining treatment services for children in the custody and care of the Philadelphia Department of Human Services, and in 2011 we began to provide trainings to the direct service providers and caregivers to reduce the stress associated with working with traumatized children.

Leadership

Long considered experts in the area of legal representation of children and the child welfare system, *Child Advocates* is often asked to participate in leadership efforts, helping to set standards and advising on best practices.

- In 2010, several staff participated in leadership efforts at Family Court of Philadelphia's **Court Improvement Project and Children's Roundtable**, focusing on adoption reform, strengthening legal representation, and the implementation of 90-day review hearings. We helped review cases and develop a new protocol for handling petitions that seek to modify Permanent Legal Custody Orders.
- Generously hosted by Duane Morris LLP, *Child Advocates* continued in 2010 to convene the **Law Enforcement Child Abuse Project**, a monthly colloquium of public officials and private practitioners involved in the early stages of child-abuse cases. Topics include a review of laws and agency



Staying loyal until the final inning.

Today, *Child Advocates* is working with a relative of Chris and Megan to arrange for their adoption. But the very best news is, these children are no longer on their own. They now have a loyal team of friends and supporters cheering them on – and more importantly, putting time, expertise and resources behind their intentions. In fact, it is the boundless devotion of our family of friends that lands Chris on the pitcher's mound at the Phillies vs. Cleveland Indians game...

compliance on child fatality and near-fatality cases; forensic interviews of victims of child sexual abuse; quality assurance at the Philadelphia Department of Human Services (DHS) and the safety model of practice; outreach to fathers by child welfare professionals; new programs for older youth; and experiential education and community-based programs for parents.

- Director of Social Work **Tracey Thomasey** served on the **Advisory Committee on the Rights and Needs of Children of Incarcerated Parents**, under the Joint State Government Commission, the research arm of the PA General Assembly.
- Executive Director **Frank Cervone** and Managing Attorney **Marguerite Gualtieri** served on the **Working Group of the Children's Rights Litigation Committee** of the American Bar Association's Section of Litigation. *Child Advocates* remains heavily involved in a national dialogue on the right to counsel for children and model legislation to define the role of lawyers for children in abuse and neglect cases.
- In 2011, five staff members participated in **Quality Service Reviews** at DHS. Over 200 staff hours were spent in this interdisciplinary systems review, utilizing both internal and external stakeholders, conducted by DHS to evaluate various aspects of the child welfare system and determine how the system can better serve families. Our staff participated in trainings, and working in teams, they spent three days interviewing all available participants in a randomly-selected child's DHS case. They then analyzed the case and presented the strengths and weaknesses of the system's responses to the DHS Commissioner. The Commissioner tasked her internal team with the implementation of all the suggested systemic changes from each review. *Child Advocates* plans to continue to participate in this process to ensure best practices are followed throughout the child welfare system.



Child Advocates Accomplishments (cont.)

Training

- In order to volunteer with *Child Advocates* an attorney must participate in special training. Under the auspices of the Pennsylvania Bar Institute, *Child Advocates* staff conducts semi-annual full-day Volunteer Training Workshops, educating attorneys on “How to Handle a Child Abuse Case,” and accompanies our new Volunteer Attorneys on Courtroom Observation sessions.
- Director of Intake and Pro Bono Services **Jodi Schatz** produced trainings at Family Court for all dependency practitioners on: multi-generational impact of childhood trauma and adversity; and Common Pleas Case Management System (CPCMS) and dependency practice. With support from The Abington Foundation, Ms. Schatz and staff continued support for 16 child advocacy practice groups in area law firms and corporations. Agency staff trained the practice groups on “How To Do a Home Visit.”
- Independence Foundation Fellow **Rebecca Mainor** presented on representing lesbian, gay, bisexual, transgendered and questioning (LGBTQ) youth at the 2010 **Statewide Adoption Network Annual Permanency Conference**, and Managing Attorney **Marguerite Gualtieri** presented on important appellate cases in child welfare and custody. Outcomes in Behavioral Health Project Directors **R. Allison Modica**, **Naketa Thigpen** and Staff Attorney **Noreena Sondhi** presented specialized PA Bar Institute trainings on handling dependency cases involving a child with complex behavioral or medical needs; the Project is sponsored by a major grant from The Pew Charitable Trusts. Ms. Sondhi and Volunteer Fellow **Pam Ende** continued our collaborative trainings and courtroom observations for pediatric residents from The Children’s Hospital of Philadelphia.
- Our work with older youth expanded, as Staff Attorney **Marti Little** presented on “Educational Alternatives for Older Youth” at Family Court. Ms. Little also presented 4 half-day sessions to DHS social workers and providers on the new federal “Fostering Connections” legislation.



- Executive Director **Frank Cervone** continued his service as Chair of the **Pennsylvania Children's Trust Fund**, which provides funding and leadership for child abuse prevention efforts across the Commonwealth, and member of the **Pennsylvania Supreme Court Juvenile Court Procedural Rules Committee**, drafting new rules for consideration by the Court.
- **Frank Cervone** also developed and presented a training program for Presbyterian ministers on child abuse reporting duties. Topics included Pennsylvania's mandatory child abuse reporting laws; how to report, when and to whom; and recommended safety practices. The session was such a success that Mr. Cervone has been invited to return.
- Expanding our trainings to include new topics and broader audiences, *Child Advocates* trained more than 500 attorneys, social workers and other child welfare professionals in FY11. Sessions included: "Mastering the Art of Advocacy;" "Back to School, Part 1" and "Back to School, Part 2;" "Dependency Law Update;" and our cornerstone training, which was offered three times – the standard two sessions in conjunction with the Philadelphia Bar Institute, and an additional session held at Morgan Lewis & Bockius LLP as part of our partnership with the firm and CIGNA.
- "Changing the Story: Measuring Success," a funders breakfast was hosted by Blank Rome on May 25, 2011. The Research & Evaluation Committee, led by Board Member **Kathy Ochroch**, Partner and the Director of Pro Bono Services at Blank Rome, presented the FY09 Client Outcomes Report by **M. Christine Kenty, Ph.D.** to more than 30 major donors, foundation representatives and other interested stakeholders. **Frank Cervone** and Social Services Worker **Chandra Palmer** also presented.

Capacity Building

- Agency staff completed selection of a relational database and design of a complex set of informational fields for our new Case Management Software

Setting the whole team up for success.

Thanks to the generosity of one of our loyal fans, *Child Advocates* is in the fortunate position of being able to auction off the first pitch at a Phillies game during our Annual Benefit Reception and Auction. Two families of loyal supporters, the Bongiovannis and the Caddicks, team up and bid jointly, with the specific goal of offering this once-in-a-lifetime experience to one of our child clients.





Child Advocates Accomplishments (cont.)



Solution. Supported by a generous donation of services by computer professionals from Max-Q Technologies, the system is designed to facilitate a comprehensive, robust approach to case management, calendaring, supervision and outcomes measurement. With capacity-building support from The Pew Charitable Trusts, the McLean Contributionship, and NPower PA, we fully upgraded our server infrastructure while leveraging \$45,000 in grant support to achieve improvements valued in excess of \$200,000.

- Several new staff members joined the agency in FY2011. In addition to hiring to fill positions vacated, we added two new full-time and one part-time social worker positions. **Milagros Roca** is Spanish-speaking and has been assigned to the **LGBTQ Youth Program**, serving our LGBTQ youth, paying particular attention to their special needs and circumstances. **Alexandra Dolan, Pascalina Delmas, Beth Herdmann, Gina Morrison** and **Naketa Thigpen** also joined our staff, bringing the social work team to its largest number to date with twelve staff members.
- The Development Team has seen a complete turnover in staffing. Under the supervision of Director of Development & Communications **Moira Mulrone**y, **Sandra Lavini** focuses on foundations and other institutional funders; **Muhammida El Muhajir** handles corporate relations and special events, as well as public relations and marketing. **Shafiqah Hudson** oversees the database management.
- **Liz Wagner** was hired as Executive Assistant. She will lead the agency's efforts to increase our presence on social media and networking platforms. You can meet Liz when at our offices, as she is also our front desk receptionist.

Partnerships

- *Child Advocates* has forged a beneficial partnership with Big Brothers Big Sisters (BBBS) to provide mentors for our clients, when appropriate. We worked with BBBS to identify 154 children who were in the correct age range for a

The real winners are the children.

The bidding war escalates. It gets tough out there in the field, but the bidding team never falters – and they bring home the prize. This isn't the first time *Child Advocates* fans have gone to tremendous lengths to improve the quality of life for our child clients. Children like Megan and Chris have benefited in innumerable ways from the kindness of our passionate friends, supporters and volunteers. But there's no denying, this one's outta the park.

mentor. Of these, 85 children were appropriate for a referral to BBBS. BBBS is doing outreach to their families and has engaged with over 30 caregivers directly. As of June 2011, 8 children completed the entire interviewing process. On a home visit shortly after she was matched with a mentor, one of our clients could not stop talking about how much fun she has had with her Big Sister, who is a scientist. It was apparent already that this girl had been deeply affected and inspired by her new mentor!

- *Child Advocates* has created a new partnership with Morgan Lewis Bockius LLP and CIGNA. Corporate attorneys from CIGNA General Counsel's office will partner with Morgan Lewis litigators to represent our child clients. Jodi Schatz and others presented a training for these attorneys at the offices of Morgan Lewis on February 3, 2011.

Fundraising

- Through the **LGBTQ Youth Project**, we seek to remedy the disenfranchisement of LGBTQ youth population in the child welfare system. The Project received significant funding from Women's Way, the Leo Model Foundation, Inc., Hoxie Harrison Smith Foundation and individual donors.
- The annual fundraising appeal is mailed each year in our holiday card, with artwork designed by young students at our neighboring school, the Russell Byers Charter School. In 2009, we mailed cards to more than 14,000 households, and in 2010 we reached more than 15,000 friends and supporters. This annual fundraising appeal helps to raise more than \$70,000 a year!
- We proudly report 100% Board giving for FY10 and FY11. During our fundraising efforts surrounding the Annual Benefit Reception & Auction, Board President **Len Bernstein** offered a \$10,000 challenge for each Board member to financially support the event. The Board committed \$34,125 in 2010, and \$38,950 in 2011!



Event Highlights

Annual Benefit Reception & Auction

The **Annual Benefit Reception and Auction** continues to grow each year and has become a highlight of the public interest law spring event season. The evening celebrates kids' lives transformed through the exceptional work of leaders committed to child advocacy. It is important for our community and our agency to acknowledge significant personal commitments to the needs of abused and neglected children. We recognize this leadership through the *Judge Lois G. Forer Child Advocacy Award*.

Our Forer Award honorees – from then-First Lady Hillary Rodham Clinton to philanthropist Lynne Honickman to Ronald McDonald House co-founder Jim Murray – all share Judge Forer's extraordinary spirit and tireless advocacy for children in crisis.

On April 14, 2010, we honored then-Governor **Edward Rendell** with the Forer Award and on April 13, 2011 the award was presented to University of Pennsylvania President, **Dr. Amy Gutmann**.

We also recognized several of our closest friends and allies with the *Child Advocates Distinguished Advocates Award*. The following people were honored:

2010 Distinguished Advocates:

Robert L. Ebby, Hanglely Aronchick Segal Pudlin & Schiller

Leslie M. Gomez, Philadelphia District Attorney's Office

Sherri Krensel, Workplace Environments

Lisa Lewis, Blank Rome LLP

Nicole M. Reimann, Schnader Harrison Segal & Lewis LLP

Shelly D. Yanoff, Public Citizens for Children and Youth

Thomas C. Zipfel, Worth & Company, Inc.



Frank Cervone, Donna Cooper, Jim McEldrew
and Nancy Fullam.



University of Pennsylvania President, Dr. Amy Gutmann.

2011 Distinguished Advocates:

Anne Aaronson, Dilworth Paxson LLP

Christopher E. Dunne, Cooper Morrison & Dunne

Richard Gelles, Ph.D., School of Social Policy & Practice,
University of Pennsylvania

Ira Harkavy, Ph.D., The Netter Center for Community Partnerships,
University of Pennsylvania

Dolores Miller, Author & Poet

James Steigerwald, Duane Morris LLP

Leslie Sudock, Solo Practitioner

Marge & Mike Thackery, Caregivers

More than 900 guests attended each year, bidding on hundreds of silent auction items and participating in an exciting live auction of an Italian villa, a Namibian game reserve and a Scottish castle, the first pitch at a Phillies game, and dinner cooked by our own Frank Cervone, among others. Thank you to all who joined us in support of our kids!

With the tireless work of our Event Co-Chairs and our industrious Event Committee members, we set records. In 2010, we raised \$470,000 and topped that in 2011 with \$515,000! Thanks to **Vicki Demo** ('10), **Chris Dunne** ('11) and **Katherine Kelton** ('10 and '11) for leading us to such great success!

A two-bagger.

When the Bongiovanni and Caddick families ask *Child Advocates* Staff Attorney Marti Little whether any of her child clients happen to be Phillies fans, she never hesitates. Marti knows exactly which kids will appreciate this extraordinary opportunity most – the two who throughout their difficulties, remained as devoted to the Phillies as we are to our child clients. And yes, their reaction to the news was worth twice the price!



Event Highlights (con't)

Bar Association 5K Run/Walk

On the Sunday after Mother's Day thousands of runners gather on Martin Luther King, Jr. Drive for the **Annual Philadelphia Bar Association 5K Run/Walk**, benefitting *Child Advocates*. We raised more than \$110,000 for Philadelphia's abused and neglected children. On May 16, 2010, 1594 runners came out to support *Child Advocates*; on May 15, 2011 there were 1504. Through generous sponsorships and the registration fees, we are able to raise more than \$100,000 each year to provide services to the boys and girls in our care. We are ever grateful to the Philadelphia Bar Association for supporting our work with such wonderful spirit. A special thanks goes to **Manny Pokotilow, Eric Marzluf** and **Michael Berkowitz** of Caesar, Rivise, Bernstein, Cohen & Pokotilow for their inspired leadership in planning such a successful event each year.



Starting line.

Annual Golf Classic

Our **Annual Golf Classic** raises much needed funding for our **Project for Medically Needy Children**. Hosted at Huntingdon Valley Country Club on the first Monday of October, this event invites golfers to tee up for kids with severe or chronic medical needs.

In 2009 we began partnering with Cleantech Alliance Mid-Atlantic (CAMA) to bring new friends in the clean energy industry out for a day of golf for our kids. Together, we raised over \$63,000 in 2009 and nearly \$71,000 in 2010.

Many thanks to our outstanding Golf Classic Committees, especially Chairs **Ken Davis** and **Sherri Krensel** (2009) and **Chris Dunne, Kathy Jaffari** and **Matt Siegel** (2010).



Frank Cervone and Chandra Palmer with former client, Ricky and his caregiver, Kiera Thomas Moore.

Holiday Toy Drive

The Annual Toy Drive continues to inspire! Not even a blizzard could stop us on in '09. Braving the stormy weather, our stalwart volunteers delivered thousands of toys to hundreds of boys and girls throughout the region. No snow could keep us from bringing the holiday spirit to our kids!

Toy Drive 2010 was another spectacular day. The weather cooperated, and with the help of more than 100 volunteers, we sorted toys to be delivered to 965 children. More than 60 drivers showed up on December 16th Delivery Day to personally hand over bags of toys and clothes for our child clients and other children in their homes. Many thanks to all donors who make this joyous day possible. We are especially grateful to our volunteer Toy Drive Coordinators, **Jeff Kahn** ('09) and **Eric Malis** ('10), who contributed countless hours to ensure a happy holiday for so many kids.



Rooms filling up with toys.



Changing luck; changing lives.

So here we are, Phillies vs. Cleveland Indians. The rain pours down, the fans wait breathlessly in the stands as Chris throws out the first pitch. It's amazing – it's perfect – it sets up the home team for a 12 to 3 win. Once again demonstrating that, with the help of our fans, we can and do change the story. (Unfortunately, we couldn't do anything about the rain.)

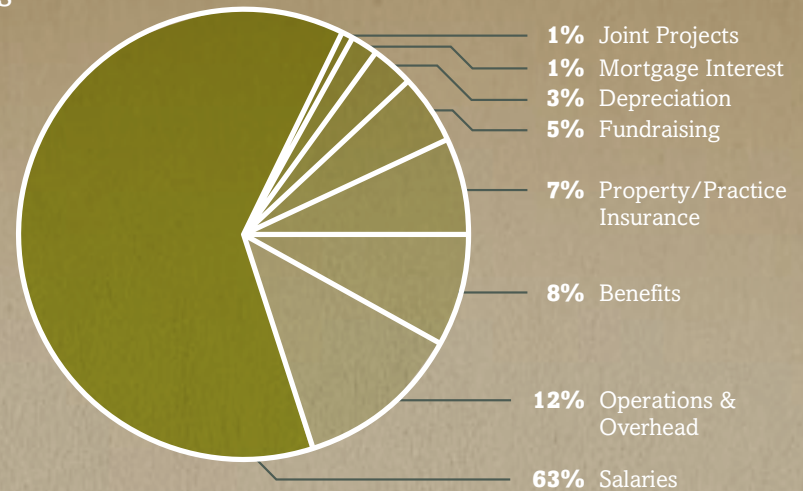
Financials

Only 23% of *Child Advocates'* funding comes from government grants. The majority of our annual budget is comprised of the financial support of generous donations as outlined below.

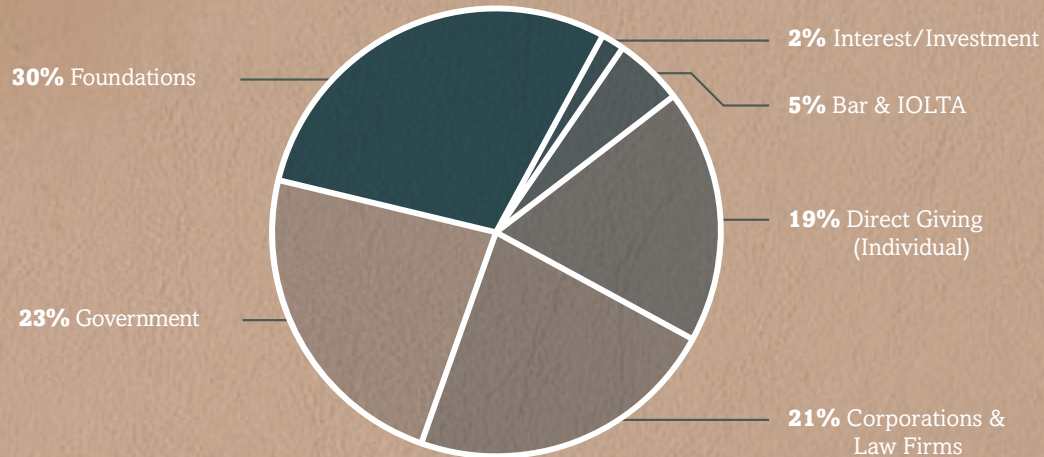
FY10 Budget was \$2,130,084

FY11 Budget was \$2,176,049

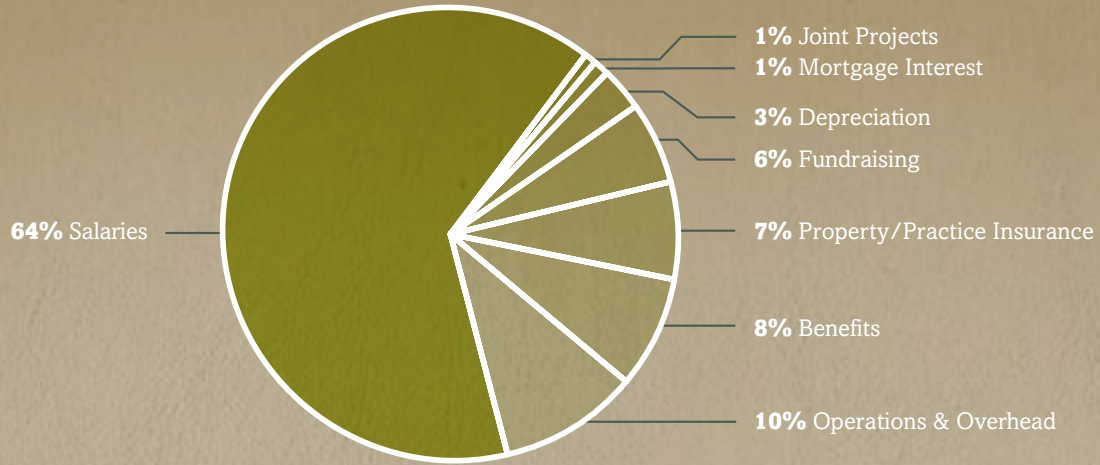
2010 Expenses



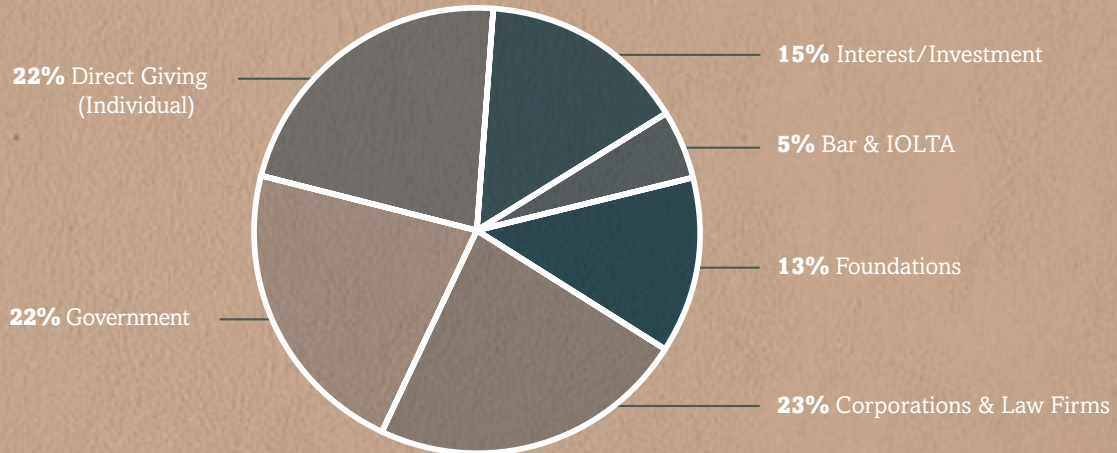
2010 Revenue



2011 Expenses



2011 Revenue



Thanks to All Our Supporters

Support Center for Child Advocates is deeply grateful for the support of so many generous individuals, foundations, corporations and law firms who make our work possible.

We take great care to ensure accuracy; however, mistakes can occur. Please report any discrepancies to Moira Mulroney, Director of Development & Communications, (267) 546-9208.

2010 Donors

\$100,000 to \$150,000

First Judicial District of Pennsylvania
Estate of Marthe LaVallee-Williams
VOCA-Pennsylvania Commission on Crime and Delinquency
William Penn Foundation

\$25,000 to \$99,999

The Abington Foundation
City of Philadelphia
Claneil Foundation, Inc.
Hess Foundation
The Horace W. Goldsmith Foundation
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Victims Services-District Attorney's Office

\$10,000 to \$24,999

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The Annual Toy Drive is a joyful tradition that provides gifts and toys to every child within our care each year. Hundreds of people donate thousands of toys. We are grateful to every person who donates a gift, helps to sort toys and makes the deliveries. We are especially thankful for the following people who coordinated efforts at their places of business and within their communities to make the Toy Drive an enormous success.

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■ With special thanks to Jeff Kahn (2009) and Eric Malis (2010) who dedicated countless hours to ensure the success of the Annual Toy Drive!

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Epilogue

Chris and Megan have been living with their cousin in GA for the last six months. He is trying to adopt them but the paperwork takes time. Both kids are doing great. They are happy and healthy and love school.

They have finally found a safe and nurturing home.

There are so many more stories that need changing.
Learn more at advokid.org.

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