

**CCTV and Recording Technology Site Review Report
Children's Hospital of the King's Daughters
Norfolk, VA
April 26, 2010**

On April 26, 2010 the ABA conducted a site review of the Children's Hospital of the King's Daughters (CHKD) Child Abuse Program in Norfolk, Virginia.

Jurisdictional Information

The Child Abuse Program serves seven major localities in Hampton Roads, Virginia, including Chesapeake, Hampton, Newport News, Norfolk, Portsmouth, Suffolk, and Virginia Beach. The Program also serves the Army and Navy bases in the surrounding area, as well as outlying counties in Southeastern Virginia, the eastern shore of Virginia and northeastern North Carolina.

The total population of the immediate service area is about 1.7 million residents. The majority of the population is White (58%) and Blacks are the largest minority (38%). There are small Hispanic (4%) and Asian populations (3%). The immigrant community is mainly comprised of Filipino, Korean, Mexican, and Honduran immigrants. CHKD uses certified interpreters when necessary.

This area has a large military presence (Army and Navy); there are over 132,000 active duty and civilian personnel.

Child Abuse Case Investigation

The CHKD Child Abuse Program was established in 1998 and accredited by the National Children's Alliance (NCA) in 2002. The Child Abuse Program cares for almost 1,100 patients each year, and conducts more than 600 interviews per year. The Program records almost all forensic interviews. There are 28 staff members and medical and mental health professionals are co-located.

Case Progression & Forensic Interview

Police departments from the multiple cities in the service area follow their own protocols. There are generally three initial responses:

- o investigators use a mini-interview to get basic facts and then refer the child for an interview;



Art on the walls of the CAC

- investigators attempt an initial interview with the child, to see whether or not the child discloses – if the child discloses she/he is referred to the Child Abuse Program;
- investigators do not attempt any type of initial interview – instead they refer the case immediately to CHKD.

Investigative agencies make direct referrals to the case manager assigned to their city or military division. Once a referral is made, a CHKD case manager schedules the child for a forensic interview. The child may also be scheduled for a medical or mental health evaluation; this is decided by the referral source, case manager, or protocol. After the child receives the initial medical/mental health evaluation, a report with recommendations is sent to the referring agency and is then discussed by the multidisciplinary team (MDT). If the child needs further services, the Child Abuse Program staff or the MDT will recommend those to the parents.

The Program has two full-time experienced interviewers and one part-time interviewer. During the interview, investigators can communicate with the interviewers through an earpiece. The interviews are monitored through a two-way mirror and can be watched by a number of professionals, including: Police, CPS staff, Prosecution, Navy NCIS and JAG, Army CID, and the FBI.

The court system is divided into Juvenile and Domestic Relations District Court, and the Circuit Court issues most of the subpoenas. Cases go to court on criminal and civil cases and to the Department of Social Services (DSS) for appeals.

Cases are tracked by the CHKD case manager through the criminal charges and civil findings. If a case appears to need additional services, it will continue to be discussed at MDT meetings. Outcomes are tracked using a special database, NCAtrak Case Management System; they remain on the MDT list until an outcome is obtained. Medical, hospital, and clinical information is kept in a separate database.

Multidisciplinary Teams (MDTs)

There are eight MOUs (Memoranda of Understanding) with the Police, Child Protective Services, City Attorney's Office, and Victim's Witness Office, and Commonwealth Attorney's Office; these are reviewed annually and updated as needed. The MDT is comprised of Program staff, including forensic interviewers, mental health staff, case managers, the Community Outreach Supervisor, child abuse pediatricians, and CHKD hospital social workers. Also on the MDT are: law enforcement, victim witness advocates, CPS staff, NCIS, JAG, Navy Family Advocacy, Navy medical staff,



Camera in interview room



Microphone in interview room



Waiting room at the CAC

Army personnel, and City attorneys. MDTs in most cities meet on a monthly basis (including the Navy MDT). The Army MDT meets quarterly. Each MDT discusses 50 to 150 cases (including new cases as well as progress and outcomes on old cases). The military bases' investigators are working closely with CHKD, and the military police have increased their effectiveness in these cases.

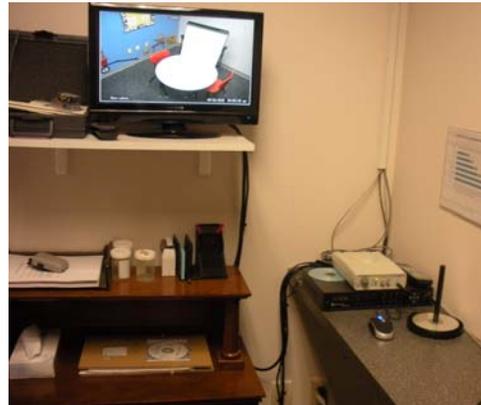
Child Advocacy Center

Children are seen from 8:00 a.m. to 5:00 p.m. Monday through Friday. The Center can be opened on the weekends in the event of an emergency. Medical coverage is available at any time of the day or night for acute sexual assaults.

Equipment

There is usually only one DVD of the interview made. However, if there are additional agencies monitoring the interview, a second DVD can be created. The DVDs are distributed to CPS and law enforcement. Sometimes the Commonwealth Attorney's Office requests its own copy. DVDs are given directly to the investigator and interviews are deleted from the Program computer's hard drive.

CHKD chose to purchase its equipment from iRecord. There were numerous issues with the local contractor responsible for equipment installation and maintenance. Although these issues ultimately were resolved, additional training and supervision by iRecord of its local vendors could increase effectiveness.



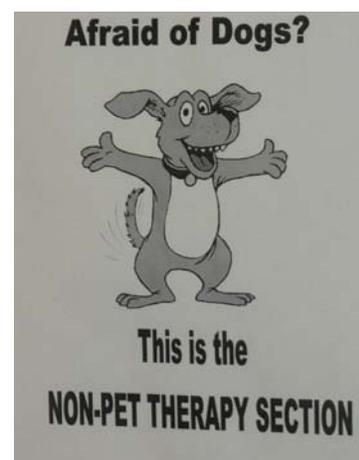
Equipment in the monitoring room

Trainings

CHKD provides training on the use of the equipment, forensic interviewing, and various medical and mental health topics. The training is offered to members of investigative agencies, the MDTs, Commonwealth Attorney's Office, law enforcement, family advocacy groups, and other groups who serve the same population (schools, domestic violence agencies, etc.).

Forensic interviewers conduct trainings monthly, as do medical professionals. The mental health staff offers frequent trainings. The Community Outreach Supervisor trains all participating agencies on the Child Abuse Program services and hosts open houses and tours in Norfolk for new staff from participating agencies. New members of the MDT receive a specialized orientation and packet of information.

The Program conducts surveys and analyzes the results of Program evaluation activities. In 2007, MDT members were surveyed as well as parents who were referred for Parenting Capacity Evaluations, which is a three-pronged approach to evaluating parents' strengths, weaknesses, and ability to safely care for children. This survey was conducted to determine if a change in the protocol would reduce anxiety and



make the process easier for the parents. The survey showed that MDT members highly rated the effectiveness of the program. Parents reported that the orientation process was helpful to them. Once a month they conduct peer reviews of the forensic interviews; medical peer review is also held regularly. The program also participates in a Journal Club Webinar series which looks at new research.

Funding

The Child Abuse Program is the CAC for Hampton Roads, Virginia, and is partially funded by third-party payers, such as health insurance, military benefits (Tricare), and victims of crime funding. Philanthropic funds are solicited from all areas of the community, local municipalities, state CAC funding, foundations, and individuals. The Program experiences a deficit, which is offset by the hospital.

Other Services

The Program just added a Court Preparation Module to the best practice model of Trauma-focused Cognitive Behavioral Therapy, with the goal of reducing the child's and family's distress around court testimony and equipping them with coping skills.

A pet therapy component, "Buddy Brigade," has also been added to the Program. Specially trained dogs are in the waiting room Tuesdays, Wednesdays, and Thursdays every week to help children cope with the stress of undergoing forensic interviews, medical evaluations, extended forensic evaluations, and long-term therapy.

Contact Information

More information about CHKD's Child Abuse Program is available online at: <http://www.chkd.org/Services/ChildAbuse/>