



ANNUAL REPORT 2020

TRUST · HEALING · JUSTICE



NATIONAL
CHILDREN'S
ALLIANCE®
ACCREDITED
MEMBER



BIVONA CHILD ADVOCACY CENTER'S PARTNER AGENCIES ARE CO-LOCATED UNDER ONE ROOF TO SURROUND CHILDREN WITH SUPPORT AND PROTECTION. OUR CARING, STREAMLINED APPROACH MINIMIZES TRAUMA TO CHILDREN, PRESERVES THE BEST EVIDENCE FOR INVESTIGATORS, AND SAVES OUR COMMUNITY APPROXIMATELY \$1 MILLION PER YEAR.

CHILDREN WHO COME TO BIVONA RECEIVE AN INTERVIEW, A MEDICAL EXAMINATION, MEET WITH A FAMILY ADVOCATE AND CONNECT WITH A THERAPIST, IN A WARM, CHILD-FRIENDLY ENVIRONMENT.

A MESSAGE FROM

OUR EXECUTIVE DIRECTOR AND BOARD CHAIR



Dear friends,

Who would have thought one year ago that we were facing a full year of pandemic fear and restrictions? Who would have thought that we would be tested like never before? And who would have thought that children would experience profound disruption in all arenas of their lives, and that they would need to adapt to a fully changed landscape? Only now as we are able to breathe tentative sighs of relief and renewal, can we assess our losses and shift our expectations for life after a pandemic? We want to thank you for supporting Bivona Child Advocacy Center through this year of pain and disruption, and for allowing us to have continued to serve vulnerable children every single day of 2020 despite the conditions of the world around us.

You probably read the national headlines about family violence during the pandemic: child abuse reports worryingly low due to lack of contact with protective adults; domestic violence surging as survivors are trapped with their abusers; serious physical abuse of children on the rise as families struggle with toxic stress. All of these headlines proved true here in Monroe County. In 2020 we served just over 1,500 children, which is a decrease of nearly 15% from years prior. This was because the early months of the pandemic brought a dramatic drop in abuse reports to Child Protective Services and Law Enforcement. But by July of 2020, our numbers were back up, with reports to Child Protective Services increasing nearly 20% over years prior and many more cases of serious physical abuse of children than are typically seen.

The team here at Bivona demonstrated incredible grit and dedication this year. We provided in-person investigatory services throughout the year, making numerous adaptations to ensure that our team and the children and families they serve were safe and supported. Our newly-expanded mental health program shifted immediately to telehealth services so there was no disruption of healing services for children. Our therapists were truly a lifeline to children recovering from abuse during a time when little support was available elsewhere. All members of our comprehensive multidisciplinary team showed up in ways that we never could have expected, ensuring that children in need were provided with exceptional services even in the midst of a global health crisis.

We face the coming year with optimism and determination. Our partnerships in Monroe County school districts continue to expand and evolve, bringing evidence-based prevention education to an ever-growing number of students beginning in kindergarten. We continue to grow and diversify our mental health services so that children who have been impacted by the trauma of abuse can heal and move on to live healthy, happy lives. And our world-class multidisciplinary team demonstrates every day that they are true heroes to vulnerable children—we are all so fortunate to live in a community with these superb professionals.

Thank you for being a part of our story and for helping to change children's lives. We couldn't do it without you.

With deepest respect and gratitude,



Deb Rosen
DEB ROSEN

EXECUTIVE DIRECTOR



Kelly Thompson
KELLY THOMPSON

CHAIR, BOARD OF DIRECTORS

OUR VISION

A community where all children are safe and free from abuse.

OUR MISSION

Bivona Child Advocacy Center delivers excellence in child abuse response, healing and prevention through collaborative service, awareness, education and leadership.

2020 OFFICERS

Kelly Thompson, Chair	Don Tomeny, Secretary
Jen Lake, Vice Chair	Wayne Holly, Immediate Past Chair
Kris Johnston, Treasurer	

2020 BOARD MEMBERS

Jason Barnecut-Kearns	Norma Holland	Anne Wilder
Aaron Bertram	Bill Hurley	LeKeyah Wilson, MD
Caytie Bowser	Kate Kenney	
Mike Crumb	Abhas Kumar	
Reggie Dejean	Andy McDermott	
Bonnie DeVinney	MaryLouise Steinwachs	
Dave Halladay	Ted Townsend	

2020 HONORARY BOARD

Kathie Bivona	Jill Knittel
Lou Bivona	Tom Wahl, Jr.
Gary Domenico	

BIVONA LEADERSHIP TEAM

Deb Rosen Executive Director	Sheila Girard Director of Finance
Anna Potter Associate Executive Director	Heather Starks Director of Mental Health Services
Jaime Anderson Director of Development	

BIVONA STAFF

Matthew Broad Mental Health Therapist	Kristine Hirschbeck Data Coordinator	Miranda Sherry Community Educator
Kathy Davies Office Manager	Amaris Hood Community Educator	Sue Sidore Client Relations Representative
Carrie Dengler Client Services Manager	Bridget Martin Development Manager	Ashellee Spears Mental Health Therapist
Melanie Diaz Accountant I	Kerri Mingoia Data Specialist	Vicki Spurr Community Educator
Ashley Dotter Events Manager	Katie Oinen Mental Health Coordinator	Stefanie Szwejbka Manager of Community Education
Tess DuMont Family Advocate	Katelyn Popp Family Advocacy Coordinator	Alexandra Waters Community Educator
Geri Ann Frasch Forensic Interviewer	Natalie Ramirez Monroe County Family Advocate	Sara White-Smith MDT Coordinator
Laurie Hackleman Client Relations Representative	Carla Rivera Community Educator	Kate Woodard Forensic Interviewer
Stacey Hermanson Family Advocate	Gary Robinson Facilities Manager	



OUR STAFF

We know that our staff is our most valuable asset, and we take care of them so that they can take care of the children and families we serve.



OUR MDT (MULTIDISCIPLINARY TEAM)

Our Multidisciplinary Team is built on respect — for each other, survivors, and our shared vision to eliminate child abuse.



CHILDREN & FAMILIES

Children and families always come first. We support those who come seeking hope and healing.



GETTING IT RIGHT

We are driven to get things right. We take pride in our practice, knowing it comes from the latest and best knowledge in our field.

**THESE ARE OUR
VALUES & GUIDING
PRINCIPLES THAT DIRECT
US IN OUR WORK AT
ONE MOUNT HOPE AVENUE.**

Bivona maintains accountability to our mission and standards by surveying clients and multidisciplinary team members on a regular basis. What does this mean for children and families? It means all of us are working together to provide the support children and their caregivers need to thrive and heal.

“Caregiver Quotes”

“I would absolutely refer friends, family, and my community contacts to come here.”



“They made sure my son knew he was believed and was not to blame with so much respect and kindness.”



“Despite all of the challenges we faced this year, there have been many positive aspects including the team sticking together to provide support for the children and families we see.
-MDT Member



24,066

TOTAL NUMBER OF SERVICES PROVIDED TO CHILDREN & FAMILIES IN 2020

Bivona served *1,540 children in 2020 who directly experienced abuse. In order to help those children and their family members, we offer a wide range of services. Here are all of the ways we helped children and families.

9,632

INFORMATION & REFERRALS

This includes information regarding the criminal justice process, victims' rights, referrals to other victim services programs, and referrals to other services.

2,907

INDIVIDUAL ADVOCACY

This includes medical accompaniment, forensic interviews, intervention with employer, creditor, landlord or academic institution, child or dependent care assistance, transportation assistance, and interpreter services.

5,244

EMOTIONAL SUPPORT

This includes crisis intervention, individual counseling, support groups, therapy, and emergency financial assistance.

6,283

ADVOCACY & ACCOMPANIMENT

This includes notification of criminal justice events, victim impact statement assistance, advocacy and accompaniment with District Attorney interviews, Law Enforcement interviews, and criminal justice advocacy and accompaniment.

ETHNICITY

White/Caucasian	47%
Black/African American	33%
Bi-Racial	8%
Hispanic/Latino	9%
American Indian/Alaska Native	1%
Asian/Pacific Islander	1%
Other	<1%
Unknown	2%

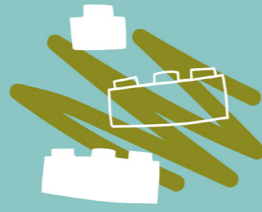
ALLEGATION/VICTIMIZATION TYPES

Child Sex Abuse	78%
Child Physical Abuse	6%
Secondary to Alleged Victim	12%
Child Neglect	1%
Child Fatality	1%
Other*	2%

*Includes; Child Sex Trafficking, Domestic Violence, Drug Endangerment and Witness to Violence

A Bivona client is any child victim of sexual or physical abuse, and child family members, who have received services as defined by the MDT Guidelines at Bivona or off-site locations at any one or more of the collaborative partner agencies (identified as signatories on the MOU).

OUR STRATEGIC INITIATIVES



Bivona recently adopted a three-year strategic plan, strengthening our mission and expanding our services. We are committed to these five strategic initiatives through 2023.

1

ENSURE COMMUNITY ACCESS TO MULTIDISCIPLINARY TEAM (MDT) SERVICES

Our doors were open throughout the pandemic so that all children needing our services were able to access support. Our phone line is open to all community members who need more information about child safety.

4

EXPAND TRAUMA-SPECIFIC MENTAL HEALTH SERVICES TO MEET THE NEEDS OF THE POPULATION SERVED

More than 30% of the children we saw at Bivona in 2020 were referred for our mental health services, which is a three-fold increase from that number in 2018. Our new mental health resources are providing critical support to a growing number of children!

2

MAINTAIN AND GROW A STABLE AND HIGH-PERFORMING STAFF

We worked hard to keep our staff safe and healthy during the pandemic and to ensure that work and home-life needs were compatible. Today we are pleased to say that our staff is stable and growing!

5

INCREASE THE ORGANIZATIONAL ROLE IN ABUSE PREVENTION EDUCATION

Despite the pandemic, our Community Educators worked closely with Monroe County school districts to establish the Monique Burr Foundation's curriculum, Child Safety Matters®, in elementary and middle schools.

3

DIVERSIFY AND GROW FUNDING STREAMS

We are pleased to report growing support from two important local partners: Monroe County and BOCES. This revenue supports our Family Advocacy, Mental Health and Community Education programs.



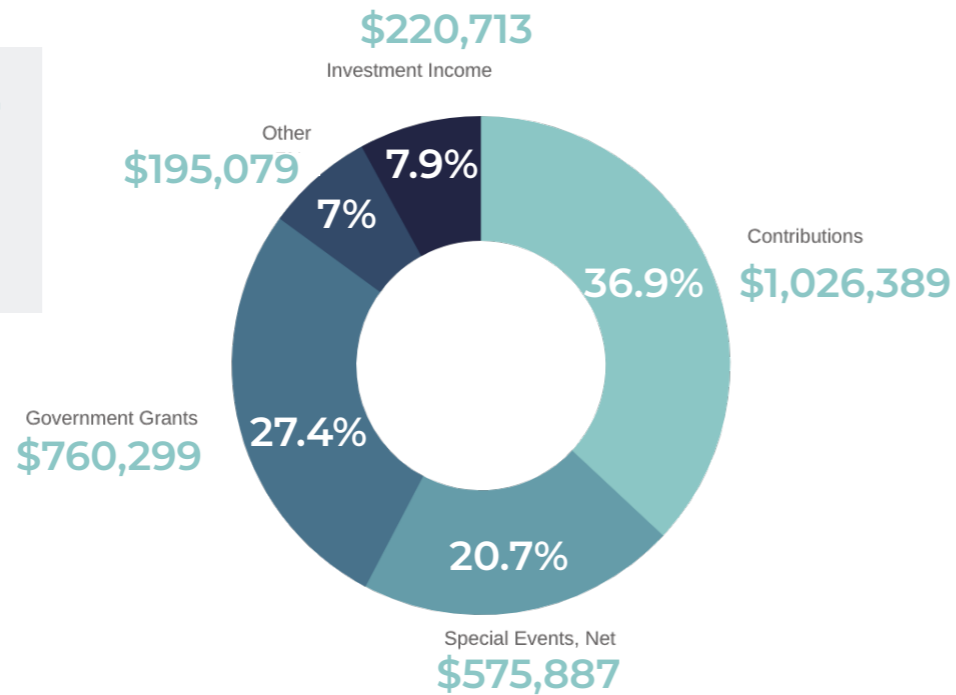
2020 FINANCIALS

STATEMENT OF ACTIVITIES

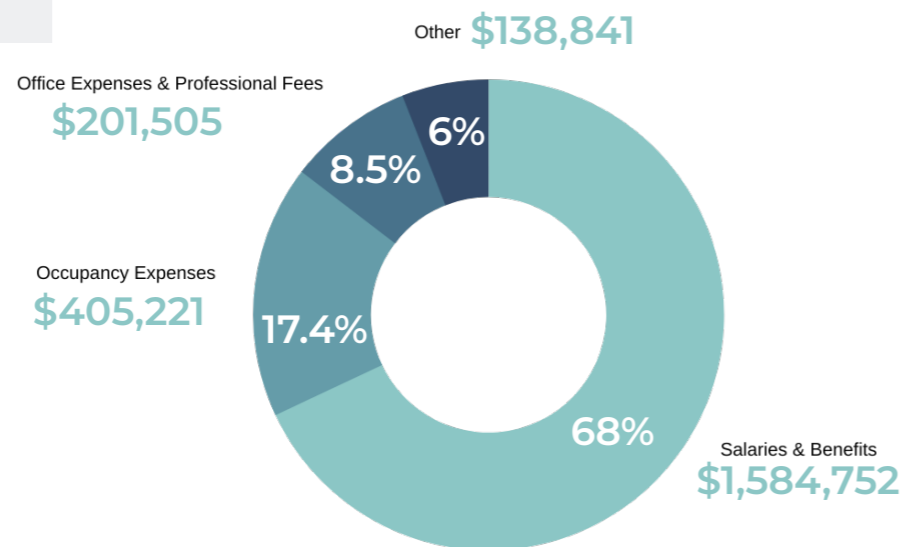
● 9,211,801
TOTAL LIABILITIES/NET ASSETS
BEGINNING OF 2020

● \$448,048
CHANGE IN NET ASSETS/CAPITAL
END OF 2020

\$2,778,367
REVENUE

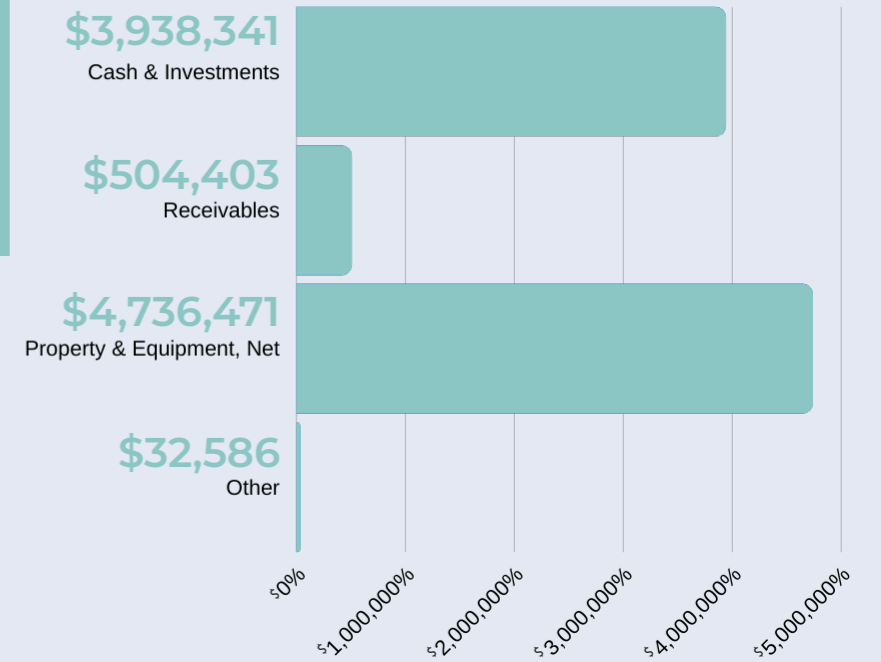


\$2,330,319
EXPENSES

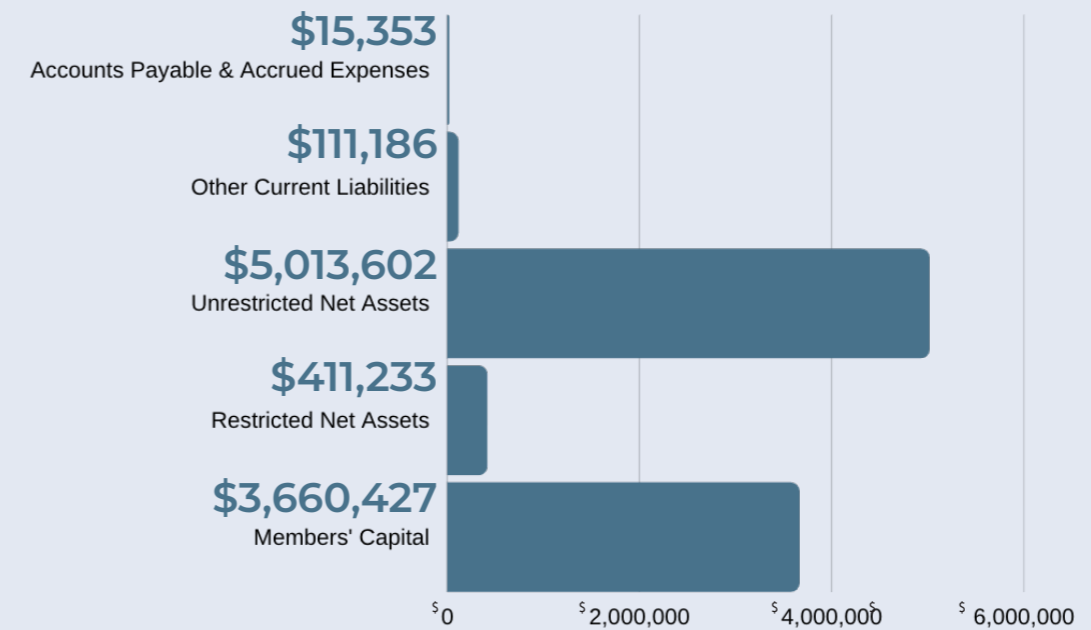


BALANCE SHEET

\$9,211,801
ASSETS



\$9,211,801
LIABILITIES & NET ASSETS/CAPITAL



*The financial information included in this Annual Report is an audited summary of the financial condition and results of operations for Bivona Child Advocacy Center and Affiliates for the 2020 fiscal year. A copy of Bivona's IRS Form 990 and Audited Financial Statements can be found on Bivona's website at www.bivonacac.org.



WE ARE PROUD TO SHARE THAT BIVONA CHILD ADVOCACY CENTER HAS EARNED OUR EIGHTH CONSECUTIVE 4-STAR RATING FROM CHARITY NAVIGATOR.

This is the highest possible rating and indicates that our organization adheres to sector best practices and executes our mission in a financially efficient way. Attaining a 4-star rating verifies that Bivona Child Advocacy Center exceeds industry standards and outperforms most charities in our area of work. Only 6% of the charities evaluated by Charity Navigator have received at least 8 consecutive 4-star evaluations, indicating that Bivona Child Advocacy Center outperforms most other charities in America. This exceptional designation from Charity Navigator sets Bivona Child Advocacy Center apart from its peers and demonstrates to the public our trustworthiness.



BIVONA CHILD ADVOCACY CENTER

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