



nurture.  
inspire.  
empower.

# YOUR IMPACT

Helping Families Cope Through the Pandemic

## You Were There to Help Us Respond to the Mental Health Crisis

The adoptive, foster and kinship families C.A.S.E. serves already face complex mental health challenges, but they worsened due to the pandemic. Never before in our history have we seen such a dramatic rise in the severity of symptoms, particularly the increase in depression and suicidal thoughts and attempts in children and teens.

**Thanks to loyal supporters like you, C.A.S.E. responded immediately to the crisis and was able to maintain all of our services.**

We continued to meet families' needs for more frequent therapy sessions — with 12% more former clients returning to C.A.S.E. for services in 2020 than the year before. We also offered more group therapy and support groups as caregivers and teens continued to struggle with the isolation of COVID-19. They found comfort and strength in sharing their experiences.

Responding to the overwhelming need stretched our staff and resources to the limit with cuts of more than \$670,000 to our programs. We had to cancel and modify many events including trainings and fundraisers. We saw a doubling in demand for financial assistance from clients struggling to cover the cost of therapy due to the economic crisis triggered by the pandemic.

**But through it all, your support sustained us and the families we serve.** We provided financial assistance for 80 clients and their family members participating in therapy — 16% more than last year.

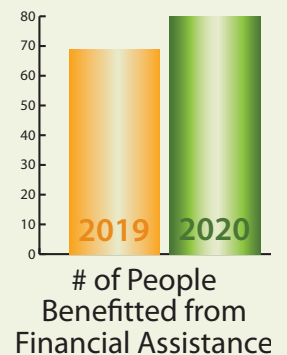
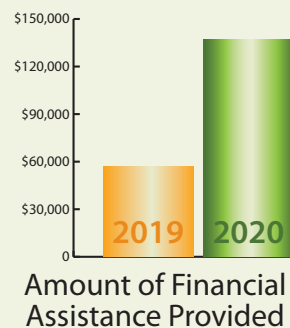
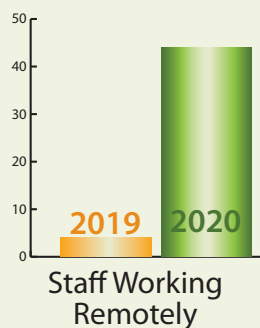
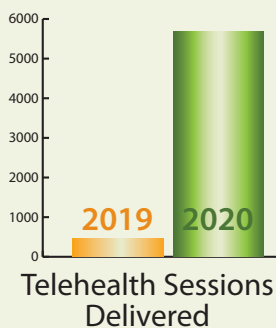
While the road to recovery and healing for so many families may be long, knowing you are on the journey with us, makes all the difference. Thank you again!



*Living in a rural area...made it a challenge to attend parent groups, which tend to be held in more populated areas. With C.A.S.E.'s on-line parent group we have found kindred spirits who understand our world in a way that others don't and who have provided the emotional support we needed.*

- Adoptive parent

### Impact of COVID-19 on C.A.S.E. Operations



# YOUR IMPACT IN 2020



Certified **21** C.A.S.E. direct service staff as Telebehavioral Health Specialists



Provided **1,828** clients and their family members with specialized individual and family therapy and case management services



Maintained client satisfaction rating of **95%**



Improved skills of **5,251** child welfare and mental health professionals through intensive 20+ hour online training to better meet families' needs



Managed **8,779** registrations for caregivers and professionals for **48** live webinars and workshops



Delivered **11,000** FREE in-demand educational webinars to help families and professionals cope with stress and burnout



Engaged **50%** more families and professionals with vital information through social media with **432,549** website page views

## Empowering Professionals to Better Serve Families

Prior to the pandemic, professionals working in child welfare and mental health faced high levels of burn out with turnover estimated at 30-60% annually. COVID-19 and the isolation caused by shut-down and safety measures only heightened the pressure, driving greater intensity in demand for services with more acute symptoms.

In 2020, more organizations and professionals turned to C.A.S.E. than ever before as we:

- Launched our **National Training Institute** to better promote permanency and well-being for children, provide support across the family life cycle, and enhance the knowledge and skills of professionals.
- Received accreditation from the Institute for Credentialing Excellence for our 72-hour master's level *Training for Adoption Competency (TAC™)* curriculum.
- Delivered the TAC Program online for the first time, making it more accessible through our 17 training partners nationwide.
- Reached 26 state child welfare systems and 16 national and regional organizations that have incorporated our *National Adoption Competency Mental Health Training Initiative (NTI)* curricula into their staff training. They are reporting improvements in staff skills in using strategies and practical tools to provide the best possible services for children and families.

## Your ongoing support will help C.A.S.E. to:

**Develop Innovative Programming.** Children in foster care and those who have been adopted face increased difficulty in school, including higher rates of behavior issues and lower academic achievement.

Despite the pandemic, C.A.S.E. tested our 30-hour online NTI curricula with 49 school-based mental health personnel across Maryland. Participants reported that the training increased their level of understanding of children's needs, demonstrated significant gains in their knowledge based on pre- and post-test results, and overwhelmingly agreed they would recommend it to others.

We'll be adding more school-based examples and strategies for supporting classroom teachers, so any child who has experienced trauma or loss can get the support they need.

**Respond to Needs for Diversity, Equity, and Inclusion (DEI).** The pandemic laid bare existing systemic inequities with more limited access to mental health services for communities of color and the LGBTQ community. C.A.S.E. is deliberately allocating resources to enhance our framework for action on DEI throughout all aspects of the organization including staff, board, those we serve and our partners.

Building a healthy future for our most vulnerable children and teens will take all of us working together to prioritize children's mental health.

**Thank You for Caring** Your generosity has touched the hearts and lives of so many. If you'd like to discuss your support for C.A.S.E., please contact: Tamara Arsenault, Director of Development at [arsenault@adoptionssupport.org](mailto:arsenault@adoptionssupport.org) or 301-476-8525.