

San Francisco Child Abuse Prevention Center

TALK Line Family Support Center | San Francisco Child Abuse Council

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RESPITE CARE: HELPING KIDS, HELPING PARENTS

Where do parents with few resources turn when they need support? Thanks to the Center's Respite Care program, parents can turn to a welcoming home near Golden Gate Park. Each weekday, Respite provides free child care for up to six children whose families are in crisis or whose parents need a much-deserved break.



Angelica and Alan spend time together at Respite

For young mother Angelica G., Respite was a lifeline. She had recently moved to the U.S. from Mexico City. Her husband was a busy student and Angelica cared for their children 24/7. She felt exhausted and isolated. "I didn't know about the Baby Blues... [My son] Alan was sick a lot, and I had been sleeping only two to four hours a night." In spite of her exhaustion, she was hesitant to leave her children in the care of others. But when she visited Respite, she was quickly won over. "Everybody was so respectful and kind. At first I felt like a bad person because I needed help, but they explained to me that what I felt was normal. Maria repeated many

times, until my brain was ready to understand, 'The children will be okay here!'"

Program Director Maria Eitz has spent her career advocating for children and supporting parents. She founded Respite in 1976, and the program was incorporated into the Center's spectrum of services in 1978. Maria and Respite caregivers Roxana Sanchez and Dido Artiga provide an oasis of calm and

"Respite helped me to be a happy mother and a healthy mother.

Now I'm the mother I want to be."

stability for infants and children. They also consult with parents on a range of challenges, including sleeping and feeding concerns and child development questions.

Initially Angelica used Respite just to get some much-needed sleep. After she regained her equilibrium, she used the family's Respite day to take an English class at City College. Today, she works in a preschool and coordinates a support group for parents using many techniques she learned at Respite.

The welcoming environment at Respite also proved invaluable for

single father, Nick A. His foster daughter, Megan, has been with him since she was a baby. Nick, who was acquainted with Megan's father, found himself in the unexpected role of caregiver when her parents weren't able to care for her. "I never thought I'd end up with a child in a million years," he says. "But then I met Megan."

Nick used Respite as a fount of information and advice. "Respite is ideal. For anybody with a child, anything you want to find out about parenting, this is the place to come." Megan also felt right at home in the comfortable environment. Nick notes how much Megan grew socially at Respite: "She's friendly and social and like a little leader with the other kids," he says proudly.



Megan (pictured here with Nick) loves visiting Respite

The secret to Respite's success? The program helps parents care for themselves as well as their children. "Respite helped me to be a happy mother and a healthy mother," Angelica adds. "Now I'm the mother I want to be."

Greetings!

LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Every day at the Center, we connect with families who feel they have come to the end of their ropes. A pregnant mother with two toddlers has left a violent relationship and is trying to rebuild her life while living in a shelter and navigating a maze of social services. An unemployed father of a teenager is desperately trying to keep his son in school and away from the gang activity right outside their front door. A working couple struggles to cope with their daughter's worsening asthma.

How can we help when the list of needs seems endless? We stay connected through hard times and hopeless feelings. "You were there for me when no one else was," said one grateful mother recently. Her life is still far from perfect, but she feels more hopeful since connecting with a counselor at the Center.

Connectedness is an incredibly powerful gift to give and to receive. It doesn't always take away the immediate pain, but in time it is what makes real change happen. It is the foundation for lifelong mental health and the clearest path to eradicating child abuse and neglect.

The Center extends connections well beyond our physical location on Waller Street. Our TALK Line crisis and counseling telephone line is available to any parent who calls, at any hour of the day or night. Our Child Abuse Council trainers reach schoolchildren, teachers and parents throughout the city. We work with city agencies and advocate for better child abuse policies and family support systems.

Our volunteers provide care in our Children's Playroom and Respite Center, offer support on our counseling line, work to revitalize our facilities, and organize fundraisers to support our programs. All of these volunteers have given the gift of connection -- with the Center, and ultimately with the families and children who need it most.

This year, I invite you to connect with our important work. With the help of generous donors and volunteers, we give families the opportunity to make long term changes in their lives. Please join us.

Sincerely,
Susan Reider
Executive Director



9th Annual Luncheon *The Community Comes Together*

On April 28th at the Four Seasons, generous sponsors and more than 500 individuals joined forces to raise an unprecedented \$300,000 in support of the Center's programs. Keynote Speaker Rob Davis of Hedge Funds Care spoke passionately about community involvement in solving the problem of child abuse. Jo-Ann Rose accepted a Partner in Prevention Award on behalf of CAPS, which was honored for its long-standing support of the Center. Cheryl Jennings and Dennis Richmond served once again as indispensable program hosts. Yves St. Laurent and District Attorney Kamala Harris hosted a special reception on April 27th, which raised additional funds and awareness. Our community's commitment to children and families is truly inspiring – heartfelt thanks to everyone who participated.



John York, Rob Davis & Dennis Richmond.



Lorraine Cohen & Jo-Ann Rose.



Luncheon Co-Chairs Gayle Blum & Cathy Topham.



Board members Lane Auten & Jeana Toney.

Save the Date

for next year

April 20, 2007

We'll see you then!

Thank You For Supporting Our Families

LETTER FROM THE BOARD CO-PRESIDENTS

As a community, we must do more to ensure that every child is protected and nurtured. A happy, healthy childhood shouldn't be a luxury – it is a basic human right.

The Center is so effective because of the work of many people. Our staff provides excellent care day in and day out, volunteers contribute their time, the Board members work to raise money for the Center's annual budget, and donors give generously so that we can continue to keep children safe and promote healthy families.

We've all heard that times are getting tougher for families with few resources in San Francisco – these are the very families that the Center exists to serve. We have our work cut out for us. Your donation – whether it be writing a check or serving as a volunteer – ensures that we can continue to provide a lifeline for our community's most vulnerable members.

Working together, we will send the right message: As a community, we care about preventing child abuse.

On behalf of everyone at the Center, thank you for your support.

Sincerely,

Lorraine Cohen and
Cathy Topham,
Co-Presidents



(Top) Co-Presidents, Cathy Topham and Lorraine Cohen;
(Bottom) Deloitte volunteers spruce up the Center in June.

SPECIAL THANKS...

Not all donations come to the Center in the form of a check. Many thanks to:

- Stuart R. Gold, Drew Hagen and the staff of InVision Communications, Elaine Lozano of Yves Saint Laurent, Lisa Holladay of Mercedes-Benz USA, Paul Touw of XOJet, Indulge Catering, Elise Wilks Floral Designs and Rough House Editorial for donating time, resources and expertise to help make our April fundraisers so successful.
- Volunteers from Deloitte's IMPACT Day for repainting the Center's interior and installing new computer memory.
- Anne Symon Interiors and Emmett McMahon, Ronan Murray, and Dermot Rice for assisting with the repainting project.
- Philanthropy by Design for donating design services and furniture.
- Bob Carrigan of Clipper Mill for 20,000 Blue Ribbon pins.
- CAPS for underwriting grocery vouchers.
- Yvonne at Neda's Flowers for discount bouquets for the Parent Drop-In center.
- Peet's Coffee and Tea for donating supplies for our offices and Parent Drop-In.
- Alison Brown for donating memberships to the Academy of Sciences.
- Caroline Volk and Suzy Pak for donating items for the Mother's Day Event.
- Starbucks for donating pastries for Parent Drop-In.
- Tami von Isakovics of MSR Communications for promoting the Winter Wonderland Fundraiser.
- Junior League of San Francisco.
- First Republic Bank and Salvatore Garanzini for donating computers.
- Barbara Torrey and Nicole Laborde for donating children's clothing and toys.
- Parent Advisory Committee members for organizing family events.
- Dan Reider for pro bono graphic work.
- Ed of G.E. Appliance Service & Repair for pro bono repair work.
- Delphine and Eric Schaible for asking friends to donate in lieu of wedding gifts.
- Miss Marty's Hair Academy & Esthetics Institute, massage therapists Dori, Louis, Kristen, Iliana and Shana, and volunteers Adrien, Nate, Steve Abrams, Erik Johnson, Jacky Bloom, Laura Graham, Leslie Davison, Jimi Gilroy, Helena Edwards, Marva Edwards, and Larry Yip for donating time and resources to the Mother's Day Event.
- Dixie Horning of UCSF Center of Excellence in Women's Health for donating new baby blankets.

News From the Child Abuse Council

By Kathy Baxter, Council Director

Safety Web

This year, the Council's Safety Web Program, funded by a grant from Hedge Funds Care, coordinated adult and child trainings at 35 schools and community centers. The program provided vital personal safety skills to about 4,500 San Francisco school-children. Mandated Reporter trainers have visited 21 schools and trained all San Francisco Unified School District personnel; over 1,200 school personnel have received Mandated Reporter trainings. Parent Seminar trainers have visited 11 sites and trained over 110 parents. The Council has a continued commitment to work with the San Francisco Unified School District on on-going trainings for children, teachers and parents.

Shaken Baby Syndrome Prevention Work Group

In May 2005 a multidisciplinary group of concerned professionals came together because of the increasing incidence of infant victims of Shaken Baby Syndrome (SBS) in San Francisco. The Work Group members are representatives from California Pacific Medical Center, Kaiser, St. Luke's, San Francisco General, the San Francisco Department of Public Health, Maternal and Child Health, Public Health Nursing, Child Health and Disability Prevention Program, WIC, Blue Cross, San Francisco Health Plan, and the Child Abuse Council. The SBS Work Group surveyed all five delivery hospitals and found that none were providing targeted Shaken Baby Syndrome prevention health education to the mothers, partners or families of newborns. The group researched prevention programs and adopted an educational intervention program piloted by Dr. Mark Dias in Buffalo. A study performed by nursing staff demonstrated that the incidence of shaken baby syndrome decreased by 50%.

The Work Group has proposed a three tiered approach: SBS prevention education for all 12,000 new parents in San Francisco hospitals; SBS prevention training for obstetrical and pediatric providers, governmental and community based agencies; and SBS prevention messages for the general public. The Council will continue working with the Work Group in finalizing educational materials that will include a multi-lingual and multi-cultural brochure that will address the issues around SBS and will list the Center's TALK Line (441-KIDS) phone number as the community resource for parents under stress.

Center for Sex Offender Management Alliance

Under a grant from the U.S. Department of Justice and the Mayor's Office of Criminal Justice, a multi-disciplinary coalition of stakeholders has been meeting to address the management of adult sex offenders in San Francisco. The Child Abuse Council is on this Alliance, which aims to improve public safety by preventing further victimization through the effective management of adult sex offenders who reside in the county. The Council is the voice for child victims and will be working at

community fairs and other venues to provide educational messages to reach parents and caretakers around Megan's Law and the protection of children.

The Drug Endangered Children's Program

In the not so distant past, the treatment of children found in drug homes was non-responsive. This inattention was hazardous to children and their welfare. Law enforcement often saw children as obstacles to their lab investigations. Child welfare would not respond to the scenes, and children were often placed with the nearest neighbor or relative without background checks or home visits. Often, it was never known if a child was going into another drug house. To address this problem the state mandated response teams and protocols to be developed in each of the fifty-eight counties. The Council is serving on this team and has co-sponsored, with law enforcement, a training for the eleven Bay Area counties to begin work on drafting our county response to this issue. The Council is helping to convene representatives from law enforcement, the district attorney's office, child welfare and medical services.



Council
Director Kathy
Baxter and Child
Safety Awareness
Program Director
Molly Jardiniiano

The TALK Line: A Lifeline for Parents and Caregivers



For more than thirty years, the TALK Line crisis and counseling telephone line has provided round-the-clock support for parents and caregivers. TALK Line staff and volunteer counselors are available 24/7 – at (415) 441-KIDS -- to answer questions, offer referrals and resources, or just lend a listening ear. Any parent who calls the Line is provided with support in the moment of crisis, which helps stressed, isolated and exhausted parents cope with challenging situations. Help doesn't end at one phone call. Counselors always offer to check-in with a follow-up call. Many callers who initially use the Line as a "one-time" service develop ongoing, positive relationships with a counselor. The Line has supported thousands of families over years of their children's growth. The Line has helped some families over generations, providing support to the children once they have grown and become parents themselves.

Though longtime program director Anita Moran and counseling lead Karen Willcox have cut back their hours in partial retirement, a strong and cohesive new team has grown under the leadership of program director Daniel Sapoznick. Trained volunteer counselors are the lifeblood of the Line. Each volunteer takes part in a rigorous screening and training program and works closely with our clinical staff, who provide supervision and support.

What's the secret to the Line's longevity? The answer may reside in this piece of Line lore: In all its years of operation, the TALK Line has gone down only once, during a break in service due to technical difficulties after the 1989 Loma Prieta earthquake. This speaks to the program's steadfastness, stellar staff and volunteers, and an unshakeable belief in the importance of listening. We're looking forward to the next 30 years.



A letter from a TALK Line client - and donor:

"Enclosed is a donation to the TALK Line made in gratitude for the help our family has received over the years.

A little over ten years ago, I called the "warm" line, 441-KIDS, for the first time. A counselor called me faithfully every week for over a year. She was my lifeline during a very difficult time with my daughter's father. After I left my marriage, I attended the single parent's group held at Waller Street. It provided a wonderful respite for me, as well as a place to explore the issues of single parenting.

Until recently, I had not used the service for about eight years. Having hit our teen stride and the challenges that come along, I am now speaking to another wonderful woman, Mary, on a weekly basis. Once again, I am finding the support I so desperately need in order to navigate the sometimes treacherous waters of parenting.

My new husband and I (and I'm sure our daughter will later) wish to express our appreciation for all we have been given to aid our family in progressing forward. We offer this contribution in the hope that other families may be given what we have."

- M.K.

(Right) Line staffers Karen, Rawna, Joyce and Daniel, in a rare moment off the phones.

San Francisco Child Abuse Prevention Center



You Can Help Us Help Children and Families

In 2005, the Center was named as a beneficiary of a very generous woman, Freda van Hoesen. Mrs. van Hoesen passed away in April 2005. Her bequest establishes a cash reserve that will serve as a fiscal safety net for the Center and ensure that our programs remain strong and responsive. Inspired by Mrs. Van Hoesen's gift, the Center is launching a donation Legacy Circle. If you would like information about including the Center in your will or living trust, please contact us.

There are other ways to give: Ask your employer about a workplace giving, matching gift, or corporate money for time program. Register at www.escrip.com and the Center will receive a donation every time you shop at Safeway, Macy's, and dozens of other local merchants (our Escrip

group number is 6095838). eBay Giving Works sellers can donate a percentage of sales to the Center; visit www.missionfish.org to find out more. Donate your car, truck or boat and the re-sale will benefit the Center. Or donate your time – we always need volunteers.

For further information or to donate online, visit www.sfcapc.org. Thank you for helping to protect children and promote healthy families!

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