This report represents Child Advocates Inc's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

**Child Advocates Inc**  
8200 Haverstick Road, Suite 240, Indianapolis, IN 46240  
317-205-3055  
www.childadvocates.net

**Mission:**  
The mission of Child Advocates is to protect the rights and well-being of abused and neglected children in order to ensure that every child has a safe and permanent home.

The content of this Charting Impact Report is the sole product and responsibility of Child Advocates Inc. This report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance's Standards for Charity Accountability. For more information on Charting Impact, visit www.guidestar.org/chartingimpact
1. What are we aiming to accomplish?

In 2014 Child Advocates updated our strategic plan outlining our plans for the next two years. Our number one goal is to ensure that each child we represent is living in a safe, permanent home when his/her case is closed. Key goals in 2014-2016 Strategic Plan: 1. Quality Improvement - Ensuring quality and consistency of services and operations. 2. Taking the lead in creating successful transitions for our youth aging out of the foster care system. 3. Increasing the visibility of our cause and financial sustainability of our organization.

2. What are our strategies for making this happen?

In order to provide quality representation to all abused children in Marion County Child Advocates plans: Intentional Staff Development - It has always been our belief that staff should continue education and training as they see the need. Intentional Staff Development will ensure consistent, development of the staff’s capabilities. Leveraging the new Case Management database system - Expansion of the use of volunteers Increase volunteer recruitment Board Development Growing relationships with individuals and corporations.

3. What are our organization's capabilities for doing this?

Since 1982, Child Advocates is the only agency in Indianapolis to hold the contract with the Marion County Juvenile Court to represent and protect the best interests of abused and/or neglected children. During that time, more than 95,000 children have been represented by Child Advocates. The model for training volunteers is certified by the National CASA Association and the Indiana Supreme Court. As one of the largest CASA program in the country, Child Advocates is a member of the Urban Initiative, comprised of the top CASAs. Members meet frequently to benchmark programs, capabilities and concepts. We are a flexible agency, capable of great change when needed. In 2014, Child Advocates was appointed to 1,000 more cases than the previous year - 6,000 vs. 5,000. To serve all the children we hired new staff and considerably increased volunteer recruitment. In addition, recognizing that African American children are disproportionately represented in the Marion County foster care system, Child Advocates has been in the forefront, nationally, in training child welfare personnel in "Undoing Racism." The agency has trained more than 1,000 people in an effort to eradicate the disproportionality and disparity in abuse and neglect cases.

4. How will we know if we're making progress?

Expanding use of volunteers - we will measure through tracking the number of active volunteers with cases, the number of volunteers/case manager and the percent of cases handled by volunteers. Independent Staff Development - we will measure by employee satisfaction surveys by the percent satisfied and by the percentage of staff with development plans for the year. Board Development - by tracking the board's accountability and transparency through a point system matrix Volunteer Recruitment - by tracking completion of activities as outlined in the Outreach Plan Leveraging New Case Management System - training employees Providing successful transitions from foster homes for youth aging out of the foster care system - the percent completing high school or GED, the number and percentage of youth living independently, number of youth in higher education or in stable employment, etc.

5. What have and haven't we accomplished so far?

Newly created Outreach position and Outreach plan will identify volunteer profiles to target the right people and ask the right
questions during preliminary interview to improve quality and retention rates. We are still in the process of creating contingency plans for senior staff. The board of directors continues to improve the diversity of board members. We will continue the Youth Advocate Program which supports youth aging out of the foster care system in finding housing, work and/or school and by establishing a strong support network.