



# Children's Wisconsin

Kids deserve the best.

## HANDBOOK FOR **PARENTS**

Children's Wisconsin is the nation's largest  
health care provider of child advocacy centers.

## What is sexual abuse?

Sexual abuse occurs when a person forces a child to have any form of sexual contact or makes a child perform sexual acts. Sexual abuse may involve touching private parts (clothed or unclothed), forced sexual acts between children or making a child view, read or participate in pornography.

Sometimes sexual abuse involves adults. Other times it involves older children abusing younger or smaller children. These acts are abusive even when the offenders say they were gentle and did not hurt the child.

Sexual abuse is overwhelming to children, especially when people they trust are involved. Children tend to believe what adults tell them is true rather than relying on their own feelings. If the abuser tells them that what is being done is OK, they may doubt their own feelings that it is not OK. This type of abuse is a violation of trust. It may make it harder for a child to trust people in the future. It often is difficult for children to report abuse because they don't want to "cause problems" or they may feel threatened. More often, they fear that telling will make people mad at them. **It is very difficult for children to report abuse.**

Reference: When Your Child Has Been Molested, by Kathryn B. Hagan

## What is physical abuse?

Physical abuse is harm or threats of harm to a child by a parent or other adult. It is not an accident.

## What is neglect?

Neglect is when a caregiver fails to provide necessary care to a child.

## What to expect at the Child Advocacy Center

When you arrive at the Child Advocacy Center, staff may meet with you to get some basic information about you and your child. Your child's likes, dislikes and other information will be discussed. During this time, your child will be asked to wait in the waiting room.

Your child may have a video-recorded interview with a Child Advocacy Center team member, a police officer or a social worker. Your child may be asked questions about the alleged maltreatment (abuse or neglect). During the child's interview, parents and/or caregivers will be asked to wait in the waiting room.

Your child may have a medical exam. A medical provider does the exam. At the end of the visit, the team will talk with you about the findings and next steps.

## Your team of professionals

Below is a list of people you may meet before, during or after your visit to the Child Advocacy Center.

**Police officer:** Police officers observe interviews, and interview children, parents and other people who saw what happened. People who are suspected to have abused or neglected your child will be investigated. Police officers will gather evidence about what happened to your child.

**Child Protective Services worker:** The Child Protective Services worker helps protect your child and observes the interview. He or she provides services and information to your family to help meet your needs. Other county social workers are assigned to work with children who are charged with crimes and the families of these children. Child Protective Services may refer you and your child to counseling.

**Forensic interviewer:** The forensic interviewer speaks with children about abuse or neglect allegations. The forensic interviewer will likely be someone who works for the Child Advocacy Center. However, a police officer or Child Protective Services worker also could interview your child, if staff is unavailable. Whoever interviews your child will have received special training to talk with children and ask questions.

The interview will be video-recorded. This limits the number of times your child has to talk about what happened. During the interview, you will be asked to stay in the waiting room.

**Medical provider:** A medical provider may evaluate your child. He or she has years of experience and special training in examining children who may have been maltreated.

**Advocate:** An advocate offers support to victims and their families, and helps with access to resources and understanding different processes. The advocate also provides valuable services to victims and their families.

**Mental health provider:** Mental health providers do assessment and follow-up that focuses on your child's emotional response to what has happened. They help teach families how to help their children heal.

**District attorney's representative:** A lawyer from the district attorney's office may observe the interview in order to determine whether charges can be filed. A representative from the Victim/Witness Program helps victims and their families through the legal process.

## The investigation

These are the basic steps of a child maltreatment investigation:

1. Someone reports suspicion of abuse or neglect to authorities.
2. The authorities respond and begin a preliminary investigation.
3. If appropriate, a video-recorded interview is done with the child at the Child Advocacy Center. A Child Advocacy Center staff member, a Child Protective Services worker or police officer may do the interview.
4. If appropriate, a medical exam is done.
5. A team of doctors, nurses, social workers, police officers and prosecutors work together to help keep the child and family safe.
6. A police officer and/or Child Protective Services worker will continue the assessment and investigation.
7. The case may be referred to criminal court or children's court. Other plans also may be made to manage the case.

## The interview

### Why does my child need a forensic interview?

What happens after a report of child abuse or neglect varies. Sometimes the chance to speak up about what happened can be a good thing for the child. However, the events after the report may be scary.

A forensic interview should allow a child to have a safe, comfortable place to talk about being harmed or hurt. Specially trained interviewers will talk to your child to get the needed information without causing more harm to your child or hurting the case. Specific details about the reported maltreatment are gathered.

A video-recorded interview will preserve your child's statement about what happened. This is very important because the legal system often moves slowly. This allows your child to move forward and begin to heal.

### What happens during a forensic interview?

Parents are asked to stay in the waiting room while their children are interviewed. Staff believes that more accurate information can be gathered if parents are not in the room. If you are there, your child may be unwilling to tell important details because they want to spare you from hearing them.

This is what happens during the forensic interview:

- Your child will be taken to the interview room with the interviewer.
- The interviewer will take the time to make sure your child is comfortable without you.
- Your child will be told that the interview is being recorded. He or she also will be told if there are additional team members observing from another room.
- Your child will be given time to become comfortable with the interviewer. Then, your child will be asked very general questions about why he or she came to the Child Advocacy Center.
- Based on your child's responses, the interviewer will ask more questions that allow your child to describe what he or she experienced.

Your child will join you in the waiting room after the interview.

### How should I react to my child after the interview?

Your child may ask questions or talk about the interview after you leave the center. Here are some things you can say that will help your child:

- *"I believe you."*
- *"I know it's not your fault."*
- *"I'm glad I know about it."*
- *"I'm sorry this happened to you."*
- *"I'm not sure what will happen next."*
- *"Nothing about you made this happen."*
- *"It has happened to other children, too."*
- *"I am upset, but not with you."*
- *"I'm sad. You may see me cry. That's all right. I will be able to take care of you."*
- *"I'm not mad at you."*
- *"I don't know why he or she did it. He or she has a problem."*
- *"You still can love someone but hate what he or she did to you."*

**Be careful not to question your child about the interview or maltreatment.** If you do, you can jeopardize the case in court against the person suspected of the abuse or neglect. Here are some things to keep in mind after you leave the center:

- If your child wants to talk about it, just listen. Do not probe.
- Try to return to a normal routine as soon as possible.
- Keep your child away from the alleged offender. This is to protect you, your child and the suspect.
- Avoid talking about the case with other victims or their families.
- Provide your child with an extra sense of physical security. Stay close, and assure your child you will keep him or her safe.
- Do not tell your child that it is all done when the interview is over. It is possible that your child will be interviewed again or asked to talk in court. The professionals involved in your child's case can help you talk with your child about going to court if needed.

The staff at the Child Advocacy Center is available to help you with any questions and/or concerns you may have.

### **The medical evaluation**

Just as doctors talk to patients when they are sick, a medical professional will talk to your child about his or her medical history and any concerns or worries. A physical exam is done in a gentle manner. It is done by a medical professional who has special training and experience examining children for possible abuse or neglect.

The exam for physical and sexual abuse or neglect begins as a regular head-to-toe checkup. If sexual abuse is suspected, a more thorough exam may be needed. If you have questions about what happens during this exam, ask anyone on your team.

**Most children who have been sexually abused, even with a history of penetration, have normal exams.** The team does not rely on the exam alone to determine if abuse happened. The reason your child has this type of exam is that it helps the child know he or she is OK.

Doctors and nurses who specialize in this field understand that many children and teens have worries about the results of abuse to their bodies, even if they can't talk about them. The medical provider will take the time to discuss this with them, which often can be the first step in healing.

Some families want their children to be examined by their family doctor. Most pediatricians and family practitioners send their patients to a center with the expertise of the Child Advocacy Center. This field of medicine is a real specialty.

### **Common signs sometimes shown by maltreated children**

Children may show some of the signs listed on the next page as a result of abuse, stress or trauma. Not all children show these signs. It does not mean that a child showing these signs has been a victim of maltreatment. Since abuse and neglect can be traumatic, it is important to recognize major changes in your child's behaviors, moods and actions.

All children experience stress, trauma and abuse uniquely, and children have many different reactions to trauma and stress. Some children may exhibit unusual behaviors, but some will not. Please talk to your team of professionals about behaviors you are concerned about in your child.

### **How to respond to your child**

The Child Advocacy Center and other community agencies offer services to help children who may have been abused or neglected. Children react differently depending on age, extent of maltreatment, support from others and how they are related to the person suspected of harming them.

If you do everything you can to support your child, the chances of healing are greater. You may feel torn between loyalty to your child and loyalty to the person suspected of abusing or neglecting him or her. There are services to help you sort it out. Ask your Child Protective Services social worker for help.

The following are reactions your child may have and things you can do to respond to the reactions. All of them are normal and understandable reactions to abuse, stress or trauma. These are some general responses. A therapist can help you deal with these behaviors more specifically.

This all may seem overwhelming right now, but your team members are here to support you. Call a Child Advocacy Center staff member with any questions or for further assistance at any time.

Child's reaction	What you can do to help
<p><b>Fear</b> A child may not want to separate from you and may need constant support.</p>	<p>Reassure the child that he or she is safe now.</p>
<p><b>Embarrassment/guilt</b> A child may be embarrassed to talk about what happened. Older children and boys often feel a sense of guilt.</p>	<p>Tell the child that the abuse is not his or her fault and he or she is not responsible for what happened.</p>
<p><b>Anxiety/loss of control</b> A child may feel out of control or vulnerable. He or she may develop a low self-image of him or herself.</p>	<p>Create situations in which the child feels in control and empowered. Keep a schedule of normal household routines and rules.</p>
<p><b>Withdrawal</b> A child may stop talking. Remembering things may be hard. It may be hard to talk about what happened. He or she may start bed-wetting, thumb sucking or lose toilet training.</p>	<p>Help the child feel secure and in control. Explain the purpose of the legal investigation, the medical exam and treatment in an age-appropriate manner.</p>
<p><b>Difficulty sleeping or taking part in other routine daily activities</b> A child may not want to sleep alone, may have nightmares, disrupted eating habits (hoarding food or reluctant to eat), stomachache or headache. He or she may not want to go to school.</p>	<p>Allow the child to talk about his or her fears. Show understanding about physical complaints. Reassure the child that he or she is safe.</p>
<p>Provide safety, love and support. Let children know it is OK to cry or be mad. Make sure your child understands it is not his or her fault. Don't make your child talk about things. This could seriously damage the case.</p>	

## How parents sometimes feel when maltreatment has been reported

When abuse or neglect has been reported, parents sometimes feel as if they are on a roller coaster of emotions. This is normal. The report can affect your life in many ways, and it takes time to adjust. You may experience some of these thoughts and feelings as you cope with what happened to your child:

### Denial

Your first reaction may be not to believe or accept that your child has been abused or neglected. Or, you may believe it happened, but that no real harm was done. Parents often deny maltreatment because it is too overwhelming. It is very hard to accept that abuse or neglect occurred. There will be aftereffects for both the parent and child. For some people, it takes time to face it.

### Anger

At times, you may feel angry with yourself for not protecting your child. You may feel angry with the person suspected of abusing or neglecting your child for what was done. You may feel angry with your child. Be honest about your feelings and share them with a trusted adult, counselor or support group.

### Helplessness

You probably do not know what to expect, and you feel that things are out of your control. Some parents fear that their children will be taken away. Try to learn about how cases go through the legal system.

### Lack of assertiveness

You may feel small and think there is nothing you can do to help the situation get better. The Child Advocacy Center staff members will help you learn what you can do to heal and help your child.

### **Shock, numbness, repulsion**

You may have memories of being abused or neglected as a child, which may lead to feelings of shock, numbness and repulsion as it relates to your child's situation. If so, you may need to seek therapy for yourself to recover from what happened to you.

### **Guilt, self-blame**

You may feel like what happened is your fault. Remember that the alleged offender is responsible for the abuse or neglect – not you. The best thing you can do now is support your child. Learn all you can about how to make things better. Reading this handbook is a good first step.

### **Hurt and betrayal**

It is normal to feel hurt. You also may have lost a spouse or partner if that person is suspected of the maltreatment. You also may have lost friends. It is very important to take the time to grieve these losses.

### **Sexual inadequacy**

Some women believe the offender abused a child because their relations with him were not adequate. This has not been shown to be a reason that abusers harm children.

### **Concern for money**

You may be worried about finances because of lost income. There are programs that may be able to help you. Don't be afraid to talk to the people who gave you this book about what help may be there for you.

### **Fear of violence**

You may fear the offender will try to harm you or your children. If so, there are resources, such as domestic violence shelters, with professionals who can help. If this is a concern, please talk to the people who gave you this book.

### **Fear of drug or alcohol abuse**

You may be afraid that you or the alleged offender will abuse drugs or alcohol because of the stress, or that one of you may have a relapse to an old addiction. If you need help, find a recovery center or ask for help to find one.

It helps to talk to a good friend or counselor about your feelings rather than your child. Evidence shows that **the single most important factor affecting a child's recovery is the level of support from the parents or caregivers.**

**You know your child best.** You may see changes in your child's behavior, such as their eating and sleeping habits. Some children may have a difficult time concentrating in school. These are all common responses to maltreatment.

### **When should I ask for help from a mental health provider?**

Therapists with special training can help your child begin the healing process. Most children who have behavior and mood changes following abuse or neglect can benefit from some form of therapy. The type and length of treatment will be based on the child's needs.

Recovery is a process. Some children/teens will heal quickly. Other children recover more slowly. Some families get better with time and the support of others alone. For families having ongoing difficulties meeting their children's needs, trauma-focused treatment from a mental health provider is available to help your family heal. Not getting needed help can have long-lasting consequences but beginning treatment can have positive results.

### **What kind of mental health provider do we need?**

Many families talk about their concerns with a primary care provider, such as a pediatrician or family doctor. You may also seek help from a school counselor or a clergy member. If you feel that you would like additional support, ask for a referral to a mental health professional. Child Advocacy Center staff can provide resources for mental health providers and other helpful services for you and your family.

### **What can my family expect from therapy?**

There are many forms of therapy, which may include individual, group or family sessions. Remember that the goal of treatment is to help your child to cope with difficult emotions and thoughts and to put into use more helpful ways of thinking and coping. Because trauma can interrupt a child's normal development, therapy helps in reducing this impact and ongoing symptoms. Therapy can offer your child support and skills to return to age-appropriate activities. Your child's therapist will ask for your participation, because the single most important factor affecting a child's recovery is the level of support from parents or caregivers.

For more information, visit the National Child Traumatic Stress Network (NCTSN) at [www.NCTSN.org](http://www.NCTSN.org).



## Working with the legal system

The legal system protects children by holding offenders accountable. The more facts and cooperation you give to the team, the better job they can do on your child's case.

Here are some basic tips for working with professionals in the legal system:

- **Avoid talking about the abuse in your child's presence.**
- **Be calm and reassuring to your child.** Don't tell your child what to say. It is important that the information comes out in your child's own words and in your child's own time.
- **When you are asked for information, try to give as many facts as you can.** Don't try to guess if you don't know the answer to a question – it is better to say you don't know.
- **Always be honest, even though the truth may not seem favorable to you or to others.** In the long run, you will be much better off.
- **Love, support and protect your child.** Avoid asking your child about the abuse or neglect. If the alleged offender is a significant person to you, it can be very difficult to balance your feelings for him or her with the need to protect your child. Remember that your child only has you to make healthy, protective decisions for him or her.
- **Cooperate.** You may feel the team at the Child Advocacy Center is prying into your personal life. It is necessary and vital to the case and to your child's welfare that we receive this information. The sooner the facts come out, the sooner the case can be resolved, and you can return to a more normal life.
- **You may feel the team does not care because they avoid showing emotions.** In fact, the team does care, and part of the caring involves remaining objective and calm in the face of extremely emotional situations.
- **If you have questions, ask them.** Many things will be happening at once, and a lot of information will be presented to you. Feel free to stop any of the team members and ask them questions about anything you don't understand. If you think of other questions after your appointment, call the Child Advocacy Center.

## Limitations of the legal system

The well-being of your child should be your top priority. Don't lose yourself in the legal system, because it is only one step in the process. It is not essential to your child's recovery. **The best advice is to enter the legal system without expectations, because the more you expect from it, the harder the experience is likely to be.** Celebrate when the legal process is over. No matter what the outcome is, tell the child it is over. You and your child did your best, told the truth, worked hard and put in a lot of time.

## How to tell your child about the outcome

It is best to be honest and direct with your child. How you talk about the outcome depends on your child's age and what he or she can understand. The most important thing is to let your child know that you are proud of him or her.

When the case is complete, you may feel let down or have a period of sadness. If your child hears you express this, he or she may think you are disappointed in him or her. Instead, find a supportive person with whom you can share your feelings and frustration.

Remember that you have done your best in trying to prevent further maltreatment and hold the offender responsible for what he or she did. Even if the case was dropped, this is a major accomplishment.

Sometimes, even though everyone does their job really well, there may not be enough evidence to prosecute the offender. Here are some things to say to your child in that situation:

- *"Just because they didn't find \_\_\_\_\_ guilty, that doesn't mean they didn't believe you. It's just that they have to follow the court's rules."*
- *"You may be wondering how someone can do something wrong or against the law and not be punished. It doesn't make sense to me either."*
- *"It doesn't matter what the court process did. What matters is that you did what you needed to – you told."*
- *"You are safe. You have been very brave."*

## What to say to others

One challenge your family will have to face will be what to say to others about the abuse or neglect. Your child may feel embarrassed or responsible for what happened. If there is no publicity or public awareness, you can decide whom you will tell. Let your child know which relatives or friends you will talk to. Allow your child to have some choice about who is told.

Sometimes an extended family member is the first person to learn of the maltreatment. You may feel hurt that someone knew before you. However, understand that your child may have been trying to protect your feelings by telling someone else. Your child may have felt that the person could tell you in a less upsetting way than he or she could.

If you are especially close with your family, you may want to talk with them about what happened and how it has affected them. It is important to keep in mind how these relatives usually react to stress. Their reactions may include hysteria, horror, rejection, sincere concern, embarrassment, disgust, disinterest or more questioning for intimate details. These reactions may be even stronger if the offender is a family member. If you know they will react in a negative way, you may not want to share the information with them unless it becomes necessary. It is important to keep your child's sense of privacy.

### **Comments you can expect from others about the abuse**

- *"What exactly did he or she do to your child?"*
- *"Are you sure your child didn't make it up?"*
- *"Why didn't you know it was happening?"*
- *"If it were my child, I'd just move away."*
- *"Your poor child must be feeling really guilty."*

Remember that you don't owe anyone an explanation. *"I'd rather not talk about it"* is a good response. Or simply say, *"It has been a very difficult time for all of us. I appreciate your concern."* Or it may be easier to just nod as an acknowledgment of what someone says.

Keep in mind that most people don't know much about sexual abuse. For example, in response to comments about your child feeling guilty, you could say that children always feel guilt in these cases until they're assured that they are not responsible for what happened. As a parent, you also might be experiencing some guilt. You may feel defensive. In that case, a good response is, *"Parents do their best, but we're only human."*

Adults are the people most likely to say something to your child. You may want to tell your child that if someone says, *"I'm sorry about what happened to you,"* they should respond with a simple, *"Thank you."* Let your child know that he or she doesn't have to respond to any comments or questions. He or she could say, *"My parents told me not to talk about it right now."* If other children comment or tease, your child might say, *"It could happen to anyone, including you."*

Reference: When Your Child Has Been Molested, by Kathryn B. Hagan

### **Taking care of yourself**

You are going through a very difficult time. You probably feel pressure from many directions. Although you are trying to take care of a lot of people, you also need to take care of yourself. Your well-being is very important. You need to find time to do something just for you – and plan to do it regularly. This may be difficult, but it is in your best interest and your child's best interest.

Scheduling your own time and space will help you gain or regain a sense of your own identity. Take time to take care of yourself.

Find help for yourself. You do not have to handle this alone. It is important that you take care of yourself so you can do the best job taking care of and supporting your child. See that your child receives therapy as soon as possible. Although this happened to your child, it also happened to your family. It is important that all members of the family are taken care of as part of the healing process.

### **Billing and payment for a Child Advocacy Center visit**

Patients who see a medical provider will be billed through their medical insurance. If the family does not have insurance, or if the insurance company does not pay all of the bill, there are other ways to manage the bill. Team members will discuss this with you during the visit. For more information, call Children's Wisconsin at (888) 449-4998.



# LOCATIONS

## **Chippewa Valley Child Advocacy Center**

2004 Highland Ave., Suite M  
Eau Claire, WI 54701  
(715) 835-5915

### **Directions**

From US Business Hwy. 53, turn west on Highland Avenue. The Child Advocacy Center is located inside the Regis Court II Professional Building, which is on the north (right) side of Highland Avenue. Go to Suite M on the lower level. Handicap parking is available on the side of the building and a ground-level entrance is at the rear.

### **Important telephone numbers**

Children's Wisconsin Child and Family Counseling Program: (715) 835-5915  
Eau Claire County Victim Services Program: (715) 839-4795  
Family Support Center Sexual Assault Outreach Program: (715) 830-0188

## **Fox Valley Child Advocacy Center**

325 N. Commercial St., Suite 400  
Neenah, WI 54956  
(920) 969-7930

### **Directions**

From US Highway 41, exit right on to Winneconne Avenue. Continue on Winneconne Avenue and turn left on Commercial Street. The Child Advocacy Center is located in the Concorde Building, on the right side of Commercial Street.

### **Important telephone numbers**

Christine Ann Center (Winnebago County): (920) 235-5998  
Harbor House (Outagamie and Calumet counties): (920) 832-1666  
Reach Counseling Services (Winnebago County): (920) 722-8150 or (920) 426-1460  
Sexual Assault Crisis Center (Outagamie and Calumet counties): (920) 733-8119

## **Kenosha County Child Advocacy Center**

6809 122nd Avenue, 2nd Floor  
Kenosha, WI 53142

### **Directions**

The Kenosha County Child Advocacy Center is located right off of I-94 at Highway 50 and is on the 2nd floor of the Children's Wisconsin Kenosha Clinic building.

### **Important telephone numbers**

Kenosha County Division of Children and Family Services: (262) 605-6582  
Juvenile crisis (after hours and weekends): (262) 657-7188  
Kenosha County District Attorney's Office Victim & Witness Assistance Program: (262) 653-2400  
Legal Action of Wisconsin: (800) 242-5840  
Women and Children's Horizons Crisis Line: (800) 835-3503 or (262) 652-9900

## **Milwaukee Child Advocacy Center**

Family Peace Center  
619 W. Walnut St.  
Milwaukee, WI 53212  
(414) 277-8980

### **Directions**

The Milwaukee Child Advocacy Center is located in the Family Peace Center on Walnut Street, between 6th Street and 7th Street, in downtown Milwaukee.

### **Important telephone numbers**

DCF - Division of Milwaukee Child Protective Services: (414) 220-SAFE  
Children's Wisconsin Psychiatry and Behavioral Health services: (414) 266-2932  
Milwaukee Police Department Sensitive Crimes Division: (414) 935-7401  
Sojourner: (414) 933-2722

## **North Central Wisconsin Child Advocacy Center**

705 S. 24th Ave., Suite 400  
Wausau, WI 54401  
(715) 848-8600

### **Directions**

From the north: Take Hwy. 51/I-39 south to exit 192. Turn right onto Hwy. 52. Turn right onto 28th Ave., then left on Stewart Ave., and right on 24th Ave. From the south: Take Hwy. 51/I-39 north to exit 191B for Sherman Street and merge onto 24th Ave. From the east: Take Hwy. 29 west to Hwy. 51/I-39 north. Take exit 191B for Sherman Street and merge onto 24th Ave. From the west: Take Hwy. 29 east, which becomes Hwy. 52. Turn right onto 28th Ave., then left on Stewart Ave., then right on 24th Ave.

### **Important telephone numbers**

Marathon County Victim/Witness Program: (715) 261-1111  
Marshfield Clinic - Wausau Center Child Abuse/Neglect Clinic: (715) 847-3140  
The Women's Community, Inc.: (715) 842-7323

## **Racine County Child Advocacy Center**

8800 Washington Ave., Suite 200  
Mount Pleasant, WI 53406  
(262) 898-7970

### **Directions**

The Racine County Child Advocacy Center is located on the frontage road along Washington Street/Hwy. 20. The entrance and parking are located in the back of the building.

### **Important telephone numbers**

Racine County Human Service Department: (262) 638-7720 or (800) 924-5137  
Racine County District Attorney's Office Victim & Witness Assistance Program: (262) 636-3858  
Legal Action of Wisconsin: (800) 242-5840  
Sexual Assault Services (SAS): (262) 619-1634 Crisis Line (24 hours): (262) 637-SAFE  
Women's Resource Center: (262) 763-8600 (Burlington) (262) 633-3233 (Racine)  
For other resources in Racine County, dial 211.

## **Walworth County Child Advocacy Center**

W4063 Highway NN  
Elkhorn, WI 53121  
(262) 741-1440

### **Directions**

We are located at the Walworth County Complex, one mile east of Elkhorn on Hwy. NN, across from the Walworth County Sheriff's Department.

### **Important telephone numbers**

New Beginnings APFV: (262) 723-4653  
Tree House Child and Family Center: (262) 741-1449  
Walworth County Department of Human Services: (262) 741-3200  
Walworth County Sheriff's Department: (262) 741-4400

If you believe you have been treated differently because of race, color, national origin, religion, sexual orientation, disability or age, you may file a discrimination complaint with the following agencies:

### **Wisconsin Department of Justice Office of Crime Victim Services**

P.O. Box 7951  
Madison, WI 53707-7951

### **Wisconsin Department of Justice Contract Compliance Officer**

P.O. Box 7857  
Madison, WI 53707-7857

### **Office for Civil Rights Office of Justice Programs**

U.S. Department of Justice  
810 7th Street, NW  
Washington, DC 20531



Kids deserve the best.