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NEWS RELEASE

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Aviva Health Begins Providing Child Advocacy Services in Douglas County

ROSEBURG, Ore. – Aviva Health has begun providing child advocacy services in Douglas County, effective immediately, to ensure children and families continue to receive critical, trauma-informed care following the suspension of services at Douglas C.A.R.E.S. earlier this month.

“Aviva Health has always been a great community partner, Roseburg Police Chief Gary Klopfenstein says. “Local law enforcement is extremely grateful to Aviva for stepping in to fill the vital service gap caused by the closure of C.A.R.E.S. We are excited to work with Aviva in this capacity and have a tremendous level of confidence in their ability to provide this much needed service.”

Since Douglas C.A.R.E.S. shuttered operations Jan. 1, the Oregon Department of Human Services (ODHS), local law enforcement and other agencies have worked diligently to maintain continuity for children and families involved in abuse investigations, ensuring reports continued to be received, assessed and investigated while preserving the integrity of the overall response system.

“When Douglas C.A.R.E.S. closed its doors unexpectedly, our community was forced with a serious gap in services for some of our most vulnerable population: our children,” Sheriff John Hanlin says. “Protecting children from abuse is a paramount priority in Douglas County. Ensuring our children do not lose access to advocacy, forensic interviews and specialized medical care required law enforcement and community partners who were willing to step forward quickly and work together to find a solution. I am deeply thankful to Aviva Health for stepping forward while recognizing this work builds community trust and helps families heal, even amidst difficult circumstances. The willingness of Aviva Health to collaborate with law enforcement, Child Protective Services and other partners reflects a true community-based solution, one that keeps children at the center and ensures this critical work continues without interruption.”

Aviva Health is now providing specialized child advocacy center (CAC) services, including forensic medical exams and interviews delivered by trained professionals in a child-centered environment designed to support safety, privacy and healing.

The mandatory reporting process for suspected child abuse does not change with the transition of child advocacy services to Aviva Health. Members of the public who suspect abuse should continue to report concerns to local law enforcement or the ODHS Child Welfare.

Mandatory reporters are required by law to make reports directly to ODHS or law enforcement and should not contact Aviva Health to initiate an investigation. Referrals for forensic interviews and medical exams are made exclusively through law enforcement and ODHS as part of the coordinated, multidisciplinary response.

Aviva Health does not accept walk-in requests for child advocacy services and provides care only after an official referral to ensure investigations are conducted appropriately and children are protected from further harm.

CAC services represent one component of a broader, multidisciplinary response to child abuse. That response begins when concerns are reported and assessed and continues through investigation, medical evaluation, prosecution, and ongoing support. Child Protective Services, law enforcement, medical providers, prosecutors, and the courts each play distinct and essential roles throughout this process, with coordination among agencies critical to minimizing trauma and ensuring accountability.

“CACs play a vital role in protecting children by ensuring consistent care, coordinating services and providing child-focused support during critical times,” says Lindsey Stanton, ODHS program manager. “The Oregon Department of Human Services Child Welfare works with other agencies, law enforcement and CACs to help ensure concerns are thoroughly assessed and families are connected to services to reduce trauma to help children through the healing process.”

Aviva Health’s role within this system focuses on the delivery of forensic medical exams and forensic interviews, conducted in close coordination with partner agencies responsible for investigation, protection and justice. To support this work, Aviva Health has hired two specialized professionals, one to conduct forensic medical exams and one to conduct forensic interviews. Services are being provided at Aviva Health’s downtown Roseburg facility, located at 1128 SE Stephens Street.

While the site has historically supported administrative functions, Aviva Health rapidly reconfigured the space to meet the specialized needs of children and families requiring child advocacy services. The adapted environment supports trauma-informed care while ensuring privacy, safety and appropriate coordination among partner agencies.

Aviva Health is coordinating closely with Child Protective Services, local law enforcement, CHI Mercy Health Mercy Medical Center, Umpqua Health, the state Child Advocacy Center Authority, previous Douglas C.A.R.E.S. employees, a past program director for an Oregon coast CAC, and other community partners to support a coordinated, trauma-informed response for children and families in Douglas County.

“The safety and well-being of children is a shared community responsibility, and continuity of these services is critical,” Aviva Health Board of Directors Chair Nick Jones says. “As a board-governed organization, Aviva Health will provide the stability and oversight needed to ensure child advocacy services remain available in Douglas County. We are committed to working closely with law enforcement, Child Protective Services and community partners to uphold the highest standards of professional care, ensuring every child has a reliable path toward healing and justice.”

According to Aviva Health Chief Executive Officer KC Bolton, the purpose of these collective efforts is singular.

"Our kids need and deserve a system that protects them if they get abused," Bolton says. "The CAC is just one piece of that system, and the work requires close coordination across agencies, a shared passion to shelter them from harm and wraparound services to address their needs moving forward. We are proud and humbled to join the rest of the organizations that are part of the whole response to suspected child abuse."

Additional updates will be provided as services continue to evolve.

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