

CLIENT JOURNEY



1

An Outcry or a Report of Abuse

Every child abuse case reported in Dallas County to CPS or law enforcement is also read by DCAC. This ensures that no child falls through the cracks.



2

MDT Case Coordination

DCAC coordinates a multi-disciplinary team (MDT) approach by facilitating a comprehensive, coordinated approach that not only results in more successful investigation and prosecution outcomes, but also provides a better and less traumatic response to the child victims and their families.



3

Forensic Interview

A DCAC Forensic Interviewer will conduct a specialized investigative interview to gather information in a neutral, non-leading, developmentally sensitive, and legal defensible manner. Investigators from law enforcement and DFPS observe the interview which is recorded and then submitted to the DA's office as evidence.



4

Family Advocates

As a case goes through the investigation, prosecution and healing process, FAs help the family understand the process, learn about their rights and successfully access resources that will help their family during crisis. This support is provided throughout the life of the case.



5

Therapy & Graduation

Our Clinical Services team consists of masters and doctoral level therapists and clinical social workers who provide evidence-based, trauma-informed therapy. Because the trauma of abuse affects the whole family, our services are provided at no cost to each child and their non-offending family members. Therapy starts as soon as possible and typically lasts three months; there is no time-limit on therapy services and a child and their family members can receive services as long as necessary. DCAC Staff and Partners celebrate a client's graduation from therapy programs.



6

Court & Long-Term Case Management

Should the case go to court, our staff serve as expert witnesses and help prepare the family for court. After the trial, a Long-Term Case Manager continues to follow-up to ensure ongoing safety is in place. DCAC clients can return for services at any time at no cost.