



Children's Advocacy Center
for Osceola County, Inc.

Parent Resource Handbook





Children's Advocacy Center
for Osceola County, Inc.

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Kissimmee, FL 34744

Phone: 407-518-6936
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www.osceolakids.com

CONTACT NAMES AND NUMBERS

Child Advocate: _____

Phone: _____

Case Coordinator: _____

Phone: _____

Law Enforcement: _____

Phone: _____

DCF Protective Investigator: _____

Phone: _____

Therapist: _____

Phone: _____

Prosecuting Attorney: _____

Phone: _____

Victim Witness Counselor: _____

Phone: _____



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Dear Parent or Caregiver,

Welcome to the Children's Advocacy Center (CAC) for Osceola County. You are coming here for services because your child may have been sexually or physically abused. We know that this is a confusing and difficult time for your family. We are here to help your child and you navigate the investigative and healing process.

Here at the CAC, we put you and your child first. This handbook is designed to help you understand what we can do for your family, what resources are available, and what your next steps are. We know you might be feeling a lot of different emotions, and you probably have many questions. We'll do our best to answer some of those questions in this handbook.

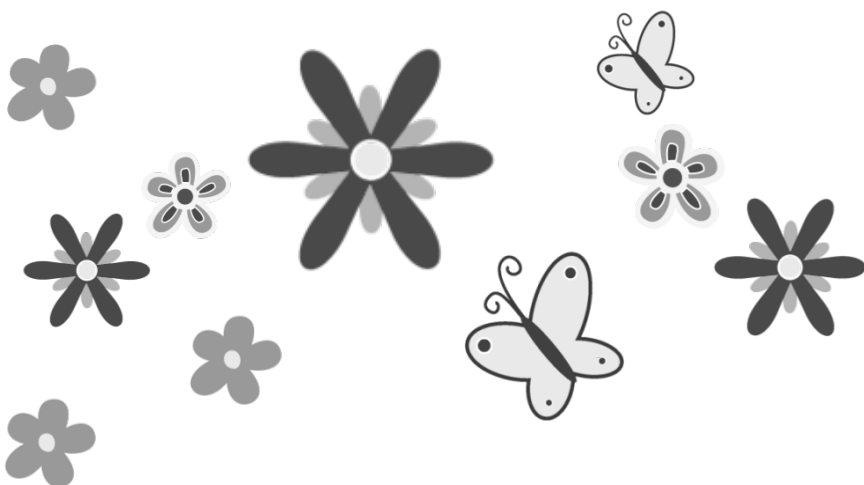
Read this handbook before your child's first visit with us if you can. That way, you'll know some of what you can expect, and we can answer some of the questions you have right away. Remember, you are the most important person to your child. His or her full recovery depends on your support.

On the inside cover of this handbook is a place for you to fill in contact information for your Child Advocate, who you will meet on your first visit. We've included reference pages and blank pages for notes in the back of the handbook. You won't find the answers to all of your questions here, but we hope that this gives you a little guidance right now.

Dealing with this kind of trauma situation is probably something you've never thought about before. It can seem overwhelming. The first thing to realize is that with support, your child and your family can work through this.

Tell your child it wasn't his or her fault, and that even if you do not know right now what is going to happen, you will be with them every step of the way. Your child does not need you to have a perfect answer for every question. They just want to know you believe them and that you will try your hardest to make them feel better about what happened.

Finally, know that you can turn to the people at the Children's Advocacy Center for support and guidance. We specialize in helping families like yours. If you have any questions not covered here, please ask your Child Advocate or call us directly at (407) 518-6936.



THE TEAM AT THE CHILDREN'S ADVOCACY CENTER

Now that you have scheduled your first appointment, we want to share with you a little more about what a Children's Advocacy Center does.

The goal of the Children's Advocacy Center is to help families through the aftermath of abuse discovery. We do this in part by bringing together all the components of the investigative and healing process: investigators, medical staff, child advocates, interviewers, therapists and court representatives all meet at our building. Here are some of the services we as a team provide:

Forensic interviews

Medical exams

Crisis intervention

Counseling

Parent support

Child and family advocacy

Case tracking

Education and child abuse prevention workshops

Team case review

All of these services are offered in one place, so your child does not have to go through multiple interviews at different locations and different times. Your child may have to tell his or her story again for court purposes later, but by bringing together everyone at the same time and place, we reduce the total number of times he or she must give an interview during an investigation.

The CAC works with a few different agencies in order to best serve the families who come to us. In Osceola County and in the rest of the state of Florida, the CACs work with Child Protection Teams, or CPTs. These are independent teams that provide resources and expertise in the areas of child abuse and neglect. They are our Case Coordinators who manage your child's case and the medical staff who provide assessments and guidance. At the Osceola County Children's Advocacy Center, we work in close partnership with our CPT.

Along with the Child Protection Team, the Osceola County Children's Advocacy Center works with local law enforcement and the Department of Children and Families (DCF) to make case decisions. We also partner with The Healing Tree for crisis counseling, individual and group therapy, and mental health assessments. Please remember that you are an important partner on your child's team.

You will talk with several different people over the course of the investigation and healing process.

You probably have already met some of these professionals:

The Law Enforcement Officer comes typically from a city or town Police Department or the Osceola County Sheriff's Office. A detective usually handles these cases. These detectives interview the involved parties (like non-offending caregivers, witnesses, and suspects) and gather evidence from the alleged crime scene.

The CPT Case Coordinator will work with law enforcement and DCF Protective Investigators to arrange medical exams and interviews.

The Child Advocate assists the child and family in navigating the investigative and child protection systems. Your advocate will help you obtain services to better help your family get through this difficult time.

The Medical Staff who work with us have several years' experience working with children. Besides the doctor and the nurse practitioner, the CPT Case Coordinator will be in the exam room to help put your child more at ease. A parent or caregiver may also accompany the child at the child's request.

The Therapists are on the team to help decide what can be done to assist your child and family in healing. They help the team make decisions about how to make your child feel safe enough to tell his or her story.

WHEN YOU ARRIVE AT THE CAC

Services at the CAC start with an initial assessment, or intake. Almost all of our services take place at our physical offices in Kissimmee. Not all initial intakes will happen like we describe below, but most do, so this will give you a sense of what you can expect on the day of the intake.

When you arrive at the CAC, you and your child will first sign in with the receptionist. You will then be escorted to the second floor, where you'll be met by your Child Advocate. You will also see the investigating law enforcement officer and DCF Protective Investigator. The law enforcement officer will be a detective in plain clothes, not a uniformed officer. The Case Coordinator will be there as well.

When the team meets, they will talk about what will happen at the center and ask questions related to why they are at the center or how it came to be that the authorities became involved. The team may ask a lot of personal questions. Try your best to answer them, but don't be afraid to say that you do not know an answer. It's important to answer the questions even if you do not understand why they might be important. The questions are not meant to make you feel bad or defensive; the more answers you can give, the more complete the investigation will be, which helps us figure out the best way to help your child.

In a sexual abuse case, your child may be interviewed in a separate room by the Case Coordinator. This interview is between the child and the Case Coordinator, who is a trained interviewer. Caregivers do not accompany their child during this interview and will have an opportunity to talk to an investigator after the interview.

After the interview, the child may receive a medical exam. This exam is much different than a similar one for adults. Medical providers will talk to you and your child about what will happen during the exam and what kind of equipment may be used. The child can choose to have a caregiver present during the exam. A CPT team member will be present during the exam to assist the doctor and/or nurse.

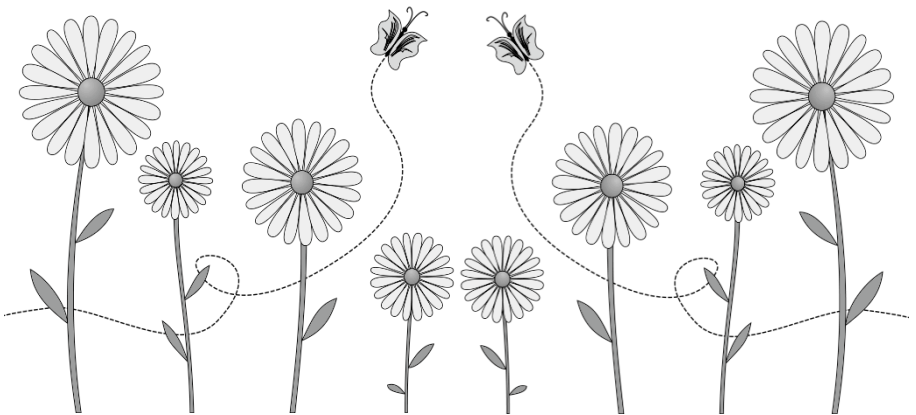
After the medical exam (if one is conducted), the child will return to one of the child-friendly spaces while the caregiver meets with investigators to discuss next steps. If your child is older, he or she may take part in some of this discussion.

While your child is being interviewed, you will talk with your Child Advocate, who is the designated support person for you throughout this process. You will complete some intake paperwork and discuss offered services. You will also have an opportunity to talk about what happens next and ask any questions you may have. You might also use this opportunity to start developing a safety plan for your family and address any concerns

relating to your child, the case, and/or resources available to your family.

Your Child Advocate will provide you with a packet of information detailing much of what you discussed with him or her. We suggest keeping this handbook with that packet.

You are encouraged to be open and ask any questions you have. We know this is a new and sometimes overwhelming experience for you. Your Child Advocate will give you contact information for the office, so even if you think of more questions after you have left, you can call and speak to the advocate directly.



SUPPORTING YOUR CHILD

The number one factor that determines a child's response to treatment is the level of belief and support from adults. Let your child know it is okay to feel mad or cry. Help them understand that what happened to them was not their fault.

Don't pressure your child to talk about what happened. If they want to talk to you about it, listen calmly and give reassurance, but do not press for details or coach them in any way. Doing so can upset the child and it may hurt your legal case.

Some things you can say to your child:

- I believe you.
- I'm sorry this happened to you.
- It's not your fault.
- I'm glad you told.
- I'm angry/upset/mad, but not with you.
- I'm sad/confused/mad too, but I will take care of you.
- I don't know why this happened to you.
- I'm not sure what will happen next, but I will always support you.
- Nothing you did made this happen to you.

Children are just as unique as any adult. They will all react differently to abuse because of age, kind or

extent of abuse, support of family, and many other factors. Your child will have the best chance at healing if you do everything you can to support them. If you're struggling with this because of mixed feelings you might have, ask your Child Advocate or another member of your team to help get services or support.

Although a therapist will be able to help you deal with specific reactions, here are some common responses to abuse seen in children:

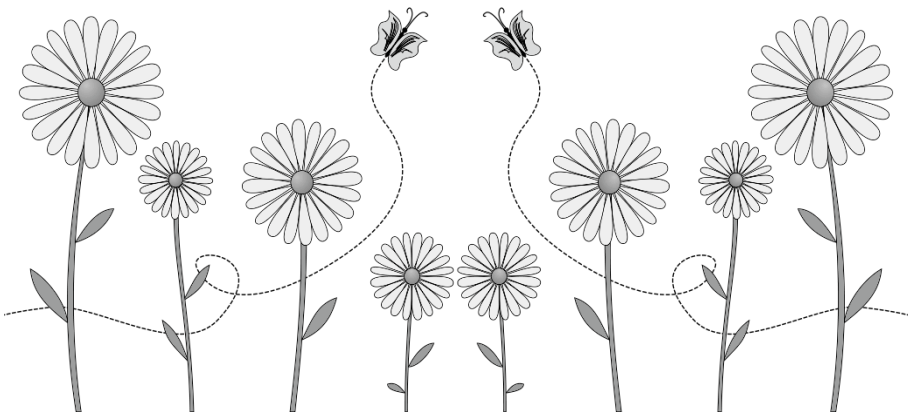
Fear: Your child may be reluctant to be separated from you and may seek constant reassurance. Reassure your child that he or she is safe now.

Embarrassment: Children can often feel embarrassed about what happened, especially after talking about it. Older children may feel guilty that they did not tell sooner. Remind your child that nothing they did made this happen to them, and that you are proud of them for telling, no matter when they did.

Anxiety/low self-esteem: Vulnerability is a common general response. Your child may feel like he or she has lost control of things in their life. They may lose some self-esteem because of the abuse. Keeping to a normal routine and allowing them to have control of simple day-to-day activities may help them feel more empowered. This response is a tough one to manage; it's important that you let your child talk to a trained therapist about it.

Withdrawal: Your child may become more quiet than usual, or stop talking to you. He or she may not want to remember what happened. It's possible that your child may revert to younger behaviors, such as thumb-sucking or bed-wetting. Again, a trained therapist can help you manage these responses. Help your child feel more in control by explaining what you know about how the investigation works. Do not let your child see you are alarmed or anxious if they are reverting to younger behaviors.

Disrupted activities: Your child may have difficulty sleeping, have nightmares, or not want to sleep alone. He or she may have a change in eating habits, develop stomach aches or headaches, and be reluctant to go to school. Be open to your child explaining his or her fears to you. Reassure them that they are okay and that you understand this is hard.



Some steps you can take:

Get back to a normal routine as soon as possible.

Make arrangements for your child to receive counseling as soon as possible.

Find someone you can talk to about what you are going through. In order to be a strong support for your child, you will need support yourself.

Teach your children ways to keep themselves safe. Discuss who to talk to if someone is mistreating them.

Remember to give attention to your other children. They will be confused and seeking reassurance as well.

Let your child set their own comfort zone. They may be clingier than usual or may not want so many hugs anymore. Both reactions are normal, and they will let you know when they feel physically secure again.

Keep your child away from the offender or suspected offender. Avoid the offender or suspected offender yourself.

WHAT YOU MAY FEEL

People react differently to all sorts of things. You might have any number of the feelings listed below, but these reactions are common and you can learn to manage them.

1. **Shock:** Many parents feel shock at first. For some, it's because their child did not tell them first about the abuse. For others, it may be because it seems so incredible that such a thing could have happened at all.

2. **Denial:** It's common to experience denial in these circumstances. You may not accept that your child has been abused, or maybe you are not sure whether to believe that it happened. For many parents and caregivers, denial is a strong emotion that can be tough to overcome.

3. **Anger:** You may be angry at yourself for not knowing that abuse was happening, or that you did not do more to protect your child. You probably feel anger toward the perpetrator for doing this to your child. You might feel anger toward your child for not telling you or someone else right away. All of these angry feelings are normal, but it's important for you to share them with a trusted advisor or counselor.

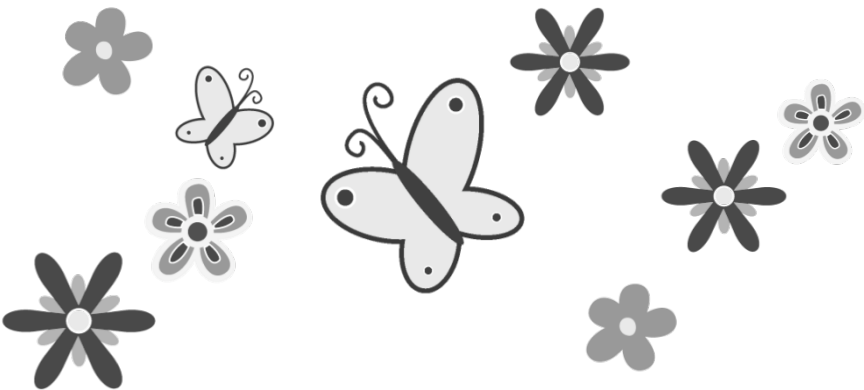
4. **Guilt:** You might feel like this is your fault, but please remember that you are not responsible for the abuse, the offender is.

Right now, the best thing you can do is concentrate on supporting your child and learning ways to keep him or her safe.

5. Helplessness: You might feel like things are out of your control and you don't know what will happen next. The CAC is here to talk to you about your next steps, and help you figure out how to be an active part of your child's healing process.

6. Betrayal: If the offender is someone you trusted to keep your child safe, it can hit you hard to come to terms with their betrayal. You may have lost a spouse, partner, friend or relative because he or she abused your child. Take time to mourn the loss of their presence in your life.

7. Fearful: You may worry that the offender will try to hurt you or your child. Please share this concern with us. There are community resources available to you. **If you think you are in danger from the offender, please call 911 immediately.**



COPING WITH YOUR OWN REACTIONS

You can help your child by taking care of yourself. The better prepared you are, the more support you can give them. *Remember, you are the most important person in your child's life.* We can help you find individual or group counseling. We offer parent support groups and crisis counseling here, or we can provide you with a list of providers. Here are some of the thoughts we've heard from other caregivers who have been in your situation:

"My child will never get over this."

"I'm a bad parent for allowing this to happen."

"My child will grow up to be a child molester."

"We are being punished."

"It's hard to believe a person I love would do this."

These are all common thoughts, but that does not mean they are not also very real and personal to you. You may even understand on one level that you are not being punished, for instance, but that it feels as if you are. Talk these concerns over with your Child Advocate or professional counselor. They are there for you as well as your child.

A Note About Culture:

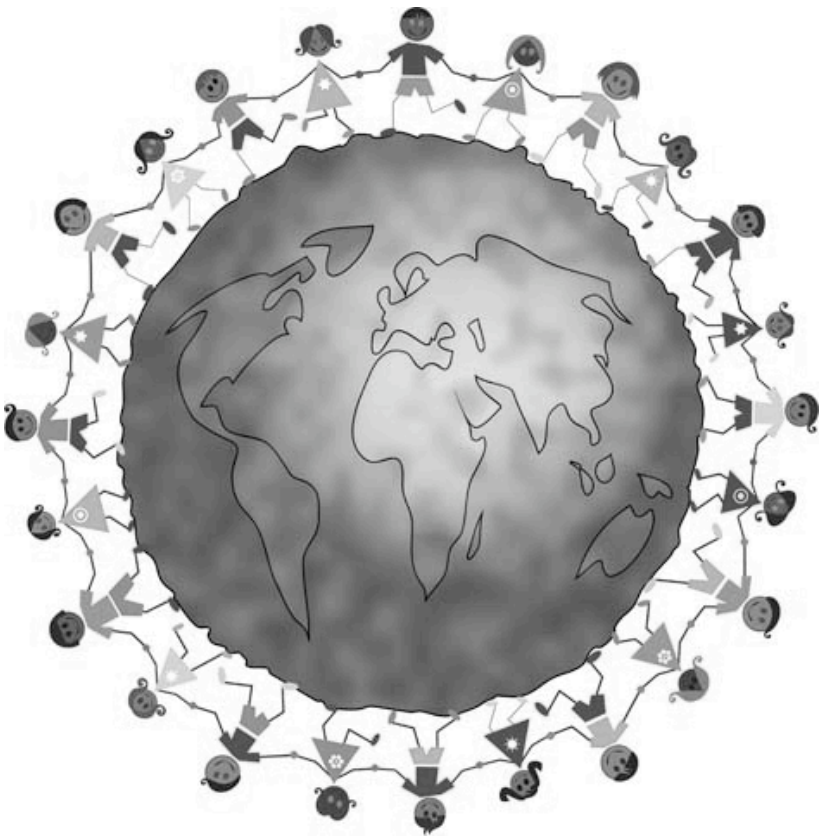
The Children’s Advocacy Center helps children and families from many different cultural backgrounds. All cultures view sex and sexuality differently. Almost every culture also has a different way of handling situations arising from physical or sexual abuse.

Children learn their cultural rules through spoken and unspoken cues from the people around them. Sometimes it’s difficult for children to talk about what happened to them because they think they are following certain cultural rules about not asking for help from outsiders, or they may believe that they are now “shamed” or “damaged.” For example, girls may hesitate to tell someone if they think they will be looked down upon for “letting” someone touch them.

It’s not uncommon for boys who have been sexually abused to experience some self-doubt and shame, perhaps because of social conditioning that can be perceived as celebrating “being a man” by having sexual contact with a woman.

Boys who have been sexually abused by a male may struggle with the common misconception that it will make them gay. This is not true, and whatever your child’s orientation, abuse will not change it.

Your cultural and religious beliefs are important, but right now it is important to focus your child's emotional and physical health. Your support is key to their successful recovery. Sexual abuse does not reflect negatively on your child or you.



Some Questions You Might Be Asking Yourself:

Why did my child choose to tell someone else and not me?

They may not tell you first if they think it will upset you, endanger you or themselves, or if they are afraid you will not believe them. If they learned about inappropriate touching from a teacher or school guidance counselor, for instance, they might tell that person.

Why did my child wait so long to tell?

Many children do not tell right away. There is actually a term for this, called delayed disclosure. Delayed disclosure is very common. There are many reasons why a child might wait to tell. It's important not to blame yourself or be frustrated with your child because of the delay.

Will my child ever get over what was done to him or her?

The good news is, many children recover and lead normal, healthy lives. As a caregiver there's a lot you can do to make that happen. Children do the best when they are supported and believed, and when they receive specialized counseling. It's important to remember that every child reacts differently to events in their life. We encourage you to talk to professionals if you have concerns about your child's progress.

How can I trust other adults in my life to keep my child safe?

That might be a hard thing to do right now. Just like many families in your situation who are dealing with this issue, you probably have a lot of emotions about what happened. Counseling can help you sort through these emotions.

How can I keep my child safe?

Individual and group counseling for your child can teach them about healthy boundaries. It will also teach them safety skills. We encourage you to educate yourself about child abuse prevention. Talk to your Child Advocate about local resources. The CAC also offers some prevention training.

These are normal thoughts and questions. At the Children's Advocacy Center, we can help you address them.



What Other People Might Say:

“What did he do to your child?”

“Do you believe your child? Are you sure he/she didn’t make it up?”

“You must feel horrible about all of this.”

“I would never have trusted that person in the first place.”

“Why didn’t your child say no? Why didn’t your child tell sooner?”

“Your son/daughter must feel awful.”

It’s important to remember that you don’t owe an explanation to anybody. Some people sincerely want to help; others may just be curious. It’s okay to just say, “I’d rather not talk about it,” or “It’s been difficult for us. Thanks for your concern.”

If adults ask questions of your child directly, you can tell your child that they do not have to talk about what happened just because someone asks. You can tell them to say, “Mom/dad told me not to talk about it right now,” or “Thank you for asking, but I don’t want to talk about it.” If someone expresses sympathy to either you or your child, a simple “Thank you” works.

THE INVESTIGATIVE RESPONSE TO ABUSE

We know the legal process can be confusing. One of the services our Child Advocates provide is information on the legal system. Your Child Advocate will be available to answer any questions you have. He or she will explain your role in the investigation and the types of assistance you may be eligible for. Your Child Advocate will work with you from the beginning to end.

We will do our best to describe the investigative process here, but since every case is different it may not go exactly like this.

The Investigation:

In Osceola County, law enforcement will refer cases of sexual abuse to the Child Advocacy Center. Law enforcement members, members of the Child Protection Team, and Child Advocates will all take part in what happens at the CAC. A Child Protective Investigator from DCF will often be included, especially if the alleged offender is a family member.

If your child is seen at the CAC, that means law enforcement and/or DCF has determined that there is enough evidence to investigate a charge of abuse. Someone from one of these agencies will refer the child and his/her family to a Case Coordinator from the Child Protection Team, and the Case Coordinator will set up a meeting for the child and family at the CAC.

After this first meeting, law enforcement will decide if there is enough information to give the case to a state prosecutor. The prosecuting attorney will talk to the law enforcement investigators and then decide whether or not to refer the case to criminal court by formally filing charges against the alleged offender.

The Court Process:

There are two courts that can and do work on child abuse cases: criminal court and dependency court. If your case goes to criminal court, you will be assigned a special advocate from the State Attorney's Office, called a Victim Witness Counselor, to guide you more completely through the legal process.

Criminal Court:

Criminal Court is used to determine whether or not the accused is guilty of the alleged crime. Trials are often used as a tool for determining guilt or innocent in this court. The court's focus is usually on issues of evidence, confessions, and punishments for people found guilty of crimes.

The general process looks something like this:

1. The State's Attorney's Office will determine if there is sufficient evidence to file formal criminal charges, using the outcomes of the investigation and

information provided by the child protection team.

2. If there is sufficient evidence, the case will be placed on a trial docket. Cases do not always go to trial; it may be settled without a trial with a “plea negotiation.” Most cases are resolved with such negotiations. In a plea negotiation, the judge, the State’s Attorney, the defense attorney, and the defendant agree on a charge and a sentence. Some possible outcomes for the defendant are fines, serving prison time, and/or receiving probation with mandatory counseling attached. The victim and the victim’s family are usually consulted during the negotiation process. If the charge involves sexual abuse, the defendant will have to register as a sex offender.
3. Whether or not the case goes to trial or is resolved with a plea negotiation, you and your family might need help in dealing with the aftermath of the entire process.

Dependency Court:

Dependency Court is concerned with issues of child safety, custody, visitations and family services. When a report of sexual abuse is made, a DCF Child Protective Investigator will discuss how best to protect the child who has a non-offending caregiver. If the alleged offender resides in the

home, he or she will likely be asked to leave for the best interests and safety of the child and other residents. The DCF investigator must be sure that the child is in a safe place.

If the child relates believable details of the alleged abuse or there is medical evidence of abuse, but the non-offending caregiver does not believe the child or allows the offender access to the home and/or child, DCF may remove the child from that caregiver's custody. In the event that the child is removed from the caregiver's custody, here is the general process:

Within 24 hours of the child's removal from the home, the dependency court will hold what is known as a Shelter Hearing. This is not a criminal hearing, and the parents or caregivers have a right to have an attorney present. If necessary, the court will appoint the child a Guardian ad Litem to speak for him/her in court. DCF will also have an attorney present.

At the Shelter Hearing the judge will usually make one of the following decisions:

- Return the child to the parent or caregiver
- Place the child with a relative or non-relative
- Keep the child in the custody of DCF
- Dependent upon the situation the judge may make a less common decision

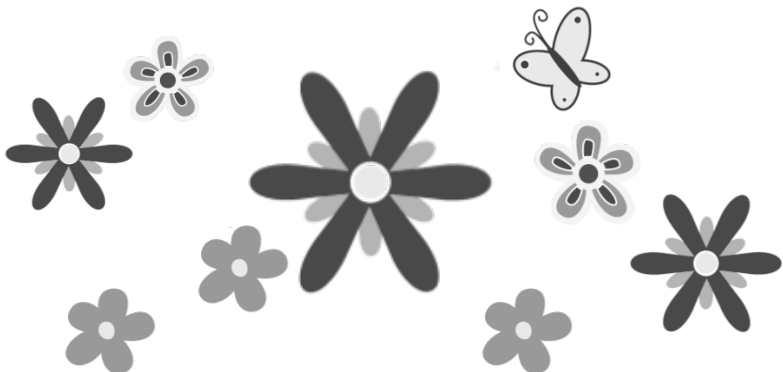
Concerns About the Process:

It is common for children and families to be hesitant about the court process.

Some people might feel like it will be traumatic for them, that it will be embarrassing or shameful if people found out, or that it might not be worth the effort if the outcome is not what you hope for. Many concerns are about the potential lack of privacy, a fear of retaliation, or financial worries about missing too much work or school.

However, some children and families find that going through the legal system can be helpful. Being an active participant in a court case can make some children feel supported and empowered. Some others view the court process as a way to stand up for themselves.

You are encouraged to talk to your Child Advocate or your Victim Witness Counselor about these concerns. Many times there are steps the court can take to alleviate some of them.



HOW YOU CAN HELP THE PROCESS

The more information and cooperation you can give to your team, the better it will be for your legal case. Keep in mind some of the ways you can help your team do the best job possible for you:

- Don't coach your child on what to say, but be reassuring to him or her, and try to stay as calm as possible. Your child will pick up on your anxiety or frustration. It's important that the child gets to tell his or her story in his own way and time.
- Provide as many facts as possible to your team. It's okay to say if you don't know the answer; that's much better than guessing.
- Your feelings matter to the case, too. Tell the investigators how you feel and why you feel that way. It can help investigators decide the best way to approach a case.
- Always answer honestly, even if you're afraid of how it may make you look.
- Remember to support your child. You are the most important person in the world to your child. It's important that your child knows you support them and that you will make the best decisions possible.

- Remember that although the investigators may not show emotions, they care about you and your family, and are only acting the way they are because it is important that they stay objective.
- It's okay to ask questions. It's a confusing, busy time. You may feel overwhelmed with information. Ask anyone on the team to clarify something if you don't understand, and remember that your Child Advocate can help answer many of your questions.

If your case goes to criminal court, you may, but not always, have the opportunity to deliver something called a victim impact statement. It gives your child and you a way to talk to the court about your experience and how it has affected you, your child, and your family. For some people, the impact statement is an important part of their emotional recovery. Talk to your Victim Witness Counselor, the advocate that the State Attorney's office will provide to you, about how to prepare an impact statement.



POSSIBLE LEGAL OUTCOMES

There are a number of possible outcomes once your case gets to criminal court. The case might go to trial, the offender might offer a plea, or the case could be dismissed. If the case goes to trial, the offender could be convicted or acquitted of some or all charges.

It's important that offenders are held accountable, and hopefully justice will be served in your case. But sometimes that does not happen. It can be upsetting for families to know that the offender will not face any legal consequences.

If the offender is acquitted or the case is dismissed, it does not mean that you or your child did anything wrong. Much of the court process is out of your control. What you can control is your response to this kind of outcome. This is a time when talking to your team of professionals about the emotions you are experiencing can be helpful. Feel free to talk to your Child Advocate and other supportive people in your life. If you are seeing a counselor, we encourage you to talk to him or her about this.

What To Say to Your Child About the Outcome:

Be honest with your child about the outcome of the court process. How you say it depends on how old your child is and what you think he or she might understand.

However your case is resolved, you might feel disappointed or a sense of incompleteness. If your child sees you express this, he or she may worry you are disappointed in them. The most important part of any conversation you have about the court case is letting your child know that you are proud of him or her for participating.

Legal cases are difficult and can be emotionally draining. It is a big accomplishment on your part to see it through. It's important for your child to understand that no matter what the outcome was, they did everything they were supposed to do. Here are a few things you can tell your child if you are having a hard time coming up with ways to talk to them about the outcome:

- “I know it didn’t turn out like we hoped, but I’m proud of you for telling the truth.”
- “It doesn’t matter what happened in court. What matters is that you told and helped yourself be safe.”
- “Just because the outcome wasn’t what we wanted it to be doesn’t mean people did not believe you. They have to follow certain rules in court.”
- “You have been really brave. We think you did a really good job.”

RESOURCES IN YOUR COMMUNITY:

Your Child Advocate will work to connect you with resources to help you in this tough time. Here are just a few of the agencies we partner with in Osceola County. We've left space for you to write in ones that may be most helpful to you:

Osceola Council on Aging

Provides several community action and emergency assistance programs, such as shelter, medical, and energy assistance for eligible families.

Barney E. Veal Center
700 Generation Point
Kissimmee, FL 34744

Phone: (407) 846-8532
www.osceolagenerations.org

Help Now of Osceola, Inc.

Domestic violence shelter and outreach center offering emergency shelter, advocacy, outreach classes, crisis intervention and counseling services.

24 Hour Domestic Violence Crisis Line:
(407) 847-8562

24 Hour Sexual Violence Crisis Line:
(407) 847-4668

Outreach Office: (407) 847-3286

Shelter: (407) 847-0128

Administrative Office: (407) 847-3260

Goodwill Industries of Central Florida
Kissimmee Self-Sufficiency Job Center

Provides resume preparation assistance, interview preparation assistance, job search assistance, and free training and career assessment.

101 W. Cypress Street Suite K
Kissimmee, FL 34741

Phone: (407) 847-0696
www.goodwillcfl.org

The Healing Tree

Provides counseling, crisis intervention, information and referrals to children and impacted family members.

Osceola County Office:
704 Generation Point
Kissimmee, FL 34744

Phone: (407) 518-6936
hpc.arnoldpalmerhospital.com

VINE (Victim Information and Notification
Everyday)

Allows victims of a crime to obtain information about the custody status of offenders 24 hours a day, seven days a week. The service is free and confidential.

Phone: (877) 846-3435
www.vinelink.com



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Kissimmee, FL 34744

Phone: 407-518-6936
Fax: 407-931-0064

www.osceolakids.com

