



July 14, 2020 Community Forum Questions & Answers



TOPIC: The Welcoming Center

Note: The 1st Street location for The Welcoming Center is no longer being considered.

Themes of Questions

- I. Workforce
- II. Program
- III. Neighborhood
- IV. Other

References:

- Q&A = Questions and Answers document from July 6, 2020 Community Forum
- TWC = The Welcoming Center
- Attachment The Welcoming Center Flow
- All reference documents are located on the Community/Caregiver site at https://www.sccgov.org/sites/ssa/about_us/dfcs/Pages/dfcs_community_resources.aspx

Contact Numbers:

- Seneca Rapid Response Hotline: 1-877-529-5720
- Ken Berrick's Cell: 510-507-4488

The responses below include answers given by staff at DFCS and Seneca Center during the Community Forum. Below is the list of staff who provided answers.

- DFCS
 - Dan Little, Acting Director
- Seneca Center
 - Ken Berrick, Chief Executive Officer
 - Kim Wayne, Regional Executive Director
 - Leticia Galyean, Chief Operating Officer
 - Shelby Howard, Executive Director of Resource Family Programs

I. Workforce

| # | Comment/Question | Answer |
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| 1 | <p>Since TWC is for highest acuity children and the ratio is 1:1 (staff to child), what happens if there are 10 kids? Will Seneca bring in 6 more staff on overtime? Will that increase the cost of the contract? How many “on-call” counselors and clinicians are there?</p> | <ul style="list-style-type: none"> ● Dan: Cost of contract will be set. 4 is the average number based on number of kids typically worked with at RAIC/Keiki over several months. ● Leticia: Answer #47 of Q&A talks about ratios. Have on call staff available as well as all available Seneca staff in SCC. People can come in immediately. ● Ken: 80-85% of average days ratio is correct. Tiered on-call system. ● Seneca response: Seneca’s staffing, reflects core staff who are always working as well as a tiered-on-call structure that allows for 3 local staff to be dispatched to The Welcoming Center (TWC) as well as on-call staff from across Seneca’s 8 additional bay area and central coast programs. The core staffing is intended to meet the county needs 80-85% of the time, based on historical evidence. |
| 2 | <p>How does the Welcoming Center staffing model compare to Keiki's staff and how is it a better model? I understand a licensed behavioral health person will be available which could be offered by the county.</p> | <ul style="list-style-type: none"> ● Dan: #20 of Q&A - Seneca goes through background of staff that will be at TWC. ● Not just a staffing model, but the connection of children from first contact to larger continuum of service provision. When a child has experienced trauma and needs to be removed they go to the TWC for supervision and to be connected to available supports and services immediately. Seneca’s model starts from first contact. Developing care & case plans with BH, Seneca starting engagement to connect child to treatment continuum. ● Wendy developed and shared TWC flow chart at the July 6 Community Forum. See Attachment The Welcoming Center Flow. ● Seneca response: The Welcoming Center program staff consists of eighteen (18) bachelor’s-level mental health counselors, four (4) master’s-level clinicians, two (2) supervisors, one (1) program director, one (1) nurse, and one (1) program assistant. Staffing onsite at any given time is based on the specific shift, and typically includes three (3) mental health counselors and one (1) clinician during daytime shifts and three (3) mental health counselors during overnight shifts. The Welcoming Center will provide referred youth with a warm and welcoming environment that includes specially trained staff to attend to each child’s physical, emotional, and mental health needs. Available resources include toys, games, healthy snacks, entertainment media, space to play, and individual rooms. Services include clinical assessment and access to on-call nursing, psychiatry, and medical services as needed. |

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| <p>3</p> | <p>Welcome Center counselors are only paid \$56,576. Department of Family and Children's Services counselors are paid \$63,086 plus extensive benefits package. Even at these higher wages, DFCS has a vacancy problem. There are SW II's and III's who also fill in for counselor jobs that are paid at even higher wages. How will Seneca attract and retain staff when they pay significantly less?</p> | <ul style="list-style-type: none"> ● Ken: Seneca offers some training benefits that are attractive to staff, help retain staff, offer moving staff to higher positions. Seneca has worked with Keiki staff, phenomenal partners; this will be a partnership. Bachelor's level staff recruitment is not a problem. Significant increases on Master's line. 24/7 staff has not been at duplex before. There will be 3 people awake overnight to support the program now. ● Leticia: #33 & 35 of Q&A – these address last 6 years turnover. ● Seneca response: Seneca has made comprehensive efforts to address staff retention in Santa Clara County due to the high cost of living, including increasing base wages and salaries and developing activities and trainings to improve staff wellbeing and retention. As a result, turnover rates for staff in Santa Clara County have decreased by 46% from 2013 to 2019. To attract and retain qualified local staff, we provide competitive wages and a full range of benefits, including retirement contributions and an employee assistance program that includes financial and legal advice and crisis therapy. We provide annual scholarships for staff and partners with regional universities so that staff can pursue an MSW degree, MFT degree, or teaching credential while they continue to work. To date, we have not struggled with recruiting and hiring Bachelors-level staff. ● In addition, The Welcoming Center staff will reflect a combination of experienced staff members transferred from throughout the agency, including staff from existing Santa Clara County programs, as well as recruiting qualified new staff members. To meet the needs of the diverse population of Santa Clara County, we recruit local applicants who are members of the community and reflect those served by the Welcoming Center program. Recruitment strategies include presenting information about job openings to affinity groups at local universities (e.g. San Jose State University, Santa Clara University, and Stanford University) as well as utilizing online recruitment strategies (e.g. LinkedIn, Glassdoor, Indeed, and Idealist analytics). To encourage the recruitment and retention of linguistically diverse staff, we offers a 10% salary differential to bilingual employees. |
| <p>4</p> | <p>Who staffs the "scattered sites," how many at each site, how many total covering the scattered sites?</p> | <ul style="list-style-type: none"> ● Dan: scattered sites are currently unlicensed, RAIC replacement model that was built out while working on Continuum of Care. Currently staffed by DFCS, 1-2 children, same guidelines as old RAIC model. Children that DFCS has been unable to locate placement for, that would have been in congregate care site in past. Seneca includes higher level therapeutic placements. Have 8 sites, either single family homes or apartments. Partnered with Uplift to provide Professional Parents to have caregiver use DFCS home. Some parents wanted to do extended visit with child and didn't have appropriate home for that, used a site for that. COVID use while waiting for test results. Currently 4 kids at these sites. |

II. Program

| # | Comment/Question | Answer |
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| 5 | <p>You currently run a 24/7 residential program with two families and no apparent oversight and there have been ongoing problems. What is your plan for providing oversight to the Welcome Center?</p> | <ul style="list-style-type: none"> ● Kim: Part of program is to have 24/7 on-call availability to respond via phone and in person. Hotline number for folks to call if there are concerns. North 1st street also has staff there 24/7, which would provide consistent oversight. Currently have hotline number in place for immediate response. ● Ken: If we do decide to locate at 1st street, Seneca can talk with person about ideas. Apartments upstairs have staff. Want neighbors to feel comfortable with response plan. ● Seneca Rapid Response Hotline: 1-877-529-5720 ● Seneca response: There are NO residential facilities run at Seneca's San Jose facilities. There are two foster families that live in the duplex at 32 Hawthorne Way. These are CCL licensed families, with one youth placed at a time. The Welcoming Center has staff in person 24/7. While Seneca is seeking alternative locations for TWC, locating is at 485 would mean that staff are able to seamlessly support the youth at TWC as well as the Hawthorne homes, 24/7. Should future concerns arise, we would encourage neighbors to reach out to Seneca's hotline so that we can address the situation immediately. The Seneca Rapid Response number is: 1-877-529-5720. <p>If there is future consideration to move forward with TWC at the N 1st St location, we would like to engage the neighborhood in with their ideas for ensuring they feel comfortable with the implementation and response plan.</p> |
| 6 | <p>Can you walk us through the process of what a child will through once they are removed from their homes?</p> | <ul style="list-style-type: none"> ● Dan: See Attachment The Welcoming Center Flow. More detailed process questions need to be addressed. General process will remain the same as now. If you do a removal at home, there will be a process to reach out to Seneca to let them know you have a child in route, TWC meets with child, DFCS placement team works on appropriate placement. Seneca will partner to tell where they see this child, what appropriate placement would look like. Very similar to Keiki process, with additional procedures. ● Wants to make sure we are not adding to trauma child experiences. Currently a child going to DFCS will have some engagement by staff. Need to start clinical engagement and needs assessment. Need to look at clinical process to ensure child does not need to tell story multiple times (like child advocacy model for sexual abuse). ● DFCS will not go live with Seneca until the process is developed. ● Ken: Seneca needs ER workers involved in the discussion to develop process. Needs to feel to family and child like we are the same entity. ● Seneca response: We are in complete agreement and look forward to partnering with DFCS social workers to develop the |

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| | | strongest and most integrated plan. Ideally a youth would experience DFCS and Seneca as the same entity, seamlessly working together |
| 7 | My program question: Seneca has shared that they have an unconditional model in providing care/support to youth. Seneca Welcome Center will serve youth with highly acute needs. However, there are specific instances in which Seneca was unable to practice this unconditional model with some of our high needs youth and the responsibility was left on Keiki staff. What happens when Seneca cannot uphold its unconditional model? | <ul style="list-style-type: none"> ● Seneca will not turn down a youth from TWC. We are dedicated to serving the most vulnerable youth and families, and across its programs strives to never deny a youth or family care due to the needs that led to them seeking support. |
| 8 | My question: Would Seneca build in the comfort call process - a call between resource parent and birth parent and then the birth parent and child being able to check in with each other. | <ul style="list-style-type: none"> ● Shelby: Want to support QPI model, connection to birth parents or whoever was caring for the child. ● Seneca response: Yes, absolutely. We understand and support the Quality Parenting Initiative model, which ensures connection to birth parents, meaningful adults, and former caregivers. |
| 9 | Is the state more lenient with unlicensed scattered sites vs unlicensed Keiki? What if the state shuts down all the unlicensed scattered sites? Seems like a tremendous liability issue. Shouldn't DFCS be working on increasing foster homes and not wasting \$20M, time, and energy on a RAIC w/o beds and using unlicensed scattered sites as backup? | <ul style="list-style-type: none"> ● The state has concerns with any unlicensed site. Three of the Seneca contracts increase LICENSED FOSTER HOME capacity. ITFC homes are not Seneca employees, they all have a licensed foster parent with access to significant supports. DFCS continues to recruit RFA homes. This component of the continuum will eventually meet the needs of 30 to 35 very high needs children out of a total of over 900 children placed in out of home children. The level of foster home we're expanding with the continuum is meant to address the needs of those children who historically have become stuck at a RAIC. Treatment Foster Care can only be provided in Foster Family Agency Homes per the KATIE-A settlement. We can still recruit, train, and support County foster homes to work with children with higher needs. We currently have 6 homes who have expressed an interest in working with these children. We also need capacity to provide the highest level of care to a small number of children, which |

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| | | <p>requires partnerships with foster parents who are licensed through a Foster Family Agency. As of the writing of this response, DFCS currently has 7 children sitting in unlicensed scattered sites with no current placement option. We need these treatment level foster homes, with a licensed foster parent at the core, to meet their needs.</p> |
| <p>10</p> | <p>Program Question: Seneca has never run a Welcoming Center, but I was told has some experience with intake. How was other organizations allowed to bid on this contract?</p> | <ul style="list-style-type: none"> ● Ken: Has extensive experience in this in other areas. State would say Seneca is one of the most, if not the most, experienced in the state. ● Problem was in phrasing, using the term TWC and specifics of this program are new to Seneca as they are defined with Continuum of Care. Programs are all slightly different, called something different. But Seneca knows how to run a 24/7 program. <ul style="list-style-type: none"> ○ Seneca response: Seneca has extensive experience providing emergency care for youth. A hallmark of Seneca’s services has always been an unrelenting commitment to doing “whatever it takes” to ensure that every youth and child, regardless of their needs, has access to high-quality, responsive care. Over the years, Seneca continued to see youth who were at the point of removal from their homes or experiencing a mental health crisis go straight to trauma centers, Emergency Departments and Emergency Rooms, and sometimes county offices to await assessment or placement. A child experiencing likely the most traumatic moment of their lives, should not be confronted with other adults in crisis or physical trauma, but instead should be met with comfort, caring adults, a clean space of their own, food, clothes, and safety. ○ In response, Seneca has previously developed and implemented programs consistent with the structure, tenets and approach of The Welcoming Center across the state, which together represent over 35 years of experience in acute assessment and stabilization programs. These programs include: <p><u>Solano County Receiving Center (2002-2011):</u> In 2002, Seneca opened a 23-hour Receiving Center in Solano County to provide care for children ages 0-17 who required a supportive and therapeutic environment while County staff explored longer-term and permanent placement options. While in operation the Receiving Center served 451 children and youth experiencing removal and placement disruption.</p> <p>Designed like The Welcoming Center, the Solano Receiving Center was part of a broader continuum of care designed to flexibly and responsively meet the needs of young people experiencing some of the most challenging and scary moments of their lives. Just like the proposed Welcoming Center integrates the concept of an emergency shelter with seamless tiered options for placement, so too the Solano County Receiving Center offered short-term 23-</p> |

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| | | <p>hour stabilization linked to intensively supported foster homes utilizing professional foster parents can provide a viable alternative to placement in a short-term residential program. The advantages of the specialized foster home setting include a higher level of individualized care and treatment than that available in a group care setting, provided in a nurturing, home-like family environment.</p> <p><u>Willow Rock Crisis Stabilization Unit (2007 – Present):</u> The Willow Rock Crisis Stabilization Unit (CSU) opened in 2007, in partnership with Alameda County Behavioral Health and Kaiser Permanente, with the goal of providing short-term 23-hour stabilization and assessment services to divert children and youth from unnecessary hospitalization or visits to the emergency room when they are experiencing a mental health emergency. Seneca’s Willow Rock CSU has served over 10,000 young people since 2007, diverting roughly 50% of youth from more intensive and restrictive inpatient settings and reducing trauma and stress for families. With a length of stay limit similar to The Welcoming Center of 23 hours and 59 minutes, Seneca’s Willow Rock CSU sees an average length of stay of eight hours.</p> <p>While The Welcoming Center is not a psychiatric crisis response program, it replicates a very familiar experience in that young people experiencing a first removal from their home or a placement disruption are likely experiencing extraordinarily intense and overwhelming feelings, which can lead to unsafe behaviors and requires a deeply trauma-informed, relational, culturally responsive and developmentally appropriate approach. Seneca’s experience running a 23-hour crisis stabilization unit provides the agency with experience meeting youth where they are at in the midst of one of the most vulnerable moments of their lives, offering a warm and calming environment with stable and safe adults who understand and take seriously the stressors they face and can help them build skills to express themselves safely and navigate the challenging situation they are experiencing.</p> <p><u>Ventura Comprehensive Assessment and Stabilization Services (2016 – Present):</u> Seneca’s Ventura COMPASS program represents an important innovation in co-locating multiple tiers of treatment on a single campus to seamlessly meet the stabilization needs of young people. The Ventura program consists of a co-located CSU and a short-term crisis residential program. These two programs work jointly to offer short- and medium-term stabilization for youth experiencing crisis, recognizing that sometimes 23 hours is not enough stabilization for youth who still may not require inpatient hospitalization but who may require a few more days of</p> |
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| | | <p>therapeutic care, and perhaps family engagement and stabilization. While the Ventura COMPASS program is not designed solely for youth involved in the child welfare system, it provides a similar model of short-term assessment and stabilization coupled with creative individualized alternatives to more intensive hospitalization or restrictive care settings.</p> <p><u>SF HUB (2018 – Present):</u> Beginning in 2019, Seneca partnered with San Francisco County to develop a highly innovative and integrated system of supports for child-welfare involved children and youth who require immediate placement stabilization and those whose unique and complex needs have not been met in a residential treatment setting. In keeping with the values and foundational goals of The Welcoming Center, Seneca’s HUB program brings together multiple tiers of intervention and placement, with the goal of supporting the behavioral, emotional, and placement stability of the child, meeting the child’s immediate needs for safety and wellbeing, building the child’s network of support, and planning for a sustainable transition to lower levels of care. The program includes integrated mobile response to provide front- and back-end support in order to prevent placement in care, support transitions when a placement disruption occurs, and help step-down transitions when youth are able to transition to lower levels of care. The mobile response team partners with local foster family agencies, ensuring that any youth coming into care has a home to transition to temporarily or for a longer period of time. For youth requiring significant support to stabilize, they may be placed with Seneca’s campus of intensive foster care homes with “professional parents” located in Petaluma, also known as the COMPASS program.</p> <p>This program closely mirrors that of The Welcoming Center continuum by replicating the prevention services represented by ISS, the assessment services provided in TWC, and immediate transition to supportive homes like the Transitional Foster Homes, ITFC, and E-ITFC homes.</p> <p><u>Los Reyes: Short-Term Assessment and Stabilization Home (1997 – 2011):</u> In 1997, Seneca partnered with Alameda County Social Services to provide a six-bed residential program designed to offer 90-day short-term stabilization and evaluation services. The Los Reyes program was specifically developed to provide therapeutic support for foster children identified by the county as needing higher levels of care and who were experiencing placement disruption or first-time removal. The overarching goal of the short-term residential treatment program was to discharge children to less restrictive environments (and when possible, the</p> |
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| | | <p>most family-like setting possible). At Los Reyes House, program staff were more immediately involved in researching and identifying the next placement for each child, including working closely with Alameda County Social Services to achieve a successful long-term placement for the child.</p> <p>The Los Reyes program was in operation between 1997 and 2011. Over 75% of children evaluated and treated at Los Reyes were able to transition to a lower-level group home program upon discharge. The remaining 22% of youth were transitioned to a foster home or reunified with family, with 10% placed in foster care, 8% returned home to an adoptive or biological family member, and 4% were placed in a higher level of Intensive Treatment Foster Care. Similar to The Welcoming Center, Los Reyes House was designed to provide an alternative to long-term residential group home care for young people involved in the child welfare system, offering permanency-focused, trauma-informed short-term stabilization.</p> |
| <p>11</p> | <p>It seems that the difference between the Welcoming Center and the prior RAIC model is that there are no beds. How is this achieving the desired outcomes as we've heard that the Welcoming Center doesn't address placement. What outcomes are you looking for (besides eliminating overstays that isn't being affected by the Welcoming Center? The children still need a place to sleep.</p> | <ul style="list-style-type: none"> ● Dan: TWC is one component in initial development of full continuum. TWC provides locations for children to be supervised in between placements. ER SW will remove a child, then there can be a gap where there is no identified placement. TWC will provide the care and oversight while DFCS looks for placement. TWC does not directly address placement options. ● Seneca has been able to show through other counties some stabilization of children and identification of child's needs. ● Rest of continuum services are dedicated towards additional high-level placement options. ● Leticia: TWC is to be a safe and stable location for the kids, no matter what time of day they arrive. Will include snacks, games, change of clothes if needed, staff, ability to take a nap if needed. Important to Seneca to create a home-like setting for children. ● Seneca response: The Welcoming Center will warmly support children and youth by offering a home-like setting, with toys, games, healthy snacks, entertainment media, space to play including a nearby park, and individual rooms for those who want some quiet space. The spaces will ensure there are comfortable spaces for youth to nap, rest and relax in the most desirable way for the child. We will work with state licensing to ensure that a youth who is in TWC for less than 24 hours can still rest when necessary. The program will be staffed around the clock by specially-trained bachelor's-level counselors and a license-eligible clinicians who attend to each child's physical, emotional, and mental health needs, including crisis de-escalation interventions as needed. Staff will provide compassionate care, answer questions, and make each child feel as comfortable as possible during this time of disruption. Staff |

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| | | <p>can engage with the child's biological family and answer any questions they may have about the process ahead of them. On-call nursing, psychiatry, and medical services will also be accessible as needed.</p> |
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III. Neighborhood

| # | Comment/Question | Answer |
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| 12 | <p>It seems that telling the concerned neighbors that an alternative site is being explored but the feeling is that it's just a means to try and calm those who are up in arms. Where are you looking for alternative sites and what about the site by Valley Med that was shut down as a viable site with proper facilitation of the TWC moving forward? When is that alternative site decision going to be made? Prior to the County approval of a contract?</p> | <ul style="list-style-type: none"> ● Dan: As of today, DFCS is not planning to use 1st street site for TWC. Seneca has stated and sent something out that to look at that site, significant community work would be needed. |
| 13 | <p>Since Seneca bought 485 N. First St and the 32 Hawthorne way duplex our neighborhood has had problems with the youths that stay at Seneca. Why should we trust Seneca now?</p> | <ul style="list-style-type: none"> ● Ken: Some confusion about what Seneca is accountable for and what other concerns in the neighborhood are (for example: parking) ● Kim: Neighborhood and community has been impacted by a number of stressors - parking and program being two of those - trying to be good neighbors and community members. Taking trust question to heart, committed to doing better. People can contact Kim directly. Will ensure everyone in neighborhood can contact someone directly to get immediate response. ● Seneca response: Regardless of The Welcoming Center location, we will continue to directly connect with individuals and neighborhood leaders in a partnership and in regular communication, and are committed to ensuring you experience us as responsive and understanding to the concerns. Local Seneca leaders will regularly attend neighborhood association meetings, will engage in direct communication with community members regarding the impact of the facility and services in the neighborhood, and will establish clear protocols for community members to voice concerns and receive a response. To immediately and urgently resolve all future concerns, Seneca has developed a hotline that can be used 24/7 to address any concerns: 1-877-529-5720. If written communication is preferred, all emails will be responded to within 24 hours from this email address: kim_wayne@seneacenter.org. |

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| | | <ul style="list-style-type: none"> • <u>Parking:</u> We are aware there are problems with the parking on the street that occurred prior to shelter in place, primarily during specific days/times of the week that coincide with staff meetings. Since shelter in place, nearly 100% of our staff have worked remotely so in preparation for return to the office, we're working to reduce the impact of parking by: securing parking off-site in large lots and shuttling staff to the site, and reducing the number of staff onsite daily when shelter in place is lifted. We are also anticipating that at least 20% of our workforce will not return to an office setting within the next year and will continue to work remotely. While we are looking for alternative sites for the Welcoming Center, it's worth noting that opening the program at that site would have resulted in an immediate reduction in the number of staff on site, as there are not anticipated to be more than 12 people at the site even during peak hours. A concern was previously about staff parking in front of neighbors' driveways. Seneca has also experienced individuals to block driveways and entrances of our property and understand the frustration. When this was reported, leadership communicated immediately with staff, sent out emails to identify the individual and moved swiftly to ensure their car is moved. Additionally, this was discussed in staff meetings. Moving forward, all staff working at the N 1st St locations will keep a placard in their vehicle noting they are a Seneca employee and providing the phone number for the 24/7 hotline so that any concerns can immediately be reported and attended to. • <u>Landscaping:</u> While the landscaping is always pristine, a concern was raised that landscaping services were conducted too early in the morning, creating a disruption for neighbors. In response, I have discussed this with the landscaping team, and these services are now conducted after 10 AM. • <u>Damage to neighbors yards:</u> We are unaware of any incident in which a staff person or client damaged the property of a resident. However, should any staff or client damage the yard or landscaping of a neighbor, Seneca will swiftly rectify the situation, paying for or correcting the damage caused. If there have been incidents of property damage or damage to a neighbor's landscaping, we would like to hear directly about that so that we can follow-up accordingly. • <u>Trash falling from a car:</u> We know of one report of trash falling out of a car and being left in a neighbor's yard. While we were unsure if this was a Seneca employee, |
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| | | <p>when it came to our attention, leadership spoke with staff in program-wide staff meetings about the importance of being a good neighbor in the community, making staff members aware of behaviors that negatively impact the community such as leaving behind trash. Leadership has discussed with staff the importance of being aware of their surroundings and how they engage with the neighborhood.</p> <ul style="list-style-type: none">• <u>Vandalism:</u> There have been no known/reported incidents of vandalism or property destruction reported to Seneca. Should a concern arise, we would encourage you to call the hotline and it will be attended to within 24 hours and resolved as quickly as possible. If there are incidents that I'm not aware of, I would like to hear about those so that I can follow up.• <u>Police presence at the duplex home:</u> We make every effort to resolve youth crisis situations with on-call staffing support that can be deployed in person before contacting the police to reduce law enforcement presence in the neighborhood. We will continue to make this effort to reduce law enforcement presence, although at times police may still be contacted if it is determined to be the most appropriate course of action to maintain neighborhood safety.• <u>Homeless individuals in the parking lot of 481:</u> A complaint was raised about individuals sleeping in the parking lot of 481 N 1st St so we began using the services of a security patrol company to patrol the area outside of business hours (e.g. nights and weekends) as well as linking the individuals to additional resources.• <u>Dog at the duplex home:</u> It has been alleged that there was a dog biting incident. We have no record of <i>any</i> incident of a dog biting or being aggressive dating back to the purchase of the building in 2013. Recently, there was a dog that belonged to a youth living in the duplex home. This was the property of the youth receiving services from Seneca and an important relationship for the child. The dog has now been relocated to a safe and loving home and no longer lives at the home. I would like to hear of any additional details of any incident in which a dog may have bit someone or been aggressive so that that I can follow-up immediately.• <u>A youth sleeping in a car outside the duplex:</u> One report was made that a youth (not affiliated with our services) was sleeping in a car parked outside the duplex. While not a client of Seneca's, staff worked with the homeless youth to secure housing for them so that they would not need to continue sleeping in their car. |
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| | | <ul style="list-style-type: none"> • <u>Additional youth at the duplex:</u> A concern was raised that more youth live at the Hawthorne duplex than is intended. There is no evidence to support this, and as a CCL licensed foster home, oversight and accountability for the well-being of the youth at the home is taken very seriously. One of the youth living with a family at the duplex has a close cousin for whom regular visits are scheduled and supported. Permanency and relationships are critical for the stability of youth we serve so we walk a fine line in meeting visitation needs and requirements for youth in care and minimizing risk during shelter in place. • <u>COVID protections:</u> A report was made that the youth and foster parents living in the home at 32 Hawthorne have not been masked when outside on the duplex property. While the County of Santa Clara does not currently mandate wearing masks on personal residence/property (per guidance issued 7/13/2020), we will ensure that all individuals are masked and taking all necessary precautions to minimize risk to the community when outside the duplex and in public. <p>We welcome additional details about these incidents or additional concerns, all of which will be attended to immediately. Seneca’s CEO, Ken Berrick can be reached directly on his cell phone at: 510-507-4488.</p> |
| 14 | If you have not decided on the actual site and are actively “looking” at alternative sites; why are you discussing operations at the 1st street location? | <ul style="list-style-type: none"> • Dan: Currently will not have TWC at 1st Street; this site is off the table unless there was a change in relationship with the community partners there. Looking into alternatives. |
| 15 | There have been incidents in the existing residential facility involving property damage as well as more recently, a dog bite and a young person involved in a break in. You are going to be dealing with young people and families in crisis some of who may be distressed and angry, possibly involved in substance abuse and presumably potentially | <ul style="list-style-type: none"> • Leticia: Hawthorne duplex is actually a licensed foster home. There is only 1 child at a time, could be a sibling there visiting at times. Seneca wants to hear about property damage neighbors experience. This will look different, hotline set up, e-mail address that will get response within 24 hours. Concerns will be addressed immediately. During working hours, 12 staff at a time. <ul style="list-style-type: none"> ○ Why are people in that facility able to have a Mother’s Day party, people coming and going, while sheltering in place? They should be wearing masks, staying home, not having visitors. ○ There have been multiple youth, dogs that are not tethered, police cars, incidents. You say you want to know about it, but they have not been attended to previously. ○ Currently no oversight or accountability for the current facilities run by Seneca on Hawthorne Way. |

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| | <p>violent. To what extent is Seneca liable for property damage or personal injury resulting from a foster youth involved in the program? Do you have liability insurance that covers those eventualities?</p> | <ul style="list-style-type: none"> ● Ken Berrick’s cell phone: 510-507-4488 - he states he will be accountable to neighbors ● Leticia: Following up with COVID team. ○ Ken: Expectation that everyone will wear a mask. Wants to follow-up on this. Apologizes and says Seneca will fix this. ○ Seneca response: There are NO residential facilities run at Seneca’s San Jose facilities. There are two foster families that live in the duplex at 32 Hawthorne Way. These are CCL licensed families, with one youth placed at a time. Seneca does maintain liability insurance, but more important Seneca is committed to resolving all issues raised by community members. We are unaware of any incident in which a staff person or client damaged the property of a resident. However, should any staff or client damage the yard or landscaping of a neighbor, Seneca will swiftly rectify the situation, paying for or correcting the damage caused. If there have been incidents of property damage or damage to a neighbor’s landscaping, we would like to hear directly about that so that we can follow-up accordingly. ○ We have no record of any incident of a dog biting or being aggressive dating back to the purchase of the building in 2013. Recently, there was a dog that belonged to a youth living in the duplex home. This was the property of the youth receiving services from Seneca and an important relationship for the child. The dog has now been relocated to a safe and loving home and no longer lives at the home. We would like to hear of any additional details of any incident in which a dog may have bit someone or been aggressive so that that we can follow-up immediately. |
| <p>16</p> | <p>It seems that telling the concerned neighbors that an alternative site is being explored but the feeling is that it’s just a means to try and calm those who are up in arms. Where are you looking for alternative sites and what about the site by Valley Med that was shut down as a viable site with proper facilitation of the TWC moving forward? When is that alternative site decision going to be made? Prior to the County approval of a contract?</p> | <ul style="list-style-type: none"> ● Dan: As of today, DFCS is not planning to use 1st street site for TWC. Seneca has stated and sent something out that to look at that site, significant community work would be needed. Looking at temporary sites as alternative until 1st street site is available. |

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| 17 | A RAIC w/ no beds doesn't seem that difficult to create. Can you use Julian? Tomkins Ave? King Rd.? Keiki? Child Advocacy Center? Early Childhood Development and Diagnostic Center? County has 738 properties and 102 leased facilities. None of those will work? | <ul style="list-style-type: none"> • Dan: the listed sites are office buildings, which DFCS wants to stay away from. Continuity of service provision is bigger piece. Cost: it's not more expensive than what the county is paying to run the old RAIC of Keiki. \$6.1 includes all continuum, which includes an increase to Treatment Foster Care homes |
| 18 | If you have not decided on the actual site and are actively "looking" at alternative sites; why are you discussing operations at the 1st street location? | <ul style="list-style-type: none"> • Dan: currently will not have TWC at 1st street, this site is off the table unless there was a change in relationship with the community partners there. Looking into alternatives. |
| 19 | There have been multiple youth, dogs that are not tethered, police cars, incidents. You say you want to know about it but they have not been attended to previously. Where is the hotline posted? | Seneca Rapid Response Hotline: 1-877-529-5720 |
| 20 | Since Seneca bought 485 N. First St and 32 Hawthorne Way we have had problems with the youths that stay at Seneca. Why should we trust Seneca now? | <ul style="list-style-type: none"> • Ken: Some confusion about what Seneca is accountable for and what other concerns in the neighborhood are for (example: parking) • Kim: Neighborhood and community has been impacted by a number of stressors - parking and program being two of those - trying to be good neighbors and community members. Taking trust question to heart, committed to doing better. People can contact Kim directly. Will ensure everyone in neighborhood can contact someone directly to get immediate response. |

IV. Other

| # | Comment/Question | Answer |
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| 21 | If we have more questions can we email them and get them answered before 7/21? | <ul style="list-style-type: none"> • Additional questions can be emailed to DFCSDirectorOffice@ssa.sccgov.org. We cannot guarantee an answer before 7/21. |

WELCOMING CENTER FLOW

