



# April 12, 2022 DFCS Community Forum **Questions & Answers**



## Children of Color Workgroup Update

- 1 Can the dashboard be expanded to include language preferences of clients & families being served?
  - That's a good suggestion. We'll take that back and see what can be done.
- 2 How has the data support the African American community to serve as liaisons and catalysts for change that bridge the cultural gap between families? Do you have data on cultural broker, stake holder, referrals outcomes?
  - We do have data specific to the Cultural Broker program.

## Children System of Care Update

- 3 What about including the doctors that serve these families? In the MOU, VMC is not one of the agencies participating.
  - Answered in video recording (approximately 38 minute mark).
- 4 Could you share some ways cultural humility and trauma informed practices being implemented?
  - Some of our steps for cultural humility and trauma informed services and supports: we have implemented hiring of those who are from the community representing the languages and cultures of the community at all levels and challenging ourselves to do more, all contracts and services include language and trauma informed lens. Some of the programs implemented:
    - Cultural Brokers program
    - Differential Response - using our Structured Decision Making tool for decisions and ensuring Child and Family Team meetings with families and their identified natural supports and asking them what they need to support them.
    - Child and Family Practice Model - the behaviors and ways "we" support children and families
    - Safety Organized Practice (SOP) - the way we engage to obtain understanding and information from families and all services and supports to have a trauma informed lens and in a family's preferred language.
- 5 Is the agency willing to "listen" to the community and adhere to needs?
  - Yes
- 6 Are school based services the highest number of overall reports that come into the CAN Center? Education for the educators, perhaps? Reforming the school systems approach to reporting possible family cases. Begin with the targeted zip codes and compare data. In partnership with Community Based Organizations with monetary MOUs.
  - Schools (including teachers and support staff) typically represent the highest number of mandated reports. Law Enforcement would be the next highest number.

- 7 I am interested in the overall Data on all the calls coming into DFCS and system. How many calls coming in from parents / families / schools / P.D. etc. and out of all these calls how many are turned into cases.
- This site is available to the public and you can see state data as well as county-specific data
    - [California Child Welfare Indicators Project \(CCWIP\) \(berkeley.edu\)](#)
  - DFCS Fact Sheets
    - [Fact Sheets - Social Services Agency - County of Santa Clara \(sccgov.org\)](#)
- 8 How will these systems, which seem like really great progress, be evaluated for efforts? Also, wondering if the county is aware of <https://www.nbcdi.org/affiliates/sacramento>
- Evaluations of programs and efforts are being built in.
  - We just met with Sacramento child welfare on their cultural brokers program and they introduced us to The Black Child Development Institute. Interested in knowing more! And would welcome you to Children of Color and for future discussion.

## Local Continuum of Care Buildouts Update

- 9 For the new positions being staffed, how will language-specific recruitment be implemented? Specifically, Spanish speaking staff.
- As we are in the hiring of those specific staff, we are looking at building out our teams to be representative of the communities they serve including culture and language.
- 10 Hopefully that means diversity throughout the organization including the people doing the studies/research; partners; making the decision; and doing the work.
- Yes, we look at diversity department and agency-wide.
- 11 Do you have a site located for the STRTP?
- The tentative site identified for the STRTP is our Morgan Hill Scattered Site home.