



DFCS Community Forum

January 10, 2023



AGENDA

Welcome (5 min)

- Introduction

Daniel Little, Wendy Kinnear, Damion Wright

Supportive Services in homes with parents and children (45 min)

- First Call

Katie Joh, Ana Nevarez

- Placement Supportive Services (PSS)

- Intensive Stabilization Services (ISS)

Temera Carson

- Q&A

Katie Joh, Ana Nevarez, Temera Carson

Q&A & Wrap Up (10 min)

Daniel Little, Wendy Kinnear, Damion Wright



DEPENDENCY ADVOCACY CENTER

First Call for Families

DEPENDENCY
ADVOCACY
CENTER
(DAC)

OUR PROGRAMS

Dependency Court

Hybrid

Prevention

Legal Services

Corridor
*(for parents
on formal
probation)*

First
Call for
Families

Mentor
Parents

In-house
Social
Workers

Dependency
Wellness
Court
(DWC)

FIRST CALL FOR FAMILIES GOALS

Increase stabilization

Increase stabilization and self-sufficiency of families who are at risk of becoming involved in the formal dependency court system.

Increase awareness

Increase awareness and knowledge of legal rights associated with child welfare system involvement.

Reduce racial disparities

Reduce racial disparities in the dependency court system and divert families from further involvement in the system.

Reduce sustained petitions

Reduce rates of sustained petitions among FIRST CALL clients.

OUR SERVICES

Know Your Rights Presentations

Warm Line for Advice and Support

Individualized Support

A photograph of several wooden letter blocks scattered on a wooden surface. The blocks are light-colored wood with black letters and numbers. Some blocks are standing upright, while others are lying flat. The background is a soft-focus wooden surface. A semi-transparent teal overlay covers the left and center of the image, containing the text.

INTERDISCIPLINARY LEGAL MODEL

Mentor Parents (lived child welfare experience)

Social Workers

Attorney

The Value of Lived Experience

Ana Nevarez

First Call for Families Mentor Parent

CASE EXAMPLE

A is a monolingual Spanish-speaking mother to three children. She was referred by an emergency social worker after they disclosed that her ex-husband had threatened to kill them at a recent visit, and the children were suffering significant emotional distress.

The team has been able to work with A to provide wraparound support for her needs: the attorney helped her draft paperwork to obtain a restraining order and request full custody, and is supporting through a complex custody & visitation determination. Her mentor parent and social worker helped her connect the children to therapy, provide emotional support, and are working with her through her own emotional needs as a survivor of domestic violence. During our work with A, she also had a housing issue that put the family in danger of homelessness, and we were able to advise her on the legal case, and get her and her family into Family Supportive Housing.


REFERRALS

ELIGIBILITY

- Anyone in Santa Clara County may call the Warm Line or attend a Know Your Rights presentation
- For Individualized Support, priority is given to families living in the following zip codes: 95122, 95112, 95111, 95116, 95127, 95020

REFERRAL PROCESS

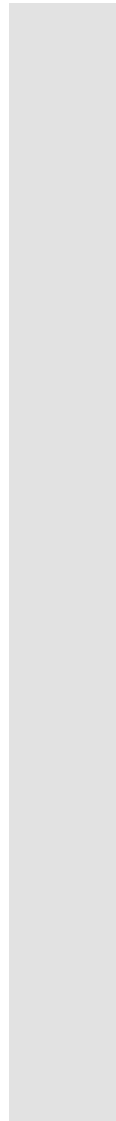
- Call or have clients call the Warm Line: (408) 856-2992
- For clients who may require a warm hand-off, please send their name, contact information, and brief description of the issues to firstcall@sccdac.org



FIRST CALL
FOR FAMILIES
WARM LINE
INFORMATION

Phone Number:
408-856-2992

Hours of Operation
Mon-Thurs, 9am-4pm
Thurs, 5pm-8pm



CORRIDOR

ELIGIBILITY FOR PREVENTION CASES

- Parent on probation in Santa Clara County with no open WIC 300 case

REFERRAL PROCESS

- Email corridor@sccdac.org or call (408) 564-5142 for referral form
- Corridor will confirm probation status and complete a conflicts check
- Clients may also self-refer, using the contact information provided on the Corridor flyers



CONTACT INFORMATION

Katie Joh, First Call Managing Attorney

Email: kjoh@sccdac.org

Phone: 669-287-1569

Pacific Clinics' Placement Supportive Services (PSS)

Seneca's Intensive Stabilization Services (ISS)



Introduction

- Objectives of PSS & ISS:

- Short term mental health services, offered in the home or other living situations, for Santa Clara County youth, who are involved with the Department of Family & Children Services
- Intensive mental health services, individualized to youth's and family's needs
- Goal of services is to stabilize children in their homes or other living situations, to promote stability and safety
- Programs provide linkage to long term mental health teams, based on identified needs of the youth

Placement Supportive Services (PSS)



- 60-day program, offering individual, intensive, brief therapeutic treatment and crisis stabilization, to children, youth, and non-minor depends.
- PSS responds to high acuity referrals within 30 minutes and lower acuity referrals within 24 business hours
- PSS serves youth who have an open case with the Department of Family & Children services, ages 0-21, who reside in the Santa Clara County, and who are at risk of disruption in their living situations due to their mental health needs and behaviors



A Merger of Uplift Family Services and Pacific Clinics



PSS

Service Delivery Component

- Team based and strength-based approach; assessment and safety planning
- Collateral support for caregivers/parents/significant support, related to youth's treatment needs
- Child & Family Team meeting, plans to address crisis & placement stabilization
- “Do what it takes” philosophy
- Linkage to community resources related to youth and family strengths and needs
- Development of natural support network, including family finding services by our Family Search & Engagement Specialist
- After-hours on-call network (Stand by Quick Response) 24/7 access
- Support with referrals and recommendations to appropriate level of services for continuity of care after discharge of PSS

PSS

Service Delivery Component



- PSS takes a team approach to services, and has the following roles on the team:
 - Clinical Associate Director (1)
 - Program Manager (1)
 - Program Supervisor (2)
 - Facilitators (5)
 - Family Specialists (15)
 - Family Search & Engagement Specialist (1)
 - Family Partners (3)
- Services are identified on an individual need for each youth, and can range from 24/7 support, to 1x day support, to 1x week support, depending on individual need, identified by the care team during Children & Family Team Meetings.



Intensive Stabilization Services (ISS)

- 60 day program that offers tailored, intensive mental health services to youth and their families or caregivers
- ISS provides prevention and stabilization-oriented services in times of crisis and acute need, in order to reduce the likelihood of disruption of their living situation or entrance into protective custody.
- ISS works with youth who have open cases with the Department of Family & Children Services, ages 0-21, and live within a 90-mile radius
- The ISS multidisciplinary team of youth counselors, a facilitator, and a mental health clinician work together to provide intensive and individualized support to children and caregivers.

ISS

Service Delivery Component



- ISS referrals come via 3 different pathways:
 - Youth in out of home care (resource home, relative, NREFM), completed by placement worker in collaboration with case carrying social worker.
 - Youth whose family has a referral to Emergency Response, completed by Emergency Worker and approved and submitted to ISS by Placement Supervisor.
 - Youth with frequently crisis needs who is at risk of being brought into protective custody, via Behavioral Health Hospital Liaison who refers based on risk of referral to Emergency Response.
- The ISS program is currently able to serve 2 children and their families with private insurance at any given time (ex: a family referred to Emergency Response with Kaiser insurance), as well as 2 children and their families who are at risk of entering protective custody via the Behavioral Health Services Department Hospital Liaison (ex: a young person who has had frequent hospitalization and whose caregiver is at risk of refusing to have return to home).



ISS

Service Delivery Component

- ISS provides short-term interventions, such as crisis counseling, safety planning, stabilization support, brief family work, case management, and linkage, with the goal to add in natural supports and refer to longer term services.
- ISS counselors provide in-person stabilization as needed to the youth and caregivers, from multiple times a week to multiple times a day. Emergency crisis response also available 24/7
- Frequency and length of supports is tailored to the needs of the individual family
- Families can schedule supports through the ISS program supervisor, and also have access to a 24/7 hotline, called Rapid Response, which they can call anytime for crisis related needs
- ISS triages crisis calls over the phone and respond to the location swiftly, based on geography
- Operates under Seneca model of unconditional care



QUESTIONS
for any of the
presenters?



Q&A - Directors

WRAP UP

- Next Continuum of Learning on February 15, 2023
- Next Quarterly Community Forum on April 11, 2023
- Ask Questions to DFCS Director's Office
<https://www.surveymonkey.com/r/3X7J22N>

