2017-2022 California Child and Family Services Review & System Improvement Plan

San Diego County Child Welfare Services
### STAKEHOLDERS

<table>
<thead>
<tr>
<th>Behavioral Health Services</th>
<th>Public Defender’s Office</th>
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<tbody>
<tr>
<td>California Border Patrol</td>
<td>Public Health Services</td>
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<tr>
<td>California Department of Social Services (CDSS)</td>
<td>Resource Family</td>
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<tr>
<td>Casey Family Programs</td>
<td>San Diego County Office of Education</td>
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<tr>
<td>Child Welfare Services</td>
<td>San Diego Foster Family Association</td>
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<td>Community Stakeholder</td>
<td>San Diego Police Department</td>
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<td>County Counsel</td>
<td>San Diego Regional Center</td>
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<td>Cultural Brokers</td>
<td>San Diego Sheriff’s Department</td>
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<td>Dependency Legal Group (DLG)</td>
<td>San Diego Youth Services</td>
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<td>District Attorney’s Office</td>
<td>Seventh Generation (Tribal group)</td>
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<td>Family and Youth Roundtable</td>
<td>SAY San Diego</td>
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<td>Home Start, Inc.</td>
<td>South Bay Community Services</td>
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<td>Housing and Community Development</td>
<td>Tribal Star/PCWTA</td>
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<td>Juvenile Court</td>
<td>Vista Hill Foundation</td>
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<td>Juvenile Probation*</td>
<td>Voices for Children</td>
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<td>North County Lifeline</td>
<td>YMCA of SD YFS</td>
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<td>POPS</td>
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SAN DIEGO C-CFSR PROCESS

**County Self-Assessment: Mar-Aug**
- Stakeholder forums
- CAPCC
- Focus Groups
- Seventh Generation Workgroup
- Community Forum

**Peer Review: June**
- Peer counties participate in review of cases

**System Improvement Plan: Aug**
- Stakeholder Meetings
  - Aug 8, 15, 18, 25
STAKEHOLDER FEEDBACK

PERMANENCY
- Activities that promote parent engagement (e.g. parents as partners and in home support) are critical to increasing permanency
- Collaboration between agencies has improved
- Use of Safety Organized Practice (SOP) improved over the last 5 years
- WRAP services have improved and contribute to achieving permanency
- Lack of access to services presents a challenge in achieving permanency
- Improvements in the visitation process could speed up permanency

REENTRY INTO CARE
- Family centered approaches are essential
- Transparency and communication between CWS staff, other providers and families are key to reunification success
- Collaboration between agencies over the last 5 years has improved
- Lack of access to services hinders reunification
- Time constraints for families, CWS workers and providers (e.g., identifying, coordinating, and accessing services) are a barrier for reunification
- Successful exits and transitions of cases could decrease reentry rates
Four day review with 6 Peer Counties
- Contra Costa, Orange, Riverside, Sacramento, San Bernardino, and Ventura

40 cases selected
- 30 CWS
- 10 Probation

CWS and Probation Management
- Review Federal and State CWS measure and performances to identify CSA priority areas

Stakeholder Forums
- Review existing County data and provide input related to CSA priority areas

Focus Groups
- Provide input on experience and areas for improvement with CWS and Probation

Peer Review
- Review CWS and Probation cases to identify strengths and barriers related to service, policy, and practices
The information from the CSA was distilled and became the foundation for five SIP meetings, where internal and external stakeholders were convened to review the CSA results and then to identify and vote on goals and strategies.

Over 40 external stakeholders (community partners) and over 65 internal stakeholders were engaged in the SIP meetings.

In addition, the SIP Team conducted two focus groups, one with youth and another with members of Native American tribes, to elicit their input on SIP priority strategies.

**Step 1: Discover**
*How are we doing? Where Can we Improve?*

**Step 2: Create**
*What actions can we take to improve?*

**Step 3: Act**
*We work together to improve services.*
# Identify Priority Areas

## County of San Diego CSA and SIP Areas of Focus

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>CWS</th>
<th>Probation</th>
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<tbody>
<tr>
<td>3-P1: Permanency in 12 Months for Children Entering Foster Care</td>
<td>✓</td>
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<tr>
<td>3-P2: Permanency in 12 Months for Youth in Foster Care 12-23 Months</td>
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<td>✓</td>
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<tr>
<td>3-P4: Re-Entry into Foster Care in 12 Months</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Foster and Adoptive Parent Licensing, Recruitment, and Retention (Systemic Factor)</td>
<td>✓</td>
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• Permanency
  - Increase access to basic supports to improve achievement of timely permanency
  - Improve visitation practices to achieve timely permanency
  - Improve family finding and engagement to support permanent connections

• Reentry
  - Strengthen families by increasing father engagement via father centered services/supports
  - Strengthen families by enhancing after care and services

• Foster and Adoptive Parent Licensing, Recruitment and Retention
  - Improve targeted recruitment efforts
  - Provide crisis supports to resource families
Action Steps:

• Increase outreach and marketing in culturally specific ways with grandparents, teens and teen parents, faith based organizations, schools and for children with high needs

• Increase concrete supports for resource families

• Once the efforts are launched, CWS will monitor by region the number of resource families and the number of recruited homes
Strategy 6: Improve Targeted Recruitment Efforts

- Review and complete an assessment of internal current supports and compare to what we know works.

- Based on the findings of the internal review, find ways to increase outreach and marketing in culturally specific ways with grandparents, teens and teen parents, faith based organizations, schools and for children with high needs.
Strategy 6: Improve Targeted Recruitment Efforts

• Increase concrete supports for resource families

• Work with the regional offices to find someone who can participate in the testimonial

• Work with partners to develop the content for the testimonials
Strategy 6: Improve Targeted Recruitment Efforts

• Develop a dissemination plan for launching the testimonials

• Once the efforts are launched, CWS will monitor by region the number of resource families and the number of recruited homes

• PPS will work with our FARFS team about adding questions to the intake about what motivated the resource family and how the resource family heard about being a resource family (CQI review data annually to see if adjustments need to be made)
Strategy 7: Provide crisis supports to resource families

Action Steps:
• Review CWS policies and practices to determine how services are transitioned from one placement to another.

• Ensure services follow the child to support resource families when transitioning children from Short-Term Residential Therapeutic Program (STRTPs) to lower levels of care.

• Identify team who will provide crisis intervention to families and who will be seen as part of the therapy team.

• Provide crisis intervention response to resource families.
Strategy 7: Provide crisis supports to resource families

- Work with the regional QPI ambassadors to find ways to ensure current services and supports are available and known to resource families (e.g. updating resource books, quarterly check in meetings with QPI ambassadors)

- Review CWS policies and practices to determine how services are transitioned from one placement to another.
Strategy 7: Provide crisis supports to resource families

• Guided by the findings from the policy and practices, ensure services follow the child to support resource families when transitioning children from Short-Term Residential Therapeutic Program (STRTPs) to lower levels of care.

• Identify team who will provide crisis intervention to families and who will be seen as part of the therapy team.
Strategy 7: Provide crisis supports to resource families

• Provide crisis intervention response to resource families

• Work with internal technical team to establish a resource family hotline for immediate crisis intervention

• Develop a dissemination plan to ensure families are aware of this (e.g. ambassadors)
Strategy 7: Provide crisis supports to resource families

• Monitor the retention rate for resources families

• Quarterly meetings to evaluate the impact of our efforts and the impact on retention rates
QUESTIONS?
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