



**Date:** June 8, 2020

**RE:** Important Updates for Keiki and Placement Staff

**From:** Jamila Hankins and Wendy Kinnear-Rausch  
Sheryl Thomas Washburn and Misty McNay

**To:** All Keiki and Placement Staff

We are providing the following important updates in order to ensure that everyone has updated information.

- **CONTINUUM OF CARE**

The County has provided SEIU notice to contract out services for the Continuum of Care. This will increase the types, supports and numbers of placement options for children, especially those children with more acute needs. It will include a Welcoming Center – which is planned for the care for children that is occurring at Keiki in the 23 hour and 59 minute model and a Transitional Foster Home model which is planned to provide care for children who need care beyond the 23 hours and 59 minutes before moving into an appropriate home for care.

*Topics that would come up at the meet and confer?*

- DFCS would no longer be using the 725 E. Santa Clara County location to care for children and would eventually not provide care at the satellite locations. There is formal notice to the Union and the County needs to ensure the appropriate Meet and Confer process is followed.
  - At this time both parties have not started the Meet and Confer process. The initial thoughts are for the staff who care for children is to integrate into other areas of support within the Department.
  - Placement staff would continue to do the same responsibilities and assessments. DFCS staff would have full access to children.
  - DFCS would continue to make placement decisions.
- **OTHER**
    - DFCS has submitted for permanent supervisory codes and additional SWI codes as well as a SW Supervisory codes and SWII/III codes for a permanent Family Finding team. We are awaiting these additional codes approved.

- **SCATTERED SITES**

- We have the apartment locations through June 30<sup>th</sup> at this time.
- In our scattered site locations- we have the following updates:

- Additional house location in South San Jose- Uplift PP home for boys starting this week
  - Additional home in Morgan Hill- currently housing DN on extended visit with his parents
  - Additional home in Gilroy – looking for PP to partner
  
- **CURFEW**
  - Please see the latest memo on curfew and ensuring your safety. See attached. Please make sure you have loaded the connection to SCC Alert onto your phone. For those staff who are going to site locations after curfew, please check in with your respective supervisor and manager to let them know you have arrived safely and when you arrive back home safely. If you encounter any challenges, please contact your supervisor and manager. A badge is the only item you need to be out after curfew and “break away” badges have been ordered for all staff in the field.
  
- **NEW STAFF**
  - We have welcomed the following new staff at Keiki and scattered sites.
    - Jocelyn Sigueros, offered the permanent SWI Graveyard shift
    - Adelina Olmos, John Young, Jose Gallo Ramirez, and Andrea Romero
    - Pending clearance of SW1 Swing shift hire
  
  - We have welcomed the following new staff in the placement team:
    - Dejan Djuriscic has moved from Keiki to support THPP placements in the placement team
    - Robert Smith (Smitty) – moves from ER to placement team
    - Paty Villegas and Miguel Perez- hired extra help to support Family Finding
  
- **ADDITIONAL**
  - Any damage at locations- please send an email to Sheryl and Jamila ASAP for the repairs- we go directly through Central Services for our satellite locations. .
  - Management HUDDLES- to occur at least one time per week at minimum to cover all shifts- Supervisors to do daily huddles with information between shifts

**Thank you again for your commitment and support to the care of children!**



**Date:** April 14th, 2020  
**RE:** Important Updates for Keiki Staff  
**From:** Wendy Kinnear-Rausch/Sheryl Thomas-Washburn/Jamila Hankins  
**To:** All Keiki Center Staff

Providing important information and updates

#### SCATTERED SITES

- 364 19<sup>th</sup> street- Occupied PP home situation for Issac
- 3808 Canyon Ridge- Code 7154-
- 589 River View Drive- code 5069
- These apartments cannot be for youth who engage in property destruction- available during COVID-19- we have one month leases – looking to expand to 3-6 months depending upon the pandemic.
  - 3700 Casa Verde Street #3414- Please park on the far right side of the building facing Zanker)
  - 101 San Fernando St #164 (near Keiki) (Please enter from 3rd Street parking spaces 531&532
  - 1700 Newbury Park Drive, #159 (near SJFRC)

101 E. San Fernando St., Apt. 164  
(Please enter from 3rd Street parking spaces 531&532

3700 Casa Verde Street Apt. 3414  
(Please park on the far right side of the building facing Zanker)

- **Important Instructions:**
  - Wifi name (RAIC) and password (4087557575) are the same for all 3 locations.
  - Computers on site and printers on site at Canyon Ridge and River View
  - Working on lap tops for the other sites- *Jamila has in process*

- **PHONES**
  - Keiki location (408) 792-1860 and (408) 792-1871
  - 589 River View – 408-912-5992
  - 3808 Canyon Ridge – 408-809-7703
  - 364 N 19<sup>th</sup> – 408-418-3353
  - 3700 Casa Verde Street #3414 (669) 284-3962

No phones at these locations- utilize cell phones

- 101 San Fernando St #164 (near Keiki)
- 1700 Newbury Park Drive, #159 (near SJFRC)

- **NEW STAFF**
  - Nicolas Garcia, SWI in clearance process- no start date yet- Schedule T to Sat 3:30 to 12AM
  - Night shift hiring in process
  - 6 extra help in process- job offers made- pending clearance process
  
- **INCIDENT REPORTS and MISSING PERSONS**
  - Need to be completed during your shift and sent to clerical, supervisors and managers, worker and supervisor for the worker and probation team for youth at River View.
  
- **FOOD**
  - VMC-please call (408) 885-6688 – only pre-packaged food currently due to COVID-19
  - Plan to get weekly snacks and other packaged items to have on site
  - Plan to ensure shopping and meal preparations and cooking for those youth we are caring for on-going at this time- Supervisors and Sheryl to support assignments.
  
- **JANITORIAL**
  - Janitorial 1 time per week on Mondays at Canyon Ridge
  - Janitorial 2 times per week on Tuesdays and Fridays at River View

*(Please try to have one staff stay on site to let them in and take children off site if possible. Larger garbage cans have been requested.)*
  
- **COVID-19**
  - Please make sure you have reviewed instructions at each locations for PPE supplies and are following guidelines. Please ask if you are unsure as your safety, the safety of the children we serve and the safety of your loved ones at home are our top priority!
  
- **Additional**
  - Fuss ball tables ordered for the garage locations at the houses- one extra could be put at apartment at Casa Verde or Keiki- not sure how heavy to move for later- Sheryl to follow up.
  - Any damage at locations- please send an email to Sheryl, Jamila and Wendy ASAP for the repairs- we go directly through Central Services for our satellite locations.
  - *Transition remains in process through this month with Jamila coming on board- thank you for making her feel welcome and supported.*
  - Management HUDDLES- to occur 3 times per week at minimum to cover all shifts- Supervisors to do daily huddles with information between shifts

**Thank you again for your commitment and support!**



**Date:** January 28<sup>th</sup> 2020

**RE:** Important Updates for Keiki Staff

**From:** Wendy Kinnear-Rausch/Sheryl Thomas-Washburn/Alma Duarte

**To:** All Keiki Center Staff

Providing important information and updates

**Updates:**

- We have 3 offsite home care locations currently:
  - 364 19<sup>th</sup> street- Occupied PP home situation for 60 days for Issac
  - 3808 Canyon Ridge- Code 7154- staff support for one youth until identified PP cleared to provide support
  - 589 River View Drive- code 5069 – not occupied at this time
- Important Instructions:
  - We will only be at these locations when we have children/youth to staff there.
  - We will go to these locations if care needed beyond the 23 hours and 59 minutes
  - Internet/TV/phone have been installed at the 3 homes.
    - Wifi name (RAIC) and password (4087557575) are the same for all 3 locations.
- Reminders- Phones for all 3 locations- We are working on the ability to transfer the (408) 792-1860 at 725 E Santa Clara (Keiki) and at the Canyon Ridge home.
  - 589 River View – 408-912-5992
  - 3808 Canyon Ridge – 408-809-7703
  - 364 N 19<sup>th</sup> – 408-418-3353
- For food- can still obtain with VMC-please call (408) 885-6688 instead of faxing. Call and cancel if food not needed. Can still obtain PO-2 if staff would like to purchase food for youth.

**Facility items in process:**

- Docking station, lap top, printer being installed at Canyon Ridge week of 1/28/20 – need to keep lap top locked- decide location for key that everyone is aware of.
- Washer and Dryer to Canyon Ridge to be installed this week
- Follow up items needed:
  - Washer and dryer at River View
  - Docking station

**Follow up items needed from staff:**

- Review Keiki floor map by end of the day on 1/31. Feedback considerations.

**Thank you again for your commitment and support!**



**Date:** January 1<sup>st</sup>, 2020

**RE:** Important Updates for RAIC -Weekly Check in Memos

**From:** Wendy Kinnear-Rausch and Alma Duarte

**CC:** Daniel Little, DFCS Assistant Director

**To:** All Receiving Center Staff

Hello all,

Happy 2020! Together- we did it! On 3<sup>rd</sup> and January 4<sup>th</sup>- Luke and Issac will be placed and we have then successfully ensured all children and youth from the RAIC have been placed. Now the journey of a change in culture to support placement stability and build our continuum of placement options so that all children and youth can be in appropriate home based settings that meet their needs.

I know this process has not been easy and I know this team has been through so many transitions and changes and I am very grateful for your commitment to caring for children, as well as supporting one another. You are a valued team within DFCS and I believe this is the start of better integrating care for children into the full continuum of DFCS.

The following is a summary of the items we have discussed in huddles and the next steps in this journey:

**Changes moving forward this week-**

- We will no longer have any other children admitted to the RAIC at Enborg. We need to continue to back to determine items that we can get rid of, items that need to come to Keike or items that should go to storage. Vince and RAIC leadership team should be coordinating this effort.
- Please plan to report daily to Keike location at 725 E. Santa Clara –UNLESS you have been instructed by manager/supervisor/WOOC supervisor to go to a satellite location to care for children.
- We need thoughts and ideas on how to set up Keike for the best function for a 23 hour 59 min and to have staff here. Please provide thoughts and ideas to RAIC leadership team (Alma, Vince, Wendy, and your supervisors by 1/7 so we can start making decisions and designing the space as needed.)
- Issac will be moved to 364 19<sup>th</sup> street on 1/1 and will be cared for by staff until the professional parent home is ready on 1/4 and then they will take over care of him.
- RAIC leadership team should be scheduling out all staff at locations at least 48-72 hours ahead and making sure staff know where they will be for their shift.
- County cars should be moved to Keike address with one car being at 19<sup>th</sup> street location until Issac's professional parents take over care on January 4<sup>th</sup>.

- Priority- files for children and set up on emergency procedures needs to be set up at Keike. Baskets for incident reports and timecards. This should be completed by end of the day on January 2<sup>nd</sup>. RAIC leadership responsible.
- We will only have 2 clerical on site at Keike at any given time – one 8AM to 5PM and one 10Am to 7PM and then other two clerical at the Julian site location to support placement activities. We will be moving to clerical support on Saturdays and Sundays this month as well to support placement activities.
- Sherriff Deputy's and PSOs will be on site at Keike starting January 2<sup>nd</sup>, as requested by staff- we will do a review of their tasks and supports to staff and children.
- We are still working to have the transition space set up at 353 W. Julian street. Set up anticipated to occur by mid- January. This can be used for runaway youth or courtesy supervision situations or situations in which we anticipate only having youth for a couple of hours so we do not admit them into Keike.
- We are also notifying law enforcement for changes in runaway orders so that children and youth are returned to placement and not coming to the RAIC.
- We will put signage on the door at RAIC referring persons to call CANC or the Keike line with any concerns or issues.
- We are still in process of changing all codes in to SWI codes at the RAIC and will have the necessary notification to the Union for any impacts.
- We are still hiring for our additional extra help SWI codes to support vacancies and leaves, please give applicants to Alma, Wendy or Vince.

**Clarification of Roles in Leadership-** We will continue to have Alma as the Manager for the RAIC and Keike and offite locations this month, along with Daniel Estrade as SWS and WOOC SWS, Ricky Jones, Rebecca Perez Ochoa, Patrick Huynh and Fidel Cavillo. Their role is to make sure scheduling, supports and supervision are supported, as well as any facility or safety concerns.

**Important Reminders:**

- All staff can do mileage reimbursement for going to different locations.
- Training in how to do mileage and timecards and WOOC forms will be provided the week of January 6<sup>th</sup>. All staff should be doing their own time cards. We will set up a system- in basket for review of time cards.

**Changes still in process:**

- Cameras at site locations being explored if possible.
- Badge access at Keike location still a problem and will be followed up on ASAP on January 2<sup>nd</sup>.
- We are working on having the (408) 792-1860 phone number ring at the Keike site and at the Julian at placement as an internal number.

**Important Phone Numbers:**

Keike Admit # for children coming in (408) 605-7287  
 Keike Landline # (408) 975-5871  
 Security # at Keike – rings at the desk where security is (408) 978-2198  
 Wendy's Cell # (408) 691-1756



# County of Santa Clara

Social Services Agency



373 West Julian Street  
San Jose, California 95110-2335

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DATE: December 31, 2019

TO: DFCS

FROM: Wendy Kinnear-Rausch, Social Services Program Manager III, Temporary  
Assignment for Assessment and Stabilization Bureau

SUBJECT: Update on RAIC closure and next steps

As many of you are aware DFCS has been directed by the Board of Supervisors to close the RAIC and make all efforts to ensure children are cared for in individualized setting. The following is an update on the ongoing efforts to move away from congregate care and how it may impact you.

For the past several weeks, we have managed to move all children and youth to placement from the RAIC. Currently only 2 children remain and are expected to be in placement by 1/4/20. No new children will be entering the RAIC.

### How this Impacts You:

**For Emergency Response:** Children will no longer be brought to the RAIC. Immediately call **Triage Number 408-605-7287** when you know that you will be seeking a warrant or removing a child. If in the field and JCRs are being written, you or your Supervisor shall call the Triage Line immediately to notify that children will be coming into care. The Manager answering the Triage Line will ask you or your Supervisor to send as much information about names, DOBs, language need, medical concerns, and reason for removal to the AIC SW and Placement Distribution List email so placement efforts can be initiated. You will also be directed to get medical consents signed by the parent/guardian and ask about potential relatives for placement. Please do your best to obtain signatures, if unable, please indicate on the form so that it can be followed up on an the initial hearing.

**CANC #:** Local law enforcement is being directed to contact the CANC if a runaway youth is located or a youth from another county. We are working to change runaway warrants that will ask law enforcement to return a child/youth to their previous placement. We are working with TSS to offer another option in the CANC phone tree for caregivers and parents to be able to have calls redirected so that the CANC number is the number provided to the community.

The previous RAIC number of 408-792-1860 will be rolled over the Keike site location and will still be answered during day time hours.

**Keike:** Children and youth who are non-dependents and there is interventional for removal will be going to Keike for 23 hours and 59 minutes or until placement is located. Staff at the RAIC will now be located primarily at Keike and partnering with Emergency Response and placement social workers on site here.

### Additional housing options in process:

Board of Supervisors: Mike Wasserman, Cindy Chavez, Dave Cortese, Susan Ellenberg, S. Joseph Simitian  
County Executive: Jeffrey V. Smith

- The County is working to have a transition space at the Julian campus for children who may have a lapse in between placement options waiting to be transported or picked up, children returning from runaway or for courtesy holds from other counties. Staff from the RAIC will be supporting children at this location when needed.
- The County is working on a revised contract with Bill Wilson Center to support help with youth returning from the run or youth who have initially been removed and may have more acute needs for temporary care of these children.
- Additional contracts with community based providers are in process to provide additional housing options for children and youth along the continuum of care. We are actively working to build up the options, types and numbers of placements available for children and youth.
- The County is currently in the process of securing additional housing options that can be used to support placements for children and youth in creative alternatives when needed avoiding hotels and allowing the appropriate space to care for children and youth. Additional details will be forthcoming.

**Things you can do to stabilize placements:**

- I. Immediately notify placement of 7-Day or 14-Day Notice including the reason and day the notice will expire. Email this information to AIC SW and Placement Distribution emails.
- II. Ask the caregiver what support they would need to continue placement. Consult with Social Worker Supervisor about strategies.
- III. Offer PSS; make PSS referral.
- IV. Schedule Emergency CFT; invite the Resource Family, RAAS Support, Placement Social Worker.
- V. Ask Placement Social Worker to go to meet with the family regarding placement support.
- VI. Provide Resource Family resource list which includes RAAS information, Respite, RFA training.
- VII. Continue or start family finding and emergency placement efforts.



**Date:** November 19<sup>th</sup>, 2019

**RE:** Important Updates for RAIC -Weekly Check in Memos

**From:** Wendy Kinnear-Rausch and Sheryl Thomas-Washburn, Program Managers

**CC:** Daniel Little, DFCS Assistant Director

**To:** All Receiving Center Staff

2<sup>nd</sup> Weekly Update to keep us all connected and supported in each of our respective roles. Remember, together and with the support of our partners we will develop the best plan for services and supports for children or youth who may be re-entering out system.

**Updates:**

The Board of Supervisor meeting was held today, 11/19/19. We will be continuing to move forward building a continuum of care of services for children and youth in partnership with our partners. The Board is supportive of a Receiving Center of less than 24 hours but wants County to look at other locations. The Board does not want long term care for children and wants individualized care and support. We report back at the next meeting 1<sup>st</sup> week in December.

**Changes moving forward this week-**

- Social Worker I Open Competitive is open – please apply or encourage applicants to apply.
- We have hired 1 extra help for the RAIC- she starts on 11/25 and one is in process for Keike. 3 other extra help hires are possible. Do you know someone- let Misty, Sheryl or Wendy know.
- Add and Delete for 2 supervisor positions and a SWI are in process.
- Thank you for your flexibility and support in staffing both the RAIC and Keike as well as youth who are housed else where 1 on 1. We appreciate your support and flexibility.
- The next TCI Refresher Course is 11/25/19. All that have not taken it, are being asked to register for that class. Please see Sheryl for further information.
- Huddles have launched- have you been participating- ensure information is shared across your team. Also using the huddles to gather information about feedback from staff about changes and what is needed in this transition.
- Please watch for information about the following:
  - **Protocols on youth leaving.** We will box up all their belongings when gone for 24 hours and they will lose it for 24 hours upon return. The 2<sup>nd</sup> AWOL – items are lost for 48 hours and the 3<sup>rd</sup> time and any additional AWOLs- items are lost for 1 week or 7 days.
  - **No smoking No Drugs and No Weapons signage** is now posed for the RAIC.

- **Room Checks-** Staff must do 15 minute room checks whenever a room is occupied to verify the youth are not smoking or being harmed in any way. Youth doors must be left open unless changing. Doors to each room are kept open during daytime hours.
- Care Coordination meetings for Care plans for youth with Behavioral Health- please see each youth's file for their updated plans. Have you reviewed for every youth at the RAIC.
- Wendy Kinnear-Rausch will be staying on for support for an additional 30 days to be re-assessed at that time. The SSPMIII position is posted, do you know someone interested- please encourage them to apply.

You have 24/7 access to both Wendy and Sheryl for support and consultation. Please do not hesitate to call even if just to consult. Phone numbers in the back room.

**Occurring this week:**

- Joint meeting with AIC and RAIC staff to look at clarification of roles and responsibilities – Wednesday 3:30-5PM
- Additional meeting with caregivers
- Clarification of roles and responsibilities for RAIC staff, Probation Staff, Behavioral Health Staff and PSS Uplift staff.
- Bringing in the support for the Public Health Nurse for psychotropic meds support- STILL IN PROCESS
- Ensure communication and shift report outs go out to Social Workers so they are aware and can support needs for youth. Please make sure you include the case carrying social worker in your important updates.

**Facility Changes in process-**

- Button codes on office and front doors in addition to key locks – CHECKING STATUS
- Television mounted on the wall for safety reasons- CHECKING STATUS
- Additional computer and phone in the office – COMPLETED
- Badge system for all persons in the RAIC- ROLL OUT FRIDAY
- No visitors should be allowed on site without approval from Sheryl or Wendy.- COMPLETED
- Gift cards have been moved effective 11/5/19 and AIC staff will distribute- COMPLETED

Thank you for being part of this team!

## Thoughts and ideas from Placement and RAIC team members November 2019

<u>What's Working</u>	<u>Worries</u>	<u>Possible Solutions</u>	<u>Next Steps</u>
<ul style="list-style-type: none"> <li>• ER workers calling ahead of time for placement</li> <li>• Family Finding – Identifying natural supports</li> <li>• Feel more supported at RAIC</li> <li>• Keeping younger children separated or those with high needs</li> <li>• Managers on call and available</li> </ul>	<ul style="list-style-type: none"> <li>• If go to placement → be on the same page (the entire team)</li> <li>• Sustaining probation &amp; behavioral health support is important</li> <li>• Ensuring Safety/drugs/weapons/keeping everyone safe 24/7 support</li> <li>• Concerns don't always have enough staffing</li> <li>• Concerns not all staffed are trained</li> <li>• Concerned RAIC staff are the ones expected to do restraints</li> <li>• Need to have a fast way to purchase items- not everyone has a p-card-Is there a way to have petty cash</li> <li>• Need a more structured program for the children and youth there- need to be in school.</li> <li>• Concerned if contract out- nothing will be different</li> <li>• Need for staff to feel valued and part of the team</li> <li>• Communication challenges</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7 Response Line (Both State process &amp; county process)</li> <li>• Hotel vouches again for parents/caretakers (Non-offending)</li> <li>• In house psychiatric SW support</li> <li>• Probation intervention/consequences</li> <li>• 1-2 RFA workers assigned to ER/DI- each On call RFA worker</li> <li>• Increase training on RFA emergency process for everyone</li> <li>• Data Clean up/update</li> <li>• CWS/CMS</li> <li>• Placement ready</li> <li>• Increased Partnership w/ placement and RPA</li> <li>• Staffings w/FFAs, RFAs, Supervisors, placement</li> <li>• Another meet/greet – in process w/amber</li> <li>• ↑ Relative support, gift cards (increase amount - \$200)</li> <li>• Need more staff trained to support and help</li> <li>• Need supervisors and supports</li> <li>• Changes in the facility to support care for children</li> <li>• Pin codes on the doors at RAIC versus keys</li> <li>• Quiet room or meditation for space for youth to be able to calm down</li> <li>• Ability to separate genders</li> <li>• Training for all staff supporting children and youth</li> <li>• Ability to have de-briefs and training offsite</li> <li>• Ability to lock up the kitchen</li> </ul>	<ul style="list-style-type: none"> <li>• Increase outreach to RFA</li> <li>• Set up quarterly meeting</li> <li>• Set up staffing w/RFA, FFAs</li> <li>• Biweekly</li> <li>• RFA data clean up</li> <li>• Increase respite hours</li> <li>• Exemptions</li> <li>• Training – RFA 101 update</li> <li>• TCI training</li> </ul>

## Thoughts and ideas from Placement and RAIC team members November 2019

	<ul style="list-style-type: none"> <li>• Need for support for psychotropic meds</li> <li>• Need to have gender or certain training considered when need staff at Keike or RAIC</li> <li>• How to ensure Seniority in the process of volunteering for overtime</li> <li>• Clarify process for AWOL and consequences</li> <li>• Need clear policies and rules</li> <li>• Worries wand is not enough for safety</li> </ul>	<ul style="list-style-type: none"> <li>• Recreational activities organized for the children and youth and the recreational director working with the youth.</li> </ul>	
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## Feedback from Staff at Keiki, dated February 3, 4, and 6<sup>th</sup>, 2020

<u>What's Working</u>	<u>Worries</u>	<u>Possible Solutions</u>	<u>Next Steps</u>
<ul style="list-style-type: none"> <li>• Staff taking initiative to make sure to organize and take care of things.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Kids with more acute needs- worries about 60 days and then have to come back and worries about having some place to come back to.</li> <li>• Professional Parent role and role of Uplift.</li> <li>• Deputy- what should role be</li> <li>• Mobile Crisis concerns if escalated – call this number but don't always have a</li> </ul>	<ul style="list-style-type: none"> <li>• Need to make sure you take direction from your supervisor or manager.</li> <li>• Night shift staying later</li> <li>• If they had the right system support – to give rewards and consequences</li> <li>• Ability to support placements – for instance Maria and Issac- DOING MORE OF THIS SUPPORT – motivation and support for a positive impact</li> <li>• Importance of messages that Keiki staff support.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

## Thoughts and ideas from Placement and RAIC team members November 2019

	<p>fast response – only assessment not de-escalation always employed.</p> <ul style="list-style-type: none"><li>• PO presence for some youth. 830 to PC – power to arrest and go hands on if needed- and make sure those volunteering role was clearly defined.</li><li>• If sourced out – ability to stay in some of the same shifts.</li><li>• Contracts- who will provide oversight and support and make sure we are doing the work the way we need do.</li><li>• More staff for individualized care- because spread out with transports and support.</li><li>• How to handle gender preference for children/youth?</li><li>• Example how to support high needs acuity of children/youth</li><li>• Transports are affecting when persons are suppose to be off.</li><li>• What happens when doing transports and then have children come in.</li><li>• Concerns that some shifts take initiative and others don't to support</li><li>• Concerns staff have to be out on time and can't always stay late.</li><li>• Do all the rest of the SWIs do visits and drug testing.</li><li>• Concerns about oversight for those children and the trauma and vulnerability and how would we ensure access and resources</li><li>• ER workers being able to work here and do their notes- flexibility to do this and know the SWIs here and can help do a warm handoff and reassure them. – ER workers welcome to stay as long as needed.</li></ul>		
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## Thoughts and ideas from Placement and RAIC team members November 2019

	<ul style="list-style-type: none"><li>• Clear understanding if we outsource the work and that all needs are covered.</li><li>• The connectedness and ease to connect all the parts together- worried will get lost- no CWS there- ER worker would have to go back to Julian.</li><li>• Just getting a process started and working why change.</li><li>• 3 shifts and really like the shifts- flexibility of the shifts and able to balance work like balance for a full time job</li><li>• Worries history of agencies would have a rejection policy- were able to follow policy and not kick them out- and worried not qualified.</li><li>• Felt like a slap in the face when probation came in just to watch the staff.</li><li>• Worries about some contracted staff not invested in children or youth</li><li>• Updates and vision- and make sure planned out if out sourced.</li><li>• Going out with ER workers on any removals or those initial visits.</li><li>• Emergency Home Approval – House checks</li><li>•</li></ul>		
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# Thoughts and Ideas from Initial Meetings with Caregivers- Resource Family Approved Caregivers, RAAS and Placement Team members- Nov 2019

What would it take?

Care coordination of the team

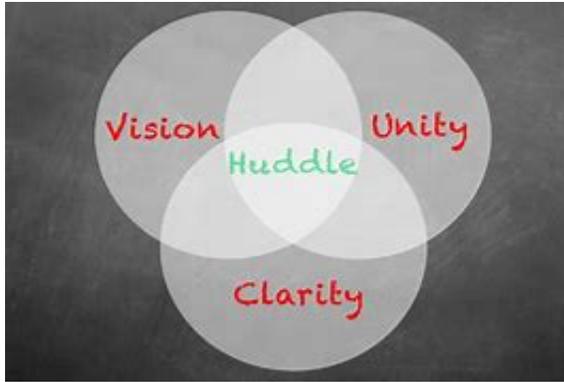
<u>What's Working Well?</u>	<u>Worries/Questions</u>	
<ol style="list-style-type: none"> <li>1. Everyone is willing to show up and is worried and wants to do things differently</li> <li>2. Common cause&gt; "Rally together" Make better</li> <li>3. QPI groups →better/Resources advisory</li> <li>4. KAPFA- mentorship (Denise/Susan)/educ./Support</li> <li>5. RAAS- Robin/Ms. Johnson</li> <li>6. Target gift cards</li> <li>7. Placement team → support (Detailed emails) Support/contact/information</li> <li>8. Advocacy</li> <li>9. Ombuds office support and use of Mediation</li> <li>10. Allegation experience being "ok" – everyone was thoughtful</li> <li>11. Engaging- smiling –Seneca</li> <li>12. Heard/Validated</li> <li>13. RAAS Helping bridge relationship with the SW</li> <li>14. RFA worker(+) →Bridging relationship/rephrasing (young/eager SW) (Positive)</li> <li>15. Good* experiences w/ some SWs (*Good communication even through the weekend. – Will work to support child – help set boundaries.</li> </ol>	<ul style="list-style-type: none"> <li>• Partnership w/Regional Center &amp; Enhanced Behavioral support homes</li> <li>• Worries communication/social workers 0 responsive</li> <li>• ^ support from wrap around/support teams (0 responsive → need family wrapped)</li> <li>• Change in process (Immediate or 10 day) impact relationship w/SW Isolation</li> <li>• Concerns of allegations/liability (length of time) (ER + RFA) (Process) (property Damage)</li> <li>• Too long to get wrap/services</li> <li>• 24/7 support! – off hours support/Respite/ extra care</li> <li>• Have probation @ RAIC – How to have probation support/ in home→ <u>Training</u> on de-escalation tactics</li> <li>• Plan after 60 days - + usually go longer*</li> <li>• Impact of FT working parents (Support)</li> <li>• Transportation concerns /unknown @ time of placement)</li> <li>• Child Care (Special needs/Older kids over age of 12) → 0 enough childcare provides/ openings</li> <li>• School - + keeping in home school/worries</li> <li>• Trauma responses + children and youth not willing to go to school.</li> <li>• Support in understanding wrap services and the SW staying involved not just depend upon wrap</li> <li>• Too fast of transition for children or having no transition*</li> </ul>	<ul style="list-style-type: none"> <li>• Cynde (Capacity of list)</li> <li>• Map of homes – Where are they →Recruitment check in (Target with #3)</li> <li>• Send 5 top zip codes to Gilbert → Wendy</li> <li>• Logistics for \$</li> <li>• "Compelling reason clarification – Gilbert</li> <li>• Impact for staff and partners</li> <li>• Recruitment along with #2 – Special needs- Autistic children/youth</li> <li>• Follow up meeting with caregivers willing to look at things differently if given more support</li> <li>• Meeting with SARC and FFAs for partnership</li> </ul>

## Thoughts and Ideas from Initial Meetings with Caregivers- Resource Family Approved Caregivers, RAAS and Placement Team members- Nov 2019

<p>16. RAIC/placement staff- detailed messages 0 pressure</p> <p>17. WRAP teams work (uplift) – supportive of youth and providing respite → high level of care and then can “taper down”</p> <p>18. Robin to talk</p> <p>19. DI workers (+) → very attentive &amp; responsive</p> <p>20. *Good transitions → Home or adoption (Allowing “caregivers” to work it out. Needed lengthy transition for attachment/0 rushed Met as a team for transitions</p> <p>21. After school program</p> <p>22. Hop/Skip/Drive</p> <p>23. AAP Wrap – Education &amp; focus on attachment</p>	<p>(-) impact to the child (Would like to see one month)</p> <ul style="list-style-type: none"> <li>• If placed on weekend – expect SW to check in and follow up on Monday. 1<sup>st</sup> month → regular check ins</li> <li>• Telling foster parents they will get daycare – 0 reality. (Miscommunication)</li> <li>• Worries about # of children placed out of county</li> <li>• Need a high level of attachment and training/ support for all kids → and families</li> <li>• Wrap all families</li> <li>• All wrap must be therapeutic - + Families need a break</li> <li>• Impact early signs of support needed</li> <li>• Transition education (Week transition for every month in care)</li> <li>• Allegations &lt; (How can we follow the law - + See different types of allegations?) → Guilty &amp; worry for all situations</li> <li>• How to help support SWs in their worry &amp; secondary trauma</li> <li>• Worries about SWs explaining things accusatory</li> <li>• Training &amp; being heard</li> <li>• Support right away</li> <li>• Caregiver supports for natural respite</li> <li>• Need support for teens</li> <li>• Transition education (Week transition for every month in care)</li> <li>• Allegations &lt; (How can we follow the law - + See different types of allegations?) → Guilty &amp; worry for all situations</li> <li>• How to help support SWs in their worry &amp; secondary trauma</li> <li>• Worries about SWs explaining things accusatory</li> <li>• Training &amp; being heard</li> <li>•</li> </ul>	
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## Thoughts and Ideas from Initial Meetings with Caregivers- Resource Family Approved Caregivers, RAAS and Placement Team members- Nov 2019

- |  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"><li>• Need immediate support 1<sup>st</sup> 30 days – SW &amp; Wrap</li><li>• Need more info/child</li><li>• Wrap calling assuming and not asking questions</li><li>• Changing of provides &amp; different resources (Transition b/w providers)</li><li>• Ability to keep after 60 days or 6 month</li><li>• Children/youth – Show up w/nothing + have needs (clothing/shoes) /Reimbursement comes later.</li><li>• Using McKinney/Vento – transportation – w/in 10 days → through remainder of the school year.<br/>Transportation – (Hop/skip/jump)</li><li>• Placements in the middle of the night</li><li>• Training for really hard to handle/high needs youth</li><li>• Respite → increase</li><li>• Reduce trauma → Ice breaker calls – (Conference call line) Support after</li><li>• Support/ planning for transitions</li><li>• Not being heard &amp; not having info</li><li>• Medical/+ behavioral assessment/priority placement</li><li>• Lice treatment prior to placement/ scabies</li></ul> |  |
|--|---|--|



## RAIC Huddles

Meeting Dates: \_\_\_\_\_ Meeting Time: \_\_\_\_\_

Huddle Lead: \_\_\_\_\_

Staff Present: \_\_\_\_\_ Staff Absent: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Debriefs and Updates from the Last Shift: \_\_\_\_\_

\_\_\_\_\_

Updates for Placement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Updates for Operations:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Other: \_\_\_\_\_

\_\_\_\_\_