

May 18, 2021 DFCS Continuum of Learning **Questions & Answers**



1. Regarding the pyramid for DFCS Culture, where would we weave in well-being for clients and staff?

By making sure that staff support and care for clients and families as well as for one another. Staff are supported through various programs within DFCS and the County. For clients, staff are encouraged to ensure families are building their circles of support and connected to supportive resources as needed including the local Family Resource Centers, supports and services through Behavioral Health or other local community based agencies.

2. Regarding the statement "If a removal is necessary, start with TWC" are efforts still supposed to be made to divert from The Welcoming Center (TWC) and instead into home environments (ie. relatives, etc.).

Yes, we should continue to do whatever we can to avoid bringing a child to a facility. The best option, if a removal is required, is to identify someone known to the child who could welcome them into their home immediately following a removal.

3. Is family finding done within DFCS? Or contracted out?

The work is for building DFCS capacity. That model will benefit others so it will be offered to other people in the community.

4. Can you give us more information on what efforts you do recruit foster families?

Recruitment activities continue to occur via virtual events. Recruiters continue to follow up on inquiries coming through the 408-299-5437 Resource Family Recruitment phone number and holding individual or group informational meetings. In addition, we continue to do media campaigns.

5. Can you share the welcome center address and phone number?

The address for The Welcome Center (TWC) is 3165 Olin Dr., San Jose, CA 95117 and the telephone number is (408) 404-5104.

6. How long is the Continuum of Care evaluation plan process?

Though it's a 2 year plan with Resource Development Associates (RDA, Independent Consultant), we expect this process to continue as it's embedded in the daily work that we do.

7. How has the family finding program been working with outside agencies so far?

This is an area where we need to gather more data. This hasn't been something that has been historically tracked.

8. How successful have the family finding programs been?

The internal capacity is still being built. There is an increase in relative placement, but there was a decrease in March 2020. Could be related to the situation. Family finding is a connection to building the continuum of care.

9. Is there anything in between now and 2 years in terms of reporting to the community?

Reports go to the Board of Supervisors.

10. The Continuum of Care has no components for Emergency Response efforts measuring the use of Differential Response/Child Family Team meetings/Community Based Organizations to prevent children from coming into care?

We will include in the information in the board reports and about which families we are serving. Good question for the broader work we are doing.

11. Would the family finding intercorrelate with Resource Family Approval?

Yes, they will be connected with what is happening.

12. What is Parent Cafe?

Parent Cafes are safe spaces and peer led opportunities to learn from peers. They focus on strategies to increase protective factors and help parents create strategies from their own wisdom and experiences to help strengthen their families.

13. How are you ensuring sustainability in these prevention programs?

Sustainability is more likely with strong outcomes. Our investment is to help the programs collect data that helps to tell their story of success. We are also invested in helping them to find funding sources.

14. What is a promotora?

A promotora is like a community worker, peer support. Mothers who have successfully completed the six classes and are willing to teach them to other groups become "promotoras." These mothers are trained to teach the Safe, Secure, and Loved (SSL) curriculum to other mothers. Currently classes are taking place in English and Spanish in San Jose and South County for caregivers.

15. How do people get connected to the Safe, Secure, and Loved (SSL) program?

SSL is advertised in both San Jose and Gilroy:

[Parent Education Program/Safe, Secure and Loved \(safe-secure-and-loved.com\)](https://www.ssa.sccgov.org/parent-education-program/safe-secure-and-loved)

16. Will it offer subsidies for housing and/or childcare?

It does not call them out. These are huge needs and we need our partners to do this work. Please contact Rocio Abundis at Rocio.Abundis@ssa.sccgov.org for additional assistance.

17. I recall in the Families First Prevention Services Act (FFPSA) there is a requirement to use some specific evidence based programs. Is that true and are you doing so?

Some have to be evidence based. Waiting to see if that is going to be the case and we're waiting to see which model the State is going to pick.