

County of Santa Clara
Social Services Advisory Commission (SSAC)
Direct Services Committee

Wednesday September 16, 2015 9:00am
Executive Conference Room, 5th Floor
Social Services Agency
333 West Julian St. San Jose, CA 95110

AGENDA

1. Call to Order/Roll Call.
2. Public Comments: This portion of the meeting is reserved for persons desiring to address the Committee on any matter not on this agenda. Speakers are limited to one minute. All statements requiring a response may be placed on the agenda for the next meeting of the Committee.
3. Verbal Report and Discussion with the Department of Family of Children and Services and Differential Response providers on the outcomes, services and issues concerning the Differential Response Program.
4. Agenda Items for Full Commission Meeting
5. Meeting evaluation and scheduling of next meeting

Next Meeting: TBD

Note to Direct Services Committee Members: Please inform Chairperson Baron if you are unable to attend the meeting.



77922

DATE: September 3, 2015
TO: Children, Seniors, and Families Committee
FROM: Robert Menicocci, Social Services Agency Director
SUBJECT: Child Welfare Diversion Services in Santa Clara County Annual Report

RECOMMENDED ACTION

Receive annual report from the Social Services Agency, Department of Family and Children's Services relating to the Child Welfare Diversion Services in Santa Clara County.

FISCAL IMPLICATIONS

There are no fiscal implications associated with receiving this report.

CONTRACT HISTORY

None.

REASONS FOR RECOMMENDATION

In accordance with the Children, Seniors, and Families Committee's (CSFC) work plan, this annual report provides an overview of the DFCS' array of diversion services to divert families away from formal entry into the foster care system.

CHILD IMPACT

The recommended action will have a positive impact on the **Every Child Safe, Safe and Stable Families** indicator by providing the Committee with an annual report relating to diversion services to help meet the needs of families and ameliorate any child welfare concerns while diverting families away from further penetration into the child welfare system.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

BACKGROUND

This attached report provides information relating to diversion services provided by the DFCS. Diversion services include any resources, practices, or services that help meet the needs of families and ameliorate child welfare concerns. These services divert families away from further penetration into the child welfare system.

On 9/30/14, the CSFC received the previous Annual Diversion Services Report. That report provided two year aggregate data related to child welfare referrals, Joint Response, Differential Response, and Voluntary Services. The current report also provides data from a two year period but instead compares FY14 with FY15 to identify year to year changes and trends. Additionally, this report compares the proportionate impact of diversion services within ethnic groups compared to the impact on the total population.

Report Summary

The DFCS continued implementing Safety Organized Practice (SOP) tools throughout the agency, and as of May 2015, the last cohort of existing DFCS staff completed their final Child and Family Practice Model (CFPM) training. During this time, the number of child welfare referrals decreased, which was reflected in a decrease in the number of African Ancestry and Latino families with child welfare referrals. African Ancestry and Latino families were also impacted by Joint Response as the proportion of children referred for court intervention decreased for both ethnicities. The number of referrals to Differential Response for Path 1 and Path 2 services also significantly increased in the reporting period. The number of Path 1 referrals increased for all ethnicities and the number of Path 2 referrals increased for almost all ethnicities. Additionally, the number of families enrolled in Differential Response services and the proportion of Latino families who enrolled in Path 2 services increased in that time. Latino families were also positively impacted by Voluntary Services as the proportion with open voluntary cases increased in FY15.

In FY15, the number of Joint Response and voluntary cases decreased from FY14. Also, while the numbers for Differential Response enrollment increased, the percent of enrollment went down. This is seen in both African Ancestry and Latino families, where the proportion of families that enrolled in Path 1 services decreased for both ethnicities. Additionally, Path 2 referrals for African Ancestry families decreased by a small percent while every other ethnicity increased by a significant amount.

Key Findings

In the spirit of the CFPM, the DFCS will now provide findings in the format of the Three Questions: 1) What is working well, 2) What are we worried about, and 3) What happens next?

What is working well:

- CFPM/SOP tools
 - Harm/Danger statements are fully implemented in the CAN Center.

- Three Questions, Safety Mapping, and other SOP tools are also utilized throughout the DFCS.
- Child Welfare Referrals
 - The number of child welfare referrals decreased by 6.7% from 9,983 to 9,313 referrals in the reporting period. This includes decrease for:
 - African Ancestry families by 30.7% from 844 to 585.
 - Latino families by 12.6% from 5,593 to 4,891.
 - 85.4% of all child welfare referrals were diverted, which means that 7,950 referrals were either evaluated out or determined to be unfounded or inconclusive.
- Joint Response
 - 55.4% of Joint Response referrals were diverted, which means 185 families or were not referred for court intervention.
 - The number of Joint Response referrals for Asian/Pacific Islander children increased by 34% from 50 to 67 children.
 - The proportion of African Ancestry families referred for court intervention through Joint Response decreased by 2.4% from 13.8% to 11.4%, equal to 11 children.
 - The proportion of Latino families referred for court intervention through Joint Response decreased by 8% from 55.1% to 47.1%, equal to 41 children.
- Differential Response
 - The number of referrals to Differential Response increased by 61% from 1,262 to 2,032 referrals. This is reflected in increases in:
 - Path 1 by 28.6% from 566 to 862.
 - Path 2 by 69.2% from 684 to 1,157.
 - The number of Path 1 referrals increased for all ethnicities:
 - African Ancestry families by 27.8% from 54 to 69.
 - Asian/Pacific Islander families by 71.9% from 64 to 110.
 - Latino families by 40.8% from 319 to 449.
 - White families by 83.5% from 115 to 211.
 - The number of Path 2 referrals increased for almost all ethnicities:
 - Asian/Pacific Islander families by 163.6% from 55 to 145.
 - Latino families by 63.8% from 467 to 765.
 - White families by 122.4% from 76 to 169

- Enrollment numbers for Differential Response increased by 29.5% from 478 to 619 families. This includes an increase in:
 - Path 2 services by 46.2% from 329 to 481.
- The proportion of Latino families enrolled in Path 2 Differential Response services increased by 3.4% from 68.7% to 72.1%, equal to 121 families.
- Voluntary Services
 - The proportion of Latino families with open voluntary cases increased by 3.3% from 68.4% to 71.7%, equal to 19 cases.

What are we worried about:

- Joint Response
 - The number of Joint Response referrals decreased by 7.2% from 360 to 334.
- Differential Response
 - Although the total number of Differential Response Services increased, thereby eliminating waitlists, the proportion of families engaging and enrolling in services relative to services offered decreased, percent to total.
 - While Path 2 referrals for every other ethnicity increased by a minimum of 63.8%, the number of Path 2 referrals for African Ancestry families decreased by 1.6% from 63 to 62 families.
 - The percent of families enrolled in all Differential Response services decreased by 7.4% from 37.9% to 30.5%.
 - The proportion of African Ancestry families enrolled in Path 1 services decreased by 4.4% from 12.6% to 8.2%, equal to 7 families
 - The proportion of Latino families enrolled in Path 1 services decreased by 4.5% from 65.7% to 61.2%, equal to 12 families.
- Voluntary Services
 - The number of voluntary and IS cases decreased by 3% from 1,553 to 1,507.

What needs to happen:

Planned

- CFPM/SOP tools
 - Continue implementing the CFPM, SOP, and Title IV-E Waiver to gain flexibility in serving the community and preventing penetration of children and families into the dependency system.
- Differential Response

- Continue working with Differential Response providers to increase the percent of families engaged when referred for Differential Response services. Also continue to ensure a culturally sensitive and linguistically matched approach.
- Fully implement the logic model for Differential Response services to better evaluate the program. It includes implementation of the NCFAS-G as a standard assessment tool for families at the start and closure of services.
- Implement the FENICS database for Differential Response services. It is being developed by the SSA Information Systems team and will standardize data collection. FENICS will be able to provide data on clients served in the fiscal year and not just new referrals made.

CONSEQUENCES OF NEGATIVE ACTION

The annual report relating to the Child Welfare Diversion Services in Santa Clara County will not be received as a consequence of negative action.

STEPS FOLLOWING APPROVAL

The Clerk of the Board will follow the usual process for this type of legislative file.

LINKS:

- Linked To: 73368 : 73368

ATTACHMENTS:

- Diversion Services 2015_Final (DOCX)
- Santa Clara County Diversion Services Annual Report - PowerPoint - 09.03.15 (PPTX)



ANNUAL CHILD WELFARE DIVERSION SERVICES REPORT

Submitted to:

The Children, Seniors and Families Committee

September 2015

Overview

This report provides the Children, Seniors and Families Committee (CSFC) with information relating to diversion services provided by the Department of Family and Children's Services (DFCS). Diversion services include any resources, practices, or services that help meet the needs of families and ameliorate child welfare concerns. These services divert families away from further penetration into the child welfare system. This report outlines the following:

- Child Welfare Referrals
- Joint Response
- Differential Response
- Voluntary Services
- Update on FY14 Action Steps
- Key Findings
- Action Steps

Diversion services are supported throughout the DFCS with the continued implementation of the Child and Family Practice Model (CFPM) and the use of Safety Organized Practice (SOP) tools. This approach encourages family engagement through a strengths-based, solution-focused social work practice that focuses on identifying existing supportive resources and safely preventing child welfare involvement. In November 2014, CFPM modules started being incorporated into the induction training curriculum to provide all new social workers to the DFCS with the tools and framework to assess harm and danger, identify underlying needs, and develop natural support systems. Additionally, in May 2015, the last cohort of existing DFCS staff along with some community partners completed their final CFPM training. Through CFPM, social workers throughout the DFCS contribute to the safe diversion of families from entry or re-entry into the child welfare system.



On 9/30/14, the CSFC received the previous Annual Diversion Services Report. That report provided two year aggregate data related to child welfare referrals, Joint Response, Differential Response, and Voluntary Services. The current report also provides data from a two year period but instead compares FY14 with FY15 to identify year to year changes and trends. This report also compares the proportionate impact of diversion services within ethnic groups compared to the impact on the total population.

The data presented in this report has some confines that must be noted. The statewide Child Welfare Services/Case Management System (CWS/CMS) records ethnicity data differently for referrals and cases. Data for referrals are recorded per family, as represented by the mother, while open cases are generally recorded per child. When reporting on ethnic distribution of cases and referrals, CWS/CMS data provides detailed disaggregate data by ethnicity for Asian American/Pacific Islander communities, but this information is not consistently tracked by other data sources. Additionally, this report analyzes data regarding African Ancestry, Asian/Pacific Islander, Latino, and White families but the statistically insignificant number of Native American families reported in the dataset prohibits meaningful analysis related to trends for those families.

Child Welfare Referrals

Screening social workers answer calls regarding alleged child maltreatment. These calls, when documented in CWS/CMS, are recorded as referrals to child welfare. In FY15, the DFCS continued implementation of SOP tools as part of the Title IV-E waiver throughout the department. Screening social workers were trained on the use of SOP tools and in April 2015, the screening social workers fully implemented Harm/Danger Statements into their screener narratives. This tool assists screening social workers to connect the actions of the caregiver with the impact on the child. It also helps to articulate the concerns that arise from the caregiver's future actions and the potential impact on the child. Harm/Danger Statements provide a clear rationale for child welfare involvement and provide a structured method for social workers to determine whether the reports meet the statutory definitions of abuse and neglect. Social workers evaluate out referrals that do not meet the statutory definitions. These evaluated out referrals do not result in a child welfare response, but if the family could benefit from services to prevent future child welfare involvement, they are referred to Differential Response Services.



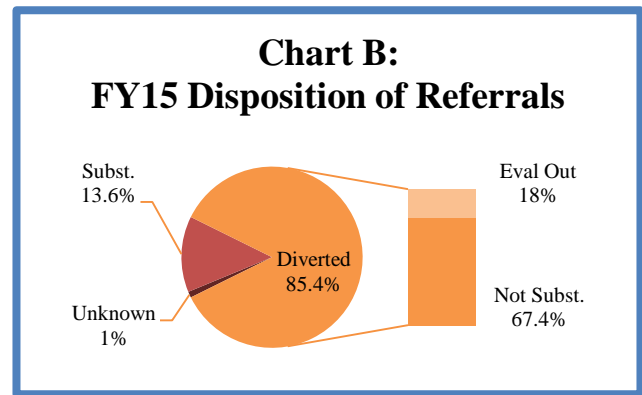
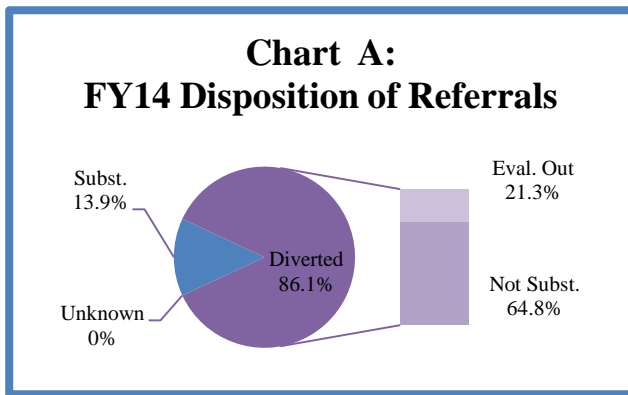
Referrals that meet the statutory definitions are assigned to Emergency Response (ER) social workers to investigate the allegations of abuse and/or neglect. The ER social workers determine if allegations are substantiated, inconclusive, or unfounded. Alternatively, ER social workers can refer the families to Dependent Intake (DI) social workers for further investigation to determine if the families require court intervention as defined by Welfare and Institutions Code (WIC) § 300. As part of their investigations, both ER and DI social workers also use SOP tools. Three Questions is a tool used by these social workers to ask 1) What’s working well? 2) What are we worried about? and 3) What needs to happen? Safety mapping is another tool that provides a four quadrant visual tool that answers the Three Questions by identifying 1) Harm and Danger, 2) Complicating Factors, 3) Safety, and 4) Supporting Strengths. Upon completion of the four quadrants, social workers are able to identify the concerns and develop safety goals and a safety plan with the family as the next steps. Safety mapping helps all parties to express their concerns and work together to identify and develop supports and goals to ameliorate these concerns. If the family can safely maintain children in the home with diversion services and no court oversight, then families are referred to Differential Response for services or opened as a voluntary case.

**Table 1:
Disposition of Referrals Generated¹**

Disposition	FY14		FY15	
	Number of Referrals	Percent of Total Referrals	Number of Referrals	Percent of Total Referrals
Diverted	8595	86.1%	7950	85.4%
<i>Evaluated Out</i>	2123	21.3%	1677	18.0%
<i>Not Substantiated²</i>	6472	64.8%	6273	67.4%
Substantiated	1387	13.9%	1263	13.6%
Unknown³	1	0.0%	100	1.0%
Total	9983	100.0%	9313	100.0%

Data Source: CWS/CMS, extracted on 7/31/15

- ¹ Since multiple allegations can be made in the same referral, the allegation with the most severe disposition in each referral is identified in this data.
- ² Not Substantiated referrals include Inconclusive and Unfounded dispositions.
- ³ Unknown referrals do not have a disposition entered. This can be the result of data entry omission, but is usually the result of a pending investigation.



Data Source: CWS/CMS, extracted on 7/31/15

Table 1 and Charts A & B detail the final disposition of child welfare referrals generated in FY14 and FY15. Between FY14 and FY15, the total number of referrals generated decreased by 6.7% from 9,983 to 9,313 referrals. Referrals diverted from the child welfare system are any referral that was either evaluated out or the allegations were determined to be unfounded or inconclusive. The percent of all referrals diverted was approximately 86% for both FY14 and FY15. In FY15, the percent of the total referrals generated that were Evaluated Out decreased from 21.3% to 18% in FY15, and the percent of referrals that were Not Substantiated increased from 64.8% to 67.4% in FY15.

**Table 2:
Ethnic Distribution of Diverted Referrals**

Primary Ethnicity of Mother ¹	FY14					FY15				
	No. Div.	% of Total Div. ²	% of Ethn. Div. ³	Total Ref. ⁴	% of Total	No. Div.	% of Total Div. ²	% of Ethn. Div. ³	Total Ref. ⁴	% of Total
African Ancestry	737	8.6%	87.3%	844	8.5%	506	6.4%	86.5%	585	6.3%
Asian	1207	14.0%	89.6%	1347	13.5%	1234	15.5%	90.3%	1366	14.7%
Asian Indian	213	2.5%	94.2%	226	2.3%	218	2.7%	94.0%	232	2.5%
Cambodian	22	0.3%	91.7%	24	0.2%	26	0.3%	92.9%	28	0.3%
Chinese	215	2.5%	89.2%	241	2.4%	205	2.6%	90.7%	226	2.4%
Filipino	265	3.1%	86.9%	305	3.1%	280	3.5%	88.1%	318	3.4%
Guamanian	9	0.1%	100%	9	0.1%	8	0.1%	80.0%	10	0.1%
Hawaiian	10	0.1%	83.3%	12	0.1%	9	0.1%	100%	9	0.1%
Hmong	-	-	-	-	-	1	0.0%	100%	1	0.0%
Japanese	35	0.4%	94.6%	37	0.4%	31	0.4%	83.8%	37	0.4%
Korean	40	0.5%	88.9%	45	0.5%	44	0.6%	93.6%	47	0.5%
Laotian	4	0.0%	80.0%	5	0.1%	9	0.1%	90.0%	10	0.1%
Other Asian	54	0.6%	94.7%	57	0.6%	49	0.6%	86.0%	57	0.6%
Other Pacific	19	0.2%	79.2%	24	0.2%	19	0.2%	95.0%	20	0.2%



<i>Islander</i>										
<i>Polynesian</i>	4	0.0%	100%	4	0.0%	1	0.0%	100%	1	0.0%
<i>Samoan</i>	23	0.3%	95.8%	24	0.2%	24	0.3%	85.7%	28	0.3%
<i>Vietnamese</i>	294	3.4%	88.0%	334	3.3%	310	3.9%	90.6%	342	3.7%
Latino	4730	55.0%	84.6%	5593	56.0%	4079	51.3%	83.4%	4891	52.5%
Native American	53	0.6%	81.5%	65	0.7%	46	0.6%	74.2%	62	0.7%
White	1747	20.3%	86.9%	2010	20.1%	1958	24.6%	86.2%	2271	24.4%
Unknown⁵	121	1.4%	97.6%	124	1.2%	132	1.6%	95.7%	138	1.5%
Total	8595	100%	86.1%	9983	100%	7950	100%	85.4%	9313	100%

Data Source: CWS/CMS, extracted on 7/31/15

- ¹ Ethnicities for referrals are determined by the mother's primary ethnicity as recorded in CWS/CMS.
- ² The # of diverted ref. for an ethnicity / the total # of diverted ref. = the proportion diverted.
- ³ The # of diverted ref. for an ethnicity / the total # of ref. for that ethnicity = the % of ethnicity diverted.
- ⁴ The # of diverted ref. + the # of substantiated ref. + the # of unknown ref. = the total # of ref. The number of unknown referrals is not included, however the aggregate total can be located in Table 1.
- ⁵ Unknown combines Unable to Determine and Declines to State.

Table 3:
Ethnic Distribution of Substantiated Referrals

Primary Ethnicity of Mother ¹	FY14					FY15				
	No. Sub.	% of Total Sub. ²	% of Ethn Sub. ³	Total Ref. ⁴	% of Total	No. Sub.	% of Total Sub.	% of Ethn Sub.	Total Ref.	% of Total
African Ancestry	107	7.7%	12.7%	844	8.5%	79	6.3%	13.5%	585	6.3%
Asian	140	10.1%	10.4%	1347	13.5%	121	9.6%	8.9%	1366	14.7%
<i>Asian Indian</i>	13	0.9%	5.8%	226	2.3%	14	1.1%	6.0%	232	2.5%
<i>Cambodian</i>	2	0.1%	8.3%	24	0.2%	2	0.2%	7.1%	28	0.3%
<i>Chinese</i>	26	1.9%	10.8%	241	2.4%	17	1.3%	7.5%	226	2.4%
<i>Filipino</i>	40	2.9%	13.1%	305	3.1%	35	2.8%	11.0%	318	3.4%
<i>Guamanian</i>	-	-	-	9	0.1%	2	0.2%	20.0%	10	0.1%
<i>Hawaiian</i>	2	0.1%	16.7%	12	0.1%	-	-	-	9	0.1%
<i>Hmong</i>	-	-	-	-	-	-	-	-	1	0.0%
<i>Japanese</i>	2	0.1%	5.4%	37	0.4%	6	0.5%	16.2%	37	0.4%
<i>Korean</i>	5	0.4%	11.1%	45	0.5%	3	0.2%	6.4%	47	0.5%
<i>Laotian</i>	1	0.1%	20.0%	5	0.1%	1	0.1%	10.0%	10	0.1%
<i>Other Asian</i>	3	0.2%	5.3%	57	0.6%	7	0.6%	12.3%	57	0.6%
<i>Other Pacific Islander</i>	5	0.4%	20.8%	24	0.2%	-	-	-	20	0.2%
<i>Polynesian</i>	-	-	-	4	0.0%	-	-	-	1	0.0%
<i>Samoan</i>	1	0.1%	4.2%	24	0.2%	4	0.3%	14.3%	28	0.3%
<i>Vietnamese</i>	40	2.9%	12.0%	334	3.3%	30	2.4%	8.8%	342	3.7%
Latino	862	62.1%	15.4%	5593	56.0%	762	60.3%	15.6%	4891	52.5%
Native American	12	0.9%	18.5%	65	0.7%	15	1.2%	24.2%	62	0.7%
White	263	19.0%	13.1%	2010	20.1%	281	22.2%	12.4%	2271	24.4%



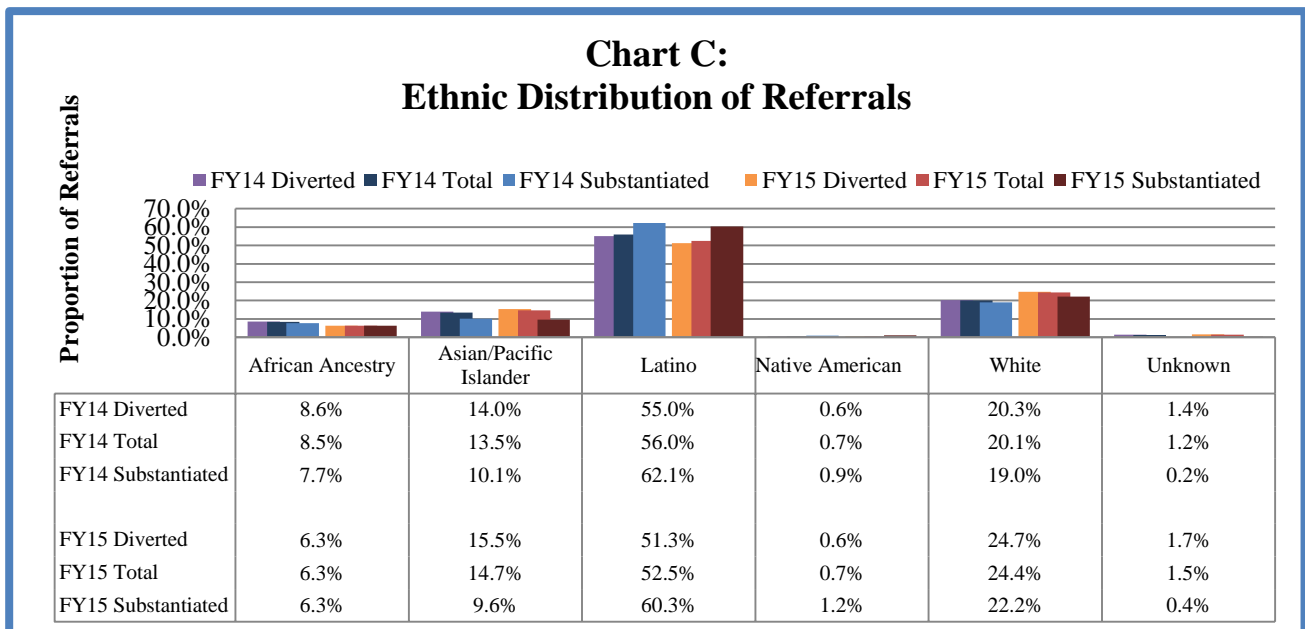
Unknown ⁵	3	0.2%	2.4%	124	1.2%	5	0.4%	3.6%	138	1.5%
Total	1387	100%	13.9%	9983	100%	1263	100%	13.6%	9313	100%

Data Source: CWS/CMS, extracted on 7/31/15

- ¹ Ethnicities for referrals are determined by the mother's primary ethnicity as recorded in CWS/CMS.
- ² The # of substantiated ref. for an ethnicity / the total # of sub. ref. = the proportion substantiated.
- ³ The # of sub. ref. for an ethnicity / the total # of ref. for that ethnicity = the % of ethnicity substantiated.
- ⁴ The # of sub. ref. + the # of sub. ref. + the # of unknown ref. = the total # of ref. The number of unknown referrals is not included, however the aggregate total can be located in Table 1.
- ⁵ Unknown combines Unable to Determine and Declines to State.

Tables 2 and 3 details the ethnic distribution of referrals by disposition type in FY14 and FY15. In FY15, the total number of child welfare referrals for African Ancestry families decreased by 30.7% from 844 to 585 referrals, and referrals for Latino families decreased by 12.6% from 5,593 to 4,891 referrals. However, the number of referrals for White families increased by 13% from 2,010 to 2,271 referrals, and referrals for Asian/Pacific Islander families remained relatively constant from 1,347 to 1,366 referrals.

In FY15, African Ancestry families comprised 6.3% of total referrals, a decrease of 1.2% while Latino families comprised 52.5%, a decrease of 3.5% from FY14. In that same time, Asian families comprised 14.7% and White families comprised 24.4% of total referrals which is an increase of 1.2% and 4.3% respectively.

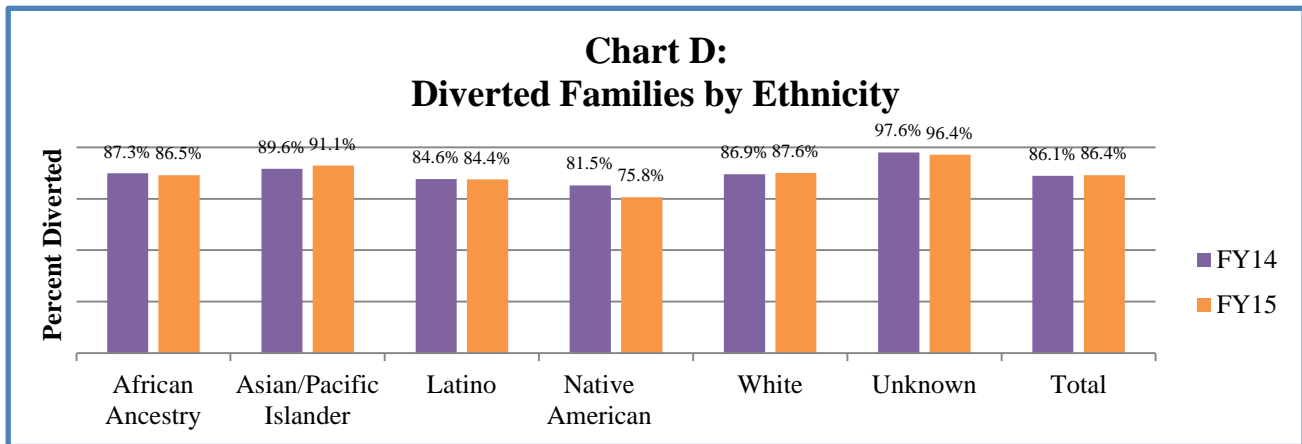


Data Source: CWS/CMS, extracted on 7/31/15



Chart C shows the proportion of each ethnicity diverted and substantiated compared to their representation of that ethnicity in total referrals. Referrals for each ethnicity followed similar trends from year to year. The change in the percent of families diverted and substantiated correlated with an increase or decrease in total referrals.

In FY15, referrals for all ethnicities were proportionately diverted. In other words, the percent of each ethnicity diverted was similar to the percent of that ethnicity in total referrals. In the same time period, the gap closed a little for Latino families from 62.1% to 60.3% of all substantiated referrals, a reduction of 1.8% equaling 100 families. In contrast, 6.3% of referrals for African Ancestry families were substantiated, similar to their representation in the total referrals which also equaled 6.3%. Referrals for Asian/Pacific Islander and White families were disproportionately less substantiated.



Data Source: CWS/CMS, extracted on 7/31/15

Chart D details the percent diverted for families of each ethnicity. Between FY14 and FY15, families of each ethnicity were diverted at relatively similar rates. However, Asian families are diverted more than other ethnicities at 91.1% compared to 86.4% which is the overall percent of families diverted. This shows the rate of Asian families being diverted is 4.9% higher than the rate for all ethnicities combined.

Joint Response

The Joint Response protocol was adopted by law enforcement agencies (LEA) in Santa Clara County. A joint response is requested when law enforcement investigations reveal immediate safety concerns about a child and there is a potential to place the child into protective



custody. When LEA request a joint response, a social worker responds within 30 minutes to do the joint assessment. The protocol was developed to ensure that decisions made by LEA and the DFCS to remove children from their homes because of abuse or neglect are made in a coordinated fashion. The goal is to ensure that there is adequate investigation of the facts and that all possible interventions are considered before any decisions are made to place children into protective custody. Data for all joint response calls are tracked and compiled by DFCS staff manually.

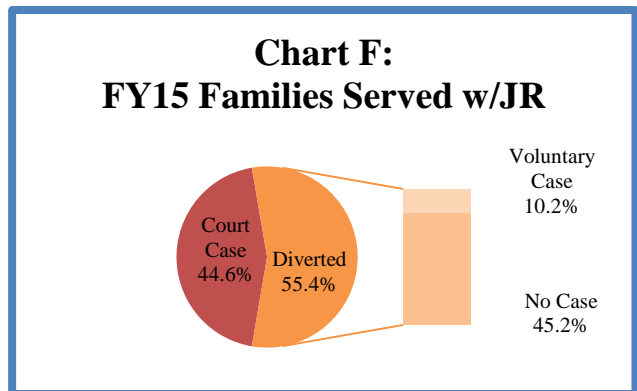
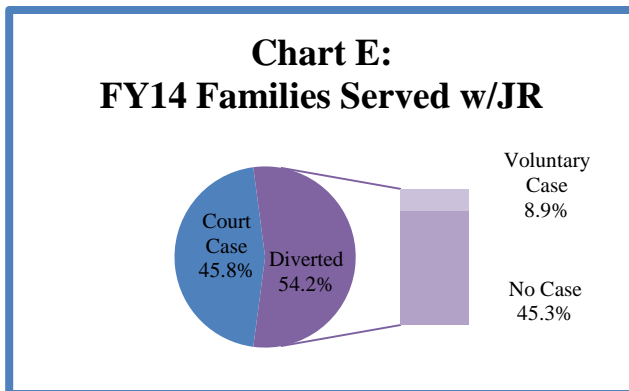
**Table 4:
Families Served through Joint Response by Diversion Type**

Diversion Categories	FY14		FY15	
	Total Families	Percent of Families	Total Families	Percent of Families
Diverted Families	195	54.2%	185	55.4%
<i>No DFCS Case¹</i>	163	45.3%	151	45.2%
<i>Voluntary DFCS Case²</i>	32	8.9%	34	10.2%
Court Intervention	165	45.8%	149	44.6%
Total	360	100.0%	334	100.0%

Data Source: Joint Response Logs maintained by DFCS staff, last updated 7/9/15

¹ No Case includes Joint Response referrals closed as stabilized or referred to Differential Response.

² Voluntary Case includes Joint Response referrals resulting in an open Voluntary Family Maintenance (VFM), Voluntary Family Reunification (VFR), or Informal Supervision (IS) case.



Data Source: Joint Response Logs maintained by DFCS staff, last updated 7/9/15

Table 4 and Charts E & F detail the number of families that were served through Joint Response in FY14 and FY15. Between FY14 and FY15, the total number of Joint Response referrals received decreased by 7.2% from 360 to 334 referrals, while the percent of those families served and diverted through joint response increased from 54.2% to 55.4% in FY15. Additionally, no case was opened for the majority of families diverted through Joint



Response in both years which means that the families were stabilized sufficiently and/or referred to Differential Response

Table 5: Ethnic Distribution of Children Served by Joint Response Outcome								
Primary Ethnicity of Children ¹	FY14				FY15			
	No. of Diverted Ref.	No. of Court Cases	No. of Total Ref.	Percent of Total Ref.	No. of Diverted Ref.	No. of Court Cases	No. of Total Ref.	Percent of Total Ref.
African Ancestry	42	35	77	12.3%	36	24	60	10.6%
Asian/Pacific Islander	34	16	50	8.0%	53	14	67	11.9%
Latino	204	140	344	54.8%	199	99	298	52.8%
Native American	0	4	4	0.6%	1	4	5	0.9%
White	94	59	153	24.4%	65	69	134	23.8%
Total	374	254	628	100.0%	354	210	564	100.0%

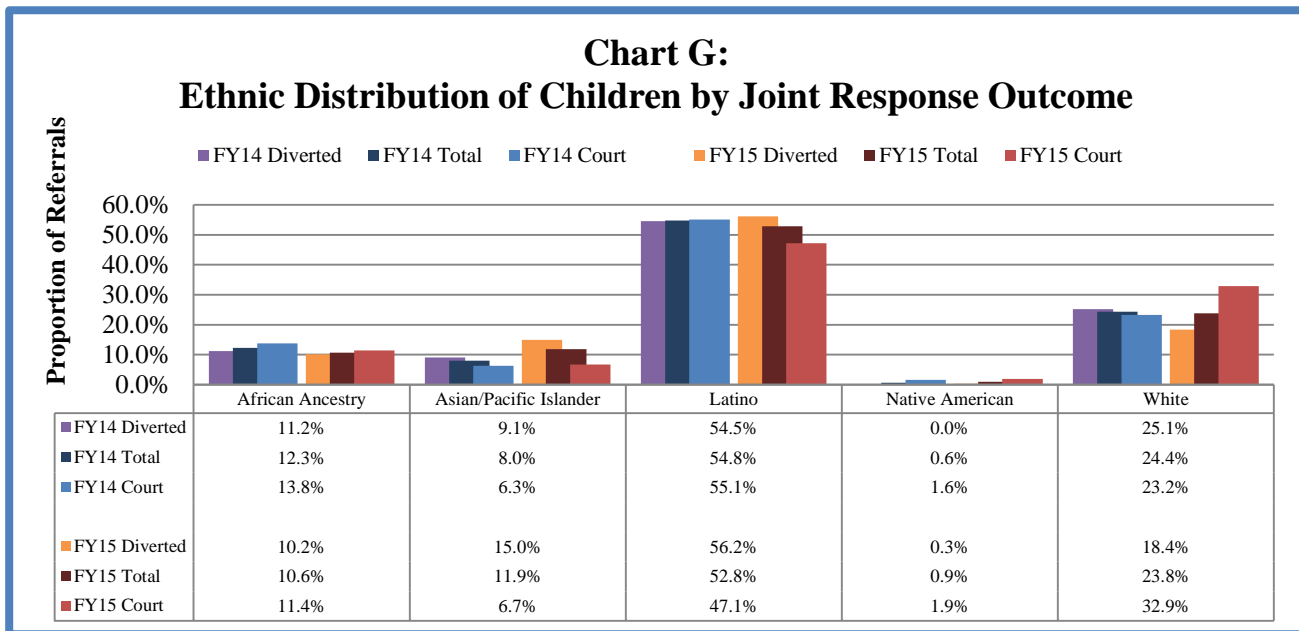
Data Source: Joint Response Logs maintained by DFCS staff, updated 7/9/15

¹ Ethnicity is tracked in these logs for each child in the family and is not disaggregated for API families.

Table 5 details the ethnic distribution of children served through Joint Response by the outcome in FY14 and FY15. The data in Tables 4 and 5 do not match because the data maintained by the Joint Response Logs currently track specific Joint Response outcomes in Table 4 by the number of referrals or families, while ethnic distribution is tracked by the number of children due to a request by LEA. There are approximately twice as many children as there are families served through Joint Response. For consistency with other child welfare referral data, data will also be tracked for the primary ethnicity of the mother beginning in FY16.

In FY15, the total number of Joint Response referrals for African Ancestry children decreased by 22.1% from 77 to 60 children, referrals for Latino children decreased by 13.4% from 344 to 298 children, and referrals for White children decreased by 14.2% from 153 to 134 children. However, referrals for Asian/Pacific Islander children increased by 34% from 50 to 67 children.

In FY15, Asian/Pacific Islander families comprised 11.9% of total Joint Response referrals, an increase of 3.9% from FY14. In that same time, African Ancestry families comprised 10.6%, Latino families comprised 52.8%, and White families comprised 23.8% of total Joint Response referrals which is a decrease of 1.7%, 2%, and 0.6% respectively.



Data Source: Joint Response Logs maintained by DFCS staff, updated 7/9/15

Chart G shows the proportion of children of each ethnicity diverted and referred to court through Joint Response. Referrals for African Ancestry and Asian/Pacific Islander children followed similar trends from year to year. The change in the percent of children diverted and referred to court correlated with an increase or decrease in total referrals.

In FY15, African Ancestry children comprised 10.2% of diverted through Joint Response, a decrease of 1% from FY14. This is similar to their representation of the total referrals, which was 10.6% in FY15. At the same time, Latino children were 56.2% and Asian children were 15% of all diverted referrals, an increase in 1.7% and 4.9% respectively. On the other hand, there was a decrease of White children diverted to 18.4%, down 8.7% from FY 14.

African Ancestry and Latino children also comprised less of the children referred to court intervention through Joint Response than in FY14. African Ancestry children decreased from 13.8% to 11.4% or 11 children, and Latino children from 55.1% to 47.1% or 41 children. The percent of Asian/Pacific Islander children referred to court remained relatively similar at 6.7%, while the percent of White children increased from to 32.9%.

**Table 6:
Children Diverted through Joint Response by Ethnicity**

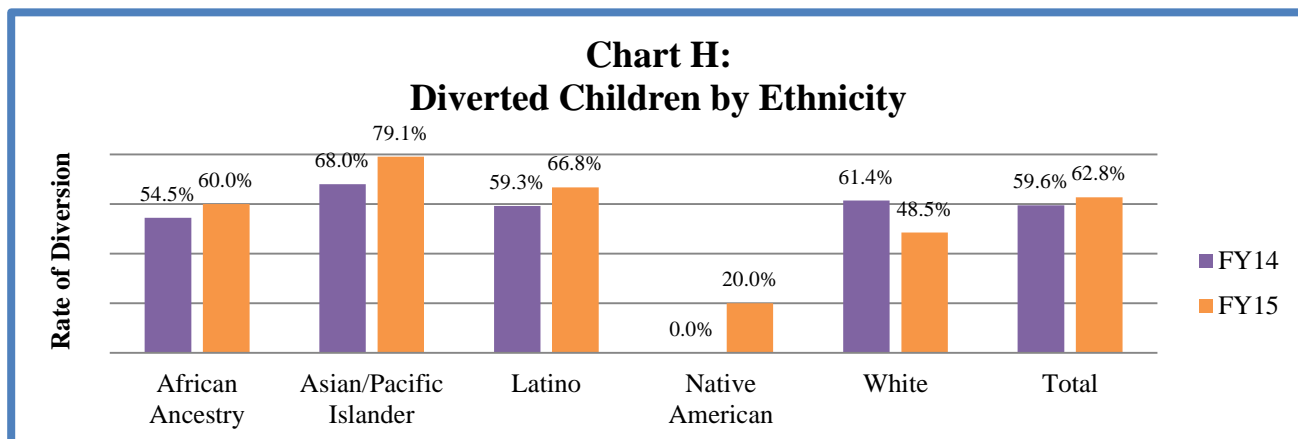
Primary Ethnicity of	FY14	FY15
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Children ¹	Number of Diverted Referrals	Percent of Each Ethnicity Diverted	Number of Diverted Referrals	Percent of Each Ethnicity Diverted
African Ancestry	42	54.5%	36	60.0%
Asian/Pacific Islander	34	68.0%	53	79.1%
Latino	204	59.3%	199	66.8%
Native American	-	-	1	20.0%
White	94	61.4%	65	48.5%
Total	374	59.6%	354	62.8%

Data Source: Joint Response Logs maintained by DFCS staff, updated 7/9/15

¹ Ethnicity is tracked in these logs for each child in the family and it is not disaggregated for API families.



Data Source: Joint Response Logs maintained by DFCS staff, updated 7/9/15

Table 6 and Chart H detail the percent of children diverted through Joint Response. In FY15, the total number of children served through Joint Response decreased by 10.2% from 628 to 564, but the percent of children diverted increased by 3.2% from 59.6% to 62.8%. In FY15, the percent of children diverted increased by at least 5% for most ethnicities. 60% of African Ancestry children, 79.1% of Asian/Pacific Islander children, and 66.8% of Latino children were diverted, an increase of 5.5%, 11.1%, and 7.5% respectively. The only exception was that the percent of White children diverted decreased from 61.4% to 48.5%, a decrease of 14.3%.

**Table 7:
Joint Response Calls by Jurisdiction**

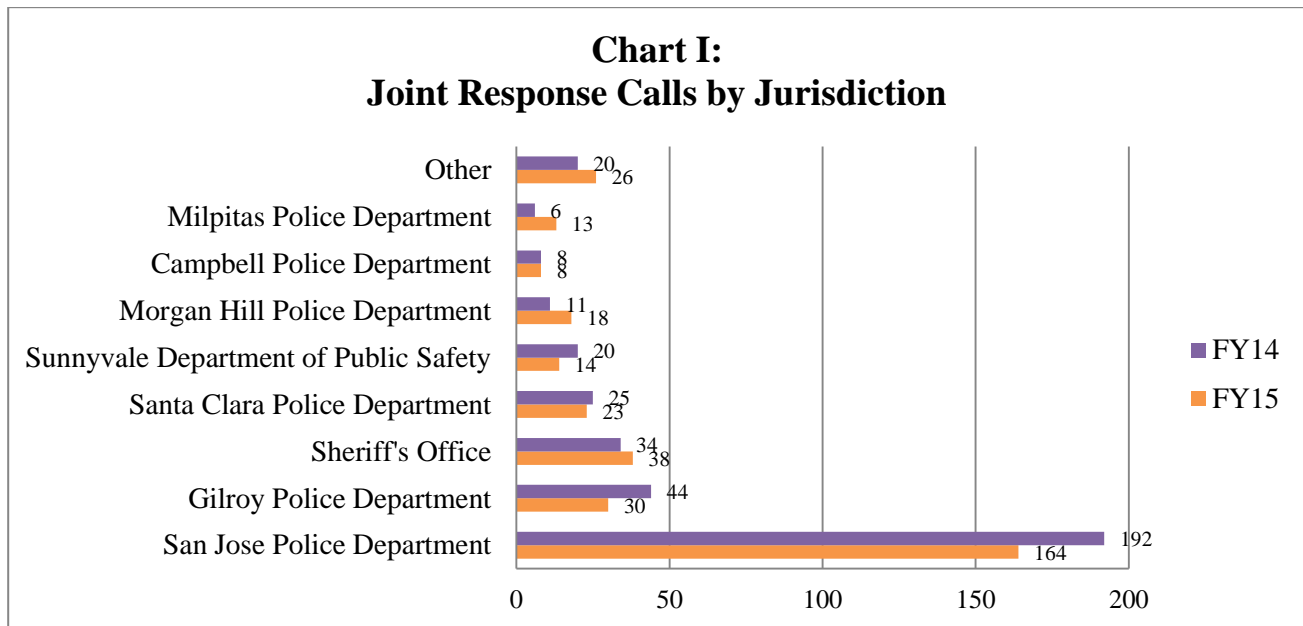
Police Jurisdictions	FY14		FY15	
	Number of	Percent of	Number of	Percent of



	Calls	Total Calls	Calls	Total Calls
San Jose Police Department	192	53.3%	164	49.1%
Gilroy Police Department	44	12.2%	30	9.0%
Sheriff's Office	34	9.4%	38	11.4%
Santa Clara Police Department	25	6.9%	23	6.9%
Sunnyvale Department of Public Safety	20	5.6%	14	4.2%
Morgan Hill Police Department	11	3.1%	18	5.4%
Campbell Police Department	8	2.2%	8	2.4%
Milpitas Police Department	6	1.7%	13	3.9%
Other ¹	20	5.6%	26	7.8%
Total	360	100.0%	334	100.0%

Data Source: Joint Response Logs maintained by DFCS staff, updated 7/9/15

¹ Other includes any jurisdiction with less than five calls in each FY, including but not limited to, California Highway Patrol, Palo Alto Police Department, Mountain View Police Department, etc.



Source: Joint Response Logs maintained by DFCS staff clerical, updated 7/9/15

Table 7 and Chart I depict the sources of Joint Response referrals by jurisdiction. The San Jose Police Department had the highest percentage of referrals in both years, with 53.3% and 49.1%. The second and third largest percentage of referrals came from the Sheriff's Office, with 9.4% and 11.4%, and Gilroy Police Department, with 12.2% and 9%. The fourth largest percentage of referrals came from Santa Clara Police Department, with 6.9% in both years.



The remaining jurisdictions each made less than 6% of the Joint Response referrals received in each year.

For almost every jurisdiction, the number of Joint Response calls declined between FY14 and FY15. This includes a 14.6% decrease in calls by the San Jose Police Department from 192 to 164. The three exceptions were the Sheriff’s Office, Morgan Hill Police Department, and Milpitas Police Department whose Joint Response use increased.

Differential Response

Differential Response is an approach that is guided by the belief that children are best served in the home with parents by providing early intervention, family engagement, and community partnership. It allows child welfare agencies to respond to reports of child abuse and neglect with different levels of intervention, specific to the level of need of each child and family. In Santa Clara County, Differential Response began in 2006 with two levels or “paths” focused on prevention and early intervention, and a third which involved traditional court intervention. In 2008, a fourth path was added to focus on services for aftercare and prevention of re-entry into the child welfare system.

**Table 8:
Differential Response Paths**

	Purpose	Description
Path 1: Community Response	Prevention	Intensive case management services offered to families when a report of child maltreatment is made but does not meet the statutory definitions of abuse or neglect. Path 1 services are voluntary and offered to families in immediate crisis or with on-going issues that would benefit from supportive community-based services.
Path 2: DFCS & Community Response	Early Intervention	Intensive case management services offered to families when the risk for child abuse or neglect is low to moderate. Path 2 services are voluntary and offered to families who may benefit from services that would stabilize the immediate crisis and reduce the likelihood of further child welfare intervention.
Path 3: DFCS High Risk Response	Court Intervention	Formal child welfare case management services provided to families when Juvenile Dependency Court intervention is necessary to ensure the safety of children in the home. Path 3 services are not voluntary and are provided to families to address child safety issues and focus on family maintenance or family reunification.
Path 4: Community Support	Aftercare	Time-limited support services offered to families who have successfully completed court ordered services and are within 30 days of closing their Juvenile Dependency cases. Path 4 services are voluntary and offered to



Services for Reunified Families	families who would benefit from additional services to maintain stability and prevent re-entry into foster care.
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Data Sources: FY15 Differential Response Contracts, and the DFCS Differential Response Programs Quick Reference Guide.

Table 8 outlines the goals and services for families who are referred to Differential Response. Each path is designed to meet the needs of the family based on risk and safety factors present at the time of contact with the DFCS, with overall goals of identifying the safest, most appropriate, least restrictive, and least intrusive service intervention for each individual family. A second, but equally important goal is to prevent future abuse and/or neglect issues from developing in families that are currently in crisis, by addressing these crises before they escalate into more serious abuse and/or neglect issues that would require court intervention. Services for Path 1, 2, and 4, are provided by community based organizations.

In FY14, the DFCS contracted with Gardner Family Care Corporation, Unity Care Group, and Creative Solutions for Differential Response services. On March 7, 2014, a competitive process was initiated that standardized service provision across providers, increased capacity, and identified each specific target populations to meet the geographic and cultural needs of the families being served. The new contracts were effective September 1, 2014. Unity Care was selected to meet the cultural needs of African Ancestry families throughout Santa Clara County, Eastfield Ming Quong Families First (EMQFF) was selected to meet the geographic needs of families in South County, and Gardner was selected to meet the cultural and linguistic needs of Latino, Spanish-speaking, and other non-English speaking families not residing in South County. Additionally, in an effort to decrease waitlists, the capacity to provide Differential Response Services was almost doubled. The contracts allow all three agencies to provide the same type of services for Path 1, 2, and 4, and to assist with overflow referrals when one of the agencies is at capacity. On June 23, 2015, the Board of Supervisors approved the continuation of these services in FY16.

In FY15, a new logic model was drafted by a team of staff, service providers, and First 5, to identify population needs, assessment tools, activities and services, and outcome goals. The Differential Response services identified are 1) in-home case management, 2) therapeutic services, 3) parent education/parent coaching, 4) parent partner support, and 5) linking families to resources in their community. The DFCS is transitioning to fully implement the logic model. The DFCS managers and staff meet and consult with service providers on a



monthly basis to obtain service updates and engage jointly in the implementation process. In FY15, the service providers also completed trainings on the North Carolina Family Assessment Scale for General Services (NCFAS-G). To evaluate the effectiveness of the programs, each service provider will use this same tool to assess and rate families at intake and closure of services. The logic model and NCFAS-G will be implemented in a new database called Families Engaging in New Intervention and Community Services (FENICS, pronounced as “Phoenix”).

The coordinators and service providers currently enter data into a database called Community Approach to Relating and Engaging (CARE). CARE is a database adopted from San Mateo County used primarily upfront and at the closure of services. FENICS is a web-based system being developed specifically for the needs of Santa Clara County. FENICS is expected to be launched in December 2015 and should provide more accurate data for evaluation. Service providers will receive, close, and evaluate Differential Response referrals through this database. Data on Differential Response is currently collected by DFCS staff who maintain spreadsheets to track referrals and the follow-up data. This manual process will be replaced with the new database. After implementation, the DFCS will continue to work with Information Systems to program routine reports to track services provided and outcomes for families served through Differential Response.

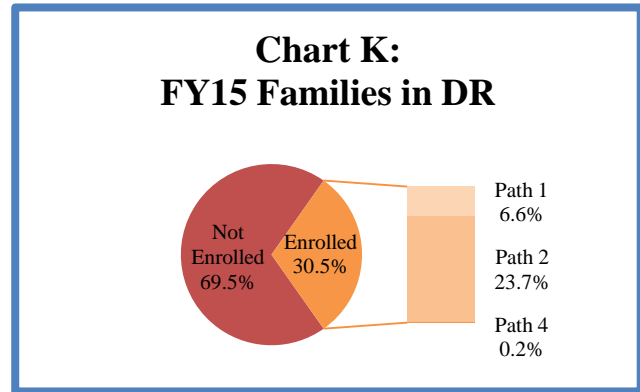
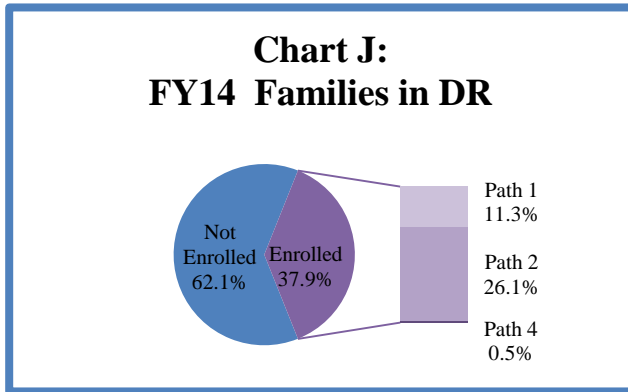
**Table 9:
Families Enrolled in Differential Response**

Disposition	FY14			FY15		
	Number of DR Referrals	Percent of Path Total ¹	Percent of Total DR Referrals	Number of DR Referrals	Percent of Path Total ¹	Percent of Total DR Referrals
Enrolled	478		37.9%	619		30.5%
<i>Path 1</i>	143	25.3%	11.3%	134	15.5%	6.6%
<i>Path 2</i>	329	48.1%	26.1%	481	41.6%	23.7%
<i>Path 4</i>	6	50.0%	0.5%	4	30.8%	0.2%
Not Enrolled	784		62.1%	1413		69.5%
<i>Path 1</i>	423	74.7%	33.5%	728	84.5%	35.8%
<i>Path 2</i>	355	51.9%	28.1%	676	58.4%	33.3%
<i>Path 4</i>	6	50.0%	0.5%	9	69.2%	0.4%
Total	1262		100.0%	2032		100.0%

Data Source: FY14 & FY15 Differential Response Path 1 Logs; FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15



¹ Percent of Path Total is the Percent of enrolled or not enrolled compared to the total in each Path. Each Path's Enrolled + Not Enrolled = 100% for the FY.



Data Source: FY14 & FY15 Differential Response Path 1 Logs; FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15

Table 9 and Charts J & K detail the enrollment of families for Differential Response referrals for each Path in FY14 and FY15. Between FY14 and FY15, the total number of referrals significantly increased for all Differential Response services by 61% from 1,262 to 2,032 referrals. This increase is seen in Path 1 services by 28.6% from 566 to 862 referrals and for Path 2 services by 69.2% from 684 to 1,157 referrals. Path 4 referrals remained steady, increasing from 12 to 13 referrals.

Enrollment numbers for Differential Response services also increased by 29.5% from 478 to 619 families. This includes a decrease in Path 1 enrollment by 6.3% from 134 to 143 families, but an increase in Path 2 enrollment by 46.2% from 329 to 481 families. While the number of families enrolled increased in FY15, the percentage of families enrolled in services decreased from 37.9% to 30.5% for all Differential Response Services. This decrease in enrollment is seen across the board with Path 1 decreasing from 25.3% to 15.5%, Path 2 decreasing from 48.1% to 41.6%, and Path 4 decreasing from 50% to 30.8%.

**Table 10:
Ethnic Distribution of Path 1 Referrals & Enrollment in Services**

Primary Ethnicity of Mother ¹	FY14				FY15			
	No. Path 1 Enroll	No. Not Enroll	Total Path 1 Ref.	Percent of Path 1 Ref.	No. Path 1 Enroll	No. Not Enroll	Total Path 1 Ref.	Percent of Path 1 Ref.
African Ancestry	18	36	54	9.5%	11	58	69	8.0%
Asian/Pacific Islander	10	54	64	11.3%	15	95	110	12.8%



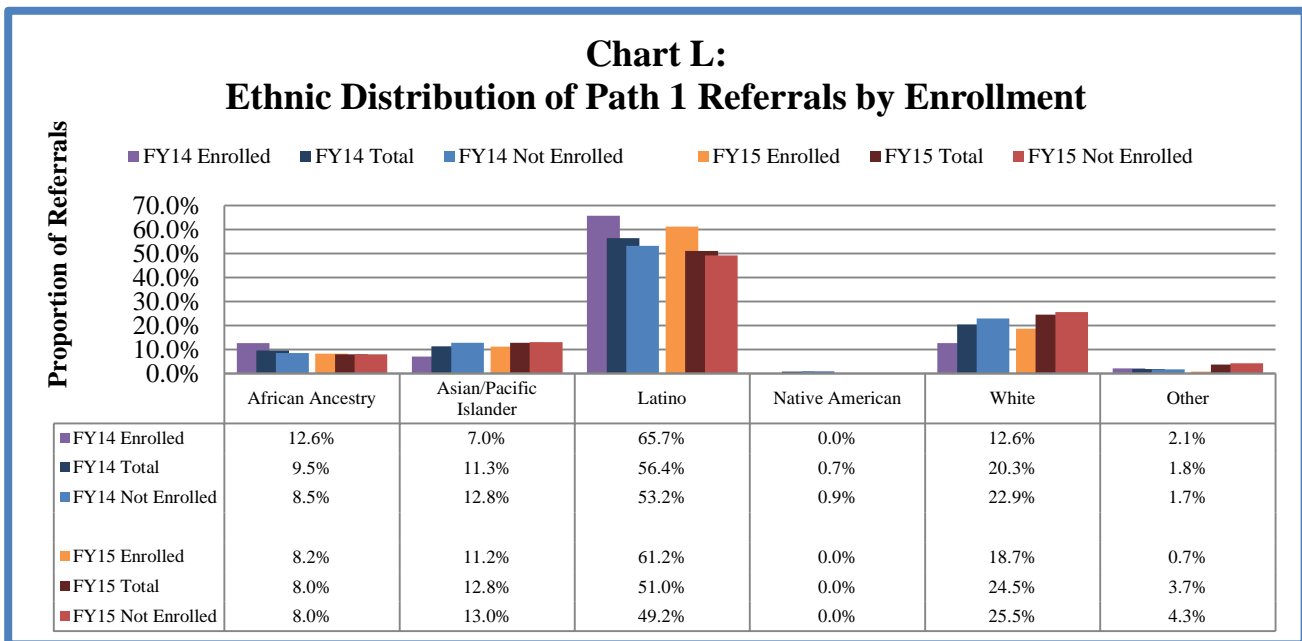
Latino	94	225	319	56.4%	82	358	449	51.0%
Native American	-	4	4	0.7%	-	-	-	-
White	18	97	115	20.3%	25	186	211	24.5%
Other	3	7	10	1.8%	1	31	32	3.7%
Total	143	423	566	100.0%	134	728	862	100.0%

Data Source: FY14 & FY15 Differential Response Path 1 Logs, updated on 8/4/15

¹ Ethnicities for referrals are determined by the mother’s primary ethnicity as reported by the person referring the family to Differential Response and it is not disaggregated for API families.

Table 10 details the ethnic distribution of Path 1 referrals by enrollment. In FY15, the number of Path 1 referrals increased for all ethnicities. Referrals for African Ancestry families increased by 27.8% from 54 to 69, referrals for Asian/Pacific Islander families increased by 71.9% from 64 to 110, referrals for Latino families increased by 40.8% from 319 to 449, and referrals for White families increased by 83.5% from 115 to 211.

In FY15, African Ancestry families comprised 9.5% and Latino families comprised 51% of the total Path 1 Referrals for Differential Response, a decrease of 1.5% and 5.4% respectively. In contrast, Asian/Pacific Islander families were 12.8% and White families were 24.5% of referrals, an increase of 1.5% and 4.2% respectively.



Data Source: FY14 & FY15 Differential Response Path 1 Logs, updated on 8/4/15

Chart L shows the proportion of each ethnicity enrolled in Path 1 services. In FY15, African Ancestry families were 8.2% of families enrolled in services for a decrease of 4.4%.



However, the percent of African Ancestry families enrolled was similar to their representation of the total referred to Path 1, which was 8%. Similarly, Latino families were 61.2% of families enrolled for a decrease of 4.5%. At the same time, the percent of Latino families enrolled was still higher than their representation in the total, which was 51%. Enrollment for Asian/Pacific Islander families increased from 7% to 11.2%, and for White families from 12.6% to 24.5%.

**Table 11:
Ethnic Distribution of Path 2 Referrals & Enrollment in Services**

Primary Ethnicity of Mother ¹	FY14				FY15			
	No. Path 2 Enroll	No. Not Enroll	Total Path 2 Ref.	Percent of Path 2 Ref.	No. Path 2 Enroll	No. Not Enroll	Total Path 2 Ref.	Percent of Path 2 Ref.
African Ancestry	40	23	63	9.2%	38	24	62	5.4%
Asian/Pacific Islander	26	29	55	8%	45	100	145	12.5%
Latino	226	241	467	68.3%	347	418	765	66.1%
Native American	-	-	-	-	2	6	8	0.7%
White	24	52	76	11.1%	46	123	169	14.6%
Other	13	10	23	3.4%	3	5	8	0.7%
Total	329	355	684	100.0%	481	676	1157	100.0%

Data Source: FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15

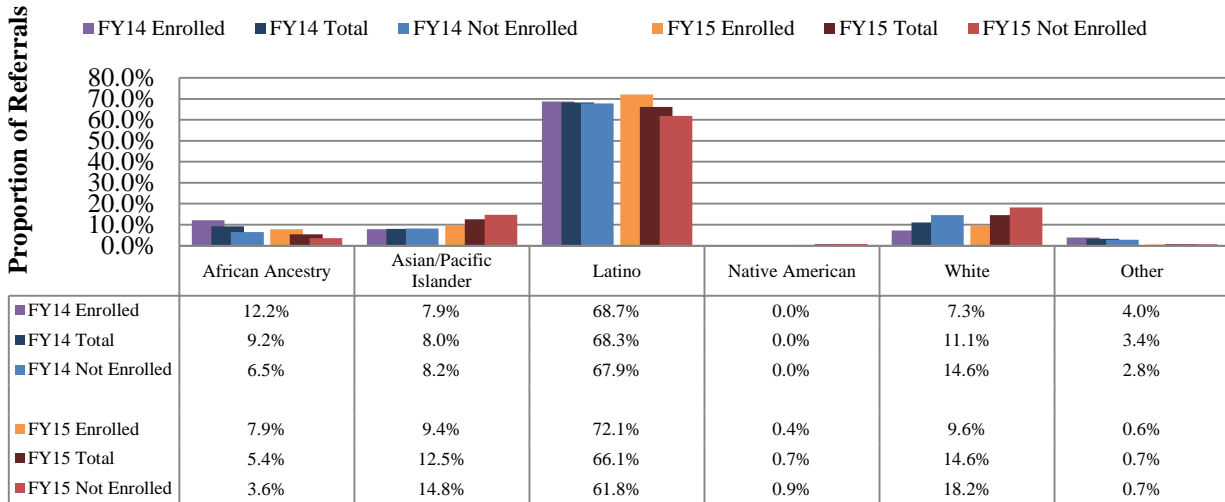
¹ Ethnicities for referrals are determined by the mother's primary ethnicity as reported by the person referring the family to Differential Response family and it is not disaggregated for API families.

Table 11 details the ethnic distribution of Path 2 referrals by enrollment. In FY15, the number of Path 2 referrals increased for almost all ethnicities. Referrals for Asian/Pacific Islander families increased by 163.6% from 55 to 145, referrals for Latino families increased by 63.8% from 467 to 765, and referrals for White families increased by 122.4% from 76 to 169. In contrast, referrals for African Ancestry families did not increase, instead going from 63 to 62 referrals.

In FY15, African Ancestry families comprised 5.4% and Latino families comprised 66.1% of the total Path 2 Referrals for Differential Response, a decrease of 4.8% and 2.1% respectively. In contrast, Asian/Pacific Islander families were 12.5% and White families were 14.6% of referrals, an increase in representation of 4.5% and 3.5% respectively.



**Chart M:
Ethnic Distribution of Path 2 Referrals by Enrollment**



Data Source: FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15

Chart M shows the proportion of each ethnicity enrolled in Path 2 services. In FY15, African Ancestry families were 7.9% of families enrolled in services for a decrease of 4.7% or 2 families. Latino families were 72.1% of families enrolled for an increase of 3.4% or 121 families from FY14. Similarly, Enrollment for Asian/Pacific Islander families increased from 7.9% to 9.4% or 19 families, and for White families from 7.3% to 9.6% or 22 families.

**Table 12:
Ethnic Distribution of Path 4 Referrals & Enrollment in Services**

Primary Ethnicity of Mother ¹	FY14				FY15			
	No. Path 4 Enroll	No. Not Enroll	Total Path 4 Ref.	Percent of Path 4 Ref.	No. Path 4 Enroll	No. Not Enroll	Total Path 4 Ref.	Percent of Path 4 Ref.
African Ancestry	-	-	-	-	1	-	1	7.7%
Asian/Pacific Islander	-	1	1	0.2%	1	-	1	0.1%
Latino	4	4	8	66.7%	2	8	10	61.5%
Native American	-	-	-	-	-	-	-	-
White	2	1	3	25.0%	-	3	3	23.1%
Other	-	-	-	-	-	-	-	-
Total	6	6	12	100.0%	4	9	13	100.0%

Data Source: FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15

¹ Ethnicities for referrals are determined by the mother’s primary ethnicity as reported by the person referring the family to Differential Response and it is not disaggregated for API families.



Trend analysis for Path 4 is not possible as the sample size is not large enough to draw conclusions.

**Table 13:
Differential Response Enrollment by Ethnicity**

Primary Ethnicity of Mother ¹	FY14				FY15			
	Percent of Each Ethn. Enroll in DR Path 1	Percent of Each Ethn. Enroll in DR Path 2	Percent of Each Ethn. Enroll in DR Path 4	Percent of Each Ethn. Enroll in All DR	Percent of Each Ethn. Enroll in DR Path 1	Percent of Each Ethn. Enroll in DR Path 2	Percent of Each Ethn. Enroll in DR Path 4	Percent of Each Ethn. Enroll in All DR
African Ancestry	33.3%	63.5%	-	49.6%	15.9%	61.3%	100.0%	37.9%
Asian/Pacific Islander	15.6%	47.3%	-	30.0%	13.6%	31.0%	100.0%	23.8%
Latino	29.5%	48.4%	50.0%	40.8%	18.6%	45.4%	25.0%	35.5%
Native American	-	-	-	0.0%	-	25.0%	-	25.0%
White	15.7%	31.6%	66.7%	22.7%	11.8%	27.2%	-	18.5%
Other	30.0%	56.5%	-	48.5%	3.1%	37.5%	-	10.0%
Total	25.3%	48.1%	50.0%	37.9%	15.5%	41.6%	30.8%	30.5%

Data Source: FY14 & FY15 Differential Response Path 1 Logs; FY14 & FY15 Differential Response Path 2 and 4 Logs, updated on 8/4/15

¹ Ethnicities for referrals are determined by the mother’s primary ethnicity as reported by the person referring the family to Differential Response and it is not disaggregated for API families.

Table 13 details the percent of families enrolled in each Path relative to the total percent of referrals for that ethnicity. Overall, the enrollment for families referred to Differential Response went from 37.9% to 30.5%. In FY15, 37.9% of African Ancestry families, 23.8% of Asian/Pacific Islander families, 35.5% of Latino families, and 18.5% of White families enrolled in all Differential Response services, a decrease of 12.3%, 6.2%, 5.3%, and 4.2% respectively. The chart also reflects similar changes for enrollment in both Path 1 and Path 2 services.

Voluntary and Informal Services

The goal for voluntary and IS services is to provide resources to families to mitigate the need for more intrusive forms of child welfare involvement. To encourage the success of these cases, social workers carrying voluntary and IS cases utilize the CFPM to create “teaming”



opportunities with the families, which involves engaging natural support systems and/or connecting families with community partners who can meet the cultural and linguistic needs of the family.

Voluntary services are not required under state and federal regulations, but Voluntary Family Maintenance (VFM) and Voluntary Family Reunification (VFR) services are offered in Santa Clara County to stabilize and support families when there is a potential danger for abuse or neglect, but the concerns do not rise to the legal standard for child welfare involvement. VFM and VFR services are completely voluntary, and while the family has DFCS oversight, there is no court involvement. VFM services are provided for three to six months when children remain in the family home. VFR services occur when a child cannot be safely maintained in the family home and the parents sign a voluntary placement agreement for that child. VFR placements are typically provided to assist parents having trouble with their teenager and are only provided to families for approximately one month while the family receives VFM or IS services.

Informal Services are offered when concerns for child abuse or neglect rise to the legal standard of child welfare involvement, but the child can be safely maintained in the family home with supportive services. Prior to offering the IS case plan, families are informed that a court petition will be drafted outlining the child welfare concerns. Families agree to accept IS services which are offered for six to nine months due to the higher level of concern than those offered VFM. The families are made aware that not complying with the case plan may lead to the drafted petition being filed in court to request formal court intervention.

**Table 14:
Ethnic Distribution of Children by Voluntary Case Type**

Primary Ethnicity of Children ¹	FY14				FY15			
	VFM & IS ²	VFR	Total Vol. & IS	Percent of Total Vol. & IS	VFM & IS ²	VFR	Total Vol. & IS	Percent of Total Vol. & IS
African Ancestry	68	5	73	4.7%	62	18	80	5.3%
Asian/Pacific Islander	183	3	186	12.0%	183	4	187	12.4%
<i>Asian Indian</i>	17	-	17	1.1%	22	-	22	1.5%
<i>Cambodian</i>	8	-	8	0.5%	1	-	1	0.1%
<i>Chinese</i>	37	-	37	2.4%	35	2	37	2.5%
<i>Filipino</i>	40	2	42	2.7%	30	-	30	2.0%



<i>Guamanian</i>	2	1	3	0.2%	1	1	2	0.1%
<i>Hawaiian</i>	-	-	-	-	5	-	5	0.3%
<i>Japanese</i>	3	-	3	0.2%	2	-	2	0.1%
<i>Korean</i>	8	-	8	0.5%	11	-	11	0.7%
<i>Laotian</i>	2	-	2	0.1%	4	-	4	0.3%
<i>Other Asian</i>	2	-	2	0.1%	4	-	4	0.3%
<i>Other Pacific Islander</i>	6	-	6	0.4%	7	-	7	0.5%
<i>Samoan</i>	8	-	8	0.5%	18	-	18	1.2%
<i>Vietnamese</i>	50	-	50	3.2%	43	1	44	2.9%
Latino	1039	23	1062	68.4%	1053	28	1081	71.7%
Native American	5	-	5	0.3%	-	-	-	-
White	217	10	227	14.6%	153	6	159	10.6%
Total	1512	41	1553	100.0%	1451	56	1507	100.0%

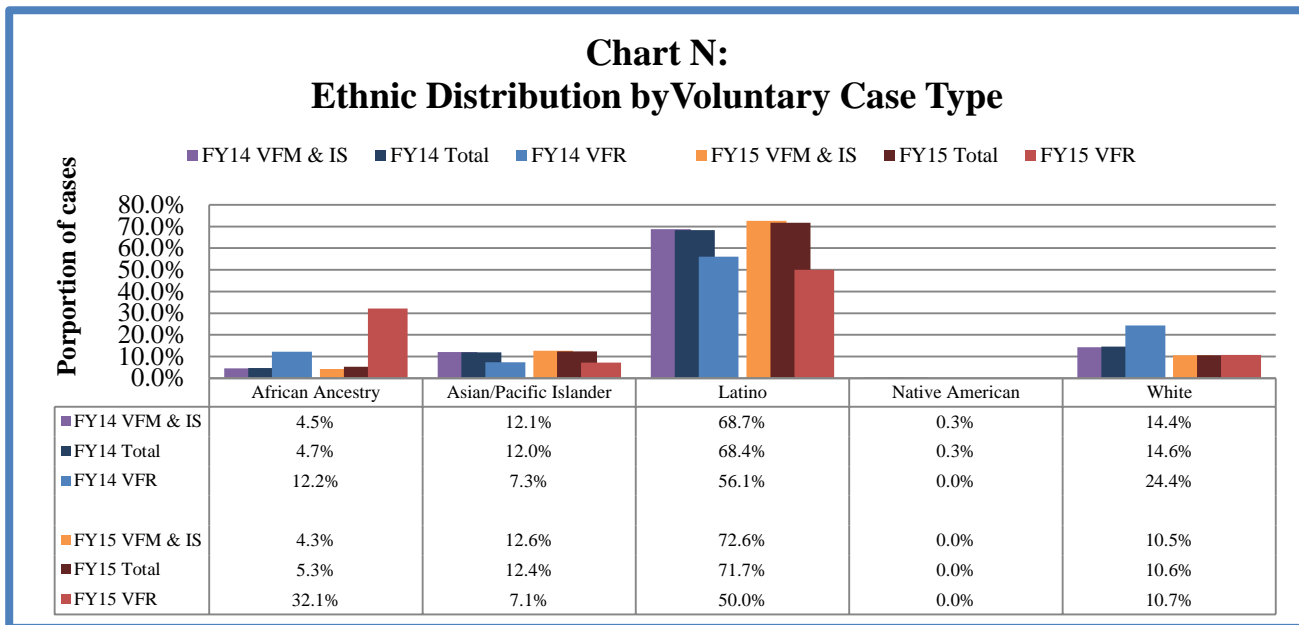
Source: CWS/CMS, extracted on 7/31/15

¹ Ethnicities for cases are determined by the child's primary ethnicity as recorded in CWS/CMS.

² Voluntary and IS cases were not distinguished in CWS/CMS until February 2015.

Table 13 details the ethnic distribution of children in voluntary and IS cases that were opened for at least one day. Beginning in February 2015, clerical staff responsible for case assignment began identifying which cases were VFM and which were IS in CWS/CMS under Special Projects. This will make distinguishing IS and VFM cases easier in FY16. This is significant since IS cases have a more intrusive level of child welfare involvement than voluntary cases.

Between FY14 and FY15, the total number of voluntary and IS cases decreased by 3% from 1,553 to 1,507. The number of voluntary and IS cases where children remained in the family home decreased at a similar rate of 4% from 1,512 to 1,451. Due to the small number of VFR cases, it is not possible to analyze any significant trends for VFR cases.



Data Source: CWS/CMS, extracted on 7/31/15

Table 14 and Chart N detail the ethnic distribution of children in voluntary cases and receiving services in FY14 and FY15. In FY15, African Ancestry and Asian/Pacific Islander children had less than a 1% change in their proportion of all Voluntary and IS cases, or an increase of 7 African Ancestry cases and 1 Asian/Pacific Islander case. In contrast, in FY15, Latino children comprised 71.7% of the voluntary cases or an increase of 3.3% or 19 cases. White children comprised 10.6% of the voluntary cases, a decrease of 4% or 68 cases.

Updates on FY14 Action Steps

Since the FY14 Annual Diversion Services report, the DFCS has completed some of the previous action steps and others are expected to be ongoing. The current Differential Response contracts expanded the target population for Path 1 Differential Response and added therapeutic services to all three Paths for Differential Response.

The wait list for Differential Response was also eliminated as Differential Response almost doubled the capacity for families served. However, the demand for services continues to be stronger than the availability of services so a short wait returned later in the year. In FY15, the Path 2 waitlist ranged from 0-30 families, which is a significant decrease from FY14 when the waitlist remained between 60-70 families throughout the year.



The DFCS began implementation of the Title IV-E Waiver to gain flexibility with service provision for prevention of child abuse and neglect.

Additionally, the DFCS has implemented the CFPM, finalizing training in May 2015 for front-end social workers in the CAN Center, ER, and DI. All staff have been trained in SOP and new staff will also be trained. Coaching from consultants assists with consistent implementation throughout the DFCS. CFPM trainings are also available to Differential Response providers and are completed on a continual basis.

Key Findings

In the spirit of the CFPM, the DFCS will now provide findings in the format of the Three Questions: 1) What is working well, 2) What are we worried about, and 3) What happens next?

What is working well:

- CFPM/SOP tools
 - Harm/Danger statements are fully implemented in the CAN Center.
 - Three Questions, Safety Mapping, and other SOP tools are also utilized throughout the DFCS.
- Child Welfare Referrals
 - The number of child welfare referrals decreased by 6.7% from 9,983 to 9,313 referrals in the reporting period. This includes decrease for:
 - African Ancestry families by 30.7% from 844 to 585.
 - Latino families by 12.6% from 5,593 to 4,891.
 - 85.4% of all child welfare referrals were diverted, which means that 7,950 referrals were either evaluated out or determined to be unfounded or inconclusive.
- Joint Response
 - 55.4% of Joint Response referrals were diverted, which means 185 families or were not referred for court intervention.
 - The number of Joint Response referrals for Asian/Pacific Islander children increased by 34% from 50 to 67 children.



- The proportion of African Ancestry families referred for court intervention through Joint Response decreased by 2.4% from 13.8% to 11.4%, equal to 11 children.
- The proportion of Latino families referred for court intervention through Joint Response decreased by 8% from 55.1% to 47.1%, equal to 41 children.
- Differential Response
 - The number of referrals to Differential Response increased by 61% from 1,262 to 2,032 referrals. This is reflected in increases in:
 - Path 1 by 28.6% from 566 to 862.
 - Path 2 by 69.2% from 684 to 1,157.
 - The number of Path 1 referrals increased for all ethnicities:
 - African Ancestry families by 27.8% from 54 to 69.
 - Asian/Pacific Islander families by 71.9% from 64 to 110.
 - Latino families by 40.8% from 319 to 449.
 - White families by 83.5% from 115 to 211.
 - The number of Path 2 referrals increased for almost all ethnicities:
 - Asian/Pacific Islander families by 163.6% from 55 to 145.
 - Latino families by 63.8% from 467 to 765.
 - White families by 122.4% from 76 to 169
 - Enrollment numbers for Differential Response increased by 29.5% from 478 to 619 families. This includes an increase in:
 - Path 2 services by 46.2% from 329 to 481.
 - The proportion of Latino families enrolled in Path 2 Differential Response services increased by 3.4% from 68.7% to 72.1%, equal to 121 families.
- Voluntary Services
 - The proportion of Latino families with open voluntary cases increased by 3.3% from 68.4% to 71.7%, equal to 19 cases.

What are we worried about:

- Joint Response
 - The number of Joint Response referrals decreased by 7.2% from 360 to 334.
- Differential Response



- While Path 2 referrals for every other ethnicity increased by a minimum of 63.8%, the number of Path 2 referrals for African Ancestry families decreased by 1.6% from 63 to 62 families.
- Enrollment numbers for Path 1 services decreased by 6.3% from 134 to 143 families.
- The percent of families enrolled in all Differential Response services decreased by 7.4% from 37.9% to 30.5%.
- The proportion of African Ancestry families enrolled in Path 1 services decreased by 4.4% from 12.6% to 8.2%, equal to 7 families
- The proportion of Latino families enrolled in Path 1 services decreased by 4.5% from 65.7% to 61.2%, equal to 12 families.
- Voluntary Services
 - The number of voluntary and IS cases decreased by 3% from 1,553 to 1,507.

What needs to happen:

Planned

- CFPM/SOP tools
 - Continue implementing the CFPM, SOP, and Title IV-E Waiver to gain flexibility in serving the community and preventing penetration of children and families into the dependency system.
- Differential Response
 - Continue working with Differential Response providers to increase the percent of families engaged when referred for Differential Response services. Also continue to ensure a culturally sensitive and linguistically matched approach.
 - Fully implement the logic model for Differential Response services to better evaluate the program. It includes implementation of the NCFAS-G as a standard assessment tool for families at the start and closure of services.
 - Implement the FENICS database for Differential Response services. It is being developed by the SSA Information Systems team and will standardize data collection. FENICS will be able to provide data on clients served in the fiscal year and not just new referrals made.



Newly Proposed

- Joint Response
 - Work with LEA to determine the causes for the reduction of Joint Response calls. In particular, the DFCS to assess whether youth are being taken directly to the Receiving Assessment and Intake Center (RAIC) by LEA without an opportunity to divert through the use of Joint Response.
- Voluntary Services
 - Work with staff to understand why voluntary services are trending downwards and provide training, if needed, to ensure staff has a comprehensive understanding of these services.

County of Santa Clara
Social Services Agency
Department of Family and Children's
Services (DFCS)



DIVERSION SERVICES
ANNUAL REPORT

CHILDREN, SENIORS, AND FAMILIES COMMITTEE
(CSFC) MEETING

SEPTEMBER 3, 2015

Overview



Diversion Services

- Resources, practices, or services that safely divert families away from further penetration into the child welfare system.

Outline

- **What is Working Well?**
 - ┆ CFPM/SOP, Child Welfare Referrals, Joint Response, Differential Response & Voluntary Services
- **What are We Worried About?**
 - ┆ Joint Response, Differential Response & Voluntary Services
- **What Needs to Happen?**
 - ┆ Planned: CFPM/SOP & Differential Response
 - ┆ Newly Proposed: Joint Response & Voluntary Services

What is Working Well?

Child Family Practice Model/Safety Organized Practice



CFPM/SOP

- Some of the tools used for diversion include:
 - ┆ Harm/Danger Statements
 - ⌘ Harm connects caregiver's actions with impact on the child.
 - ⌘ Danger connects them with the potential impact.
 - ┆ Three Questions
 - ⌘ What is working well?
 - ⌘ What are we worried about?
 - ⌘ What needs to happen?
 - ┆ Safety Mapping
 - ⌘ Four quadrant tool to identify harm & danger, complicating factors, safety, and supporting strengths.

What is Working Well?

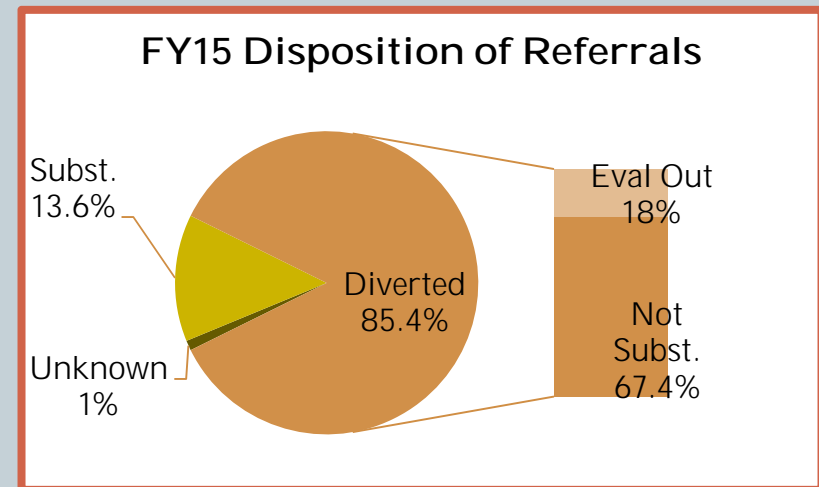
Child Welfare Referrals



Child Welfare Referrals

- Total referrals decreased by 6.7% from 9,983 to 9,313 referrals.
 - African Ancestry referrals decreased by 30.7% from 844 to 585.
 - Latino referrals decreased by 12.6% from 5,593 to 4,891.

- 85.4% diverted (evaluated out, unfounded or inconclusive).



What is Working Well?

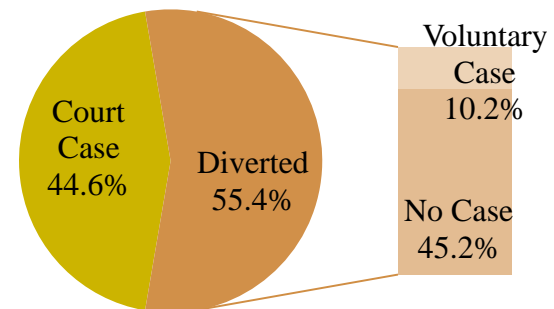
Joint Response



Joint Response

- The proportion of African Ancestry and Latino families referred to court intervention decreased.
 - African Ancestry families decreased by 2.4% or 11 children.
 - Latino families decreased by 8% or 41 children.
- 55.4% of referrals were diverted (voluntary or no child welfare case).

FY15 Joint Response Outcomes



What is Working Well?

Differential Response



Differential Response

- Referrals increased by 61% from 1,262 to 2,032.
 - ┆ Path 1 referrals increased for all ethnicities:
 - ÷ African Ancestry families by 27.8%
 - ÷ Asian/Pacific Islander families by 71.9%
 - ÷ Latino families by 40.8%
 - ÷ White families by 83.5%
 - ┆ Path 2 referrals increased for almost all ethnicities:
 - ÷ Asian/Pacific Islander families by 163.6%
 - ÷ Latino families by 63.8%
 - ÷ White families by 122.4%

- Enrollment numbers increased by 29.5% from 478 to 619.

- The proportion of Latino families enrolled in Path 2 services increased by 3.4% or 121 families.

What is Working Well?

Voluntary Services



Voluntary Services

- The proportion of Latino families with open voluntary or informal supervision cases increased by 3.3% or 19 cases.

What are We Worried About?

Joint Response, Differential Response & Voluntary Services



Joint Response

- Referrals decreased by 7.2% from 360 to 334.

Differential Response

- The percent of families enrolled in all services decreased by 7.4%.
- The proportion of African Ancestry and Latino families enrolled in Path 1 services decreased.
 - ┆ African Ancestry families decreased by 4.4% or 7 families.
 - ┆ Latino families decreased by 4.5% or 12 families.

Voluntary Services

- Voluntary/IS cases decreased by 3% from 1,553 to 1,507.

What Needs to Happen?

Planned: CFPM/SOP & Differential Response



Planned

- Continue implementing CFPM, SOP, and Title IV-E Waiver to gain flexibility with diversion services.
- Continue working with Differential Response providers to increase the percent of families engaged in services.
- Fully implement new logic model for Differential Response to evaluate program.
- Implement the FENICS (pronounced “phoenix”) database to standardize data collection.

What Needs to Happen?

Newly Proposed: Joint Response & Voluntary Services



Newly Proposed

- Work with Law Enforcement to determine the causes for reduction of Joint Response.
- Work with staff to understand why voluntary and informal supervision cases are trending downward.