

County of Santa Clara

Social Services Agency

333 West Julian Street
San Jose, California 95110-2335



DATE: June 28, 2019

TO: Board of Supervisors
Jeffrey V. Smith, M.D., J.D., County Executive

FROM: Robert Menicocci, Agency Director

A handwritten signature in blue ink, appearing to read "R. Menicocci", is written over the "FROM:" line.

SUBJECT: Off-Agenda Report relating to the Department of Family and Children's Services website

On April 17, 2019, the Department of Family and Children's Services (DFCS) presented to the Children, Seniors, and Families Committee (CSFC) responses to the Juvenile Welfare Office of the Ombuds (JWOO) Annual Report recommendations (Item no. 6). The CSFC requested an off-agenda report addressing the estimated time of completion for the DFCS website for foster youth, families, and caregivers that provides information on the different aspects, resources, and stages of the foster system as well as resources available for families at risk of entering the system.

Each department within the Social Services Agency (SSA) is updating their website to follow the same agency-wide structure. Once every department has redesigned their site, Version One of the updated website will go live; fall 2019 is the target date for Version One. In the interim, DFCS' website currently has the following webpages:

- Child Abuse Reporting and Investigation, which includes the Child Abuse and Neglect Call Center (CANC) phone number;
- Resource Family Approval (RFA) information, which contains a link to the State of California's RFA website and RFA information that includes approval requirements and a contact inquiry form;
- Adoption, which includes information on adoption and the process to adopt;
- Services for Foster Youth, which includes information on Connected by 25 (CC25) and links to the Independent Living Program (ILP), housing services, educational services, and other community resources;
- Outcomes and Accountability, which includes reports regarding the County of Santa Clara County's Self-Assessment report and the System Improvement Plan;
- Useful Links, that include the Child Abuse Council, Child Advocates, and other state and federal links; and
- DFCS' Policies and Procedures.

Version One of DFCS' website will include the following:

- Information on the legal definition for child abuse and neglect as well as how and when to report child abuse and neglect;
- An interactive webpage that identifies the stages of a DFCS case from the opening of a case all the way through to the closing of a case;
- A complaint line phone number and an organizational chart that identifies DFCS' departments, department managers and their contact information, and areas of authority per department;
- Links to resources and services for foster youth. This section will include, but is not limited to, contact information and links to relevant websites for foster youth;
- Easy access to child welfare data, including major DFCS' statistics (such as monthly calls, referrals, and case openings), DFCS' Fact Sheets, links to Federal Measure outcome data and to the University of California at Berkeley's California Child Welfare Indicators Project; and
- A link to DFCS' Operational Policies and Procedures manual.

Furthermore, DFCS' updated website will include a Prevention page that provides information on partnering with community stakeholders; educational and training opportunities for mandated reporters and parents, advocacy, and systems change; and a link to a Strengthening Families blog (information on parenting resources, personal stories and a local professional perspective on parenting and supporting children and families). Lastly, the new website will enhance the current Resource Family Approval (RFA) process page; will be more interactive and include videos and an informational meeting calendar.

c: Chief Board Aides
Miguel Marquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board