

County of Santa Clara


Social Services Agency

353 West Julian Street
San Jose, California 95110-2335



DATE: March 20, 2020

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

FROM: Robert Menicocci, Social Services Agency Director 

SUBJECT: Off-agenda report regarding an update on the San Jose Family Resource Center

On October 22, 2019, the Board of Supervisors (Board) approved a referral from Supervisor Cortese that directed the Administration to provide alternate site options for the San Jose Family Resource Center (SJFRC), which is currently located at 591 North King Road (King Road) in San Jose (Item No. 10). On November 5, 2019 (Item 21), the Board requested that the Administration provide an updated status on the SJFRC and its potential relocation to the Social Services Agency's (SSA) Julian Street campus and/or to alternate sites within the community. The Board asked Administration to postpone the relocation of SJFRC programs, services, and Department of Family and Children's Services (DFCS) staff located at King Road to allow for additional consideration of the move and to seek input from those who would be impacted. Additionally, the Board requested that any plans to relocate DFCS staff or SJFRC programs be brought to the Board before a move is executed.

Alternate Sites for the SJFRC

DFCS, Facilities and Fleet (FAF), and SSA Central Services staff have actively investigated alternate sites for SJFRC services provided at King Road, including space sharing at First 5 Santa Clara County family resource centers, and the viability of moving services to a vacant building in the Mayfair district in San Jose.

Space-Sharing Collaboration with FIRST 5 Santa Clara County

DFCS, Social Services Agency's (SSA) Office of Contract Management, FIRST 5 Santa Clara County (FIRST 5), and community-based organizations have held multiple meetings over the past several months to finalize a no-cost child visitation space-sharing agreement at three FIRST 5 family resource centers in Santa Clara County; two in East San Jose and one in Gilroy. This agreement would allow DFCS to increase visitation capacity in the community by approximately 24 visitation slots per week. DFCS social worker staff would supervise these visits. DFCS anticipates that visitation services at the three FIRST 5 family resource centers will begin by May 1, 2020.

Visitation services at FIRST 5 settings would introduce families to the many community resources offered through FIRST 5 and would help families build social connections as they move toward exiting the child welfare system. Families eligible for community visits would have demonstrated active engagement in case plans, consistency with visits, healthy interactions with their children, and a readiness for more informal settings in the community.

FIRST 5 has offered its program evaluation resources to DFCS to assist in determining whether community visitation settings with built-in community resources lower the incidents of re-entry into the child welfare system.

Facility Site Visit

At the November 5, 2019 Board meeting, Supervisor Chavez requested that the Administration evaluate the Mexican American Community Services Agency (MACSA) site at 660 Sinclair Drive in San Jose as a possible alternative location for the SJFRC. Representatives from the County Executive's Office, FAF, and SSA toured the facility on February 6, 2020. Staff discovered that all inside and outside glass and plastic fixtures were broken, and all internal copper wire and fixtures were forcibly removed. As such, using this site as a fully functioning County facility would require significant renovation and possibly some degree of reconstruction to be suitable for any type of usage. This would include an entire building redesign, including but not limited to, reconstruction of plumbing, electrical, network, and HVAC. Restoring the facility to operational standards for a family resource center would cost an estimated \$10 million and at least nine months to complete construction. These estimates assume that the building would not require significant remediation, such as foundation issues, asbestos, fuel spills, etc. From a facilities standpoint this site would require significant reconstruction, particularly infrastructure, that would be cost-prohibitive at any time, but particularly so in view of the future County budget projections. From a security standpoint, the 600 Sinclair property is surrounded by incidents of burglary, narcotics and theft incidents (Source: Crimemapping.com) while the King Road address remains quite free of this activity. Benefits for relocating to this site include its proximity to several public schools and the Mayfair Community Center, and it offers ample parking.

Additionally, DFCS and SSA Central Services continue to work with FAF on exploring other community options.

DFCS Staff and Community Outreach

Since November, DFCS management has been seeking input from staff, community leaders, and community providers to identify implications that would be involved in moving the SJFRC from King Road to the Julian Street Campus or to an alternate community site(s).

Staff and Community meetings

DFCS has conducted multiple outreach and listening sessions with staff, community partners, and community members. The goal of the sessions is to identify potential site locations for the SJFRC, and to fully assess the impacts that a relocation from King Road to a new facility or facilities would have on services provided and the families and children who receive those services. Participating community partners include the Child Abuse Prevention Council, Mental Health of America, La Raza Roundtable, and Kinship, Adoption, and Foster Parent Association (KAFPA)/ Parent Advisory Group. These meetings are ongoing, and DFCS has obtained the services of an external, neutral facilitator to ensure that all parties can freely express their opinions.

DFCS teams and programs

Since November 2019, DFCS and SSA management have had ongoing conversations with staff located at King Road regarding their concerns about a relocation to the Julian Street Campus or to alternate work sites. To date, three DFCS teams have expressed a desire to relocate to the Julian Street Campus and have confirmed that their move would have no negative impact on the children and families they serve. The teams identified multiple benefits that would be available at the Julian Street Campus, including hoteling work areas to host auxiliary staff and interns, sufficient space to construct child- and family-friendly Child and Family Team (CFT) meeting rooms, and on-site protective services coverage for evening and weekend CFT meetings. DFCS supports the relocation of these three teams and agrees that the move to the Julian Street Campus for these teams is in the best interest of the staff and the services they provide.

DFCS management, Labor Relations, staff, and labor representatives have had productive conversations regarding how to best serve SJFRC clients and to ensure the best possible work sites for employees. During

the meet and confer process, staff has identified facility requirements that would make the Julian Street Campus their preferred work site. All accommodation requests have been or will be fulfilled prior to a team's transfer to the Julian Street Campus. Meet and confer sessions will be ongoing until final site location(s) for the SJFRC, staff, and services are determined.

The following DFCS teams and programs are currently located at the King Road campus excluding the HUB Youth Center, a youth-led and organized community center dedicated to supporting current and former foster youth ages 15-24:

- Commercially Sexually Exploited Children (CSEC) Team;
- Dually Involved Youth (DIY) Team;
- Voluntary or Non-Court Case Management Teams (Ujrani, Nuestra Casa, Asian Pacific);
- Child Supervision by the Kinship, Adoptive, and Foster Parent Association (KAFPA);
- Community Services: Neuroticos Anonimos, The Black Infant Health Mother's Empowerment Group, Juvenile Justice Systems Collaborative meetings, South Bay Coalition to End Human Trafficking, and Multi-Cultural Community Team;
- DFCS Provided Services: Parent Orientation, Parenting Without Violence, Women's Domestic Violence Support Groups, Resource Family Pre-Approval Training;
- Child and Family Team (CFT);
- Non-Minor Dependent (NMD);
- Linkages/ Bringing Families Home Programs.

Of the teams listed above the following three teams have requested to be relocated to the Julian Street Campus.

- The Child and Family Team (CFT);
- Non-Minor Dependent (NMD);
- Linkages/ Bringing Families Home Programs.

The SJFRC is a leased facility at 591 North King Road in San Jose, which expires on November 30, 2021. The SJFRC serves as a HUB for DFCS and its partners to provide several services geared to protecting children and making families strong. These services reflect the ethnic and cultural needs of the county's diverse communities with programs that include counseling services, domestic violence information and support, family enrichment classes, parenting classes for adults and teens, substance abuse education, support health and nutrition, and money management. The Youth HUB, also located at this facility, will relocate to the County-owned property at 1510-40 Parkmoor Avenue once construction of the new facility is complete. The Administration will ensure there will be no interruption in services when services are relocated to another location(s).

SJFRC services, programs, and staff were scheduled to relocate to the Julian Street Campus starting on October 28, 2019. The move was postponed to allow SSA an opportunity to further evaluate the needs of the families and children who receive services at the King Road facility, and to ensure that DFCS's staff would have the necessary tools and resources available at the Julian Street Campus or another community location(s) to continue the services provided without interruption.

In the fall of 2015, SSA requested assistance from FAF to help locate new office space that would alleviate overcrowding and provide additional space for anticipated future expansion. SSA expressed a preference to acquire additional office space near the existing West Julian Street and/or Senter Road campuses. In

December 2015, the County received an unsolicited offer from the Sobrato Organization for the lease of a new building that it intended to construct at the then-vacant land parcel located at 353 West Julian Street. FAF negotiated a lease agreement for 353 West Julian and negotiated lease amendments for the existing buildings at 333 & 373 West Julian Street. The Board approved these agreements on January 9, 2018. (Item No. 61). The facility at 353 West Julian contains multiple training rooms, conference rooms, and an expanded childcare area in addition to ample parking and close proximity to mass transit, including Caltrain/Amtrak, light rail, and rapid bus services.

The overall goal of SSA is to move to a community-based model where services are provided to families within their communities, in line with Senate Bill (SB) 436 (Chapter 476, Statutes of 2019). SB 436 formalized family resource centers as a key delivery network of services that prevents child abuse and strengthens families through family-centered, community-based, and culturally sensitive services. FIRST 5 Santa Clara County has 27+ family resources centers throughout the county, embedded within the community. FIRST 5's staff reflects the communities served, both culturally and linguistically and already have an array of services at the various locations. SSA is working in partnership with First 5 of Santa Clara County, as part of upstream prevention efforts, in developing "no wrong door" partnership in order to better serve families and community.

c: Chiefs of Staff, Board of Supervisors
Miguel Márquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board