

County of Santa Clara

Social Services Agency

353 West Julian Street
San Jose, California 95110-2335



DATE: August 2, 2021

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

FROM: Robert Menicocci, Social Services Agency Director *RM*

SUBJECT: **Off-Agenda Report Clarifying the Language Capacity of the Neighbor-to-Neighbor Program**

At the June 16, 2021 Finance and Government Operations Committee meeting (Item No. 5), Supervisor Lee requested that the Social Services Agency, Department of Family and Children's Services (DFCS) provide an off-agenda report identifying the current and future planning for language capacity for the Neighbor-to-Neighbor (N2N) program.

DFCS launched N2N on June 9, 2021, in partnership with FIRST 5 Santa Clara County and the African American Community Services Agency (AACSA) Family Resource Center (FRC). The initiative will work to increase access to medical and behavioral health services; support child development and school readiness; strengthen family relationships; and foster community connections for N2N families. The population to be served by N2N are children and families who are the subject of a Child Abuse and Neglect Center (CANC) child abuse call that has been closed by a CANC screener as a "non-report." A non-report indicates that the reported actions did not meet the statutory definition of child abuse or neglect. The N2N program will reach out to these families and offer services, such as parent education and coaching, case management support and linkages with needed community resources that will help prevent their entry into the child welfare system. The AACSA FRC is located in downtown San Jose and is central to geographic areas that historically have a high number of CANC referrals. Acknowledging the disproportionate representation of African Ancestry and Latino families in child welfare, AACSA was strategically selected as a pilot location due to its strong relationship to these communities.

AACSA has staff on site to serve English and Spanish speaking clients and is currently in the process of identifying and hiring Vietnamese speaking staff to fulfill this language need. Additionally, if there are needs for other languages, AACSA will seek out support from other FIRST 5 FRCs. The N2N team will assess the program's reach and effectiveness and will use this information to determine how many FRCs to expand to and in which zip code areas. The long-term plan is to expand N2N to a minimum of three FIRST 5 FRCs that will have the capacity to serve the linguistic and cultural needs of communities.

c: Chief Board Aides
Miguel Márquez, Chief Operating Officer
James R. Williams, County Counsel
Tiffany Lennear, Assistant Clerk of the Board of Supervisors

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