

County of Santa Clara

Social Services Agency

353 West Julian Street
San Jose, California 95110-2335



DATE: July 29, 2022

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

FROM: Debra Porchia-Usher, Interim Agency Director *APU*

SUBJECT: Off-Agenda Report relating to information on Youth Center for Evaluation and Advocacy Hours of Operation

At the May 26, 2022, Children, Seniors, and Families Committee meeting, a request was made that the Department of Family and Children's Services (DFCS) provide information about expanding the schedule for medical and dental services for foster youth two evenings per week by shifting clinic hours in the new Youth Center for Evaluation and Advocacy (Center) (Item No. 6).

The Center, planned as a federally qualified health center, is anticipated to deliver multiple services including the Children's Advocacy Center, the Pediatric Developmental Specialty Center (PDSC), Supporting Protecting and Respecting Kids (SPARK) Clinic for foster youth, and Valley Dental Services. The Center is anticipated to be fully operational in early 2023 with some programs moving in before the end of 2022, as construction and supply chain issues allow.

To gather the requested information, DFCS consulted with the County of Santa Clara's Health and Hospital System (HHS), including the Chief Operations Officer, the Director of Primary Care Operations, the Director of Ambulatory Care Support Services, and others. To expand hours for a clinic that includes medical and dental services, the minimum staffing requirements for the shift would include the following staff on duty:

- One dental hygienist,
- One health services representative,
- One medical assistant or licensed vocational nurse,
- One pediatric dentist,
- One pediatrician or pediatric advanced practice provider,
- One protective services officer,
- Two registered dental assistants,
- One pediatric registered nurse to serve as a charge nurse.

The process to extend hours on a permanent basis can take several months or longer.

To shift the hours of individuals who currently provide medical and dental services during regular business hours, the bargaining unit memoranda of understanding delineates the labor practice, including meet and confer requirements. Several bargaining units would need to be notified of the change and the required steps would need to be followed prior to shifting staff schedules. Additionally, the staff who currently work regular business hours may need time to make personal changes including childcare, family commitments, etc. DFCS continues to work towards finalizing a survey for caregivers to identify the specific barriers that exist with regards to children receiving timely services. This survey will inform to the extent of the need for evening hours.

If the DFCS survey identifies the need for expanded evening hours, then HHS is prepared to begin a pilot to deliver services two evenings per week by supplementing the necessary staffing through current resources. The pilot would initially expand hours rather than shift clinic and staff schedules. To allow for selection of supplemental staff, the implementation of expanded hours would begin four to six months after the Center is fully operational and continue for a period of nine months to one year. The survey is being developed in collaboration with the Local Oral Collaborative's Foster Youth Work Group and is expected to be finalized November 2022.

In addition to partnering with the Center, DFCS will continue its partnership with the Public Health Department's Health Care Program for Children in Foster Care, the FIRST 5 Santa Clara County Home Visitation Program, and the Healthier Kids Foundation to optimize utilization of extended hours by foster youth. If evening utilization by foster youth warrants making the pilot operational on a permanent basis, then HHS will proceed with the necessary steps to shift or secure resources and engage the relevant bargaining units in the process. Data will be collected about the utilization of services in the evening hours and a report presented to the Children, Seniors, and Families Committee after six months of expanded hours of operation. Any budget impacts, including those associated with operating a federally qualified health center, ongoing staffing and resource requests will be forwarded by HHS through the County's budget process for consideration, as needed.

C: Chief Board Aides
Miguel Márquez, Chief Operating Officer
James R. Williams, County Counsel
Tiffany Lennear, Clerk of the Board
Ky Le, Deputy County Executive