



DATE: October 19, 2016

TO: Children, Seniors, and Families Committee

FROM: Robert Menicocci, Social Services Agency Director

SUBJECT: Response to the Juvenile Justice Commission (JJC) Annual Inspection of the RAIC

This report includes the Social Services Agency (SSA), Department of Family and Children's Services' (DFCS) response to the recommendations outlined in the Santa Clara County Juvenile Justice Commission (JJC) annual inspection report of the Receiving, Assessment, and Intake Center (RAIC).

BACKGROUND

Pursuant to Welfare and Institutions Code (WIC) §229, four Commissioners from the Santa Clara County JJC conducted an annual inspection of the Santa Clara County's RAIC on April 28, 2016 and May 10, 2016. The JJC's final inspection report, which was provided to the DFCS on July 21, 2016, encompasses five recommendations. The DFCS reviewed each recommendation in detail. This report provides the DFCS' (a) response to each of the five recommendations, (b) Action Steps, and (c) Timeline for Implementation.

RESPONSE TO JJC RECOMMENDATIONS

1. **Recommendation:** The DFCS should develop a systematic approach to provide all necessary services to youth who remain at the RAIC over 24 hours.
 - a. **DFCS' Response:** The DFCS agrees with the recommendation to develop a systematic approach, or plan, to provide necessary services to youth who remain at the RAIC for over 24 hours. One essential aspect of the plan includes an assessment on various life domains of the youth, which include, but are not limited to: school and education; health and nutrition; mental health; and medical follow-ups. These life domains will be monitored and attended to regularly in order to ensure that youth who remain at the RAIC for over 24 hours are provided with the essential services. The intent is to create a visual (i.e. a chart or diagram) to illustrate various components of the plan, such as key players, roles and responsibilities, and important timelines.
 - b. **Action Steps:** The Social Services Program Manager (SSPM) at the RAIC is taking the lead in developing the plan. This plan includes a highly collaborative process, involving a number of key individuals. These individuals include a case carrying social worker, a RAIC social worker, a social work supervisor, staff from the Behavioral Health Services Department (Behavior Health), and any support team, or important individuals, as identified for the particular youth. Once the draft plan is completed, it will be presented to the RAIC Multidisciplinary Team (MDT) for review and feedback.
 - c. **Timeline for Implementation:** The draft is anticipated to be presented at the RAIC MDT meeting on October 14, 2016. The DFCS anticipates finalizing the plan by December 31, 2016.
2. **Recommendation:** Valley Medical Center (VMC) should take all actions necessary to expedite replacement of the departed treating physicians.
 - a. **DFCS' Response:** The DFCS agrees that Santa Clara Valley Medical Center (SCVMC) should take all necessary actions to expedite replacement of the departed treating physicians, who were previously providing child abuse consultations to youth, DFCS' social workers, and law enforcement. According to the Medical Director of SCVMC Ambulatory and Community Health, SCVMC is actively working on replacing the departed treating physicians as quickly as possible. SCVMC has partnered with the Lucille Packard Children's Hospital (LPCH) to create a new child abuse consultative resource to meet the needs of the DFCS' social workers, law enforcement, and the children of Santa Clara County.
 - b. **Action Steps:** The SCVMC and LPCH commenced a national search for child abuse experts to form a joint Center for Protection program. The search is still in progress. SCVMC believes that this combined approach offers the best opportunity to attract Board certified child abuse experts as the recruiting pool is very limited.

- c. **Timeline for Implementation:** The national search for child abuse experts is currently being conducted by VMC.
3. **Recommendation:** At minimum, an examining room and an EPIC-capable computer terminal should remain in the same facility as the RAIC.
- a. **DFCS' Response:** The DFCS agrees with the recommendation to have the examining room and an EPIC-capable computer terminal remain in the same facility as the RAIC.
- b. **Action Steps:** Due to a recent facility issue that occurred in August 2016, the RAIC had to relocate and is now temporarily housed at 2300 Enborg Lane in San Jose, CA. The DFCS will proceed with this implementation once the RAIC returns to its regular facility, located at 275 East Santa Clara Street, in San Jose. In the interim, the Medical Director of Ambulatory & Community Health Services confirmed that there will be at least one exam room and EPIC-capable computers available in the same facility as the RAIC. Further, the SSPM at the RAIC confirmed that space is available.
- c. **Timeline for Implementation:** The estimated timeline for the temporary RAIC relocation is about four to five months. However, there is no definitive date set as to when the RAIC will be moving back to its regular facility on East Santa Clara Street. In the meantime, RAIC staff are transporting children and youth to the Supporting, Protecting, and Respecting Kids (SPARK) Clinic for medical clearance examinations.
4. **Recommendation:** As recommended repeatedly in past reports, Custody Health should convert to the EPIC medical database.
- a. **DFCS' Response:** The DFCS is unable to comply with this recommendation. In the last JJC response report submitted to the Children, Seniors, and Families Committee (CSFC) on October 1, 2015, it was noted that DFCS and Custody Health are part of two different agencies. The DFCS does not have the authority or influence to have Custody Health convert to the EPIC medical database.
- b. **Action Steps:** None.
- c. **Timeline for Implementation:** None.
5. **Recommendation:** The RAIC Policies and Procedures Manual should be completed by January 2017.
- a. **DFCS' Response:** The DFCS agrees with the recommendation to complete the RAIC Policies and Procedures Manual by January 2017.
- b. **Action Steps:** The SSPM at the RAIC is in the process of finalizing the draft RAIC Policies and Procedures Manual. The manual will provide policies and procedures on various topics, including, but not limited to:
- How to build personal relationships with children;
 - How to process intakes; and
 - How to engage with commercially sexually exploited children (CSEC).

The final RAIC Policies and Procedures Manual will be posted on the DFCS Online Policies and Procedures (OPP) upon approval by DFCS management.

- c. **Timeline for Implementation:** The DFCS will make every effort to ensure that the manual is completed by January 2017.

SUMMARY

RAIC management and staff appreciate the feedback provided by the JJC, especially the recognition of their creative approaches in providing services to children and youth served at the RAIC. The DFCS will build on this momentum to further enhance its processes and services. The Department acknowledges the importance of the annual RAIC inspection and appreciates the time and work that the JJC dedicated. Therefore, the DFCS will make every effort to ensure that the applicable recommendations are implemented.