



MONTEREY COUNTY

Family & Children's Services

Health, Housing, and Humans Services Committee Report

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July 26, 2024

Overview

- Corrective Action Plan Update
- Intake Data
- Emergency Response Data
- Staffing Updates



MONTEREY COUNTY

Family & Children's
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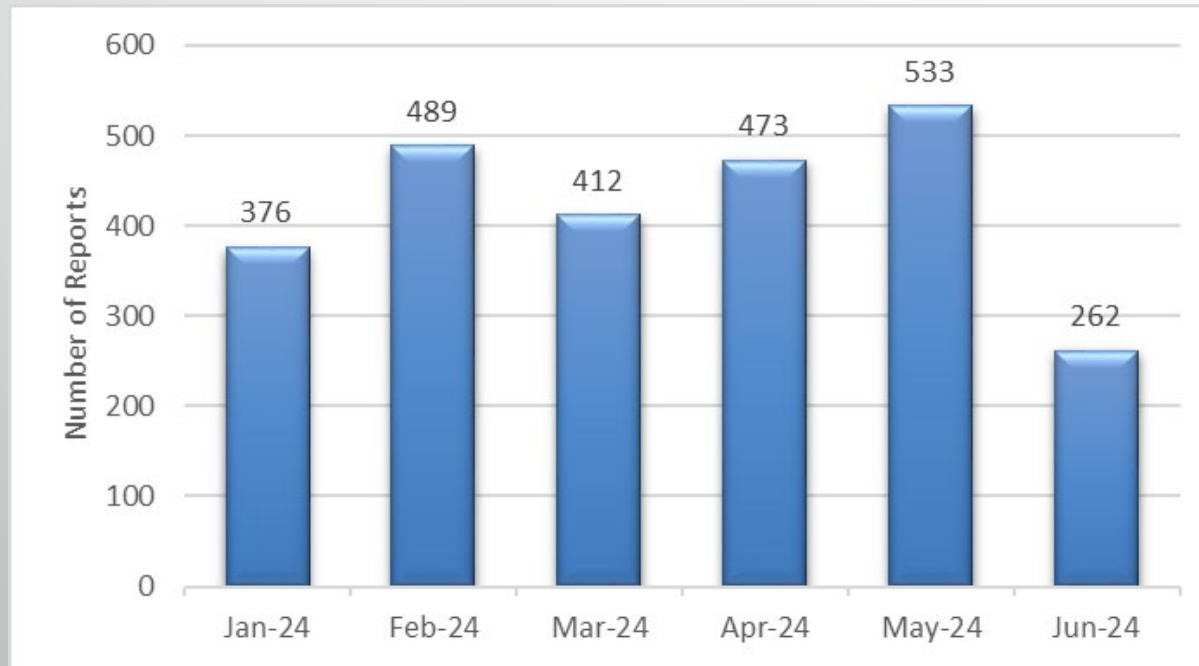
Corrective Action Plan (CAP) Updates

- **As of July 1, 2024, FCS has completed 21 out of 27 corrective actions. The remaining corrective actions include the following:**
 1. Rotation schedule for hotline staff
 2. Relationship building with law enforcement, schools, and hospitals
 3. Process for timely closure of Intake referrals
 4. Close out all ER referrals
 5. Child and Adolescent Needs and Strengths assessment tool
 6. Safe Measures training for all staff
- **The remaining corrective actions must be completed by November 30, 2024**



Intake Data

- In 2024, FCS is averaging 424 reports of suspected child abuse per month.
- 41.6% of these reports are assigned for investigation
- Retired social work supervisors are assisting with closing referrals.



Emergency Response Data

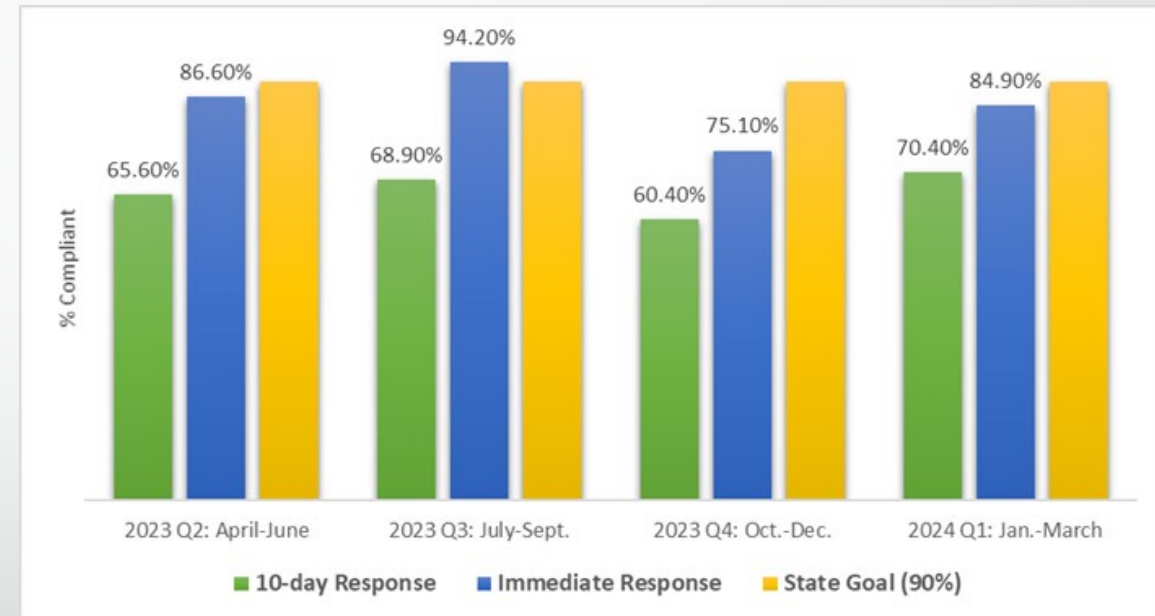
- As of July 2024, there are 883 referrals open that require an in-person investigation.
- FCS has implemented strategies to improve timely closure of referrals:
 - 10-Day and Immediate Response Teams
 - Assign referrals to ER Supervisor of the Day
 - Standby closing referrals
- Staff assisting with closing out referrals that have been open longer than 30 days:
 - Ongoing units
 - Staff in induction training
 - Retired social work supervisors
 - A Resource Family Approval social worker

Days Open	Count	%
0 to 7 Days	34	3.9%
8 to 14 Days	27	3.1%
15 to 30 Days	57	6.5%
31 to 45 Days	77	8.7%
46 to 60 Days	90	10.2%
More than 60 Days	598	67.7%
Total	883	100%



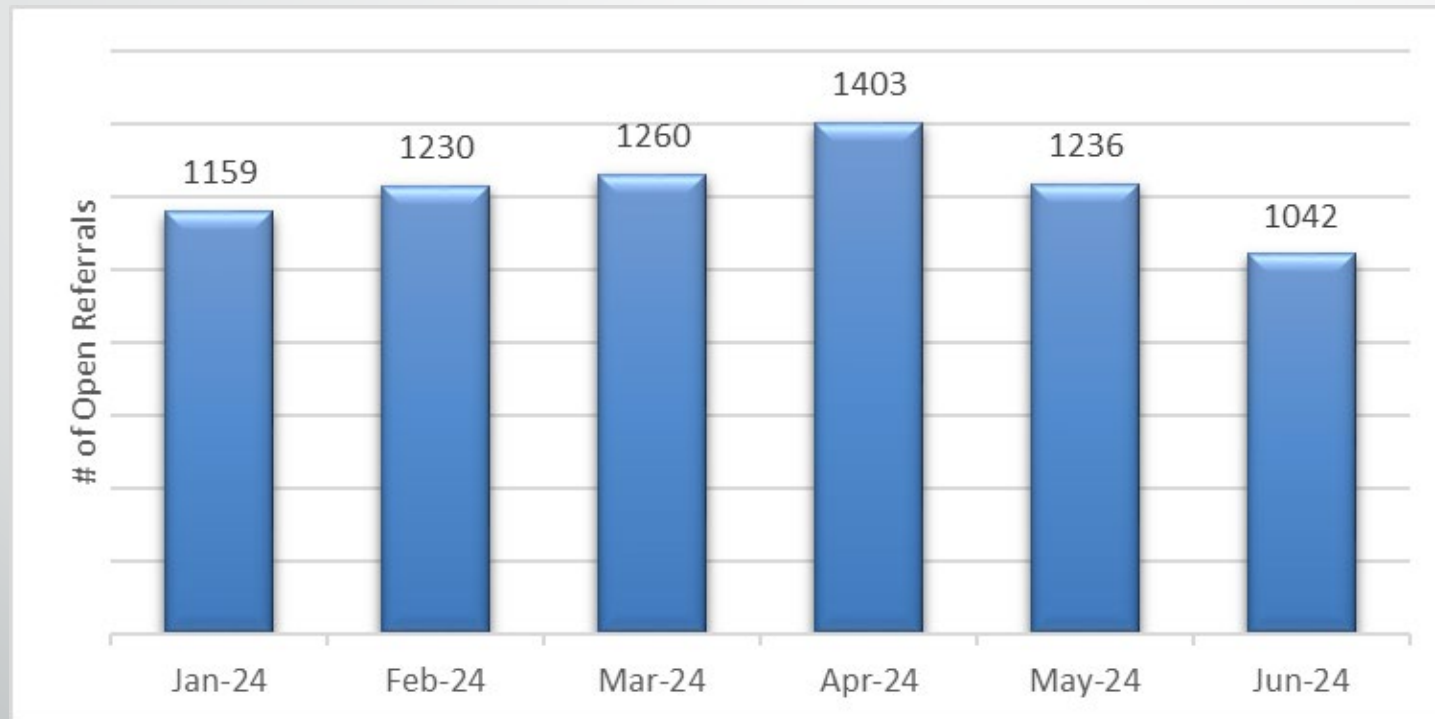
Timeliness to Investigation

- Since April 2023, Monterey County averaged 66.57% compliance for 10-day referrals and 84.73% compliance for immediate referrals.
- The majority of these referrals are missing documentation, so even if response was timely, it does not count if there is no documentation.
- Strategies to improved timeliness to documentation and referral closure include:
 - Implementing templates
 - 96 hour timeframe for inputting notes
 - Protected time from 8am-10am
 - Bi-weekly supervision for staff
 - Supervision tool



Total Open Referrals

- As of July 1, 2024, there were 1159 open referrals in both Intake and ER



Staffing

- 8 social worker vacancies (we do not have any SWS vacancies)
- 3 Social Service Aide positions filled in ER Units
- Staff have completed 2,861 hours of training in FY 23/24
- Since August 2023, FCS has offered monthly resiliency groups



Questions?



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