



MONTEREY COUNTY

Family & Children's Services

Health, Housing, and Humans Services Committee Report

Lori A. Medina, DSS Director

Eva Ortiz, FCS Deputy Director

February 23, 2024

Overview

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



Corrective Action Plan (CAP) Updates

- FCS must complete 27 corrective actions by November 30, 2024.
- As of February 2024, FCS has completed 19 corrective actions.
- Since the last report, more detail has been provided in the CAP, which has increased the total number of action items from 21 to 27.
- FCS has also begun an robust continuous quality improvement (CQI) efforts to ensure continued improvement efforts around both practices and policies



CAP Immediate Action Steps

January 2024 – July 2024

- Social workers receive consistent and regular supervision
- Update Emergency Response policies
 - Ensure timely closure of referrals
- Develop Indian Child Welfare Act (ICWA) policy



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CAP Long-Term Action Steps

August 2024 – November 2024

- Train staff on standards for evaluating out referrals
- Increase staff utilization of Safe Measures for caseload management
- Develop procedures for re-distributing caseloads
- Develop rotation schedule for hotline staff
- Procedures for timely closure of referrals that are evaluated out
- Ensure completion of the Child and Adolescent Needs and Strengths (CANS) assessment tool.
- Build relationships with community partners
- Close out all Emergency Response referrals



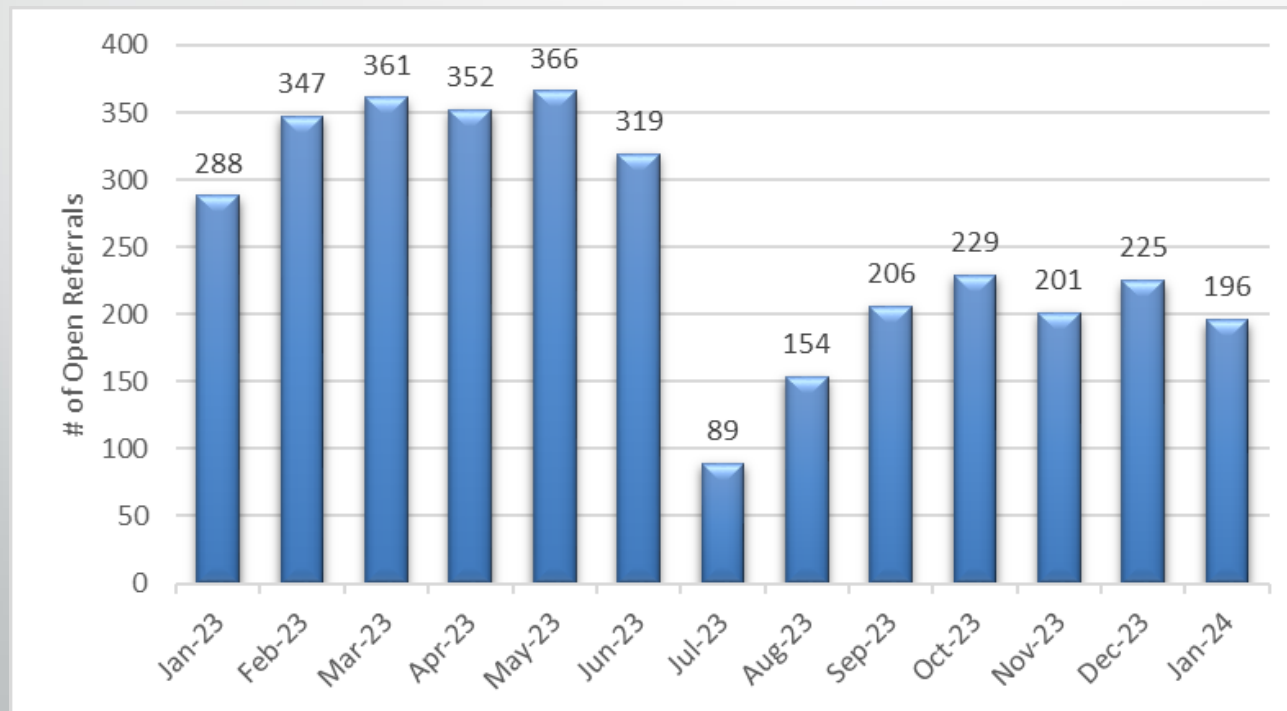
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Intake Data

January 2024

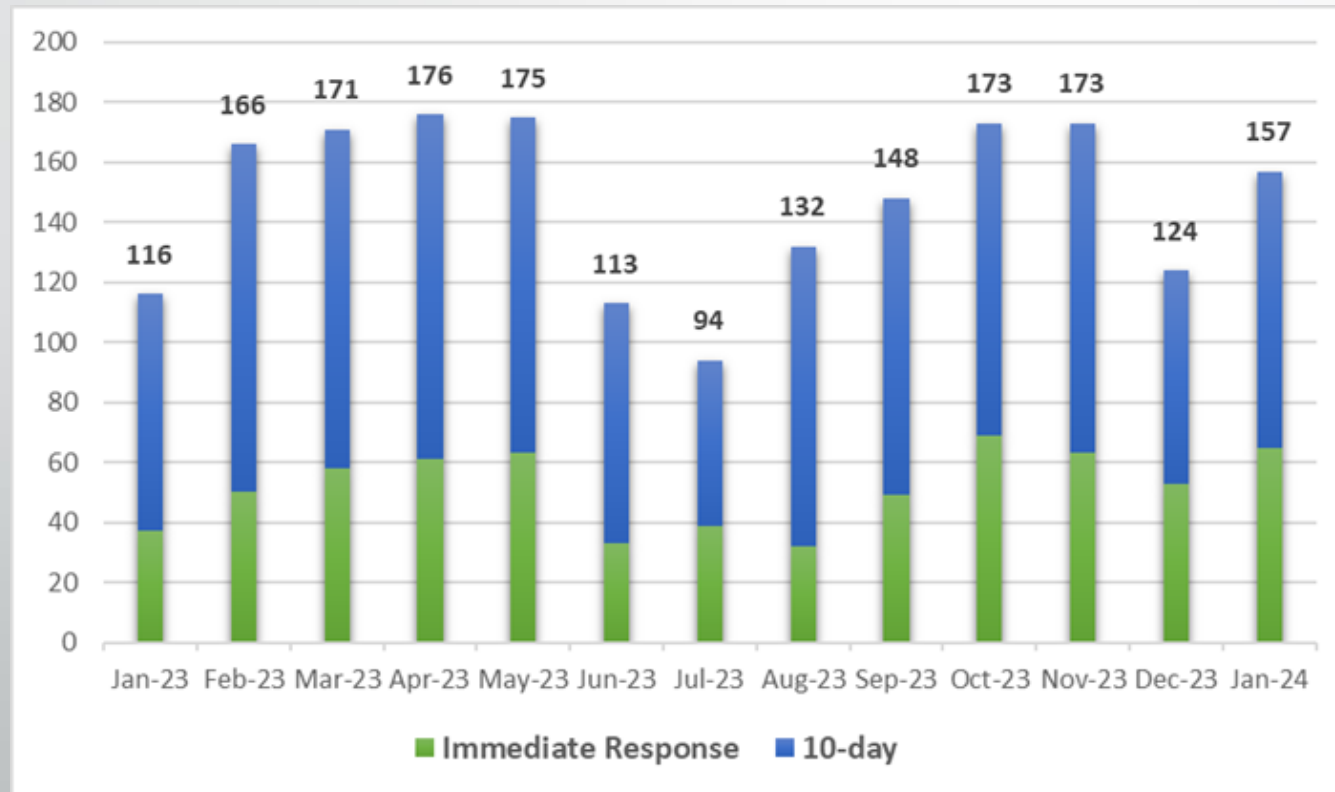
- FCS received 376 reports of suspected child abuse/neglect
- 157 of those referrals required an in-person investigation
- There are 225 open referrals in the Intake Unit.



Emergency Response Units

January 2024

- Out of 157 referrals that required in-person investigation, 65 required an immediate response.

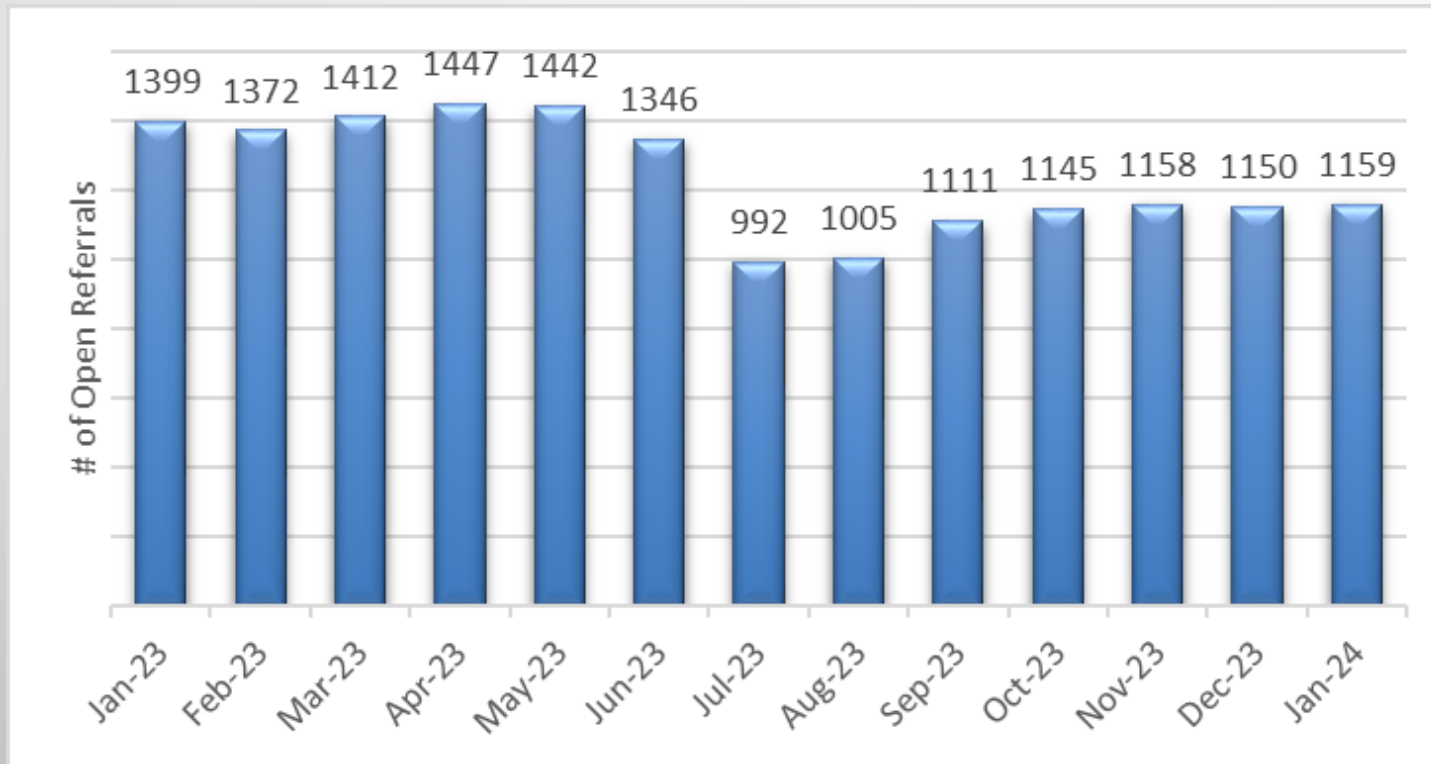


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Total Open Referrals

January 2023 – January 2024

- As of January 31, 2024, there were 1159 open referrals in both Intake and ER



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Staffing

- Ongoing Efforts
- Under filling
- Training in the field to experience a day in the life of a social worker
- Social Worker desire to engage with families while in chaos and the amount of time that it takes
- When FCS entered into the CAP in December 2022, the agency had 27 social worker and social work supervisor vacancies. As of February 7, 2024, FCS now has only 9 vacancies.



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Questions



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