



County of Monterey

Item No.

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

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Receive an oral report from the Department of Social Services outlining 2024 outcomes and program updates for the Family and Children's Services Intake and Emergency Response Units.

RECOMMENDATION:

It is recommended that the Health, Housing, Homelessness and Human Services Committee of the Board of Supervisors receive an oral report from the Department of Social Services outlining 2024 outcomes and program updates for the Family and Children's Services Intake and Emergency Response Units.

SUMMARY/DISCUSSION:

Monterey County Family and Children's Services (FCS) offers child protective services, foster care services, and adoption services to children and young adults in Monterey County. The mission of FCS is to prevent the occurrence of child abuse and neglect. Service goals strive to keep children and youth safe and within protection of a permanent family.

In 2024, FCS received 5,411 reports of child abuse and neglect, which is an average of 451 reports a month. Of those reports, 2,130 (39%) were referred to the Emergency Response Unit for further investigation. This means that staff in the Intake Unit are spending the majority of their time on calls that do not meet the threshold of abuse or neglect, as defined by the California Penal Codes. FCS, in collaboration with the Child Abuse Prevention Council (CAPC), has been hosting in-person Mandated Reporter trainings in Monterey County in order to help address this issue. In addition, FCS is in the process of updating the Intake and Emergency Response manuals to clarify the roles and responsibilities of these units and provide ongoing training.

Since entering into a Corrective Action Plan (CAP) with the California Department of Social Services (CDSS), FCS has completed all 27 corrective actions identified, and the CAP has been closed effective January 21, 2025.

OTHER AGENCY INVOLVEMENT:

The Monterey County Department of Social Services partners with Behavioral Health, the Probation Department, and various local non-profit organizations to ensure the safety and well-being of children, youth, and families in Monterey County.

FINANCING:

There is no effect to the County General Fund resulting from the receipt of this presentation.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

This action correlates to the following Strategic Initiatives adopted by the Board of Supervisors:

- ☐ Economic Development: Through collaboration, strengthen economic development to ensure a diversified and healthy economy.
- ☐ Administration: Promote an organization that practices efficient and effective resource management and is recognized for responsiveness, strong customer orientation, accountability, and transparency.
- ☒ Health & Human Services: Improve health and quality of life through County supported policies, programs, and services; promoting access to equitable opportunities for healthy choices and health environments in collaboration with communities.
- ☐ Infrastructure: Plan and develop a sustainable, physical infrastructure that improves the quality of life for County residents and supports economic development results.
- ☐ Public Safety: Create a safe environment for people to achieve their potential, leading businesses and communities to thrive and grow by reducing violent crimes as well as crimes in general.

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Attachments: Family and Children's Services Update Report
PowerPoint Presentation