

County of Santa Clara

Social Services Agency

353 West Julian Street
San Jose, California 95110-2335



DATE: August 31, 2020

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

FROM: Robert Menicocci, Social Services Agency Director *RM*

SUBJECT: **Off-Agenda Report on the Child Abuse and Neglect Center update**

Since December 8, 2016, the Department of Family and Children's Services (DFCS) has provided the Finance and Government Operations Committee (FGOC) with semi-annual updates on the Child Abuse and Neglect Center (CANC). The most recent report was presented at the joint FGOC/Children, Seniors, and Families Committee (CSFC) meeting on June 25, 2020 (item no. 14). At that meeting, the Administration was asked to forward the CANC report to the Board of Supervisors and to include information regarding DFCS's actions to inform the public of the CANC hotline telephone number and to include dynamic links. Additionally, the legislative file submitted to FGOC provided CANC data from November 1, 2019 through April 30, 2020. This report has been updated to include CANC data for May and June 2020.

CANC Response to the Novel Coronavirus Pandemic

The County of Santa Clara's (County) Public Health Officer issued a shelter-in-place (SIP) order, effective March 16, 2020, in response to the novel coronavirus pandemic. Implementation of order required a significant change in the way the CANC operates. On March 18, 2020, the CANC social worker screeners switched from working at the CANC office located at the Social Services Agency's (SSA) Julian Street campus to working from home. The move to teleworking was accomplished by significant efforts from SSA's Technology Services and Solutions (TSS). TSS provided training, equipment, and hands on services to operationalize this new way of working. Additionally, the move to telework required the CANC call data collection to temporarily switch computer mainframes.

The CANC mainframe, Cisco-Finesse (Cisco), collected the majority of data for the timeframe reported in this report, from November 1, 2019 through June 30, 2020¹. Because of the switch to teleworking in response to the SIP order, CANC data was temporarily captured by an emergency platform, Verizon Virtual Call Center (VVCC) from March 18 to April 20. The two systems did not collect data in the same manner. The data provided in this report captures information from both

¹ The December 2019 report to FGOC provided CANC call data from January 1, 2019 through October 31, 2019.

platforms.

CANC Calls Update

CANC received 15,976 calls from November 1, 2019 – June 30, 2020. The CANC Cisco mainframe collected the number of calls received, the number of voicemails, and the number of abandoned calls. VVCC collected the number of total calls answered. (Figure 1).

Figure 1 – Total Calls Received

Total Calls Received November 1, 2019 through June 30, 2020*							
Reporting Period	Total Calls Answered	%	Voicemails Received	%	Abandoned calls	%	Totals
Nov	2160	89.33%	164	6.78%	94	3.89%	2418
Dec	2026	93.15%	101	4.64%	48	2.21%	2175
Jan	2354	93.67%	92	3.66%	67	2.67%	2513
Feb	2238	95.40%	78	3.32%	30	1.28%	2346
Mar							
Cisco	1402	95.37%	51	3.47%	17	1.16%	1470
VVCC	553		*		*		553
April							
Cisco	596	94.75%	20	3.18%	13	2.07%	629
VVCC	802		*		*		802
May	1385	92.95%	80	5.37%	25	1.68%	1490
June	1497	94.75%	51	3.23%	32	2.03%	1580
Totals	15013	93.97%	637	4.36%	326	2.23%	15976
* Two platforms were utilized during the reporting period. The VVCC platform did not collect number of voicemails received or number of abandoned calls.							

Data from the CANC's Cisco platform showed that 93.41%² of the calls received were answered by a CANC social worker, approximately 4.36% of callers opted to leave a voicemail, and 2.23% of calls were abandoned. These numbers are consistent with data from the last reporting period. From January 1, 2019 through October 31, 2019, 92.94% calls received were answered directly by a CANC social worker, 5.27% of callers left a voicemail, and 1.8% of callers abandoned the call. The majority of persons who called the hotline from November 1, 2019 to June 30, 2020 spoke English.

² This percentage represents only data captured from the Cisco platform. To provide the most accurate analysis, the manual data from the VVCC platform was excluded from the analysis of the total number of calls answered because it did not track voicemails received or abandoned calls.

Joint Reponses Calls

From November 1, 2019 to June 30, 2020, DFCS received 809 requests for Joint Response (JR) from law enforcement agencies (Figure 2). JR requests require an emergency response (ER) social worker to assist a law enforcement officer during an investigation of child abuse or neglect that may result in a child being placed into protective custody. The response time goal is 60 minutes or less. The Cisco platform automatically captures the number of JR calls received, while a manual hand count of JR calls was conducted for calls received under the VVCC platform.

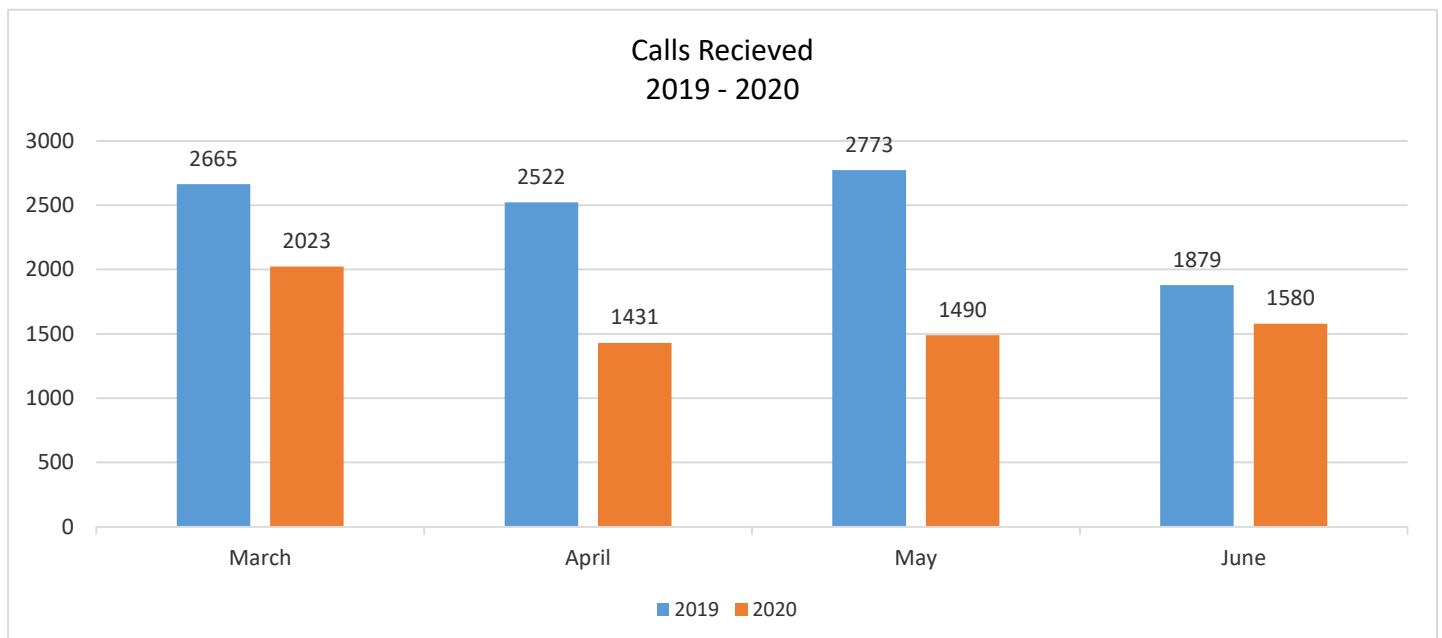
Figure 2 Joint Response calls with law enforcement

	November	December	January	February	March	April	May	June	Total
Joint Response	102	128	178	175	85	28	61	52	809

Decrease of Calls During Shelter-in-Place Order

The CANC experienced a decline of calls in March through June of 2020, by almost 34 percent, compared to the same data collected for those months in 2019 (Figure 3).

Figure 3 CANC calls received 2019 vs 2020



Public Service Announcements

The County has noted the decline in calls, and in response, several public service announcements (PSA) have been created that encourage the public to call the CANC if they suspect a child is being abused or neglected. The PSAs are available in English, Spanish, and Vietnamese. Video

PSAs are available on County internet sites³ and posters and flyers have been distributed broadly throughout the county. Radio PSAs were broadcast between 5/4/2020 – 5/10/2020 and a television PSA was broadcast on Univision around 6/29/2020. DFCS worked with partners, including the Child Abuse Prevention Council, Santa Clara County Office of Education, the Department of Public Health, and FIRST 5 Santa Clara County, to create and widely circulate the PSAs.

Additionally, CANC staff collaborates with DFCS's Prevention Bureau to ensure materials provided at mandated reporter trainings are updated regarding CANC processes and policies. In April 2020, the DFCS Prevention Bureau presented at the Safe and Healthy Schools Network meeting to 102 individuals representing 24 school districts. The CANC collaborated in creating two informational flyers that were disseminated at the meeting regarding the continued need to report suspected child abuse or neglect to DFCS during the novel coronavirus pandemic. The informational flyers are:

1. Our Kids Need Essential Workers and All Adults to Report Abuse During Covid-19 Crisis⁴
2. Kids Need Schools to Continue Reporting Abuse During Covid-19 Crisis⁵

Relocation to 353 West Julian Street

CANC moved into the new SSA building at 353 West Julian Street on November 4, 2019. The move included over 50 persons, including social workers, supervisors, and administrative staff. Due to the staff working different shifts throughout the day and night, the move required coordination and support from central services and TSS to ensure a smooth transition and no disruption to the regular workflow of the CANC. In the new location, staff have semi-private workspaces. Additionally, noise reduction machines were installed throughout the CANC worksite, which helps ensure sensitive information discussed by CANC screeners is secure. Further, the new space has four large flat screen monitors that display calls in progress.

Ongoing Technologies Update

- *The Scanning Project* – This project is to develop an automated solution, using existing technologies, to allow CANC staff to scan, file, search, and retrieve non-reports/non-Child Welfare System/Case Management System (CWS/CMS) reports more quickly and efficiently. Non-reports for the last two years are being scanned and can be reviewed by DFCS staff. The scanning process should be completed by the end of the year. TSS is continuing working on a program that would allow for automated reports to be generated, such as by date, issue, reporter type (e.g. mandated reporter), or other types of descriptors. Additionally, a universal form has been created that will allow CANC screeners to capture required information from callers. The new form is being reviewed and monitored by supervisors, managers, and TSS.
- *Tracking Calls Project* and *Digitization Project* are merging, as the goals of each project are similar. TSS, Continuous Quality Improvement (CQI) leadership, and CANC social work screeners and supervisors are collaborating on the automation of the Child Abuse and Neglect Report. A framework has been developed and is being tested to digitize and computerize the Child Abuse and Neglect Report and Screener Narrative for easier usability. This new feature

³ Video PSAs are available at <https://www.sccgov.org/sites/ssa/protective-services/cps/Pages/cps.aspx> and <https://www.sccgov.org/sites/ssa/protective-services/cps/Pages/cps.aspx>

⁴ The flyer is available at <https://www.sccgov.org/sites/cac/Documents/Protect%20Children%20During%20Covid-19.pdf>

⁵ The flyer is available at https://www.sccgov.org/sites/cac/Documents/Protect%20Children%20During%20Covid-19_School%20Eng_Span.pdf

will require the screening social workers to detail all calls in an application, which will result in a written narrative. The response will either be in-person (emergency response or 10-day response) and in CWS/CMS or codified so that DFCS can capture data on calls that do not meet the threshold of child abuse or neglect. This project is scheduled to be implemented late fall of 2020.

Dynamic Links for the CANC Dashboard

Board offices receive daily dashboards for a variety of DFCS programs, including a daily report on calls received by the CANC, this email includes the link to the dynamic CANC dashboard. A copy of the CANC daily dashboard for August 30, 2020 is attached to this report for your consideration. TSS is working on developing newer dashboards which will include dynamic links.

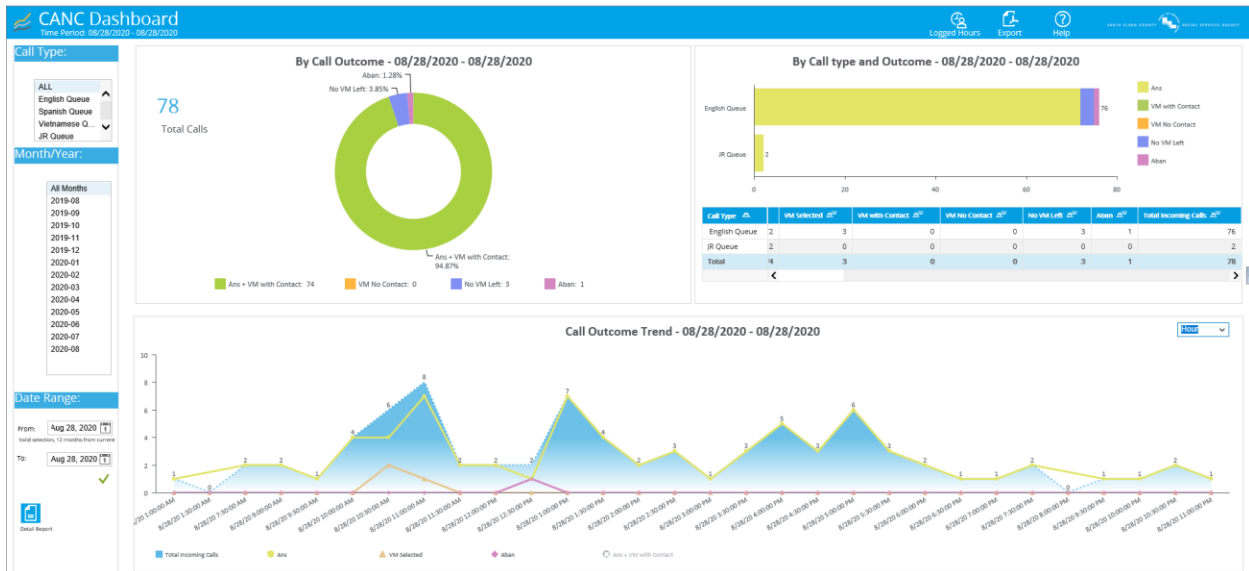
c: Chief Board Aides
Miguel Márquez, Chief Operating Officer
James R. Williams, County Counsel
Megan Doyle, Clerk of the Board

August 28, 2020 – Friday

The below Child and Abuse Neglect Center (CANC) dashboard provides a breakdown of total calls received on **August 28, 2020**, between the hours of 12:00am-11:59pm. The first call received was at **1:00am** and the last call received was at **11:00pm**.

Call Breakdown:

Total Calls: 78 (74 calls were answered, 3 calls unanswered with no voicemail, 1 call abandoned). Additionally, 76 of the total calls were in the English Queue, and 2 calls in the JR Queue.

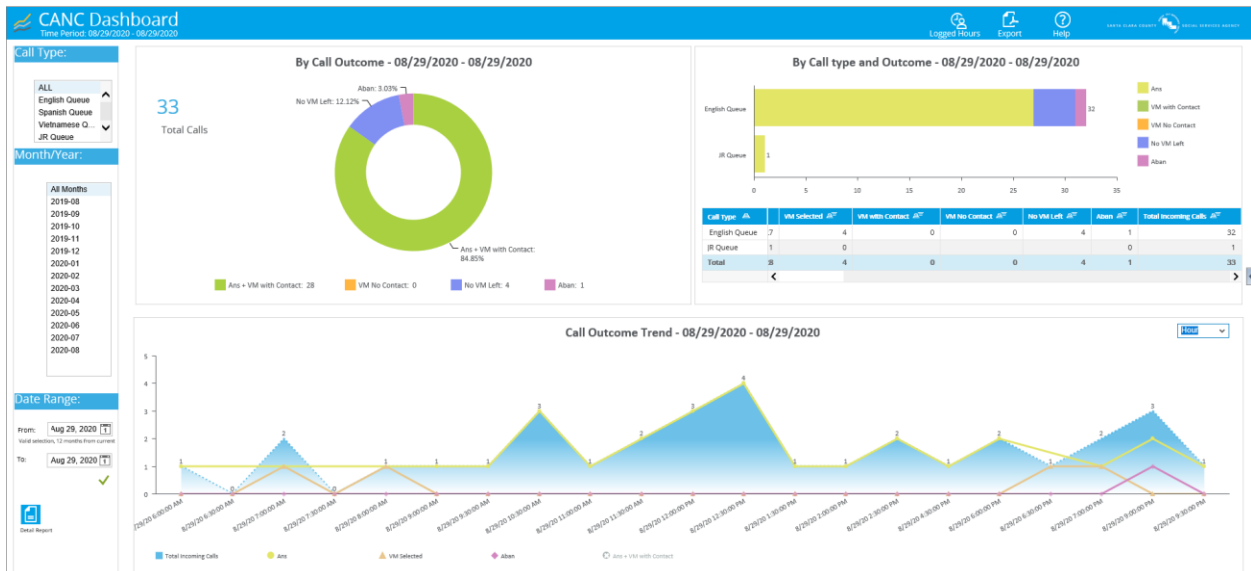


August 29, 2020 – Saturday

The below Child and Abuse Neglect Center (CANC) dashboard provides a breakdown of total calls received on **August 29, 2020**, between the hours of 12:00am-11:59pm. The first call received was at **6:00am** and the last call received was at **9:30pm**.

Call Breakdown:

Total Calls: 33 (28 calls were answered, 4 calls unanswered with no voicemail, 1 call abandoned). Additionally, 32 of the total calls were in the English Queue, and 1 call in the JR Queue.



August 30, 2020 – Sunday

The below Child and Abuse Neglect Center (CANC) dashboard provides a breakdown of total calls received on **August 30, 2020**, between the hours of 12:00am-11:59pm. The first call received was at **12:30am** and the last call received was at **11:30pm**.

Call Breakdown:

Total Calls: 33 (32 calls were answered). Additionally, 29 of the total calls were in the English Queue, and 4 calls in the JR Queue.

