



Program Manager Meeting

Children, Youth and Families | Behavioral Health Services

July 11, 2024 | Zoom | 9:30 – 11:30 a.m.

Agenda

- **Welcome** – Emily Gaines, LMFT
- **Community Response Guide** - Nikki Kelsay and Amy Isiaho, Pages 2-10 30 minutes
- **QA Updates** – Elaine Mills, Diana Daitch 10 minutes
- **Urban Corps** – Teresa Leader Anderson, Pages 11-24 25 minutes
- **211** – Jessica Peter, Pages 25-45 30 minutes
- **Teen Recovery Center**- Ozcar Ascencio, Pages 46-53 20 minutes
- **Networking with colleagues** 10 minutes
- **Announcements** 5 minutes
 - Save the Date: We Can't Wait Conference 9/26 and 9/27, Registration open
 - [ECMH – We Can't Wait! \(earlychildhoodmentalhealth-sandiego.com\)](http://earlychildhoodmentalhealth-sandiego.com)
 - Live Well Advance Conference and School Summit: Thursday, Nov. 21 (registration opens this fall)
 - Ebony Shelton, New Chief Administrative Officer (CAO) for County of San Diego
 - SUN Bucks, help for families with children that qualify for free or reduced-price school meals or get CalFresh, CalWORKs, or Medi-Cal. SUN Bucks provides \$40 per month for food for June, July and August (\$120 total)
 - [SUN Bucks \(ca.gov\)](http://ca.gov)
 - Never a Bother, new youth suicide prevention campaign launched in California
 - <https://neverabother.org/>
- **Next Meeting: September 12, 2024 | 9:30 - 11:30 a.m.**

Community Response Guide



Overview

Shifting from Mandated Reporting to Community Supporting

High % of reports screening out or unsubstantiated

Flaws in initial assumptions that informed mandated reporting policies

High (over) surveillance and stigmatization of BIPOC families

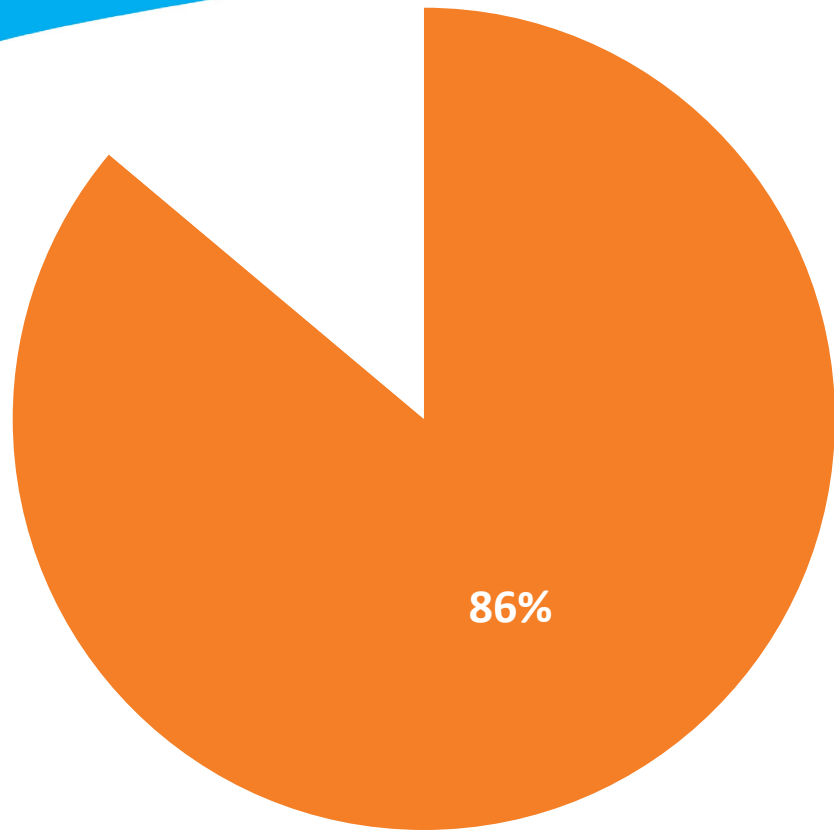
Biases around cultural values around parenting

Impact of poverty perceived as neglect

Most needs are best addressed via community supports/resources



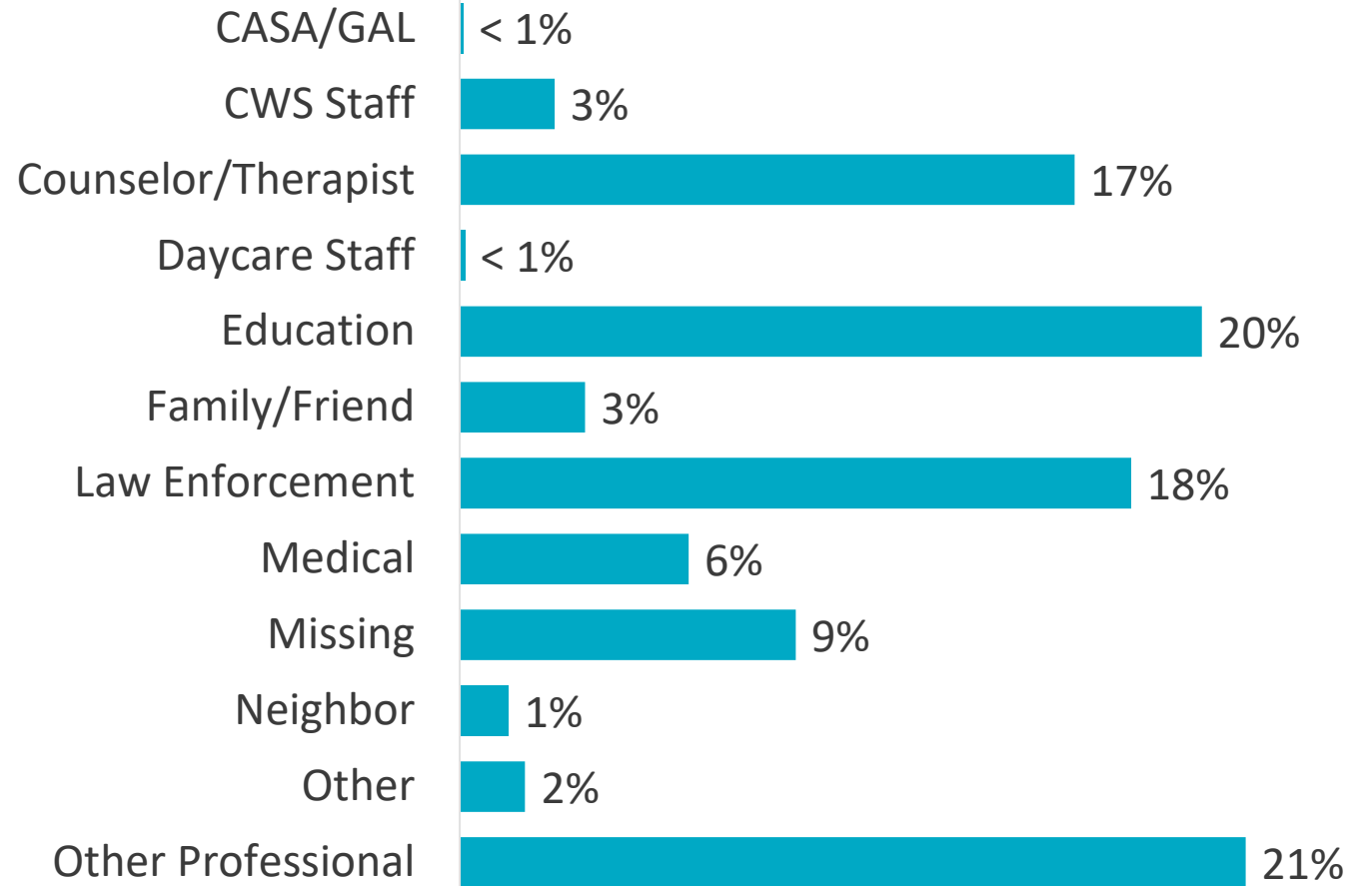
WHO MADE REPORTS IN 2022?



■ Mandated

■ Not Mandated

N = 37,854



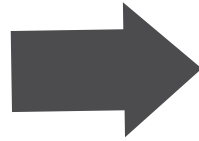


COMMUNITY RESPONSE GUIDE

- Web-based decision-support tool
- Provides guidance to mandated reporters and concerned citizens about thresholds for reporting and alternative supports
- Designed through a data-driven workgroup process

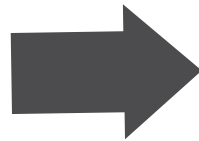
CRG RECOMMENDATIONS

**No Report
Needed**



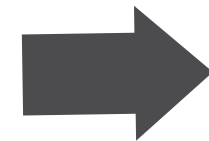
When possible, continue relationship with child/family and provide support.

**Community
Support
Pathway**



Connect with a local designated prevention provider to provide support for this family *without CPS intervention*.

Report

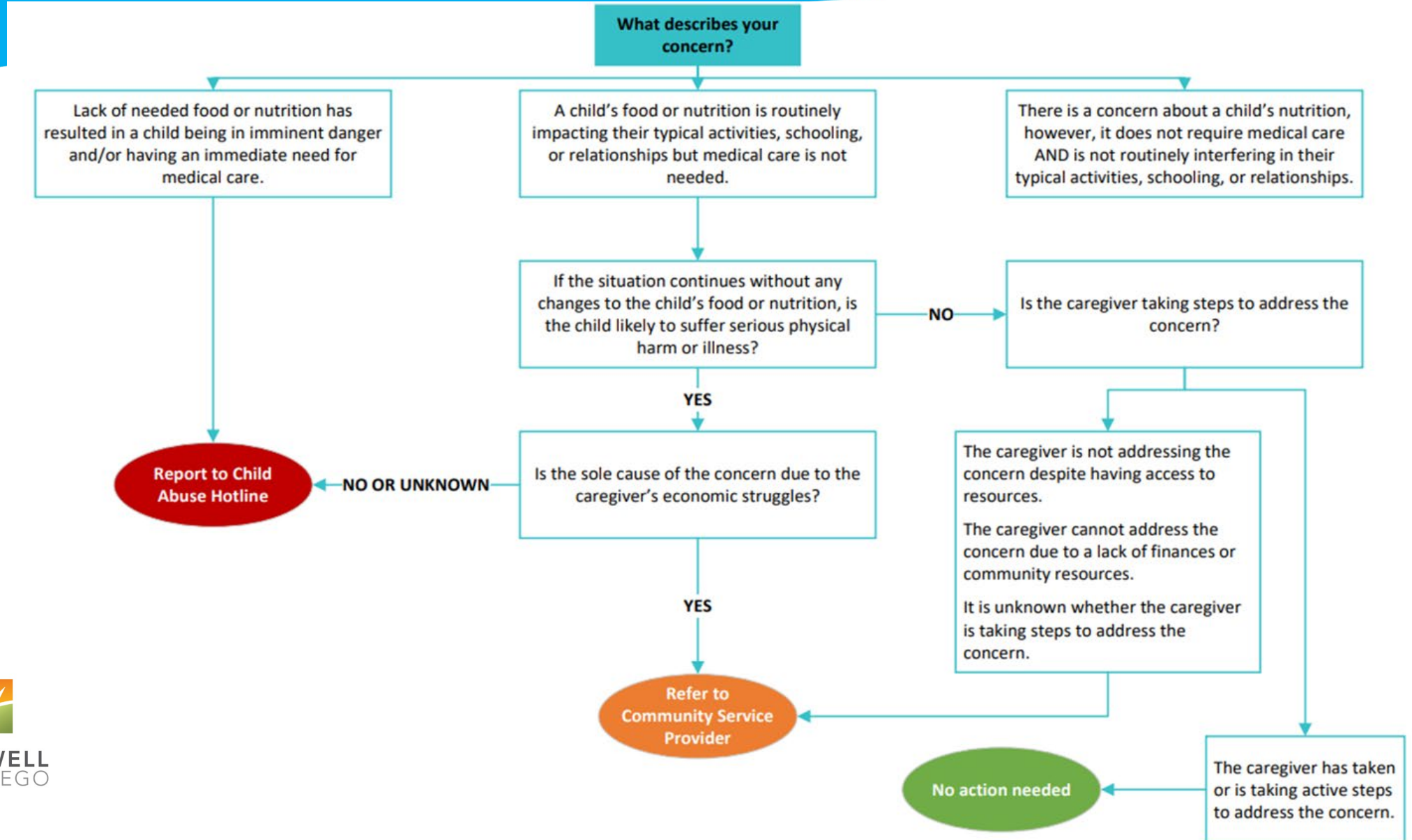


Make an immediate report to local child protection agency.

What San Diego Is Doing -

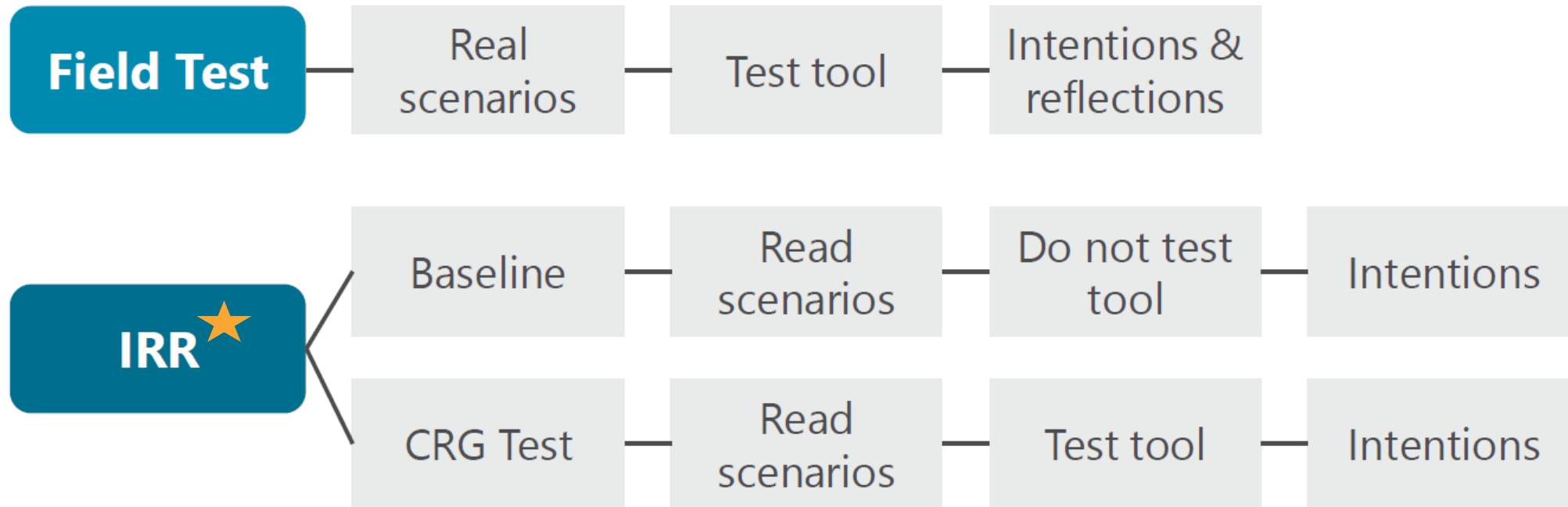
Community Response Guide

An Example



CRG Testing

TESTING COMPONENTS



★ Interrater Reliability Testing

Recruitment



What you need to know

- Recruiting 400+ people to test the tool
- Testing Period: 7/8/2024-8/9/2024
- After signing up, each person is sent an individual link
- Testing is completed at your own pace from 20-60 minutes

QUESTIONS?



Amy Isiaho, Policy Analyst
Amy.Isiaho@sdcounty.ca.gov



Urban Corps of San Diego County



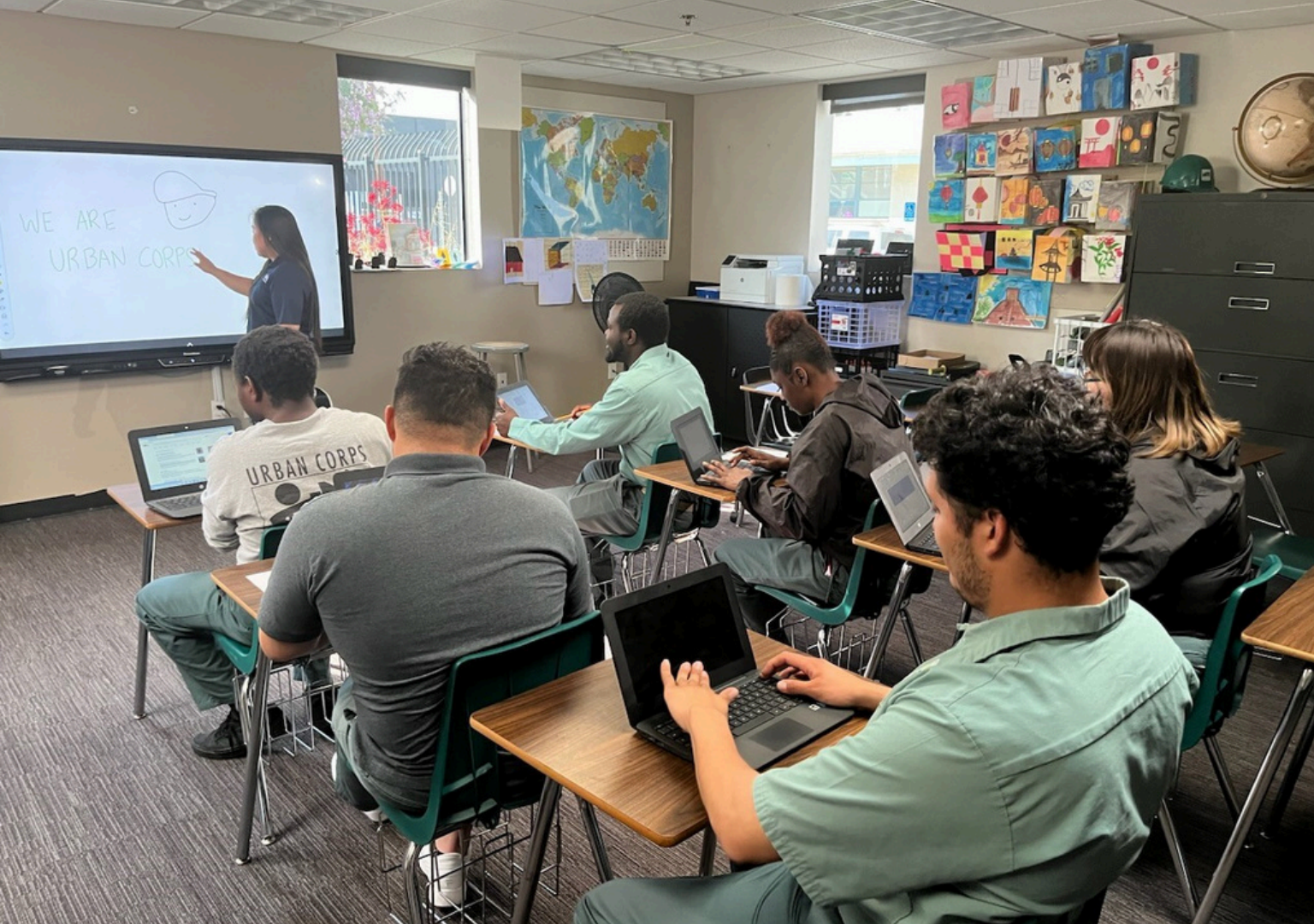
Who We Are:

- Founded in 1989
- Non-profit Organization
- Local Conservation Corps
- Two Locations – San Diego & Escondido



What We Do:

- San Diego County Residents
- Ages 18–26
- Earn High School Diploma
- FREE PAID Job Training



Urban Corps Charter School

- WASC-Accredited
- Low Student to Teacher Ratio
- High School Diploma
- Graduations - June & December
- National School Breakfast & Lunch Program



Environmental Services:

- Brush Management
- Landscape Maintenance
- Tree Planting
- Trail Building & Maintenance
- Irrigation System Design & Installation
- Land Management
- Fire Fuel Reduction/Fire Breaks
- Non-Native Species Removal
- Chipping



Community

Improvement Services:

- Irrigation repair and troubleshooting
- Graffiti abatement
- Bulky item removal
- Litter abatement
- Landscaping/weed abatement
- Street sweeping
- Power washing
- Tree trimming



Construction Services:

- Insulation
- Framing
- Concrete
- Drywall
- Fencing
- Flooring
- Demolition
- Painting
- Roofing
- Tiny House





Recycling Services:

- Event Services (Community Events)
- Snapdragon & Petco
- Electronic Waste Recycling
- Tire Recycling



Corpsmember Development:

- Certifications
- Drivers License
- Resumes/Job & College Applications
- Food Pantry/Clothing Closet
- Enrichment Classes



Funding:

91 cents out of every dollar goes towards our programs

- Service Fees - \$9,436,417
- Government Grants & Contracts - \$2,529,656
- Donations - \$107,343
- Recycling - \$212,170
- Total Revenue & Support - \$14,211,813
- Net Assets - \$11,128,883



How You Can Help:

- Become a Donor
- Hire a Corpsmember
- Workplace Giving Campaign
- Corporate Matching Gift
- Hire an Urban Corps Crew
- Spread the Word
- Take a Tour

Follow Us on Social Media



Connect With Us for Our Latest News & Updates



@SDUrbanCorps



@SanDiegourbancorps



@SanDiegourbancorps



Urban Corps of San Diego



@urbancorps





Questions?



Website



Annual Report



Subscribe to
Our Newsletter



211 San Diego

YOUR Free Community Resource

Jessica Peter, Vice President of External Affairs

Key Objectives

- 1. What is 211?**
- 2. What is 211 San Diego?**
- 3. How can people use 211 San Diego to access resources?**
- 4. How does 211 San Diego establish the connections that can help people?**



What is 211?

"We find that the Information & Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and we therefore assign 2-1-1 to be used for access to community information and referral services."

-Federal Communications Commission's final order to assign 2-1-1 on July 21, 2000



What is 211?

211 is similar to 911, providing an easy-to-remember number to seek community and health services from any phone in any location across the U.S.

2-1-1

What kind of services? These & more!

- Benefit Info & Application Assistance
- Childcare & Family Supports
- Disaster Info & Relief
- Digital Literacy & Internet Access
- Education & Employment Services
- Elder & Dependent Adult Care
- Health & Wellness Services
- Housing & Homelessness Services
- Military & Veteran Services
- Utility & Technology Assistance

What is 211 San Diego?

What is 211 San Diego?



Nonprofit. 211 San Diego is a nonprofit organization that can connect you to the community and health services you need.

Mission. To seamlessly connect people to resources, and partner with the community to transform how people access help.

2-1-1. Designated as the 2-1-1 provider for San Diego and Imperial Counties. We operate a contact center, accessible 24/7 in multiple languages by calling 2-1-1.

Resource Database. Searchable online Resource Database of trusted, free or low-cost services.

Disaster Response. During disasters and public health emergencies, we share official information, such as evacuation routes, shelters, food assistance, and more!

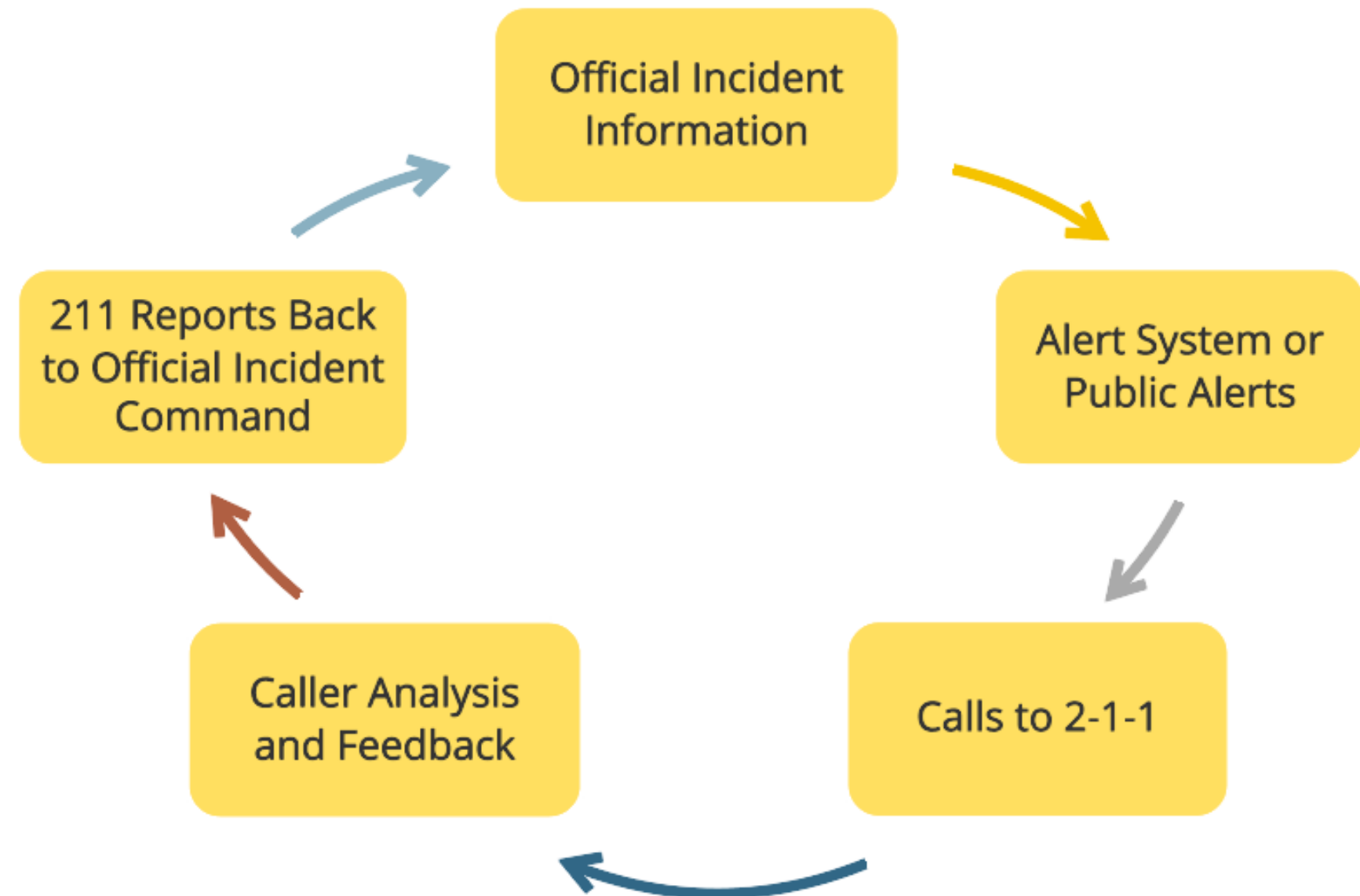
Mission-Aligned Hotlines

Call 2-1-1, 24 hours a day, in any language, to get referrals to these hotlines and other resources.

- **HCD Section 8 Line:** For questions and updates on Section 8 (in County jurisdiction, not City of SD). To check your status on the waiting list, contact (858) 694-4801.
- **Courage to Call:** Peer support for early intervention and prevention for military/vets/families. 8am-8pm PST at 877-698-7838
- **First 5 San Diego:** Help locating services and resources for parents of children age 0-5 . Call 1-888-5FIRST5 or 1-888-534-7785.
- **CalFresh Info Line:** Info for CalFresh application assistance. Call 1-877-847-3663 and enter your location to be routed to your local provider.
- **Perinatal Care Network (PCN):** Toll-free line (1-800-675-2229) linking eligible families to pregnancy-related Medi-Cal & care
- **Access & Skimming/Scamming Line:** General information about public benefits and help for stolen EBT dollars. Monday - Friday 7:00am to 5:00pm at (866) 262-9881
- **Reschedule Line:** Reschedule public benefit interviews & related appointments. Call 866-262-9881 to reschedule an interview.

Disaster Information

- 24-hour non-emergency information line during times of disaster.
- Decompresses non-emergency calls to 9-1-1.
- Knowledgeable staff and volunteers.
- Provides large scale incident information dissemination to the public.



**How can people use 211 San Diego to
access resources?**

How to Use 211



Call 2-1-1
for help
finding
services

Search Online
Free online
database of trusted,
free or low-cost
community and
health services

24 Hours a Day, Every Day

MORE THAN 200 LANGUAGES

What Happens During a Call?

Assessments. We may conduct an assessment across one or more of 14 Social

Determinants of Health:

- Housing
- Nutrition
- Primary Care
- Legal & Criminal Justice
- Transportation
- Employment Development
- Activities of Daily Living
- Utility & Technology
- Income & Benefits
- Health Management
- Education & Human Development
- Social & Community Connection
- Personal Hygiene & Material Goods
- Safety & Disaster

We assess for:

- How soon do you need help?
- Which resources do you know about? Which are you already utilizing?
- Do you have barriers to accessing services? What social supports do you have?

Connections:

1. Information & Referrals
2. Direct Referrals
3. Appointments

Connections are limited to the supply of resources available and listed in 211 San Diego's Resource Database.



What is a Direct Referral?

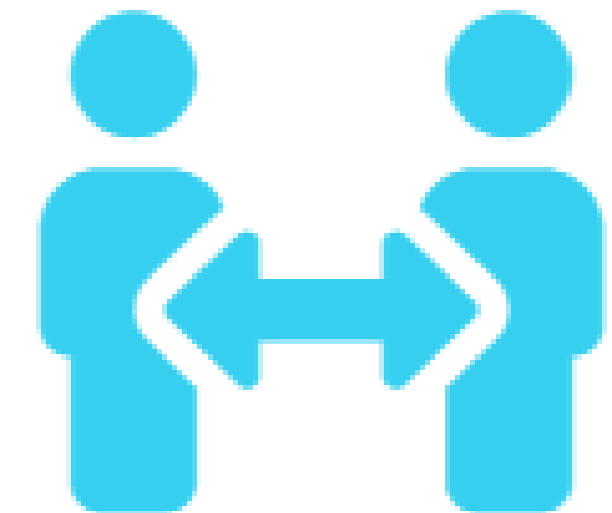
It is an electronic referral sent directly through the secure CIE platform, connecting clients to needed services.

Traditional Referrals vs. Direct Referrals

- Direct: Proactive system, connecting clients directly to services.
- Traditional: Leaves clients to navigate the service system themselves.

Benefits for Service Providers:

- Pre-screened Clients
- Improved Follow-up
- Closed-Loop System
- Enhanced Coordination
- Access to Additional Resources



Using 211 to Schedule a Free Tax Preparation Appointment

Those making less than \$64,000, living in San Diego County might be eligible for free tax preparation assistance!

Individual Taxpayer Identification Number (ITIN) is okay!
Those without an ITIN can call for help with getting one.

When someone calls 211, we can schedule them an appointment for free tax preparation assistance. At the appointment, professionally trained tax preparers will make sure to note a client's eligibility for tax credits including:

- Federal Earned Income Tax Credit
- California Earned Income Tax Credit



PUT MONEY BACK INTO YOUR POCKET!

Did you know that families and individuals making \$64,000 or less may qualify for **FREE** tax filing assistance and additional cash back tax credits?

CALL 2-1-1 to learn more!



Using 211 to Apply for CalFresh

Call 2-1-1 to Schedule a CalFresh Application Assistance Appointment

California residents in need of food assistance might be eligible for CalFresh, depending on their income and savings. Those living in San Diego and Imperial Counties can call 2-1-1 to find out if they are likely eligible.

If they are, we can schedule an appointment for free application assistance that they can complete over the phone with one of our Enrollment Specialists.

In 2023 we completed 20,000 CalFresh applications with a 72% enrollment rate.



How does 211 San Diego establish the connections that can help people?

External Outreach

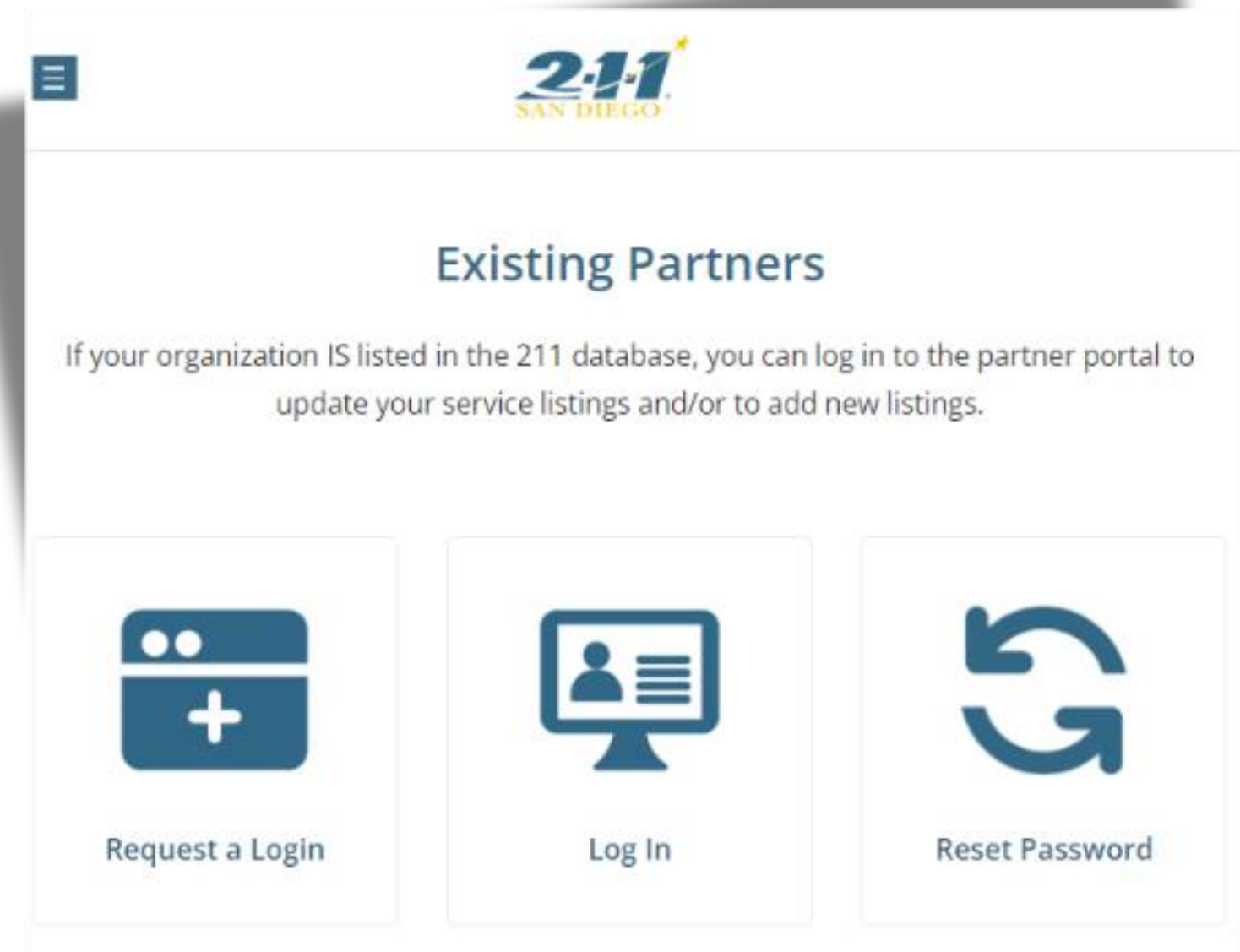
- We host tours of the facility
- We host special events
- We give presentations to nonprofit, healthcare, government, education and other organizations
- We push information on social media and in a monthly newsletter
- We host booths and share flyers and other materials at community resource fairs
- We mail wallet cards (business cards with general 211 info) to people and organizations who request them



211 Database Partners

We offer community, healthcare, and government agencies the opportunity to list their services in the 211 database.

- Partners get login access to update, activate, and deactivate their service listings at any time.
- We connect with partners through a variety of outreach methods.



Community Information Exchange (CIE)



- An ecosystem of partners that fosters collaboration across multi-disciplinary networks
- Connections to 100+ organizations through direct system access or data integration between systems
- Improved health and wellness for individuals and populations.

Primary Uses of CIE

Searching patients/members to see historical use of social services

- Tailor services accordingly
- Reach out to existing care team member or agency for support

Make referrals to external community and healthcare organizations

- Ability to track referrals to partners
- Send client profile directly to agency (outcomes of referral)

Shared screening or prioritization of resources

- Example--Homeless Prevention resources
- Prioritize access to services (history or acuity)

Receive alerts to be proactive or response

- Join as care team member and receive alerts

Our Partnerships

1250 + 211 Resource
Database Partners

5600+ Services

346,361
Consented Clients

137 Partners
Joined CIE

1,542 Active
CIE Users

59 Partners Accept
CIE Referrals

13 Partners Integrate
Data with CIE



Partner with 211 San Diego

Questions, ideas, requests? Reach out to:

Jessica Peter

Vice President of External Affairs

jpeter@211sandiego.org

858-380-5269



Call 211 to talk with a live person to get connected to community resources

211
SAN DIEGO

COUNTY OF SAN DIEGO | LIVE WELL SAN DIEGO

- Benefit Info & Application Assistance
- Childcare & Family Supports
- Disaster Info & Relief
- Digital Literacy & Internet Access
- Education & Employment Services
- Elder & Dependent Adult Care
- Health & Wellness Services
- Housing & Homelessness Services
- Military & Veteran Services
- Utility & Technology Assistance...& More!

☎ 211 | 🌐 211sandiego.org | 📧 @211SD | 📷 @211sd | 📘 211sandiego

Free. 24 hours. 365 Days. Confidential. Multilingual.

Visit 211sandiego.org/contacts to:

- Request a virtual or in-person presentation about 211
- Request 211 to host an Outreach Booth for resource and/or career fairs
- Request wallet cards or download flyers you can share with students & families

EARLY INTERVENTION SERVICES

Vista Hill Bridges Teen Recovery Center (TRC)

Ozcar Ascencio, AMFT, Program Manager



WHAT IS EARLY INTERVENTION?

- At risk of developing substance-related problems
- Substance use education
- ASAM Level 0.5
- No Wrong Door
- Risky & Reckless Behaviors
- Do not meet criteria for SUD
- Vaping tobacco/nicotine products
- Common substances used



EARLY INTERVENTION VS. TREATMENT

Screening for appropriate services (CRAFT, Brief Level of Care Screening, SUD Questionnaire)

Treatment Team

Group Sessions

Individual Sessions

Family Sessions

UA Testing

Reassessing

Early Intervention

- Does not meet SUD Criteria
- Duration/Frequency-about 6 weeks; individualized; weekly sessions
- 30 min-60 min sessions
- Educational

Outpatient SUD Treatment

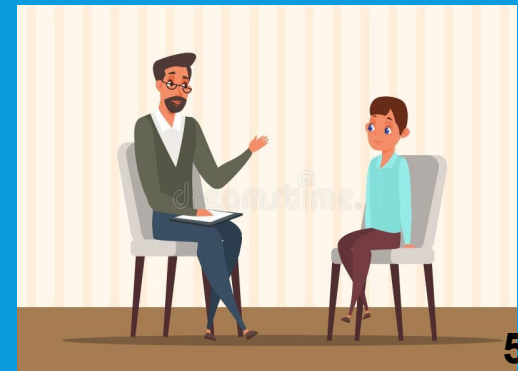
- Meets SUD Criteria
- Duration/Frequency-depends on LOC & progress towards individual goals; typically 2-3x/week
- 90 min sessions
- Educational & Processing

EARLY INTERVENTION SERVICES INCLUDE:

- School-based services
- “In the field” at locations other than treatment facilities
- CRAFFT Questionnaire
- ASAM Screening
- SUD Questionnaire
- Address individualized risk factors, natural supports, strengths, and prosocial activities
- Individualized services; duration & frequency vary
- At least weekly services: individual/group education; 30-60 min sessions
- On average, 6 weeks of services
- Gender-specific services
- UA Testing
- Family Session
- Connection to prosocial activities
- Reassessment, as needed

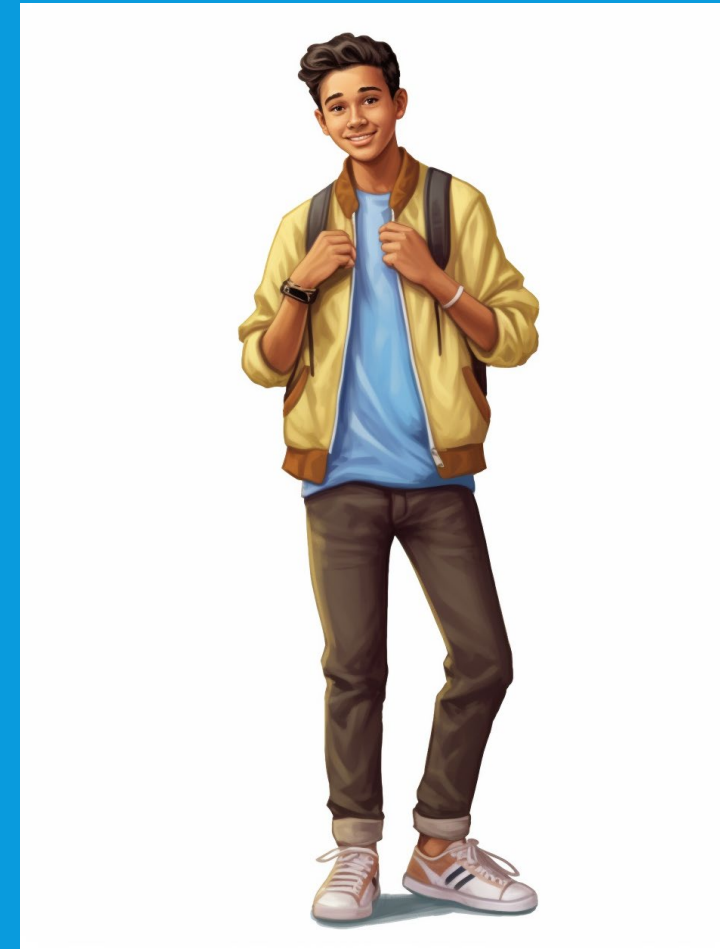
EARLY INTERVENTION CURRICULA

- “Alternatives Youth Diversion Education Program” by The Change Companies
- “Prime for Life” by Prevention Research Institute
- “Safety First” by Drug Policy Alliance
- “Strengthening Families Program” by Dr. Karol Kumpfer
- “Botvin Life Skills Training” by Life Skills Training
 - The Value of Good Health
 - Decision-Making for Health
 - Risk-Taking and Substance Use
 - The Media and Health
 - Managing Stress, Anger, and Other Emotions
 - Family Communications
 - Healthy Relationships



VIGNETTE

- 16 year old
- Referred by school
- Vaping on campus
- Friends at school were using
- No known prior substance use history
- Minimal behavioral issues at school
- Met weekly with SUD Counselor
- Stress Tolerance Skills, Healthy Communication
- Family Support/Family Meeting
- Healthy support/prosocial activity (soccer team)
- Comes by to visit staff occasionally



HOW TO REFER FOR SERVICES

- Early Intervention Services can be provided by any of the BHS Teen Recovery Centers throughout the County:
 - Central, Central Southeast, North Central, East, North Coastal, North Inland, South
 - https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/bhs/duallocationdocs/Adolescents%20SUD%20-%20EN_110123.pdf
- 211
- Access & Crisis Line (800) 724-7240



Vista Hill Bridges Teen Recovery Center
Ozcar Ascencio, AMFT, Program Manager
220 Euclid Ave, Suite 40
San Diego, CA 92114
619-795-7232
oascencio@vistahill.org

THANK YOU

