

County of Santa Clara

Social Services Agency

353 West Julian Street
San Jose, California 95110-2335



DATE: February 6, 2024

TO: Honorable Board of Supervisors

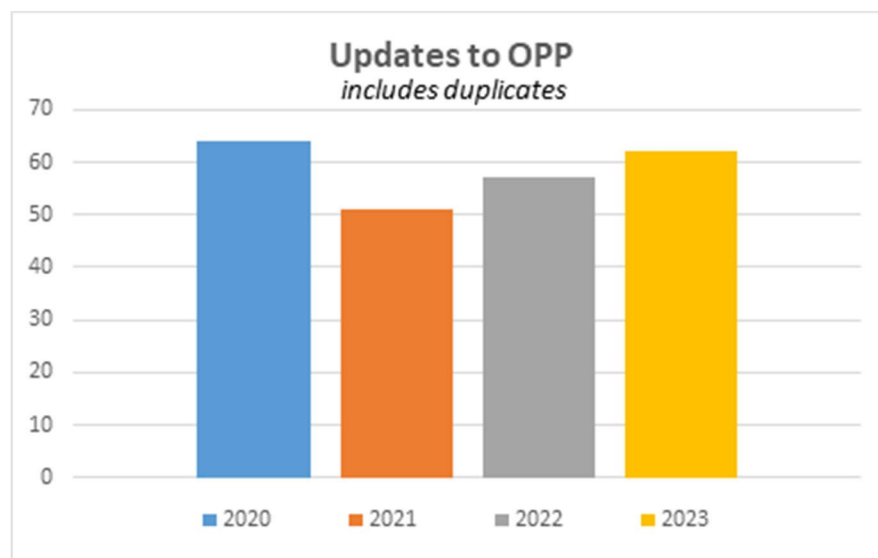
FROM: Daniel Little, Director, Social Services Agency DS
DL
Damion Wright, Director, Department of Family and Children's Services DS
DW

SUBJECT: B.1 – Policy and Practice Changes Made to DFCS

At the December 19, 2023 Special Meeting of the Board of Supervisors, the Board requested a timeline starting in 2020 with policy and practice changes made to DFCS – including formal changes made to Operational Policies and Procedures (OPP) and DFCS's foster care handbook, but also a comprehensive analysis of additional changes to informal policies and practices. This memorandum provides the requested information.

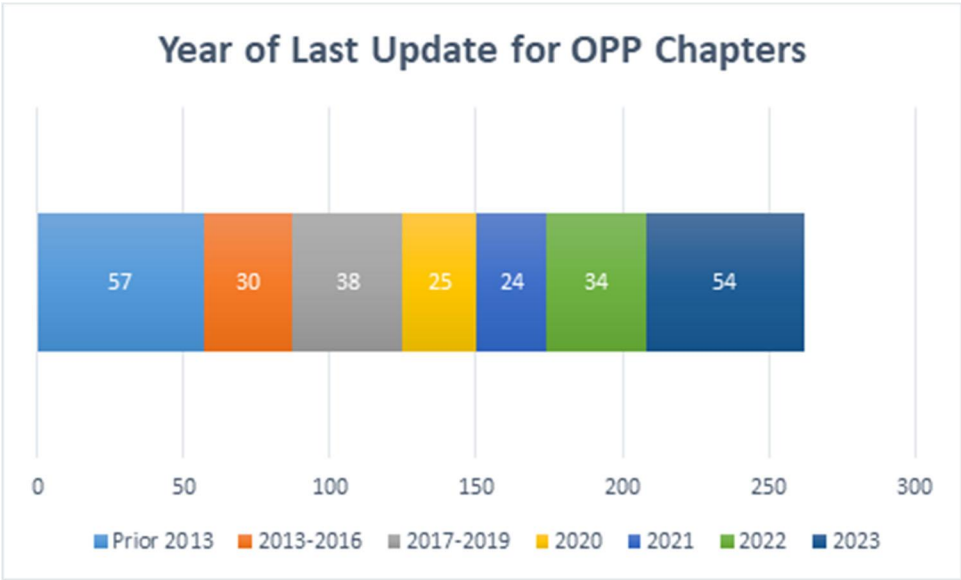
DFCS sets forth its policies and procedures for staff in the DFCS Operational Policies and Procedure (OPP) guide, which is comprised of 24 handbooks with 262 chapters in total. Between 2020 through 2023, the DFCS Policy Unit updated the OPP 234 times, which involved modifying existing chapters, adding new ones and deleting outdated ones (see Figure #1). OPP chapter updates range from being updated to reflect new forms being used, new programs available, to changes in laws. *See attachment OPP Updates 2020-2023 for a summary of the chapters that were changed and a brief summary of the change.*

Figure #1



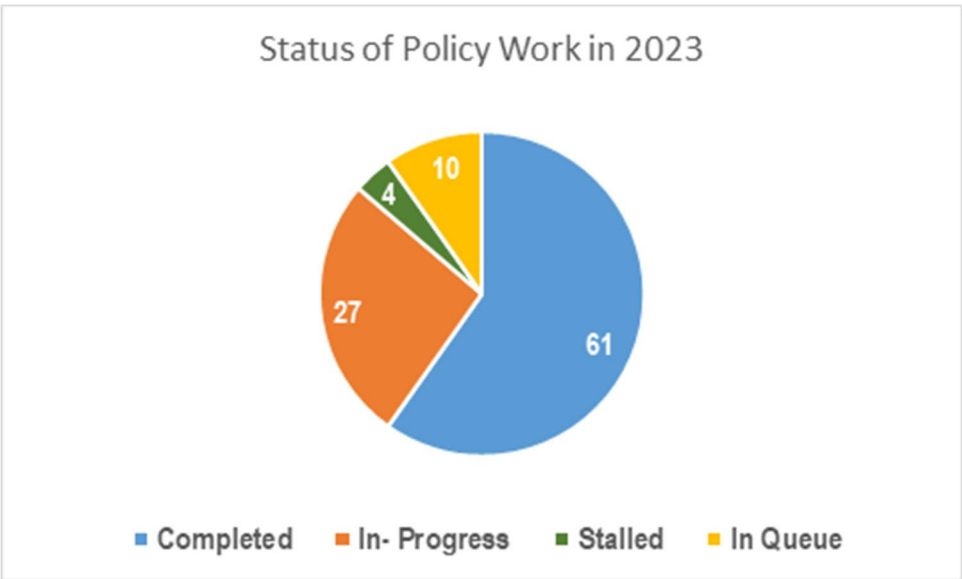
The DFCS Policy Unit monitors and updates the OPP regularly to provide guidance regarding current laws, regulations, and practices that apply to DFCS services. Since 2017, unit staff have updated 167 chapters out of 262 active chapters, which is 64% of the OPP (see figure #2). New chapters have also been added to cover new areas of work.

Figure #2



The DFCS Policy Unit has a general process for creating or updating OPP chapters. The time for this process may vary depending on the nature, complexity and scope of the policy. For instance, out of the 61 chapters added or revised in 2023, the average project duration was 102 days. Some changes may have been completed in a day, while others took up to a year to finish.

As of December 31, 2023, the Policy Unit had 31 OPP updates in progress, including 27 ongoing projects and four on hold. There are also 10 projects in the queue identified as needing updates. The Policy Unit is currently working with program area subject matter experts to review and update any chapter which have not been updated recently.



Attachment:

- Attachment A - OPP Updates 2020-2023

Attachment A – OPP Changes and Memorandums Issued Matrix

2023

Update Month	Handbook	Chapter	Title	Sections	Brief summary
Jan	13	20.2	Special Immigrant Juvenile Status (SIJS)	Throughout	Policy and SIJS petition Process Update
Feb	1	1	Child Abuse and Neglect Reporting Act (CANRA): Who Must Report	All	The chapter was updated to align with current reporting practices.
Feb	2	3.3	Staffing Required when Assessing Physical Injury	All	Deleted as outdated. Replacement chapter under development.
Feb	4	5	Family Finding Resources	All	Deleted as outdated.
Feb	4	9.1	Intensive Treatment Foster Care	All	Deleted as outdated.
Feb	6	4	Service Referrals for Placement Stabilization	All	Chapter Removed. Update under construction.
Feb	9	5	Non-Reunification (Bypass) Cases	All	Added language to align with AB2159.
Feb	13	16.1	DFCS CalWORKS Partnership: Common Cases Under Family Maintenance	All	Updated chapter to clarify staff roles and responsibilities.
Feb	13	16.3	Bringing Families Home	All	New chapter
Mar	2	2.1	How to Obtain a Court Order to Interview a Child	All	Stylesheet update. Revised with directives not to violate parents' constitutional rights and consistency with current electronic submission/filing procedures from the Court.
Mar	15	6	Presumptive Transfer of Mental Health	All	Added clarification instructions for documenting Presumptive Transfer in the case management system (CWS/CMS).
Mar	16	6	School of Origin Transportation	All	Revised for clarity and included third-party education travel reimbursement information.
Mar	26	3	DFCS (Electronic) Sign In	DFCS Sign-In Admin Role	Added process for updating designated admins
Apr	4	1	Initial Case Plan	All	Updated information about contact waivers for runaway youths in CWS/CMS and included information about youth's rights to receive a case plan in their preferred language.
Apr	6	1	Placement	All	Added information about court-specified homes, court orders for psychotropic medications after a placement change, and the Foster Care Bill of Rights issuance in the primary language during placement changes.
Apr	18	3.1	DFCS Special Funds (SCZ 414z)	All	Added African Ancestry Hair Care (AAHC) information and the corresponding SCZ 414z referral process.
Apr	18	6.1	Education Travel Reimbursement	All	Added link to the HopSkipDrive program and updated chapter information for consistency with current practices.
May	2	5.6	Referrals from Probate Court	All	Renamed chapter and updated content to reflect current practices/protocols.
May	2	5.7	DFCS Referral for Probate Court	All	Updated guidance and family referral process to Probate Court.
May	6	4	Placement Stabilization Services	All	Updated chapter name and current practices and protocols, including the Family Urgent Response System (FURS) program.
May	13	7.1	Psychotropic Medication	All	Added section about CA Medical Review Board and the requirement to provide the court order and the last two pages of the JV-220(a) or (b) to caregivers during a placement change.
May	18	2	Child Support Referral Determination	All	Updated the chapter for consistency with AB1686, stipulating that social workers may only make referrals to the local child support agency in court-ordered FR under rare circumstances.

Jun	1	Memo	SDM and SOP Practice Clarification and Assessments of Safety and Risk ad Supporting Child and Family Well-being		Memo outlines process around safety vs. risk, decision making and safety planning: 1. Safety and Risk: Methods of Family Engagement 2. Structured Decision Making and Safety Planning 3. SDM decision Tree for Differential Response and Voluntary Services.
Jun	2	8	Transporting Children	All	Deleted. Information now contained in OPP 13-22 Case Related Transportation.
Jun	10	1	Contact Requirements	All	Updated information on contact requirements and language to differentiate between a contact and a visit.
Jun	12	8.2	Adoption Finalization Case Closing	Policy, Safety & Well-Being Social Worker's Responsibilities, Safety & Well-Being Supervisor's Responsibilities	Clarified adoption finalization case closing process to ensure appropriate record retention and closure in CWS/CMS.
Jun	13	22	Case-Related Transportation	All	New chapter to reflect current policies for transporting children and parents; supersedes OPP 2-8.
Jun	18	1	Emergency Assistance (EA1-CWS) Application	All	Clarified referral and routing processes and who qualifies as a "relative."
Jul	3	1	Assessment Guide: Physical Maltreatment	All	Updated information on how to assess for physical maltreatment, common signs of physical maltreatment, and next steps.
Jul	3	2	Assessment Guide: Mental/Emotional Maltreatment	All	Updated information on how to assess for mental/emotional maltreatment, the effects on children, and referrals to behavioral health services.
Jul	3	3	Assessment Guide: Parent Incapacity/Absence/Lack of Supervision	All	Included a brief overview of Differential Response services and assessing caregivers, including evaluating for parent incapacity/absence and lack of supervision.
Jul	3	4	Assessment Guide: Health/Medical Maltreatment	All	Updated information on how to assess for health and medical maltreatment, cultural views on health and medicine, whom to contact for medical evaluation, and common medical conditions of concern.
Jul	3	7	Assessment Guide: Substance Use Disorders	All	Updated information on how to assess for substance use disorders, the impact of substances on parenting, and services to assist families.
Jul	3	9	Assessment Guide: Hazardous Residences and Lack of Adequate Shelter	All	Updated information on assessing for hazardous residences/lack of adequate shelter, documenting a hazardous home, and determining exigency.
Jul	3	14	Assessment Guide: Sexual Maltreatment	All	Updated information on assessing for sexual maltreatment, investigating allegations of sexual maltreatment, and Sexual Assault Forensic Exams (SAFE).
Jul	6	9	Transitions To and From Placement	Throughout	Added content about transitions and attachments, referrals to the Transition Support Coordinator, information sharing, school placements, and transferring a child/youth's property.
Jul	13	2	Reporting to the Department of Justice (DOJ)	All	Updated DOJ reporting and corresponding CWS/CMS documentation procedures.
Jul	20	1	Security and Incident Reporting	Security Around the Office Security in the Field Assessing a Building for Security & Safety	Removed redundant sections, as they are covered in the OPP 23-1: Social Worker Safety.
Jul	23	1	Social Worker Safety	New Chapter	New chapter with guidance on pre-planning and other measures that staff can employ while in the field or meeting clients in the office to assess and mitigate potential safety issues.
Jul	24	Memo	Managing Admissions of Minor Parents and their Non-Dependent Child(ren) at The Welcoming Center		Clarifies that minor parents are responsible for the care and supervision of their non-minor children at the Welcoming Center (TWC) but that staff can support if necessary. Notes that they count toward maximum capacity and that TWC Administrator and DFCS Manager ultimately make admission decisions.

Aug	3	15.1	Intimate Partner Violence: Assessing Lethality	All	New chapter on how to assess for IPV lethality and characteristics of a good IPV safety plan.
Aug	13	3	Home Entry	All	Stylesheet update. Refocus the chapter's content on entering a home and legal consent to enter a home, and remove reference to Home Entry Orders and corresponding SCZ835.
Aug	13	4.1	Investigative Medical Examinations	Deleted	Incomplete draft
Aug	13	8	Lesbian, Gay, Bisexual, Transgender and Questioning Children and Youth	Overview, Why SOGIE Data is Collected, CWS/CMS Documentation	Revised for consistency with ACL 23-09 (documenting names) and SB 107 (2022) and ACL 23-10, which prohibits DFCS from assisting in the execution of protective custody warrants for another state if related to the provision or receipt of gender-affirming health or mental health care.
Aug	19	2.1	How to Enter Race/Ethnicity into CWS/CMS	All	Updated chapter instructions on how to enter race/ethnicity for AFCARS and NYTD federal reporting purposes.
Aug	19	7	System of Care	Deleted	No longer valid.
Sep	1		Guidelines for Filing a Missing Person's Report		Outlines criteria for filing a missing person's report, re-admitting youth to the scattered sites, getting medical clearance, social worker advisement on curfew, and documentation of decisions.
Sep	2	14	DI: Investigations and Assessments	All	Updated investigation steps and included section on CFPM, SOP, and SDM tools for engagement.
Sep	4	3	Transitional Independent Living Program (TILP)	All	Updated legal requirements and demonstrated various methods to document and engage efforts to support and help youth ages 14 and older plan for independent living.
Sep	15	3	Reproductive and Sexual Health	Talking With Youth About Sexual And Reproductive Health, Confidentiality and Documentation, Youth Placed Out of County or State	Revised for consistency with ACL 18-61, ACL 23-10, ACIN I-6-20, ACIN, I-84-22, and AB 2091 (2022).
Sep	13	10	Safely Surrendered Baby Protocol	Recording Parents' Name in CWS/CMS	Added instructions on auto-generating the parents' first and last names in CWS/CMS.
Sep	13	22	Case-Related Transportation	Transportation Safety	Added a section on transportation safety with guidelines for social workers to increase their safety and mitigate risk while transporting clients.
Sep	Memo		Update of CANS Implementation		The following is an update on CANS implementation and the current process. DFCS continues to be in Phase II of CANS implementation, which is continuing to concentrate on having CANS completed for all initial removals. In addition, we are also providing some support to children in safety and Well-Being for their 6- month court review hearing by completing CANS at that juncture as well.
Oct	2	2-3	Conducting an Emergency Response Assessment	Throughout	Clarified when LE involvement required, more clearly defined reasonable attempts to locate, added ICWA inquiry/tribal engagements and Updated policies and procedures to align with current practices.
Oct	2	3.1	Investigating Referrals Involving Intimate Partner Violence (IPV)	Throughout	Updated chapter with processes and procedures for investigating referrals involving IPV.
Oct	2	3.3	Investigating Allegations of Physical Injury	All	New chapter To clarify case law and investigatory considerations when assessing allegations of physical abuse vs. "reasonable physical discipline," including guidance regarding visual inspection of injuries and documenting injuries.
Oct	9	3.1	ICWA Inquiry: Outreach, Noticing & Documentation	Throughout	Update policies and procedures to align with ACL 20-38 and ACL 23-46.
Oct	13	1	Case Consultations	All	Revised for alignment with current practices

						Including clarifying when a consultation is required, that County Counsel does not make clinical recommendations and who is responsible for and where outcomes of consultations should be documented.
Oct	13	5	Protective Custody Warrants		After the Warrant is Served and The Child is Removed from the Home, PC Warrants for Children Missing Form Care	With the elimination of petition specialist role revised to align with current staff roles and responsibilities; "runaway" changed to "missing from care."
Oct	13	12	Indian Child Welfare Act (ICWA) Inquiry : Outreach, Noticing and Documentation		Throughout	Update policies and procedures to align with ACL 20-38 and ACL 23-46
Oct	20		Emergency and Non-Emergency Critical Incidents			Outlines action steps, notification process and feedback loops for non-emergency critical incidents, after-hours emergencies and non-emergency critical incidents. Provides associated important phone numbers.
Oct	Memo		Emergency and Non-Emergency Critical Incidents			Memo informing staff to see emergency and non-emergency critical incident processes that if not in effect already, are to take effect, immediately
Nov	6	13	Missing from Care		All	Updated entire chapter with new language and processes for when a child is missing from care.
Nov	6	5.5	Home-Based Family Care		Triggering Events	Clarified that placement must be RFA-approved to receive LOCP funding beyond the basic rate.
Nov	15		Interim Direction			Highlights the need to complete SDM Safety Assessments, use of SDM to determine level of intervention,
Nov	13	2	Reporting to the Department of Justice (DOJ)		Updating Demographics in CWS/CMS	Clarified that all fields must be filled out on the BCIA 8583.
Nov	18	10	Flex Funds		All	New chapter about the Flex Fund Program, including categories and approved purchases to support prevention/safety
Nov	Memo		Interim Direction		•	Interim direction engaging in multiple clarification efforts to support collaborative decision making and to outline guidance, as well as providing temporary guidance for children 0-5 and older youth with complex needs.
Dec	3	16.4	Safety Planning		• Safety Plan in CWS/CMS • Closing out a Safety Plan	• Added instructions about documenting safety plans in CWS/CMS and clarification that safety plans cannot be active when closing out a case.
Dec	4	1	Initial Case Plan		• Documenting SW Planned Contact For Interstate Compact On The Placement Of Children (ICPC)	Added new ICPC section.
Dec	Memo		Updated Initial Hearing and Warrant Templates			Updated templates to include info required from SB 578, such as detailing impact of removal on a child.
2022						
Update Month	Handbook	Chapter	Title	Sections		
Jan	19	19-12	How to Refer a Family to Cultural Brokers	All		
Jan	24	24-1	Criteria, Definitions, and Forms - Extended Foster Care	Non CWS/CMS Forms		
				Updated procedures to reflect new referral process.		
				Updated links.		

Feb	18	18-4.1	Expectant Parent Payment	All	New Chapter	
Feb	20	20-2.5	Authorization and Reimbursement of Staff Expenses	Staff Mileage, Other References	Updated with Current County Mileage Rate link to 2022 Memo.	
Mar	6	6-5.5	Home-Based Family Care - Level of Care Protocol	Static Rate and Static Criteria	Updated chapter to be in alignment with ACL 22-13.	
Mar	15	15-2	Medical Consent	All	Updated procedures to be consistent with current practice and clarified information on SAFE Exams.	
Mar	16	16-20	Early Head Start & Head Start	New Chapter	New chapter	
Mar	17	17-0	Contact List	Health Care Program for Children in Foster Care (HCPCFC) – Foster Care PHNs; Office of the Sheriff	Updated Contacts	
Mar	18	18-4.1	Expectant Parent Payment	CWS/CMS Documentation	Updated chapter to be in alignment with ACL 16-32 and 21-123.	
Mar	24	24-10	Resources, Expenses and Funding for Non-Minor Dependents - Extended Foster Care Youth	Policy, Basic Health and Safety, Contacts	Added policy statement and clarified items that could be requested.	
Mar	24	24-8	Eligibility - Extended Foster Care	Pregnant and Parenting Teens	Updated section to be in alignment with WIC §11465(e).	
Apr	4	4-7	Incarcerated Parents: Services and Case Plans	All	Updated chapter to include reasonable efforts for incarcerated parents per County Counsel recommendations. Added Contacts.	
Apr	4	4-7.1	Obtaining Security Clearance at Correctional Facilities	All	New subchapter developed to be in alignment with county correctional facility clearance procedures.	
Apr	6	6-5.6	Adoption Assistance Program (AAP) and Level of Care Protocol	Non CWS/CMS Forms; Completing the LOC Protocol	Updated chapter to be in alignment with ACL 21-54.	
Apr	6	6-6	Assessments & Court Process for STRTP Placements	All	New Chapter created in alignment with ACIN I-73-21, ACL 21-113 and ACL 21-114.	
Apr	12	12-1	CANC: Assigning Emergency Response Referrals	Throughout	Added Holdover/Rollover Section.	
Apr	12	12-9	Differential Response- Aftercare (Path IV) Services: Dismissing a Court Case	Criteria for Referral for Aftercare Services	Updated DR Aftercare Matrix.	
Apr	13	13-7.1	Psychotropic Medication	Throughout	Update to procedure and added clarification to sections regarding youth's medication management and monthly follow-up in coordination with public health nurses.	
Apr	13	13-10	Safely Surrendered Baby Protocol	IR Reporting/Cross-Reporting Responsibilities	Removed step to cross report to law enforcement.	
Apr	15	15-3	Reproductive and Sexual Health	All	Updated procedures to be in alignment with AB 153	
Apr	Memo		Update on the Differential Response Program		Update on the DR program, the waitlist, and referral process.	
May	1	1-17	Children Adjudicated or Pending Adjudication of WIC § 602 Status	Throughout	Removed reference to Children's Shelter and replaced with The Welcome Center.	
May	6	6-1	Placement	All	Updated to be consistent with SB 354.	
May	6	6-6	Assessments & Court Process for STRTP Placements	All	New Chapter	
May	7	7-1	Emergency Placement	Policy Emergency Placement Process Prohibited Arrests or Convictions	Added clarification to who can be emergency placement and reference to relevant chapters.	
May	9	9-10	Placement Changes of Dependent Children	Placement Overview	Revised to reflect procedure changes.	

May	12	12-7	Closing Cases	DFCS Process	Moved section from Chapter 13-5.
May	Memo		Update on the CANS "Case Planning Through the Lens of the CANS"	Added Closing Case of a Youth with History of Running from Placement	Update on "Case Planning Through the Lens of the CANS" including plans for training and roll out of CANS throughout the Department.
Jun	1	10	The Welcoming Center	New	New chapter
Jun	2	2-2	Joint Response (JR); DFCS and Law Enforcement	Throughout	Updated policies and procedures to reflect current practice. Due to change in MOU with LE
Jun	2	2-4	Identifying the Client's Language Needs	Throughout	Updated procedures and forms regarding identification of referral/case and client language. Including capturing secondary as well as primary language for caregivers, children, parents and collaterals (circle of support)
Jun	2	2-7	Taking a Child into Temporary Custody	Throughout	Updated policies and procedures to reflect current practice Including duty to conduct independent assessment from LE. clarified factors when assessing safety for child to remain in home, added use of SOP Safety Mapping as tool and required ICWA inquiry.
Jun	10	5	Visitation Protocol	All	Updated chapter to be in alignment with ACL 21-18 and county Covid-19 protocol. Added updated referral process.
Jun	13	13-5	Protective Custody Warrants	Throughout	Updated policies and procedures to reflect current practice.
Jun	15	15-1	Health and Education Passport (HEP)	Overview, Role of the Public Health Nurse, Contacts	Updated Contacts
Jul	1	1-5.1	CANIC: Referrals Regarding Children Under DFCS Supervision	Throughout	Updated program names throughout chapter.
Jul	1	1-8.1	Cross Reporting to Local Law Enforcement	Law Enforcement Jurisdictions and Cross-Reporting Methods	Updated Contacts.
Jul	1	1-19	Live Scan Finger Printing Procedures	Policy	Removed obsolete language.
Jul	6	6-3.1	Parisi House on The Hill	Appointment Hours and Contact Information	Added additional procedure to existing practice and updated Contacts.
Jul	10	10-4.8	Telephone Contact Between Child and Parent/Guardian or Responsible Relative Prior to Initial Hearing	Overview, Referral Process	Updated procedures to reflect current process with The Welcome Center.
Jul	Memo		Revised Processes for Bypass of Family Reunification Requests	Throughout	Update on processes for bypass of Family Reunification requests
Aug	2	2-6.1	Differential Response: Path II	All	Update program name change throughout chapter.
Aug	2	2-7.1	Notifying Hospital Staff of Placing a Child in Temporary Custody	DFCS/Hospital Protocol for Notification of Temporary Custody	Added link to relevant chapter.
Aug	6	6-5.6	Adoption Assistance Program (AAP) and Level of Care Protocol	References	Added link to DEBS Foster Care Eligibility Handbook Chapter 3 – Foster Care Rate Charts.
Aug	6	6-6	Assessments & Court Process for STRTP Placements	References	Added link to CFSD Facility Directory (maintained by CDSS).

Aug	9	9-5	Non-Reunification (Bypass) Cases	Throughout	Updated procedures to request a bypass.
Aug	13	13-8	Child and Family Team Meetings	Throughout	Corrected minor formatting issues.
Aug	23	23-4	Safety Organized Practice	Behavioral Based Case Plans	Added links to resources.
Aug	Memo		Overview and Update of CANS Implementation Phases		The following is a second UPDATE on "Case Planning Through the Lens of the CANS" including a review of the Phases of CANS implementation and the current process. For phase II, the CANS is required for all youth ages 0-18 in out of home care.
Aug	Memo		Case Building for New Social Workers		Effective August 15, 2022, DFCS implemented a new caseload building structure for new social worker IIs and IIIs.
Aug	Memo		Revised Processes for Bypass of Family Reunification Requests		Revised process to amend situations in which bypass of reunification services is recommended.
Aug	Memo		ER Flex Funding Pilot Program		An ER Flex Fund Pilot Program has been launched to address immediate safety issues/concerns that were originally reported to the DFCS without requiring a family to enter into the child welfare system.
Sep	13	13-16	CalWORKs-DFCS Partnership-Common Cases under AB 429 (Family Reunification Cases)	All	Updated procedures.
Sep	18	18-4.1	Expectant Parent Payment	Support and Outreach	Added new section to chapter to be in alignment with ACIN I-45-22.
Oct	9	9-13	Standing Court Order	All	Obsolete – Chapter Deleted
Oct	19	19-1.2	Requesting a Social Security Number (SSN)	All	New chapter
Nov	13	13-18	Leshian, Gay, Bisexual, Transgender and Questioning Children and Youth	All	Revised chapter to be in alignment with ACL 21-149.
Nov	13	13-18.1	Discussing Gender Identity and Sexual Orientation	All	New chapter created to be in alignment with ACL 21-149.
Nov	15	15-10	Child Adolescent Needs & Strengths (CANS)– Overview	All	New chapter created to be in alignment with ACL 21-27.
Nov	15	15-11	Child Adolescent Needs & Strengths(CANS)- DFCS Process	All	New chapter created to be in alignment with ACL 21-27.
Dec	1	1-3	Child Abuse and Neglect Center (CANC): Taking a Report	Non CWS/CMS Forms, Other References Taking a Child Abuse/Neglect Report, Creating a Referral	Added procedures to capture SOGIE information during hotline screenings and in CWS/CMS in alignment with ACL 21-149. Added links to relevant chapters.
Dec	1	1-4	Definitions of Child Abuse and Neglect	Other References Throughout	Updated definitions to be in alignment with CANRA definitions. Added definitions for sexual exploitation and CSEC.
Dec	6	5.5	Home-Based Family Care - Level of Care Protocol	Completing the LOC Protocol Entering LOC Rate in CWS/CMS (PTT)	Add information on how to complete the ISFC rate sheet.
Dec	26	3	DFCS (Electronic) Sign-In Process	New	New chapter
2021					
Update Month	Handbook	Chapter	Title	Sections	Brief summary

Jan	13	7.2	Behavioral Health Assessments	All	Updated procedures to align with current practices.
Jan	Memo		Updates to the JV-220 Process		Memo on several forms being updated and two new JV forms have been introduced.
Feb	13	16.2	Family Unification Program (FUP)	All	Updated procedures to align with current practices and updated forms.
Mar	6	6-1	Placement	Policy	Added CFPM and trauma focused language to policy statement.
Mar	6	6-5.5	Home-Based Family Care – Level of Care Protocol	Entire Policy	Updated policy and procedures to align with ACL 21-17 and ACL 21-17E.
Mar	13	13-9	Sibling Protocol	Entire Policy	Updated policies and procedures to align with current practice.
Mar	Memo		Updated Sibling Protocol		Updated policy due to ACL 17-27, which outlined that Emergency Response workers would be the ones to investigate a referral of a sibling if there is an open case to insure independent investigation by staff not concurrently assigned to the ongoing case.
Mar	Memo		Placement and Child/Youth Needs Consultations		Memo on restructured daily AM Placement Care Coordination calls, which have become Placement and Child/Youth Needs Consultations
Mar	Memo		New Hearing Requirements for Youth in Post-Permanency		In January of 2020, the law changed to require additional documentation in court reports social workers are required to provide to teenage clients. This memo provides the updated forms.
Apr	6	6-5.5	Home-Based Family Care – Level of Care Protocol	Placements Impacted By LOCP, Triggering Events, Completing The LOC Protocol, After The LOC Rate Is Entered Into CWS/CMS	Updated policy and procedures to align with ACL 21-17 and ACL 21-17E.
Apr	19	19-4.2	Referral to the Parent Advocate Program	Contacts	Updated Contact information and program flyer.
Apr	20	20-2.5	Authorization and Reimbursement of Staff Expenses	Staff Mileage	Current County Mileage Rate link updated to align with 12/24/2020 Rate Memo.
Apr	24	24-10	Resources, Expenses, and Funding for NMD-EFC Youth	Trips to Visit Family	Updated information for DFCS Travel Coordinator .
Apr	24	24-7	Re-entering the Extended Foster Care Program	Procedures For DFCS Staff When A Youth Inquires About Re-Entry Into The Extended Foster Care Program	Updated contact information for Youth re-entering foster care.
Apr	Memo		Visitation Protocol Clarification	•	Reminder to provide Visitation Guidelines to parents, and that searching parents' bags before a visit is not DFCS policy.
Apr	Memo		Reminder Medical Consents	•	Reminder regarding the DFCS policy updated in December 2019, in that parental consent is needed upon a child being removed in order for a child to have a medical assessment and notification of their right to attend the appointment.
May	4	4-11	Intensive Targeted Wraparound Services (ITWS)	• All	Obsolete - Chapter Deleted
May	6	6-3.1	Parisi House on The Hill	• Referral Process	Updated contacts for referral process.
May	6	6-5.5	Home-Based Family Care – Level of Care Protocol	• Placements Impacted By LOCP • Triggering Events	Updated chapter for consistency with CDSS LOCP FAQ release regarding ACL 21-17 an ACL 21-17E.

May	19	19-4	Referral to The Parent Education Program	Accessing Class Attendance And Contacts	Updated class names and contact information.
May	19	19-4.1	Referral to the Parent Orientation Program	<ul style="list-style-type: none"> All 	Updated information regarding where to access class information.
May	19	19-8	Requesting a Police, Crime Analysis and Crime Lab Report. (How to...)	<ul style="list-style-type: none"> Throughout 	Updated the processes to reflect current practice.
May	24	24-4	Case Plans and Transitional Independent Living Plans (TILPs) - Extended Foster Care	<ul style="list-style-type: none"> TILPs for Non-minor Dependents 	Updated referral process.
May	24	24-8	Eligibility - Extended Foster Care	<ul style="list-style-type: none"> Not Eligible for Extended Foster Care Six-Month Certification of EFC (SOC:161) 	Updated referral process and removed married NMD from the ineligibility list.
May	Memo		Placement, Assessment Intake Center, Keiki Triage Line, and Welcoming Center Updates		Announcement of opening of the Welcoming Center, and that several processes and procedures will be changing and this memo outlines those changes and impacts.
Jun	6	6-6	Group Home Placement Requirements for Children Ages Twelve and Under	All	Chapter Deleted -No longer applicable.
Jun	6	6-6.1	Assessing Children and Youth in Congregate Care Longer Than One Year	All	Chapter Deleted - No longer applicable.
Jun	7	7-6	Annual Reassessment and Updating Changes	All	Chapter Deleted – No longer applicable. Additional information to be incorporated in future chapter.
Jun	7	7-10	CLETS Criminal Background Checks for RHAs	All	Chapter Deleted as information is already covered in another chapter. Additional information to be incorporated in future chapter.
	7	7-11	Live Scan Fingerprinting for RHAs	All	Chapter Deleted and will be incorporated in future chapter.
Jun	7	7-12	Child Abuse Record Check	All	Chapter Deleted as information is already covered in another chapter. Additional information to be incorporated in future chapter.
Jun	7	7-13	Director's Exemption: Criminal Record	All	Chapter Deleted as information is already covered in another chapter. Additional information to be incorporated in future chapter.
Jun	7	7-14	Child Abuse and Neglect Record Review	All	Chapter Deleted as information is already covered in another chapter. Additional information to be incorporated in future chapter.
Jun	7	7-15	Subsequent Arrest Notification and Arrest-Only Investigations	All	Chapter Deleted and will be incorporated in future chapter.
Jun	13	13-14	Foster Youth Credit Reports	All	Updated stylesheets and procedures to align with current practice.
Jun	13	13-8	Child & Family Team Meetings	Forms	Added link to Brochures.
Jun	15	15-2	Medical Consent	When a Child is Placed in Temporary Protective Custody	Added the procedures outlined in DFCS Memorandum #19-04- Procedures for Health Assessment and Treatment Authorization.
Jun	19	19-10	Referral to the Parenting Without Violence Program	All	Updated referral process and where to find information regarding attendance and class schedule.
Jun	Memo		Update to Procedures for Health Assessment and Treatment Authorization		This memorandum provided clarification and guidance for seeking parental consent for initial health assessment for children taken into protective custody.
Jul	3	3-16.2	SDM Safety & SCP Safety Assessments	Safety Assessment	Added clarification on when a SDM Safety Assessment should be completed.
Jul	6	6-5.5	Home-Based Family Care – Level of Care Protocol	Special Care Increment Rate, Other Reference	Updated reference to associated chapters.

Jul	10	6.1	Seneca Therapeutic Visitation Program	New chapter	New Chapter
Jul	12	12-8.2	Adoption Finalization Case Closing	Throughout and SWB Social Worker's Responsibilities	Updated stylesheet and removed references to CAT.
Jul	18	18-9	Special Care Increment	New Chapter	New Chapter
Jul	Memo		Priority Early Head Start and Head Start Enrollment for Children in Placement		Memo outlines process for engaging parents and referring children to Early Head Start and Head Start.
Aug	1	1-3	Child Abuse and Neglect Center (CANC): Taking a Report	Policy, Taking a Child Abuse/Neglect Report, Creating a Referral	Incorporate reporting requirements from ACL 21-53.
Aug	2	2-3	Conducting an Emergency Response Assessment	Beginning the Referral Assessment, Contacts	Insertion of new Active Duty Military subsection to incorporate language from ACL 21-53.
Aug	6	6-5.6	Adoption Assistance Program (AAP) and Level of Care Protocol	Entire Chapter	New Chapter developed for compliance with ACL 21-54.
Aug	13	13-10	Safely Surrendered Baby Protocol	Entire Chapter	Updated policy to align with ACIN I-01-21.
Aug	Memo		Supporting Children and Youth at TWC and Scattered Site		Memo clarified expectations and partnership of social workers to support the care and needs of youth with a higher acuity of needs at TWC and scattered sites while placement is being identified.
Sep	4	4-3	Transitional Independent Living Program (TILP)	Entire Chapter	Added clarification to language.
Sep	6	6-5.5	Home-Based Family Care – Level of Care Protocol	Placements Impacted By LOCP, Tracking ISFC Type Or Static Rate Duration, Notice Of Action & Foster Care Eligibility Processing, Grievance	Updated chapter to align with ACL 21-17 and ACL 21-17E.
Sep	6	6-7	Independent Living Program (ILP)	Entire Chapter	Updated stylesheet and clarified procedures and language.
Sep	13	13-11	Sensitive Cases	How To Request Sensitive Case Access	Updated procedures to align with current practice.
Sep	Memo		Clarification of Legal Authorities		Brief refresher regarding some of DFCS's legal obligations at the Emergency Response phase.
Oct	2	2-4	Identifying the Client's Language Needs	Interpreter Assistance, Other References	Updated policy an information on how to access interpreter assistance services.
Oct	2	2-4.1	Language Line	All	Chapter deleted – Replaced by QRG: Telephone and Remote Video Interpretative Services.
Oct	3	3-14	Assessing Allegations of Physical Abuse	Policy, Background, When Medical Examinations Are Indicated, When Diagnostic Imaging Is Indicated	Update to policy to include the Children's Advocacy Center (CAC) and SAFE Exam information.
Oct	4	4-8	PHN Home Visitation Program	All	Revised processes and eligibility criteria.
Oct	Memo		Launch of ISS and PSS supports for children and families in Emergency Response and families being served through Kin-Gap and Post Adoptions		Memo provided guideline for service available to ER workers for referrals on their caseload.
Oct	Memo		Updated Case Planning Requirements for Youth Ages 14-15		Based on the requirements indicated in ACL 16-30 and a recent Juvenile Superior Court Review, effective immediately, Santa Clara County will need to engage foster youth at age 14 to begin preparing foster youth for independent living.

Nov	1	1-7	Evaluating Out Referrals	Policy, Screening Unit Supervisor Approval, Supervisor Downgrading a Referral to Evaluate Out, Contacts	Updated procedures to referral process, updated Contacts, and revised policy statement.
Nov	1	1-7.1	Differential Response Path 1: Early Intervention Services	ALL	Updated procedures to referral process, updated Contacts, and revised policy statement.
Nov	Memo		Changes to Intake process for children placed into protective custody including paper admits, and dependent children entering the Welcoming Center		The new Intake process will be a flow of communication and exchange of information and documents between Emergency Response/DFCS Social Workers, DJ Clerical, The Welcoming Center, Behavioral Health, the SPARK Clinic, and the Placement Units.
Nov	Memo		Plans to designate the following units as Spanish-speaking Units		Announcement of two Safety and Well-Being Units to be designated as Spanish-speaking.
Nov	Memo		Family Seeing		Announcement of revitalizing efforts shifting the focus from Family Finding to Family Seeing.
Dec	2	2-2.1	How to Obtain a Court Order to Interview a Child	ALL	Deleted information on expired standing order allowing SW to interview children at school and added information for requesting an Interview Order.
2020					
Update Month	Handbook	Chapter	Title	Sections	Brief summary
Jan	1	1-1	Child Abuse and Neglect Reporting Act (CANRA): Who Must Report	<ul style="list-style-type: none"> Non CWS/CMS Forms When a DFCS Employee Observes or Suspects Child Abuse 	Updated stylesheet and added new state form (SS 8572 Suspected Child Abuse Report).
Jan	1	1-3	Child Abuse and Neglect Center (CANC): Taking a Report	<ul style="list-style-type: none"> Contacts Several Sections 	Updated stylesheet and Contacts.
Jan	1	1-5	Emergency Response Protocol	<ul style="list-style-type: none"> Top of the page Factors to Be Identified when Taking a Report 	Updated stylesheet.
Jan	1	1-5.1	CANC: Referrals Regarding Children Under DFCS Supervision	<ul style="list-style-type: none"> Evaluate-out Policy Referrals Alleging Abuse/Neglect on Children Placed in Out-of-Home Care 	Updated stylesheet and updated hyperlinks to relevant chapters.
Jan	1	1-7.2	CANC: The Child's Parent/Legal Guardian is Not the Alleged Perpetrator	<ul style="list-style-type: none"> Entire chapter 	Chapter deleted and information merged to Chapter 1-8.
Jan	1	1-7.3	CANC: Referrals Regarding Children in Out-of-Home Care and Day Care Who Are Not Under DFCS Supervision	<ul style="list-style-type: none"> Steps to Take Legal Basis 	Updated stylesheet and content to reflect other related chapter.
Jan	4	4-10	Therapeutic Behavioral Services	<ul style="list-style-type: none"> Entire Chapter 	Obsolete – Chapter deleted
Jan	13	13-18	Lesbian, Gay, Bisexual, Transgender and Questioning Youth: Guidelines for Services	<ul style="list-style-type: none"> Added: Policy Added to Table of Contents: Social Worker's Responsibilities Moved collaborators from Policy to: Background 	Updated stylesheet and reference to other chapter.
Jan	15	15-1	Health and Education Passport (HEP)	<ul style="list-style-type: none"> Throughout Chapter 	Added clarification.
Jan	1	1-1	Child Abuse and Neglect Reporting Act (CANRA): Who Must Report	<ul style="list-style-type: none"> Non CWS/CMS Forms 	Updated stylesheet and added new state form (SS 8572 Suspected Child Abuse Report).

					<ul style="list-style-type: none"> When a DFCS Employee Observes or Suspects Child Abuse 	<ul style="list-style-type: none"> Entire chapter 	New Chapter	
Jan	16	16-7		Postsecondary Education Support	Entire chapter	Entire chapter	Added clarifications.	
Jan	20	20-2.5		Authorization and Reimbursement of Staff Expenses	Entire chapter	Entire chapter	Added clarifications and deleted outdated information to conform to existing procedures.	
Jan	24	24-1		Criteria, Definitions, and Forms - Extended Foster Care	Youth Receiving SSI, Ineligible for EFC Benefits	Youth Receiving SSI, Ineligible for EFC Benefits	Updated stylesheet and references to other chapters.	
Feb	3	3-14		Assessing Allegations of Physical Abuse	<ul style="list-style-type: none"> CWS/CMS Forms When Detention Is Required Background Contacts Other References 	<ul style="list-style-type: none"> When Detention Is Required Background Contacts Other References 	Updated stylesheet and references to other chapters.	
Feb	3	3-13		Assessment of Medical, Educational and Mental Health Special Needs	Contacts	Contacts	Updated stylesheet and Contacts.	
Feb	3	3-12		Assessment of Shaken Infant Syndrome	Contacts	Contacts	Updated stylesheet and Contacts.	
Feb	3	3-11		Assessment of Parental Incapacity	<ul style="list-style-type: none"> Presenting Information Regarding Parent's Incapacity to the Court Background Other References 	<ul style="list-style-type: none"> Presenting Information Regarding Parent's Incapacity to the Court Background Other References 	Updated stylesheet and references to other chapters.	
Feb	3	3-10		Assessment of Medical Neglect	Contacts	Contacts	Updated stylesheet and Contacts.	
Feb	3	3-9		Assessment of Failure to Thrive	Contacts	Contacts	Updated stylesheet and Contacts.	
Feb	3	3-6		Assessing the Development of Children 0-59 Months Old	<ul style="list-style-type: none"> Contacts 	<ul style="list-style-type: none"> Contacts 	Updated stylesheet and Contacts.	
Feb	3	3-4		Allegation Guide IV: Health/Medical Maltreatment/Harm; Child Coercion/Duress	<ul style="list-style-type: none"> Most sections Table of Contents 	<ul style="list-style-type: none"> Most sections Table of Contents 	Updated stylesheet, minor language changes, and references to other chapters.	
Feb	3	3-3		Allegation Guide III: Inadequate Supervision & Hazardous Home	<ul style="list-style-type: none"> Most sections Table of Contents 	<ul style="list-style-type: none"> Most sections Table of Contents 	Updated stylesheet and minor language changes.	
Feb	3	3-2		Allegation Guide II: Mental/Emotional/Substance Related Maltreatment	<ul style="list-style-type: none"> Most sections Table of Contents 	<ul style="list-style-type: none"> Most sections Table of Contents 	Updated stylesheet and minor language changes.	
Feb	3	3-1		Allegation Guide I: Physical & Sexual Maltreatment	<ul style="list-style-type: none"> Most sections Table of Contents 	<ul style="list-style-type: none"> Most sections Table of Contents 	Updated stylesheet and minor language changes.	
Feb	4	4-8		Public Health Nursing Home Visitation Program	<ul style="list-style-type: none"> Procedures for Referring to the Home Visitation Program for Court Ordered Family Reunification and Permanent Placement Cases Contacts 	<ul style="list-style-type: none"> Procedures for Referring to the Home Visitation Program for Court Ordered Family Reunification and Permanent Placement Cases Contacts 	Added reference to other chapter.	
Feb	4	4-1		Initial Case Plans	Preparation for Developing the Case Plan	Preparation for Developing the Case Plan	Updated stylesheet and reference to other chapter.	
Feb	6	6-1		Placement	Entire Chapter	Entire Chapter	New chapter	
Feb	22	22-7		Resources for LGBTQ Youth	School Issues	School Issues	Minor Update to Contacts.	

Mar	13	13-7.1	Psychotropic Medication	Other References	Minor Changes.
Mar	24	24-7	Re-entering the Extended Foster Care Program	Entire Chapter	Updated chapter in alignment with ACL 19-31 and 19-105.
Mar	Memo		DFCS Departmental Communications		Guidelines to assist staff in understanding how information is disseminated and the process for submitting something to be shared with the Department.
Mar	Memo		E-Filing of Most App Orders, 388 Petitions, Runaway Warrants, JV-466s and JV-220s		Process modified for filing process to the Juvenile Dependency Court
Apr	6	3.1	Parisi House on the Hill	Referral process	Minor Update to Contacts.
Jun	Memo		Reciprocal Communication Policy between Social Workers and Resource Parents/Families		Reciprocal communication policy to clarify and standardize the processes for communication between social workers and resource families.
Jul	Memo		Voluntary Family Reunification and Consent for Protective Custody		Effective July 27, 2020, a CFT must be held prior to a child being removed from a home in voluntary cases or accepting parental consent for protective custody.
Jul	Memo		Caseload Contract Changes		Summary of contract changes for DFCS for SEIU.
Sept	19	12	How to Refer to Cultural Brokers	Contacts	Minor Update to Contacts.
Oct	15	6	Presumptive Transfer of Mental Health Services	All	Minor Update to Updated Form and Contacts.
Nov	Memo		Support for Discovery by the Office of the County Counsel		Process change whereby staff from County Counsel will redact discovery.
Dec	2	2-6	ER: Referrals on Children Under DFCS Supervision	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	2	2-7	Taking a Child into Temporary Custody	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	2	2-9.1	Placing a Non-Dependent Child After the Child is Placed in Temporary Custody	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	3	3-16.5	Reunification Reassessment	All	New overview chapter of the SDM Reunification Reassessment to support staff in understanding SDM tool.
Dec	3	3-16.6	Risk Reassessment	All	New overview chapter of the SDM Risk Reassessment to support staff in understanding SDM tool.
Dec	4	4-1	Initial Case Plans	Various	Updated chapter to include use of SDM assessment tools and a CDSS-approved strengths and needs assessment to existing procedure.
Dec	4	4-1.1	Completing Case Plan Family Assessments	All	Obsolete- Chapter deleted
Dec	4	4-2	Case Plan Updates	Various	Updated chapter to include use of SDM assessment tools and a CDSS-approved strengths and needs assessment to existing procedure.
Dec	4	4-4	Intimate Partner Violence	Various	Added clarification to existing policy.
Dec	5	5-1	Settle at Intake and Awaiting Social Worker Action	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	5	5-3	Non-Court Family Maintenance	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	5	5-5	Informal Supervision: Referral Procedures	Various	Updated chapter to include use of SDM assessment tools and a CDSS-approved strengths and needs assessment to existing procedure.
Dec	5	5-6	Informal Supervision Services	Various	Updated chapter to include use of SDM assessment tools and a CDSS-approved strengths and needs assessment to existing procedure.
Dec	6	6-1.1	Reciprocal Communication between Social Workers & Resource Families/Parents	All	New chapter
Dec	6	6-2	Non-Court Family Reunification	Various	Updated chapter to include use of SDM assessment tools and a CDSS-approved strengths and needs assessment to existing procedure.
Dec	6	6-4	Service Referrals for Placement Stabilization	Various	Updated Policy to reflect current practice.
Dec	8	8-3.1	Court Report Writing	Various	Updated chapter to include the use of SDM assessment tools to existing procedure and added clarification/examples.
Dec	8	8-15.1	Requests for Modification of a Previously Dismissed Legal Guardianship	Throughout	Changed references from CAT to appropriate CDSS approved needs and assessment tools.
Dec	8	8-16	Dual Status (241.1) Hearing Protocol	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.

Dec	8	8-16.1	241.1 Dual Status Report	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	9	9-1	Reasonable Efforts	Various	Updated Policy/Added clarification to the reasonable efforts requirement.
Dec	10	10-1	Contact Requirements	Various	Updated Policy/Added clarification on frequency of contact requirements using SDM contact guidelines.
Dec	10	10-3	Contact Documentation Standards	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	10	10-5.1	Arranging Secure Visitation	Various	Added clarification to existing procedure.
Dec	11	11-1	Concurrent Planning	Various	Updated chapter to include the use of a CDSS approved strengths and needs assessment to existing procedure.
Dec	11	11-9.1	Non-Relative Guardianship with Dependency Dismissed	Various	Updated chapter to include the use of a CDSS approved strengths and needs assessment to existing procedure.
Dec	12	12-6	Pre-Dispositional Hearing Case Assignment	Various	Updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	13	13-1	Joint Case Staffings	Various	Renamed updated chapter to include the use of SDM assessment tools to existing procedure.
Dec	13	13-5	Protective Custody Warrants	Throughout	Removed references to CAT and updated it to include SDM Safety Assessment tool.
Dec	13	13-8	Child and Family Team (CFT) Meetings	Various	Chapter was updated to add information regarding the use of SDM tools (i.e. Risk and Safety Assessments, Family Strengths & Needs Assessment (FSNA)) and language (i.e. safety threats) in CFT meetings.
Dec	13	13-10	Safely Surrendered Baby Protocol	Forms, IR SW Responsibilities	Revised title of State SOC880 form; added link to SOC 861 and 880 to chapter