



# Child Abuse Council of Santa Clara County



## **2014 Report on the Community Needs Assessment on Child Abuse Prevention**

Submitted by  
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# Why is the Community Needs Assessment necessary?

- The Child Abuse Council, through the Allocations Committee, funds programs in the community to prevent child abuse.
- The Allocations Committee is ramping up for our next funding cycle for FY2015-2017.
- The state is now requiring that a Community Needs Assessment be done prior to the development of the Request for Proposals (RFP), which is planned to be released in the Summer of 2014.

# Compliance with the new State requirement

- The resulting Community Needs Assessment was an ambitious undertaking.
- The project itself took 6 months to complete, and over 520 hours' effort.
- All of those working on this Community Needs Assessment were unpaid volunteers.

# Compliance with the new State requirement, cont'd

- A 5-pronged approach was taken to fulfill this requirement, beginning in December of 2013.
- There were five separate studies conducted within this Community Needs Assessment.

# CAC's 5-pronged approach

- 1) An informal assessment was made of program staff of **currently-funded agencies**.
- 2) An internal assessment was made of the staff Social Services Agency's Department of Family and Children's Services (DFCS), in the **Emergency Response (ER) and Differential Response (DR) units**, as well as the **Child Abuse & Neglect (CAN) Center**.

# CAC's 5-pronged approach, cont'd

- 3) **A Community Forum on Child Abuse Prevention** was held in late January in downtown San Jose.
- 4) **A Community Needs Assessment (CNA) Instrument** was translated into Spanish and Vietnamese, and distributed throughout the community.
- 5) **A Child Abuse Symposium Survey** was conducted at the annual continuing education event to assess attendees' professional perspectives regarding child abuse prevention efforts locally.

# STUDY #1

- **An informal assessment occurred from staff of current CAC-funded agencies (CACFA) at their Mandatory Grantees meeting on Dec. 9, 2013.**
- The research question asked of agency staff was: *“what are continuing needs and unmet needs you are finding out in the community, with regard to child abuse prevention?”*
- Agency staff was asked to anonymously list on an index card the needs they had observed in the community, or specific ethnic groups whose needs were unmet or were underserved.

# Major Findings from CACFA

The following were the most frequent responses in this data set:

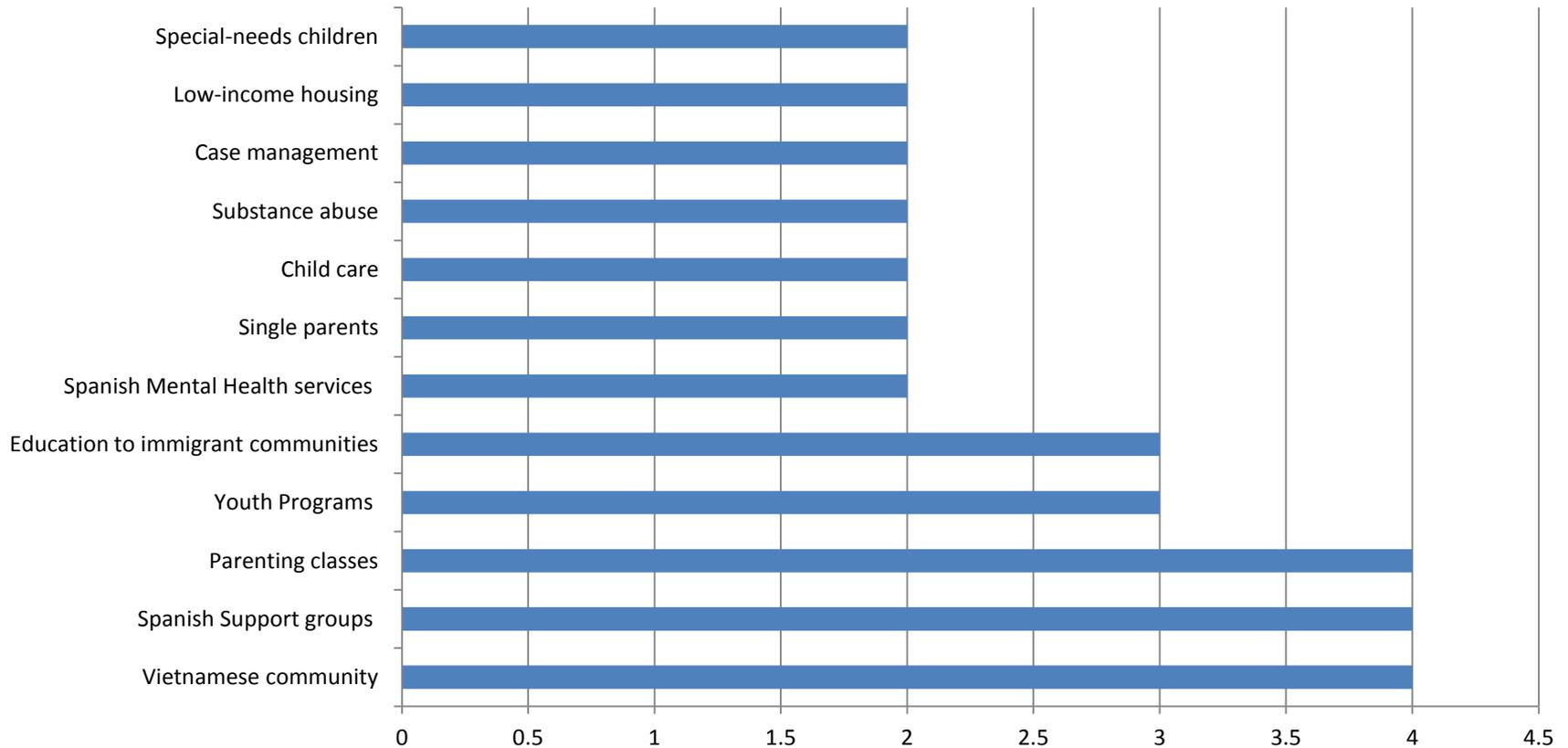
- More services need to be available for the **Vietnamese community**.
- **Support groups** in Spanish for Latino families with children who have special needs and/or learning disabilities.
- **Free, voluntary parenting classes** in multiple languages, with childcare provided. Specifically, parenting classes for parents of pre-teens and adolescents, and for transition-age youth who are parenting.
- **Youth Programs** (workshops on life skills: social skills, communication, time management, anger management).
- **Education to immigrant communities** on acceptable disciplinary methods in America

# Major Findings from CACFA, cont'd

- **Mental Health services** in Spanish
- Support for **single parents**
- Affordable **child care**
- **Substance abuse** treatment
- **Case management** (domestic violence + other)
- **Low-income housing**
- Support for parents with **special-needs children**

# Input on unmet and continuing needs from Currently-Funded Agencies

**Top Responses from CACFA Survey**



# STUDY # 2

- **Two internal assessments were made of DFCS staff in January of 2014**, to determine what line staff was finding.
- Research questions:
  - *“where are your staff currently referring families where child abuse has occurred?”* and
  - *“what types of services would your staff refer families to, if in fact these services existed?”*
- SSA supervisors surveyed the staff members of the Emergency Response (ER) and Differential Response (DR) units, as well as the CAN Center (Child Abuse and Neglect Center, which staff the reporting hotline).
- These supervisors delivered their findings to the Allocations Committee of the CAC on Feb. 6, 2014.
- Because data from two units are being analyzed, they will be discussed separately.

# Emergency Response and Differential Response

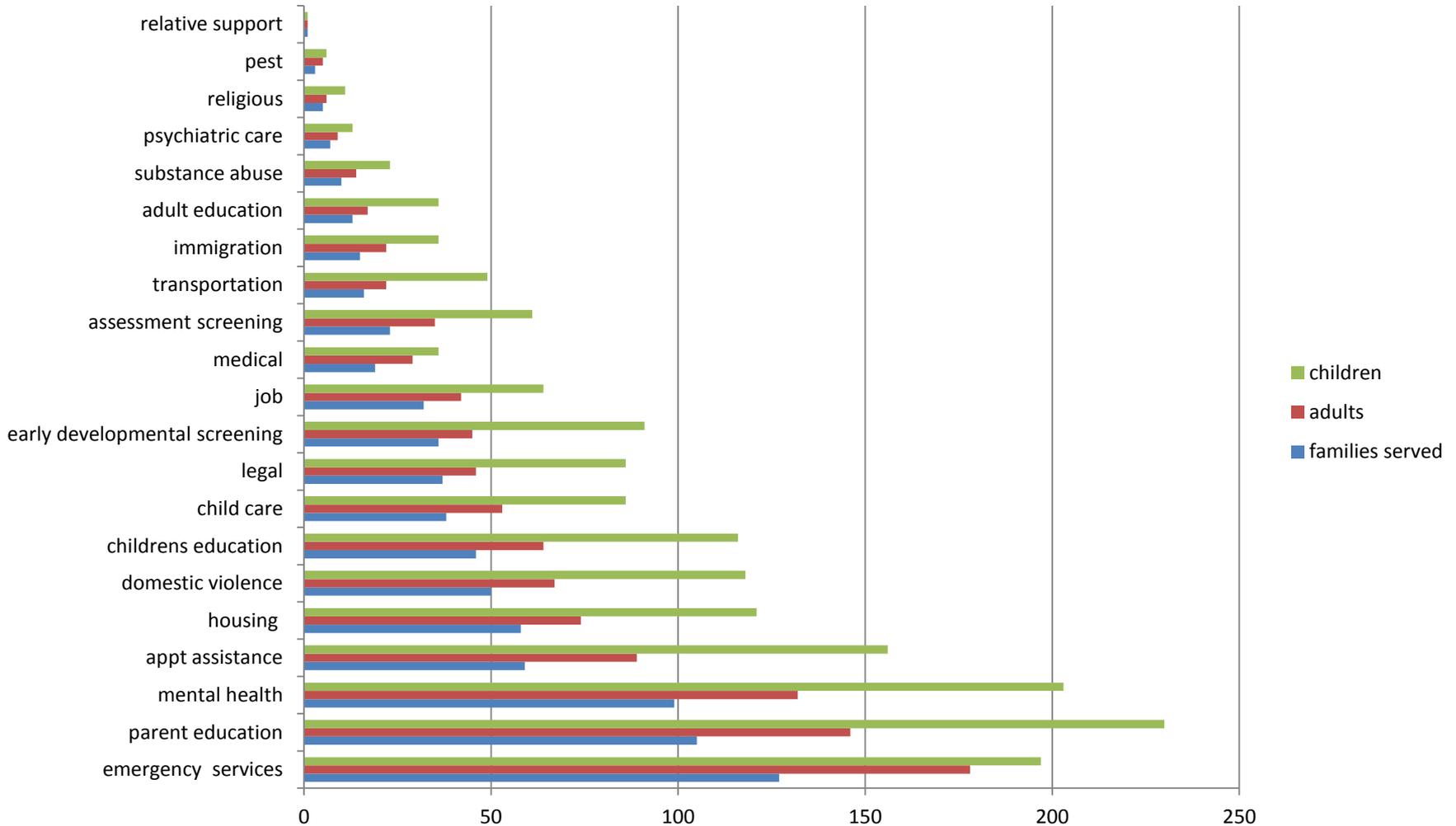
- The ER and DR units supported 143 families in 2012.
- Of these, 198 were adults and 326 were children.

## **Assistance provided at the family level included:**

- concrete supports (food, clothing)
- parent education
- mental health
- health services
- adult education
- housing
- domestic violence awareness
- advocacy
- child care
- assessment screening
- substance abuse treatment
- early developmental screening
- transportation

# ER/DR Staff Survey

## Emergency/Differential Response Services



# ER/DR Staff Survey Findings

- There are currently **no Path I services** (preventive services for at-risk families) provided **for families with children over the age of 5**.
- There is a **recurring overlap** between exposure to **domestic violence** in the home and **child abuse**.
- Lack of **affordable housing** and **childcare** are significant in Santa Clara County.
- The need for **mental health services**, especially for children, is striking.
- A number of children are in need of **early developmental screening**.
- **Parent education** arose as the number one need, with **children's mental health** as the second, and **emergency services**, the third most urgent need.

# CAN Center Staff Survey

- The CAN Center staffs the Child Abuse Reporting Hotline (in addition to providing other services).
- If a DFCS case is not opened, many times families will be referred for Phase I services, which are voluntary.
- The CAN Center utilizes a Family Development Matrix, with 20 indicators to assess the current level of functioning within a family.

# CAN Center Staff Survey

**Families often required case management services consisting of:**

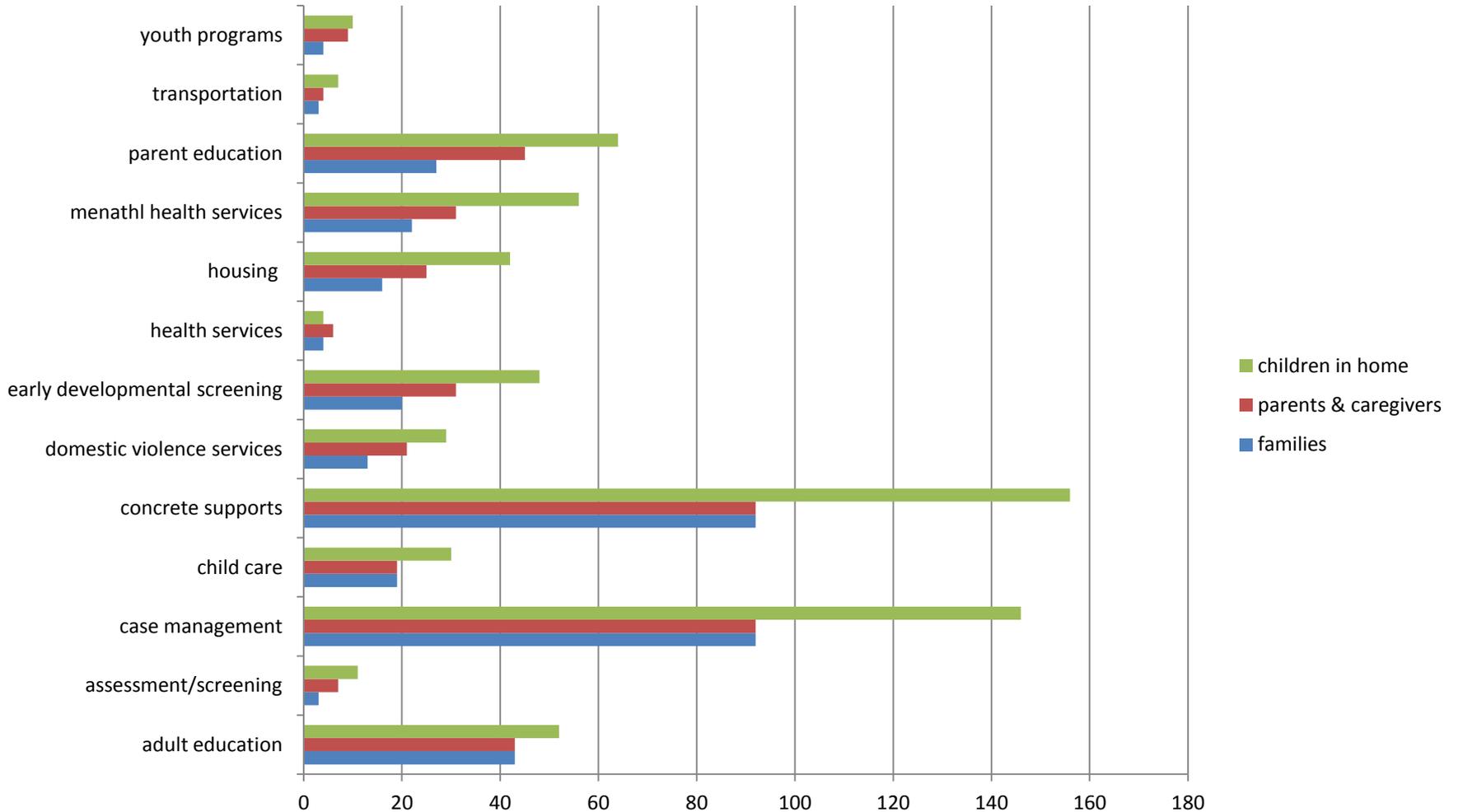
- budgeting training
- employment assistance
- child care
- family communication skills
- home stability

**When cases are closed, areas where the most gain is realized are in knowledge of:**

- community resources
- appropriate development
- child care
- domestic violence
- employment
- budgeting

# CAN Center Staff Survey

## Services Provided through Path I



# CAN Center Staff Survey

- Path I services were provided by DFCS in 2012 to 43 families, 43 parents or caregivers, and 62 children.
- **Path I Services provided were only available to families with children under 5 years of age** (Path I services are provided by DFCS, not the CAC).
- This represents a significant gap in services to **families of school-aged children and youth.**

# CAN Center Staff Survey

CAN Center staff listed instances in which there were no programs to refer to, including:

- **Parent Coaching (evidence-based models)**
- Rental or deposit assistance
- Assistance with outstanding bills
- Assistance to pay for dental work
- Stable, affordable housing
- Safe, affordable childcare
- Employment
- Mental health services if one does not meet “medical necessity” criteria

# STUDY #3

- **A Community Forum on Child Abuse Prevention** was held on Thursday, Jan. 30, 2014 at the Martin Luther King library in downtown San Jose.
- There were two identical sessions, one from 10 a.m.-12 p.m. to attract those whose children were in school, and another from 7 p.m.-9 p.m. to accommodate those who were working and unable to attend the day session.
- The forums utilized a facilitated discussion format, asking three basic research questions:
  - *“What’s working (with regard to child abuse prevention?)”*
  - *“What’s not working? (What are we not doing?)”*
  - *“What else is needed (to prevent child abuse?) Where do we go from here?”*

# Community Forum on Child Abuse Prevention Event Promotion

- The Community Forum was promoted by posting flyers throughout the community in local libraries, coffee shops, nail salons, and community colleges.
- A press release was sent electronically to media outlets 1 week before the event, followed by a Media Advisory 2 days beforehand.
- Announcements about the Community Forum were made several times in the weeks preceding the event on “Happy 5,” a Vietnamese radio program operated by International Children Assistance Network (ICAN, one of CAC’s current funded agencies).
- A journalist from *El Observador* (Bay Area Hispanic News) attended the Community Forum, and subsequently wrote an article on the event.

# Community Forum on Child Abuse Prevention

- A facilitator (also member of the CAC, and Chair of the Disproportionality Committee) was utilized to lead the discussion.
- The forums began with introductions and a discussion of ground rules, including mentions of confidentiality.
- Two note-takers collected data gathered from the participants.

# Community Forum on Child Abuse Prevention

- Both forums attracted small groups:
  - 21 individuals in the daytime session
  - 16 participants in the evening session
- Each sub-group was racially and ethnically diverse, in rough proportion to the population of Santa Clara County.
- In both sessions, a few participants shared that they were survivors of child abuse.
- Photo releases were obtained for the majority of attendees at the Community Forum.
- The services of a professional photographer were donated.

# Findings from the Community Forum

- There is a **significant need for community education** and public awareness of child abuse.
- Widespread **teacher education is necessary to train school staff:**
  - the warning signs of abuse
  - appropriate methods of responding
  - mandatory reporting responsibilities
  - safety training (for the child when report is made)
  - “acting out” can be symptoms of victimization
- Safety nets for **emancipated foster youth** are lacking and must be developed.

# Findings from the Community Forum, cont'd

- **Educational programs** are needed in the schools **to teach children** about :
  - “stranger danger”
  - abuse in the home,
  - bad parenting
  - risk due to irresponsible or neglectful caregivers
  - “good touch and bad touch” to reduce risk of sexual abuse.
- Free, **voluntary parenting classes in multiple languages** are widely needed, teaching:
  - nonviolent methods of discipline
  - ages and stages of child development
  - appropriate methods of parental communication
- There is a **need for a 24-hour hotline**:
  - separate and distinct from the Child Abuse Reporting Hotline (staffed by the CAN Center)
  - must be welcoming for children as well as stressed-out parents to call
  - purpose: to educate and provide support, and do much more than merely reporting suspected abuse.

# Findings from the Community Forum, cont'd

- **Media outreach is needed**, especially for minority communities, in their native language.
  - For example, radio programs in multiple languages about abuse (particularly in Spanish); one currently exists in Vietnamese (and is funded by CAC).
- There needs to be a focus on how well-being relates to safety, physical health and mental health for **children beyond the age of 5**.
- Increased **understanding of cross-cultural experiences** is needed, along with respect of how the culture works, *before* interventions are employed.
- **Post-trauma treatment** is necessary, and is lacking for survivors who disclose many years later.

# STUDY #4

**A Community Needs Assessment (CNA) Instrument** was distributed throughout the community in local libraries, churches, coffee, shops, and nail salons.

There were five research questions asked in the community needs assessment:

## **Question #1**

*“Do you know of a family where abuse may be occurring, and you didn’t know what to do?”*

## **Question #2**

*“What kind of troubles were they having?”*

## **Question #3**

A) *“What would have helped?”*

B) *“Do you know how to get that help for them?”*

C) *“What other things do you think would be helpful to a family that was having trouble with their children?”*

## **Question #4**

A) *“Which types of programs should we fund, and why?”*

B) *“How will these services lead to a reduction in child abuse?”*

## **Question #5**

*“Is there anything else you want to say?”*

# CNA Community Survey

- CNA surveys were translated into Spanish and Vietnamese, and were e-mailed to all the 13 currently-funded agencies, as well as CAC council members, and interested parties.
- Hard copies of the CNA were delivered to: Unity Care, Gardner Health, Parent Advocates, Santa Maria Urban Ministry, the Center for Employment and Training (CET), and the Independent Living Program (for teens about to emancipate from foster care).
- Library locations where flyers/CNAs were distributed included: Los Gatos, Morgan Hill, Saratoga, Edenvale, Santa Teresa, downtown San Jose.
- Local colleges where flyers/CNAs were distributed included: West Valley College, Santa Clara University, and San Jose State University.

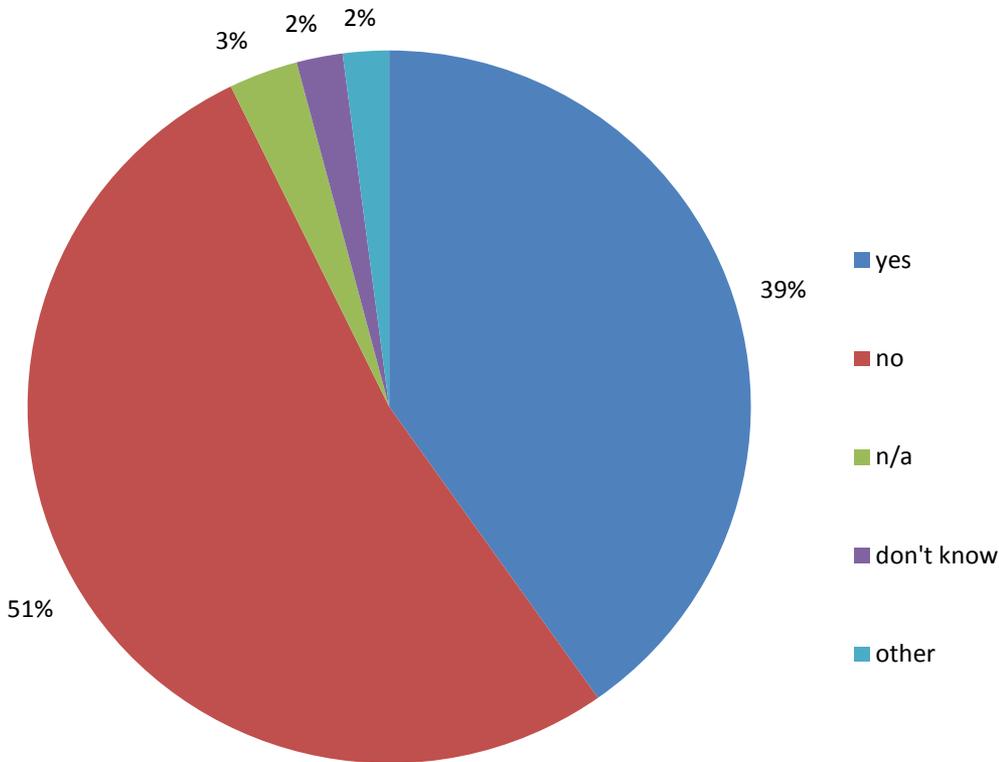
# CNA Community Survey

Our funded agencies made an impressive effort in getting clients and members of their Boards to complete the CNA surveys.

Agency	English surveys	Spanish surveys	Vietnamese surveys	Total surveys returned
Alum Rock Counseling Center	7	14		21
Bill Wilson Center	20			20
Parents Helping Parents	9			9
Project Cornerstone	13	11	2	26
Rebekah Children's Services	23	40		63
Sacred Heart		30		30
Santa Maria Urban Ministry	3	9		12
<b>Totals</b>	<b>75</b>	<b>104</b>	<b>2</b>	<b>181</b>

# CNA Survey Results

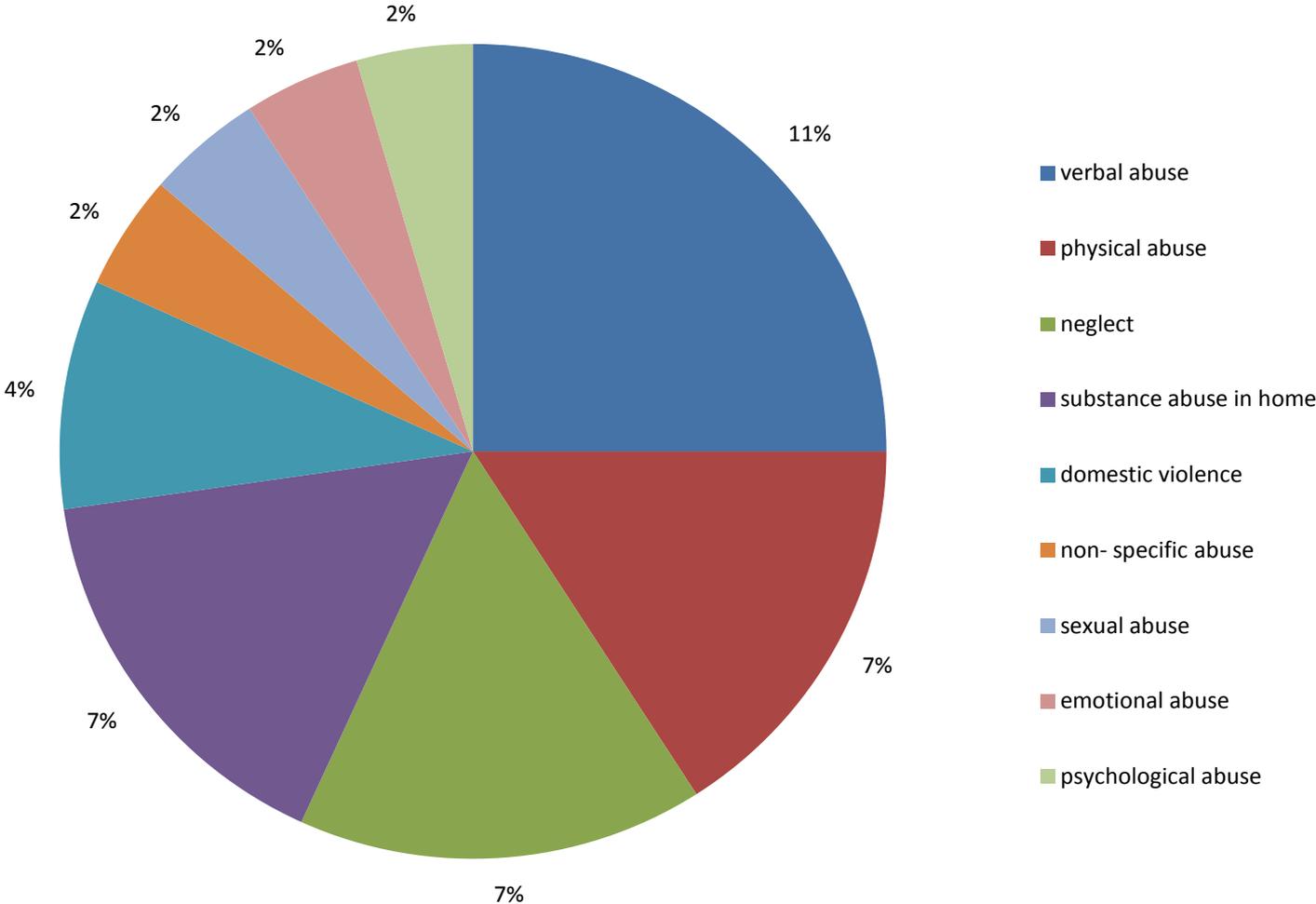
## Abuse in a family known by respondents



- 51% of respondents indicated they knew of no families where child abuse was present.
- 9% of responses indicated that their sole approach to preventing abuse was to call the police or to call CPS.
- Few had any knowledge of community programs to prevent abuse.

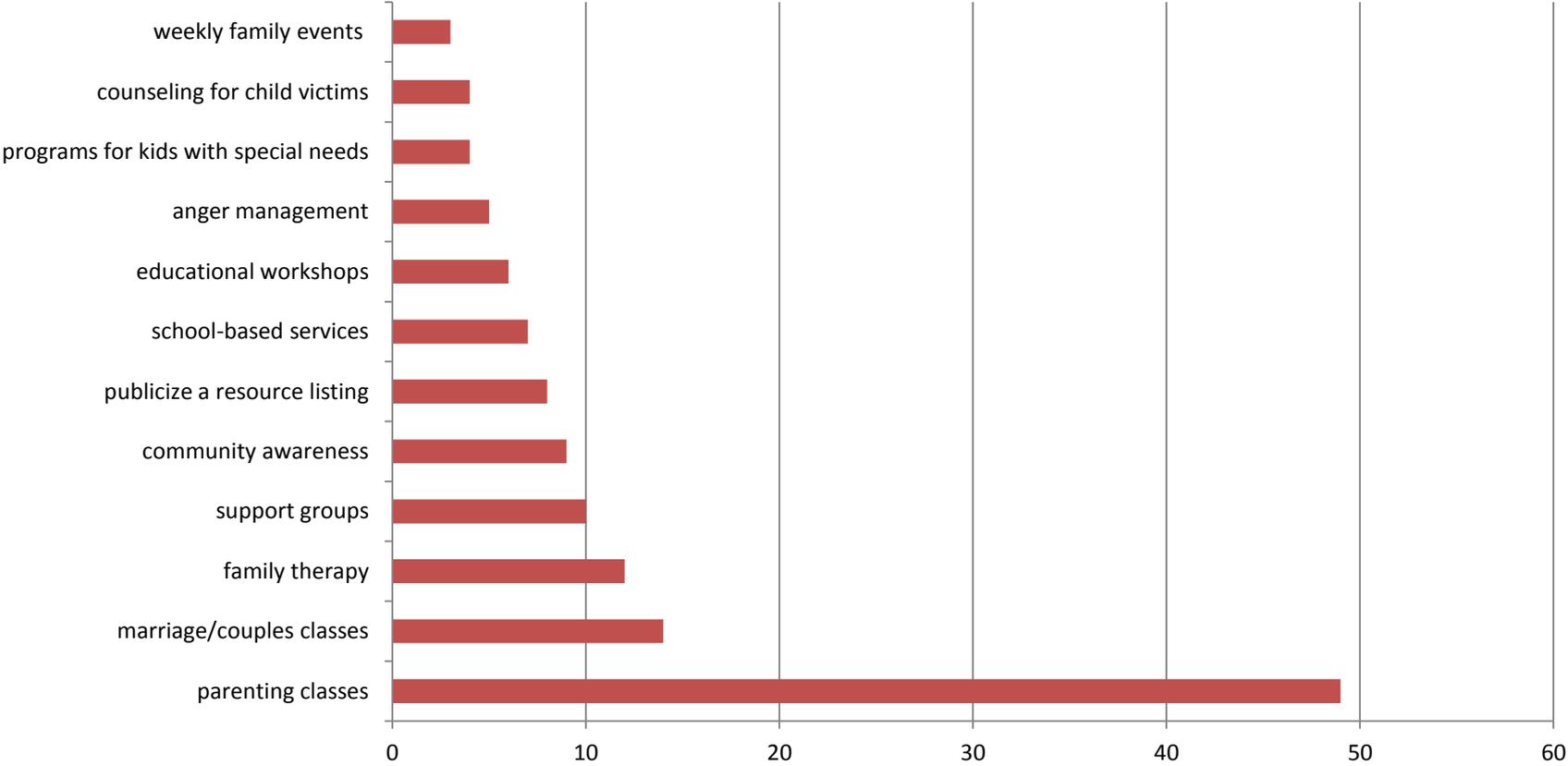
# CNA Survey Results

Types of problems observed in families known by respondents



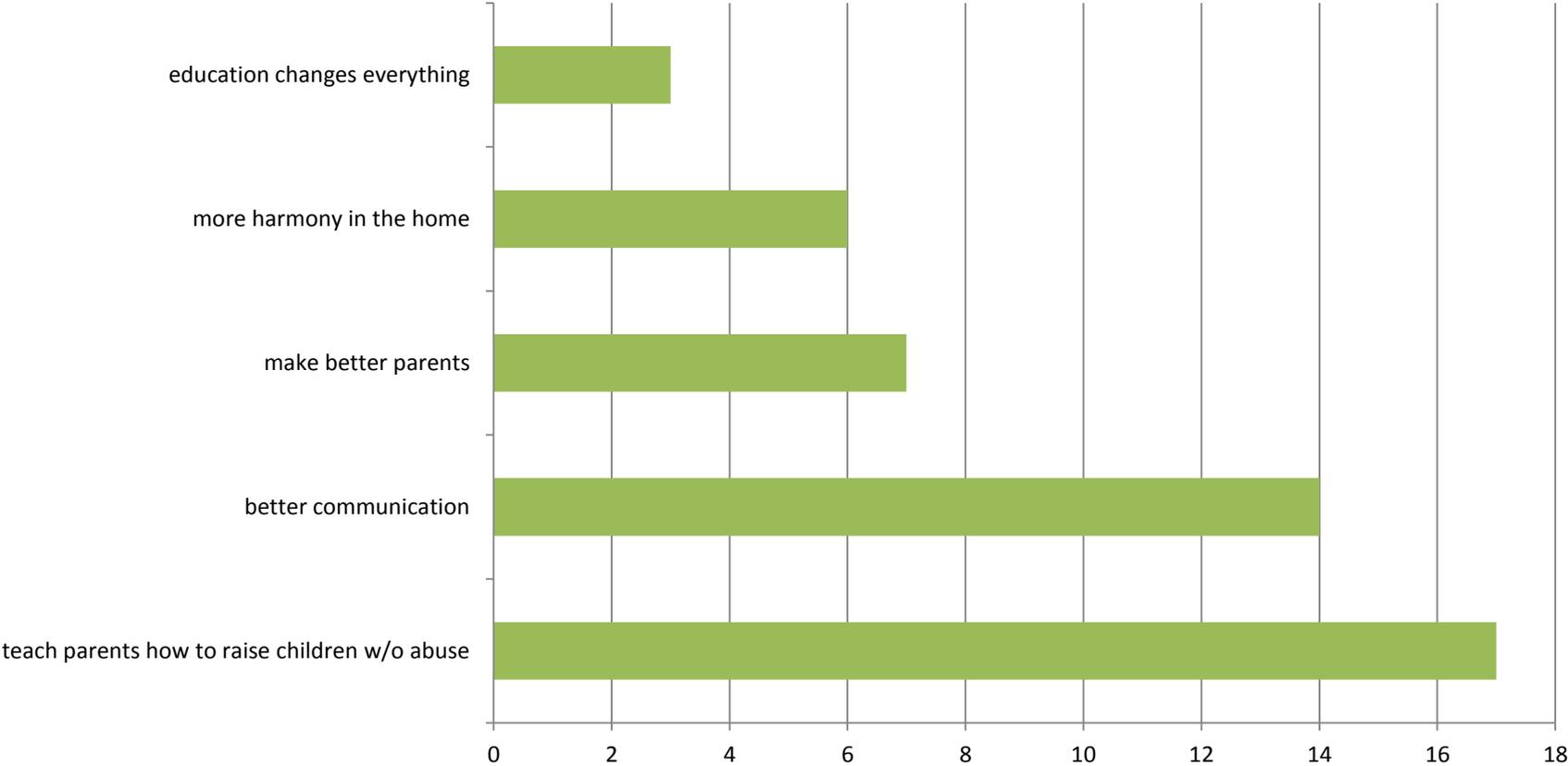
# CNA Survey Results

## Suggestions for funded programs



# CNA Survey Results

how these programs will reduce child abuse



# CNA Survey Findings

The most frequent responses indicated the following:

- **Free, voluntary parenting classes** in multiple languages. Particular need is noted in the Latino community. These classes must teach:
  - nonviolent methods of discipline
  - ages and stages of child development
  - appropriate methods of parental communication
- There is a significant need for **community education and public awareness of child abuse.**
- **Family therapy** is suggested, available in multiple languages (especially Spanish).

# CNA Survey Findings, cont'd

- **Educational programs are needed in the schools** to teach children about abuse in the home, bad parenting, risk due to irresponsible or neglectful caregivers.
- There must be programs that focus on **children with special needs**.
- **A resource listing in multiple languages** is needed to increase community awareness of the child abuse prevention, intervention, and treatment services available in our community.
- Child abuse and neglect often co-occur with domestic violence and substance abuse.

# Cultural Insights from the CNA Survey

- Over half the data gathered were from the Latino community. A number of insights specific to this population were gathered from respondents' comments:
  - A few mentioned that they were aware of abuse, but were afraid to report it.
  - Several feared that reporting abuse would automatically trigger the children's removal from the home.
  - Others mentioned that the parents that need the help don't believe they need it.

# Cultural Insights from the CNA Survey

- A few noted that, particularly in the Latino community, that there are often several families living in one home, and suggested this increased the risk of child abuse.
- One respondent wrote, “As a Latino mom, we confuse education [discipline] with child violence.”
- Another wrote, “the majority of the Latino community don’t have a formal education, and the consequences are lack of infant education [understanding child development] and child abuse.”
- Another survey read, “more education, less ignorance.”

# Cultural Insights from the CNA Survey

- Only two CNA surveys were received in Vietnamese.
- It could be that some Vietnamese individuals were fluent enough in English to complete the CNA surveys.
- Viewpoints of monolingual members of the Vietnamese community may not be reflected in this report.
- Discussing issues of abuse is considered taboo in the Vietnamese culture, and so this may address the low response rate for this ethnic group.

# STUDY #5

At the annual **Child Abuse Symposium**, attendees were given a survey to assess their professional perspectives regarding child abuse prevention efforts. Respondents were asked:

## **Question #1**

*Please indicate your role (therapist, advocate, etc.)*

## **Question #2**

*What kinds of situations are you seeing in your practice? (sexual abuse, physical abuse, neglect. etc.).*

## **Question #3**

*Of the above situations, which types do not have adequate interventions/services currently available in this county?*

## **Question #4**

*To Which agencies do you most commonly refer?*

## **Question #5**

*From whom do you most frequently get referrals?*

## **Question #6**

*What kinds of prevention services do you feel are needed?*

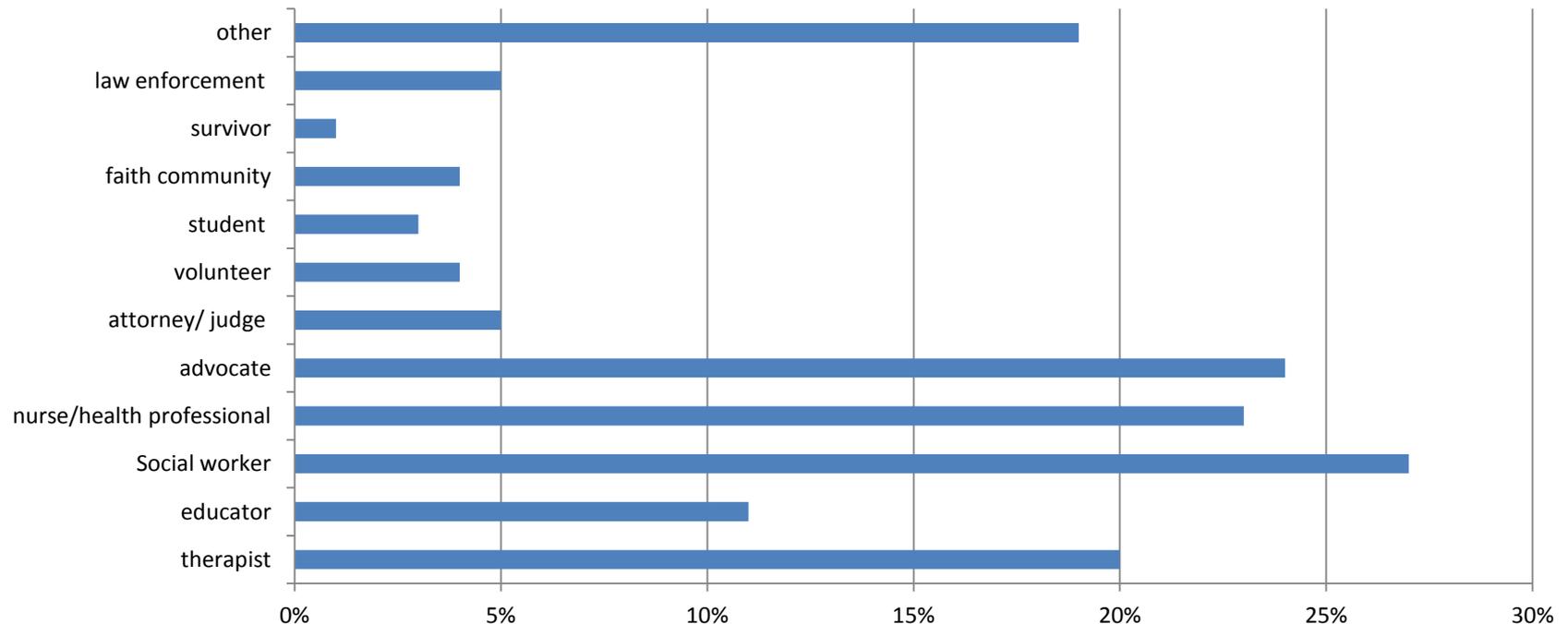
## **Question #7**

*Which currently-existing programs do you feel are the most effective? And why?*

# Symposium Survey Results

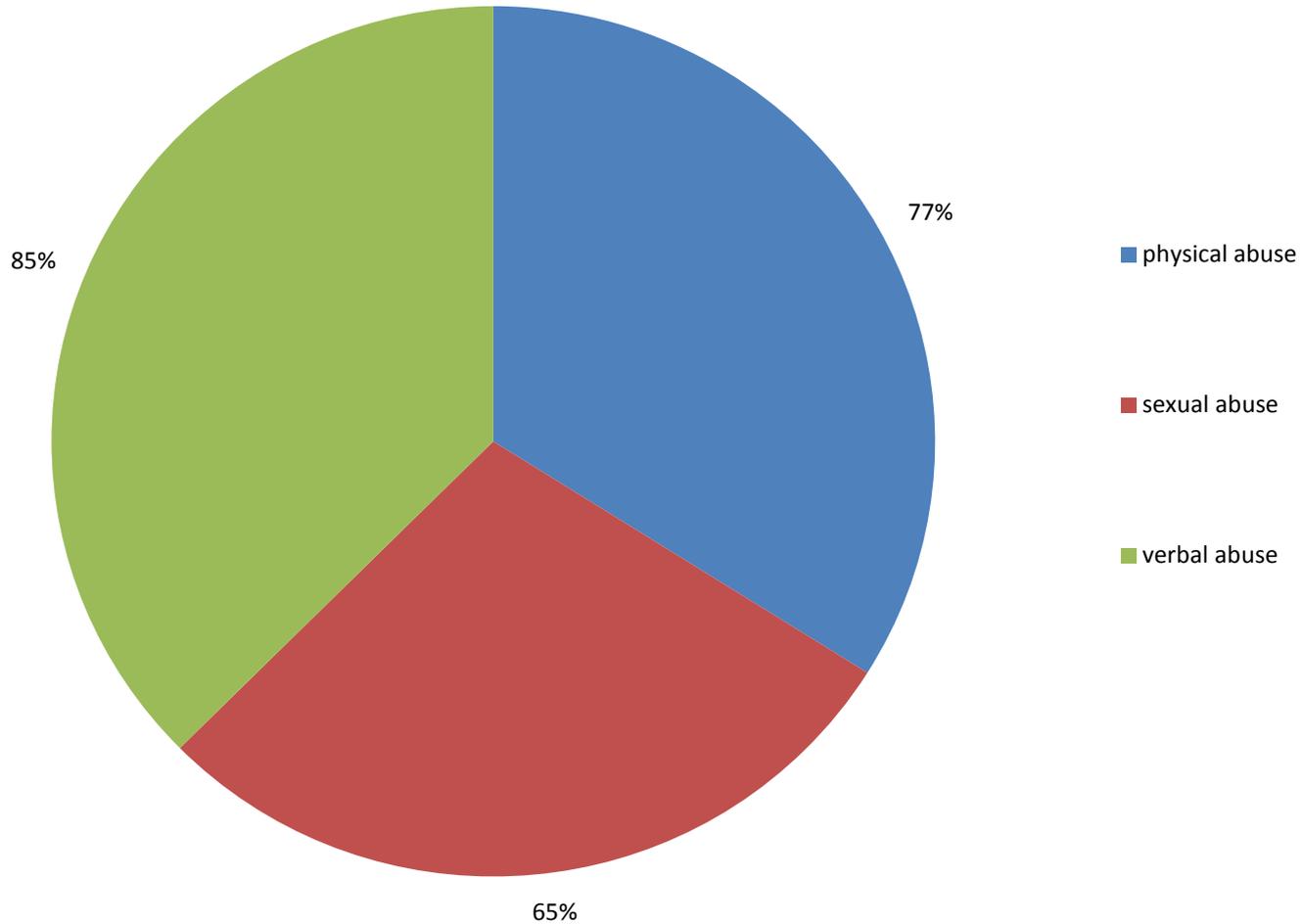
Of the 290 attendees at the event, 75 Symposium surveys were returned. This represents a 26% response rate.

**Symposium Survey Respondents' Roles**



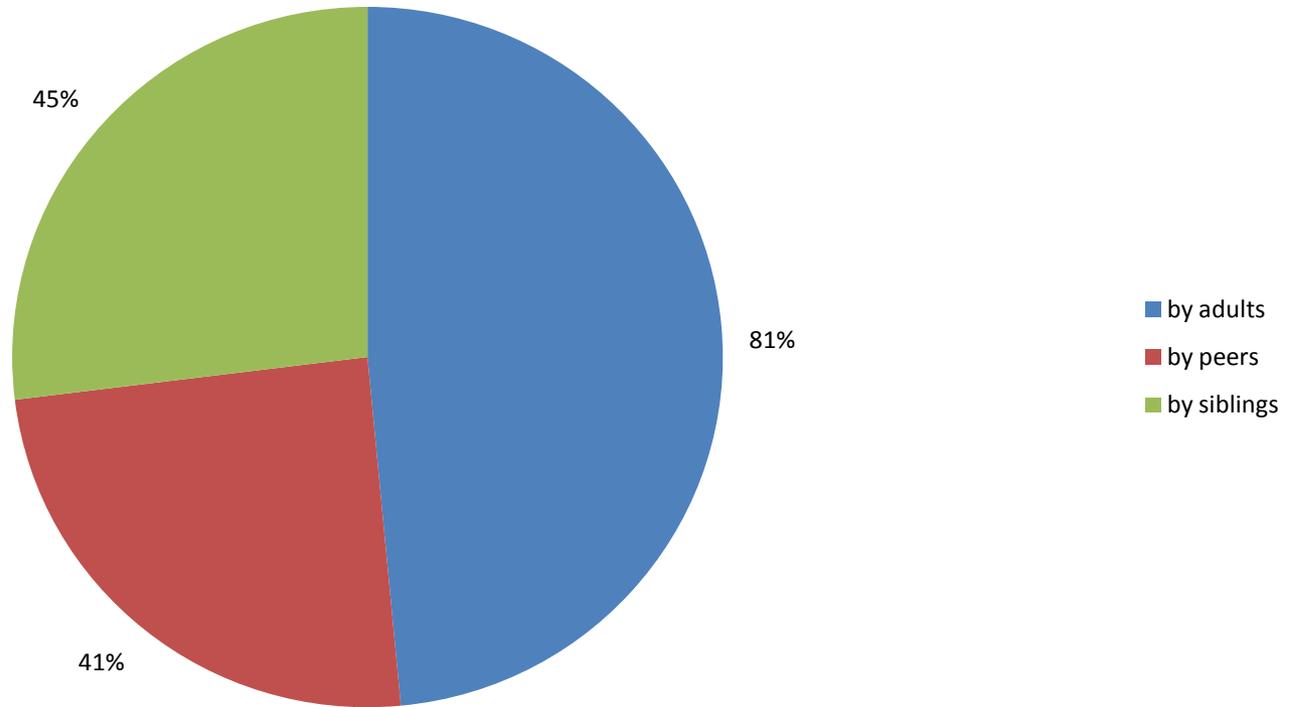
# Symposium Survey Results

## Types of Abuse Seen in Practice



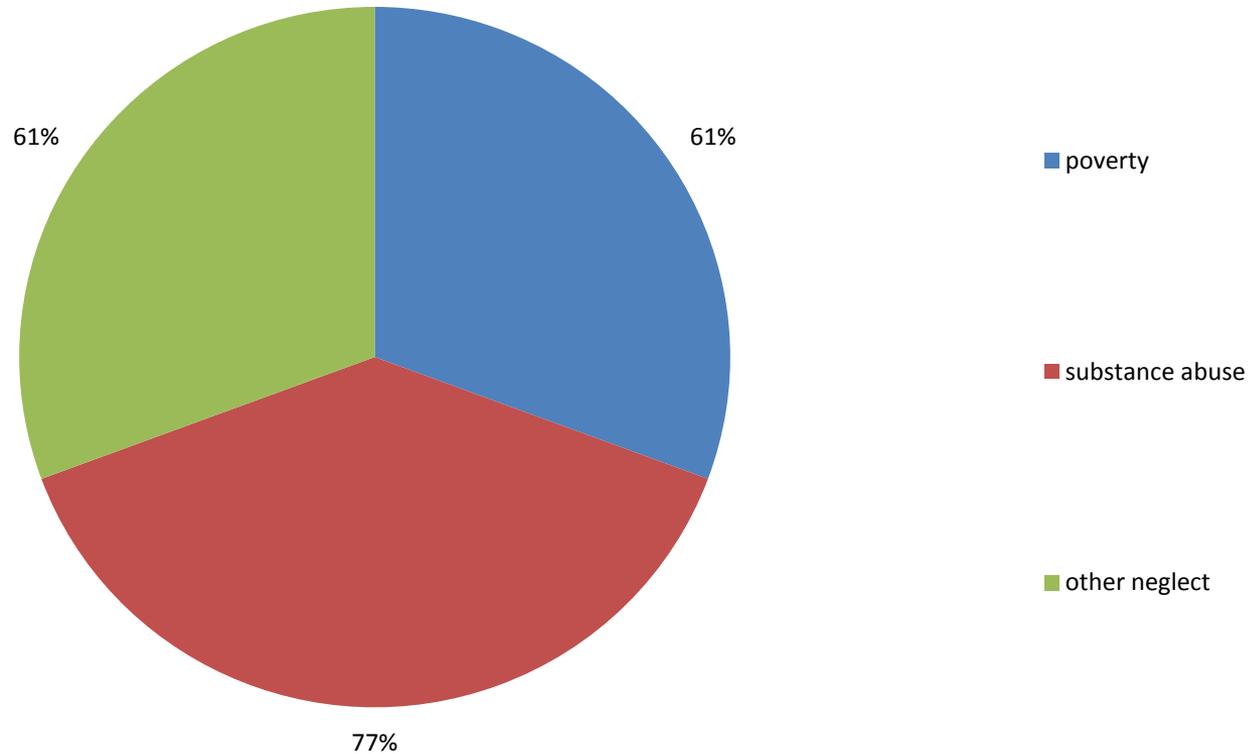
# Symposium Survey Results

## Abuse by Perpetrator



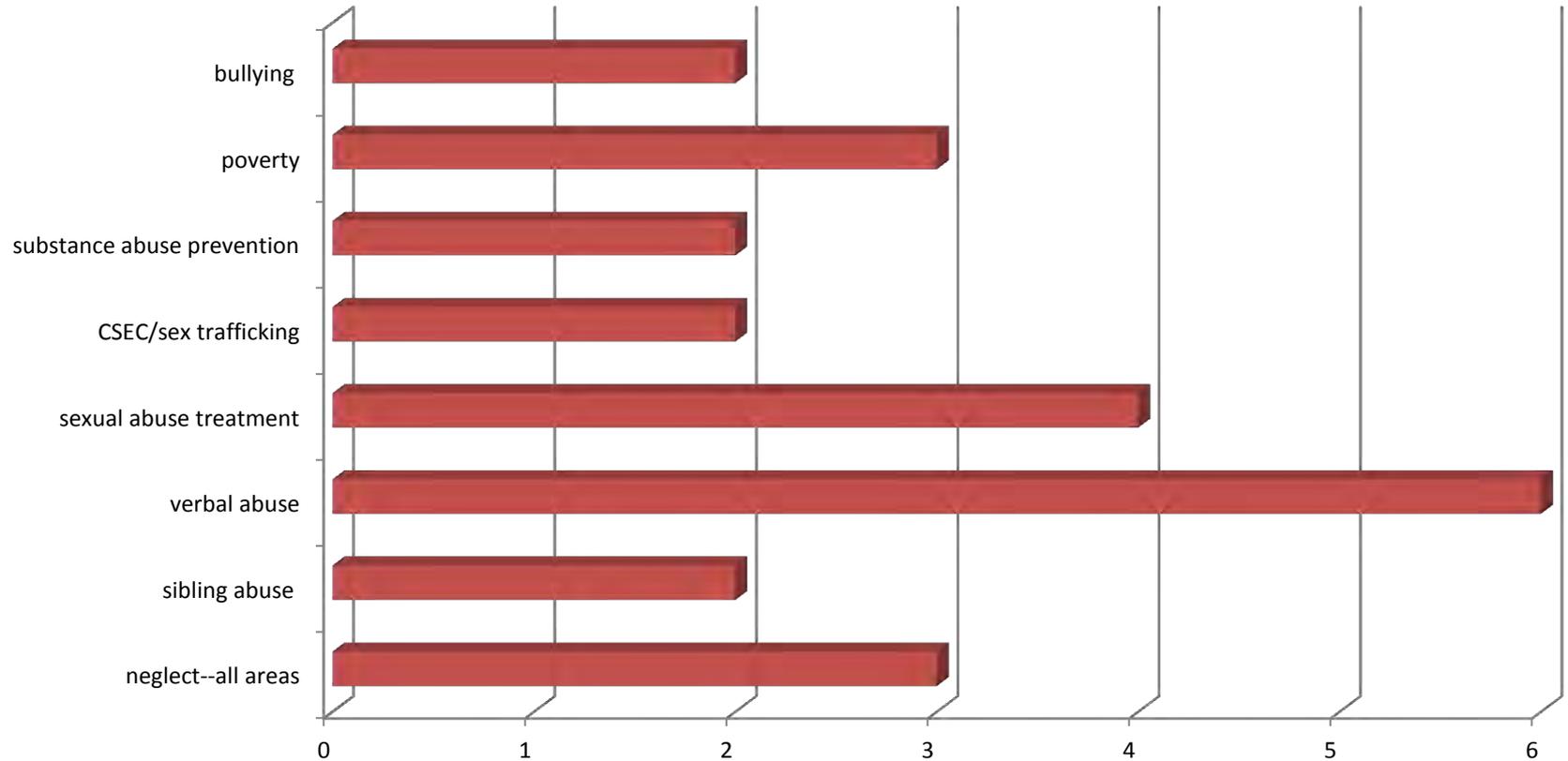
# Symposium Survey Results

Causes of Neglect



# Symposium Survey Results

## Inadequate Interventions and Services



# Symposium Survey Findings

There were many other responses which the CAC cannot fund because of the restrictions imposed by the state.

**Thus, only those suggested interventions that can be funded by the CAC are included in this presentation.**

Most-frequently mentioned suggestions included programs which address:

- **Unaddressed areas of harm:** verbal abuse, emotional abuse, and neglect due to poverty and mental health issues.
- **Prevention services:** for neglect, early detection of abuse, and utilizing social media for prevention.
- **Perpetrator-specific programming:** addressing abuse by peers, and physical/sexual abuse by kids.
- **Specific underserved populations:** relative caregivers, abuse of disabled victims, parents with intellectual disabilities.

# Symposium Survey Findings

Most-frequently mentioned suggestions included programs which address:

- **Improvements in counseling services:**
  - more family therapy options
  - trauma-oriented therapy
  - group therapy for youth
  - counseling/intervention in families
  - Seeking Safety
  - continuing care (ongoing services)
  - sex abuse treatment
  - longer counseling for kids/parents
  - family mental health, serving the whole family, not just the kids

# Symposium Survey Findings, cont'd

- **Parenting education:**
  - culturally-sensitive parent education (including prenatal, post-partum, as well as pregnant/parenting youth)
  - focusing on appropriate methods of discipline
  - educating parents to distinguish normal adolescent behavior from sexual assault
  - identification of learning disabilities/alternatives to education

# Symposium Survey Findings, cont'd

- **Community-based programs:**
  - for school-aged children and youth
  - anti- bullying programs
  - more faith-based community services
  - community training for parents/youth on abuse
  - education to reduce sex trafficking of teens & CSEC population (Commercially Sexually Exploited Children)
  - training for youth on the dangers of social media

# Final Comments

- Many of the suggested improvements by respondents in all of the studies that make up this Community Needs Assessment are outside the scope of CAC's funding capabilities, due to funding restrictions imposed by the state.
- It is hoped that elected officials and department heads of county agencies would take these data into account in planning future services.

# What's Next?

- The findings of the Community Needs Assessment were taken into serious consideration when drafting the funding priorities for the upcoming 3-year funding cycle.
- These funding priorities were approved by the full Council of the CAC in July of 2014, and will then be folded into the development of the RFP when it is released in the Summer of 2014.
- Once the RFP is released and the interested parties have submitted their grant proposals, the Grants Task Force (Selection Committee) will consider, among other things, whether the respective grants converge with the funding priorities set by the CAC.
- The Grants Task Force will determine which of these proposals to recommend to the Board of Supervisors for funding.
- Proposals recommended for funding will be sent to the Board of Supervisors in Spring of 2015, with a contractual start date in summer of 2015.