COUNTYWIDE VISION

We envision a complete county that capitalizes on the diversity of its people, its geography and its economy to create a broad range of choices for its residents in how they live, work and play.

We envision a vibrant economy with a skilled workforce that attracts employers who seize the opportunities presented by the county’s unique advantages and provide the jobs that create countywide prosperity.

We envision a sustainable system of high-quality education, community health, public safety, housing, retail, arts and culture, recreation and infrastructure, in which development complements our natural resources and environment.

We envision a model community which is governed in an open and ethical manner, where great ideas are replicated and brought to scale, and all sectors work collaboratively to reach shared goals.

From our valleys, across our mountains, and into our deserts, we envision a county that is a destination for visitors and a home for anyone seeking a sense of community and the best life has to offer.

COUNTY ADMINISTRATIVE OFFICE
Leonard Hernandez, Chief Executive Officer

HUMAN SERVICES ADMINISTRATION
CaSonya Thomas, Assistant Executive Officer

Tanya Bratton, Deputy Executive Officer
OUR MISSION

Children and Family Services protects endangered children, preserves and strengthens their families and develops alternative family settings. Services mandated by law and regulation will be provided in the least intrusive manner with a family-centered focus. This mission is accomplished in collaboration with the family, a wide variety of public and private agencies and members of the community.

OUR VALUES

To guide the practice of all CFS staff to fulfill our mission:

- Children have the right to have their basic needs met, including a reasonable level of safety.
- Children are best raised in a family.
- All people have a basic right to be treated with respect, honesty and dignity.
- All people are best served by participating in making decisions which impact their lives.
- All people have the potential for growth, development and change.
- Delivery of services are non-punitive and non-judgmental.
- Services will be delivered with the lowest level of interventions.
- Interactions shall reflect knowledge of, and sensitivity to, cultural and ethnic diversity.
TABLE OF CONTENTS

1. CFS Leadership
2. Director’s Message
3. Demographics
4. Child Abuse and Neglect
5. Interventions and Services
6. A Child’s Journey through the Child Welfare System
7. Family Reunification
8. Foster Care
9. Permanency - Kinship, Guardianship
10. Adoption, Post-Adoption, Sibling Placement
11. Independent Living/Extended Foster Care
12. Wraparound
13. Services and Supports
14. Annual Events
15. Professional Development and Training
16. Partnerships
17. Children’s Assessment Center
CFS LEADERSHIP

Left to right - Project Coordinator - Ted Ciabattini, Deputy Director - Mia Moore, Deputy Director - Laura Lee, Assistant Director - Jonathan Byers, Director - Marlene Hagen, Deputy Director - Cathleen Farrar, Deputy Director - Angel Rodriguez, Acting Deputy Director Charlie Leslie, Deputy Director - Jeany Zepeda, Deputy Director - Teri Self
Each year the Children and Family Services (CFS) Annual Report is published for the prior year to provide sufficient time for all our data to be collected and analyzed by our Statistical Analysts. Because CFS staff interacts with thousands of children and families each year, in a variety of different ways, we want to make sure we are as accurate as can be when it comes to highlighting those interactions, programs and services we provide to ensure the safety, permanency and well-being of the children and families in our communities.

As I write this message, it is currently September 2020 and we are in the sixth month of living and working in the midst of a terrible pandemic, COVID-19. On March 19, 2020, a stay-at-home order was issued by the State of California, which drastically affected our personal and professional lives. We have been thrust into a whole new world where nothing is "normal" and all that we knew has been turned upside down; both in our personal and professional lives. However, if one thing has remained constant, it is the dedication and perseverance CFS staff has shown as they continue to meet the needs of our most vulnerable citizens whether it be from home, in the office or out in the community.

One of the first things we did in response to the pandemic was to quickly re-adjust and/or create new policies and practices. Some of which included: expanding our telecommuting practice, conducting virtual visits and meetings, having limited court access and getting used to wearing personal protective equipment (PPE) to ensure the safety of staff, our clients and community partners so we may continue to carry out all CFS essential functions.

I am proud to say that CFS, in collaboration with our Program Development Division, was able to quickly develop and implement these plans to enable us to continue to provide a full array of services to children and families while keeping our staff as safe as possible. Continuously adapting to change has become our new normal here at CFS.

While at this point I cannot imagine what the world will look like this time next year, I do know that CFS will continue working with a renewed sense of spirit and dedication to ensure we are meeting the social service needs of our families with the safety of our children being our priority.

Thank you for taking the time to read this 2019 Children and Family Services Annual Report. Together we are getting through this.

Marlene Hagen, MSW
Director
Children, youth and young adults age 20 or younger made up about 30 percent of the population of San Bernardino County in 2019.

**669,595**

*Total number of children, youth and young adults age 20 or younger.*
WHAT IS CHILD ABUSE AND NEGLECT?

**Sexual Abuse** - Victimization by sexual activities, including molestation, indecent exposure, fondling, rape or incest.

**Emotional Abuse** - Non-physical mistreatment, including willfully causing any child to suffer, inflicting mental suffering or endangering a child's emotional well-being.

**General Neglect** - The negligent failure of a parent, guardian or caretaker to provide adequate food, clothing, shelter, medical care or supervision in cases where no physical injury to the child has occurred. Families reunite once a safe environment has been established at home.

**Severe Neglect** - Severe neglect includes the elements of general neglect which have escalated to a level which causes the child's health to be endangered, such as severe malnutrition.

**Exploitation** - Forcing or coercing a child into performing activities that are beyond the child's capabilities or which are illegal or degrading, including sexual exploitation.

**Child and Adult Abuse Hotline (CAAHL)**

In 2019, the CAAHL processed an average of 3,612 abuse and/or neglect referrals per month. Approximately 981 of these calls were evaluated out*. In 2018 and 2017, about 2,611 and 2,668 monthly referrals were processed respectively.

*Evaluated out = Does not meet the criteria for an in person investigation.
INTERVENTIONS AND SERVICES

Children and Family Services investigates allegations of child abuse and/or neglect and provides interventions and supportive services to families and children when allegations are substantiated.

Emergency Response (ER) is in-person investigations of abuse, neglect or exploitation 24 hours a day, 7 days a week.

Family Maintenance (FM) is the main goal when it is determined remaining at home is the best option for the child(ren).

Family Reunification (FR) services help families reunite once a safe environment has been established at home.

Permanency Planning (PP) is done during the FR process and with the goal of obtaining a permanent home for a child when the court has determined the child's safety is best provided by permanent removal from the parent or guardian.

Supportive Transition (ST) provides 18-20 year old young adults, who are in extended foster care, with a plan and services to transition into independent adulthood.
A CHILD'S JOURNEY THROUGH THE CHILD WELFARE SYSTEM

- Children and Family Services (CFS) receives a referral for abuse or neglect.

- CFS makes one of the following recommendations:
  - Removal from home
  - In-home supervision and support services
  - Home with no services

- The court determines whether the child or children are removed and placed in foster care or with a relative or non-related extended family member.

- If removal from home is ordered, the court will determine placement and services while the family works with CFS to develop a permanency plan.

- If the parent or guardian completes the family reunification plan, the child is returned home with a Family Maintenance Plan.

- If the court determines the child cannot return home safely, a permanency plan of adoption or guardianship is implemented or the child may remain in foster care.
FAMILY REUNIFICATION

THE MAJORITY OF CHILDREN WHO WERE IN FOSTER CARE EIGHT DAYS OR MORE, WERE REUNITED WITH THEIR FAMILY OF ORIGIN UPON EXIT FROM CARE.

The first priority when children are placed in out-of-home care is to reunite them with their families.

2017: 1,296 Reunified
2018: 1,235 Reunified
2019: 1,281 Reunified
FOSTER CARE

Foster Care is the temporary, full-time care of children who the court has determined cannot presently live with parents or guardians.

- Kinship/relative placement is the preferred placement option for children who come into care. Relatives may be up to the fifth degree of kinship.
- Non-Related Extended Family Member (NREFM) placement is another high priority. NREFM is a relative beyond the fifth degree or a non-relative who has an existing relationship with the children/family.
- Guardian placements are appointed by the court. Children do not continue as wards of the court once a guardian is appointed.

- Resource Family Homes provide care and supervision for up to six children and are approved by CFS or a Foster Family Agency (FFA).
- Foster Family Agencies are state licensed organizations which recruit, train and provide support to foster families (also known as Resource Families).
- Supervised Independent Living Placements (SILP) provide support and supervision to young adults age 18 - 20 living on their own.
- Short Term Residential Treatment Program (STRTP) are licensed, privately-operated, non-detention facilities that provide services in a group setting to children in need of a higher level of care and supervision.

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>Kin</th>
<th>Foster</th>
<th>FFA</th>
<th>Group Home</th>
<th>Guardian</th>
<th>SILP</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>386</td>
<td>131</td>
<td>490</td>
<td>171</td>
<td>234</td>
<td>54</td>
<td>109</td>
<td>1,555</td>
</tr>
<tr>
<td>White</td>
<td>454</td>
<td>126</td>
<td>522</td>
<td>122</td>
<td>157</td>
<td>63</td>
<td>129</td>
<td>1,573</td>
</tr>
<tr>
<td>Latino</td>
<td>1,162</td>
<td>235</td>
<td>1,249</td>
<td>186</td>
<td>345</td>
<td>130</td>
<td>246</td>
<td>3,553</td>
</tr>
<tr>
<td>Asian/Pacific Islander</td>
<td>22</td>
<td>3</td>
<td>13</td>
<td>2</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>51</td>
</tr>
<tr>
<td>Native American</td>
<td>9</td>
<td>6</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td></td>
<td>4</td>
<td>23</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Total</td>
<td>2,020</td>
<td>495</td>
<td>2,280</td>
<td>485</td>
<td>745</td>
<td>249</td>
<td>490</td>
<td>6,754</td>
</tr>
</tbody>
</table>

Point in Time count July 1, 2019

Children in foster care may live with relatives or non-related extended family members.

<table>
<thead>
<tr>
<th>Permanency</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reunified</td>
<td>1,296</td>
<td>1,235</td>
<td>1,281</td>
</tr>
<tr>
<td>Adoption</td>
<td>605</td>
<td>647</td>
<td>771</td>
</tr>
<tr>
<td>KinGAP</td>
<td>275</td>
<td>198</td>
<td>230</td>
</tr>
<tr>
<td>Other Guardian</td>
<td>104</td>
<td>96</td>
<td>114</td>
</tr>
<tr>
<td>Total</td>
<td>2,280</td>
<td>2,176</td>
<td>2,396</td>
</tr>
</tbody>
</table>
Permanency is achieved when a child in foster care exits to reunification, guardianship or adoption.

**KINSHIP PLACEMENTS**

- **2019**: 3,515
- **2018**: 3,513
- **2017**: 3,735

Kinship placements help promote emotional well-being and stability and maintain family connections, ethnic, cultural and family customs.

**GUARDIANSHIP**

- **2019**: 114
- **2018**: 96
- **2017**: 104

Guardianship is established by court order and legally places a child in the care of a guardian. The guardian has physical custody and parent's custody rights are suspended but not terminated.

**ADOPTION**

- **2019**: 771
- **2018**: 647
- **2017**: 605

In 2019, 771 children achieved permanency through adoption.
**PERMANENCY**

**ADOPTION EVENT**

The 22nd Annual Adoption Finalization event was held on Nov. 21, 2019. The theme was "Family - A Journey to Forever." This event is a collaboration between several agencies, including CFS and the Dependency Court. This year 77 families participated in adopting 117 children, which included 32 sibling sets. The ages of children ranged from 8 months to 17 years.

**POST-ADOPTION SERVICES**

In calendar year 2019, approximately 2,380 children and 511 adults received Post Adoption Services. These services included Adoption Assistance Program (AAP) assessments. The AAP provides financial and medical coverage to facilitate the adoption of children who might otherwise remain in long-term foster care.

**SIBLING PLACEMENT**

Whenever possible, siblings are placed together to maintain the sibling relationship. In 2019, an average of 4,409 children with siblings were in foster care each quarter.

<table>
<thead>
<tr>
<th>Placement with all siblings</th>
<th>51.9%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Placement with some or all siblings</td>
<td>76.5%</td>
</tr>
</tbody>
</table>

**2019 SIBLING PERCENT OF PLACEMENTS**

In 2018 and 2017 the percentages were:
- 2018 Some or all = 48 percent; All = 73 percent
- 2017 Some or all = 73 percent; All = 50 percent
INDEPENDENT LIVING PROGRAM (ILP)

The Independent Living Program provides services and supports to assist current and former foster youth achieve self-sufficiency prior to exiting foster care. Services address the youth's individual education, career, housing, safety and permanency goals.

In June 2019 approximately 1,250 youth were receiving ILP services.

EXTENDED FOSTER CARE

The Extended Foster Care (EFC) program extends the services and supports for young adults who are transitioning from foster care into self-sufficiency from age 18 until their 21st birthday. Young adults who exit EFC may re-enter before their 21st birthday.

In 2019, 88.2% of eligible young adults stayed in care and received Extended Foster Care Services. This was slightly less than 2018 with 89.2% and 7% more than 2017 with 81.5% staying in care. Of those who stayed about 46.5% were attending college or vocational training and 52.3% were working toward a high school diploma or equivalent.
WRAPAROUND

Wraparound was established in California with the goal of returning children and youth in group home care to their homes and communities or help children at imminent risk of placement in group homes to remain in their homes. Since the beginning of Wraparound in 2002, San Bernardino County has served 6,340 youth. In 2019, Wraparound served 990 youth. Over half (55.3%) of youth exiting Wraparound in 2019 graduated from Wraparound, indicating the child and family successfully completed their Wraparound Plan and the Child and Family Team (CFT) agreed that services were no longer needed. Also, over half (67%) of youth were last placed with a biological or adoptive parent or Non-Relative Extended Family Member (NREFM) or in a Resource Family Home at the conclusion of Wraparound.

Since the beginning of Wraparound in 2002, San Bernardino County has served 6,340 youth. In 2019, Wraparound served 990 youth.
Screening, Assessment, Referral and Treatment (SART)

SART serves children who may have been exposed to abuse, neglect, and/or substances in utero.

The SART services are a collaborative effort between CFS, Behavioral Health (DBH), Public Health (DPH), First 5, and Children's Network and uses a multidisciplinary approach which includes pediatricians, public health nurses, occupational therapists, speech and language therapists, pediatric neuropsychologists and clinicians. Services are provided to children ages 0 - 5 who are experiencing social, physical, cognitive, behavioral, developmental and/or psychological issues.

---

SERVICES AND SUPPORTS

<table>
<thead>
<tr>
<th>Year</th>
<th>SART referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>1,160</td>
</tr>
<tr>
<td>2018</td>
<td>1,461</td>
</tr>
<tr>
<td>2019</td>
<td>1,762</td>
</tr>
</tbody>
</table>

---

Child and Family Team Meetings (CFTM)

Child and Family Team Meetings include parents, family members, CFS staff, the child or youth (when appropriate), community partners, service providers, foster parents and the family's support network. The meetings ensure quality decisions are made when determining whether a child can safely remain at home. The goal is to ensure the safety of the child/youth and address the needs of the family.
ANNUAL EVENTS 2019

FAMILY REUNIFICATION CELEBRATION

The 4th Annual Family Reunification Celebration took place in May. Parents who were successful in reunifying with their children were invited to participate in a celebration and an acknowledgment of their achievement. In 2019, 20 families participated in the event, with a total attendance of 130.

FATHERHOOD BREAKFAST

The 2019 Fatherhood Breakfast events were held in June in Victorville and San Bernardino. The event recognizes fathers who have overcome barriers to become strong supportive figures in their child(ren)’s lives. The Victorville event hosted a total of 71 participants and the San Bernardino event hosted 140 participants.

SPORTS FAIRE

The 13th Annual Sports Faire was host to 300 foster, kinship and probation children and youth ages 11-18. While youth are learning sports skills and teamwork, foster parents are able to participate in free training with childcare provided.
Performance, Education & Resource Centers (PERC) are County training centers which assist CFS employees in identifying and achieving professional, departmental and county goals. Highly skilled professional trainers develop, coordinate and deliver training designed to prepare and support our workforce to meet the needs of children and families.

Public Child Welfare Training Academy (PCWTA) provides state mandated training to CFS staff as well as community-based agencies, group home and foster agency staff with the ultimate goal of improving outcomes for children and families.

The CFS Workforce Training and Development (WTD) team was created to train and help retain a competent, compassionate and responsive social work staff. This is accomplished through engaging, mentoring and supporting newly hired staff to help build a solid foundation in policy, procedure and practice on which they can continue to develop as they gain experience in the field.
Children and Family Services understands that collaboration is essential to achieving our goals.

- **Children's Network and Policy Council** - Children's Network sets priorities for inter-agency projects and implements collaborative public and private programs to ensure better and more comprehensive services to children and youth. It was created to identify gaps and overlap in services.

- **Children's Fund** - Children's Fund was founded in 1986 to support vulnerable children and provide opportunity and hope. Children's Fund has partnered with CFS to meet the needs of children and their families by private fundraising and leveraging resources. Together we are better able to meet their needs and create better futures for the children of San Bernardino County.

- **Department of Behavioral Health** - The Department of Behavioral Health (DBH) provides the Katie A. array of services and also offers a Children’s System of Care for seriously emotionally disturbed children who are not benefiting from traditional services. Additionally, DBH offers Transitional Age Youth (TAY) programs and services to youth and young adults age 16-26.

- **Department of Public Health** - The Department of Public Health (DPH) provides Public Health Nurses (PHN's) to monitor medical and dental assessments and treatment plans and maintain Health and Education Passports for children in foster care. The PHN's follow up on children with special health care needs, perform home assessments and provide hands-on training to parents and caregivers. The PHN's also monitor psychotropic medications and train caregivers and youth on administration of medications.

- **Probation Department** - Children and Family Services and the Probation Department have designated social workers and probation officers who work as a team to utilize the least restrictive options while ensuring the best interests of the youth and the community are preserved.
The Children’s Assessment Center (CAC) is a state-of-the-art, one-stop center with one mission: to meet the needs of children by providing a friendly, child-focused center. The CAC’s comprehensive program provides forensic interviews and evidentiary medical exams in one location for physically and sexually abused children, as well as victims of neglect.

Child victims of alleged abuse ages 0-17 are referred to the CAC for services from either law enforcement agencies, family law court, or Children and Family Services. Parents receive crisis intervention services as well as referrals to services.

**Goals of CAC**

- To administer competent, quality child abuse assessments to child victims.
- To promote a nurturing atmosphere for children and families.
- To provide referrals for treatment as necessary.
- To reduce the number of interviews of the child victim/witness, thereby reducing the trauma to the child(ren).
- To coordinate and network with a multidisciplinary team.

**The total number of children serviced by the CAC in 2019 was 1,913.**
THANK YOU TO OUR 2019 ANNUAL REPORT COMMITTEE

Top Row (left to right): Rod O’Handley, Program Specialist II; Kelly Cross, Statistical Analyst; Liz Gallegos, Staff Analyst II

Bottom Row (left to right): Sean Christy, Statistical Analyst; Christopher Rinewalt, Statistical Analyst
# Contact Us

Children and Family Services Administration  
150 S. Lena Rd., San Bernardino, CA 92415  
(909) 388-0242

<table>
<thead>
<tr>
<th>Central Region</th>
<th>Western Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Bernardino</td>
<td>Fontana</td>
</tr>
<tr>
<td>(909) 388-1900</td>
<td>(909) 428-4201</td>
</tr>
<tr>
<td></td>
<td>Rancho Cucamonga</td>
</tr>
<tr>
<td></td>
<td>(909) 945-3762</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Eastern Region</th>
<th>Initial Response Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Bernardino</td>
<td>San Bernardino</td>
</tr>
<tr>
<td>(909) 386-1100</td>
<td>(909) 388-6755</td>
</tr>
<tr>
<td>Yucca Valley</td>
<td></td>
</tr>
<tr>
<td>(760) 228-5300</td>
<td></td>
</tr>
<tr>
<td>Needles</td>
<td></td>
</tr>
<tr>
<td>(760) 326-9319</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>North Desert Region</th>
<th>Placement Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victorville</td>
<td>San Bernardino</td>
</tr>
<tr>
<td>(760) 243-6640</td>
<td>(909) 891-3300</td>
</tr>
<tr>
<td>Barstow</td>
<td></td>
</tr>
<tr>
<td>(760) 957-1540</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Juvenile Court</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>San Bernardino</td>
<td></td>
</tr>
<tr>
<td>(909) 387-7473 or</td>
<td></td>
</tr>
<tr>
<td>(909) 387-7499</td>
<td></td>
</tr>
</tbody>
</table>