

# No Wrong Door Service Delivery Model

Internal and external services are provided to individuals in a way that ensures easy access, equity, and seamless integration of various supports. Ensuring that people are not turned away or redirected and receive the appropriate services efficiently and effectively.



"No Wrong Door" – service delivery model where families can get connected to the services and supports needed (e.g., health, social services, housing assistance).



Streamlined Access to Multiple Services - all relevant services are streamlined, minimizing the burden on the individual to coordinate between them.

- Service Coordination/Navigation
- Streamlines Assessment
- Care Plan Development
- Case Management



#### **Pilot Partners**

- Si Se Puede Collective
  - Mayfair
  - Pocoway
- Franklin McKinley Children's Initiative
  - Santee
  - Seven Trees



#### **Tiered services and supports**

- Streamlined Intake, Screening and Assessment Process
- Connected to the right level of support needed



## Service and impact data platform

 Outcome Measure with Key Performance Indicators (KPIs)

## Families First Community Pathway: Service Coordination

The process of managing and organizing services for an individual across multiple agencies or providers to ensure they receive comprehensive and integrated support. Case coordination focuses on providing personalized, continuous care across different sectors, preventing gaps or overlaps in services.



Title IV-E (DFCS) Agency Candidacy Determination

Connecting individuals to the right services regardless of their entry point. Personalizing services based on an individual's unique needs, ensuring flexibility and adaptability in how services are provided.

Ensuring communication and collaboration across agencies to deliver a comprehensive range of services, such as health, housing, and employment, without the individual needing to navigate the system on their own.

Development of Prevention Plan ensuring the safety of children.

Facilitating smooth transitions or hand-offs between agencies when additional services are required.

Ensuring continuity of care through coordinated efforts, so individuals receive uninterrupted support, even when multiple agencies are involved.

Tracking the individual's progress and making necessary adjustments to their prevention plan.



# Santa Clara County's Families First CPP PRIORITY POPULATION

Children at Imminent Risk of Harm or Neglect



### COMMUNITY PATHWAY



#### Family in Need of **Supports and Services** Self-Referral or Referral from Community.

#### **Intake process**

Service provider completes an intake assessment and makes recommendation for candidacy determination. When the family shares that they are a member of an indigenous tribe, the provider adheres to additional requirements.



Only the Title IV-E agency can make the determination of candidacy.









#### **Delivery of Services**

Service provider ensures that services are delivered with model fidelity and in collaboration with the tribe, when involved.





#### **Coordination of Services**

The service provider becomes the case manager for the family's prevention plan. If a tribe is involved, the service provider works closely on service delivery coordination.





#### **Prevention Plan Completed by Service Provider**

Families and the tribe, if involved, are engaged in developing the prevention plan and choosing services most helpful to the family.

#### Community Pathway

Through the lens of an Integrated Practice Model





#### **Oversight and Safety Monitoring**

Safety monitoring and planning is a critical part of the service provider's case management responsibilities. Tribal input provides support in ensuring family safety. Mandated reporter protocols are implemented when interventions are not sufficient to mitigate safety threats.