



**SANTA CLARA COUNTY  
CHILDREN AND YOUTH  
SYSTEM OF CARE**

**FAMILIES FIRST  
COMMUNITY PATHWAY:  
No Wrong Door  
Service Delivery Model**

2025

# 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.

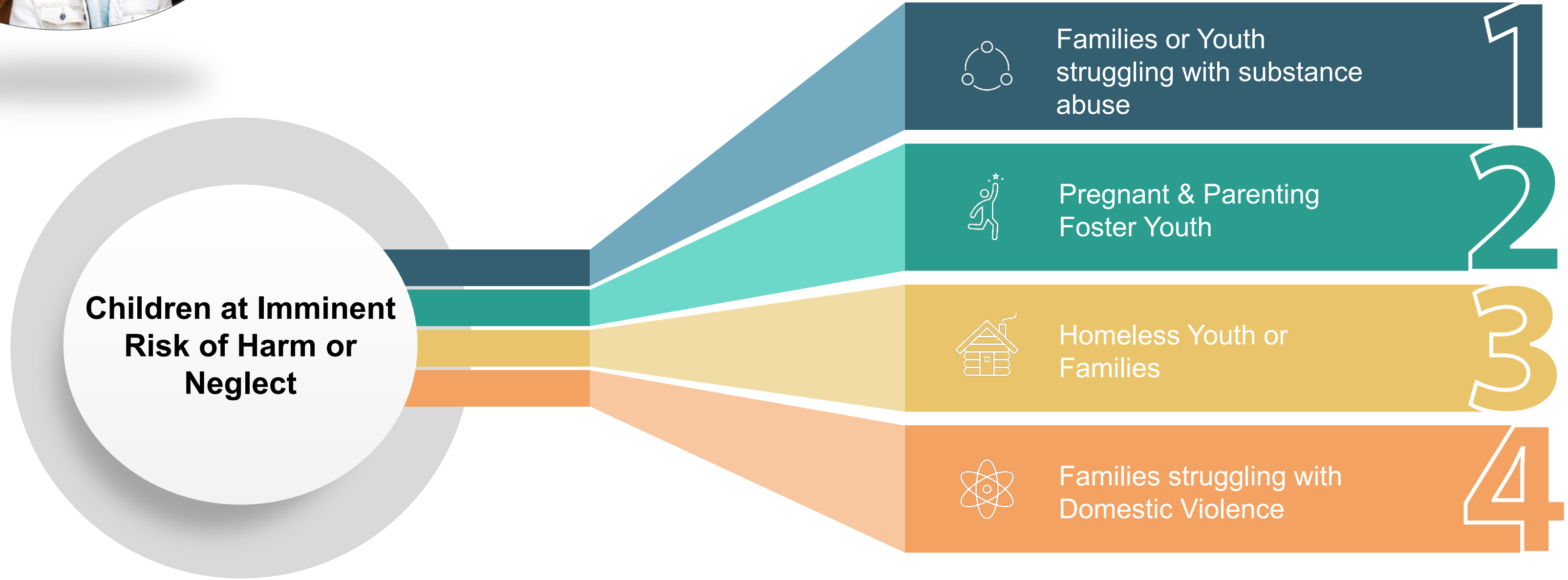
Ensuring continuity of care through coordinated efforts, so individuals receive uninterrupted support, even when multiple agencies are involved.

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



# Santa Clara County's Families First CPP

## PRIORITY POPULATION



# COMMUNITY PATHWAY

