One Stop Service Model in San Diego

By Jeff Wong

(The Hong Kong Council of Social Service)

- Family Justice Center
- Chadwick Center (Rady Children's Hospital)
- Sexual Assault Response Team (SART)

Rady Children's Hospital

- Rady Children's Hospital-San Diego is the only hospital in the region dedicated exclusively to caring for kids.
- children are more than simply small adults
- Sensitivity is the hallmark of care at Rady Children's.
- And medical equipment, from patient beds to sophisticated instruments, is carefully crafted to fit child-size specifications.

Department and Service

- http://www.chsd.org/1487.cfm
- **Satellite Clinic Locations**
- Family-centered care
  - Inpatient Care Guide:Tips for parents
  - Staying the night
  - Bathroom
  - Mail

The Parent Center

- Showers, places to sleep, small lockers, a microwave and a refrigerator are all located here
- Reserved for parents after 8 p.m.
- Laundry Facilities
- Family Resource Library

Chadwick Center

- We will promote the health and well-being of abused and traumatized children and their families. We will accomplish this through excellence and leadership in evaluation, treatment, prevention, education, advocacy, and research
- To create a world where children and families are healthy and free from abuse and neglect.

Service in Chadwick

1. **Forensic and Medical Services**
2. **Family Support Services**
3. **Kids and Teens In Court Program**
4. **Child Maltreatment Research Center**
5. **Professional Education Services**
6. **Trauma Counseling Services**

1. Forensic and Medical Services

- Videotaped forensic interview
- Medical examination
- Pediatric gynecologic service
- Screening and psychosocial assessment

2. Family Support Services

- Intensive in-home support
- Health and developmental assessment
- Case management
- Parent education and family groups
- Linkage to health, mental health, and community resources

3. Kids and Teens In Court Program

- In cooperation with the District Attorney's Office's Family Protection Unit and Juvenile Dependency Court
- Games and artwork
- Role-plays in the courtroom
- Psycho-educational groups for non-offending caretakers
- Supportive interaction with court personnel

4. Child Maltreatment Research Center

- conducts research on the prevention, diagnosis and treatment of child maltreatment.
- organize research studies of national significance

5. Professional Education Services

- Annual San Diego International Conference on Child and Family Maltreatment
  http://www.chadwickcenter.org/Documents/2007%20Brochure.pdf
- The Clinical Training Program: Preceptorship in the Medical Evaluation of Child Sexual Abuse
  - Conducting Forensic Evidentiary Interviews
  - Trauma counseling
  - Home Visiting to address prevention and early intervention

6. Trauma Counseling Services

- Assessment of trauma
- Crisis intervention
- Individual, group and family therapy Medication and psychological assessments
- Family advocacy and safety planning
- Parent-child interaction therapy

Assessment of trauma

- Collaborate w/ NCTSN (National Child Traumatic Stress Network)
- Use of standard measures protocol:
  - Trauma history
  - Trauma Symptom Checklist
  - UCLA PTSD index
  - Child Behavior Checklist
- All data sent to NCTSN for analysis

Assessment of trauma

- Additional Measures to assess specific problems:
  - Family systems
  - Child / Caretaker depression
  - Anxiety
  - Sexualized behaviour
  - Parenting stress
  - Drug / alcohol abuse

Assessment of trauma

- Primary Reason for Treatment:

Sexual Molest	34.4%
Physical Abuse	8.9%
Neglect	3.8%
DV within Home	21.7%
Sexual Assault	2.5%
Sibling of an Abuse Victim	10.2%
Other	17.2%

Parent-child interaction therapy

- Coaching service for parenting skill
  - One-way mirror
  - Selected toy
  - Headset for parents
  - Therapist teaches what to do step by step

San Diego Family Justice Center

Family Justice Center

- Public safety initiative launched by the City of San Diego in 2002
- One stop help center for victims of domestic violence and their children
- Where domestic violence professionals are housed under one roof to reduce the amount times and places victims have to go to tell their story and get the help they need

What is the plan?

- Phase I: Focus on domestic violence cases
- Phase II: Expand to include Child Abuse, Elder Abuse and Sexual Assault and possibly juvenile cases

What are the goals?

- To make victims SAFER
  - s = Services which are consolidated and coordinated
  - A = Accountability
  - F = Friendly, family-centered facility
  - E = Early intervention / prevention programs
  - R = Relationship building and coordination in the community

Intake Process

- Systematic Intake Procedure
- Conducts Client Assessment
- Works with on-site Community Partners
- Serves as liaison to the Shelter & Support Services Committee
- Legal system

Facilitates in FJC

- Reception Counter
- Dining Room
- Kids Waiting Room
- Living Room
- Spacious Bathroom
- Forensic Medical facilities
- Many many offices

Service in FJC

- Chaplain's Program
- Center for Community Solutions – Restraining Order Clinic San Diego Deaf Mental Health Services
- Children's Hospital
- SDVLP – Court Representation
- Traveler's Aid
- Sexual Assault Response Team

Multi-Disciplinary Collaboration

- Forensic Medical Unit
  - Sponsored by Sharp Hospital
  - Medical Director and Forensic Nurse
- Police Department
  - Specialized DV unit
- Elder Abuse Investigations
  - Started since July 2006

Multi-Disciplinary Collaboration

- Probation Department
  - Provides a direct link fr FJC to DV Court
  - Assists with Repeat Offender Program
- District Attorney's Office
  - Family Protect Division Prosecutors
  - Victim Witness Advocates

Domestic Violence Council

- Established in 1989
- Group of domestic violence professionals addressing the issue of domestic violence on a county-wide level
- Regularly holds board and committee meeting at the FJC
- www.sandiegodvcouncil.org

Evaluation

- Developed a evaluation tool
- Provided a Profile of FJC Clients
  - 91% female, 9% male
  - 53% referrals from police or prosecution
  - Legal services is main reason for visiting FJC
  - Most clients have children
  - 8% of clients have Physical/Mental Limitations
- Conducted Focus Groups & Client Surveys
- Reviewed Intake System

Benefits for Service Users

- Clients felt stronger, more independent, and better able to care for themselves
- Reported less fear
- Reported improved relationships with others
- Obtained visitation or custody of children

Benefits for Service Provider

- Better Collaboration
- Expertise development
  - Domestic Violence Conference everyday

Benefits for Police and Prosecutors

- Closer relationships, greater collaboration
  - Finally, we were on the same page with community agencies that might have just criticized us 5 years ago. Now they saw our volume and our struggles. We all saw ways we could help victims to navigate our complicated justice system.

    - Detective Deborah Berger, San Diego Police Department

Benefits for Police and Prosecutors

- Better police investigations
  - Better state of mind to provided meaningful details
  - Victims feel much greater level of support, a level of trust has developed before interacting with police officers
  - Corroboration from community partners, like putting the pieces of puzzle together

Benefits for Police and Prosecutors

- Fewer victims recant
  - Victims acted very differently when they realized how many people were there at the FJC to help them. It was not just about cops and prosecutors going after an offender. It was now about a busload of people all trying to help her at the same time.

    - Detect Simon Ty

Statistics (Oct 2002 - Oct 2005)

- 16,090 clients
- 71,000 phone calls
- 12,037 site visitors
- 30,000 DV police reports

Way Ahead for San Diego FJC

- President's FJC Initiative
  - New York FJC – July 2005
  - San Antonio FJC – August 2005
- International Family Justice Alliance
  - London Family Justice Center
  - Internship for overseas student

Implication to Hong Kong

- Can we set up one in Hong Kong?
- What kind of services are needed in Hong Kong Family Justice Center?
- Legal System collaboration
  - Investigation
  - Prosecution
  - DVO