



Youth & Children: Collective Community (care) Plan

Facilitated by: Zenia Torres, Keila Gomez
Developed by: Angelica Esparza Banuelos

To increase the understanding of impact and accessibility to services and resources for Youth & Children; 211 San Diego and Community Information Exchange (CIE) in partnership with:

Oscarin Ortega, *Lived Experiences Inc.*

Luz Quiroga & Gabriela Perez-Vargas, *Emilio Nares Foundation*

Delia Yopez, *San Diego Regional Center*

Darron Jones & Stephanie Nava, *San Diego Center for Children*

Rachel Evans, *Somali Family Service of San Diego*

Alli Walker & Nicole Chung, *San Diego Youth Services*

To collaboratively work together to identify successes, opportunities, and challenges:

- From a system/programmatic lens, discussing the provider/agency journey of providing services/programming for youth & children
- From a client/lived experience perspective through surveys directly informed by clients/people with lived experience (including youth 18-24)
- Lastly, this group also identified challenges and systemic barriers, mapped out coordinated care efforts internally/externally, and provided recommendations related to the County of San Diego

The following were completed collaboratively to identify and inform proposed recommendation/solutions:

- 1 Evaluating the journey of Youth & Children (ages 0-24) with service providers and agency related sectors who currently provide resources and access to programming that supports these age groups.
- 2 Collected surveys on lived experience (client/Youth 18+) to understand and have insight into how resources/programs are accessed and what they want providers to specifically know.
- 3 Created this document to not only give insight into journey of providing/accessing resources (related to 0-24 years old) but to also gather agreement from all stakeholders regarding proposed recommendations in an effort to bridge the collaborative efforts among different sectors.

- 4 Provided feedback on opportunities to integrate new data sets, to promote even greater coordinated care efforts, among CIE Network Providers.

Understanding the Journey of Youth & Children

In San Diego County, there are many providers that support youth & children and their families, including across multiple sectors and community/agency providers. In the current state, there are varying ways in how services, programs, and coordinated care efforts can connect a client/community member to direct support.

Additionally, due to the current barriers and addressing gaps impacting youth & children and their families, this report provides guidance on how there could be an even greater leveraging of the community, CIE infrastructure and existing state funded initiatives, to further the direct link to connectivity of care, resources, and supportive services that uplift caregivers, providers, and caretakers of youth & children.

“It can be tough to refer our Spanish speaking children to resources if, there are not enough Spanish speaking staff or translators available to facilitate a referral.”



“Families mention they did not have access [to services] because they were not aware of what was available. Marketing matters.”

Stakeholder Input:

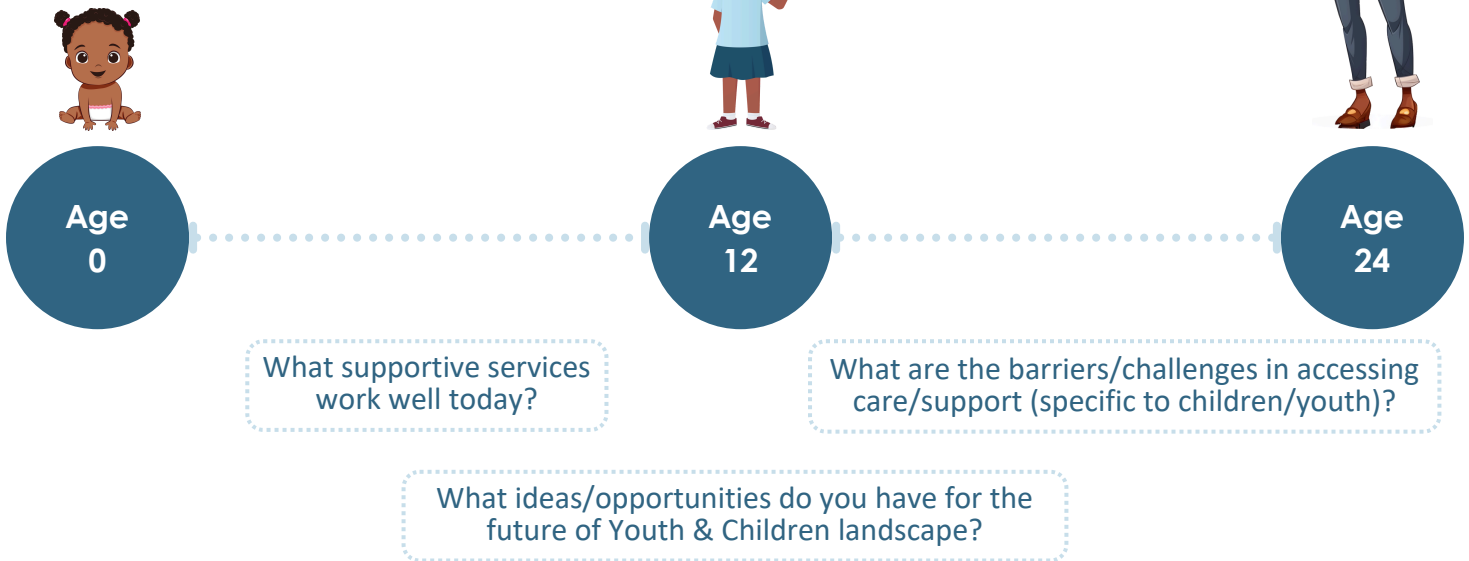
The following strategies were used to gather input from all stakeholders:

- CIE and providers/agencies in San Diego (LE, ENF, SDRC, SDCFC, SFSSD, & SDYS) attended all workgroup meetings and provided input in all areas related to: systems mapping, identifying challenges & barriers, explored current & future collaborative efforts, posed thoughtful questions, supported the crafting of questions for lived experience input and collectively proposed recommendations.
- Lived Experience/client perspective surveys were collected via:
 - 1 In-person interviews were conducted by case managers and community support providers
 - 2 Online survey form accessible via link or QR code

- The group also referenced the [Office of Child and Youth Success: Child & Youth Strategic Plan](#) (2024-2026) and journey map below, to better articulate needs & identify access points for more improved efforts:

Does this **framework** align with Youth & Children services/programming to support client needs and access to resources?

[Child age ranges: 0-17 yrs.
Youth age ranges: 18-24 yrs.]



Identification of Challenges/Opportunities

The various stakeholders shared varying levels of challenges and provided insight on the access points throughout processes that could create new opportunities and connection to programs/resources, for youth & children and their support systems.

Provider/Agency Experience

1 Challenges/Barriers

- Lacking empowerment strategies/trainings for age groups between 12 to 24, specifically for the various different pathways to success. Should begin connection building as early as possible in order for foundation to be laid out (before youth transitioning to high school/higher educational opportunities)
- Culturally, missing the linkage of mental health related services & programming to the different stages of children/youth.

- Continuity of care can be challenging or difficult to maintain
- Challenges with identifying families and having their basic needs met (housing, food, health insurance)
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- Language barriers in offering services/programming in the native language of the community member/client can also be challenging if not already a readily available translation service. May require financial capital in order to have it linked to CBO
- Clients/people with lived experience knowledge base can be limited if no current awareness of what resources/programming is available in SD County
- “*Not being accepted*” in the non-profit sectors and racism being prevalent in grant funding processes can limit opportunities to grassroots/culturally diverse community-based organizations
- The need for legal guardian consent for youth & children (under 18 years old) related programs/resources can pose barriers. At times the parent/guardian is not available, lacks contact information and/or is unwilling to consent, leading to youth & children lacking access to specific resources (i.e. reproductive health)
- There is a disconnect between youth & children and parent/guardian so, at times-not aware of what has been received and follow up can be challenging to maintain due to large case load

2 Organizational Mapping

- Educational empowerment for both parents/guardians, children & youth, beginning from the age they can begin to verbalize/communicate. Discussions around reproductive healthcare don't tend to take place until around middle school aged youth ranges. Early intervention is key.
- Meeting parents/families where they are and supporting with resources in real-time
- Directly assisting families by facilitating those initial points of contact (phone calls) or technological support to apply or accessing other public services.

3 External Mapping

- Promoting putting people first, in all systems of care.
- Providing transportation resources to families by working with other sectors that provide these avenues ultimately helps families have accessibility.
- “Warm hand-offs” to directly linking families/youth & children to staff, case managers, creating a check-list showcasing needs and providing resources around those needs.

- Engaging audiences via social media to reach youth furthering the ability to access.
- Utilizing tools like California Dept. of Developmental Services: [Regional Center Services & Descriptions](#).

Client/Lived Experience

1 Challenges/Barriers

- Lacking access to childcare/daycare leads to not being able to access programming & resources related to youth & children
- People impacted by health-related conditions/chronic illnesses or can't retain employment due to hospital visits/constant medical appointments
- Seeking safety & housing stability
- Families/providers & youth and children are struggling with rising costs of food, housing, and/or on a limited income
- For lower income households, basic needs can be challenging to attain (access to clothing, school supplies etc.)
- Establishing eligibility by asking personal questions may deter clients/people with lived experience from participating further or seeking more support as some mentioned they "don't feel comfortable" sharing
- Experience difficulty finding language or interpreting services
- Income bracket can be limiting for families/youth & children with life threatening illnesses
- Lack of access to technology/internet or phone to find resources/programming
- Undocumented or migrant status can be a disqualifier for most programs/state funded initiatives
- Lack of knowledge of resource landscape or not enough information being readily available
- Location of CBO or resources/programming can be difficult to reach due to lack of transportation
- Some youth & children/people with lived experience expressed that accessing services/resources during traditional business hours can be challenging as school/work don't allow for access
- Limited summer programming at no or reduced cost to youth & children/families



“Keep doing what you are doing! You are helping someone!”

Proposed Recommendations

Through these exploratory conversations and the collection of surveys informed by clients/people with lived experience & Youth (18+), 2-1-1 San Diego and the Community Information Exchange, in partnership with; Lived Experiences Inc., Emilio Nares Foundation, San Diego Center for Children, Somali Family Service of San Diego, San Diego Youth Services, and San Diego Regional Center have drafted the following recommendations:

- More places to exercise outside & access to fresh fruits and vegetables
- Evaluation on how information is displayed and ensuring different reach points are available. (social media platforms, tv broadcasting, text alerts, email notifications etc.)
- Consider making the application process less arduous and helping families/children & youth regardless of income/insight into current journey of accessing support/resources
- Promotion & inclusion of mental health resources within child & youth programming/supports
- Emphasis on adding more after school programs & enrichment opportunities in K-12 (i.e. tutoring, camps, and clubs)
- Having materials & resources available in multiple languages for greater access & reach
- Including information on counseling services & behavioral health support within multiple sectors or systems of care
- The San Diego County Portal for [Behavioral Health Services: Resources for Managing Your Mental Wellness](#) is helpful and should receive more promotion in the communities of SD
- More than half of clients/survey responses stated-would like to see more engagement on social media to learn more about resources as they become available especially if applicable to youth & children
- “Warm hand-offs” work and especially when youth & children/families are exiting one program and entering another support care system
- Building programming that promote independent life skills & engagement with community
- “One stop shop” approach for programming/supportive services offered in an effort to reduce the amount of times individuals/families must travel etc.

- Promotion & creation of more mentorship opportunities for youth & children
- Anti-discrimination & trauma informed care training opportunities for services providers/agency representatives
- Providing language learning incentives for providers/agency representatives
- Creating more visibility on youth employment opportunities within City/County of San Diego

Considerations

The Collective Community (care) Plan is to inform providers and agency sectors who uplift/support coordinated care efforts in San Diego County. The recommendations proposed will help to utilize; lessons learned, insight into journey of providing/receiving care & services, and innovatively rethinking the way coordination could be maximized.

The overarching goal of providing access to programs/services is with a shared understanding of bridging the gap and creating a pathway to greater access of care, to support youth & children so, that families/individuals needing access resources/programming. Additionally, there are many other challenges that cannot be solved through these siloed efforts alone. However, this is a first step in understanding how systems map within/externally but also seeking to come up with solutions in improving systems of care and reach.

This project was generously funded by **Kaiser Permanente** in which stipend funding was prioritized for grassroots & culturally diverse serving organizations as well as individuals with lived experience (including youth 18+).

We are thankful for the opportunity to share these insights with their support.