



**Serving Students  
with Compassion and Care:  
2019-20 Annual Report**

Student Support & Health Services Department  
Sacramento City Unified School District



# Table of Contents

Table of Contents .....	1
From the Director.....	2
Part One: Service to Students .....	3
Services at a Glance.....	3
Services by Tier Level .....	3
Targeted & Intensive Services by Category .....	4
Demographics of Students Served .....	9
District-wide Universal Efforts.....	9
Part Two: Training and Professional Development.....	11
Part Three: Staffing and Budget .....	12
Staff .....	12
Budget .....	13
Part Four: Looking Ahead.....	15
SCUSD Board and Staff .....	17



2019-20 SSHS Staff

## From the Director

The 2019-20 school year is unlike any other year we as educators, families, and a community have ever faced. This school year started out with our continued commitment to expand or refine our work with the Early Identification and Intervention System (EIS), launching the Virtual Dental Home project, placing Automated External Defibrillators (AEDs) in all our schools, among many other projects. Then the COVID-19 pandemic upended our world as we know it, requiring us to make major adjustments. In the midst of closing schools and safe spaces for our students and families, overt acts of racism lead to the deaths of Black Americans and a social justice awareness and awakening on a global level.

Structural racism and implicit bias is the greatest public health crisis we face and underlies the disproportionate impacts of school outcomes, physical and mental health, economic access, trauma and death in Black, Latinx and Native communities. The COVID-19 pandemic further highlights the disproportionate rates of infections and resulting deaths within the Black, Latinx and Native communities.

Witnessing the impact of disproportionate outcomes for people and communities of color - we hold the dualities of frustration and despair - hope and resilience. We continue to serve, working to disrupt and dismantle inequities and biases deeply embedded into our consciousness and our systems. Taking heart and heed of President Obama's call to action "if, going forward, we can channel our justifiable anger into peaceful, sustained, and effective action, then this moment can be a real turning point in our nation's long journey to live up to our highest ideals. Let's get to work."

So we face the 20-21 school year by getting to work. As called to in our department vision - we will continue to "*serve all students with compassion and care, ensuring families have equitable access to systems of support that promote hope, resilience, empowerment, physical and mental wellness and educational success.*" How we do this may look a bit different - face coverings, physical distance, lots of hand-washing - but we will continue enacting our vision in service and support to our students and families.

May you be safe and well

A handwritten signature in black ink, appearing to read "Victoria Flores", with a long horizontal flourish extending to the right.

Victoria Flores, MSW, PPSC  
Director III, Student Support & Health Services

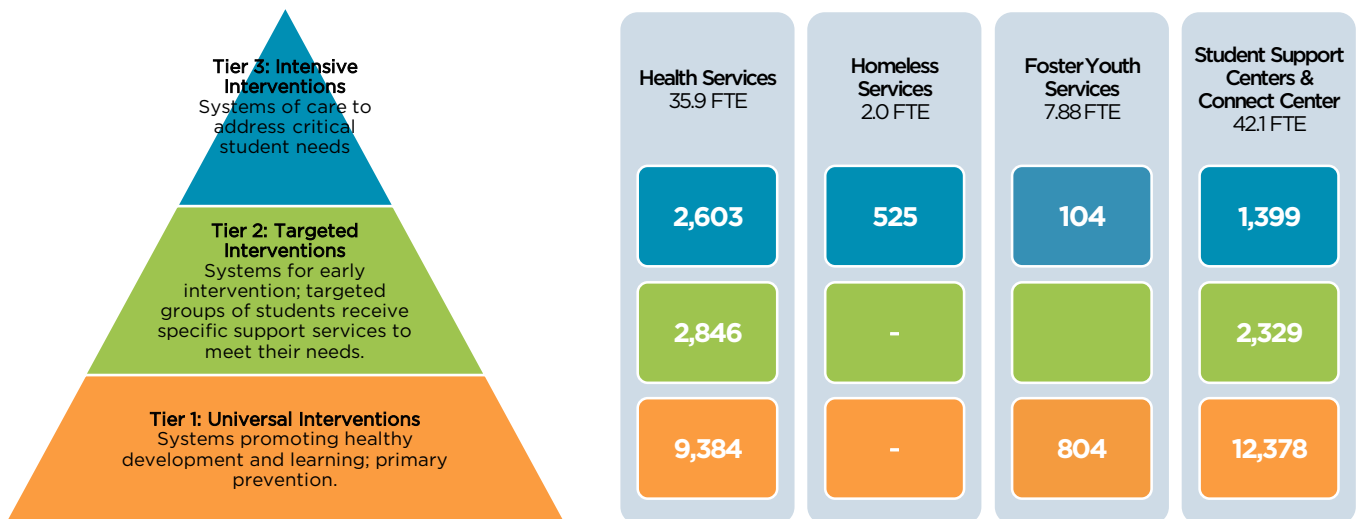
# Part One: Service to Students

The well-being of SCUSD students is not only our greatest concern and motivator, but also one of the best indicators of their potential success. In an effort to support students and their families in achieving the best possible outcomes, we provide a wide range of evidence-based services. Data articulated in this section was collected in June 2020 from a number of sources, including:

- Support Services Database hosted in SCUSD’s Early Identification & Intervention System (EIS)
- Infinite Campus
- California Immunization Registry (CAIR)
- ESCAPE Business System
- Health Services Google spreadsheet
- Special Education Information System (SEIS)

## Services at a Glance

The figures below represent an unduplicated (Tiers 2 and 3 only) count of students served by program.



## Services by Tier Level

<p><b>Tier 1: Universal Interventions</b></p> <p>Assemblies • Challenge Days • Dental, Hearing, Vision Screening • Family Nights • Food Distributions • Health &amp; Career Fairs • Hygiene Lessons • Immunization Clinics • Literacy Events • Mental Health Awareness Campaigns • Multicultural Celebrations • School Uniform &amp; Supply Distributions • School-wide Curricula Implementation</p>	<p><b>Tier 2: Strategic Interventions</b></p> <p>504s/IEPs/SARTs/SSTs • Academic &amp; Attendance Supports • Basic Needs • Behavior Support • Caregiver Education/Support • Case Management • Conflict Resolution • Employment/Financial Assistance • Formal Assessment • Gang/Violence Prevention • Health Assessment, Care, Education &amp; Insurance • Home Visits • Legal Aid • Mentoring • Psychoeducational Groups • Recreation/After School • Transportation Assistance • Youth Leadership</p>	<p><b>Tier 3: Intensive Interventions</b></p> <p>AOD Counseling • Behavior Hearing • Child Welfare • Crisis • CSEC Intervention • Direct Medical Care • Domestic Violence • Emergency Care Plans • Home Hospital/Medical Independent Study • Homeless Services • Infectious Disease Case Management • Law Enforcement • Mental Health Counseling • SARB • Suicide Risk Assessment</p>
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## Targeted & Intensive Services by Category

Each student represents a whole human being, who comes to us with their own unique experiences, strengths, and needs. Whether they are grappling with poverty, health or mental health disparities; divorce, family and/or community violence; or are new to our schools and communities as refugees, our students must be met with compassion, care, and a connection to supports if they are to fulfill their true potential.

When a student is referred to SSHS staff, we work collaboratively with that individual, their family, and appropriate school staff to curate a tailored case plan that will best support academic success and overall wellbeing. This case plan is developed from a wide array of service options that spans four broad categories: Academic & Attendance Support; Basic Needs & Resources; Health; and Mental Health & Wellness, which includes physical and emotional safety. A fifth category of service, Case Management, serves as the glue that links and holds these services together, monitors and adjusts to ensure that the case plan and services are impactful. Figure 1 below shows the prevalence of services provided by category during the 2019-20 school year.

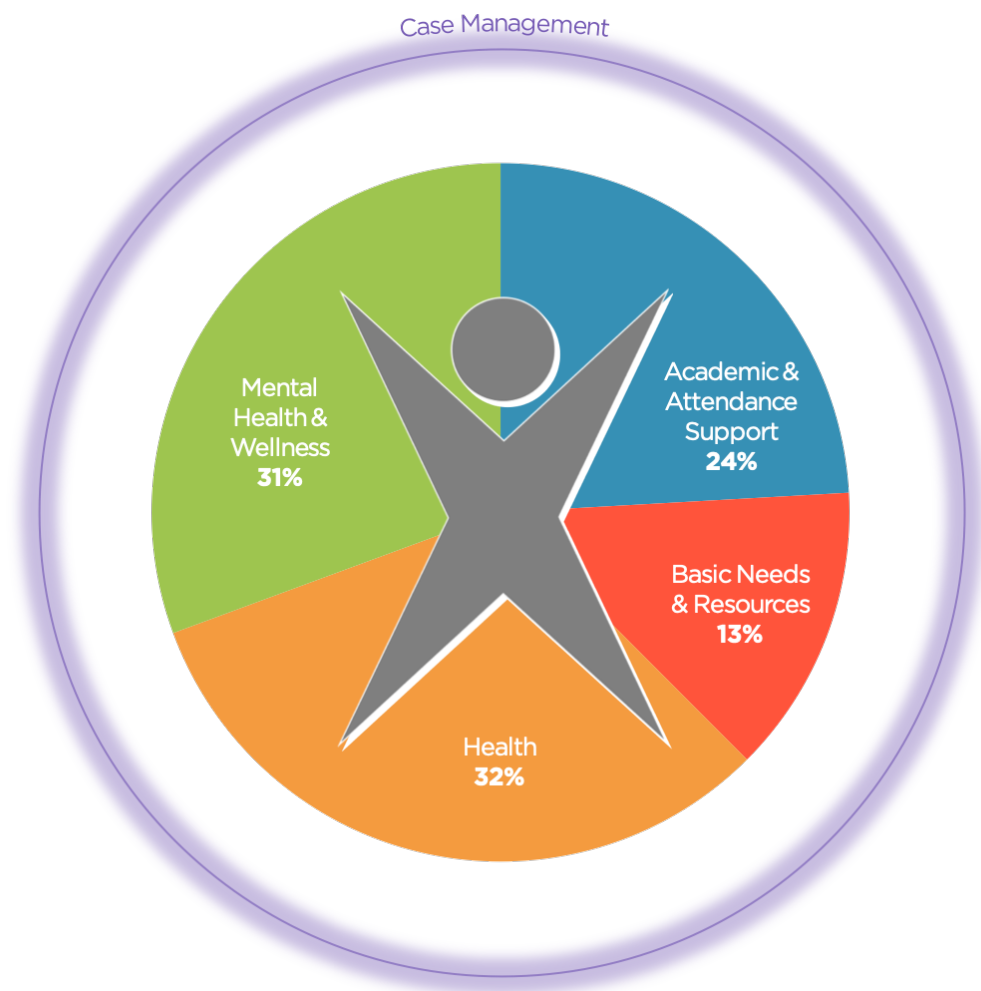


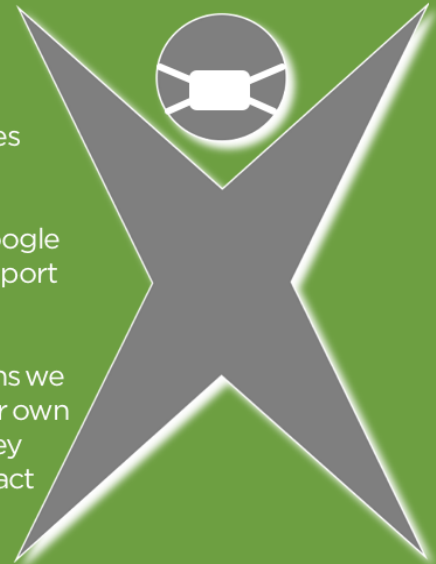
Figure 1: Services to students by Category, 2019-20 School Year

# COVID-19 Ushers in Change

The COVID-19 Pandemic changed a lot about everything in our world, education included. When SCUSD moved to Distance Learning on March 16, 2020, a new kind of service emerged for SSHS staff as genuine engagement of students and their families became our daily focus.

Over this time SSHS staff reached out via phone, text, email, Google Classroom, Class Dojo, and Zoom to connect with and lend support to SCUSD families.

Through ongoing, oftentimes very long, emotional conversations we provided parents & caregivers with a safe space to express their own fears, frustrations and worries, to seek help and validation as they grappled with supporting their children and managing the impact of the pandemic themselves.



In twelve weeks we connected with **5,793** students and their families.

# Academic & Attendance Support



**4,378**

services provided, including

- Intervention meeting attendance & facilitation (ie 504, COST, SST, SART, etc);
- Direct academic and attendance intervention including individual in-class support and individual tutoring;
- Home visits;
- Placement assistance; and
- Restorative re-entry support following return from student suspension.

# Basic Needs & Resources

**2,437**

services provided, including linkages to food and clothing, referrals to homeless services programs, transportation assistance.



## Highlight:

40% Decrease in Transportation Assistance due to Regional Transit's new RydeFreeRT program, developed in 2019 at the request of District, City, County & community advocates!

## Thank you to our top three Basic Needs providers this year:

- Assistance League of Sacramento,
- California Department of Social Services' Pandemic EBT Program, and
- Sacramento Food Bank & Family Services

# Health Services

**5,789**

services provided, including

- Daily direct medical care,
- Development of Emergency Care Plans,
- IEP Health Assessments,
- Infectious disease case management,
- Home Hospital and Medical Independent Study, and
- Linkages to healthcare, dental and vision care, and health insurance.



## Highlights

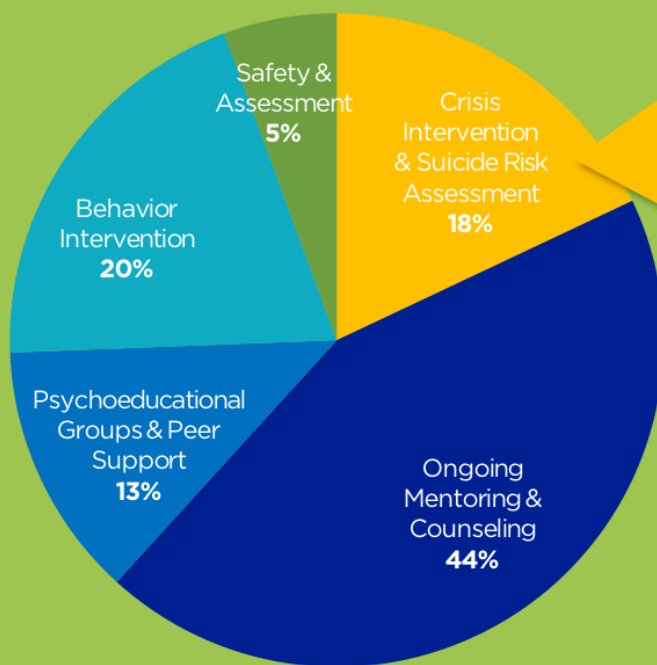
- In just one week's time all students at 21 schools received in-class handwashing education, in response to the COVID-19 pandemic;
- 46% increase in the number of staff screened through our virtual TB clinic;
- The number of SCUSD students with documented health conditions climbed to 16,332, a 12% increase from last year.
- Deployed 123 Automated External Defibrillators (AED) to our 75 school sites

# Mental Health & Wellness

## 5,561

services provided, including Alcohol & Drug Counseling, Behavior Intervention, Conflict Resolution & Peer Mediation, Crisis Intervention, Family Violence Intervention, Gang and Violence Prevention, LGBTQ Support, Mental Health Counseling, Mentoring, Psychoeducational Groups, and Suicide Risk Assessment.

### SSHS Mental Health Services to Students by Subcategory, 2019-20



#### Highlight:

Distance learning impacted referrals for suicide risk assessment (SRA), demonstrating the power of being in physical space with students, and the importance of supporting teachers in recognizing & reporting signs of distress, even from afar.

- Referrals for SRA have climbed for several years, including 2019-20. Prior to distance learning we saw a **16% increase ↑** in SRAs from the same time period in 2018-19.
- During the twelve weeks of Distance Learning, however, we saw an **85% decrease ↓** in referrals for SRA.

#### Tier 1 Spotlight: Virtual Calming Room

While SSHS staff were busy connecting with students and families in need of targeted and intensive supports, we knew that everyone in our SCUSD community could benefit from resources for coping with the unexpected challenge of COVID-19.

To that end we worked with SCUSD's Communications Department to launch a Virtual Calming Room – a page of carefully curated resources meant to soothe and calm all ages. In just three weeks the page had **14,415** unique views, and is still available to support the community today at [calmingroom.scusd.edu](http://calmingroom.scusd.edu).





# Crisis Response

**10**

dispatches of the SCUSD Crisis Response Team served more than

**415**

students and staff.



SSHS trains, deploys, and monitors SCUSD's Mental Health Crisis Response team. The Team is activated in response to a variety of emergencies at campuses across the District. This year the supported, educated, consoled, and assisted through:

- Student and staff member deaths;
- Non-suicidal self injury (NSSI);
- Former student's death by suicide;
- Racism due to distance learning security breach; and
- The arrest of an after school provider on campus.

# Case Management

**2,814**

students participated in intensive case management.

Case Management is a process for assessing the client's situation and addressing the needs and problems found in that assessment. As part of this process, the client's strengths and interests are used to improve the overall situation wherever possible (Summers, 2016).

Our students' complex lives require thoughtful assessment, planning, intervention and monitoring. Providing case management is much like identifying and putting the pieces of a challenging puzzle together – it requires time, persistence, patience and commitment. Like a finished puzzle paints a beautiful image, case management helps students and their families realize their goals and dreams!

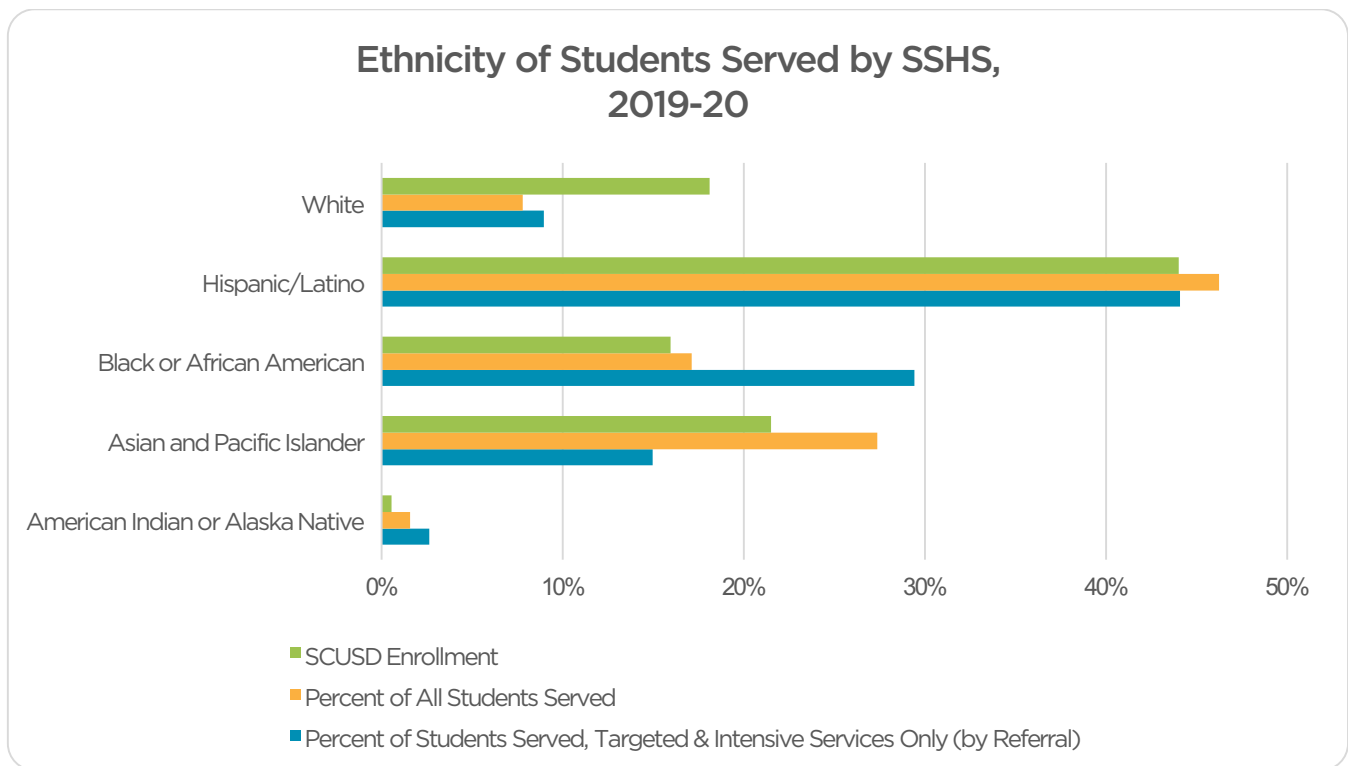


## Demographics of Students Served

Analyzing all of the services we provide each year is an important part of planning for the year to come. Just as significant as understanding what services are most needed, is identifying who received those services.

In comparing the ethnicity of students served with overall district enrollment, Hispanic/ Latino and Native American students were served relatively consistent with SCUSD enrollment. Black and African American students were served at higher rates in service categories generated by referrals (from school staff, EIS, and/or self-referral), consistent with attendance, behavior and course performance indicators district-wide. We are grateful to be ready and available to provide these students with the high-quality interventions and support they deserve.

It is important to note that due to the way that each division collects data, the demographic information below only reflects services provided by the Foster Youth, Homeless, and Student Support Services divisions, and does *not* include all students served by Health Services division.



## District-wide Universal Efforts

In addition to coordinated targeted and intensive supports for those in need, SSHS also provides tens of thousands of Tier 1 “universal” supports to students at every school site in the district.

SSHs also worked hard in 2019-20 on some non-direct service efforts intended to increase the safety and equity of all students in our district.

# Suicide Awareness & Prevention

This year SSHS developed and implemented a district-wide plan to meet the state mandate that all district staff be trained in suicide prevention.

With support of grant funding from Kaiser Permanente Resiliency Initiative and SAMHSA, SSHS utilized the Kognito At-Risk simulations. These simulations use an online, interactive video simulation to teach the signs of emotional distress, risk factors for suicide, and how to help students access supports to mitigate mental health risks and save lives.

The implementation of this training plan has been highly successful:

**2,618** district staff successfully completed the Kognito simulations.

- Post-survey results showed that over **95%** of staff reported the simulations as either excellent, very good, or good.
- Over **91%** of the staff also reported that the simulation scenarios were relevant as an educator.



# Early Identification & Intervention System (EIS)



Schools play an important role in identifying the early warning signs of emerging physical and mental health conditions and in linking students and families with interventions and supports. Research demonstrates that students who receive mental and physical health support achieve better academically.

In 2019-20 SSHS continued to use the EIS system developed collaboratively between UC Merced and SCUSD's Continuous Improvement and Accountability Department, not only to document assessments, contacts and interventions, but also to identify students at risk and to intervene swiftly. Data shows that EIS was well-received and widely used: **of all students referred and served in 2019-20, an average of 79% were identified in EIS for attendance and/or behavior concerns.**

In 2020-21 we look forward to adding new evidence-based indicators to the Support Services Database within EIS, to more accurately track client response to intervention.

## Part Two: Training and Professional Development

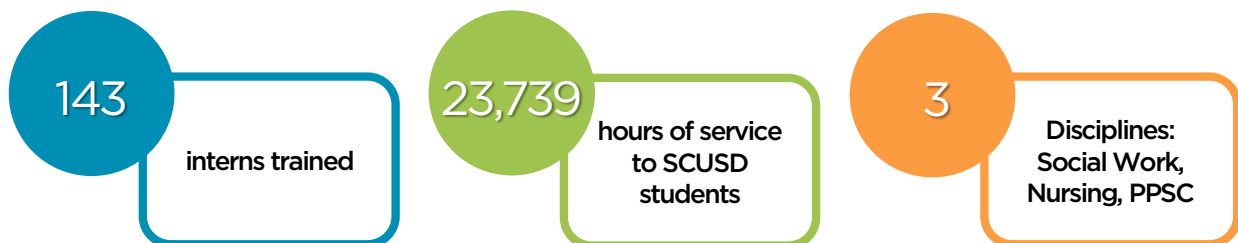
SCUSD students and families deserve the best – that includes staff that are highly-trained and well-versed in evidence-based practices across disciplines. In an effort to contribute to the ongoing development of staff, teachers, parents and students, SSHS staff provided more than fifty trainings this academic year and increased the number of individuals trained by 38%.



Our training program includes preparing the next generation of practitioners. This preparation also leverages partnerships with higher education institutions to do training in the field on our school campuses for a mutually beneficial collaboration. Since 1999, SSHS has hosted and trained more than 800 vocational, undergraduate, graduate, and postgraduate interns from:

- Boston University
- California State University, Northridge
- California State University, Sacramento
- California State University, San Jose
- Charles A. Jones Skills Center
- Samuel Merritt University
- Simmons College
- University of Nevada, Reno

Each year SSHS brings dozens of higher education learners to school campuses across the district to engage with our students and help enrich their lives, helping interns leave ready to emerge as leaders in their respective fields. Our interns provided a significant amount of service to SCUSD students.



## Part Three: Staffing and Budget

For budget and staffing purposes, SSHS operates in three divisions: The Health Services division, the Support Services division, and the Foster Youth Services division. The majority of funding invested into the SSHS department is spent on staffing, with the remaining operations funds being spent to provide and/or improve upon the services and supports to students and families.

Given the large amount of funds school sites, departments, the district and grant-funders provide, the SSHS department values accountability and transparency for the services provided by staff. SSHS participates in all district Medi-Cal billing programs, helping generate funding for services and the staff who provide them.

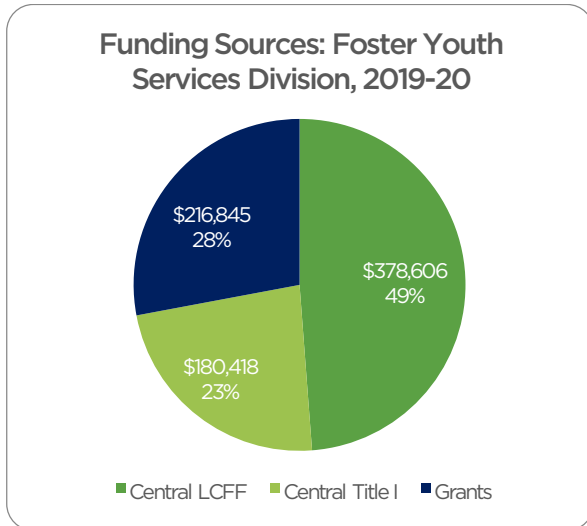
### Staff

The majority of SSHS staff are clinically-trained, holding master's degrees (or higher) in community development, counseling, nursing, and/or social work.

	Position Title	# of Positions	Total FTE
Foster Youth Services Division	Coordinator II, Foster Youth	1	1.0
	Youth Services Specialist	1	1.0
	Program Associate	3	3.0
	Clerk III	1	0.88
	Instructional Aide	1	1.25
	School Community Liaison	1	0.75
	<i>Division Total</i>	<b>8</b>	<b>7.88</b>
Health Services Division	Coordinator II	1	1.0
	Lead School Nurse	1	1.0
	School Nurse	27	25.99
	Health Services Technician	1	1.0
	Health Services Clerk	4	3.5
	Health Aide III	1	0.4375
	Home Hospital Teacher	3	3.0
<i>Division Total</i>	<b>38</b>	<b>35.9275</b>	
Support Services Division	Coordinator II, Student Support Services	1	1.0
	Coordinator I, Learning Support Services	3	3.0
	Program Coordinator, Homeless	1	1.0
	Specialist II, Learning Support Services	13	12.8
	School Social Worker	19	18.3
	Student & Family Support Specialist	1	1.0
	Youth & Family Mental Health Advocate	4	4.0
	FACE Program Technician	1	1.0
<i>Division Total</i>	<b>43</b>	<b>42.1</b>	
SSHs Department	Director III	1	1.0
	<b>Department Total</b>	<b>89</b>	<b>85.9075</b>

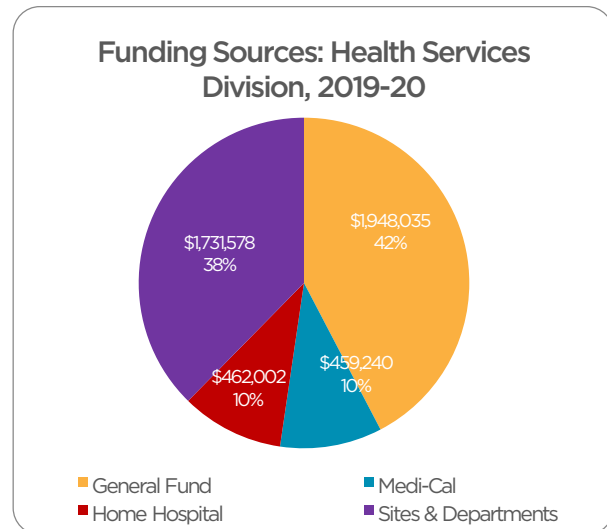
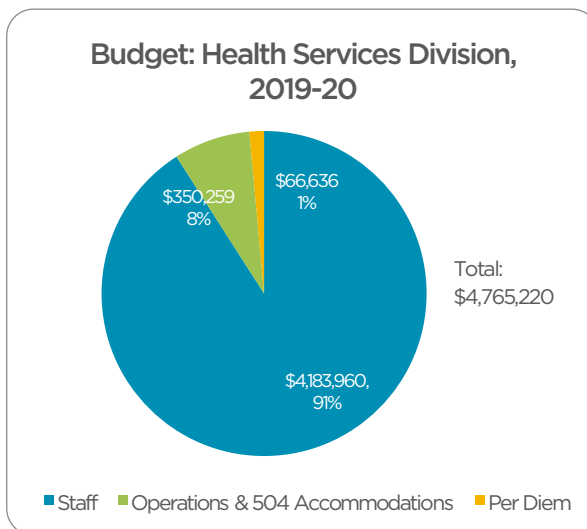
### Foster Youth Services Budget

Nearly 50% of the Foster Youth Services division budget is sourced from Local Control Funding Formula dollars, with the next largest sum – 23% – coming from Title I funds. Total staffing budget: \$775,869.



### Health Services Budget

The majority – 91% – of the Health Services division budget is spent on staff, with another 8% being spent on operations, including student 504 Plan Accommodations. 42% of the budget is sourced from SCUSD General Funds, with the next largest sum – 38% – coming from SCUSD school sites, programs, and departments that purchase school nursing time. In the absence of funding for special assignments within departments or schools, the average caseload for a 1.0 FTE School Nurse serving K-12 schools during 2019-20 was 3,402 students across 6 school sites. Total budget: \$4,765,220.



## Support Services Budget

The majority – 98% – of the Support Services division budget is spent on staff, most of whom are providing direct services to students on a daily basis. More than half of funding for staff comes from school site allocations – those sites choosing to bring a Student Support Center to their campus.

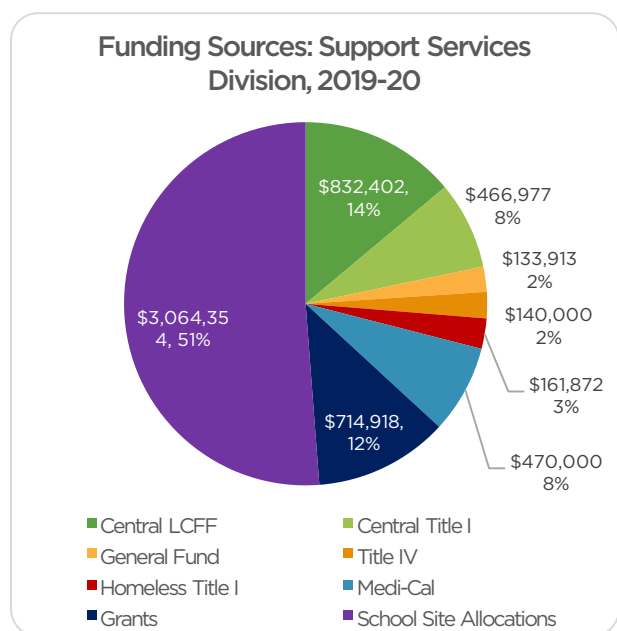
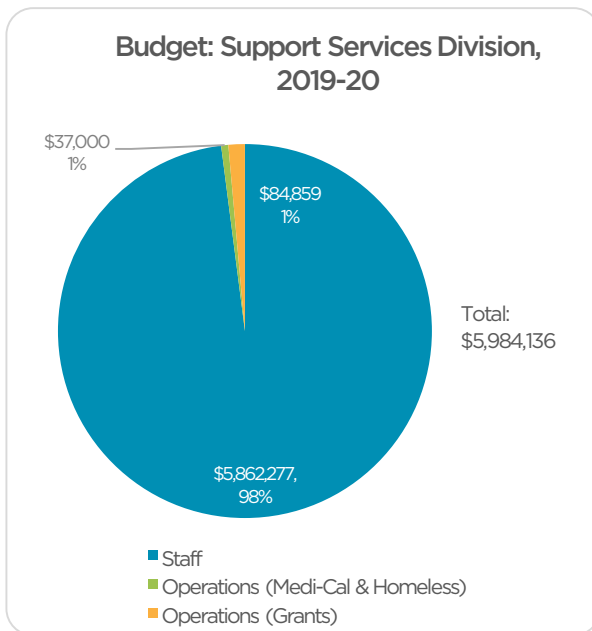
Grants to SSHS make up 12% of overall funding and include funders such as:

- California Department of Education (CDE)
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Kaiser Permanente
- Sacramento County Office of Education (SCOE), and
- The California Endowment

SSHS also leverages the dollars spent on staffing by maintaining and mobilizing partnerships with more than 120 community, City, County, and State agencies. This collaboration yields hundreds of thousands of dollars in in-kind services to students and their families each year. Prominent partners include:

- California State University, Sacramento
- Sacramento County, Department of Behavioral Health
- La Familia Counseling Center
- River Oak Center for Children
- Sacramento County Office of Education
- UC Davis’ SacEDAPT Clinic

Because staff funding is generated largely by individual school site contributions, the student to staff ratio for Support Services staff varies widely, depending on how many schools each individual staff member is funded to cover. Total budget: \$5,984,136.



## Part Four: Looking Ahead

Reflecting on SSHS data as well as district and school site data trends, several themes emerge, generating the following priorities for the year to come:

- Developing new indicators for pre/post assessment using an evidenced-based Family Development Matrix that is grounded in culturally responsive and strengths-based assessments in partnership with students and families. We continued to refine triage protocols, data-collection and documentation within the Early Indicator and Intervention System (EIS) and Student Support Database. These systems allow staff to manage cases in real-time, using strength-based assessment and case-planning tools and systems, while still maintaining ethical practice including client confidentiality.
- Continue efforts to provide **mental health support within school sites**, either through direct services with school-based staff or by linking students and families with community-based mental health providers. SSHS staff will continue to engage with community mental health providers to address concerns regarding **access to care** within the community and school settings. Staff regularly attend the Sacramento County Children’s Mental Health Stakeholder meetings and the SCOE Mental Health & Wellness Collaborative;
- Continuing to support district wide awareness on mental health needs and suicide awareness. All SCUSD staff will complete suicide prevention education using Kognito online modules “Trauma-Informed Practices for K12 Schools.” These modules further reinforce a **trauma-informed, resilience-focused paradigm**.
- SSHS will continue partnering with district staff on developing **Multi-Tiered Systems of Support (MTSS)**, inclusive of social/emotional and academic supports and interventions;
- Partnership with the Sacramento County Office of Education to place a mental health clinician in two SCUSD schools to provide additional mental health and well-being support.

### Grants & Research

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SSHS is also dedicated to introducing new, innovative practices for the benefit of our students, including:

#### Mental Health Services Oversight & Accountability Commission, Mental Health Triage Grant

The Mental Health Services Oversight and Accountability Commission has awarded Sacramento County Behavioral Health Services more than \$2 million dollars in grant funding as part of Senate Bill (SB) 82 Investment in Mental Health Wellness Act crisis triage grant funds. Sam Brannan Middle School and Albert Einstein Middle School are receiving continued support through this grant in the 20-21 school year. The funding will allow for mental health triage staff to work within the schools – identifying and linking students to the existing mental health system.

#### Kaiser Permanente Regional RISE Grant

SCUSD was awarded a Kaiser Permanente Resilience in School Environments (RISE) grant that will be focusing on the dual public health crisis of COVID-19 and Systemic racism with the SCUSD RISE Project.



SCUSD will provide outreach, increase access to services and promote help-seeking behavior by developing and launching a “Youth Mental Health & Wellness” application that will provide current resources including self-care/coping strategies as well as community/school resources for needed support. The second focus of the RISE Project will be to address systemic racism by providing Anti-Bias/Anti-Racism Professional development and training to Student Support Services staff who provide mental health and support services to all 76 schools within SCUSD.

# SCUSD Board and Staff

## Board of Education

Jessie Ryan, President  
Area 7

Lisa Murawski  
Area 1

Mai Vang  
Area 5

Darrell Woo, 1<sup>st</sup> Vice President  
Area 6

Leticia Garcia  
Area 2

Olivia Ang-Olsen  
Student Board Member

Michael Minnick, 2<sup>nd</sup> Vice  
President  
Area 4

Christina Pritchett  
Area 3

## Administrators

Jorge Aguilar, Superintendent

Lisa Allen, Deputy Superintendent

Doug Huscher, Assistant Superintendent of Student Support

Victoria Flores, Director III, Student Support & Health Services Department

## SSHS Staff

David Aleman  
Olivia Alvarado  
Theresa Bachman  
Tavianini  
Jennifer Bacsafra  
Victoria Benson  
Doreen Beyer  
Victor Blanco  
Tina Borgman  
Cailey Bronny  
Jim Brown  
Daniel Buffington  
Pam Cajucom  
Nicole Castles  
Daniel Cisneros  
Tami Cisneros  
Ashley Clark  
Julie Davis  
Mindy Errecalde  
Stephanie Fox  
Toby Frank  
Jamie Gomez

Jenna Gonsalves  
Jessica Gonzalez  
Sandra Gonzalez  
Kayla Granderson  
Jessi Gray  
Sherrie Heath  
Norma Hernandez  
Emily Herr  
Aliya Holmes  
Heather Isakson  
Dezarae Johnson  
Lora Jones  
Josephine Jones-Pugh  
Julie Kauffman  
Irene Kerber  
Fayanne Kirkpatrick  
Nailah Kokayi  
Vasilij Koval  
Tawney Lambert  
Nho Le-Hinds  
Melissa Linck  
Maria Lopez

Keshia Lyons  
Laura Magana  
Danielle Martin  
Monica McRho  
Prescilla Medrano  
Espie Millendez  
Belen Mojica  
Lisa Musser  
Teresa Newell-Busse  
Thellis Panacek  
Mishae Parker  
Mirna Perez  
Aaron Perry  
Vanessa Petty  
Miamah Reed  
Adriana Rodriguez  
Jacqueline Rodriguez  
Marcella Rodriguez  
Paula Ruud Kuhlman  
Erin Ryan  
Liya Semiankovich  
Elizabeth Sterba

Susan Sivils  
Sarah Smoot  
Tracy Starnes  
Gabrielle Stewart  
Jenifer Stewart  
Terri Stonier  
Mary Struhs  
Fumi Tamanaha  
Kelly Thompson  
Evelyn Tisdell-Koroma  
Elizabeth Torres  
Tan Tung  
Anna Tyulyu  
Rebecca Wall  
Rachel Webb  
Amaya Weiss  
Jessica Wharton  
Michael White  
Nichole Wofford  
Renae Wurschmidt  
Owens  
Mai Yang