Last updated: October 24, 2025

San Diego Community Pathways Map

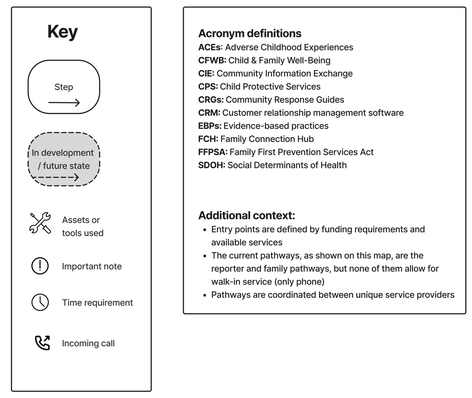
The purpose of this map is visualize and better understand the community pathways San Diego currently has to support the community. We want to acknowledge that there are other (non-telephonic) ways that families get services (walk into an office, school referral, word of mouth, etc.), that exist in San Diego, but are not part of this map that directly connects back to the Child and Family Well-Being department.

How to use this map: For readability, start from the top left of the map in the **reporter pathway** and then go right and follow the different pathways downwards that lead to:

- the Child and Family Well-being Candidacy Assessments onward to the Family Connection Hub and 211
- the connections from the Family Connection Hub and 211 to services

Next, start in the **family pathway** in the bottom left and go right and up starting with:

- First 5 and 211 as they lead to the right towards services, and upwards to the Family Connection Hub



Call made to warmline or hotline

Services & Resources

Reporter pathway

Community Schools Pilot with Community Response Guides (CRGs)

Mandated reporter uses CRGs
CRG indicates no report needed
Mandated reporter calls warmline for consult
CRG indicates to make report
Consult from San Diego County staff at pilot site
Additional needs - refer to 211
School partners
Concerns about domestic violence, intimate partner violence, or trafficking
Referral to Family Justice Centers
Family Justice Services offer 24/7 services
Report made

CPS Hotline Response

Mandated reporter calls CPS hotline
Hotline staff answer call
Screened in report - investigation begins
Investigation closed
CPS services
Screened out report - families with needs referred to 211
Currently no funding for the screen out pathway to 211 connects
Investigation closed, need for services identified
30 days to close the investigation
Investigating caseworker gets signed consent from family
Families are told they get a call within 3-5 business days
Investigating caseworker sends referral to CFWB Candidacy team

Child and Family Well-Being Candidacy Assessments

No report, but services needed

Candidacy Assessment: Check FFPSA eligibility
CFWB makes eligibility determination within 2 business days
Investigation must be closed as:
- unsubstantiated or inconclusive
- risk assessment high or very high
- case not being opened

Eligible for FFPSA / EBPs

Family Connection Hub, SAY San Diego

Referral sent to SAY by email
Director/data clerk check guidelines, enter into CRM, assign to care navigator
Care navigator calls family
SAY contacts family within 2 business days
Family consents: schedule intake over phone, telehealth or in person
Family does not consent: Provide basic resource information
Family can change their minds and reopen referral within 30 days
Intake meeting: Conduct risk assessments to begin family well-being plan and schedule 2nd meeting
Protective factor survey within 10 days
- Consent documents
- Risk assessments surveys: SDOH and protective factors survey, ACEs

2nd meeting: Family well-being plan and positive childhood experiences questionnaire
Meeting with families weekly for first 3-4 weeks
Family well-being plan completed within 1 month
Call organizations to check if family will be a good fit
Handoff steps can vary depending on the need:
- Get consent or release of information
- Call resource and get general information to see if it's a good fit, active resource, and if there is availability
- Call with family or have them call to get connected to resource.
- Communicate with other case managers when they have initial meeting with program
- For some resources care navigator accompanies them (e.g. housing), but others they cannot

Handoff to services
Non-evidence based service pro...
Evidence based providers
Service gaps:
- Domestic violence
- Substance abuse treatment

Ages 0-2: Healthy Families America / First 5
Ages 2-7: Parent Child Interaction Therapy
Ages 7-11: Service gap
Ages 11-17: Functional Family Therapy
Work to meet concrete needs
Advocate and coordinate with providers if it is difficult to get appointment
Follow-up if they haven't heard back from family a week after referral made
Follow-up depends on the service
Families usually connected to service within first month
Candidacy redetermination after 12 months
Services up to 12 months

Check for FFPSA eligibility

Ineligible for FFPSA / EBPs

Family pathway

211 San Diego

Family calls 211
211 does intake and screened for needs served by FCH
Contact family within 2 business days. 3 attempts over 2 weeks
Caller ID doesn't always show up depending on the carrier
Contact by phone because referral does not indicate if they can receive text or email.
Referral received by 211 FCH team
Supervisor assigns referral to Care Coordinators
Creates record in CRM to track client engagement
Care Coordinator makes outreach call to family
Call answered: use script to introduce self and program.
15 min call
Enroll
Conduct SDOH survey, set SMART goals, and connect to a couple of resources
Scheduled enrollment call
30-60 min call
Provide information to family about potential services
If needed: Conference call with care coordinator
If consents: Direct closed loop referral through CIE
Closed loop referrals involve:
- creating longitudinal client records to see where clients have accessed services, experience barriers, and crises they've been through
- CIE includes 160 partners and 500 service providers that accept direct referrals

Service provider reaches out to family
Family connects to services
Enrollment within ~30-60 days, depending on service
Scheduled follow-up call to discuss goal and updates
1-2x a month, 20-30 min calls

First 5 Warmline

Family calls First 5 Warmline
Professionals call First 5 warmline
Social worker answers call
Warmline staff share resources with caller
Additional needs: refer to FCH through SAY or 211
Check services have no waitlists, and make referral to service provider
Service provider reaches out to family
First 5 Services:
- Oral/dental health
- Healthy development services
- First steps family support
- Child care resources
- Home visiting program