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**NEW SAN MATEO COUNTY PROGRAM LAUNCHED TO HELP  
REDUCE REFERRALS TO CHILD WELFARE SERVICES**

**Youth and Family Enrichment Services Receives Nearly \$850,000  
To Run Program; Hires Sherri Terao To Oversee Project  
As Part of Agency's New Community Services Department**

**SAN CARLOS, CALIF., April 12, 2006** – San Mateo County's Child Protective Services receives up to 5,000 calls each year to its Child Abuse Hotline, but typically can only respond to the most urgent allegations of abuse or neglect - about eight percent of calls received. Today, Youth and Family Enrichment Services announced that it will launch a new program to deliver comprehensive social services to help address the other ninety-two percent of hotline calls that do not meet the state standard for child welfare services intervention and are referred to community resources as an alternative.

Known as Differential Response, this new early-intervention program is the result of an initial grant of nearly \$850,000 from the county's Human Services Agency. The new program is designed to keep more children out of the child welfare system, helping at-risk families obtain the support and resources they need to reduce instability in the home and create a safer environment for their children. Youth and Family Enrichment Services is currently operating a pilot of the program in Redwood City, which has been underway since last year, and will expand the program to reach the rest of the county by July 1.

Youth and Family Enrichment Services also announced the appointment of Sherri Terao to oversee the program as the new Director of Community Services, managing a team of case managers from the agency and the Edgewood Center, which is collaborating with Youth and Family Enrichment Services as a sub-contractor partner in the project.

"We are very honored that the county awarded Youth and Family Enrichment Services this major new contract," said Bob Rybicki, executive director at Youth and Family Enrichment Services. "With our track record running the Pre-to-3 and Learning Together programs, as well as the Healthy Homes program for children who have witnessed family violence, we have developed an invaluable expertise in home visiting techniques, case management and best practices. This, along with Sherri's academic and clinical expertise in child welfare issues, will be highly instrumental in developing an effective Differential Response program and enabling Youth and Family Enrichment Services to continue serving high-risk families and children in San Mateo County."

### **About The Differential Response Program**

Families referred to the Differential Response program by Child Protective Services will be contacted by a case manager, who will work with the family to strengthen their ability to function. At the core of the program is a family-centered approach, which engages families in a voluntary process to find solutions for their needs that are realistic, culturally competent, convenient and trusted. From legal aid, transportation vouchers, and job training, to substance abuse and mental health issues, the emphasis will be on resource identification through schools and various other government and community groups that have networks and services to offer. The goal will be to link families with the contacts, skills and resources they need to continue to manage their needs long after the Differential Response case is officially closed.

Because more than 40 percent of the county's population is of Hispanic, Latino or Asian origin, the agency has set a priority of hiring bilingual case management staff to reflect the cultural and ethnic diversity of the populations served. Case managers will be based in Family Resource Centers and will work with additional referral partners depending on the family's needs, such as bilingual substance abuse treatment centers, employment agencies, food banks, child care referral organizations and many others.

### **About Sherri Terao**

As the Director of Community Services at Youth and Family Enrichment Services, Terao is responsible for a number of key programs at the agency, including Differential Response, the Youth Development Initiative, Family Law, and Volunteer Services. Prior to joining Youth and Family Enrichment Services, Terao, a licensed clinical psychologist in the state of California, most recently worked in the Santa Clara and San Mateo County Juvenile Court systems, conducting child welfare/psychological evaluations of parents and children. Prior to that, Terao held research and clinical positions at the Chapin Hall Center for Children at the University of Chicago, the Cook County Juvenile Court Clinic in Chicago, and the CAARE Diagnostic and Treatment Center at the University of California Davis Medical Center, conducting psychotherapy with physically abused and maltreated children. Terao holds a B.A. in Psychology from Willamette University, an M.A. in Counseling from the University of San Francisco and Ed.D in Counseling Psychology from the University of the Pacific in Stockton, California.

### **About Youth and Family Enrichment Services**

Youth and Family Enrichment Services is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, relationship and communication issues. Youth and Family Enrichment Services was created in July 2003 by the merger of Youth and Family Assistance (YFA) and Family and Community Enrichment Services (FACES), two of San Mateo County's most reputable non-profit agencies. For more information about Youth and Family Enrichment Services and its programs, visit its web site at [www.yfes.org](http://www.yfes.org).

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