

ALAMEDA COUNTY SOCIAL SERVICES AGENCY



Alameda County
Social Services Agency

A safety net. A way forward.

Department of Children and Family Services' (DCFS') Update #11

Alameda County Board of Supervisors' Special Meeting

July 28, 2026

Presented by:

Andrea Ford, Agency Director, Alameda County Social Services Agency

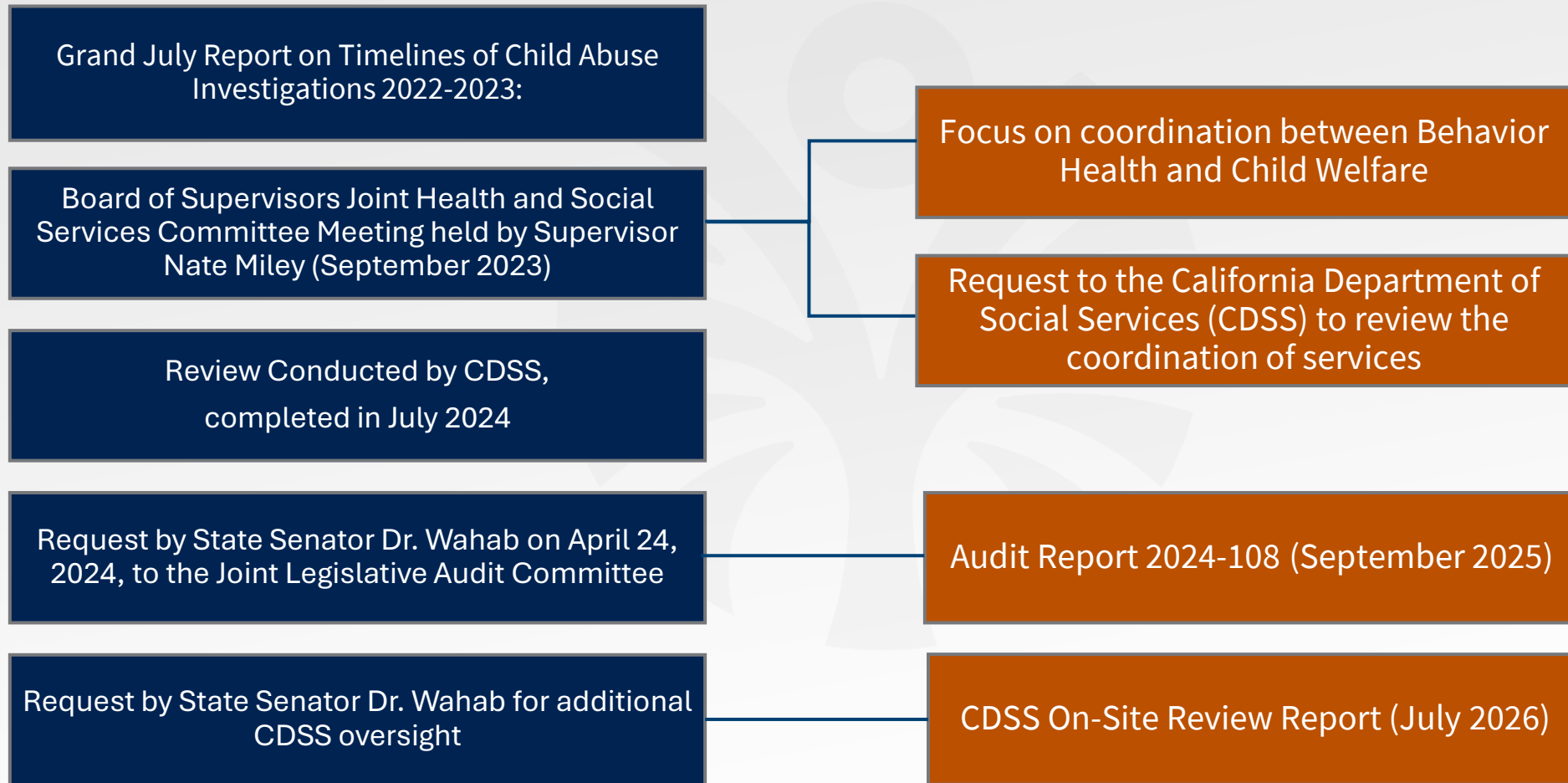
Michelle Love, Assistant Agency Director, Department of Children and Family Services

Agenda

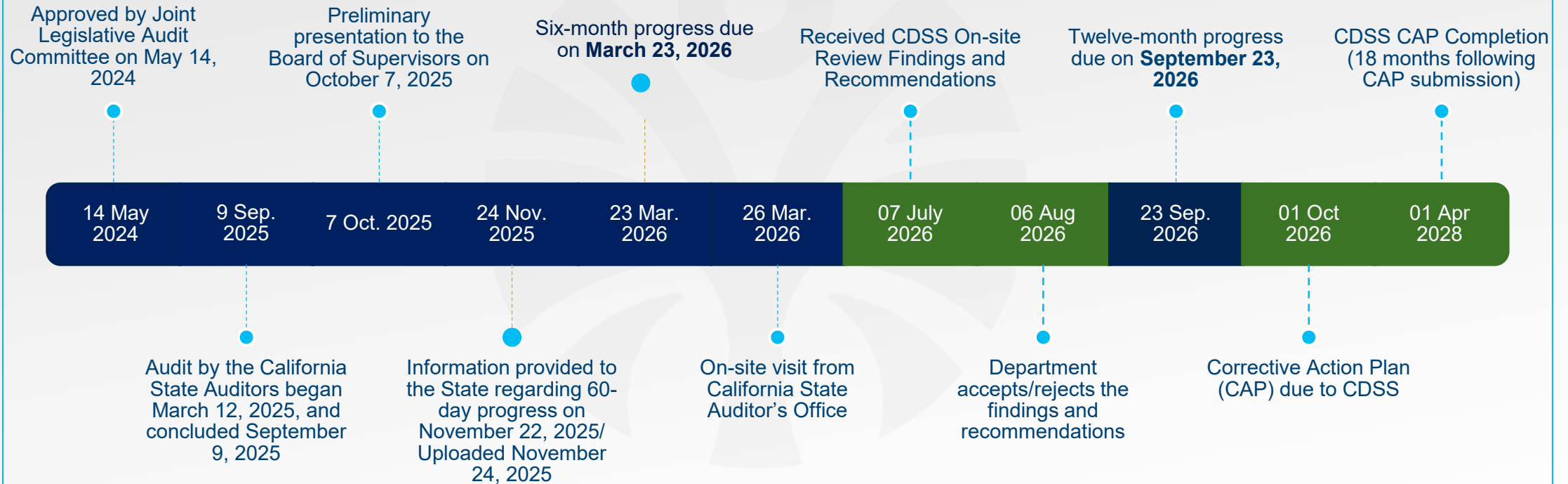
- A Path Forward: How We Got Here, Progress, and What Comes Next
 - Child Welfare External Assessments and Reviews
 - 2024-108 Audit Report and California Department of Social Services Corrective Action Plan (CAP) Timeline
 - Status of Implementation of Recommendations
- DCFS Workforce Updates
- Transparency and Accountability to the Public



Child Welfare External Assessments and Reviews



2024-108 Audit Report and California Department of Social Services (CDSS) Corrective Action Plan (CAP) Timeline



Status of Implementation of Recommendations

State Auditor Assessment Status	Rec #	Recommendation (Short)
Fully implemented 7 of 15 47%	6	Shadowing opportunities for new workers
	7	Improve documentation (court reports, contact notes, service dates)
	9	Relative identification process
	10	Update system improvement plan re: relatives/siblings; family finding
	14	Hold staff accountable for training hours / progressive discipline
	13	Training accountability system (quarterly reports, 20-hr CE)
	15	Add timeliness measures to all contracts (results-based accountability)
Pending 8 of 15 53%	1	Ensure timely supervisory review / approval of investigation reports
	2	Periodically review status of all referrals to determine # days to initiate and close referrals; identify impediments to initiating and completing referrals timely
	3	Strategies to address impediments to initiating and completing referrals timely
	4	Survey staff on retention/recruitment impediments; develop action plan
	5	Hire more bachelor's-level CWWIs into ER unit (as CDSS allows)
	8	Improve MOUs with interagency partners
	11	Policies for transitional shelter care facility
	12	Quarterly evaluation of transitional shelter care facility performance

DCFS Workforce Updates

Since September 2025, the vacancy rate has declined from to **32.8%** to **21.2%**

Class 26.3	# of Applications	# Hires
CWW Is	196	6
CWW IIs	55	13

Class 26.4 (Starts 8/31/26)	# of Applications	# of Scheduled Hires
CWW Is	249	27
CWW IIs	35	7

As of July 2026:

Position Title	Total Positions	Filled Positions	Fill %	Vacant Positions	Vacancy %
Child Welfare Worker I	25	25	100.00%	0	0.00%
Child Welfare Worker II	264	208	78.8%	57	21.2%
Child Welfare Supervisor	77	67	87%	10	13%

Employed
CWW I/II
233

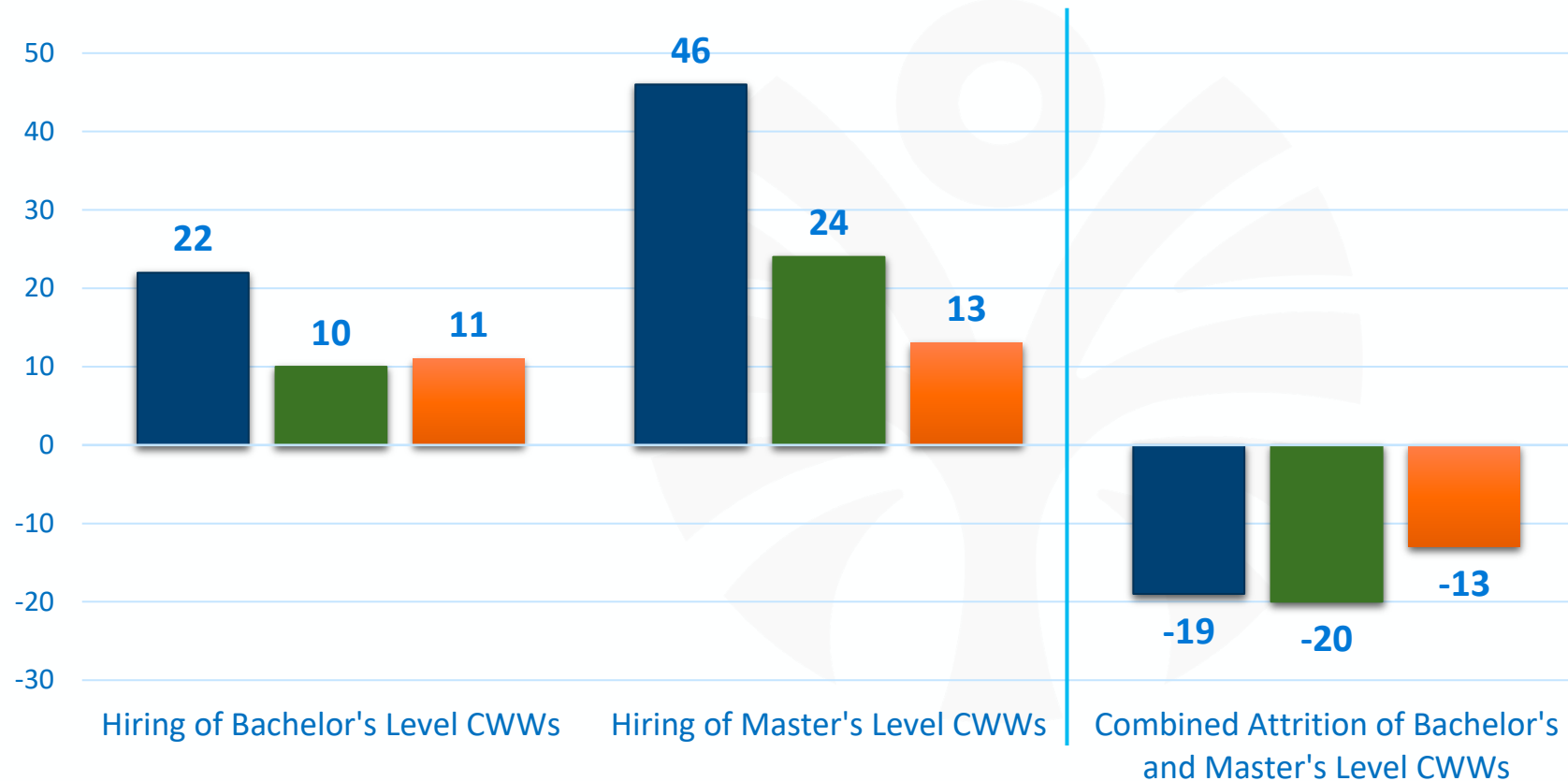
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CWW Staff on
Leave
20

=

Available CWW
Staff
213

Child Welfare Worker Hiring and Attrition (Bachelor's and Master's Levels)



CWW Filing Deadlines for Continuous Exams

- September 15, 2026
- November 16, 2026

Current Vacancy Rate as of July 2026

Child Welfare Worker
21.2%

Transparency and Accountability to the Public



2024-108 Alameda County Department of Children and Family Services Report

The California State Auditor's Report 2024-108 highlights areas where Alameda County's child welfare system can improve the timeliness and consistency of investigations and service delivery, with a focus on better supporting the safety and well-being of vulnerable youth.

Provided below is an overview of the findings, recommended actions, and progress toward rebuilding a smarter, stronger safety net for children and families.

Board of Supervisors Meeting Recordings	+
California Department of Social Services (CDSS) Notices	+
Child Welfare Worker Recruitment	+
Department of Children and Family Services (DCFS) Audit Dashboard	+
Public Presentations	+
Status of Implementation for 2024-108 Report Recommendations	+
System Improvement Plan	+

[Link to Presentations Related to the Audit](#)

[Link to Audit Dashboard](#)

Questions

Michelle Love, Assistant Agency Director,
Department of Children & Family Services



Thank you.