

ALAMEDA COUNTY SOCIAL SERVICES AGENCY



Alameda County
Social Services Agency

A safety net. A way forward.

Department of Children and Family Services' (DCFS') Status Update #10 on the Findings of the State Auditor's Report to the Joint Committee on Legislative Audits

Alameda County Board of Supervisors'
Social Services Committee Meeting

July 27, 2026

Presented by:

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

Agenda

Foster Care Overview & Core Data

- Alameda County Children and Non-Minor Dependents in Foster Care
- Alameda County Children in Foster Care Placement with Siblings and Relative/Non-Relative Extended Family Members (NREFM) Caregivers
- Alameda County Children in Foster Care Children 0 – 17 in Foster Care on June 16, 2026
- Alameda County Children in Foster Care Children 0 – 17 Who Entered Foster Care between January 2023 – December 2024
- Alameda County Children in Foster Care Children Who Exited to Relative Guardianship and Are Receiving KinGAP

Sibling Placement, Contact & Relationships

- Child Welfare Case Reviews
- Documentation of Sibling Placement/Contact
- Alameda County Children in Foster Care Preserving Sibling Relationships



Agenda *Continued*

Task Force Inquiries

- Inquiries from Senator Dr. Aisha Wahab's Task Force
- Inquiry #4 from Senator Dr. Aisha Wahab's Task Force

Investigations & Timeliness

- Timely Referral of Investigations
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Workforce & Staffing

- DCFS Workforce Updates – Child Welfare Workers I/II
- Alameda County Population and DCFS Workforce Ethnicity Demographics
- Child Welfare Worker Hiring and Attrition (Bachelor's and Master's Levels)



Agenda *Continued*

Workforce & Staffing *Continued*

- Child Welfare Supervisor Staffing*
- Child Welfare Worker I - Bachelor's Level 26.3
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- Proposed DCFS Child Welfare Worker Staffing
- Child Welfare Worker I – Bachelor's Level 26.4
- Child Welfare Worker II – Master's Level 26.4

Accountability & Audit

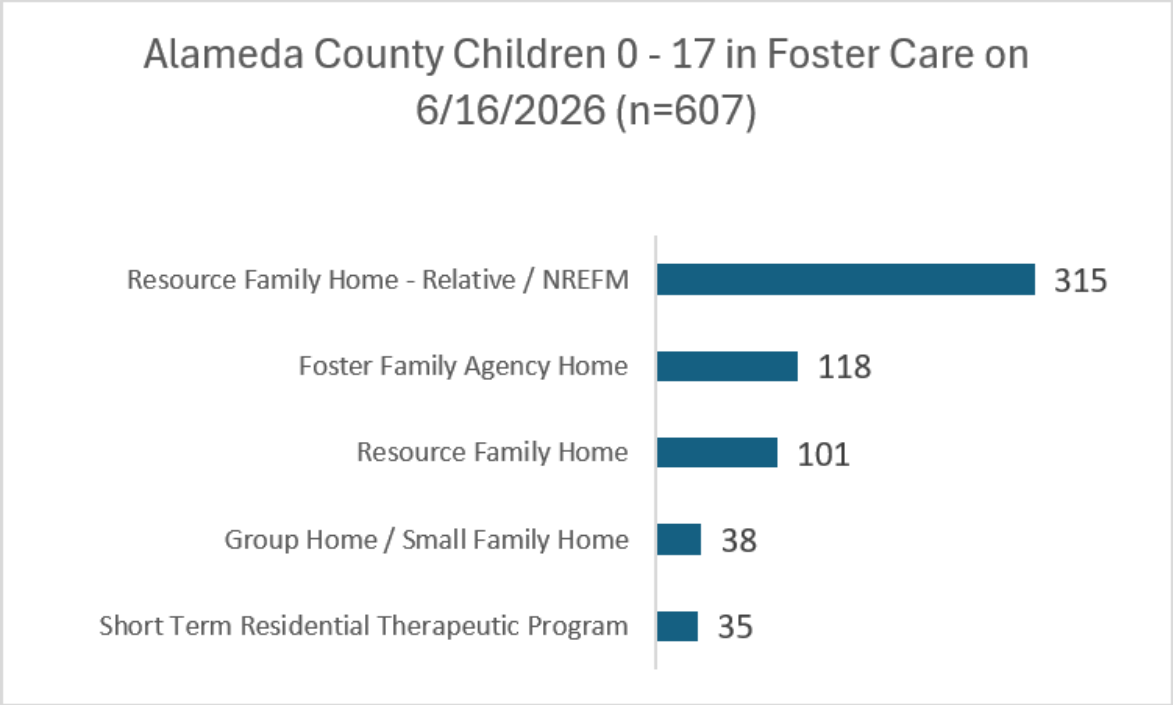
- Accountability Mechanisms for Child Welfare Supervisors
- Audit Dashboard
- On the Horizon

Closing & Appendix

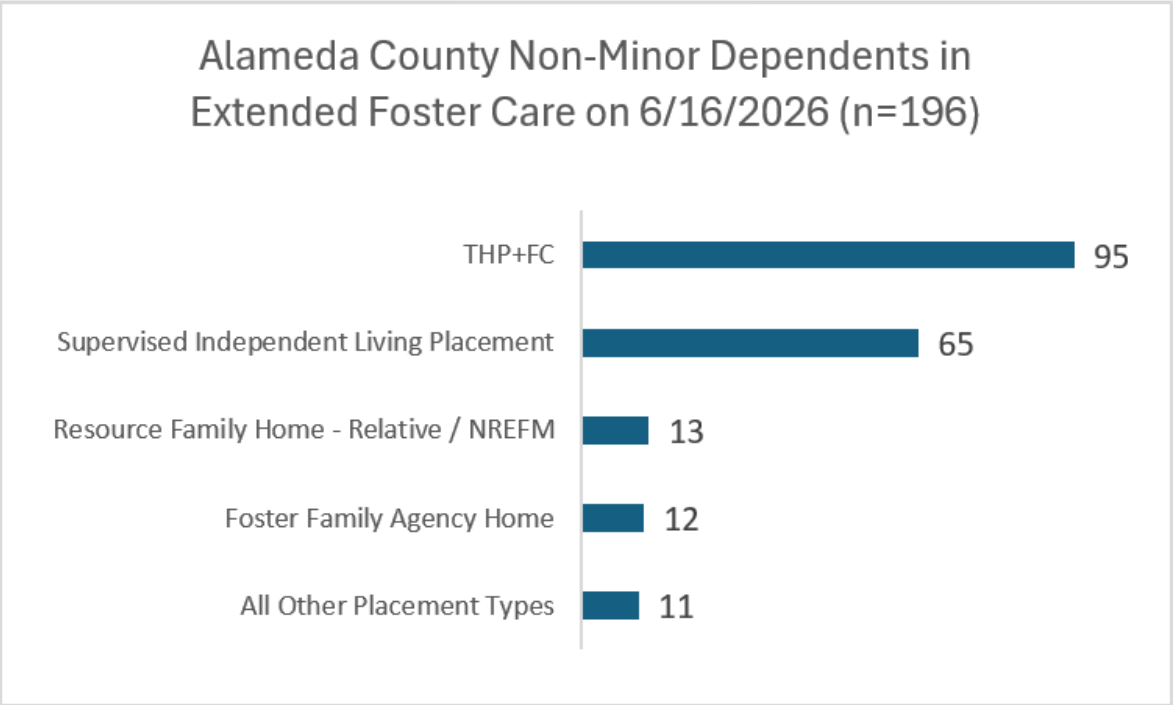
Q & A Section



Alameda County Children and Non-Minor Dependents in Foster Care



51.9% all Alameda County foster children 0 – 17 are placed with relatives



48.5% of Alameda County non-minor dependents are placed in transitional housing

Alameda County Children in Foster Care

Placement with Siblings and Relative/Non-Relative Extended Family Members (NREFM) Caregivers

Questions from Dr. Senator Wahab from June 15, 2026 Meeting

Children in Foster Care on June 16th, 2026

What are the characteristics of sibling placements: in county, out of county, out of state?

How many children are placed with relatives?

Children Entering Foster Care

How many children are reunified after placement with siblings?

What is the average length of stay for all children and for children placed with relatives?

Children who exited to Relative Guardianship Receiving KinGAP

How many children are receiving KinGAP?

What care and services are provided to youth placed with relatives?

Alameda County Children in Foster Care

Children 0 – 17 in Foster Care on June 16, 2026

What are the characteristics of sibling placements: in county, out of county, out of state?

45.1% of all Alameda County foster youth are placed in Alameda County.

41.3% of Alameda County foster youth with siblings in foster care are placed in Alameda County.

	Foster Youth w/ Siblings in Foster Care	Foster Youth w/ No Siblings in Foster Care	Total
Placed in Alameda County	128	146	274
Placed out of Alameda County/ Out of State*	182	151	327
Total	310	297	607

* Out of State Numbers Masked <10

Alameda County Children in Foster Care

Children 0 – 17 in Foster Care on June 16, 2026

How many children are placed with relatives?

51.9% of all Alameda County foster children 0 – 17 are placed with relatives.

58.4% of all Alameda County foster children 0 – 17 who have siblings in foster care are placed with relatives.

Alameda County Children 0 - 17 in Foster Care	Foster Youth w/ Siblings in Foster Care	Foster Youth w/ No Siblings in Foster Care	Total
All Children in Foster Care on 6/16/2026	310	297	607
Placed with Relative/NREFM	181	134	315
% Placed with Relative/NREFM	58.4%	45.1%	51.9%

Alameda County Children in Foster Care

Children 0 – 17 in Foster Care on June 16, 2026

How many children are placed with some or all of their siblings AND being cared for by a relative/non-related extended family member (NREFM)?

Of foster youth with siblings also in foster care, **73.9%** are placed with some or all of their siblings.

- ★ **63.8%** of those children are placed together with a relative/NREFM caregiver.

Of those children not placed with their siblings:

- **42%** are also placed with relatives
- **24.7%** need a higher-level placement

Alameda County Children 0 - 17 in Foster Care

Alameda County Children 0 - 17 in Foster Care		Foster Youth w/ Siblings in Foster Care
All Children in Foster Care on 6/16/2026		310
Placed with some or all siblings		229
% placed with some or all siblings		73.9%
Children placed with sibling(s) w/ Relative/NREFM Caregiver		146
% Placed together w/ Relative/NREFM Caregiver		63.8%
Placed with no siblings		81
Placed with Relative / NREFM caregiver, not placed with siblings		34
% Placed w/ Relative/NREFM Caregiver, not place with sibling(s)		42.0%
Needs Higher-Level Placement (STRTP, Small Family Home or Group Home)		20
% Foster Children Needing Higher Level of Placement		24.7%

Alameda County Children in Foster Care

Children 0 – 17 Who Entered Foster Care between January 2023 – December 2024

How many children are reunified after placement with siblings?

What is the average length of stay for all children and for children placed with relatives?

These questions ask are best answered utilizing an **entry cohort methodology**.

An entry cohort consists of all children who **enter foster care during a specific 12-month period and follows their experiences after entry**. This longitudinal approach allows us to answer questions about how long children stay in care after entry and to understand how long it takes to achieve different exit outcomes.

To understand how long it takes to achieve permanency outcomes, a lengthy follow up period is needed.

- At least 12 months is needed to follow reunification outcomes (and reunifications can still happen up until the 18-month hearing)
- Foster care exits to adoption and guardianship take longer

Outcomes in the slides that follow are for children who entered care in **2023 and 2024** as of June 30, 2026, the two most recent full calendar years of data that available for an entry cohort analysis of reunification outcomes.

Alameda County Children in Foster Care

Children 0 – 17 Who Entered Foster Care between January 2023 – December 2024

Entry Cohort Characteristics

	2023	2024
Number Children Who Entered Foster Care*	334	350
Number of Children Who Entered Foster Care with Siblings	169	169
	50.6%	48.3%
Number of Children, Last / Most Recent Placement with Relative/NREFM	165	155
	49.4%	44.3%
Number of Children Reunified	148	166
	44.3%	47.4%
Number of Foster Youth Who Exited Foster Care to Adoption	43	10
	12.9%	2.9%
Number of Foster Youth Who Exited Foster Care to Guardianship	44	12
	13.2%	3.4%
Number of Foster Youth Still in Foster Care	93	154
	27.8%	44.0%
Number of Foster Youth Still in Foster Care, Remain in Care as Non-Minor Dependent	30	26
	32.3%	16.9%
Number of Foster Youth Still in Foster Care, in Higher-Level Placement (i.e. STRTP, Group Home)	masked	20
		13.0%

Foster Care Exits

Foster Youth Still in Care

* Source: Internal Business Objects data query, as of 6/30/2026 extract date, excludes children whose cases have transferred to another county

Alameda County Children in Foster Care

Children 0 – 17 Who Entered Foster between January 2023 – December 2024

How many children are reunified after placement with siblings?

	2023	2024
Number of Children Who Entered Foster Care with Siblings	169	169
<i>Of children who entered foster care with siblings, how many were placed w/ some or all their siblings?</i>	124	149
	73.4%	88.2%
<i>Of children who entered foster care with siblings, how many were reunified after placement w/ some or all their siblings?</i>	73	94
	58.9%	63.1%
<i>For children who were reunified after placement w/ some or all of their siblings, what was the average number of days in foster care before reunification?</i>	310 days	217 days

* Source: Internal Business Objects data query, as of 6/30/2026 extract date, excludes children whose cases have transferred to another county

Alameda County Children in Foster Care

Children 0 – 17 Who Entered Foster between January 2023 – December 2024

What is the average length of stay for all children and for children placed with relatives?

Length of Stay

(All Children)

	2023	2024
Number of Foster Youth in Cohort Who have Exited Foster Care	241	196
What is the average length of stay for all children in the entry cohort who have exited to foster care (through 6/30/2026)?	476 days	295 days
Reunification	347 days	260 days
Adoption	707 days	556 days
Guardianship	665 days	582 days

Length of Stay

(Placed w/ Relative/
NREFM)

	2023	2024
Number of Foster Youth in Cohort Who Have Exited Foster Care From Relative/NREFM Placement	133	85
What is the average length of stay for children in the entry cohort who have exited to foster care from relative/NREFM placement (through 6/30/2026)?	532 days	334 days
Reunification	375 days	290 days
Adoption	730 days	546 days
Guardianship	684 days	630 days

Alameda County Children in Foster Care

Children Who Exited to Relative Guardianship and Are Receiving KinGAP

How many children are receiving KinGAP?

June 2026



528

Receiving
KinGAP

What care and services are provided to youth placed with relatives?

Legal Assistance
To Support
Guardianship

Case Management

Resource Family
Training

Family Urgent
Response System

Mental Health
Supports

Kinship Support
Services Program

Child Welfare Case Reviews

2. The audit identified cases involving youth with siblings where there were periods of little or no sibling contact. Has DCFS conducted a broader review to determine whether that pattern exists beyond the audit sample? If so, how many cases were reviewed, what did DCFS find, and what corrective actions were taken?

Sibling placements and relationships are assessed as part of the DCFS case review process. This is based on the state’s child welfare case review system and utilizes the federal Onsite Review Instrument (OSRI).
For reviews completed within the last 18 months (January 2025 – June 2026), there were 36 cases reviewed where the child in foster care also had siblings in foster care. There are two questions related to placements with siblings and visits when siblings are not placed together. Strength ratings reflect practice over a period under review of 12 – 15 months.

Item 7.	Performance of Applicable Cases	Item 8.	Performance of Applicable Cases	
A. The child was placed with all siblings who also were in foster care.	66.7% (24 of 36)			
B. There was a valid reason for the child's separation from siblings in placement.	66.7% (8 of 12)	E. Concerted efforts were made to ensure that the frequency of visitation between the child and siblings in foster care was sufficient to maintain or promote the continuity of the relationship.	66.7% (8 of 12)	
Item 7 Strength Ratings	88.9% (32 of 36)			Barriers in instances where no/little in person sibling visits occurred: • Placement instability of the child • Age of the child/distance between sibling placements made arranging sibling visits more difficult and virtual contact was not yet age appropriate • Child declined more frequent visits with their sibling
		Item 8 primarily considers in person visits between siblings, however, can include other forms of contacts for siblings not placed in close proximity. For the 12 children who had siblings placed separately, 9 (75%) had in person visits with their sibling(s) during the period under review.		

Documentation of Sibling Placement/Contact



Documentation of Sibling Placement/Contact

7. What documentation is now required when siblings are not placed together, including the reason they are not placed together and the reason visitation/contact is or is not occurring?

Sibling Relationships/Placement (Dependent Siblings and Siblings under NMD status.)

Sibling Name	Relationship	To Whom
	Brother	
	Brother	

Siblings placed together? ☒ Yes ☐ No ☐ N/A

Efforts to place siblings together

If the child/youth has siblings, discuss why it would / would not be appropriate for your youth to live with their siblings. According to WIC §16002(a)(1), when siblings have been removed from their home, either as a group on one occurrence or individually on separate occurrences, the siblings will be placed in foster care together, unless it has been determined that placement together is contrary to the safety or well-being of any sibling. If placement of siblings together is not appropriate, or if some but not all siblings are placed together, CWW should explain why and describe plans for keeping contact among siblings not placed together.

Impact of Sibling Relationships

Sibling Visitation:

Minimum of once monthly visitation for siblings. If this is not occurring or would be a detriment, include this information here.

Child Welfare Workers submit contact notes along with court reports to supervisors for review

Supervisors review contact notes and courts reports as part of the court report approval process

8. What are supervisors required to review before approving a court report involving a child with siblings?

Supervisors approve that court reports are ready to be submitted to the court

Program Managers review one court report per unit per month

9. Is there a required supervisory sign-off confirming that sibling placement, sibling visitation, and sibling-contact efforts were reviewed?

Alameda County Children in Foster Care

Preserving Sibling Relationships

10. Does DCFS currently track a sibling-contact metric across open foster care cases, for example: number of children with siblings, number placed together, number not placed together, number with a documented sibling-contact plan, and number with documented sibling contact in the last 30 or 60 days?

SafeMeasures has two reports that enable DCFS to track:

- Number of children with siblings
- Number placed together
- Number not placed together

No existing metric is available to track the number of sibling contact plans or number of sibling contacts as no fields are available in CWS/CMS to support this.

Alameda County Children in Foster Care

Preserving Sibling Relationships

11. What specific sibling-engagement provisions were added to the System Improvement Plan (SIP) in response to the audit?

1. Conduct investigations within 30 days of a child's removal and placement in foster care to identify the child's siblings, including:
 - a) Asking the child, in an age-appropriate manner and consistent with the child's best interests, about their siblings.
 - b) Reviewing the case file for information about their siblings.
 - c) Contacting all of the child's identified relatives.
2. Train Child Welfare Workers (CWWs) during section and unit meetings and individual supervision on the Department's existing Family Visitation policy regarding establishing and encouraging sibling visits. Additional steps, include:
 - a) Supervisors will support CWWs, including during supervision meetings, with the establishment and maintenance of visit plans that include sibling visits.
 - b) CWWs will utilize Child and Family Team (CFT) meetings to support the creation and updating, as needed, of visit plans including sibling visits.
 - c) CWWs assigned to a child's case will collaborate with CWWs assigned to any sibling of that child around sibling visits.
 - d) Documentation of these efforts will be made in the case management system.
3. Develop a documentation template related to sibling contact/visitation and efforts, to include:
 - a) The child's visitation plan for sibling contact.
 - b) Placement program efforts and recommendations.
 - c) Information from relative/kin and caregivers related to siblings.
 - d) Reasons why sibling contact is not in the child's best interest and efforts to remedy those issues.
4. Utilize quarterly case review processes to collect and analyze data from case files and interviews with staff, family members, and caregivers to assess the frequency and quality of visits between a foster child and the child's siblings (who are also in foster care).

Alameda County Children in Foster Care

Preserving Sibling Relationships

12. Please distinguish between language added to the System Improvement Plan and actual operational changes implemented in the field.

Progress reported in Alameda DCFS' last System Improvement Plan Update (01/28/2026)

Action Step 1. The department implemented in September 2025 a relative notification procedure that better organizes and outlines requirements for staff to ensure that all of a foster child's relatives are identified within 30 days of the child's entry to foster care. After a relative is identified, the CWW and clerical staff work together to provide information to the relative. Tracking relative notifications that are sent out has also been implemented.

Action Step 2. This action step was implemented in November 2025, and efforts are to continue throughout the reporting period. Management has observed that CWWs are working with CFTs to establish visit plans including sibling visits and documenting the information in CWS/CMS.

Documentation of a CWW's in-person contact with a child and caregiver is supported by face-to-face visit templates that are in use in the Family Reunification (FR) and PYC/ILP programs. The templates help collect and organize important information the CWW learns during a visit about child safety and behaviors, connections the child has with others, sibling relationships, and any visits the child has planned or that were completed. This supports sibling visits and helps ensure that the information is documented into the case management system to support ongoing case planning for the child.

Action Step 3. Implemented the revised court report template that more accurately documents efforts related to sibling contact/visitation

Alameda County Children in Foster Care

Preserving Sibling Relationships

14. What role, if any, do Casey Family Programs or other contractors play in maintaining sibling relationships specifically?

15. Are sibling-contact outcomes included in any contractor scope of work, deliverable, or performance metric?

16. Does DCFS's staffing or capacity challenge affect sibling engagement, visitation, or relationship maintenance? If so, what is the specific staffing or resource gap?

On a case-by-case basis, Casey Family Programs and other contractors may play a role in maintaining sibling relationships depending on the individual needs and goals of children being served by their programs. As such, sibling-contact outcomes are not currently included in any contractor scope of work or deliverable. Victor Community Support Services will prioritize family finding efforts for youth not placed with siblings and will work with the family network to support sibling connections. The contractor is required to report the number of sibling connections identified on a quarterly basis.

One identified barrier to sibling contact for siblings who are not placed together is transportation to and from visits.

Alameda County Children in Foster Care

Preserving Sibling Relationships

17. For children currently in foster care who are not placed with siblings and do not have regular sibling contact, what is DCFS doing now to identify and correct those cases?	This is currently addressed individually between Child Welfare Supervisors with Child Welfare Workers during regular supervision and/or the court report approval process.
18. Can DCFS provide the Taskforce with a sibling-contact corrective action review by the next meeting?	Sibling interaction should be detailed in their case plan. Additionally, sibling visitation is documented in the court report.
19. What should the Taskforce review in 30 days to verify that sibling relationships are being identified, documented, maintained, and supervised in practice?	Data from the department should continued to be monitored on our website.

Inquiries from Senator Dr. Aisha Wahab's Task Force

1. The longstanding request for a written ombudsman/determination process overview (process map, authority, independence controls, County Counsel role, standards used, timeliness targets/performance, QA/change rate, escalation/corrective action).
2. Emergency Response Unit (ERU) metrics for March and April: immediate and 10-day assignment timeliness, first contact timeliness, completion timeliness, and definitions used.
3. 3. Recruitment update: current vacancy rates, hiring pipeline, and current ERU staffing mix (including progress toward the “up to 50% CWW I” allowance referenced by the audit).

Timely Referral of Investigations

	# Referrals Received		% Referrals Investigated Timely	
	Immediate	10-day	Immediate	10-day
Mar-26	153	241	77.1%	34.8%
Apr-26	136	194	75.4%	34.7%
May-26	133	153	57.9%	21.4%
Jun-26	130	122	50.8%	34.4%

Source: SafeMeasures report Timeliness of First Completed Contact - By Referral (State Standard), 7/10/26 extract date.

Definition: Calculates the number of referrals with timely first contact. For immediate response referrals, this is calculated as the number of first contacts made within 24 hours divided by the total number of immediate response referrals received in the reporting month. For 10-day response referrals, this is calculated as the number of 10-day response referrals with first contact made within 10 calendar days divided by the total number of 10-day response referrals received in the reporting month.

Timely Referral of Closures

	# Referrals Closed		% Referrals Closed Timely	
	Immediate	10-day	Immediate	10-day
Mar-26	119	173	46.2%	18.5%
Apr-26	102	124	54.9%	12.1%
May-26	101	175	47.5%	14.3%
Jun-26	109	165	33.9%	11.5%

Source: SafeMeasures report Timely Referral Closures (State Standard), 7/10/26 extract date.

Definition: Calculates the number of immediate response referrals closed within 30 days of investigation start date (either the date of the first contact or the 10th day after the referral received date, whichever is earlier) divided by the total number of immediate response referrals closed in the reporting month.

DCFS Workforce Updates

Child Welfare Workers I/II

The Department of Children and Family Services has hired **165 Child Welfare Workers** from 2019 to present.

- 46 Child Welfare Worker I
- 98 Child Welfare Worker II

Employed
CWW I/II
233

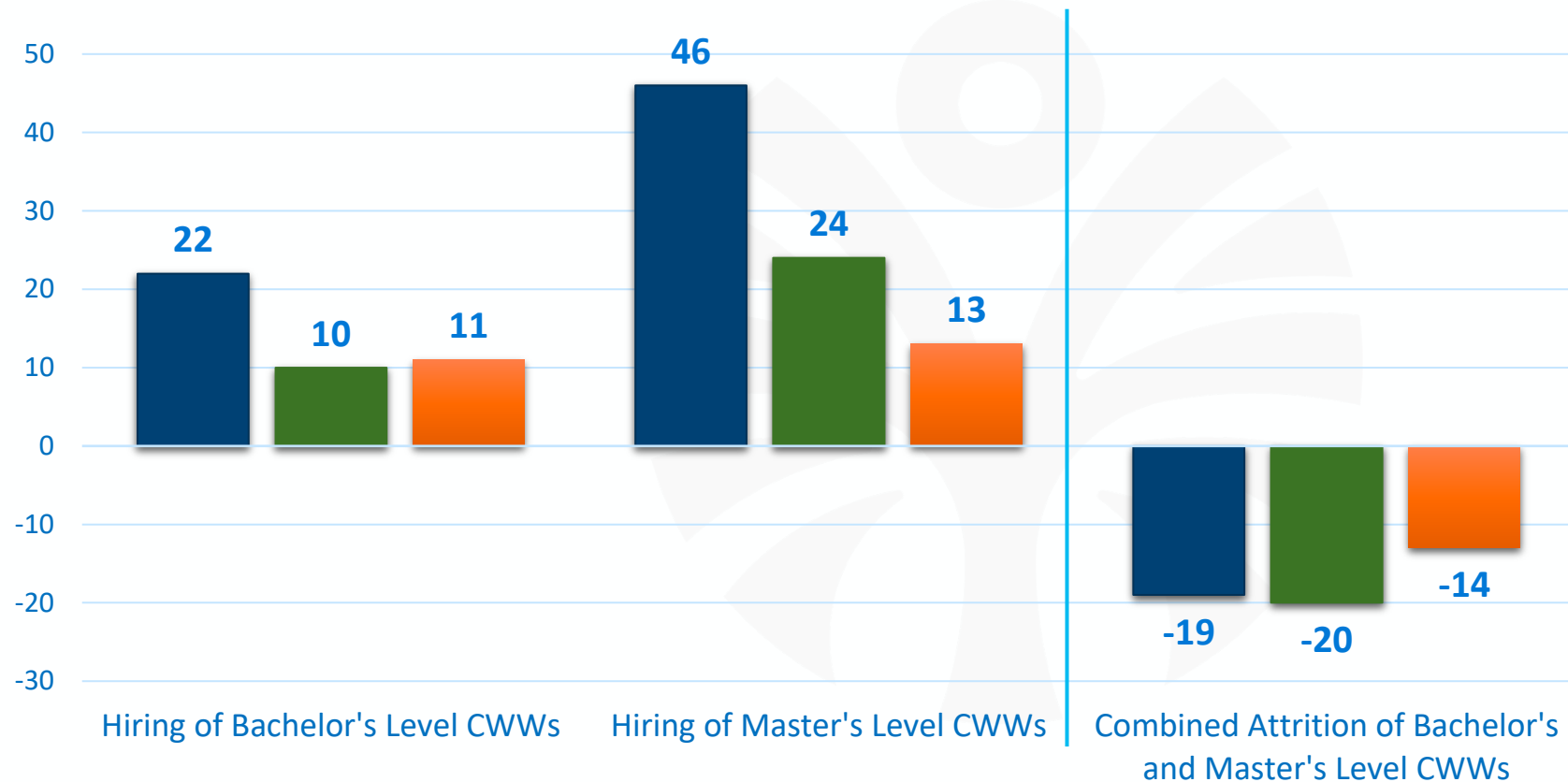
Staff on
Leave
20

Available
Staff
213

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 / P	264	208	78.8%	57	21.2%
All Other Positions	306	238	77.8%	68	22.2%
Department Total	596	471	79.0%	125	21.0%

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



CWW II Filing Deadlines for Continuous Exams

September 15, 2026

November 16, 2026

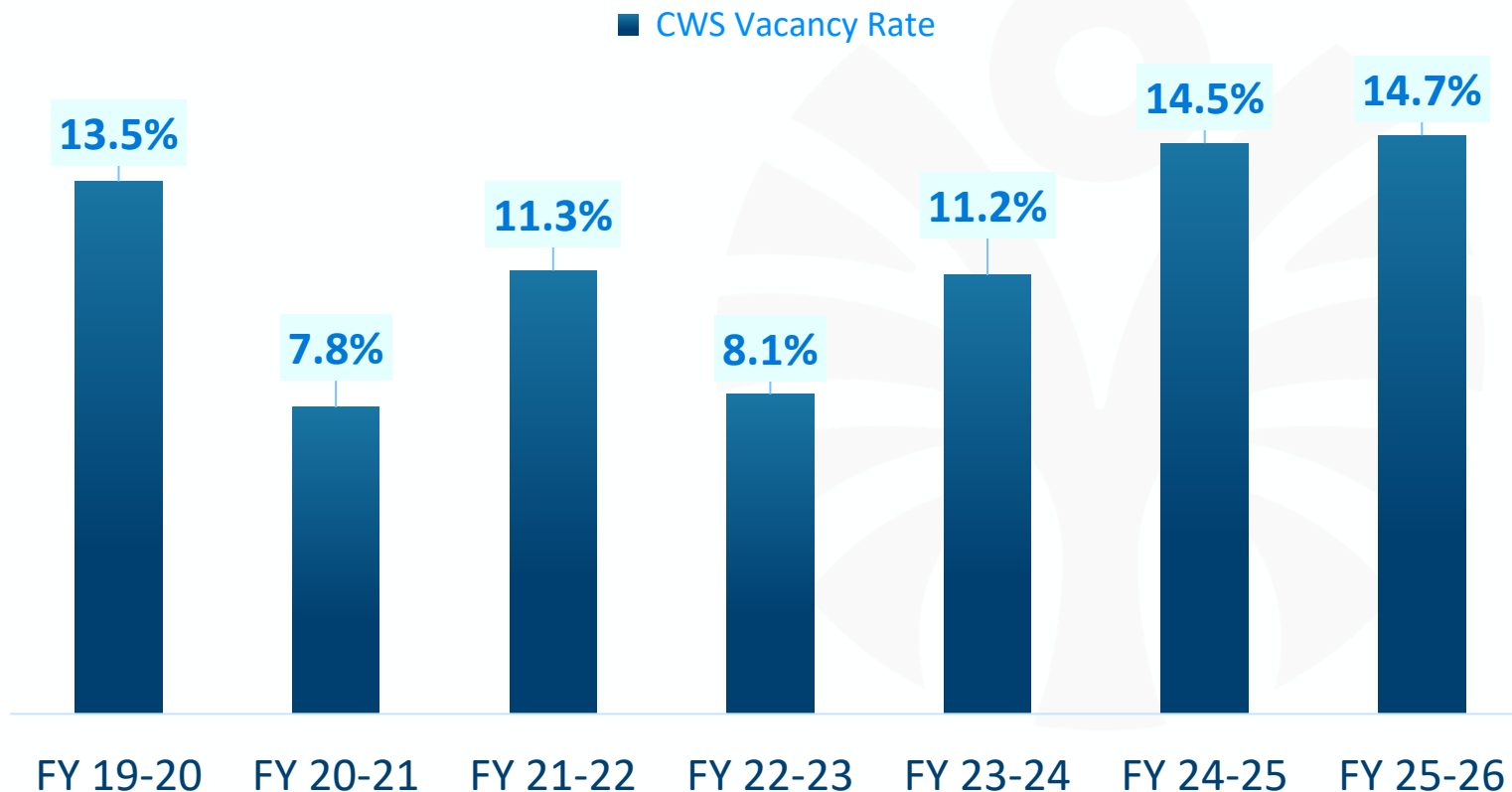
Current Vacancy Rate as of July 2026

Child Welfare Worker

21.2%

Child Welfare Supervisor Staffing*

Child Welfare Supervisor (CWS) Vacancy Rate



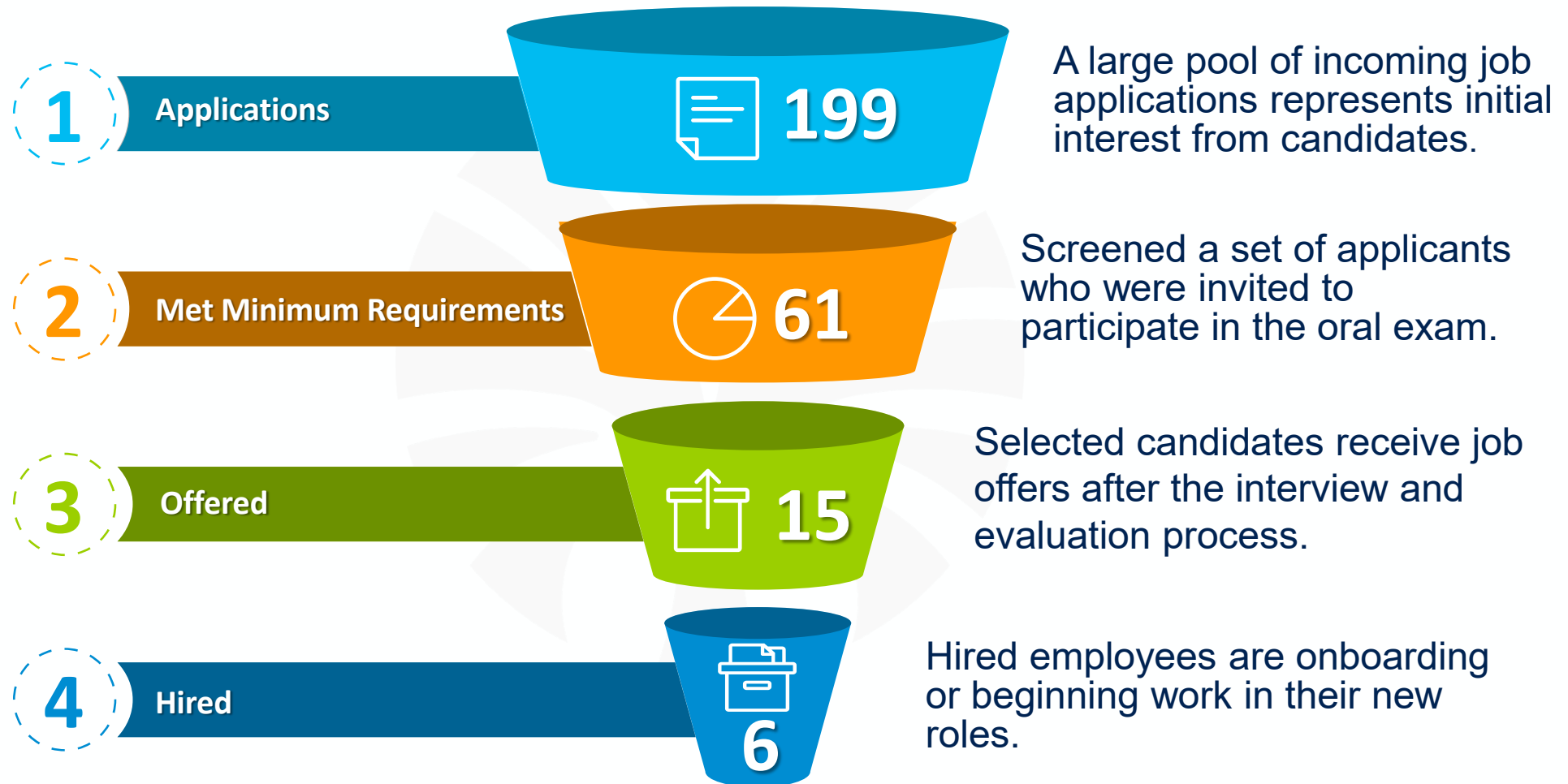
Child Welfare Supervisor
Vacancy Rate (July 2026):

16.9%

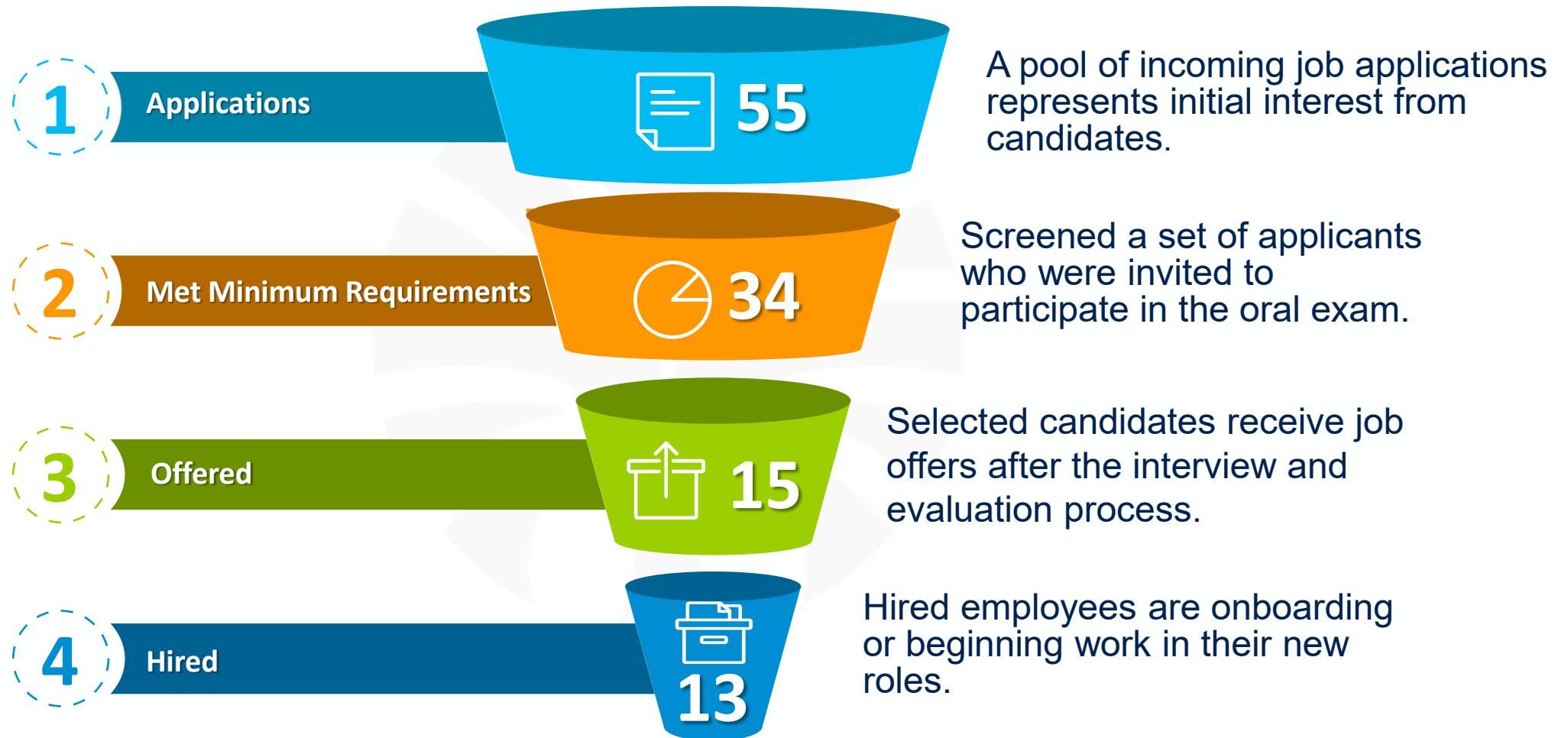
- Current Child Welfare Supervisor list expires June 2026
- Next Child Welfare Supervisor recruitment scheduled for July 2026

*Vacancy rates on position totals, not Full-Time Equivalents (FTE).

Child Welfare Worker I - Bachelor's Level 26.3



Child Welfare Worker II – Master's Level ^{26.3}

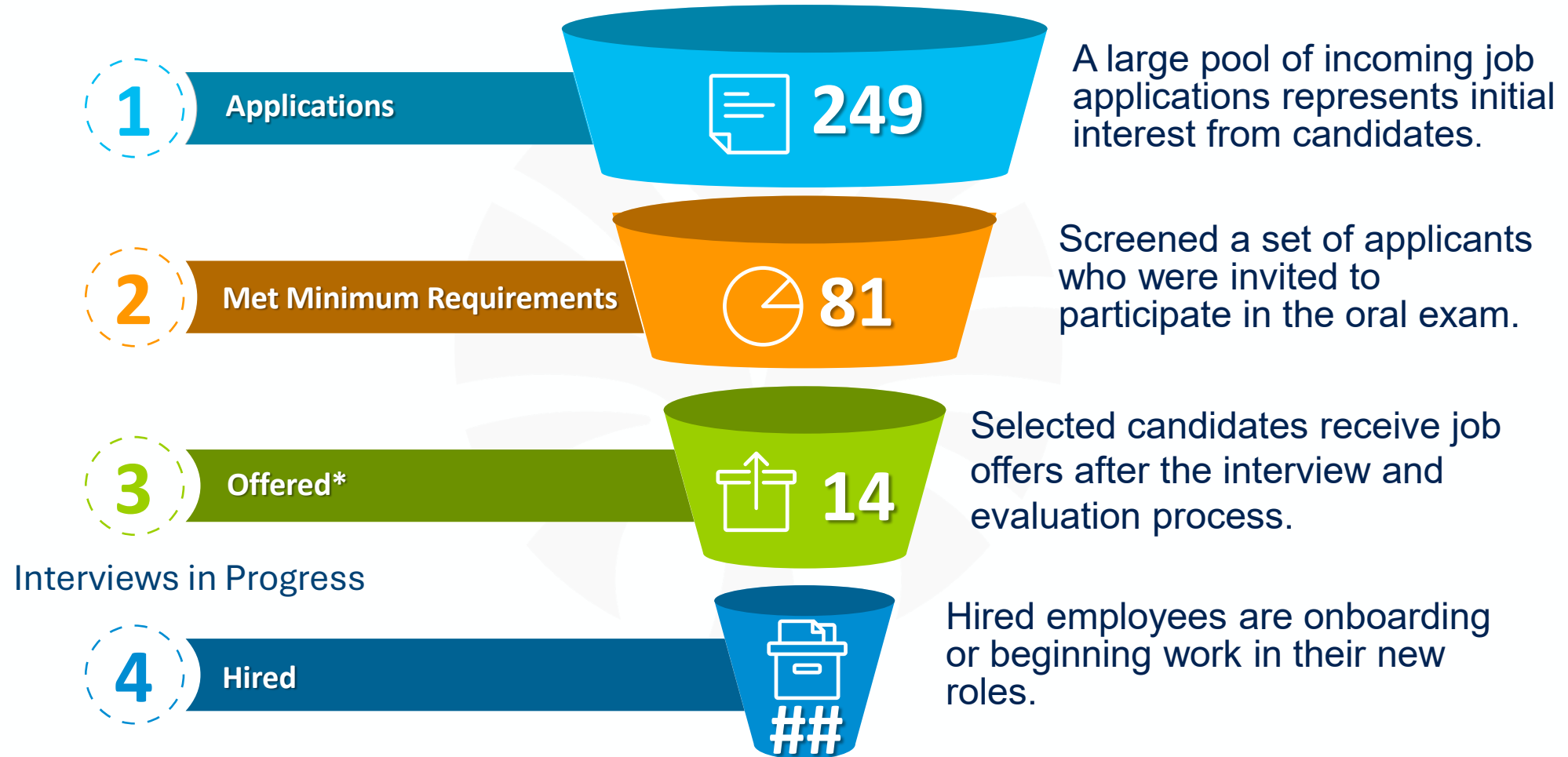


Proposed DCFS Child Welfare Worker Staffing

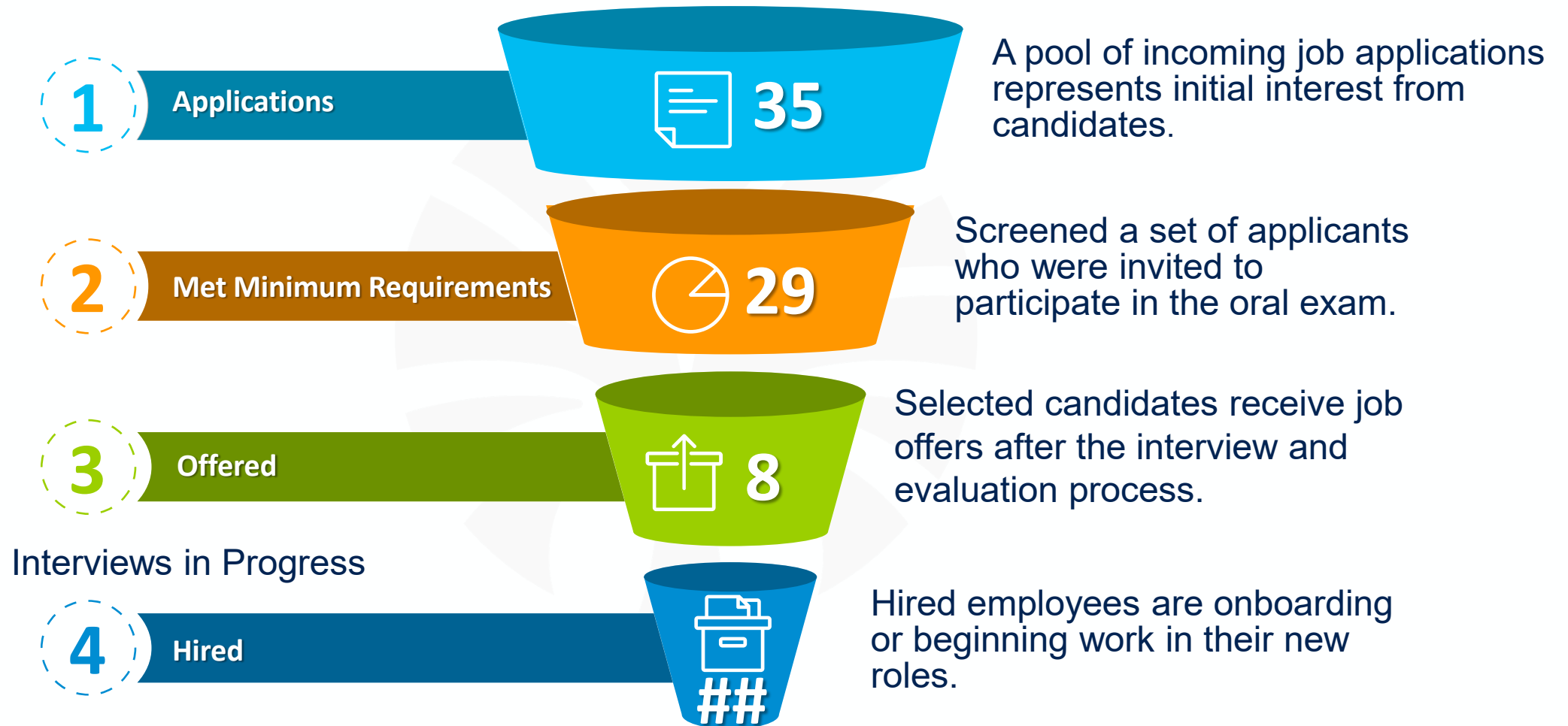
Anticipated Assignments of CWW Induction Class 26.3

- Emergency Response (ER): 12
- Family Maintenance (FM): 1
- Family Reunification (FR): 3
- Permanency Youth Connections/Independent Living Program (PYC/ILP): 1
- Placement: 1
- Resource Family Approval: 1

Child Welfare Worker I – Bachelor's Level 26.4



Child Welfare Worker II – Master's Level ^{26.4}



Inquiry #4 from Senator Dr. Aisha Wahab's Task Force

4. Status update on the PACE meet-and-confer process initiated in January: what proposals are on the table, what is agreed, what remains unresolved, and next milestone dates.

Accountability Mechanisms for Child Welfare Supervisors

The Meet and Confer process began in January 2026.

Milestones:

- There have been four meetings to date:
 - ❖ Items discussed include the need for Child Welfare Supervisors to more closely monitor Child Welfare Workers (CWWs) to ensure investigations are initiated and completed in a timely manner.
 - ❖ Supervisors currently accompany staff on home visits, and there is a shared goal of establishing a more systematic and formalized approach to this practice.
- Meetings will continue until issues are resolved.

DCFS Audit Dashboard

Department of Children and Family Services (DCFS) Audit Dashboard

The Department of Children and Family Services (CFS) Dashboard tracks key metrics for ACSSA's Department of Children and Family Services Status Updates on the Joint Committee on Legislative Audit's recommendations. The goal is to provide simple, clear measures.

A chart view is available for each measure by clicking on the plus sign to the left of the measure. The view automatically shows the last 24 months, however, additional time periods can be used by adjusting the slider bar below the chart.

How Often This Dashboard Is Updated

This dashboard is updated regularly so viewers can clearly interpret changes over time. Most measures are refreshed monthly and reflect data as of the **last day of each month**, providing a consistent view of recent performance. The update frequency is noted in the methodology notes for each metric.

Understanding the Metrics and Methodology

We have updated our **methodology notes** to make it easier to understand how these metrics are calculated, how targets were established, and what data they draw from.

The dashboard for most metrics is powered by data that has been extracted from CWS/CMS via one of three tools.

- Reports developed by Evident Change available through SafeMeasures
- Internally developed reports that query CWS/CMS utilizing Business Objects
- Reports developed by the California Child Welfare Indicators Project (CCWIP)

Data sources for individual metrics are noted in the methodology section.

We are also working to ensure that all charts display consistent reporting periods, with data going back to July 2019 to correspond to the start of the audit review period.

How to Read Changes Over Time

When reviewing trends, please keep in mind that some improvements may reflect both operational changes and normal variation in the data. Where relevant, we will periodically add brief notes on key initiatives or process changes expected to influence these metrics, so that changes in the curves can be understood in the context of our ongoing work.

For More Information

All findings, recommendations and presentations updating the Alameda County Board of Supervisors on the progress made by the Department of Children and Family Services are publicly available. Please click the link to access materials at the [Alameda County Social Services Agency](https://www.alameda-county-social-services-agency.org/) website. If you have questions about the dashboard or about information on the website, please e-mail DCFSReview@acgov.org.



Dashboard Updates:

The dashboard now ensures the community has a way to reach DCFS with questions about the Audit Dashboard and/or materials posted on the ACSSA website regarding the audit. DCFSReview@acgov.org

[Link to Audit Dashboard](#)

Questions?

Michelle Love | Assistant Agency Director

Department of Children & Family Services

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Thank you.

Appendix

Q & A from the June 2nd Presentation to the Full Board – Key Themes

1. Q: What does the target level of 800 open referrals represent?

A: It represents no more than three (3) times the number of average monthly referrals open at any given point in time, based on comparison to pre-pandemic performance. Current goal based on average number of referrals received in 2025, rounded to nearest 100 referrals.

2. Q: Did staffing declines after 2021 drive the spike in referrals?

A: Yes. Loss of staff led to fewer workers handling more cases, overwhelming ER staff—especially as 24-hour referrals took precedence over 10-day referrals.

3. Q: Do other counties use similar dashboards or publicly available audit tracking?

A: The public has access to the [CSSR Berkeley Website](#). Audit data is unique to Alameda County;

Q & A from the June 2nd Presentation to the Full Board – Key Themes *Continued*

4. Q: How do other counties, like Santa Clara, address staffing issues?

A: Comparisons are difficult due to differences in caseload standards and community needs.

5. Q: What is the status of State funding for Emergency Response and Title IV-E stipends?

A: Funding outcomes depend on pending Senate and Assembly proposals; updates expected soon.

6. Q: How is SSA addressing backlog and vacancies?

A: Meeting with the supervisors' union on expectations, using a former CW supervisor to help close cases, and bringing back a retired annuitant for support.

Q & A from the June 2nd Presentation to the Full Board - Key Themes *Continued*

7. Q: How is staff input being gathered and used?

A: A department-wide survey was issued; results and implementation plans will be shared at the July Social Services Committee.

8. Q: What is the status of the Assessment Center?

A: Only one youth has been served due to state requirements; service provider transition updates coming to the Board.

9. Q: Which pending audit recommendations pose the greatest risk?

A: Items 1–3 involving Emergency Response and staffing. Progress is improving with increased hiring; remaining recommendations are expected to be completed before September.

10. Q: What challenges come from legislative mandates?

A: New mandates add workload without removing older tasks, resulting in duplicative responsibilities and strain on staff.

Q & A from the June 2nd Presentation to the Full Board - Key Themes *Continued*

11. Q: How do service providers fit in — is there a collaborative space for them to share trends/concerns and troubleshoot?

A: The Intensive Care Coordination (ICC) governance body has hosted an Alliance executive (though the Alliance doesn't represent all provider(s)). Also, a quarterly child-abuse prevention network of 50–70 providers (mostly unfunded) using the CalPrevents site.

12. Q: Of the 15 CWWs interviewed (for the Audit), what percentage is that — a big portion?

A: Not a big portion; the state requested 65 total. A deliberately diverse mix was provided (not only top performers); half the in-person interviews were ERU. Totals were set by the state and one-day capacity.

13. Q: Is the findings report coming relatively soon?

A: [DCFS] Spoke with Angie Schwartz (Children's Bureau); expected in coming days, then routed to higher levels and back. Anticipated end of June / beginning of July.

Q & A from the June 2nd Presentation to the Full Board - Key Themes *Continued*

14. Q: How is the complaints/concerns information disseminated — how would someone know how to share a concern, and how do we proactively show we're open?

A: DCFS is planning a website update; clients generally hear back directly. Contact information is on the website, including phone numbers and a discrimination email to HR — transparent, but possibly not all in one place; we are working to consolidate and add it to the website.

15. Q: Once a concern is submitted, how is it handled — do people hear back, on what timeline, and from whom? A: Varies by concern; people generally get a response, sometimes by letter, typically from whoever last reviewed it. Handled case-by-case.