

ALAMEDA COUNTY SOCIAL SERVICES AGENCY

Department of Children and Family Services' (DCFS') Presentation to Senator Dr. Aisha Wahab's Task Force

March 13, 2026

Presented by:

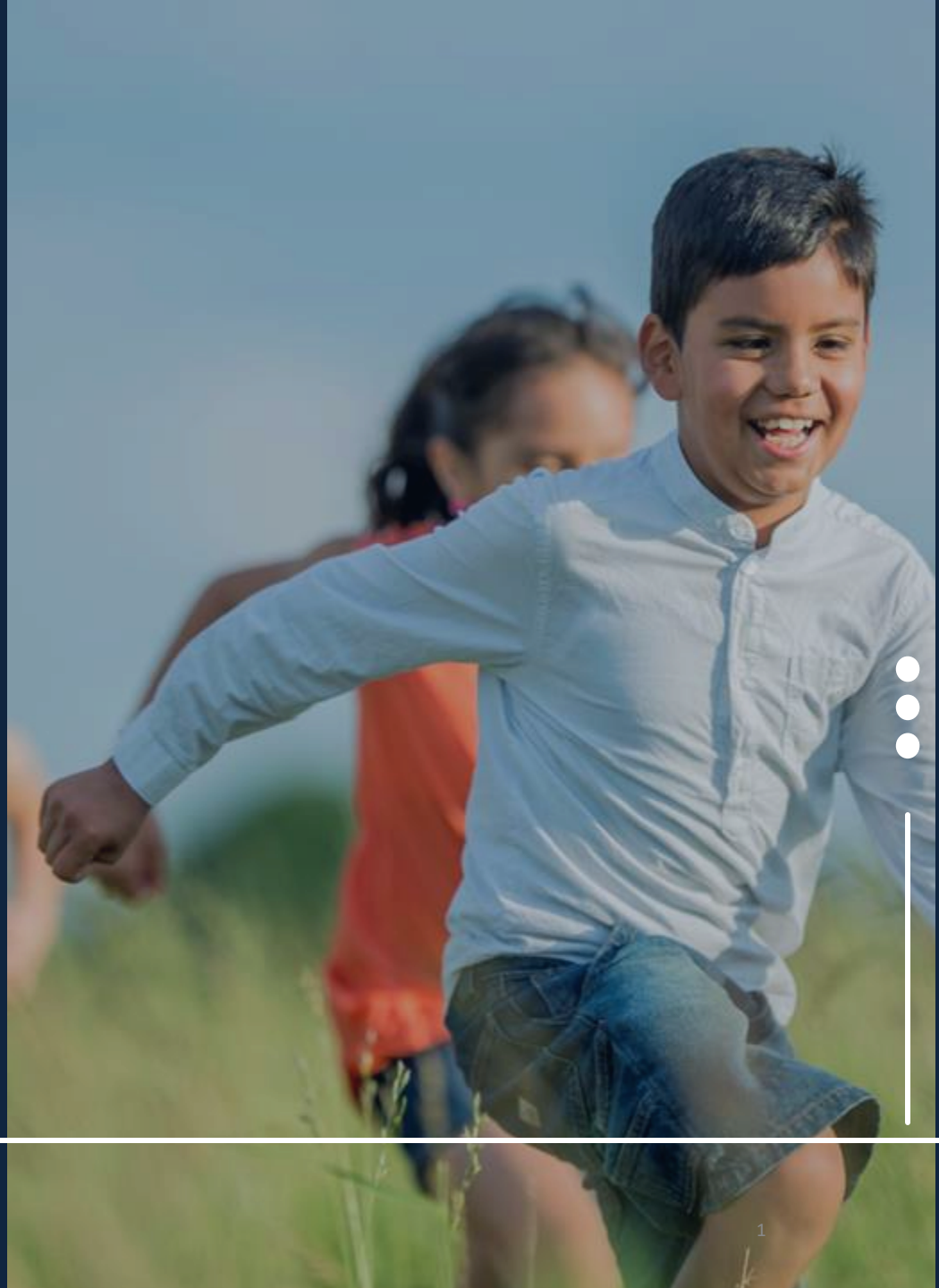
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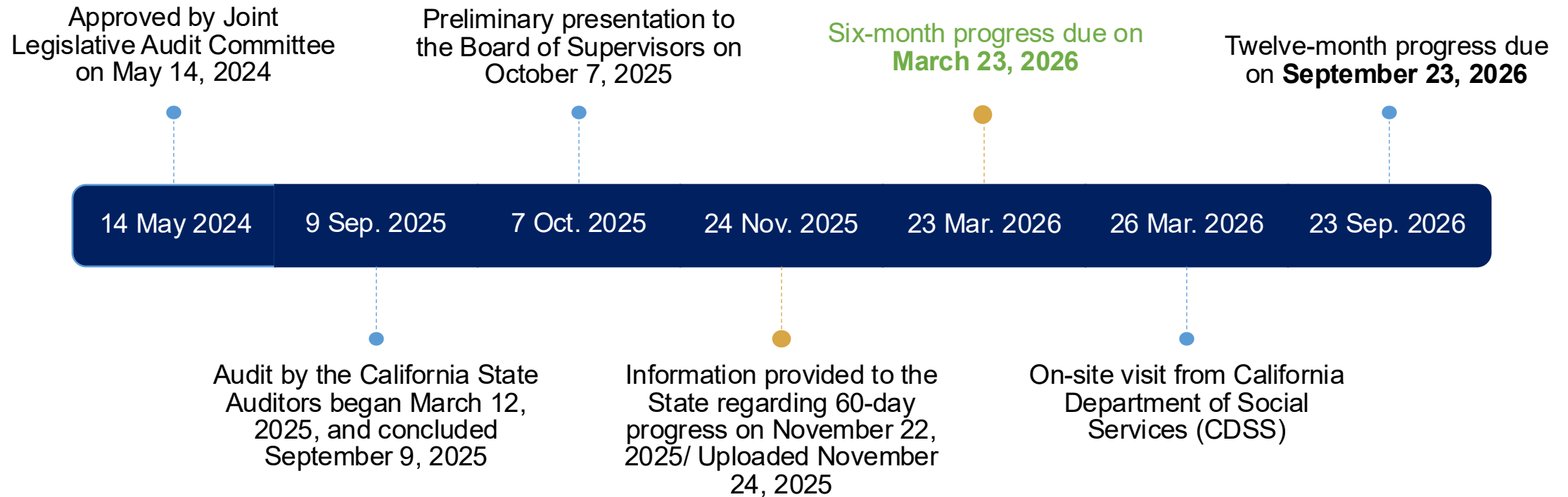


AGENDA



- **Review of the 2024-108 Audit Report Timeline**
 - California Department of Social Services (CDSS) On-site Visit
- **Follow-up from Previous Task Force Meeting & Supplemental Responses**
 - Dashboard Transparency and Data Integrity
 - Accountability Mechanisms
 - Emergency Response Timeliness/Backlog of Open Referrals
 - Emergency Response Daily Staffing Averages
 - Emergency Response Unit
 - Emergency Response Unit (ERU) Workflow
 - Emergency Response Unit Overtime
 - Training Capacity
 - Placement Capacity
 - Placement Capacity-Recruitment & Kin Placements
 - Documentation, Court Reports, and Quality of Notes
 - Memorandum of Understanding (MOU)/Agreements
 - Improving Outcomes Across Systems
 - Hiring (Bachelor's and Master's Level)

Review of the 2024-108 Audit Report Timeline



California Department of Social Services (CDSS) On-site Visit

- Purpose is to review operations of the Department of Children and Family Services (DCFS)
- On-site visit will consist of:
 - Opening and Exit Conference with department leadership
 - Two focus groups with child welfare workers from multiple programs
 - One focus group with child welfare supervisors from multiple programs
 - Fifteen individual interviews with child welfare staff from multiple programs
 - Review of case and referrals
- Following the completion of the review, the Department will receive a corrective action plan with next steps, if any.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Dashboard Transparency and Data Integrity

Dashboard Transparency and Data Integrity

- The dashboard is primarily powered by data that has been extracted from CWS/CMS via one of three tools.
 - SafeMeasures reports developed by Evident Change
 - Internally developed reports querying CWS/CMS utilizing Business Objects
 - Reports developed by the California Child Welfare Indicators Project (CCWIP)
- Data is refreshed monthly for most metrics.
- Public Dashboard verbiage has been updated.

[LINK to dashboard](#)

Follow-up from Previous Task Force Meeting & Supplemental Responses - Accountability Mechanisms

Accountability Mechanisms

- Meet and Confer began January 12, 2026.
- Supervisors accompany staff on home visits, with the goal of formalizing this more systematically.

Follow-up from Previous Task Force Meeting & Supplemental Responses-Emergency Response Unit (ERU)- Timeliness/Backlog of Open Referrals

Backlog of Open Referrals

- The Department currently has ~1500 open referrals.
- The backlog peaked at ~3,997 in March 2024 and has been reduced by approximately 57% through active effort.
- The oldest referral has been open since 2022.
- 50% of referrals with no contacts are assigned to people who resigned or out on leave.

Breakdown by Days Open

- 0-30 days -~ 290
- 31- 60 ~ 190
- 60+ ~ 1,095

Follow-up from Previous Task Force Meeting & Supplemental Responses - Emergency Response Unit (ERU) - Timeliness/Backlog of Open Referrals

How many without contacts?

- About 50% of all referrals
- Staff tend to put contacts in when they have completed their investigation.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Emergency Response Unit - Daily Staffing Averages

Emergency Response (ER) Daily Staffing Averages

- Daily ER capacity fluctuates between ~10–14 active workers across shifts.
- December 2025 (19.7), January 2026 (15.6), and February 2026 (11.3)
- Bachelor's-level workers (CWW-Is) have shown higher retention success in ongoing case management programs.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Emergency Response Unit

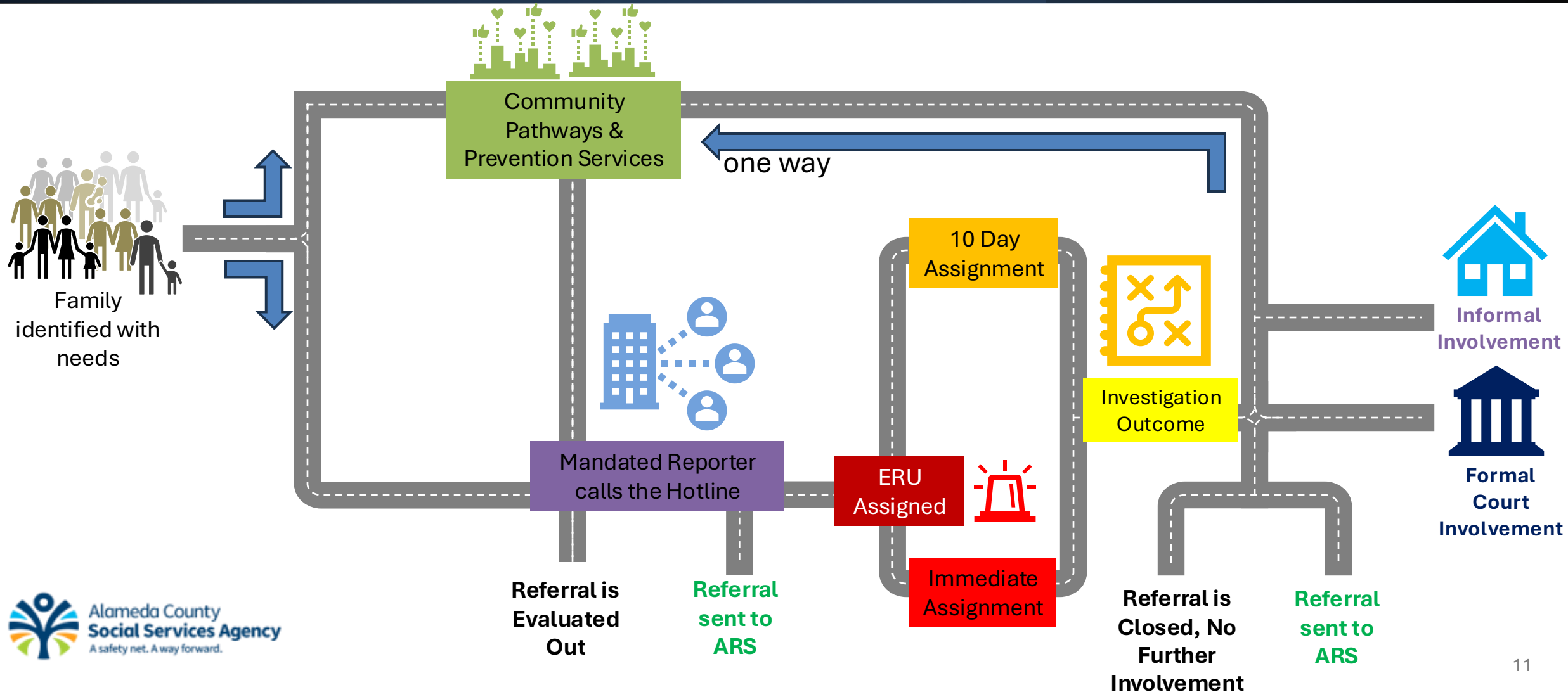
Dedicated Time (DT)

- Supervisors and CWW's develop plans for how they will use their DT
- 10-day attempts, as they allow for more timing
- Ensure all contact notes are current

Percentage of Time on In-Person Response vs Documentation:

- When completing an investigation, CWW's in ERU tend to spend about 1/3 of their time in the field interviewing, and about 2/3 of the time is spent on documentation.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Emergency Response Unit (ERU) - Workflow



Follow-up from Previous Task Force Meeting & Supplemental Responses - Emergency Response Unit - Overtime

Overtime Hours

Sep 2025 to Feb 2026

GRAND TOTAL

1,732.5

Hours across six months

OVERTIME

1,023.3

59% of total hours

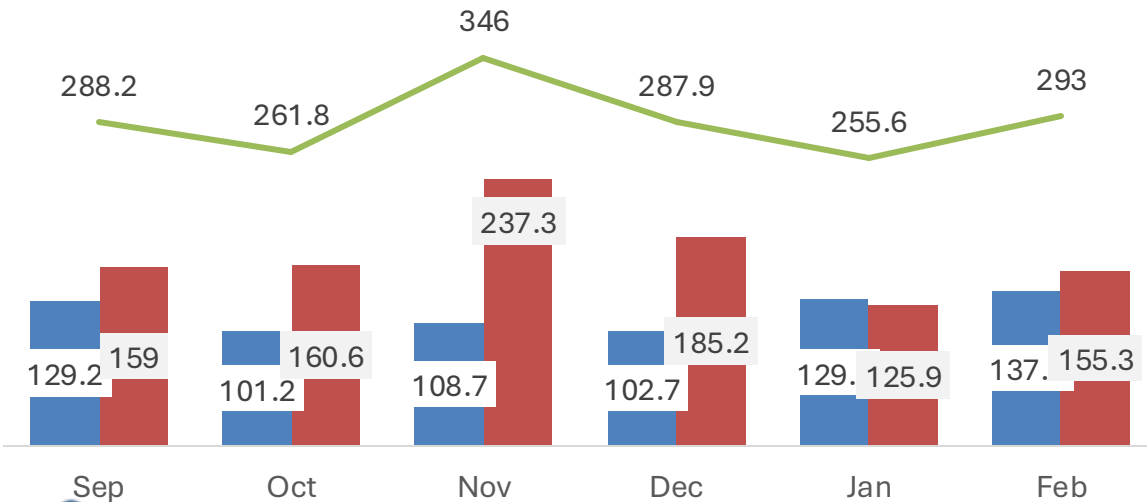
COMP TIME

709.2

41% of total hours

Monthly Breakdown

Comp Time Overtime Total



Callback on SBY/CB (ERUB) & Standby

Sep 2025 to Feb 2026

Grand Total

9,027

Hours across six months

CALLBACK SBY/CB

6,134

68% of total hours

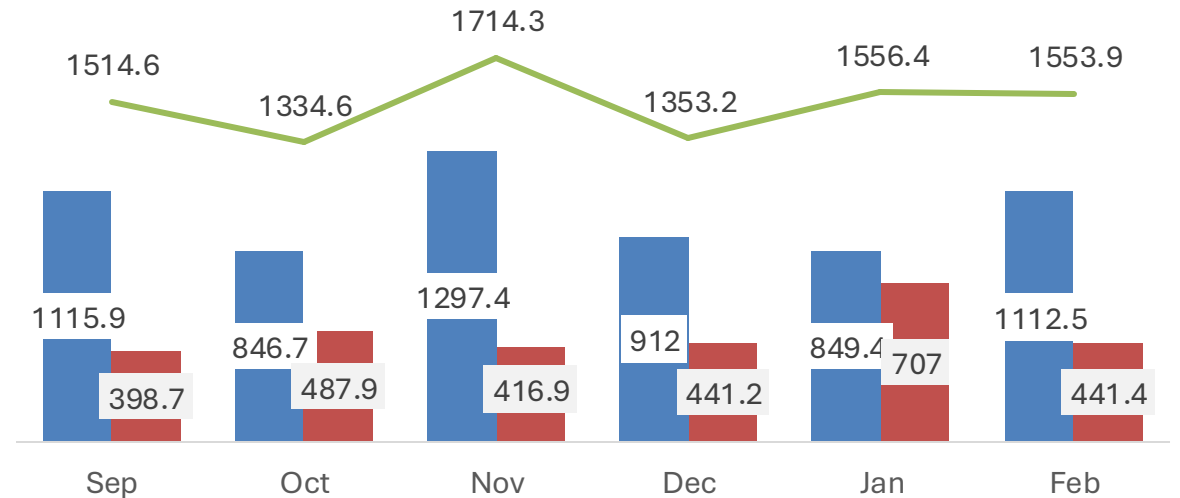
STANDBY

2,893

32% of total hours

Monthly Breakdown

Callback on SBY/CB (ERUB) Standby Total



Follow-up from Previous Task Force Meeting & Supplemental Responses - Training Capacity

Authorized ERU Trainers

- Staff Development Specialists facilitate 12 weeks of state-mandated, county, and program-specific training.
- Staff Development Specialists assigned to DCFS receive a pay differential for supervision and evaluation of induction participants.
- ACSSA's training and onboarding for DCFS is aligned with regional best practices.
- CW Supervisors coach Child Welfare Workers regarding 10-day and Immediate investigations, increasing severity of maltreatment types in accordance with skill/ability progression.

Limiting Factors

- Engaging families and assessing for maltreatment is multifaceted and complex.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Placement Capacity

- DCFS has submitted all required information for the Transitional Shelter Care Facility. Currently the Program Statement and application are under review by the California Department of Social Services. We do not have an anticipated date of opening.
- Alameda County has 477 approved Resource Family Homes, which includes relatives, friends of the family, and community homes. There is also additional capacity from our Foster Family Agency (FFA) partners.
- Additional family-based resource family homes are needed. We have approximately **928** children and young adults in out-of-home care:
 - 697** children (0-17)
 - 231** young adults (18-20)
- Homes are needed to accommodate different ages, sibling sets, language, special needs, geography, and recruitment efforts continue. However, some of these children are placed in different levels of care that best meet their needs.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Placement Capacity-Recruitment & Kin Placements

- Alameda County participates in many community-based recruitment events. From the beginning of the year until now the county's recruiter and volunteers have participated in 6 events. There are 14 additional community recruitment events scheduled through the end of the year.
- Alameda County continues to invest in Relative and Kin placements and is a participant in the state in KinFirst Accelerator efforts. Data shows that placement with relatives and kin offer the best outcomes for system involved youth and lead to long-term connections.
- The County is partnering with two organizations offering Family Finding and Engagement services, which will expand our ability to locate relatives and explore connections, which may lead to placement opportunities.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Documentation, Court Reports, and Quality of Notes

Documentation, Court Reports, and Quality of Notes

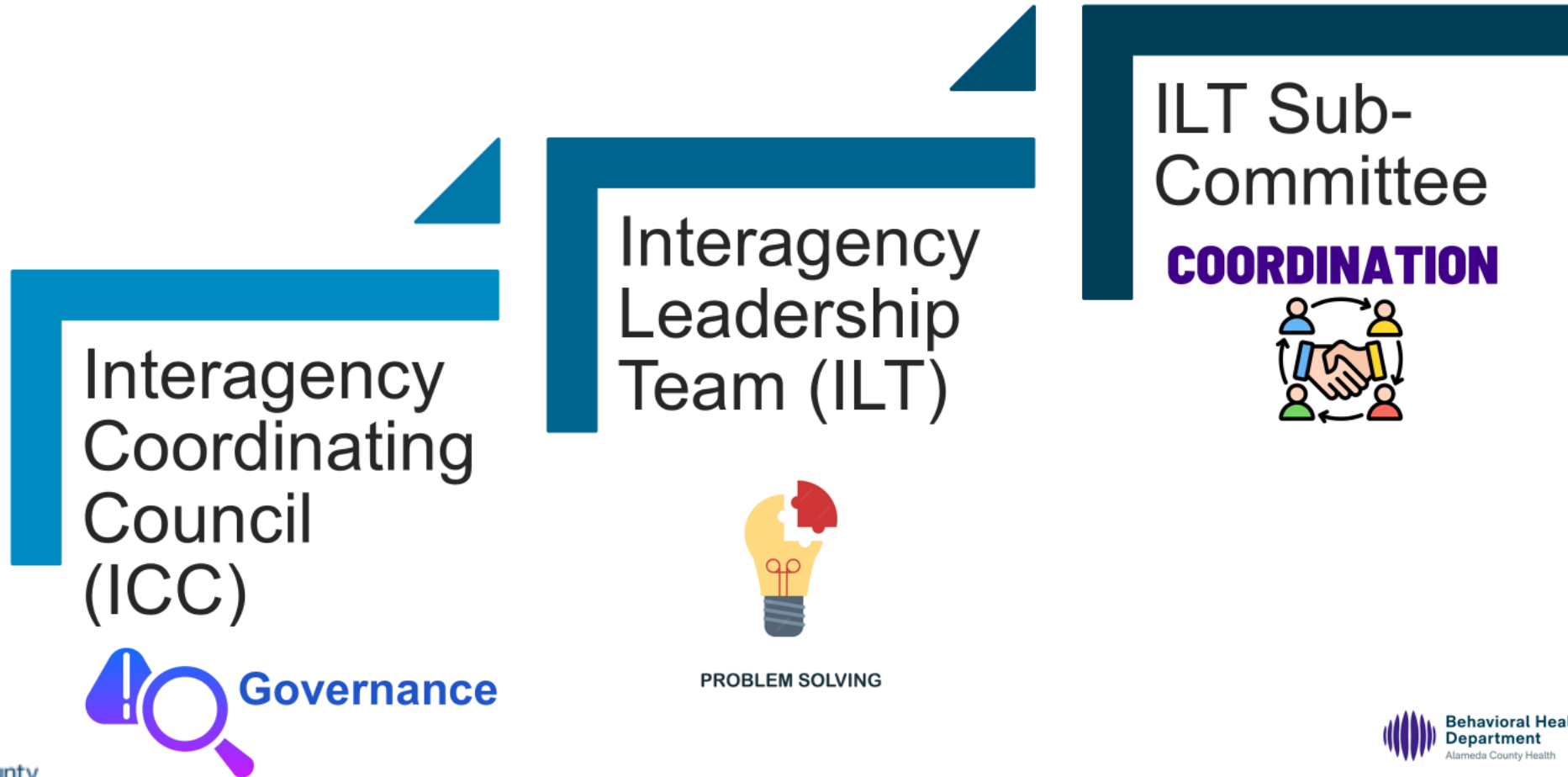
- Templates were developed to include service referral dates, monthly child visits, mental health service tracking, and interagency collaboration (completed November 2024).
- Supervisors were trained on the new template and a revised contact note policy on November 6, 2025.
- An 'investigation narrative setup' process (takes 45 mins in system) is now being pre-populated by case assistant support staff.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Memorandum of Understanding (MOU) /Agreements

- ***In Progress***

- Language has been drafted to update the Memorandum of Understanding (MOU) to include timelines for the provision of services by mental health and Regional Center Providers. Language was agreed upon in February 2026. Anticipated to go to the BOS in March 2026.

Follow-up from Previous Task Force Meeting & Supplemental Responses - Improving Outcomes Across Systems



Follow-up from Previous Task Force Meeting & Supplemental Responses - Hiring (Bachelor's and Master's Levels)

Bachelor's Level:

2024 - 22 hires

2025 - 10 hires

Master's Level:

2024 - 46

2025 - 24

*****Attrition for Bachelor's and Master's Level:**

2024 - 19

2025 - 20

Questions?

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



Thank you.