



JENNIFER TROIA
DIRECTOR

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February 23, 2026

Michelle Love, Assistant Agency Director
Alameda County Department of Children and Family Services
1111 Jackson Street
Oakland, CA 94612

**SUBJECT: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS) REVIEW
OF ALAMEDA COUNTY DEPARTMENT OF CHILDREN AND FAMILY
SERVICES**

Dear Michelle Love:

Following our conversation last week, this letter confirms our mutual agreement for the CDSS to conduct a site visit to the Alameda County Department of Children and Family Services for the purpose of reviewing child welfare program activity in Alameda County. As the single state agency with the responsibility to supervise every phase of the administration of public social services, except health care services and medical assistance, the CDSS will conduct this visit to review the Alameda County Department of Children and Family Services. As discussed, this site visit will occur in March 2026.

During the site visit, the CDSS staff may perform case reviews, conduct interviews and focus groups with county staff and management, and entrance and exit conferences. These reviews and interviews will focus on county practices that include, but are not limited to, timely response to alleged child abuse, prompt delivery of services to foster youth, and timely and accurate documentation of service delivery.

At the conclusion of this site visit, the CDSS will issue a Report of Findings and Recommendations for review and response by the Alameda County Department of Children and Family Services.

If you have any questions concerning this site visit, please contact Katherine Nicholas, Chief, Children's Services Operations Bureau, at (916) 651-8100 or via email at Katherine.Nicholas@DSS.ca.gov.

We will be reaching out to begin coordinating the on-site so please let us know who will be the point of contact for Alameda County Department of Children and Family Services moving forward for planning purposes. Thank you for your partnership in this process to lead to improved outcomes for children and families.

Sincerely,

David McDowell, Ph.D., Chief
Children's Services Quality Management
Branch
Children and Family Services Division

cc: Andrea Ford, Director, Alameda County Social Services Agency,
David Haubert, President, Board of Supervisors,
Lena Tam, Vice President, Board of Supervisors,
Elisa Marquez, District 2, Board of Supervisors,
Nate Miley, District 4, Board of Supervisors,
Nikki Fortunato Bas, District 5, Board of Supervisors,
Jennifer Troia, Director, CDSS,
Katherine Rowlett, Assistant Chief Counsel, CDSS