

# SOCIAL SERVICES AGENCY

## Department of Children and Family Services' (DCFS') Status Update #8 on the Findings of the State Auditor's Report to the Joint Committee on Legislative Audits

*Guided by Collaboration, Continuous Quality Improvement, and Transparency*

Alameda County Board of Supervisors' Social Services Committee Meeting

**April 27, 2026**

**Presented by:**

**Andrea Ford**, Agency Director, Alameda County Social Services Agency

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



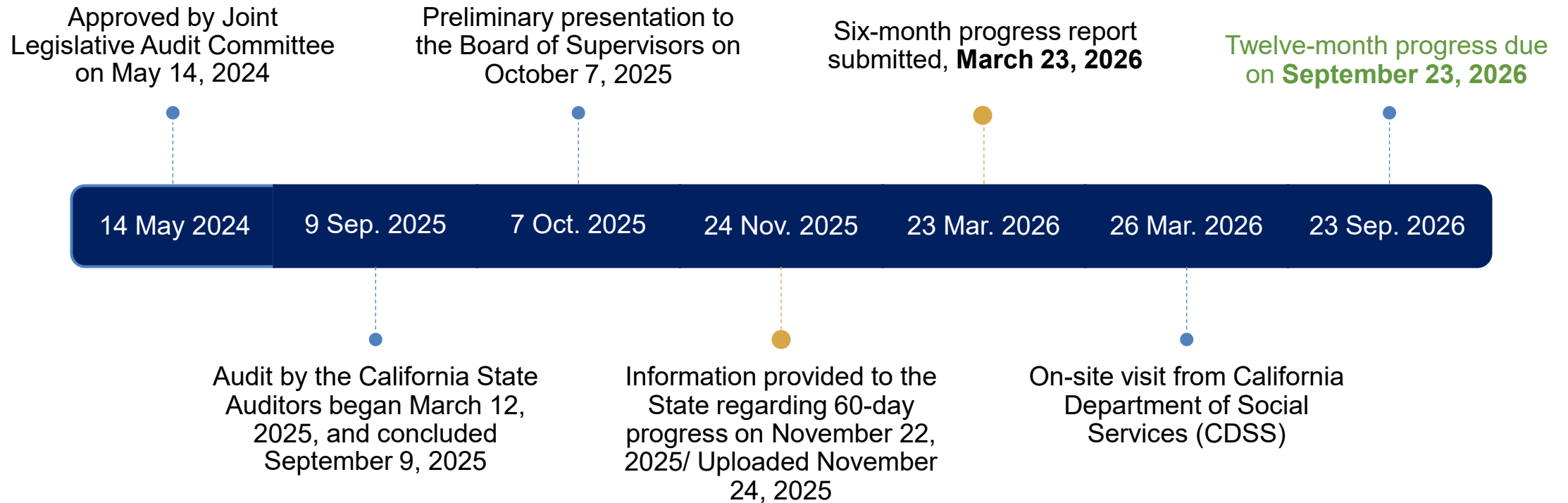


# AGENDA



- **Review of the 2024-108 Audit Report Timeline**
- **California Department of Social Services (CDSS) On-site Visit**
- **Follow Up from Previous Task Force Meeting**
  - Agreed upon deliverables
- **Safety Culture Survey Presentations and Focus Groups**
- **Child Welfare Worker Staffing**
- **Services for Foster Youth**
- **Transitional Shelter Care Facility Reopening**
- **Audit dashboard**
- **Status of Implementation of Recommendations**

# Review of the 2024-108 Audit Report Timeline



# California Department of Social Services (CDSS) On-site Review

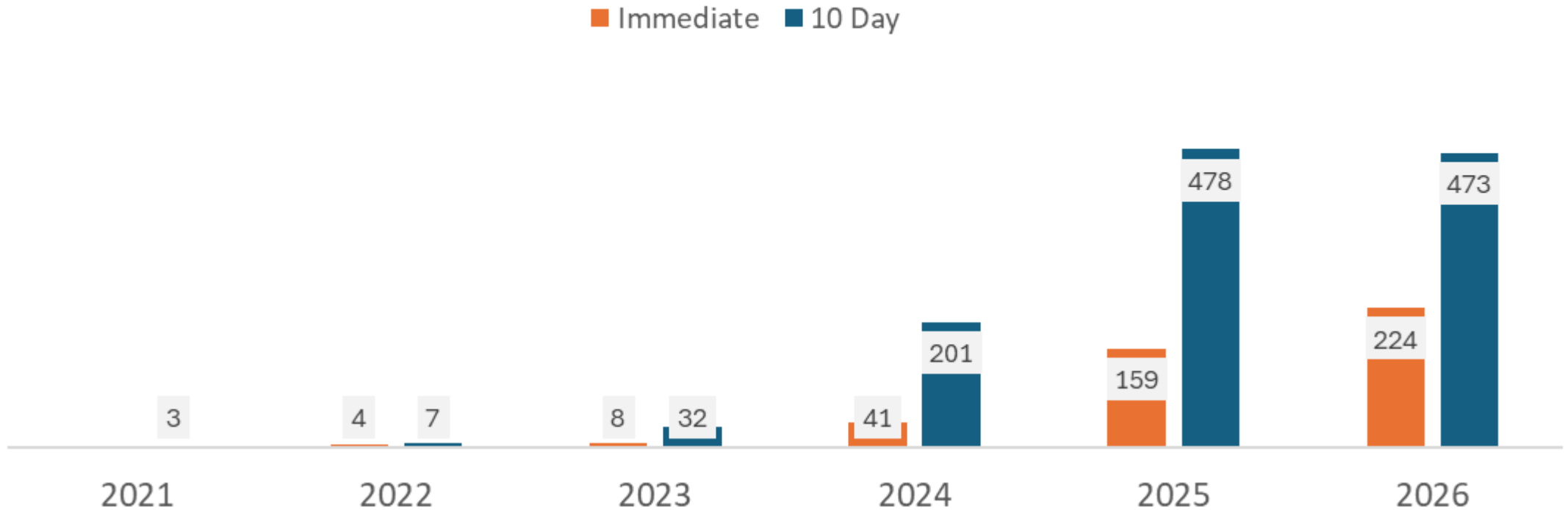
- The Onsite visit occurred on March 26, 2026, as scheduled.
- During the onsite visit CDSS:
  - Conducted focus groups with Child Welfare Workers (16) and Child Welfare Supervisors (10)
  - Conducted 15 interviews with Child Welfare Workers
  - Conducted an entrance conference with 13 CFS managers
- In addition to the interviews, CDSS conducted a case review on April 21, 2026, of a combination of cases and referrals open from 7/1/2025 - 3/13/2026.
- Following the completion of the review, the Department will receive a Report of Findings and Recommendations for review and response in 12 weeks.

# Updates to Information Disseminated at the 4/10/26 Task Force Meeting - *Ombudsperson Role*

- An Ombudsperson is not required by CDSS
- The department does not have an Ombudsperson, but handles concerns/complaints in the following manner:
  - Complaints or concerns that rise to the level of a civil rights violation are sent to SSA's Human Resources for investigation and resolution
  - Client Concerns are received from several portals:
    - Phone calls or letters to the Agency Director or Assistant Agency Director.
    - Agency-wide client concern emails may be sent to [clientconcern@acgov.org](mailto:clientconcern@acgov.org)
      - Depending on the nature of the client concern, the issue may be reviewed by the worker of record, supervisors, managers, or directors.
- CDSS has several ways for clients and staff to file complaints about a worker or the agency
  - Social Workers (Child Welfare Workers in Alameda County) can share their concerns at 1-844-796-6283 or [AB1978Hotline@dss.ca.gov](mailto:AB1978Hotline@dss.ca.gov)
  - Foster youth can also contact the California Office of the Foster Care Ombudsperson at 1-877-846-1602 or [fosteryouthhelp@dss.ca.gov](mailto:fosteryouthhelp@dss.ca.gov).

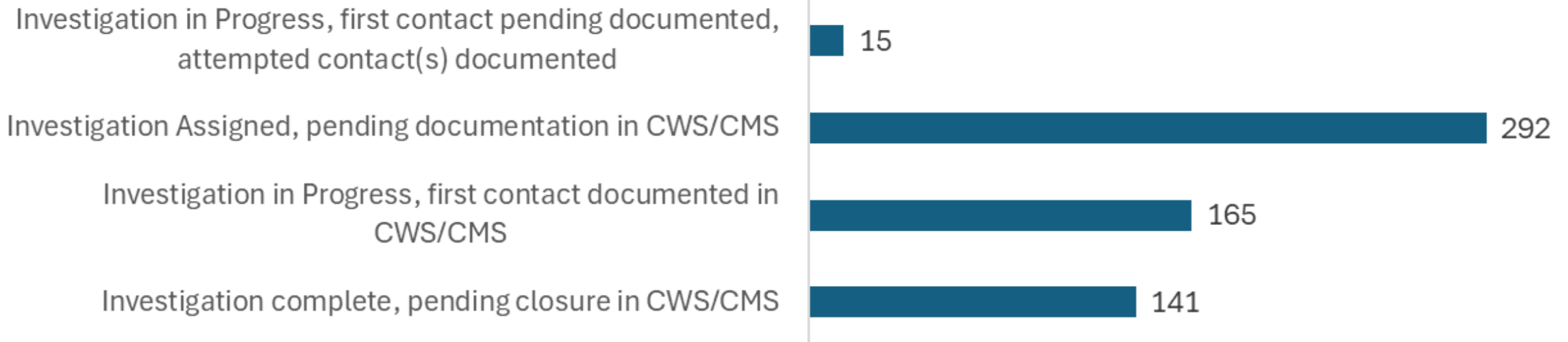
# Information Disseminated at the 4/10/26 Task Force Meeting - Emergency Response (ER) Unit - Open Referrals

Alameda County Department of Children and Family Services  
1,630 Open Referral Investigations on April 7, 2026



# Information Disseminated at the 4/10/26 Task Force Meeting - Emergency Response (ER) Unit - Backlog of Open Referrals/Investigations\*

Alameda County Department of Children and Family Services  
613 Referral Investigations Open 6+ Months on April 7, 2026



# Update Recommendation 4: Staff Survey

- Conducted 8 presentations to staff to share department-wide and division-specific survey results and to get staff feedback (November 2025 – February 2026).
- Conducted 8 focus groups about the Physical Safety domain with case-carrying Child Welfare Workers, non-case-carrying Child Welfare Workers, and clerical/eligibility staff by office location (March 2026).
- Scheduled four (4) additional focus groups about the Psychological Safety domain with Child Welfare Workers in ERU, all other case-carrying Child Welfare Workers, non-case-carrying Child Welfare Workers, and clerical/eligibility staff (Late April / May 2026).
- Planned presentation of all survey-related feedback to the CFS Senior Management Team (May 2026) to develop an action plan to address staff feedback (June 2026).
- Annual administration of the TeamFirst Assessment of Safety Culture Survey (July 2026).

# Information Disseminated at the 4/10/26 Task Force Meeting – Child Welfare Worker Staffing (Bachelor's and Master's Levels)

## Bachelor's Level:

2024 - 22 hires

2025 - 10 hires

2026 – 11 hires

## Master's Level:

2024 - 46

2025 - 24

2026 - 13

### CWW I/II Upcoming Exam

#### Dates:

- May 15, 2026
- July 15, 2026
- September 15, 2026
- November 16, 2026

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

2024 - 19

2025 – 20

2026 – 9

# Services for Foster Youth: Spotlight on Youth Transitions Partnership (YTP)

## Youth Transitions Partnership

- Since 2016, through a contract with First Place for Youth, YTP has served foster youth, non-minor dependents and former foster youth ages 14-24 to support positive outcomes in education, employment, housing stability and permanent connections.
- An innovative program that pairs an intensive coaching model with Dialectical Behavior Therapy (DBT) skills groups.
  - Established following a 2-year federally funded planning process through the Youth at Risk of Homelessness (YARH) demonstration grants (2012). Alameda County DCFS received the second round of YARH funding to develop the program model (2015).
  - Through a Visions AC grant in 2024, YTP expanded to serve former foster youth ages 21-24.
- Chapin Hall is the contracted evaluation/Continuous Quality Improvement (CQI) partner for this program.

# Services for Foster Youth: Spotlight on Youth Transitions Partnership (YTP)

*"I feel like [coach name] is honestly a really safe outlet. Like, I think [they don't] really try to do anything, I think [they] just listen to me, let me vent, and then [they give their] input, you know?" - <18*

*"It's a positive space, like, it's a space, like, where no one makes you feel, like, bad about your situations, or different, and then even, like, hearing about other people's situations, like, Oh, I'm not the only one,' like, someone could maybe go through something similar. Like, everyone's respectful of each other. And then, like, of course, like, the confidentiality thing. But it's also that private space, like... you feel like you're not the only one." - <18*

*"I feel as though when I was going through everything I was going through, and even now when I go through things, it's always been very accommodating. It's always been very accommodating, very helpful. I really don't know if there's anything more they could do."*

## What Coaches and Participants Say about YTP



# Transitional Shelter Care Facility (TrSCF) Reopening

- The department received its Transitional Shelter Care Facility Provisional License on March 24, 2026.
- The Provisional License is for three months and can be extended every three months until March 24, 2029.
- The department did a “soft” opening on March 27, 2026.
- The department opened to law enforcement on April 3, 2026.
- To date, there have been no youth at the Transitional Shelter Care Facility.
- When children go to the Transitional Shelter Care Facility, we have to justify to Community Care Licensing that all other placement objections have been explored.

# Audit Dashboard

## Department of Children and Family Services (DCFS) Audit Dashboard

- Introductory language on the audit dashboard has been updated to include a link to all of the publicly available findings, recommendations, and presentations that are currently accessible on the Alameda County Social Services Agency website.

[Link to Audit Dashboard](#)

# Status of Implementation of Recommendations

## State Auditor Assessment Status

● Fully Implemented: 4 of 15 (27%)

Recs: 6, 7, 9, 13

● Pending: 9 of 15 (60%)

Recs: 1, 2, 3, 4, 5, 8, 10, 14, 15

● Pending\*: 2 of 15 (13%)

Recs 11 & 12 — awaiting facility reopening

#	Recommendation	Status	Timeline
1	Recommendation 1: To ensure that it timely initiates and completes investigations of all immediate and non-immediate referrals, the department should, by January 2026, ensure that all supervisors review and approve investigation reports in a timely manner to ensure that they agree with the disposition.	Pending	Ongoing
2	Recommendation 2: To ensure that it timely initiates and completes investigations of all immediate and non-immediate referrals, the department should, by January 2026, periodically review the status of all referrals to determine the number of days to initiate and complete investigations and work with staff to identify impediments to initiating and completing investigations within the required time.	Pending	Ongoing
3	Recommendation 3: To ensure that it timely initiates and completes investigations of all immediate and non-immediate referrals, the department should, by January 2026, develop a strategy to address all identified impediments to ensure that it reduces the number of days for initiating and completing all investigations to comply with required time frames.	Pending	Ongoing
4	Recommendation 4: To ensure that it has sufficient staff to provide timely investigations of child abuse and neglect referrals and the timely provision of foster care services, the department should do the following by October 2026, survey all staff to identify impediments to retention and recruitment of staff and develop an action plan to address the identified impediments.	Pending	June 2026/Ongoing

# Status of Implementation of Recommendations

## State Auditor Assessment Status

● Fully Implemented: 4 of 15 (27%)

Recs: 6, 7, 9, 13

● Pending: 9 of 15 (60%)

Recs: 1, 2, 3, 4, 5, 8, 10, 14, 15

● Pending\*: 2 of 15 (13%)

Rec 11 & 12 — awaiting facility reopening

#	Recommendation	Status	Timeline
5	Recommendation 5: To ensure that it has sufficient staff to provide timely investigations of child abuse and neglect referrals and the timely provision of foster care services, the department should do the following by October 2026, hire more staff in the CWW I classification, up to 50 percent of the total child welfare workers in the department's ER Unit, as CDSS allows.	Pending	Ongoing
6	Recommendation 6: To ensure that it has sufficient staff to provide timely investigations of child abuse and neglect referrals and the timely provision of foster care services, the department should do the following by October 2026, make its shadowing process mandatory for new employees to reduce the time supervisors spend training new staff.	Fully Implemented	Completed
7	Recommendation 7: To ensure that foster youth receive all necessary services within the prescribed or agreed-upon time frames, the department should create and implement policies and processes that include the following by October 2026: (1) Documenting the service referral dates for all services. (2) Documenting all service provision, including dates when a service was provided to foster youth through an interagency partner or a contractor. (3) Reviewing and documenting, at least monthly during their visits with youth, whether youth receive services according to agreed-upon time frames and frequencies. (4) Documenting all efforts to collaborate with interagency partners to ensure timely service delivery, including efforts to obtain documentation of needed services, time frames, and delivered services.	Fully Implemented	Completed Nov 2025/Ongoing

# Status of Implementation of Recommendations

## State Auditor Assessment Status

● Fully Implemented: 4 of 15 (27%)

Recs: 6, 7, 9, 13

● Pending: 9 of 15 (60%)

Recs: 1, 2, 3, 4, 5, 8, 10, 14, 15

● \* 2 of 15 (13%)

Recs 11 & 12 — awaiting facility reopening

#	Recommendation	Status	Timeline
8	Recommendation 8: To ensure that it has the necessary documentation to identify all services that partner agencies provide to youth and to ensure the timeliness of those services, the department should propose a change to the MOU to provide for information sharing. This information should include the types of services that youth are scheduled to receive, the dates the youth were referred for services, and when the services were provided to ensure timely and coordinated delivery of services.	Pending	Ongoing
9	Recommendation 9: To ensure that the department's child welfare workers consistently and accurately identify, locate, and notify all possible relatives of a youth within 30 days of the youth's removal from a caretaker, the department should develop policies and procedures for such practices by October 2026.	Fully Implemented	Implemented Sep 2025/Ongoing
10	Recommendation 10: To ensure that foster youth fully benefit from their family network, the department should, by October 2026, include provisions for continued engagement with siblings and sibling relationship development and maintenance in its five-year System Improvement Plan for 2024 through 2029.	Pending	Approved Dec 2025
11	Recommendation 11: To ensure that it provides a safe space for foster children and youth in the new transitional shelter, the department should, by October 2026, develop policies and processes for tracking and minimizing overstays at its transitional shelter. The policies and processes should include a biannual review that analyzes trends and outcomes of strategies the department uses to minimize overstays, including a determination of the effectiveness and appropriateness of each strategy.	Pending*	*pending facility reopening Cannot implement until the new TrSCF opens

# Status of Implementation of Recommendations

## State Auditor Assessment Status

 Fully Implemented: 4 of 15 (27%)

Recs: 6, 7, 9, 13

 Pending: 9 of 15 (60%)

Recs: 1, 2, 3, 4, 5, 8, 10, 14, 15

 \* 2 of 15 (13%)

Recs 11 & 12 — awaiting facility reopening

#	Recommendation	Status	Timeline
12	Recommendation 12: To ensure that it identifies and corrects any past deficiencies before it reopens the new transitional shelter, the department should, by October 2026, collaborate with its transitional shelter contractors and implement policies and processes for the quarterly evaluation of transitional center performance, such as reviewing compliance with its operating standards, facility standards, and standards of reporting critical incidents. The policies and processes should include the documentation of corrective actions. The department should also implement procedures for tracking trends in critical incidents at the new facility to ensure that it can address any deficiencies it identifies.	Pending*	*pending facility reopening for reporting Cannot implement until the new TrSCF opens
13	Recommendation 13: To ensure that department staff receive the required core and continuing training in a timely manner, the department should do the following by October 2026, develop and document a process to track child welfare workers' and supervisors' progress in completing all required continuing training and report regularly to department management the training completion records for all staff. This process should include creating periodic reminders for child welfare workers and supervisors to complete annual continuing training.	Fully Implemented	Completed Oct–Nov 2025/Ongoing

# Status of Implementation of Recommendations

## State Auditor Assessment Status

 Fully Implemented: 4 of 15 (27%)

Recs: 6, 7, 9, 13

 Pending: 9 of 15 (60%)

Recs: 1, 2, 3, 4, 5, 8, 10, 14, 15

 \* 2 of 15 (13%)

Recs 11 & 12 — awaiting facility reopening

#	Recommendation	Status	Timeline
14	Recommendation 14: To ensure that department staff receive the required core and continuing training in a timely manner, the department should do the following by October 2026, establish processes to hold child welfare workers and supervisors accountable for completing the core training and annual continuing training. For example, the process could incorporate completion of training requirements in staff performance appraisals.	Pending	Ongoing
15	Recommendation 15: To ensure that it can monitor the timely provision of services, the department should, by October 2026, make sure that all contracts include the RBA measures, such as timeliness performance metrics for service provision.	Pending	Mar 2026

# Questions?

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



# Thank you.