

Child Welfare Services Monitoring & Oversight Resources

CDSS Social Worker Empowerment Hotline (AB 1978)

Social workers can report concerns regarding a county child welfare agency practices, policies, or procedures that endanger the health, safety, or well-being of children at:

TOLL FREE 1-844-796-6283

AB1978Hotline@dss.ca.gov

Complaints Regarding Fresno County Social Worker Conduct

Concerns about possible inappropriate actions of county employees and requests to change assigned social workers should be addressed to the Director of the county CWS agency for resolution.

Ms. Sanja Bugay, Director

P.O. Box 1912

Fresno, CA 93718-1912

www.cwda.org/membership

CDSS Foster Care Ombudsman

Provides a voice to speak and act on behalf of foster children and youth; Acts as an independent forum for the review and resolution of complaints made by or on behalf of children in foster care regarding their care, placement and services; Provides children and youth with information on their rights when placed in foster care; Maintains a toll free telephone number which foster children and youth or any concerned adult may call from anywhere in California to express their concerns and complaints.

Toll Free 1-877-846-7602

<https://fosteryouthhelp.ca.gov/>

Community Care Licensing

To file a complaint regarding a state licensed community care facility or childcare facility visit our Complaint Hotline Page for contact information and more.

Phone: 1-844-538-8766

<https://complaints.cclcd.dss.ca.gov/>

Indian Child Welfare Hotline

Tribal Representatives can report concerns regarding ICWA non-compliance by a county child welfare agency or probation department

TOLL FREE 1-844-796-6283

CDSSICWASupport@dss.ca.gov

Civil Rights Complaints – Fresno DSS

To file a civil rights complaint about a DSS EMPLOYEE contact the Fresno County DSS Civil Rights Coordinator, Deborah Edell.

Fresno County Department of Social Services

PO Box 1912, Attn: 5KBB

Fresno, CA 93718-9888

Phone: (559) 600-2996

Fax: (559) 600-7699

E-mail: dedell@fresnocountyca.gov

Civil Rights Complaints – California Department of Social Services

The CDSS Civil Rights Unit facilitates compliance with state and Federal civil rights laws. Ensures access and nondiscrimination to all applicants and/or recipients of benefits and services provided by the Department and county welfare departments and investigates any discrimination complaints.

To file a civil rights complaint about a COUNTY EMPLOYEE contact the CDSS Civil Rights Unit.

California Department of Social Services (CDSS) Civil Rights Unit

P.O Box 944243, M/S 9-7-041

Sacramento, CA 94244-2430

Phone: (916) 654-2107
Toll free: 1-866-741-6241
Email: crb@dss.ca.gov

Fresno DSS Personnel Complaints

To file a complaint about a DSS EMPLOYEE, contact interim Program Manager, Deborah Edell.

Fresno County Department of Social Services
PO Box 1912, Attn: 5KBB
Fresno, CA 93718-9888
Phone: (559) 600-2996
Fax: (559) 600-7699
E-mail: dedell@fresnocountyca.gov

To file a complaint about a COUNTY EMPLOYEE other than DSS, contact the Director of the County department where the person is employed.

A list of County departments and general contact information can be found at the Fresno County website under Departments at:
<https://www.fresnocountyca.gov/Departments>

Union Information

Service Employees International Union (SEIU) Local 521 (Region 4) represents a majority of job classifications for the County of Fresno. Concerns regarding union benefits and rights, labor laws, the need for representation, or questions about filing a grievance (formal complaint against one's employer) can be answered by the staff of union rights experts at the Member Resource Center (MRC).

Members can call the MRC at 1-833-SEIU-521 (1-833-734-8521) Monday – Thursday, 8:30am – 5:00pm and Friday from 8:30am – 12:00pm.

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Resource Family Approval (RFA) Biennial Review

CDSS is responsible for the ongoing oversight and monitoring of counties' Resource Family Approval (RFA) Program. The County is responsible for implementing, enforcing, and complying with all California State laws, rules, standards, policies, and procedures pertaining to the approval of resource families. To support the County in this, CDSS conducts an RFA County Biennial Review and provides guidance and technical assistance as needed for the operation of the RFA Program. Following the review, a Biennial Review Report is produced that notes highlights and challenges, as well as any recommendations for trainings or Technical Assistance that may be needed at a later date.

2020 and 2021 Fresno County Biennial Reports are available from DSS upon request.

Adoption Assistance Program (AAP) Monitoring

The purpose of counties' annual Adoption Assistance Program (AAP) monitoring by CDSS is to ensure administration of the AAP is in compliance with federal and state laws. It is the intent of the CDSS to act in an oversight role by providing monitoring feedback in the form of a findings report and technical assistance. Monitoring is the first step toward ensuring compliance with federal and state regulations and will assist counties with maintaining accurate AAP eligibility and AAP case. If you have any questions regarding AAP monitoring, including results of reviews, please contact the county's assigned AAP monitor, Fresno County DSS Adoptions Program Manager.

380 W. Ashlan, DSS Bldg. 5

Clovis, CA 93612

(559) 600-6400 and request to speak with the AAP monitoring Program Manager or Social Work Supervisor

CDSS AAP Monitor assigned to Fresno County:

Heather Moore

Adoption Services Branch

744 P Street, MS 8-12-521

Sacramento, CA 95814

(916) 651-8089

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Child & Family Services Reviews (CFSRs)

The Children's Bureau (of the US Department of Health & Human Services) conducts CFSRs, which are periodic reviews of state child welfare systems that ensure conformity to child welfare requirements, determine what children/families actually experience as they are engaged in child welfare services, and assist states in helping children and families achieve positive outcomes.

After a CFSR is completed, the CFSR Case Review Unit partners with counties to develop a Program Improvement Plan (PIP) to identify and address barriers to program improvement, make recommendations for continuous improvement strategies, and track implementation of the PIP.

Children's Services Outcomes and Accountability Bureau

744 P St., MS 8-12-91

Sacramento, CA 95814

(916) 651-8099

Each state's PIPs and several other CFSR reports through 2018 can be found on the Administration for Children and Families' website at

<https://www.acf.hhs.gov/cb/monitoring/child-family-services-reviews/round3>

For general questions regarding case reviews or to request technical assistance

cwscasereviews@dss.ca.gov

For information or resources on the entire Child and Family Services Reviews (CFSR) process, including guidance and announcements, state-specific information, E-Learning, and more, visit the CFSR Information Portal at

<https://www.cfsrportal.acf.hhs.gov/>