

C1 - Summary Matrix – Status on Board Requests from 12/19/23 Special Meeting

Color Key	
	Green indicates that the referral/request listed has been completed.
	Blue indicates the information for the referral/request listed is partially included in this report and additional information will be provided.
	Yellow indicates that information will be provided in an upcoming report.

#	Referral/Request for Information	Attachments/Status Update
A. Recommendations relating to Staffing and Personnel Concerns		
1	Request that Administration and County Counsel release a robust statement that the Department of Family and Children’s Services (DFCS) social workers, County Counsel attorneys, or any other County staff, foster care parents, or non-profit partners will not be retaliated against for raising concerns about systems and processes. This countywide Statement should make clear that everyone’s voice deserves to be heard who is willing to invest in solving this problem.	A robust anti-retaliation statement encouraging the perspectives of all stakeholders was shared with all DFCS staff, CCO staff, posted on the DFCS internal website, and shared with DFCS community partners, foster parents, and other stakeholders.
2	Immediately exclude from the countywide hiring freeze all line staff positions at DFCS, including social workers and supervisors.	County Administration has excluded all DFCS staff from the countywide hiring freeze.
3	Evaluate options to provide reports to the Board in Closed Session in advance of any personnel decisions at DFCS above the position of Program Manager – including any decisions to hire executive staff.	County Counsel has provided an off-agenda report responding to this request.
4	Report to the Board on steps to achieve a balanced process for DFCS cases, based on best practices, including:	
4a	How to right size and rebalance staffing levels using the best tools and mechanisms inside DFCS to align with workload.	Refer to <i>Attachment A.4a</i> (which also responds to Request A.5)
4b	How to refine County Counsel’s participation to ensure it allows DFCS staff to follow best practices – including reporting on the potential resumption of “staffings” for social workers, their supervisors, county counsel, and other appropriate staff to collaborate on decisions regarding individual cases.	DFCS is engaging with staff at all levels to gain input and insight to most effectively refine the DFCS legal consultation model. Refer to <i>Attachment A.4b</i>

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5	Report to the Board regarding staffing levels and caseloads at DFCS currently, information on the staffing changes necessary to align with Board direction, and a proposal to the Board on steps to achieve appropriate staffing levels – unit by unit.	Information included in <i>Attachment A.4a</i>
6	Report to the Board with options to ensure the appropriate and adequate staffing levels at the Child Advocacy Center (CAC) in order for all child survivors of abuse to receive medical care from the CAC Medical Team.	Refer to <i>Attachment A.6</i> (which also responds to Request C.3)
B. Information and clarification on existing laws and regulations around our child welfare system		
1	Provide the Board with a timeline starting in 2020 with policy and practice changes made to DFCS – including formal changes made to Online Policies and Procedures (OPP) and DFCS’s foster care handbook, but also a comprehensive analysis of additional changes to informal policies and practices.	<i>Attachment B.1</i> provides this information.
2	Report to the Board (in Closed Session if necessary) on the evolution of County Counsel’s changing interpretations of the legal standards for the removal of children from the custody of their parents, as well as evolutions of direction DFCS provides social workers regarding the role of County Counsel in making determinations and the discretion that DFCS retains.	Information regarding direction provided to DFCS social workers is included in <i>Attachment B.2</i> . County Counsel has provided an off-agenda report with information regarding changing legal standards and advice provided to DFCS.
3	Report back regarding hospital release and transfer protocols where a DFCS report has been made – both for County and non-County hospitals.	Information provided in <i>Attachment B.3</i>
4	Report back with detailed data on the past three years of Clinical Death Review cases where there has been a report to DFCS and/or a CAN Center Call.	Information provided in <i>Attachment B.4</i>
5	Report back with detailed data regarding children in the Probation system who have a nexus to DFCS, including the number of previous CAN Center calls and/or DFCS reports, as well as data on substantiated abuse. Including a report back with analysis of these data trends over time and options to research whether recent child welfare practice	Refer to <i>Attachment B.5</i> . Additional information and analysis related to these topics will be presented to the Board in future reports.

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	trends are having an impact on the number of youth with juvenile justice involvement.	
C. Status updates on current programs and services		
1	Report on the status of all recommendations made at this Special Board Meeting.	This matrix is tracking all referrals and requests made at the 12/19/23 Special Meeting. Quarterly updates to the Board will include additional reports that were not possible to complete in time for the February 6, 2024 Board meeting. An updated version of this matrix will be included with each quarterly report.
2	Report on the status of all recommendations made in 2023 by the California Department of Social Services, including in their February 2023 communication.	<i>Attachment C.2</i> provides a crosswalk of CDSS recommendations and actions taken by DFCS.
3	Report back on the plan to finalize the updated Sexual Assault Response Team (SART) protocol, including a timeline with a 3-6 month window for completion.	Information included in <i>Attachment A.6</i>
D. Recommendations relating to new requests and programs		
1	Provide the Board with a joint report from the Administration, County Counsel, and the Office of the Clerk of the Board with options for the Board of Supervisors to directly contract: a) An outside agency to manage an independent whistleblower process, b) an independent investigator to manage concerns and inquiries, that would typically be investigated internally. The Board directed this analysis consider the role of the California Department of Social Services, the Juvenile Welfare Office of the Ombuds, the County’s Whistleblower Program, and other existing investigatory bodies to avoid redundancy.	County Counsel has provided an initial response to this request through an off-agenda report. Administration will provide options for the Board’s consideration consistent with County Counsel’s analysis in a future report to the Board.
2	Policy options for the Board to consider that would allow for increased oversight of cases, where appropriate, even where there is not a removal. Options should include expanding the number of cases that are referred to court	Information provided in <i>Attachment D.2</i> . County Counsel has also provided an off-agenda report responding to this request.

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	supervision and other methods to make safety plans and family service referrals mandatory, not voluntary.	
3	Report back on appropriate levels of training, as well types of training, for County Counsel staff who are reviewing DFCS cases, and the level of training currently averaging among county counsel staff.	Information provided in <i>Attachment D.3</i>
4	Options to adopt improved reporting systems or other methods to support information sharing between parallel investigations to ensure that updated safety information from public safety units are accessible to DFCS social workers.	Information provided in <i>Attachment D.4.</i>
5	Report back with a comprehensive evaluation of families referred to the Voluntary Family Maintenance (VFM) program to determine the effectiveness of the program in engaging families – including how VFM referrals and participation impact hotline reports of the same family.	DFCS has initiated a comprehensive evaluation of the VFM program, which will take some time. An update on this effort will be provided to the Board at a future date.
6	Provide the Board with options on next steps for a robust campaign to increase awareness of the Child Abuse and Neglect Center and reporting number.	This report is under development by DFCS and the County’s Office of Communication and Public Affairs. It will be presented to the Board as part of the next quarterly report.
7	Provide the Board with information and/or options for a program to provide legal representation for all children with DFCS cases.	County Counsel has provided an off-agenda report responding to this request.

E. Verbal Requests from the December 19, 2023 Board of Supervisors Meeting

1	Administration to include in the February 6, 2024 report information relating to CANC call center data, including call pick-up rates and specific staffing positions that can take calls, after consultation with line staff regarding how the process works; and, at the request of Supervisor Chavez, the Board directed Administration to broadly interpret the direction to include the function of staff and any concerns they have regarding the function.	Information provided in <i>Attachment E.1.</i>
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2	Provide information relating to utilization of beds at Parisi House on the Hill.	Information provided in <i>Attachment E.2.</i>
3	Report to the Board relating to how the Office of the County Executive and the Board of Supervisors will be incorporated into the Children of Color Workgroup discussions.	Information provided in <i>Attachment E.3.</i>
4	Provide information relating to Evident Change’s Structured Decision Making.	Information provided in <i>Attachment E.4.</i>
5	Administration and County Counsel to report to the Board on February 6, 2024 relating to the number of times DFCS has taken a different opinion than County Counsel regarding the removal of child from a home, the number of times DFCS agreed with an opinion from County Counsel regarding the removal of child from a home, and any other associated child-removal tracking information.	While there are cases that have been lifted up to DFCS Leadership where there were differing views, neither DFCS nor CCO collected data on the number of times DFCS staff did not agree with the legal advice from CCO on a case. DFCS is in the process of implementing CDSS’s recommendation to develop a policy for consistent documentation of legal consultations and will provide the Board the policy once completed.
6	Report to the Board on February 6, 2024 relating to an analysis regarding childhood trauma, including data relating to child removal at the infant stage, child removal post-infancy, and child trauma bonding without removal.	DFCS, in partnership with the County’s Trauma Recovery Center, is preparing a literature review regarding childhood trauma and trauma bonding for presentation as part of the next quarterly report.
7	Request a redacted version of the CDSS December 4, 2023 communication to DFCS that respects privacy and confidentiality and allows review of the remainder of the report.	The County Executive made this formal request on January 4, 2024. CDSS has denied the County’s request.

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8	Report to the Board relating to all legislative files regarding DFCS system improvements and any information reflecting removal and fatality data, and ensure no future reports are placed on the Consent Calendar.	All reports related to DFCS system improvements and data will be placed on the Regular Agenda.
9	Report to the Board in March 2024 regarding options for structural changes related to oversight of DFCS, including the potential for removing DFCS from the Social Services Agency and having the Director of DFCS report directly to the Office of the County Executive.	Report will be provided in March 2024 as requested.