

Appendix C: Interview Guides

For this review, we interviewed over 100 individuals, including 37 people who participated in CSD focus groups. Interviewees included staff from Riverside County's DPSS and OPG, external partners, and other entities with relevant expertise. We conducted follow-up interviews and communications as needed. In cases where we sought input from individuals for both Part 1 and Part 2 of the review, we conducted separate interviews with them.

The experiences and perspectives of the individuals we interviewed were essential to our understanding of care and services provided to vulnerable children and adults in Riverside County. To provide for confidentiality, we do not specify interviewees' names or positions. Among those who provided their time and insight to help improve the County's service delivery were individuals serving in various capacities such as:

- Agency leadership;
- Supervisory and managerial roles;
- Direct service including advocates, appointed counsel, attorneys, law enforcement;
- Social workers, program specialists, and public guardians; and
- Individuals close to the care of the Turpin sibling group.

For Part 2, we also interviewed two members of the Turpin sibling group.

County leaders focused this review on policies, procedures, and practices surrounding the safety and well-being of children in out-of-home care and conserved adults. The interviews we sought reflected this scope. However, there were some individuals we wished to interview who declined to participate or did not respond to us. For example, of 68 Foster Family Agencies, only two agency heads agreed to be interviewed.

Our interview questions were focused on understanding:

- Strengths – what is working well, successes, and wins;
- Opportunities or new ideas to explore, build on, and support; and
- Areas in need of improvement – things that are not working, challenges that need a new approach or more support.

Topics varied depending upon the interviewee's expertise, role, and the entity they represented. Areas of inquiry are listed below for the various interview categories.

Children's Services Division

- Safety and well-being of children in out-of-home care
- Services and supports for children, youth, and parents seeking reunification
- Efforts to utilize kin placements and related issues

- Development of the continuum of care
- Availability and quality of appropriate resource family placements
- Placement matching
- Foster Family Agencies' roles and responsibilities
- CSD oversight of FFAs
- Recruitment and retention of resource families by FFAs
- Community-based organizations and county-based partners
- Perspectives on the courts
- Workforce issues, including caseloads, retention, attrition, and recruitment
- Quality Parenting Initiative, Continuous Quality Improvement, and other strategic initiatives

County Counsel Representing CSD

- Caseloads and approach to assigning cases
- Services provided by the Research, Training, and Appeals Division
- Training and support for social workers
- Perspectives on CSD workforce issues, such as attrition and vacancies
- Observations about court reports
- Impressions of current court processes
- Perspectives on availability and quality of services for parents and children

External Partners

- Safety of children in care
- Perspectives on recruiting and training resource families and adoptive families
- Views on the quality and availability of services for children and families
- Perspectives on retention of resource families
- Placement matching
- Homes for 'harder to place' children and youth
- Placement changes
- STRTPs and the transition from group care to STRTP
- Relationship between external partners and CSD
- Coordination with CSD

Defense Attorneys

- Trends in caseloads and impact of caseloads on representation
- Approaches to meeting with clients
- Impressions of current court processes
- Observations about court reports
- Views on quality of care children receive
- Perspectives on availability and quality of services for parents and children
- How compensation from Riverside County is structured

Office of Public Guardian

- Workplace culture, job training, supervision, and compensation
- Caseload and nature of cases
- Impressions of the Public Guardianship Program
- Visitation of clients
- Clients and their family members' involvement in decisions
- Case review
- Maintaining clients in their home
- Relationships and interactions with other county or nonprofit agencies
- Appointed counsel
- Relations with probate court investigators
- Probate caseload characteristics
- Court approval
- Practice guidelines for the program
- Plans of care

Adult Protective Services

- ASD referrals to the Public Guardianship Program
- Screening tools
- Communication with Public Guardianship Program generally, and specific to cases
- Volume of cases
- Impressions of the Public Guardianship Program
- Elder Abuse Forensic Center

County Counsel Representing Public Guardianship Program

- Balancing conservatee wishes and conservatee protection
- Actions and protocols relating to liability
- Perspectives on sufficiency of staffing and funding of the Public Guardian Program
- Views on relationships with service providers

Appointed Counsel Representing Conservatees

- Conservatee caseload
- Contact with conservatees
- Handling issues and complaints
- Restoration to capacity or partial restoration
- Impressions of the Public Guardianship Program
- Court monitoring of the Public Guardianship Program
- Compensation for attorneys

Aging and Disability Service Providers

- Services needs of Public Guardianship clients
- Extent of need for public guardianship

- Relationship with the Public Guardianship Program
- Impressions of the Public Guardianship Program

Elder Abuse Forensic Center

- Purpose, functioning, and composition of the Center
- Connections, interactions, and relationships with OPG
- Impressions of the Public Guardianship Program

Self-Sufficiency Program Experts

- Perspectives on accessing CalFresh, Medi-Cal and affordable housing in Riverside County
- Adequacy of benefits and the need for supplemental services
- Streamlining access to Self-Sufficiency programs
- Supports to help people successfully enroll in benefits
- Impressions of the BenefitsCal system
- Service integration and service coordination
- Data sharing
- County's role in assisting with access to a full spectrum of services
- Public Guardians' roles in connecting clients with Self-Sufficiency programs
- Trauma-informed approaches in the context of safety net programs

Appendix D: CSD Survey

Introduction

This survey is about safety and services for children in out of home care, services for transition-age youth, services for parents, and workplace environment. This survey will take 10–15 minutes. Your responses are anonymous and confidential. Please respond to questions that relate to your experience and expertise. You may skip questions that are not relevant to you.

Part 1: Services and Support for Children

Question 1: Please share your impressions of the availability of the following placements or services to children in out-of-home care. By out-of-home care, we mean kinship care, foster care, and congregate care.

	Never available	Rarely available	Sometimes available	Often available	Always available
Placements that are safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that provide stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that enable siblings to stay together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that meet children's needs (language, culture, location, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that ensure children can access education (e.g., enrollment support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational supports to help children succeed in school (e.g., tutoring)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Never available	Rarely available	Sometimes available	Often available	Always available
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 2a: Please share your impressions of the quality of the following placements or services for children in out-of-home care.

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Placements that are safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that provide stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that enable siblings to stay together	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placements that meet children's needs (language, culture, location, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services that ensure children can access education (e.g., enrollment support)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational supports to help children succeed in school (e.g., tutoring)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dental services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 2b: Please explain any of your responses about the availability or quality of placements or services for children in out-of-home care.

Part 2: Services and Support for Parents

Question 3: How available are the following services for parents seeking reunification?

	Never available	Rarely available	Sometimes available	Often available	Always available
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Education/Credit recovery services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reentry services for formerly incarcerated individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job or education related services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connections to social safety net programs like CalFresh or CalWorks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 4a: How is the quality of the following services for parents seeking reunification?

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance abuse services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Housing supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Education/Credit recovery services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reentry services for formerly incarcerated individuals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job or education related services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connections to social safety net programs like CalFresh or CalWorks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 4b: Please explain any of your responses about the availability and quality of services for parents seeking reunification.

Part 3: Services and Support for Transition-Age Youth

Question 5: Please share your impressions of how successful the Department is in meeting the needs of transition-age youth.

	Very unsuccessful	Somewhat unsuccessful	Neutral	Somewhat successful	Very successful
Overall, how successful is the Agency at connecting transitional age youth to the full spectrum of support services they are eligible to receive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 6a: How successful is the Department at connecting transition-age youth to the following specific services?

	Very unsuccessful	Somewhat unsuccessful	Neutral	Somewhat successful	Very successful
CalFresh	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplemental food assistance services beyond CalFresh	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health care services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational services like GEDs and higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workforce development services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life skills and financial education training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 6a: Please explain any of your responses regarding connecting transition-age youth with services.

Part 4: Resource Parents

Question 7a: Please indicate how strongly you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Recruitment of resource parents through FFAs results in sufficient placements to meet the needs of our children in care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotline calls about resource parents are resolved in a manner that keeps children safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resource family approval requirements result in the selection of safe homes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Home inspections detect problems with resource homes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our FFAs prioritize the needs of our children when offering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retention of resource parents is high.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The training resource parents receive from FFAs prepares them well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ongoing education for resource parents addresses the most needed topics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support is available for resource parents when they request it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotline calls about resource parents are resolved in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 7b: Please explain any of your responses above.

Part 5: Workplace Assessment

Question 8: Indicate the extent to which you agree or disagree with the following statements about your work environment.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My workload feels manageable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of work my colleagues have to do seems manageable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that my job's compensation (salary & benefits) is sufficient for my caseload and responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My supervisor provides timely feedback on my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agency leadership communicates clear and consistent priorities to guide me and my colleagues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I am making a positive difference in the lives of children and families in my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have support through my workplace to process secondary trauma.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have received sufficient training to address the challenges I face in my caseload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff turnover does not adversely impact my work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the equipment I need to do my job (e.g., computers, phones, tablets).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to the information I need to do my job (e.g., websites displaying service availability, management reports, workload management tools)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I like my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 9: Is there anything else you would like to share about your work environment? (E.g., caseload size, team work, how the pandemic has changed your work, technological or information sharing needs, etc.)

Question 10: What do you view as some challenges unique to Riverside County (e.g., population demographics, transportation issues, geographic spread, etc.)? This can mean challenges for families and/or employees.

Part 6: Workplace Assessment

Question 11: Is there anything else that we didn't ask you about that you would like to share?

Part 7: Tell us about yourself

Question 12a: What is your job classification? [Please select the best choice]

- | | | |
|------------------------------|-------------------------------|------------------------------|
| <input type="radio"/> OA II | <input type="radio"/> SSP I | <input type="radio"/> SSS I |
| <input type="radio"/> OA III | <input type="radio"/> SSP II | <input type="radio"/> SSS II |
| <input type="radio"/> SSA | <input type="radio"/> SSP III | <input type="radio"/> RM |
| | | <input type="radio"/> Other |

Question 12b: You selected "Other" for your job classification. Please indicate your job classification below.

Question 13a: Select the category that best describes your unit.

- | | | |
|--|--|--|
| <input type="radio"/> Investigative Services | <input type="radio"/> Continuing Services | <input type="radio"/> Out of Home Investigations |
| <input type="radio"/> Centralized Placement | <input type="radio"/> Extended Foster Care Program | <input type="radio"/> Permanency |
| <input type="radio"/> Child and Family Team | <input type="radio"/> Foster Care | <input type="radio"/> RFA |
| | | <input type="radio"/> Other |

Question 13b: You selected "Other" for your unit. Please write what unit you belong to below.

Question 14: How long have you been in this role?

(Adjust slider between 0 – 30 years)

Question 15: How long have you been employed by the Department?

(Adjust slider between 0 – 30 years)

Appendix E: Results of CSD Survey

Table 1. Availability of Out-of-home Care Placements or Services

Please share your impressions of the availability of the following placements or services to children in out-of-home care. By out-of-home care, we mean kinship care, foster care, and congregate care.

	Never available	Rarely available	Sometimes available	Often available	Always available
Placements that are safe	2%	6%	40%	41%	10%
Placements that provide stability	1%	14%	54%	28%	4%
Placements that enable siblings to stay together	2%	33%	52%	11%	2%
Placements that meet children's needs (language, culture, location, etc.)	1%	26%	50%	19%	3%
Services that ensure children can access education (e.g., enrollment support)	1%	10%	41%	34%	13%
Educational supports to help children succeed in school (e.g., tutoring)	2%	19%	40%	29%	10%
Mental health services	1%	6%	31%	41%	21%
Health care services	1%	2%	21%	46%	30%
Dental services	1%	2%	21%	47%	29%
Transportation support	5%	21%	42%	24%	8%
Other	7%	18%	50%	15%	10%

Table 2. Quality of Out-of-home Care Placements or Services

Please share your impressions of the quality of the following placements or services for children in out-of-home care.

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Placements that are safe	1%	5%	42%	43%	9%
Placements that provide stability	1%	12%	46%	36%	6%
Placements that enable siblings to stay together	3%	19%	48%	25%	5%
Placements that meet children's needs (language, culture, location, etc.)	2%	11%	48%	33%	6%
Services that ensure children can access education (e.g., enrollment support)	2%	10%	43%	35%	9%

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Educational supports to help children succeed in school (e.g., tutoring)	3%	14%	47%	29%	8%
Mental health services	1%	10%	38%	36%	14%
Health care services	1%	4%	36%	42%	18%
Dental services	1%	4%	35%	42%	18%
Transportation support	5%	21%	42%	24%	8%
Other	7%	18%	50%	15%	10%

Table 3. Availability of Services for Parents Seeking Reunification
How available are the following services for parents seeking reunification?

	Never available	Rarely available	Sometimes available	Often available	Always available
Mental health services	0%	4%	24%	48%	24%
Substance abuse services	0%	2%	22%	45%	30%
Domestic violence	0%	4%	30%	43%	23%
Housing supports	11%	46%	30%	9%	5%
Financial Education/Credit recovery services	13%	40%	29%	11%	6%
Reentry services for formerly incarcerated individuals	12%	36%	32%	14%	5%
Job or education related services	10%	30%	34%	18%	8%
Connections to social safety net programs like CalFresh or CalWorks	2%	6%	25%	40%	27%
Transportation support	6%	23%	32%	24%	15%
Other	9%	13%	49%	13%	16%

Table 4. Quality of Services for Parents Seeking Reunification
How is the quality of the following services for parents seeking reunification?

	Very poor quality	Poor quality	Fair quality	Good quality	Very good quality
Mental health services	2%	10%	36%	34%	17%
Substance abuse services	2%	9%	36%	34%	19%
Domestic violence	1%	9%	39%	34%	16%
Housing supports	13%	32%	40%	11%	4%
Financial Education/Credit recovery services	13%	29%	39%	13%	7%
Reentry services for formerly incarcerated individuals	13%	30%	38%	14%	6%
Job or education related services	10%	30%	34%	18%	8%
Connections to social safety net programs like CalFresh or CalWorks	2%	6%	25%	40%	27%
Transportation support	6%	23%	32%	24%	15%
Other	9%	13%	49%	13%	16%

Table 5. Meeting the Needs of Transition-Age Youth
How successful is the Department at connecting transition-age youth to the following specific services?

	Very unsuccessful	Somewhat unsuccessful	Neutral	Somewhat successful	Very successful
<i>Overall, how successful is the Agency at connecting transitional age youth to the full spectrum of support services they are eligible to receive?</i>	5%	8%	41%	33%	13%
CalFresh	2%	4%	46%	29%	20%
Supplemental food assistance services beyond CalFresh	2%	5%	49%	27%	17%
Affordable housing	6%	17%	48%	20%	9%
Income supports	4%	15%	50%	25%	6%
Health care services	1%	5%	39%	33%	23%
Mental health services	2%	7%	43%	29%	19%
Educational services like GEDs and higher education	2%	7%	40%	35%	16%

	Very unsuccessful	Somewhat unsuccessful	Neutral	Somewhat successful	Very successful
Workforce development services	2%	9%	49%	29%	10%
Life skills and financial education training	2%	8%	45%	32%	13%
Transportation support	3%	12%	51%	26%	8%
Other	8%	3%	71%	11%	7%

Table 6: Foster Family Agencies

Please indicate how strongly you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Recruitment of resource parents through FFAs results in sufficient placements to meet the needs of our children in care.	17%	29%	31%	17%	6%
Hotline calls about resource parents are resolved in a manner that keeps children safe.	3%	8%	48%	33%	8%
Resource family approval requirements result in the selection of safe homes.	3%	13%	38%	39%	6%
Home inspections detect problems with resource homes.	2%	11%	33%	45%	9%
Our FFAs prioritize the needs of our children when offering	9%	22%	44%	21%	4%
Retention of resource parents is high.	16%	28%	40%	13%	3%
The training resource parents receive from FFAs prepares them well.	11%	27%	43%	17%	3%
Ongoing education for resource parents addresses the most needed topics.	6%	20%	49%	21%	4%
Support is available for resource parents when they request it	6%	24%	45%	21%	4%
Hotline calls about resource parents are resolved in a timely manner.	4%	13%	45%	32%	6%

Table 7. Workplace Assessment

Indicate the extent to which you agree or disagree with the following statements about your work environment.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My workload feels manageable.	35%	19%	14%	21%	12%
The amount of work my colleagues have to do seems manageable.	44%	27%	14%	9%	7%
I feel that my job's compensation (salary & benefits) is sufficient for my caseload and responsibilities.	64%	19%	6%	7%	3%
My supervisor provides timely feedback on my work.	7%	9%	16%	27%	40%
Agency leadership communicates clear and consistent priorities to guide me and my colleagues.	20%	19%	21%	27%	12%
I feel I am making a positive difference in the lives of children and families in my job.	6%	8%	16%	39%	31%
I have support through my workplace to process secondary trauma.	18%	15%	28%	24%	16%
I have received sufficient training to address the challenges I face in my caseload.	15%	14%	30%	27%	15%
Staff turnover does NOT adversely impact my work.	76%	14%	4%	3%	3%
I have the equipment I need to do my job (e.g., computers, phones, tablets).	6%	10%	15%	35%	34%
I have access to the information I need to do my job (e.g., websites displaying service availability, management reports, workload management tools)	5%	11%	23%	35%	27%
Overall, I like my job.	3%	10%	20%	35%	32%

Appendix F: OPG Survey

Introduction

Pamela B. Teaster, Ph.D., and Erica Wood, J.D., are assessing the Riverside Public Guardian Program as part of a larger County investigation. The aim is to understand how the Riverside Public Guardian Program operates to serve its clients and to make recommendations for improvement. Should you have questions about this survey, please contact Pamela B. Teaster at pteaster@vt.edu

Definitions

Client: A person placed by the court under the care of the Riverside Public Guardian Program.

Conservator: A person lawfully invested with the power, and charged with the duty, of taking care of the person and/or managing the property and rights of an adult who is considered incapable of administering his or her own affairs. Riverside conservators may be Probate Conservators (California Probate Code), Limited Conservators for Developmentally Disabled clients, or Lanterman-Petris-Short (LPS) Conservators (California Welfare & Institutions Codes 5200).

Public Guardianship: The appointment and responsibility of a public official or publicly funded organization to serve as legal conservator/guardian in the absence of willing and responsible family members or friends to serve as, or in the absence of resources to employ, a private conservator/guardian.

Public Guardianship Program: The entity responsible for exercising public guardianship duties.

Part 1: Administrative Structure and Location

Question 1a: Is your program of public guardianship established statutorily?

- Yes
- No

Question 1b: If YES to question 1 above, please provide the citation.

Question 2a: Does the public guardianship program have administrative regulations?

- Yes
- No

Question 2b: If YES to Question 2 above, please provide the legal citation and link to regulations.

Question 3a: To the best of your knowledge, are there any proposed changes to the public guardianship statute pending in your current legislative session?

- Yes
- No

Question 3b: If YES to Question 3 above, please specify.

Question 4: What was the budget for the Riverside Public Guardian Program for Fiscal Year 2021? (If unknown, please state "unknown").

Question 5: If the public guardianship program budget is inadequate, how much money should be added to the annual public guardianship budget to make it adequate? (If unknown, please state "unknown").

Question 6: If a public guardianship program standard of practice is a full-time equivalent (FTE) paid professional staff to client ratio of 1:20, how much money should be added to the annual public guardianship program budget to make it comply with this standard of practice? (If unknown, please state "unknown").

Question 7: What do you calculate as the program's average cost per case?

Question 8a: From where does the public guardianship program receive budgetary funds? (Check all that apply).

- Federal funds (please specify below)
- State funds (please specify below)
- County funds (please specify below)
- Medicaid funds
- Grants/Foundation
- Private donations
- Client fees
- Estate recovery
- Other (please specify below)

Question 8b: If necessary, please specify the answer to Question 8.

Question 9: Does the program have the authority to collect a fee or charge to the client for public guardianship services?

Question 10a: Does the program collect a fee or charge to the client for public guardianship services?

Question 10b: If YES to Question 10, please explain how fees are determined and provide a copy of the fee schedule.

Part 2: Functions of the Public Guardian Program

Question 1: Does the Riverside Public Guardian Program (Check all that apply):

- Make decisions about a client's personal affairs?
- Make decisions about a client's financial (property) affairs?
- None of the above

Question 2a: Regarding delivery of services for public guardianship clients (e.g., homecare, transportation, money management), does the public guardianship program serve in the following roles? (Check all that apply).

- Monitor of delivery of services
- Arranger of delivery of services
- Advocate for services
- Direct provider of services other than guardianship services (please specify below)

Question 2b: If necessary, please specify Question 2.

Question 2c: In any of the roles listed in Question 2, with what agencies or organizations does the program work?

Question 3: Does the public guardianship program serve clients other than those under guardianship?

- Yes
- No

Question 4a: What other surrogate decision-making/fiduciary services does the public guardianship program provide? (Check all that apply).

- | | | |
|---------------------------------|---|---|
| • Financial power of attorney | • Trustee | • Supporter under supported decision-making agreement |
| • Health care power of attorney | • Personal representative of decedents' estates | • Other (please specify below) |
| • Representative payee | • Private guardianship services | • N/A |

Question 4b: If necessary, please specify Question 4.

Question 5: Does your program use supported decision-making through a supported decision-making agreement with the client, instead of conservatorship?

- Yes
- No

Question 6: Does your program use supported decision-making through use of informal decision supports with conservatees, involving them in the decision-making?

- Yes
- No

Question 7a: Does the public guardianship program provide any of these outreach services? (Check all that apply).

- Educate the community about conservatorship/guardianship
- Provide technical assistance to private conservators
- Monitor private conservators
- Other (please specify below)

Question 7b: If necessary, please specify Question 7.

Question 8a: Does the public guardianship program have a consistent working relationship with:

- Counsel for the conservatee?
- Adult protective services?
- Neither

Question 8b: If YES to Question 8, please provide an example.

Question 9a: Does the public guardianship program petition for adjudication of legal incapacity?

- Yes (please specify below)
- No

Question 9b: If YES to Question 9 for Fiscal Year 2021, how many times did the public guardianship program petition?

Question 10a: Does the public guardianship program petition for appointment of itself as guardian?

- Yes (please specify below)
- No

Question 10b: If YES to Question 10 – for Fiscal Year 2021, how many times did the public guardianship program petition?

Question 10c: If YES to Question 10 – How many of these petitions were successful?

Question 11a: Does your program have written policies and procedures?

- Yes
- No

Question 11b: If YES to Question 11, date of last update:

Question 12a: Does your program have a written complaint procedure?

- Yes
- No

Question 12b: If YES to Question 12, please explain to whom complaints are received and how they are addressed.

Part 3: Staffing

Context

"Unmet need" means persons alleged to meet legal criteria for incapacity, as well as any other program criteria, but who have not yet been formally adjudicated as legally incapacitated and for whom the Riverside Public Guardian Program has not been appointed

Question 1: For Riverside County, please provide a numerical estimate of unmet need for public guardians.

Question 2: In Question #2, we are using the exact date of January 3, 2022 as it is the first working day in the month and should represent a "typical day" in the life of a public guardianship program.

Question 2a: How many PROBATE clients did the public guardianship program serve? (If unknown, please enter "X").

Question 2b: How many DD "LIMITED CONSERVATOR" clients did the public guardianship program serve? (If unknown, please enter "X").

Question 2c: How many LPS clients did the public guardianship program serve? (If unknown, please enter "X").

Question 2d: How many full-time equivalent (FTE) paid professional staff did the public guardianship program include? Please include all paid professional staff on payroll and include those who were sick, on vacation, or on leave. (If unknown, please enter "X").

Question 2e: How many volunteers were assisting the public guardianship program? (If unknown, please enter "X").

Question 3: In Question #3, we are using Fiscal Year 2021 as it is the most recent year for which information would be available for the public guardianship program.

Question 3a: What was the cumulative total of PROBATE clients served by the public guardianship program? (If unknown, please enter "X").

Question 3b: What was the cumulative total of DD "LIMITED CONSERVATOR" clients served by the public guardianship program? (If unknown, please enter "X").

Question 3c: What was the cumulative total of LPS clients served by the public guardianship program? (If unknown, please enter "X").

Question 3d: What was the cumulative total of new PROBATE clients accepted by your program during the fiscal year? (If unknown, please enter "X").

Question 3e: What was the cumulative total of new DD LIMITED CONSERVATOR cases accepted by your program during the fiscal year?

Question 4: On average, how many hours per year does a FTE paid professional paid staff member spend working on the case of a single client? (If unknown, please enter "X").

Question 5a: As of January 2022, what is the educational requirement for a full-time equivalent professional paid staff member who makes binding decisions for clients?

- High school graduate
- Bachelor's degree
- Master's degree
- Other (please specify below)

Question 5b: If necessary, please specify Question 5.

Question 6: What is the experience requirement for full-time equivalent professional paid staff members who make binding decisions for clients? (If unknown, please state "unknown"). What is the experience requirement for full-time equivalent professional paid staff members who make binding decisions for clients? (If unknown, please state "unknown").

Question 7a: Which of the following does the public guardianship program use in personnel management? (Please check all that apply and attach any written guidelines and forms).

- | | | |
|--|--|---|
| ● Public guardian program policies and procedures, standards of practice | ● Interview forms | ● California PAPGPC Certification |
| ● State guardianship statutes | ● Internal staff evaluation and review procedures | ● Center for Guardianship Certification |
| ● Written personnel policies | ● Ongoing training and educational materials for staff | ● Other (please specify below) |

- Written job descriptions
- Annual or more frequent training sessions

Question 7b: If necessary, please specify Question 7:

Question 8a: Do your deputy public guardians have regular staff meetings for case discussion?

Question 8b: If YES to Question 8, specify frequency:

Part 4: Clients

Question 1: For Fiscal Year 2021, how many people did the public guardianship program serve (if unknown, please enter "X")?

Question 1a: Conservator of the person only.

Question 1b: Conservator of the property only.

Question 1c: Both conservator of the person and conservator of the property.

Question 1d: Limited conservator of the person.

Question 1e: Limited conservator of the property.

Question 1f: Not specified.

Question 2: For Fiscal Year 2021, how many people did the public guardianship program serve in each of the following age groups (if unknown, please enter "X")?

Question 2a: Persons 65+

Question 2b: Persons 18-64

Question 2c: Persons under age 18 (children)

Question 3: For Fiscal Year 2021, how many people did the public guardianship program serve with each of the following conditions as their primary diagnosis (if unknown, please enter "X")?

Question 3a: Adults with mental illness

Question 3b: Adults with developmental or intellectual disabilities

Question 3c: Adults with traumatic brain injuries

Question 3d: Adults with dementia including Alzheimer's Disease

Question 3e: Adults with substance abuse

Question 3f: Adults with other conditions (please specify)

Question 4: For Fiscal Year 2021, how many clients in the public guardianship program (if unknown, please state "unknown")

Question 4a: Were low income (please specify the dollar definition)

Question 4b: Died

Question 5: For Fiscal Year 2021, how many people did the public guardianship program serve in each of the following genders (if unknown, please enter "X")?

Question 5a: Female

Question 5b: Male

Question 5c: Transgender

Question 5d: Non-binary/non-conforming

Question 6: For Fiscal Year 2021, how many clients were (if unknown, please enter "X")

Question 6a: Hispanic

Question 6b: Non-Hispanic

Question 7: For Fiscal Year 2021, how many clients were (if unknown, please enter "X")

Question 7a: White

Question 7b: Black or African-American

Question 7c: American Indian

Question 7d: Alaskan Native

Question 7e: Asian or Pacific Islander

Question 7f: Other (Please specify)

Question 8: For Fiscal Year 2021, how many public guardianship clients had the following as their primary setting (if unknown, please enter "X")?

Question 8a: Own home/apartment/room

Question 8b: Assisted living or board and care

Question 8c: Nursing Home

Question 8d: Mental health facility

Question 8e: Group home

Question 8f: Acute care hospital

Question 8g: Jail

Question 8h: Missing or whereabouts unknown

Question 8i: Other (please specify)

Question 9: For Fiscal Year 2021, how many public guardianship clients were (if unknown, please enter "X"):

Question 9a: Restored to legal capacity

Question 9b: Restored to partial legal capacity

Question 9c: Transferred to a private guardian

Question 9d: Transitioning youth transferred from foster care

Question 10: For each public guardianship client, what records are maintained? (Please check all that apply).

Question 10a: Client functional assessment

- Yes (please specify below)
- No

Question 10b: If YES to Question 10 (a), please specify how often it is updated

Question 10c: Guardianship care plan

- Yes (please specify below)
- No

Question 10d: If YES to Question 10 (c), please specify how often it is updated:

Question 10e: Time logs or time keeping records for each specific public guardianship client (i.e., documents how staff time is spent for each client)

- Yes
- No

Question 10r: Values History

- Yes
- No

Question 10s: Advance directive (e.g., power of attorney, do-not-resuscitate order)

- Yes
- No

Question 10g: Periodic report to the courts

- Yes (please specify below)
- No

Question 10h: If YES to Question 10 (g), please specify how often:

Question 10i: Periodic program review of public guardianship clients' legal incapacity

- Yes (please specify below)
- No

Question 10j: If YES to Question 10 (i), please specify how often:

Question 10k: Client case file template

- Yes
- No

Question 11: Do you document the rationale for why and how decisions are made on behalf of each public guardianship client?

- Yes
- No

Part 5: Additional Information

In order of importance:

Question 1: Please state three or more strengths of the public guardianship program

Question 2: Please state three or more weaknesses of the public guardianship program

Question 3: Please state three or more opportunities for the public guardianship program

Question 4: Please state three or more threats to the public guardianship program

Question 5: Please identify three or more best practices of the public guardianship program that might serve as a model for other counties and/or states

Question 6: Please identify three or more problems faced by the public guardianship program that other counties and/or states should try to avoid

Question 7: Please provide any other comments that you would like to make

Appendix G: Summary of Audits

The data below are derived from audit reports made available to us on a small percentage of the total number of FFAs with which CSD contracts. The audits indicate the percentage of cases that do not comply with various factors indicated in the contract. Because we do not know how many cases the auditors reviewed, the percentages are difficult to interpret. As a result we show areas where some agencies could improve practice, though in some areas, the practice limitations may only apply to a very small number of cases. We applaud CSD for developing a metric for assessing FFA practices; we presume that data obtained from these audits are used for continuous quality improvement within FFA agencies, though we have no information to suggest whether or how CSD or FFAs use these data for these purposes.

Table 8: ChildNet

Audit Period: 7/1/201–6/30/2019: Family Evaluation Assessments

- Did not acknowledge receipt of Request for a Psychosocial Assessment within 24 hours of receipt of referral.
- Did not conduct an initial interview within 15 days of initial contact.
- Did not complete a family evaluation template within 30 days of the initial interview.
- For some family evaluations reviewed, the documentation was unclear whether the interviews were of joint applicants or of individuals.

Audit Period: 3/1/2020 – 2/28/2021: Residential Care and Treatment Services

- Some clients did not receive their initial dental exam timely.
- Some clients did not have a routine dental exam within 6 months – they were between 103 and 173 days late.
- Some clients did not have photos updated every 6 months, the photos were updated between 27 and 92 days late.
- Some allowance transactions were not signed by clients.
- Some employees interviewed did not maintain valid CPR/First Aid certification.

Table 9: Family Health and Support Network, Inc.

Audit Period: 11/1/2018 – 10/31/2021: Residential Care and Treatment Services

- Some clients did not receive their initial medical exam timely – between 1 and 81 days later.
- Some clients did not receive their initial dental exam timely – between 11 and 81 days later.
- Issues with Medicine: some clients required psychotropic medications and other medications and did not have proper documentation.
- Some clients did not have clothing inventory documentation.
- Some clients were missing a Transitional Independent Living Plan.
- Some clients had missing or undated photos.
- Some resource parents' files did not have valid automobile insurance on file for the entire audit period.
- Some resource parents did not meet the required annual training hours for recertification. Shortage ranged from 3 to 10 hours (20 hours annual training required).
- Documentation to validate or calculate the social worker/client ratio was not maintained (required ratio is 15 cases per social worker).

Table 10: Walden Family Services

Audit Period: 2/1/2017 – 7/31/2017: Residential Care and Treatment Services

- Some clients who required a vision exam did not have documentation showing the exam was completed.
- Some clients did not have an allowance log.
- Some clients were not given the correct allowance amount based on their age.
- Some resource parents did not maintain valid CPR/First Aid certification during the entire audit period (gap of approximately one month).
- Some resource parents did not meet the required annual training hours for recertification. Shortage was between 1 and 4.75 hours (15 hours required).

Audit Period: 10/1/2017 – 10/31/2017: Residential Care and Treatment Services

- Some clients did not sign an allowance log and some did not know whether an allowance amount was included in the document he/she signed.
- Some clients reported issues with social worker visits.
- Some clients could not remember the last time they had been to doctor or dentist.
- Some clients did not attend therapy even though the resource parent said he/she had been seeing a therapist.
- Some clients had Transitional Independent Living Plan issues.
- Some resource parents were unaware of the Needs and Services Plan.
- Some resource parents had home Inspections issues.

Table 11: California Family Life Center

Audit Period: 2/1/2017 – 7/31/2017: Residential Care and Treatment Services

- Some clients were not given the correct amount based on his/her age.
- Some resource parents did not have valid automobile insurance on file for the entire period (insurance was missing for approximately one month).

Audit Period: 6/1/2017 – 8/31/2017: Residential Care and Treatment Services

- Some clients did not receive tutoring or homework assistance.
- Some clients did not receive daily essentials/appropriate clothing.
- Some clients had allowance issues.
- Some clients had issues with lack of social worker visits.
- Some clients had not been to the dentist and doctor for more than a year.
- Some clients had Transitional Independent Living Plan issues.
- Some resource parents had apparent insufficient training.
- Some resource parents had home inspections issues.

Audit Period: 7/1/2017 – 6/30/2018: Family Evaluations

- Sometimes did not acknowledge receipt of referrals within 24 hours.
- Sometimes did not note the date of initial contact with family.
- Sometimes did not note the date of submission to DPSS.
- Sometimes did not note the date evaluation completed.
- Sometimes did not submit a completed evaluation to DPSS within 2 days.
- Sometimes did not complete family evaluation within 30 days of first interview.
- It was sometimes unclear if clients participated in an individual interview and/or if the participated in a joint interview.

Table 12: Greenhouse Family Services

Audit Period: 1/1/2017 – 6/30/2017: Residential Care and Treatment Services

- Some of the clients' files did not contain documentation showing dental was completed and some did not contain documentation showing vision exam.
- Some of the clients did not have immunization records on file.
- Some of the clients were not given the correct allowance amount based on his/her age.
- Some employees did not maintain CPR/First Aid Certification for the entire audit period.
- Some of the resource parents did not maintain CPR/First Aid Certification for the entire audit period.
- The FFA did not maintain Workers Compensation or Vehicle Liability insurance policies for the entire audit period.

Audit Period: 9/1/2017 – 9/30/2017: Residential Care and Treatment Services

- Some of the clients did not sign an allowance log.
- Some of the clients were unaware of their phone rights and some were unaware of their religious rights.
- Some of the clients were not provided daily essentials.
- Some of the clients did not know or were not allowed to maintain connection with friends.
- Some of the clients had trouble contacting their social worker.
- Some of the clients had their resource parents not watch as the clients took medication.
- Some of the resource parents were unfamiliar with agency protocols.
- Some of the resource parents were unfamiliar with the Needs and Services Plan.
- Some of the resource parents had home inspection issues.

Table 13: Alba Care Services, Inc.

Audit Period: 1/1/2016 – 8/31/2016: Residential Care and Treatment Services

- Some of the clients had allowance transactions not on file.
- Some of the clients did not have a record of a dental exam and some did not have a record of a vision exam.
- Some of the employees did not have CPR/First Aid certification during the entire period of the audit.
- Some of the resource parents did not have CPR/First Aid certification during the entire period of the audit.
- Some of the employees did not have vehicle insurance on file.
- Some of the employees did not have training documented.
- Some of the resource parents did not meet their recertification hours requirement.
- The FFA did not maintain a Workers Compensation insurance policy for the entire audit period.

Table 14: Ark Homes

Audit Period: August 2016: Residential Care and Treatment Services

- Some of the clients did not have appropriate clothing.
- Some of the clients had allowance issues.
- Some of the clients were not participating in outdoor activities.
- Some of the clients were unaware of their rights.
- Some of the clients took medication outside of the presence of their resource parents.
- Some of the resource parents were unfamiliar with agency protocols, some had general training issues, and some were unaware of the Needs and Services Plan.
- Some of the clients reported social worker visit issues.
- Some of the clients did not receive a mental health assessment.
- Some of the resource parents had home inspection issues.

Audit Period: 7/1/2018–7/30/2019: Family Evaluations

- Sometimes did not have date of initial contact listed
- Sometimes did not have initial conduct within 3 days of referral
- Sometimes did not contain a Client Consent for Release of Information
- Sometimes did not contain an RFA Application.
- Sometimes did not contain a Limits of Confidentiality form
- Sometimes the applications were approved without a separate Risk Assessment for each applicant.

Table 15: Litehouse Children & Family Services

Audit Period: 5/1/2018–10/31/2018: Residential Care and Treatment Services

- Some of the clients did not receive an allowance.
- Some of the clients did not have a Transitional Independent Living Plan on file.
- Some of the clients who needed a dental exam were not provided one timely (between 9 and 19 days late).
- Some of the employees did not maintain CPR/First Aid certification for the entire audit period.
- Some of the resource parents did not maintain CPR/First Aid certification for the entire audit period.
- Some of the resource parents had general training issues.
- Some of the resource parents did not maintain auto insurance for the entire audit period.
- Some of the social workers exceeded the 15:1 social worker/client ratio.

Audit Period: 12/1/2018–12/31/2018: Residential Care and Treatment Services

- Some of the clients claimed that their allowance did not match the form they signed.
- Some of the resource parents did not take child anywhere (i.e. church or outside)
- Some of the resource parents did not log prescribed medications.
- Some of the resource parents did not utilize the allowance chart.
- Some of the resource parents claimed to only see a social worker once every 3 months.
- Some of the resource parents had home inspection issues.

Table 16: A Coming of Age

Audit Period: 6/1/2018–11/30/2018: Residential Care and Treatment Services

- Some of the clients did not have an initial medical exam within 30 days (14–45 days late).
- Some of the clients who required vision exams did not receive them.
- Some of the clients had undated photos on file.
- Some of the resource parents did not have auto insurance for the entire audit period.
- Some of the social workers exceeded the 15:1 social worker/client ratio.
- Some of employee files did not contain acknowledgement of employees responsibilities as mandated child abuse reporter.

Audit Period: 12/1/2018–12/31/2018: Residential Care and Treatment Services

- Some of the clients did not receive tutoring or help with homework from their resource parents.
- Some of the clients did not have a clothing inventory count on file.
- Some of the clients had issues with social worker visits.
- Some of the clients were not taken to the dentist and/or doctor.
- Some of the clients did not have their resource parent watch them when they were taking medication.
- Some of the clients had issues related to the Transitional Independent Living Plan.
- Some of the resource parents did not give over-the-counter medication to the clients.
- Some of the resource parents were unaware of the Needs and Services Plan.
- Some of the resource parents had home inspection issues.

Audit Period: 7/1/2017–6/30/2018: Family evaluations

- Sometimes did not have a referral on file.
- Sometimes did not note the referral acknowledgement date.
- Sometimes did not note the date of initial contact with family.
- Sometimes did not note the date the family evaluation was submitted to DPSS.
- Sometimes did not submit to DPSS within 2 days of completing evaluation.
- Sometimes failed to complete RFA evaluation within 30 days.
- It was sometimes unclear if clients participated in an individual interview and/or if they participated in a joint interview.
- Sometimes did not conduct risk assessments and sometimes the risk assessment did not have a supervisor's signature.
- Some of the employees' files lacked signed acknowledgements.

Table 17: Alliance Human Services, Inc

Audit Period: 7/1/2018–6/30/2019: Family Evaluations

- Sometimes did not note the date of referral acknowledgment and sometimes did not identify the assigned social worker.
- Sometimes did not note the date when the social worker initially contacted the family.
- Sometimes failed to contact family within 3 days
- Sometimes failed to conduct an initial interview within 15 days of initial contact.
- Sometimes failed to submit an RFA evaluation within 2 days of completion.
- Sometimes failed to complete an RFA evaluation within 30 days (5 to 36 days late).

Table 18: Olive Crest

Audit Period: 7/1/2018–6/30/2019: Residential Care and Treatment

- Some of the clients did not have signatures on their allowance logs.
- Some of the clients who needed a vision exam had no records on file of receiving one.
- Some of the clients taking psychotropic medication did not have applications for the use of the medicine on file.
- Some of the employees did not meet training hour requirements.
- Some of the resource parents did not have CPR/First Aid certification during the entire audit period.
- Some of the resource parents did not have auto insurance during the entire audit period.
- Some of the LIC 9185 forms were not timely submitted to DPSS.

Audit Period: 8/1/2019–8/31/2019: Residential Care and Treatment

- Some of the clients stated that DPSS social workers did not conduct a clothing inventory count.
- Some of the clients stated that there were not routine DPSS social worker visits.
- Some of the clients could not remember the last time he/she went to the doctor or dentist.
- Some of the clients had issues related to the Transitional Independent Living Plan.
- Some of the resource parents did not give over-the-counter medication to the clients.
- Some of the resource parents stated that the children's allowance could be used to pay for property that the clients damaged.
- Some of the resource parents did not know what the Needs and Services Plan was.
- Some of the resource parents had home inspection issues.

Table 19: Trinity Youth Services

Audit Period: 7/1/2017–6/30/2018: Family Evaluations

- Sometimes did not acknowledge receipt of referral within 24 hours.
- Sometimes did not conduct an initial interview within 15 days of initial contact.
- Sometimes did not complete evaluations within 30 days of initial interview.
- Sometimes the completed evaluations did not have the required number of references.
- It was sometimes unclear if clients participated in an individual interview and/or if they participated in a joint interview.

Table 20: Interim Care

Audit Period: 8/1/2018–1/31/2019: Residential Care and Treatment

- Some of the clients taking prescription medicine did not have prescriptions on file.
- Some of the clients were missing an allowance log.
- Some of the employees' files did not have evidence of CPR/First Aid Certification for the entire audit period.
- Some of the LIC 9185 forms were not submitted to DPSS.

Audit Period: 3/1/2019–3/31/2019: Residential Care and Treatment

- Some of the resource parents had a general concern regarding DPSS' lack of support for dangerous foster children.
- Some of the resource parents had home inspection issues.

Table 21: The Heart Matters

Audit Period: 7/1/2017–6/30/2018; Family Evaluation

- There were sometimes billing issues (such as a double payment).
- Sometimes the applicants did not have at least 2 interviews.
- Sometimes the applicants did not have an individual interview.
- Sometimes the applicants did not have a joint interview.
- Sometimes the risk assessments were not signed by a supervisor.
- Sometimes the risk assessments were not signed by a social worker.
- Sometimes the client did not complete a Consent for Release of Information Form and sometimes these forms were only partially completed.
- Sometimes the family evaluations were not submitted within 2 business days.
- Sometimes the social workers did not have supporting documentation for their education and experience.

Table 22: United Connections

Audit Period: October 2018; Residential Care and Treatment

- Some of the clients interviewed reported infrequent DPSS visits.
- Some of the clients interviewed reported that they did not have enough clothing.
- Some of the resource parents interviewed reported that they did not give over-the-counter medication to the clients.
- Some of the resource parents interviewed believed that they could use the client's allowance to pay for property damage or hold onto it until chores were completed.
- Some of the resource parents were unaware of the Needs and Services Plan.
- Some of the resource parents had home inspection issues.

Audit Period: 11/1/2018–4/30/2019; Residential Care and Treatment

- Some of the clients had issues related to the Transitional Independent Living Plan.
- Some of the clients did not have copies of their Immunization or prescription records on file.
- Some of the clients did not have updated photos on file.
- Some of the social workers exceeded the 15:1 social worker/client ratio.
- Some of the clients did not have a confidentiality statement on file.
- Some of the LIC 9185 forms were not submitted to DPSS.

Table 23: Family Health & Support Network, Inc.

Audit Period: 2/1/2019–11/30/2019: Residential Care and Treatment

- Some of the clients interviewed reported that their social worker did not conduct a clothing inventory count.
- Some of the clients interviewed reported that social worker visits were infrequent.
- Some of the clients interviewed reported that they did not timely receive medical and dental exams.
- Some of the clients interviewed reported that they had to go by themselves because their resource parents would not take them.
- Some of the clients interviewed reported that they had insufficient clothing.
- Some of the clients interviewed reported that they had an insufficient allowance.
- Some of the clients interviewed reported that they lacked daily essentials.
- Some of the resource parents were unaware that they could give over-the-counter medication to the clients.
- Some of the resource parents failed to obtain psychiatric evaluations for clients who needed them.
- Some of the resource parents were unaware of the Needs and Services Plan.
- Some of the resource parents had home inspection issues.

Appendix H: Audits Finding Chart

Table 24: Residential Care – Part 1

	ChildNet (3/1/2020– 2/28/2021)	Family Health and Support Network, Inc. (11/1/2018– 10/31/2021)	Walden Family Services (2/1/2017– 7/31/2017)	Walden Family Services (October 2017)	California Family Life Center (2/1/2017– 7/31/2017)	California Family Life Center (6/1/2017– 8/31/2017)	Greenhouse Family Services (1/1/2017– 6/30/2017)
Dental/Medical/Vision/ Psychological Exam Issues	X	X	X	X	X	X	X
Photo Issues	X	X					
Allowance Issues	X		X	X	X	X	X
Employee CPR/First Aid certification issues	X						X
Foster Parent CPR/First Aid certification issues			X				X
Medication Issues		X					
Immunization Records Issues							X
Clothing inventory issues		X					
Transitional Independent Living Plan issues		X		X		X	
RP Automobile insurance issues		X			X		

	ChildNet (3/1/2020- 2/28/2021)	Family Health and Support Network, Inc. (11/1/2018- 10/31/2021)	Walden Family Services (2/1/2017- 7/31/2017)	Walden Family Services (October 2017)	California Family Life Center (2/1/2017- 7/31/2017)	California Family Life Center (6/1/2017- 8/31/2017)	Greenhouse Family Services (1/1/2017- 6/30/2017)
RP training issues		X	X	X		X	
FFA employee training issues							
Social worker/client ratio issues		X					
Insufficient insurance for FFA/employees							X
Clients Unaware of Rights							
Not provided daily essentials/ appropriate clothing						X	
Not allowed to maintain connection with friends							
Social worker visit issues				X		X	
Home Inspection Issues				X		X	
Failure to help with schoolwork						X	
Clients not participating in outdoor activities							
Documents not timely submitted by FFA							

FFA employee documentation issue	ChildNet (3/1/2020-2/28/2021)	Family Health and Support Network, Inc. (11/1/2018-10/31/2021)	Walden Family Services (2/1/2017-7/31/2017)	Walden Family Services (October 2017)	California Family Life Center (2/1/2017-7/31/2017)	California Family Life Center (6/1/2017-8/31/2017)	Greenhouse Family Services (1/1/2017-6/30/2017)
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Table 25: Residential Care – Part 2

	Greenhouse Family Services (9/1/2017-9/30/2017)	Litehouse Children & Family Services (5/1/2018-10/31/2018)	Litehouse Children & Family Services (December 2018)	A Coming of Age (6/1/2018-11/30/2018)	A Coming of Age (December 2018)	Olive Crest (1/1/2019-6/30/2019)	Alba Care Services, Inc. (11/2016-8/31/2016)
Dental/Medical/Vision/ Psychological Exam Issues	X	X		X	X	X	X
Photo Issues			X				
Allowance Issues	X	X	X			X	X
Employee CPR/First Aid certification issues		X					X
Foster parent CPR/First Aid certification issues		X				X	X
Medication Issues	X		X		X	X	
Immunization Records Issues							

	Greenhouse Family Services (9/1/2017-9/30/2017)	Litehouse Children & Family Services (5/1/2018-10/31/2018)	Litehouse Children & Family Services (December 2018)	A Coming of Age (6/1/2018-11/30/2018)	A Coming of Age (December 2018)	Olive Crest (1/1/2019-6/30/2019)	Alba Care Services, Inc. (11/2016-8/31/2016)
Clothing inventory issues					X		
Transitional Independent Living Plan issues		X			X		
RP Automobile insurance issues		X		X		X	
RP training issues	X	X			X		X
FFA employee training issues						X	X
Social worker/client ratio issues				X			
Insufficient insurance for FFA/employees							X
Clients Unaware of Rights	X						
Not provided daily essentials/appropriate clothing	X						
Not allowed to maintain connection with friends	X						
Social worker visit issues			X		X		
Home Inspection Issues	X		X		X		

	Greenhouse Family Services (9/1/2017- 9/30/2017)	Litehouse Children & Family Services (5/1/2018- 10/31/2018)	Litehouse Children & Family Services (December 2018)	A Coming of Age (6/1/2018- 11/30/2018)	A Coming of Age (December 2018)	Olive Crest (1/1/2019- 6/30/2019)	Alba Care Services, Inc. (11/2016- 8/31/2016)
Failure to help with schoolwork					X		
Clients not participating in outdoor activities		X					
Documents not timely submitted by FFA						X	
FFA employee documentation issue				X			

Table 26: Residential Care – Part 3

	Ark Homes (August 2016)	Olive Crest (8/1/2019– 8/31/2019)	Interim Care (8/1/2018– 1/31/2019)	Interim Care (March 2019)	United Connections (October 2018)	United Connections (11/1/2018– 4/30/2019)	Family Health & Support Network, Inc. (2/1/2019– 11/30/2019)
Dental/Medical/Vision/ Psychological Exam Issues	X	X					X
Photo Issues					X		
Allowance Issues	X	X	X		X		X
Employee CPR/First Aid certification issues			X				
Foster parent CPR/First Aid certification issues							
Medication Issues	X		X			X	
Immunization Records Issues						X	
Clothing inventory issues		X					X
Transitional Independent Living Plan issues		X				X	
RP Automobile insurance issues							
RP training issues	X	X			X		X

	Ark Homes (August 2016)	Olive Crest (8/1/2019- 8/31/2019)	Interim Care (8/1/2018- 1/31/2019)	Interim Care (March 2019)	United Connections (October 2018)	United Connections (11/1/2018- 4/30/2019)	Family Health & Support Network, Inc. (2/1/2019- 11/30/2019)
FFA employee training issues						X	
Social worker/client ratio issues							
Insufficient insurance for FFA/employees							
Clients Unaware of Rights	X						
Not provided daily essentials/ appropriate clothing	X				X		X
Not allowed to maintain connection with friends							
Social worker visit issues	X				X		X
Home Inspection Issues	X	X		X	X		X
Failure to help with schoolwork							
Clients not participating in outdoor activities	X						
Documents not timely submitted by FFA			X			X	

Appendix I: Children's Services Handbook

Statute

Riverside Child Services Manual

Care Standard
Discussed in
Manual?

Administration of Child Welfare Services

CWS 31-001.1 – General Requirements

The requirements specified in Sections 31-005 through 31-525 shall be met by the county in the administration of child welfare services.

CWS 31-005.12 – Child Welfare Services Program Support Activities

Diligently recruit competent placement providers and facilities that will aid in the attainment of the goals in the children's case plans.

CWS 31-005.121 – Child Welfare Services Program Support Activities

Require diligent recruitment of foster and prospective adoptive parents that reflect the ethnic background of children who need homes regardless of race, color, national origin or culture of the foster parent, or the child involved which will best meet each child's needs.

CWS 31-025.1 – Administrative Review

Administrative reviews shall be conducted as specified in Welfare and Institutions Code Sections 366.3, 16503, and 16507.3; and 42 USC 675(6).

CWS 31-025.11 – Administrative Reviews

These statutes identify the children in foster care placement who are to receive administrative reviews and specifies that each child's status is to be reviewed periodically, but no less frequently than once every six months.

CWS 31-025.2 – Administrative Review

Administrative reviews shall not be required for children for whom a legal guardian has been appointed as a permanent plan unless the child has been removed from the guardian pursuant to Welfare and Institutions Code Section 300.

CWS 31-035.11-.111 – County Responsibilities

Each administrative review panel shall include three or more members as follows:

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>.11 At least one member shall be outside the direct line of supervision of the case under review.</p> <p>.111 Such member shall not be the worker, his/her supervisor, or persons at other levels of supervision or administration who could directly influence the placement of the child.</p>		
<p><u>CWS 31-035.2 – County Responsibilities</u></p> <p>Hearing procedures shall be established to address the objectives specified in Welfare and Institutions Code Section 16503.</p>		
<p><u>CWS 31-035.3-315 – County Responsibilities</u></p> <p>The county shall develop, maintain, and implement a written administrative review plan.</p> <p>The plan shall include the following:</p>		
<p>.311 The number and size of review panels established as specified in Sections 31-035.1 through .111.</p> <p>.312 A summary of the training to be provided to review panels.</p>		

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
.313 Procedures for notification of participating parties, as specified in Sections 31-045.1 and .2.		
.314 Procedures for conduct of hearings, as specified in Sections 31-050.1 and .2.		
Standards and procedures under which hearings will be scheduled, postponed, or continued, as specified in Sections 31-050.3 through .33.		
<u>CWS 31-040.1-.16 – Participants in the Review</u>		
The following parties to the case under review shall be allowed to participate in the administrative review hearing:		
.11 The parent(s)/guardian(s)/Indian custodian(s) from whom the child has been removed, provided that such person'(s) parental rights have not been voluntarily relinquished, or terminated by court action.		
.12 In the case of an Indian child, the child's tribe.		
.13 Any other relative of the child who has been significantly involved in his/her care.		
.14 The child, if 10 years of age or older.		

<p>.15 The current foster care provider(s).</p> <p>.16 The social worker(s) responsible for the case management or service delivery of the child or parent(s)/guardian(s)/Indian custodian(s).</p> <p><u>CWS 31-060.1; .5-54 – Reports From The Review Panel</u></p> <p>.1 The administrative review panel shall complete or direct the completion of a written report including, but not limited to the following information ...</p> <p>.5 The county shall, within 15 calendar days following the hearing, distribute copies of the administrative review panel recommendations to:</p> <p>.51 The child, if 10 years of age or older.</p> <p>.52 The parent(s)/guardian(s) of the child; and his/her representative(s), as defined in Section 31-002(r)(3).</p> <p>.53 The child's case record.</p> <p>.54 The juvenile court, except for voluntary cases.</p>	
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CWS 31-066.1-.2 – Multidisciplinary Team Assessment And Recommendation For Placement In An Out-Of-State Group Home

A multidisciplinary team assessment and placement recommendation shall be required prior to placing a child in an out-of-state group home facility as specified in Family Code Sections 7911 and 7911.1.

.2 For out-of-state home placement purposes a "Multidisciplinary Team" means a team composed of county social services, county mental health, county probation, county superintendents of schools, and other members as determined by the county. With the addition of a county superintendent of schools member, a county's Interagency Placement Committee, as defined in Welfare and Institutions Code Section 4096, may also act as a county Multidisciplinary Team.

CWS 31-066.4-.41 – Multidisciplinary Team Assessment And Recommendation For Placement In An Out-Of-State Group Home

.4 In assessing a child's need for an out-of-state placement, the multidisciplinary team shall consider,

but is not limited to, a review of the current circumstances precipitating the request for an out-of-state placement, including a review of the reasonable efforts/services provided prior to the placement of the child in foster care or to make it possible for the child to return home, the services provided to prevent an out-of-home placement, the current location of the child and length of time there, situation and location of parents/siblings, descriptions of out-of-state placement resource(s) or type of placement resource being sought, the child's attitude toward placement, and the parents' attitude towards placement.

.41 An assessment of the child shall include a physical description; a current evaluation of behavioral, emotional, and social skills; relationships/interactions with parents, caregivers, and peers; health (diagnosis, treatment, and prognosis); education (grades, achievements, and classroom behavior); placement history (why in-state services or facilities were not adequate); and special needs, if any.

CWS 31-066.5 – Multidisciplinary Team Assessment And Recommendation For Placement In An Out-of-state Group Home

The multidisciplinary team shall make a decision as to whether out-of-state placement is in the child's best interest or not. The team shall rule out in-state placement options before recommending an out-of-state placement. This shall be documented in the case plan.

CWS 31-075.1 – Case Records

The county shall develop and maintain a current case record for each request or referral that requires child welfare services beyond the emergency response protocol specified in Section 31-105.

CWS 31-075.2 – Case Records

With the exception of an Indian child as stated below, case records shall be maintained a minimum of three years in accordance with Operations Manual section 23-353. The Department requires case records to be retained more than three years in certain

circumstances such as, court orders, audits and/or federal mandates.

CWS 31-101.1 – Intake; General

The county shall respond to all referrals for service which allege that a child is endangered by abuse, neglect, or exploitation.

CWS 31-101.2 – Intake; General

The social worker responding to a referral shall be skilled in emergency response.

CWS 31-101.3-.33 – Intake; General

- .3 The social worker shall respond to a referral by one of the following methods:
- .31 Completing an Emergency Response Protocol, as described in Section 31-105.
- .32 Conducting an in-person immediate investigation, as described in Section 31-115.

.33 Conducting an in-person investigation initiated within 10 calendar days from the date the referral was received, as described in Section 31-120

▼

Module 2, Chapter 2, Section A – 3.1 Timeliness of Initial Contact

10-Day – All other accepted referrals require the assigned SSP to respond within 10 calendar days from the date the referral was received by CIC, but no later than the end of the 10th day

CWS 31-101.4-.41 – Intake; General

.4 The social worker shall conduct an in-person investigation of all referrals received from a law enforcement agency which allege abuse, neglect, or exploitation.

.41 No response is required to a cross-report from a law enforcement agency if the law enforcement agency has investigated and determined that there is no indication of abuse or neglect by a member of the child's household.

CWS 31-101.5-.512 – Intake; General

.5 Within 30 calendar days of the initial removal of the child or the in-person investigation, or by the date of

▼

Module 2, Chapter 2, Section A – 3.3 Contact Requirements during the Investigation

The assigned SSP is responsible for: Determining whether or not child welfare services are necessary within 30 calendar days of the initial contact

the dispositional hearing, whichever comes first, the social worker shall:

- .51 Determine whether child welfare services are necessary and:
- .511 If child welfare services are necessary, complete a case plan and begin implementation of the case plan in accordance with the time frames and schedules specified in Chapter 31– 200.
- .512 If child welfare services are unnecessary, close the referral/case, as appropriate

Module 2, Chapter 2, Section G – 1. Introduction Assessing and Documenting through Disposition

CWS 31-201.1-.13 – Assessment and Case Planning

In order to implement the legislative intent for the Jurisdiction/Disposition case assessment, Children’s Services Division (CSD) staff:

1 When it has been determined that child welfare services are to be provided the social worker shall:

- .11 Complete an assessment.
- .111 An assessment is completed for each child for whom child welfare services are to be provided, and includes gathering and evaluating information relevant
 - complete a thorough assessment of the family, using the appropriate Structured Decision Making (SDM) tools as a guide
 - enter all in-person, written, telephonic and electronic communication in the Child Welfare



Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>to the case situation and appraising case service needs.</p>	<p>System/Case Management System (CWS/CMS) including any services provided to associated parties and any diligent efforts to locate relatives and/or Non-Related Extended Family Members (NREFEMs)</p> <ul style="list-style-type: none"> • document the assessment of the family and recommendations in the court report, and • prepare a case plan using the information derived from the assessment, when applicable. 	
<p>.12 Determine the case plan goal.</p>		
<p>.121 When determining the case plan goal, the social worker shall consider the following order of priority for services:</p>		
<p>(a) Family maintenance services – In order to maintain the child in his/her own home, when the protective needs of the child can be met.</p>		
<p>(b) Family reunification services – If the family potentially can be successfully reunified within the time limits specified in Welfare and Institutions Code Sections 16507 and 16507.3. If the child is placed out</p>		

of home and is receiving family reunification services, the case plan shall have two tracks:

- (1) The family reunification track, which consists of services described in Welfare and Institutions Code Section 16501(h).
- (2) The concurrent services track, which identifies the child's permanency alternative and the services necessary to achieve legal permanence should family reunification fail.
- (c) Permanent placement services – Only when there are no feasible means of maintaining or reuniting the child with his/her parent(s)/guardian(s).
- (1) When the child has been detained and one or more of the following circumstances exist, the social worker may recommend permanent placement services.
 - (A) The whereabouts of the parent(s)/guardian(s) is unknown.
 - (B) The parent(s)/guardian(s) is suffering from a mental disability that renders him/her incapable of utilizing family reunification services.

- (2) When the child is detained, and one or more of the following circumstances exist, the social worker must recommend permanent placement services, unless the court finds, by clear and convincing evidence, that reunification is in the best interests of the child.
- (A) The child or sibling of the child had been previously adjudicated a dependent as a result of physical or sexual abuse; had been removed from the custody of the parent(s)/guardian(s); had been returned to the custody of the parent(s)/guardian(s); and has again been removed due to additional physical or sexual abuse.
- (B) The parent(s)/guardian(s) of the child has caused the death of another child through abuse or neglect.
- (C) The child is under the age of five and has come under court jurisdiction due to severe physical abuse as specified in Welfare and Institutions Code Section 300(e).
- (D) The child has come under court jurisdiction due to severe sexual abuse (Welfare and Institutions Code Section 361.5(b)(6)) or severe physical abuse (Welfare

<p>and Institutions Code Section 361.5(b)(6)) inflicted upon the child, a sibling or half-sibling.</p> <p>(E) The parent(s)/guardian(s) is incarcerated or institutionalized and the social worker has determined, based on the criteria specified in Welfare and Institutions Code Section 361.5(e)(1) that permanent placement services are appropriate.</p> <p>(F) The parent or guardian of the minor has advised the court that he or she is not interested in receiving family maintenance or reunification services pursuant to Welfare and Institutions Code Section 361.5(b)(13).</p> <p>(3) When recommending a permanent placement services, the social worker shall adhere to the following order of priority for permanent placement:</p> <p>(A) Adoption – Before the social worker recommends to the court that family reunification services be terminated, a case review conducted jointly by foster care and adoption staff to determine potential for adoption shall have been completed.</p>
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1. If the case review is to address a potential relative adoption, it shall address whether a kinship adoption is in the child's best interest.
2. When a case is referred for adoption planning, it shall remain under county supervision for purposes of providing child welfare services until dismissal of the dependency and issuance of a final decree of adoption.
- (B) Guardianship -- If kinship adoption or adoption is not possible, the case shall be reviewed for guardianship. Preference shall be given to guardianships by relatives.
- (C) Long term foster care -- Only if adoption or guardianship is not possible, a recommendation for long-term foster care placement shall be made. Exercise of this option requires continued efforts to obtain adoption, guardianship or preparation for independence for the child.
- .13 Develop the case plan which shall identify the following factors and document the plan as specified in Section 31-205:

- .131 Objectives to be achieved.
- .132 Specific services to be provided.
- .133 Case management activities to be performed. (a) Parent(s)/guardian(s) shall be requested to participate in the development of the case plan. (b) Parents shall be advised that, at any time during the child's dependency, they may request adoption counseling and services.

CWS 31-310.1-.161 – Social Worker Responsibilities for Service Delivery

- In providing or arranging for the provision of services identified in the case plan, the social worker shall:
- .11 Assist each child to understand through the provision of age-appropriate counseling the reason(s) for providing service to handle associated emotional problems.
 - .12 Monitor the child's physical and emotional condition.
 - .13 When a child's family is being provided services in order to maintain the child in the home, take action as

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>necessary to ensure that the child's protective needs continue to be met.</p> <p>.14 Assist the parent(s)/guardian(s) to understand agency procedures, the orders of the courts, if any, or arrangements between the county and other agencies.</p> <p>.15 Provide to the parent(s)/guardian(s) of a child voluntarily receiving services both verbal and written information regarding the possibility that legal action may be taken which could result in removal of the child from the home if parenting problems are not solved and the child remains at risk of abuse, neglect, or exploitation.</p> <p>.16 Provide respite and out-of-home care providers information of any known or suspected dangerous behavior of the child.</p> <p>.161 The social worker shall document in the case record any information provided to the respite and out-of-home care provider regarding the child's known or suspected dangerous behavior, including the following:</p> <p>(a) Date information was provided.</p>		

- (b) Name of person receiving information.
- (c) Specific facts provided.
- (d) Affirmation that the person informed was advised that the facts were confidential and that unauthorized disclosure could result in a fine up to \$1,000.

CWS 31-320.1-7 – Social Worker/Probation Officer Contacts With the Child

- .1 The social worker/probation officer shall arrange for visitation, as determined in the child's case plan, for each child.
- .2 The social worker shall visit the child at least three times in the first 30 calendar days, including the initial in-person response.
- .21 If the case plan is completed in the first 21 calendar days after the initial removal of the child or in-person response, the social worker shall be permitted to have less frequent visits, up to a minimum of twice in the first 21 calendar days.



Module 2, Chapter 2, Section A – 3.3 Contact requirements during the investigation

Once the assigned SSP: has determined CWS are necessary and a case plan is being implemented then the assigned SSP. . . is required to visit the children three (3) times within the first 30 calendar days.



Module 2, Chapter 2, Section A – 3.3 Contact requirements during the investigation

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>.3 The social worker shall visit each child with an approved case plan who remains in the home at least once each calendar month.</p>	<p>If the case plan is able to be completed within 21 calendar days after the initial in-person response, then the assigned SSP can decrease the frequency of contacts to two (2) times for the duration the case plan is in progress.</p> <p><u>Module 4, Chapter 1, Section A – Family Maintenance Voluntary Services – 3.3 FMV Contact Guidelines</u></p> <p>The minimum contact requirement is one (1) in-person contact per month, as per Division 31 regulations throughout the life of the case</p> <p><u>Module 4, Chapter 1, Section B – Family Maintenance Adjudicated Services – 2.5 Required FMA Monthly Contacts</u></p> <p>The continuing services (CS) social worker has contact with the child and parent at least once each calendar month. Contacts include unannounced contacts.</p>	<p>✓</p>
<p>.31 The social worker shall be permitted to have less frequent visits, up to a minimum of once every two months, only if all the following criteria are met and written supervisory approval has been obtained:</p>		

.311 The child has no severe physical or emotional problems caused or aggravated by remaining in his/her own home.

.312 The child is visited at least once a week by a family preservation social worker or public health nurse when such persons are providing services pursuant to the case plan; and there is a verbal or written agreement with any such services provider, documented in the case record, that he/she will provide contact reports to the social worker.

(a) The social worker shall ensure that verbal or written reports are received and documented in the case record.

.4 The majority of visits with the child in each calendar year shall take place in the child's foster home/placement.

Module 1, Chapter 2, Section A – 5.1 Required Contacts for Child/NMD



The assigned SSP is responsible for completing mandatory contacts with the child/NMD:

- majority of the in-person contacts occur in the child/NMD's placement or residence.

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>.41 Whenever possible and practicable, the social worker shall visit the child alone and in a quiet and private setting.</p>		
<p>.5 The purpose of social worker contact with the child is to assess the safety and wellbeing of the child and to achieve the following objectives:</p>	<p>Module 1, Chapter 2, Section A – 5.1 Required Contacts for Child/NMD</p>	✓
<p>.51 Verify the location of the child.</p>	<p>The purpose of monthly contact with the child/NMD is to assess the safety and well-being of the child and provide continuity and a stability point for the child/NMD. When completing the monthly required contact, the assigned SSP completes the following:</p>	
<p>.52 Monitor the child's physical, emotional, social, and educational development.</p>	<ul style="list-style-type: none"> • verifies the location of the child/NMD • monitors the child/NMD's physical, emotional, social and educational development 	
<p>.53 To the extent possible, engage and involve the child and the caregiver in the development of the case plan.</p>	<ul style="list-style-type: none"> • engages and involves the child/NMD in the development and progress of the case plan including current and future placement plans and progress 	
<p>.54 Gather information about the child to identify needed services to be included in the case plan and monitor the effectiveness of those services provided to meet the child's needs.</p>	<ul style="list-style-type: none"> • ensures the child/NMD is able to maintain a relationship with siblings, relatives and adults who are important to the child 	
<p>.55 Ensure the child is able to maintain a relationship with siblings, relatives, and adults who are important to the child.</p>		

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>.56 Assist the child in preserving and maintaining religious and ethnic identity.</p>	<ul style="list-style-type: none"> • assists the child/NMD in preserving and maintaining religious and ethnic identity, and 	
<p>.57 Establish and maintain a helping relationship between social worker and child to provide continuity and a stability point for the child.</p>	<ul style="list-style-type: none"> • evaluates and assess the child/NMD's educational needs and progress, as well as potential needs for special educational services (<i>example</i>: Individual Education Plan (IEP)). 	
<p>.58 Solicit the child's input on his/her future and to inform the child as to current and future placement plans and progress, and discuss these plans and progress with the child.</p>		
<p>.59 Evaluate and assess the child's educational needs and progress and the potential need for special educational services such as an Individual Education Plan.</p>		
<p>.6 The social worker/probation officer shall do the following for each child with an approved case plan who is placed in out-of-home care with a relative, foster family home, FFA, or a legal guardian.</p>		

Module 1, Chapter 2, Section F – 2.6 SDM Recommended Contact Guidelines

.61 Visit the child at least once each calendar month.

Federal and state regulations mandate that the assigned SSP conduct in-person contacts with the child and parent at least *once (1) per month*.

.611 The social worker shall be permitted to have less frequent visits, no less than necessary to ensure the safety and wellbeing of the child as specified in 31-320.5. In no case shall the visits be less frequent than once every six calendar months, provided the following criteria are met and documented in the case plan, and written supervisory approval has been obtained:

- (a) The child has no severe physical or emotional problems caused or aggravated by the placement.
- (b) The child has been in the same placement for at least six months and the social worker has determined that the placement is stable.
- (c) The child is visited once each calendar month by social worker staff of a foster family agency provided they meet the minimum qualifications at Title 22, Section 88065.3 and are providing services pursuant to a case plan. A written placement agreement shall be

required between the foster family agency and the county and documented in the case record.

(d) The social worker shall ensure that at least one written report of a visit is received each calendar month and documented in the CWS/CMS case record.

.612 The social worker shall be permitted to have less frequent visits, up to a minimum of once every six consecutive calendar months if the child is receiving permanent placement services, is in placement with a legal guardian, and dependency has been dismissed or the child has never been a dependent.

.613 If the child is placed in a group home, whether in-state or out-of-state, or a community treatment facility, the social worker/probation officer shall visit the child at least once each calendar month, with at least a two-week time frame between visits and document the visits in the child's case plan.

.7 The minimum visitation requirements by the county social worker/probation officer are not applicable under the following circumstances:

- .71 The child has an approved case plan, is a dependent or ward of the court and either:
- .711 The child's whereabouts are unknown and the court has been informed. The county social worker/probation officer must attempt to locate the child and document those attempts in the case record. The social worker must confirm and document in the child's case record that the child's whereabouts are unknown once every 30 days from the date of the initial discovery, or
- .712 The child is residing out of state in a relative, guardian or foster family home under the provisions of the Interstate Compact on the Placement of Children, is receiving services from the receiving state, and the receiving state is providing written or verbal reports to the social worker that are documented in the case record.

CWS 31-325.2-.213 – Social Worker Contacts With The Parent/Guardian

.2 The social worker shall visit each parent(s)/guardian(s) named in the case plan receiving In-home services a minimum of once each calendar month.

.21 The social worker shall be permitted to have less frequent visits, up to a minimum of once every two calendar months, only if all of the following criteria are met and written supervisory approval has been obtained:

.211 The parent(s)/guardian(s) has no severe physical or emotional problems that affect his/her ability to parent the child.

.212 The parent(s)/guardian(s) is visited at least once a week by a family preservation social worker or public health nurse when such persons are providing services pursuant to the case plan, and there is a verbal or written agreement with any such services provider, documented in the case record, that he/she will provide contact reports to the social worker.

Module 1, Chapter 2, Section A – 7.4 In-person Contact with a Parent

For cases in *family maintenance* (adjudicated or voluntary) status: the parent is visited at least once a week by a family preservation social worker or PHN



<p>.213 The social worker shall ensure that verbal or written reports are received and documented in the case record.</p>	<p>and documented in CWS/CMS that the service provider will provide contact reports to the SSP.</p>
<p><u>CWS 31-325.3-.33 – Social Worker Contact With The Parent/Guardian</u></p> <p>The social worker shall visit each parent/guardian named in the case plan whose child(ren) is placed in out-of-home care at least once each calendar month, unless the case plan contains documentation justifying less frequent visits and written supervisory approval has been obtained.</p>	<p><u>Module 4, Chapter 1, Section B – Family Maintenance Adjudicated Services – 2.5 Required FMA Monthly Contacts</u></p> <p>Contacts with the <i>parent(s)</i>:</p> <ul style="list-style-type: none"> • in-person for each parent named in the case plan a minimum of one (1) time per calendar month
<p>.31 If the parent(s)/guardian(s) is not available for monthly visits, the social worker shall maintain monthly written or telephone contact with him/her regarding the child's status and the parent(s)/guardian(s) actions that should be occurring in order to facilitate reunification.</p>	
<p>.32 If all the following criteria are met, the social worker shall be permitted to maintain monthly written or telephone contact, rather than visits, with the parent(s)/guardian(s):</p>	



.321 The parent(s)/guardian(s) is visited once each calendar month by one or more of the following service providers when such persons are providing services pursuant to the case plan; and there is a verbal or written agreement with any such service provider, documented in the case record, that he/she will provide contact reports to the social worker.

(a) Other social services staff of the county.

(b) Staff of another services agency.

(c) A physician or other health professional.

.322 The social worker shall ensure that verbal or written reports are received and documented in the case record.

.33 If the whereabouts of the parent(s)/guardian(s) are unknown and a due diligence affidavit has been filed with the court pursuant to Welfare and Institutions Code Section 366.23(b)(7), monthly contact is not required.

**CWS 31-340.1-.22 – Parent/Guardian Contact
With The Child**

**Module 4, Chapter 3, Section A – Visitation – 8.4
Exception to Providing Family Visits**

.1 The social worker shall not arrange unsupervised visits, unless the court orders unsupervised visits, if the child has been removed pursuant to a finding of "severe physical abuse" as provided for in Welfare and Institutions Code Section 300(e).

In cases involving "severe physical abuse," unsupervised visits *will not* be permitted by the assigned social worker unless specifically ordered by the court.

.2 The social worker shall arrange for visits between child and the parent(s)/guardian(s) named in the case plan no less frequently than once each calendar month for children receiving family reunification services.

.21 Exceptions to the visitation requirement up to a minimum of once every six months shall be permitted only in the following circumstances:

.211 For court supervised cases, court approval of a specific visitation plan.

.212 For voluntary cases, county deputy director approval of a specific visitation plan.

.22 If the whereabouts of the child or parent are unknown and the social worker has followed the procedures specified in Section 31-320.53 or Section

31-325.33, the social worker shall not be required to arrange monthly visits between the child and the parent/guardian.

CWS 31-401.1-4 – General Requirements for Placement

- .1 The social worker, other representative of the placing agency or another agency providing services, or other adult with whom the child is familiar, shall be present at the time of placement unless the child is placed out of state.
- .2 At the time of initial placement in foster care of a child who is a dependent of the court, the agency responsible for placement and care shall provide information describing the review process, including the permanency planning hearing, and subsequent court and administrative reviews, to the parent(s)/guardian(s); and to the child, if 10 years of age or older.
- .3 The placement of children in the same home or facility when such children have different legal status shall be subject to the provisions of Welfare and Institutions Code Sections 206 and 16514.

.4 A foster parent providing out-of-home care to a child pursuant to court orders or providing such services to a voluntarily placed child shall have the legal consent authority specified in Health and Safety Code Section 1530.6.

CWS 31-405.1-.34 – Social Worker Responsibilities for Placement

- .1 When arranging for a child's placement the social worker shall:
- .11 Consider the non-custodial parent pursuant to Welfare and Institutions Code Section 361.2.
- .12 Give preferential consideration for placement of the child to an adult who is a grandparent, aunt, uncle or sibling of the child.
- .121 In the case of an Indian child Active Efforts shall be made to comply with the ICWA placement preferences and standards as required by Section 31-420.3. The first preference shall be placement with a member of the child's extended family, as defined in Section 1903(2), of 25 U.S.C.

.122 As required by Welfare and Institutions Code Section 361.3, a finding that the relative is not willing to adopt or seek guardianship for the child cannot be used as the sole basis for denying placement with a relative.

.123 As assessment shall be conducted for the relative(s) and shall include but not be limited to the factors required in Welfare and Institutions Code Section 361.3.

.13 Consider relatives identified by the social worker as willing and appropriate to care for the child if no non-custodial parent or relative given preferential consideration is available.

.132 As required by Welfare and Institutions Code Section 361.3, a finding that the relative is not willing to adopt or seek guardianship for the child cannot be used as the sole basis for denying placement with a relative.

.133 An assessment shall be conducted for the relative(s) and shall include but not be limited to the factors required in Welfare and Institutions Code Section 361.3.

- .14 Consider nonrelative extended family members identified by the social worker/probation officer as willing and appropriate to care for the child if no noncustodial parent, relative given preferential consideration, or relatives identified by the social worker/probation officer as willing and appropriate is available.
- .141 An assessment shall be conducted for the nonrelative extended family member(s) and shall include but not be limited to the factors required in Welfare and Institutions Code Section 361.3.
- .15 Ensure that the requirements specified in Section 31-445 have been met prior to the placement of the child in the home of a relative or nonrelative extended family member.
- .16 When considering the placement of an Indian child in a Tribally Approved Home, the following requirements shall apply:
- .161 The social worker must conduct the caregiver background checks on all adults (over age 18) living in the home or persons that may have significant contact with the child unless the tribe has an authorized Tribal

Agency that conducts the caregiver background checks pursuant to Welfare and Institutions Code section 10553.12.

.162 If the tribe has a Tribal Agency that is approved to receive criminal and child abuse registry information from the California Department of Justice pursuant to Welfare and Institutions Code section 10553.12 the social worker shall secure documentation of the following:

(a) The Tribal Agency's certification that it has completed caregiver background checks, pursuant to the standards set forth in Sections 1522 and 1522.1 of the Health and Safety Code, with respect to any prospective foster parent, adoptive parent, or any adult who resides or is employed in the Tribally Approved Home.

(1) The certification must provide the address of the home, the names of the individuals in the household that have been cleared, the date of the completion of the clearance for each individual, and if any exemptions were granted.

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>(2) Documentation that the Tribal Agency has agreed to report, within 24 hours to the county social worker responsible for the child placed in the Tribally Approved Home, any notification to the Tribal Agency by the Department of Justice of a subsequent state or federal arrest or disposition notification involving an individual associated with the Tribally Approved Home.</p> <p>(b) The social worker shall conduct the verifications required by Section 31-445.14.</p> <p>.163 Should the social worker have any concerns about the safety of the home, the social worker must consult and collaborate with the tribe to address any concerns.</p> <p>.164 The social worker must follow the ICWA placement preferences, which include the Tribally Approved or Tribally Specified Home designated by the child's tribe. Deviation from the preference order may occur only with good cause, as determined by the court. The social worker must provide the court with facts and supporting evidence that justify a request to deviate from the placement preferences and must ask</p>		

the court for a finding that there is good cause to deviate from the ICWA placement preferences.

.17 Meet the requirements specified below when placing a child under the age of six in a group home:

.171 A child under the age of six shall not be placed in a group home unless one or more of the following conditions are met, and the placement facility meets the licensing standards specified in Title 22, Division 6, Subchapter 2:

- (a) The placement will provide comprehensive diagnostic assessment to enable long-term decisions about the child's future.
- (b) The placement meets the child's special treatment needs which can be met by the group home while program planning and testing occur to prepare the child for a less restrictive, permanent placement;
- (c) The placement enhances and supports the case plan goal of family reunification with parents or kin or for adoption when no other suitable, less restrictive placement is available;

- (d) The placement is for temporary shelter care and shall not be for more than thirty days and no other, less restrictive placement is available; or
- (e) The placement will keep a sibling group together until a more suitable, less restrictive placement is found.
- (f) Effective 1/1/2000, any child under the age of six shall be placed in a family like setting as defined in Title 22, Section 84201(f)(2). In the event such a setting is unavailable, the county shall request approval from the Department for any alternative placement in excess of 30 days. The Department has the authority to approve these placements if the request is in the best interest of the child and shall in no instance be detrimental to the health and safety of the child. The county welfare director shall submit the request to the Department with substantiating evidence supporting the request and specifying that the child has special needs that render the child extremely difficult to place, and there is no family like setting that can meet the child's special needs. The Department shall provide a written approval or denial of the request within 5 days of receipt of the request.

- .18 Ensure that a child under the age of six placed for temporary shelter care in a county operated or county contracted emergency shelter care facility, shall not be placed in the facility for more than thirty days.
- .181 A county operated or county contracted emergency shelter care facility shall conform to all regulations in Title 22, Division 6, Subchapter 2 except as noted below:
 - (a) The facility shall be exempt from the licensing standards specified in Sections 84200(a)(2)(A) through (C).
 - (b) For an unlicensed county operated emergency shelter care facility only, the Plan of Operation required by Section 84222 must be kept only on file at the facility and need not be submitted to the Department for approval.
- .19 Assist each child in understanding the reason(s) for placement.
- .20 Arrange for preplacement visitation between the child and the out-of-home care provider, if possible.

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>.21 Assist each child to maintain his/her culture, racial and ethnic identity.</p> <p>.22 Monitor the child's physical and emotional condition, and take necessary actions to safeguard the child's growth and development while in placement.</p>	<p><u>Module 6, Chapter 5, Section B – Sharing Information with Caregivers – 2.1 Shared Immediately and No More than 30 Days After Placement</u></p>	<p>✓</p>
<p>.23 Ensure that information regarding available CHDP services is provided to the out-of-home care provider within 30 days of the date of placement.</p>	<p>The assigned SSP is required to provide the caregiver with the child's Health and Education Passport (HEP), <i>immediately and no more than 30 days after placement</i> – [this includes:]</p> <p>information regarding available Child Health and Disability Program (CHDP) services</p>	<p>✓</p>
<p>.24 Ensure that the child receives medical and dental care which places attention on preventive health services through the Child Health and Disability Prevention (CHDP) program, or equivalent preventive health services in accordance with the CHDP program's schedule for periodic health assessment.</p>	<p><u>Module 7, Chapter 1, Section C – Medical and Dental Examinations – 1.1 Background</u></p> <p>The assigned social worker ensures that a child/NMD in out-of-home care receives the following:</p>	<p>✓</p>

a medical and dental examination *within* 30 days of the initial placement

- .241 Each child in placement shall receive a medical and dental examination, preferably prior to, but not later than, 30 calendar days after placement.
- .25 Make certain that arrangements for, and monitoring of, the child's educational progress while in placement are undertaken.
- .26 Make arrangements for the out-of-home care provider to have telephone access to a social worker 24 hours a day, seven days a week in case of emergencies involving his/her foster child(ren).
- .27 Ensure that the out-of-home care provider understands and supports the child's case plan, and is aware of any change(s) thereto.
- .28 Provide the out-of-home care provider the child's case plan that identifies the child's needs and services.



Module 6, Chapter 5, Section B – Sharing Information with Caregivers – 2.1 Shared Immediately Upon Initial Placement of the Child

Child's case plan (and transitional independent living plan, if applicable) that identifies the child/youth's

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
	<p>needs and services, including information on the family and sibling visitation</p>	
<p>.29 Provide the out-of-home care provider the child's background information as available, including, but not limited to, the following histories:</p>		
<p>.291 Educational.</p>		
<p>.292 Medical.</p>		
<p>.293 Placement.</p>		
<p>.294 Family.</p>		
<p>.295 Behavioral.</p>		
<p>.30 Provide the out-of-home care provider(s) information of any known or suspected dangerous behavior of the child being placed.</p>		
<p>.301 The social worker shall document in the case record any information provided to the out-of-home care provider(s) regarding the child's known or suspected dangerous behavior, including the following: (a) Date information was provided.</p>	<p><u>Module 6, Chapter 5, Section B – Sharing Information with Caregivers – 6. Documenting Shared information</u></p>	<p>✓</p>

<p>(b) Name of person receiving information.</p> <p>(c) Specific facts provided.</p> <p>(d) Affirmation that the person informed was advised that the facts were confidential and that unauthorized disclosure could result in a fine up to \$1,000.</p>	<p>A record of any information provided regarding the child's known or suspected dangerous behavior, including:</p> <ul style="list-style-type: none"> • the date information was provided • the name of the person receiving the information • the specific facts provided • affirmation that the person informed was advised that the facts are confidential and that unauthorized disclosure of the information can result in a fine of up to \$1,000
<p>.31 Ensure completion of the documentation necessary to initiate AFDC-FC payments, as appropriate.</p>	
<p>.32 Assist the parents to understand their rights and responsibilities while their child is in foster care.</p>	
<p>.33 Document the reason(s) for the following, when applicable:</p>	
<p>.331 The child's transfer to another placement location.</p>	

(a) In the case of an Indian child, in addition to documenting the reasons for the transfer, also document the Active Efforts taken to make the transfer within the order of ICWA placement preferences as required by Section 31-420.3, which shall include making contact with the child's tribe to solicit assistance and support in identifying an appropriate placement for the child.

.332 The child's out-of-county or out-of-state placement.

.34 Develop a discharge plan for any child who;

.341 Is under six years of age; and

.342 Is leaving a group home placement to return to parent(s), guardian(s), or Indian custodian(s), relative(s) or extended family member(s) or an adoptive family or to a placement in a foster family home.

CWS 31-410.1-5 – Temporary Placement

.1 Temporary placement services shall consist of emergency shelter care and out-of-home respite care.

- .2 Temporary placement services shall be provided when the social worker has considered and/or used In-home services and has determined that the provision or continued provision of these services will not safely maintain the child in his/her own home.
- .3 For temporary placement services involving an Indian child, the social worker shall to the extent possible, collaborate with the child's tribe in an attempt to prevent the removal of the child and to solicit tribal assistance and support in the placement of the child.
- .31 When selecting a temporary placement for an Indian child, the social worker shall, engage in Active Efforts to place the child in compliance with the ICWA placement preference order required in Section 31-420.3.
- .4 Emergency shelter care services shall be provided as specified in Section 31-415.
- .5 When selecting a temporary placement for the child, the social worker shall adhere to the following priority order:

- .51 The home of a relative, including the non-custodial parent, in which the child can be safely placed on a temporary basis. Such a determination shall be based on an emergency assessment as defined in Section 31-002(e)(2).
- .52 A licensed or approved foster family home, licensed small family home, or a licensed foster family agency for placement in a family home which has been certified by the foster family agency, a county-operated emergency shelter care facility.
- .521 A child under the age of six who is placed in a county operated or county contracted emergency shelter care facility for thirty days or less shall be cared for by a Primary Caregiver as defined in Section 31-002(p)(7).
- .53 A licensed group home.
- .531 Group home placements shall be subjected to the additional criteria specified in Sections 31-420.241(a) and (b).

.532 Group home placements of children under the age of six shall be subject to the additional criteria specified in Section 31-405.1(b).

CWS 31-410.7-.8 – Temporary Placement

- .7 The temporary placement shall be based on the following needs of the child including, but not limited to:
 - .71 The least restrictive, most family-like environment.
 - .72 The child's age and sex.
 - .73 The child's health and any special needs of diet, medical or psychological care.
 - .74 The possible need for access to or protection from the child's parent(s)/guardian(s).
 - .75 The protective needs of the community.
 - .76 The most appropriate placement selection.
- .8 In addition to those needs specified in Section 31-410.7, the temporary placement of an Indian child shall require Active Efforts to comply with the ICWA placement preference requirements as specified in

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>Section 31–420.3 and shall also be based on the following:</p> <p>.81 The least restrictive setting which most approximates a family-like environment and in which the child's special needs, if any, can be met.</p> <p>.82 The reasonable proximity to the child's home, taking into account any special needs of the child.</p> <p>.83 The prevailing social and cultural standards of the Indian child's tribe and community in which the parent or extended family members reside or maintain social and cultural ties.</p>		

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p><u>CWS 31-420.1-.2 – Foster Care Placement</u></p> <p>.1 The foster care placement shall be based on the following needs of the child including, but not limited to:</p> <p>.1.1 The least restrictive, most family-like environment.</p> <p>.1.2 The child's age, sex and cultural background, including racial or ethnic and religious identification.</p> <p>.121 An agency or entity that receives state financial assistance to place a child in foster care shall diligently recruit foster parents that reflect the ethnic and racial background of children who need homes regardless of race, color, national origin or culture of the foster parent, or the child involved.</p>	<p><u>Module 6, Chapter 2, Section C – Centralized Placement Unit – 2.1 Placement Intake Screening</u></p> <p>Matching each child with an appropriate caregiver who is willing and able to meet the child's individual needs is a critical part of ensuring the child's safety and well-being. The following information about the child is needed to assist CPU in identifying an appropriate out-of-home placement:</p> <ul style="list-style-type: none"> • age and gender of the child • racial, cultural, religious, and language preferences • tribal affiliation or potential applicability of the Indian Child Welfare Act (ICWA) 	<p style="text-align: center;">✔</p>

.122 An agency or entity that receives state financial assistance to place a child in foster care shall not:

(a) Deny to any person the opportunity to become a foster parent on the basis of race, color, national origin or culture of the foster parent or the child involved.

(b) Deny to any person the placement of a child into foster care or adoption on the basis of race, color, national origin or culture of the foster parents or the child involved.

.13 In the case of an Indian child, the child's tribal affiliation and the cultural and traditional practices of the tribe shall be considered.

.14 Planned parent/guardian-child contacts during the separation, and the specific actions to be taken by the parent(s)/guardian(s) which will facilitate reunification.

.15 Capability, willingness and ability of the caregiver to meet specific needs of the child, to facilitate family reunification, and provide the child's permanency alternative, if necessary.

Statute

- .16 Appropriateness of attempting to maintain the child in his/her current school.
- .17 The child's health and emotional factors.
- .18 Anticipated special needs of the child, including but not limited to transportation, diet, medical and/or psychological care, clothing, recreation, and special education.
- .19 The most appropriate placement selection.
- .2 When selecting a foster care placement for the child, the social worker shall adhere to the following priority order.
- .21 The home of a relative, including the non-custodial parent, in which the child can be safely placed as assessed according, but not limited to, the requirements specified in Welfare and Institutions Code Section 361.3.
- .211 Preferential consideration for placement of the child shall be given to a non-custodial parent, then an adult who is a grandparent, aunt, uncle or sibling of the child, except that if the child is an Indian child and the non-custodial parent is not available or appropriate

for placement of the child, then the placement requirements of Section 31–420.3 shall apply.

(a) As required by Welfare and Institutions Code Section 361.3, a finding that the relative cannot provide legal permanence for the child shall not be used as the sole basis for denying placement with a relative.

.212 When a child is placed under such circumstances, the foster home shall be exempt from licensure pursuant to Health and Safety Code Section 1505. Prior to placement, the exempt home shall be approved as meeting the requirements specified in Section 31–445 which incorporates California Code of Regulations, Title 22, Division 6, Chapter 9.5, Article 3, Foster Family Home.

.22 A licensed foster family home, licensed small family home, or a licensed foster family agency for placement in a family home which has been certified by the foster family agency.

.23 A licensed group home.

.231 Placements in group homes shall be subject to the following additional requirements:

(a) The following conditions shall exist and shall be documented in the case plan:

(1) Placement is necessary to meet the treatment needs of the child.

(2) The group home has a treatment program that meets such treatment needs.

(b) The social worker shall also document in the case record the reason(s) for the following:

.232 For a child under the age of six, the social worker shall document in the case plan that the placement meets the requirements specified in Section 31-405.1(b) or in Section 31-405.1(c), whichever is applicable.

(a) A statement of the specific needs of the child which cannot be met if the child resides in a less restrictive environment.

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>(b) A description of the types and modalities of treatment program(s) offered and delivered to the child.</p> <p>.24 A licensed community treatment facility.</p> <p>.241 Placements in community treatment facilities shall be subject to the following additional requirements.</p> <p>(a) The following conditions shall exist and shall be documented in the case plan:</p> <p>(1) Placement is necessary to meet the mental health needs of the child.</p> <p>(2) The community treatment facility has a program that meets such mental health needs.</p> <p>(b) The social worker/probation officer shall also document in the case record the reason(s) for the following:</p> <p>(1) A statement of the specific needs of the child which cannot be met if the child resides in a less restrictive environment.</p>		

(2) A description of the types and modalities of treatment program(s) offered and delivered to the child.

CWS 31-425.1-.16 – Permanent Placement

.1 The permanent placement shall be based on the following needs of the child including, but not limited to:

.11 The degree of permanency of the available alternatives.

.12 The child's age, sex, tribal affiliation and cultural background, including racial or ethnic and religious identification.

.121 An agency or entity that receives state financial assistance to place a child in foster care shall not:

(a) Deny to any person the opportunity to become a foster parent on the basis of race, color, national origin or culture of the foster parent or the child involved.

(b) Deny or delay the placement of a child into foster care or adoption on the basis of race, color, national

origin or culture of the foster parents or the child involved.

.13 Capability of a relative, Indian custodian, the out-of-home care provider(s), adoptive parent(s), or guardian(s) to meet specific needs of the child.

.131 If the child is not placed with a permanency planning family or if the permanency alternative identified in the case plan fails, preferential consideration for placement of the child shall be given the non-custodial parent, then to an adult who is a grandparent, aunt, uncle or sibling of the child, as required in Welfare and Institutions Code Section 361.3.

.132 The home of a relative, including the non-custodial parent, considered for placement shall be assessed according to the requirements in Welfare and Institutions Code Section 361.3.

.133 In the case of an Indian child, capacity to encourage and protect the child's retention of connections to its tribe.

- .14 Appropriateness of attempting to maintain the child in his/her current school.
- .15 The child's health and emotional factors.
- .16 Anticipated special needs of the child, including but not limited to, transportation, diet, medical and/or psychological care, clothing, recreation, and special education.

CWS 31-445.1-2 – Requirements for Approval of Relative and Nonrelative Extended Family Member Foster Family Homes

- .1 Prior to the placement of a child in a relative or nonrelative extended family member home, the child welfare agency shall assess the home and the caregiver to the approval standards by completing the following requirements:
 - .11 An assessment of the prospective caregiver(s) ability and desire to meet the child's specific needs.
 - .12 An In-home evaluation of the home to verify that the home meets the health and safety standards set out in Title 22, Division 6, Chapter 9.5, Article 3 of the California Code of Regulations and has no safety

defects that could pose a hazard to the child; except in the case of an Indian child being placed in a Tribally Specified or Approved Home, the home shall be evaluated as specified in Section 31-405.16.

.13 Verification that the proposed caregiver, all adults living in the home and all other non-exempt adults having routine contact with the child have a criminal record clearance or exemption and Child Abuse Index Clearance pursuant to Health and Safety Code Sections 1522 and 1522.1 and Welfare and Institutions Code Section 361.4.

.14 Verification shall be obtained that the following have occurred:

.141 The caregiver has been provided an orientation on the child welfare system, the caregiver's role and responsibilities as a foster parent, and a summary of the approval standards for foster family homes.

.142 The caregiver has been provided with a summary of the rights of children in out-of-home care and has agreed to provide a copy to the child upon placement.

.2 Prior to the issuance of an approval document the agency must ensure the caregiver and home meet all

the standards in California Code of Regulations, Title 22, Division 6, Chapter 9.5, Article 3, Caregiver Standards; except that in the case of an Indian child being placed in a Tribally Approved Home, the home shall be evaluated as specified in Section 31-405.16.

CWS 31-501.1-.8 – Child Abuse and Neglect

Reporting Requirements

- .1 The county shall report by telephone, fax or electronic submission every known or suspected instance of child abuse and/or neglect as defined in Penal Code Section 11165.6, to law enforcement departments and the District Attorney's Office as specified in Penal Code Section 11166(j).
- .2 When the county receives a report of known or suspected child abuse and/or neglect that has allegedly occurred in a licensed facility, the county shall notify the licensing office with jurisdiction over the facility, as specified in Penal Code Sections 11166.1 and 11166.2.
- .3 When the county receives a report of known or suspected child "abuse or neglect in out-of-home care," including a child placed in the home of a relative

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p>or non-related extended family member, the county shall create a new referral.</p> <p>.31 The county shall respond to all referrals of "abuse or neglect in out-of-home care" in accordance with the provisions of Section 31-101.</p> <p>.32 A disposition of the investigation shall be recorded in the child's case record.</p> <p>.4 The county shall submit a report to the Department of Justice (DOJ) pursuant to Penal Code Section 11169 of every case it actively investigates of known or suspected child abuse that it has determined to be substantiated as defined in Penal Code Section 11165.2.</p> <p>.41 The county shall not submit a report to the DOJ for referrals it investigates and the only allegation substantiated is general neglect or the only incident is a positive toxicology screening at the time of delivery, as specified in Penal Code Sections 11165.2(b) and 11165.13.</p> <p>.42 The county shall not submit a report to the DOJ for referrals it investigates and that are determined to be not substantiated. The county shall ensure that the</p>		

- report submitted to the DOJ is complete and is in conformity with the California Code of Regulations, Title 11.
- .43 The county shall ensure that the report submitted to the DOJ is complete and is in conformity with the California Code of Regulations, Title 11.
- .44 The county shall make information received from DOJ pursuant to Penal Code Section 11170(b)(1) available to the persons or agencies as specified in that section.
- .5 Within five (5) business days of the county submitting information to the DOJ to list an individual's name on the Child Abuse Central Index (CACI), the county shall provide to that individual written notification, which shall contain the following information and materials:
- .51 The completed SOC 832, as found in Section 31-003(s)(2), notification that the county has completed an investigation of suspected child abuse and/or severe neglect, which the county has determined to be substantiated, and has submitted the individual's name to the DOJ for listing on the CACI.

Statute

- .511 The completed SOC 832 shall include the victim's name, and a brief description of the alleged abuse and/or severe neglect, and the date and location where this occurred;
- .52 The SOC 833, as found in Section 31-003(s)(3), information explaining the individual's right to request a grievance hearing, and the procedures for the hearing.
- .53 The SOC 834, as found in Section 31-003(s)(4), a request for grievance hearing;
- .531 A completed SOC 834 shall include the referral number, name of county, complete contact information, date of birth, reason for grievance, information regarding an attorney or representative for the individual if any, and the address where to submit the request for grievance hearing.
- .54 The SOC 832, 833 and 834 shall be mailed to the last known address where the notice and request for grievance are most likely to be received by the individual.
- .6 An individual wishing to challenge his or her referral to the CACI may request a grievance hearing utilizing

the procedures under Section 31-021. The county may initiate an internal review relating to the matter identified in the request prior to the hearing.

.7 Where the county's substantiated finding for abuse and/or severe neglect is changed to a finding that is not substantiated as a result of the grievance hearing or internal review, or a judicial determination of factual innocence of all the investigated allegations that supported the county's decision to refer the individual's name to the DOJ for listing on CACI, the county shall within five business days submit to the DOJ a revised DOJ form BCIA 8583 containing the change in finding.

.71 Where the county's substantiated finding for child abuse and/or severe neglect is changed to a finding that is not substantiated as a result of the grievance hearing, the county shall within five business days submit to the DOJ a revised Form BCIA 8583 containing the change in finding.

.8 The county shall document the outcome of the grievance hearing and any change in the finding of an allegation, if any, within the child's case record.

CWS 31-530.1-.14 – Minor Parent Services

- .1 Referral of Minor Parent Pursuant to Welfare and Institutions Code Section 11254(b)(3).
- .12 Within 20 calendar days of receiving a referral pursuant to Welfare and Institutions Code Section 11254(b)(3), the CWS social worker shall complete an in-person investigation of the allegation to determine whether the physical or emotional health or safety of the minor parent or child(ren) would be jeopardized if they lived in the same residence with the minor parent's own parent, legal guardian or other adult relative.
- .13 If the referral is unfounded, the CWS social worker shall document the factors contributing to this determination, and shall complete and return the referral form to the county AFDC office.
- .14 If the referral is not unfounded, the CWS social worker shall document the factors contributing to this determination and shall complete and return the referral form to the county AFDC office and follow the procedures set forth in Section 31-530.2.

CWS 31-425.4-44 – Permanent Placement

- .4 When it is anticipated that the permanent placement for a child will be a kinship guardianship, the relative caregiver shall be provided with the following information:
- .41 Written information on the availability of the Kin-GAP program, including an explanation of the difference between Kin-GAP and Adoption Assistance Program benefits, and between Kin-GAP and AFDC-FC benefits, as specified in Welfare and Institutions Code sections 11364(e) and 11387(e).
- .42 Prior to the establishment of a kinship guardianship and the termination of the child's dependency or wardship, a copy of and an explanation of both the SOC 369 form and the SOC 369A form.
- .43 Information on the availability of mental health services through Medi-Cal or other programs, as specified in Welfare and Institutions Code sections 11364(e) and 11387(e).

.44 Information on access to medically necessary specialty mental health services pursuant to Welfare and Institutions Code section 11376.

CWS 31--440.1--4 – Foster Parent(s) Notification Requirements

.1 The foster parent(s) shall be given at least seven calendar days' advance written notice of intent to remove a child, and of the right to request a grievance review.

.1.1 The county shall have the authority to include a waiver of the notice requirement specified in Section 31--440.1 in the written placement agreement with the foster parent(s).

.1.1.1 Waivers shall not exceed six months from the date of placement.

.1.1.2 Waivers shall be considered exceptions used solely to meet unusual individual needs.

Module 6, Chapter 2, Section C – Centralized Placement Unit – 6.1 Notice of Intended Removal Requirements

When it becomes necessary to change a child's placement, Children's Services Division (CSD) is required to provide the caregiver and the child's parents with at least seven (7) calendar days advance written notice of the intent to seek alternative placement and the right to request an appeal of the placement decision



- .2 The county shall not be required to provide the notice specified in Section 31-440.1 if one or more of the following conditions exist:
- .21 The child is in immediate danger.
 - .22 A signed waiver of notice has been obtained from the foster parent(s), as specified in Section 31-440.11.
 - .23 A court has ordered the child's removal.
 - .24 Adverse licensing or approval actions have occurred that prohibit the foster parent(s) from continuing to provide services.
 - .25 Removal of a voluntarily placed child is made or requested by the child's parent(s)/guardians.
 - .26 The child is removed from an emergency placement.
- .3 For foster parents providing permanent placement services the social worker shall provide the foster parent(s) with written notice explaining the court order that permanent placement services be terminated.

.31 The county shall be permitted to use a copy of the court report or modified service plan for purposes of notifying the foster parent(s), if appropriate.

.4 A relative or nonrelative extended family member whose home has been deemed not to meet the approval standards shall be given notice that their home does not meet approval standards and that they have access to the grievance procedures set forth in MPP Section 31-020, provided they appeal the agency's decision in writing within 5 working days of their receipt of the notice.

Cal. Welf. & Inst. Code § 316 – Limitations On Parental Control: Grounds for Removal of Child: Placements; Findings

(a) In all cases in which a minor is adjudged a dependent child of the court on the ground that the minor is a person described by Section 300, the court may limit the control to be exercised over the dependent child by any parent or guardian and shall by its order clearly and specifically set forth all such limitations. Any limitation on the right of the parent or guardian to make educational decisions for the child shall be specifically addressed in the court order. The

limitations shall not exceed those necessary to protect the child.

(b) No dependent child shall be taken from the physical custody of his or her parents or guardian or guardians with whom the child resides at the time the petition was initiated unless the juvenile court finds clear and convincing evidence of any of the following:

- (1) There is a substantial danger to the physical health of the minor or would be if the minor was returned home, and there are no reasonable means by which the minor's physical health can be protected without removing the minor from the minor's parents' or guardians' physical custody. The fact that a minor has been adjudicated a dependent child of the court pursuant to subdivision (e) of Section 300 shall constitute prima facie evidence that the minor cannot be safely left in the custody of the parent or guardian with whom the minor resided at the time of injury.
- (2) The parent or guardian of the minor is unwilling to have physical custody of the minor, and the parent or guardian has been notified that if the minor remains out of their physical custody for the period specified in

Section 366.25 or 366.26, the minor may be declared permanently free from their custody and control.

- (3) The minor is suffering severe emotional damage, as indicated by extreme anxiety, depression, withdrawal, or untoward aggressive behavior toward self or others, and there are no reasonable means by which the minor's emotional health may be protected without removing the minor from the physical custody of his or her parent or guardian.
- (4) The minor or a sibling of the minor has been sexually abused or is deemed to be at substantial risk of being sexually abused, by a parent, guardian, or member of his or her household, or other person
- (5) The minor has been left without any provision for his or her support, or a parent who has been incarcerated or institutionalized cannot arrange for the care of the minor, or a relative or other adult custodian with whom the child has been left by the parent is unwilling or unable to provide care or support for the child and the whereabouts of the parent is unknown and reasonable efforts to locate him or her have been unsuccessful.

- (c) The court shall make a determination as to whether reasonable efforts were made to prevent or to eliminate the need for removal of the minor from his or her home or, if the minor is removed for one of the reasons stated in paragraph (5) of subdivision (b), whether it was reasonable under the circumstances not to make any such efforts. The court shall state the facts on which the decision to remove the minor is based.
- (d) The court shall make all of the findings required by subdivision (a) of Section 366 in either of the following circumstances:
- (1) The minor has been taken from the custody of his or her parents or guardians and has been living in an out-of-home placement pursuant to Section 319.
 - (2) The minor has been living in a voluntary out-of-home placement pursuant to Section 16507.4.

Statute	Riverside Child Services Manual	Care Standard Discussed in Manual?
<p><u>Cal. Welf. & Inst. Code § 361.3 – Assessment of Preferential Consideration For Relatives</u></p> <p>(a) In any case in which a child is removed from the physical custody of his or her parents pursuant to Section 361, preferential consideration shall be given to a request by a relative of the child for placement of the child with the relative. In determining whether placement with a relative is appropriate, the county social worker and court shall consider, but shall not be limited to, consideration of all of the following factors:</p> <ol style="list-style-type: none"> (1) The best interests of the child, including special physical, psychological, educational, medical, or emotional needs. (2) The wishes of the parent, the relative, and child, if appropriate. (3) The provisions of Part 6 (commencing with Section 7950) of Division 12 of the Family Code regarding relative placement. (4) Placement of siblings and half-siblings in the same home, if such a placement is found to be in the best 	<p><u>Module 6, Chapter 1, Section B – Emergency Placement – 1. Introduction</u></p> <p>When circumstances prevent a child from being safely maintained at home, preferential placement consideration is given to relatives and non-related extended family members</p>	<p>✓</p>

interests of each of the children, as provided in Section 16002.

(5) The good moral character of the relative and any other adult living in the home, including whether any individual residing in the home has a prior history of violent criminal acts or has been responsible for acts of child abuse or neglect. However, this paragraph shall not be construed to provide independent grounds for access to the child abuse central index.

(6) The nature and duration of the relationship between the child and the relative, and the relative's desire to care for the child.

(7) The ability of the relative to do the following:

(A) Provide a safe, secure and stable environment for the child.

(B) Exercise proper and effective care and control of the child.

(C) Provide a home and the necessities of life for the child.

- (D) Protect the child from his or her parents.
- (E) Facilitate court-ordered reunification efforts with the parents.
- (F) Facilitate visitation with the child's other relatives.
- (G) Facilitate implementation of all elements of the case plan.
- (H) Provide legal permanence for the child if reunification fails.
However, if any finding made with respect to the factor considered pursuant to this subparagraph and pursuant to subparagraph (G) shall not be the sole basis for precluding preferential placement with relatives.
- (I) Arrange for appropriate and safe child care, if necessary.