



COUNTY OF LOS ANGELES DEPARTMENT OF CHILDREN AND FAMILY SERVICES



2013-14 DCFS BIENNIAL REPORT





VISION

Children thrive in safe families and supportive communities.

MISSION

By 2015, DCFS will practice a uniform service delivery model that measurably improves:

- Child safety,
- Permanency, and
- Access to effective and caring services.

VALUES

Cultural Sensitivity: We acknowledge, respect, value, and understand the importance of cultural diversity in all aspects of child welfare practice.

Leadership: We engage, motivate, and inspire others to collaboratively achieve common goals through example, vision, and commitment.

Accountability: We accept responsibility for our actions, behavior, and results.

Integrity: We are honest, forthcoming, and transparent, always acting in accordance with the highest ethical standards and values.

Responsiveness: We take needed action in a timely manner.

A MESSAGE FROM THE DIRECTOR

I am pleased to present the 2013-14 Biennial Report for the Los Angeles County Department of Children and Family Services (Department or DCFS). I am fond of saying “communication is one of the biggest challenges” faced by large organizations. DCFS is the largest child safety agency in the United States. This publication is intended to share information about our charge and the work we do every day. I hope this report will provide insight into our daily work to keep children safe – one of the most important endeavors undertaken by the County.

Anyone who has spent time working with abused or neglected children can tell you that child safety and child welfare is not an easy undertaking – constant communication, constant collaboration, and constant focus is required. In 2013, DCFS developed a Strategic Plan designed to help focus the department’s many efforts to better serve children and families – the first such plan in ten years. This publication includes information reflecting our progress towards enhancing child safety and well-being under that plan.

Also, DCFS is one crucial component of a larger child safety and child welfare network in the County. The work we do is unlike any other social service work in that the safety of children and their well-being rests at the doorstep of the Department and this network. In order to meet this challenge we must engage external organizations, systems and networks to assist us in this endeavor. Specifically, we must partner with and rely on families, relatives, contracted providers, community providers, the faith community, the philanthropic community and other child serving organizations to help keep children safe and to support their well-being. The Board of Supervisors established the Blue Ribbon Commission on Child Protection and charged it with, among other things, identifying inter-departmental, intra-departmental, and intra-organizational barriers to child safety and to provide a feasible plan of needed reforms. The Commission’s recommendations are being reviewed and progress made on several recommendations already with an emphasis on Public Health Nurses and County Medical Hubs.

On another note, many children under the Department’s care are placed with relatives. When it is not possible to place a child with a relative, we look to foster parents. Right now, we have a great need for people who have a heart to foster infants, sibling groups and teenagers. If you would like to know more about fostering or adopting a child, please visit our Share Your Heart gallery at our website ShareYourHeartLA.org.

I greatly appreciate the support of the Board of Supervisors, the Chief Executive Office, the Commission for Children and Families, and the Quality and Productivity Commission. I would also like to thank the California Department of Social Services and our partners at the Service Employees International Union (SEIU) for their assistance and support. Finally, thanks also goes to the philanthropy community who consistently support the Department and children and families, including the Anthony and Jeanne Pritzker Family Foundation, Casey Family Programs, the Conrad N. Hilton Foundation, and the John Burton Foundation. As this report goes to print, two new Board members are preparing to take office. The Department looks forward to working with each new Supervisor and their staff as we continue to press forward on our journey to protect children and families.



PHILIP L. BROWNING
Director



Pictured above: (L. to R.) Social Worker David Green, Director Philip Browning, DCFS Chief Deputy Fesia Davenport, Social Worker Melanie Freeman and SEIU Manager Michael Green

OUR EXECUTIVE TEAM



Philip L. Browning, Director



Diane Iglesias
Senior Deputy Director
Government Accountability & Risk Management



Fesia A. Davenport
Chief Deputy Director



Cynthia McCoy-Miller
Senior Deputy Director
Finance and Administration



Helen Berberian
Deputy Director
Clinical Resources & Services



Maryam Fatemi
Deputy Director
Service Bureau 1



Eric Marts
Deputy Director
Contract Services



Roberta Medina
Deputy Director
Specialized Response



Rhelda Shabazz
Deputy Director
Juvenile Court & Adoption



Dr. Charles Sophy
Medical Director
Clinical Resources & Services



Dawna Yokoyama
Deputy Director
Service Bureau 2



Deanne Tilton
Executive Director
Interagency Council
on Child Abuse & Neglect



Madeline Roachell
Assistant Deputy Director
Operational Support Services

DCFS FAST FACTS
FISCAL YEAR 2013 - 2014

Each day, Children Social Workers (CSWs), their supervisors, and support staff work tirelessly to ensure that the children of Los Angeles County are free from abuse and neglect and grow up in safe homes.

	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Total
Calls to Child Protection Hotline*	14,750	16,725	20,249	20,985	16,910	14,141	18,270	17,500	19,804	18,211	21,031	15,708	214,284
Child Safety Referrals Investigated*	11,142	12,081	12,954	14,047	11,328	10,009	12,220	12,352	14,472	13,228	14,247	11,363	149,533
Children Removed from the Home of Their Parent(s)*	982	1,021	1,015	958	774	677	787	796	913	872	971	849	10,615
Percent of Children Removed from the Home of Their Parent(s)†	8.66%	8.32%	7.73%	6.75%	6.83%	6.68%	6.31%	6.36%	6.22%	6.50%	6.75%	7.46%	7.02%
Monthly Visits with DCFS Supervised Children*	15,654	15,584	15,773	15,939	15,896	16,001	16,098	16,138	16,046	16,052	16,063	16,233	191,477
Court Hearings Regarding Child Safety Cases*	10,264	10,551	8,726	10,457	9,997	8,184	10,809	9,118	10,039	10,428	10,335	9,620	118,528
Miles Driven by CSWs	776,316	792,658	781,679	866,733	772,198	679,270	800,238	790,701	834,426	729,280	710,544	652,438	9,186,481
Children Safely Reunified with their Parent(s)**	418	521	405	462	425	358	501	433	468	496	438	363	5,288
Children Adopted into Loving Families**	94	235	70	64	181	76	83	136	82	121	128	100	1,370

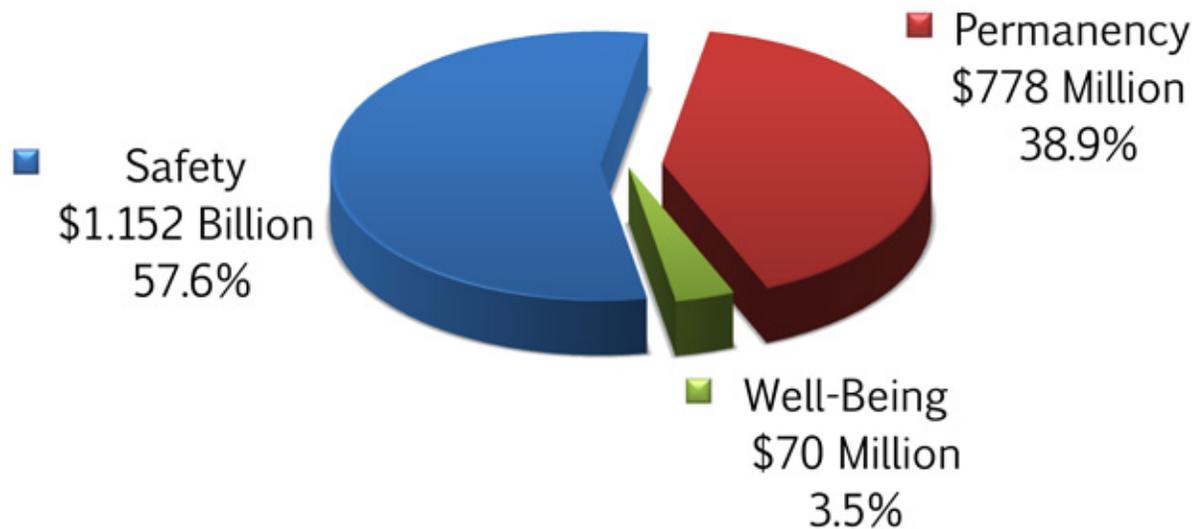
*Data Source: The Site as of November 17, 2014.

**Data Source: DCFS Executive Report, August 2014.

† The percentage of children removed from the home of their parent(s) was 6.8% for calendar year 2012 and 7.2% for calendar year 2013.

DCFS BUDGET

Fiscal Year 2014 - 2015
\$2 Billion



DCFS FAST FACTS

FISCAL YEAR 2013 - 2014

- Los Angeles County has 2.4 million children and youth ages 0-20 years
- DCFS has 7,500 employees, of which 3,200 are Children's Social Workers (CSWs)
- DCFS has recently hired 565 new social workers
- CSWs received just over 200,000 calls at the Child Protection Hotline
- CSWs investigated approximately 150,000 child safety referrals
- CSWs made 198,134 out of the required 210,781 (94%) visits with DCFS supervised children from October 1, 2013 to September 30, 2014
- CSWs participated in over 100,000 court hearings regarding child safety cases
- CSWs drove 9,186,481 miles
- Over 5,000 children safely reunified with parents
- Replaced 6,000 page policy manual with revised, web-based, user-friendly manual - over 35,000 "visits" to the website during the first 4 months.

DCFS FAST FACTS

Emergency Response Services and In-Home and Out-of-Home Caseload*

	2000	2009	2010	2011	2012	2013	% Change 2000-2013
Total Children Receiving Child Welfare Services	54,651	38,121	38,781	39,805	40,368	42,149	-22.9%
Family Maintenance Cases	9,262	10,847	12,933	14,648	13,945	13,817	49.2%
Family Reunification Cases	8,200	8,883	9,441	9,053	9,580	11,201	36.6%
Permanent Placement Cases	24,423	11,705	10,515	10,348	9,363	9,008	-63.1%
Support Transition Cases†	--	--	--	--	1,019	1,521	--
Adoption Cases	6,762	5,804	4,986	4,818	5,173	5,279	-21.9%

*Data Source: Child Welfare Services Fact Sheet

† AB12 the law that allows youth to voluntarily remain in foster care until age 21, was effective January 1, 2012.

Foster Care Resources*

	2000	2009	2010	2011	2012	2013	% Change 2000-2013
Foster Family Homes	3,099	1,143	998	814	540	586	-81.1%
Foster Family Home - Beds	7,660	2,848	2,468	2,138	1,652	1,745	-77.2%
Foster Family Agency Homes	5,416	4,290	3,917	3,102	2,979	3,016	-44.3%
Foster Family Agency Home - Beds	14,372	13,033	11,120	8,170	7,521	7,113	-50.5%
Small Family Homes	181	85	72	69	62	59	-67.4%
Small Family Home - Beds	575	162	109	98	68	58	-89.9%
Group Homes	353	190	177	176	176	186	-47.3%
Group Home - Beds	4,288	2,542	2,460	2,486	2,487	2,446	-43.0%

*Data Source: Child Welfare Services Fact Sheet

Children in Out-of-Home Placement*

	2000	2009	2010	2011	2012	2013	% Change 2000-2013
Relative/Non Related Extended Family Member (NREFM)	18,308	7,525	7,664	7,924	8,479	9,271	-49.4%
Foster Family Home	4,022	1,228	1,225	1,173	1,212	1,392	-65.4%
Foster Family Agency Foster Home	7,465	6,022	5,632	4,987	4,901	5,108	-31.6%
Small Family Home	250	96	75	53	37	36	-85.6%
Group Home	2,132	908	1,011	1,032	1,042	1,084	-49.2%
Supervised Independent Living†	—	—	—	—	234	628	—
Other**	673	37	29	35	80	195	-71.0%
Total Out-of-Home Care Placement	32,850	15,816	15,636	15,204	15,985	17,714	-46.1%
Non Foster Care Placement	139	161	180	192	187	185	33.1%
Adoptive Home – Adoption Not Finalized	3,666	1,008	744	877	768	717	-80.4%
Guardian Home	1,618	2,650	2,336	2,116	2,114	2,013	24.4%
Total Placements	38,273	19,635	18,896	18,389	19,054	20,629	-46.1%

*Data Source: Child Welfare Services Fact Sheet

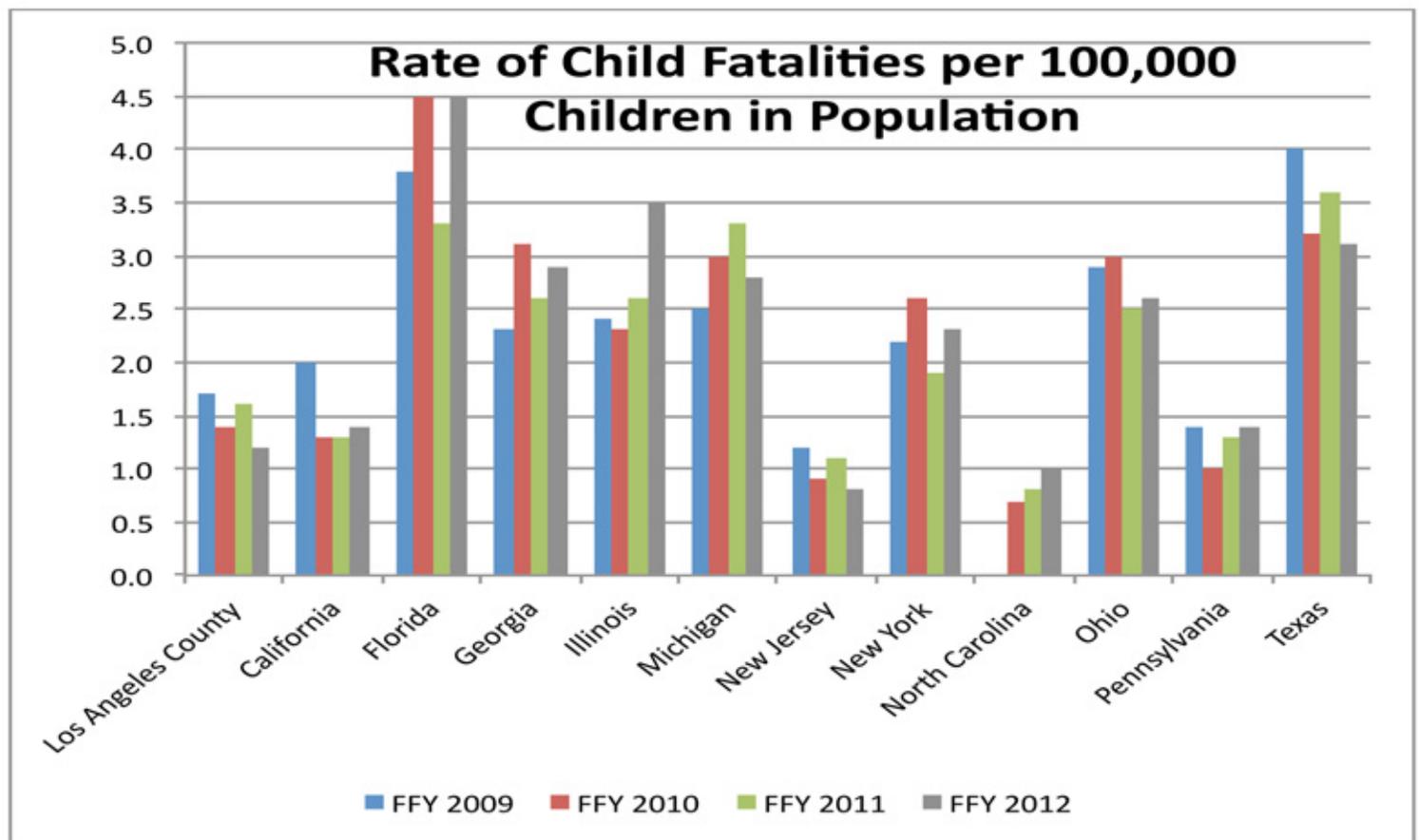
** Other – Tribal and Court Specified Homes

† AB12 the law that allows youth to voluntarily remain in foster care until age 21, was effective January 1, 2012.

SAFETY ACCOMPLISHMENTS

Child safety is our primary mission and is measured both by the number of children kept safe while under our care and by the supports we put in place to help our social workers do their job.

- Replaced the previous eight week classroom training with a 52-week training with simulated home calls focusing on real life scenarios, including fact patterns from previous child fatality/serious incident cases
- Increased the number of children placed with relatives by establishing partnership with Probation Department to provide evening and weekend criminal background checks for relative caregivers
- Coordinated with Probation and law enforcement on the countywide commercial sex trafficking task force to better serve exploited and victimized youth
- Attained 94% level of no recurrence of maltreatment for children within six months of receiving a substantiated allegation of abuse
- Achieved 94% compliance on monthly child contact, exceeding the national standard of 90%
- Maintained 99% level of no maltreatment in foster care
- Increased by 41% the number of youth over age 18 in care due to AB 12 (the State law allowing youth to remain in foster care until their 21st birthday)



PERMANENCY ACCOMPLISHMENTS

Every child deserves a permanent and loving family. The first preference is that a child remain safely in her or his parent's home; when that is not possible, we work to find a permanent home for the child with a relative, with a loving adoptive parent, or legal guardian.

- Improved services to youth at risk of foster home placement disruption and moved more youth from higher levels of care (group homes) to lower levels of care (family homes)
- Lowered number of children under 12 years old in group homes by nearly 50%
- Established a group of dedicated social workers in each DCFS regional office to better ensure safety and stability in families participating in voluntary (non-court) services
- Successfully reunited over 5,000 children with their parents
- Successfully finalized over 1,300 adoptions
- Improved placement stability for children in foster care for 2 years or more



Dependency Court Presiding Judge Michael Nash (2nd from right) congratulates a family

WELL-BEING/SELF-SUFFICIENCY ACCOMPLISHMENTS

We measure well-being and self-sufficiency by the number of children that receive health, mental health and supportive services while in our care and by how well we prepare our older youth (who do not have a permanent home) for independence when they leave foster care.

- Continued to work with the County Department of Mental Health to better access mental health services for DCFS children and youth
- Developed new Children's Welcome Center for children ages 11 and under; the Center has co-located medical services and serves over 3,600 children annually who are waiting to be placed in safe and loving homes
- Doubled emergency shelter beds in foster homes from 50 to 100 beds
- Opened new Youth Welcome Center (with co-located medical services) to receive children ages 12 and over who are awaiting a safe and loving home serving 4,000 children annually
- Served over 300 students over the past year in the expanded Foster Youth Education Program countywide to improve our foster children's school performance
- Launched the Student Information Tracking System Database first with the Los Angeles Unified School District, then with the Long Beach, Compton and Pomona school districts, enabling social workers to review foster children's school performance on-line; expansions to other districts are planned
- Increased by 22% the number of children receiving health screenings at our "Medical Hubs" throughout the County
- Increased the percentage of children that received an initial mental health screening to 98.7%



(L. to R.) Welcome Center Staff: Paula Gamboa, Anna Jeong, Sonia Vasquez, Maricruz Treviño, Annette Trujillo, Teresa Lozano, Ronnie Graham, Jackie Steward

DCFS PROGRESS 2013-14

ORGANIZATIONAL EXCELLENCE ACCOMPLISHMENTS

We continually improve our processes for managing our resources and supporting our staff.

- Implemented monthly DCFS Stats meeting for managers to review key Department performance areas and share best practices for performance improvement
- Implemented Department-wide access to online performance measure database (known as the "Data Dashboard") enabling regional offices to review region-specific performance data
- Posted office performance statistics publicly at each office for all employees to review
- Improved inter-departmental communication by issuing regular DCFS Newsletters and weekly Director's message electronically to all employees
- Supplied offices with 1,000 new printers and copiers to improve worker efficiency
- Purchased 2,400 Lenovo Tablet portable data devices deployed to staff during 2014
- Launched Mileage Authorization Re-imbursement System to reduce mileage claim errors
- Provided over 2,000 iPhones with talk-to-text feature, GPS and camera to increase efficiency and allow workers to spend more time with families and children
- Provided Dragon Speak for talk-to-text with desktop computers to increase productivity
- Refined tracking system (called e-mHub) to refer clients to medical appointments
- Implemented Electronic Drug and Alcohol Referral system to save worker time in processing about 60,000 drug testing referrals annually

DCFS IMPROVED PERFORMANCE REFLECTED IN NATIONAL INDICATORS

PERFORMANCE INDICATORS		July 2007	April 2014	National Standard	% Change
1. % of children who did not have a recurrence of maltreatment	✓	93.4%	94.2%	94.6%	0.8%
2. % of children who did not experience maltreatment in DCFS foster care		99.8%	99.6%	99.6%	-0.2%
3. % of children who had a recurrence of maltreatment while in the home of their parents	✓	11.3%	10.5%	N.A.	-7.0%
4. % of children reunified within 12 months	✓	61.6%	63.0%	75.2%	2.3%
5. % of children who re-enter foster care following reunification		10.3%	13.0%	9.9%	26.2%
6. % of children adoption within 24 months	✓	24.5%	27.0%	36.6%	10.2%
7. % of children with 2 or fewer placements who have been in foster care 8 days to 12 months	✓	87.4%	88.9%	86.0%	1.7%
8. % of children with 2 of fewer placements who have been in foster care for at least 24 months	✓	39.7%	42.6%	41.8%	7.3%
9. % of timely caseworker visits	✓	90.4%	94.6%	90.0%	4.6%
10. Decrease out of home placement (Current data available -2/2014)	✓	20,708	15,967	N.A.	-22.9%
11. Decrease group home population (Current data available -2/2014)	✓	1,305	973	N.A.	-25.4%
12. Decrease average length of stay (Current data available -2/2014)	✓	1,329	619	N.A.	-53.4%

✓ = Indicator/Measure improved since July 2007

N.A. = No National Standard attached to the measure

% Change = The percent of change within the performance indicator

KEY DCFS PROGRAM HIGHLIGHTS 2013-14

STRATEGIC PLAN

In 2012, with assistance from our consultant, Dr. Alan Glassman, and a process that included receiving input from DCFS staff and community stakeholders, the Department finalized a three-year Strategic Plan. The planning process required us to define our priorities, examine what we are doing well and what we can improve, and identify how we can better integrate and coordinate the services we provide. We established the following Vision and Mission:

- Vision: Children thrive in safe families and supportive communities.
- Mission: By 2015, DCFS will practice a uniform service delivery model that measurably improves child safety, permanency and access to effective and caring services.

Our plan has three overarching goals that will help us meet our mission: Emphasize Child Centered Practices, Pursue Workforce Excellence, and Strengthen Organizational Operations and Systems. Under each goal are strategies and objectives with specified timelines. Action teams were established to implement each objective. We have accomplished many goals while others are a work in progress.

NEW WEB-BASED DCFS POLICY MANUAL

On July 1, 2014, DCFS released its new web-based policy manual, which was redesigned based on input received from staff and stakeholders throughout the Department's strategic planning process. We were able to reduce the number of policies by 30% and reformatted policies were converted into web-based content. The Department's new, user-friendly format provides social workers with an expanded ability to gather timely information throughout their decision-making process. The new manual includes:

- Menu navigation with categories and subcategories grouped by function with active links to related policies;
- Hyperlinked table of contents within each policy; and
- Hovering "over words" for instant pop-up definitions.

This website has had over 35,000 visits and received rave reviews from social workers such as, "It is much easier to read. I love the boxes with the pop-up definitions and the links to get to other policies or forms," and "When I needed to know if a mother could consent for surgery for a detained child or if we needed court approval, it was very easy to look up the policy through the website. So easy — I love it!"

CORE PRACTICE MODEL

In the past two years, the Los Angeles County Departments of Children and Family Services and Mental Health have come together to better serve children and families. The two departments are implementing a model of service delivery known as the Core Practice Model. The Core Practice Model incorporates large scale training and coaching for social workers, mental health clinicians, and community partners to improve our services to families.

This new model promotes collaboration through a child and family team process that is grounded in a strong engagement with families and a focus on addressing the underlying needs of children through a strength-based approach. The Core Practice Model is expected to improve outcomes for children and families (including improvements in school performance and health). These changes are measured through an intensive case review and quality improvement process, known as the Quality Services Review, which has already begun and will continue until several key outcomes are achieved.

KATIE A.

In 2003, Los Angeles County settled its portion of a lawsuit filed against the State of California and the County. The lawsuit came to be known by the name of one of the plaintiffs - Kaite A. The lawsuit alleged that foster children did not receive adequate assessments and referrals for mental health services and that available services are inadequate to meet their complex and intensive needs. As a result, many children suffer multiple and unnecessarily restrictive foster care placements.

For the broad purposes of implementation planning, the Katie A. settlement covers children who have an open child welfare case and have or may have mental health needs. DCFS and DMH have been working to achieve the objectives of the settlement agreement by:

- Strengthening screening, assessment and mental health service delivery for children and youth in foster care. Screened over 22,000 children last year;
- Using a shared Core Practice Model to strengthen services to families and their communities, so the underlying needs of children and youth can be better addressed;
- Implementing quality improvement methods that measure how well practices, services and interventions are carried out and how well they work for children, youth and families;
- Safely reducing caseloads so social workers have more time to team with and invest in the families with whom they work; and
- Tracking key outcome indicators tied to progress and working with a Katie A. advisory panel of national experts in these areas.

Los Angeles County Progress:

- The two departments (DCFS and DMH) continue to provide prompt screenings and assessments for children and youth identified with mental health needs. 100% of children with acute mental health needs are served within one day of referral;
- The “Wraparound” program, which provides comprehensive supportive services, is a core strategy to meet the mental health needs of children and youth. Currently 2,300 children and youth are enrolled in this voluntary service with goals of increasing enrollment for eligible children to 3,000;
- Quality Service Reviews that solicit in-depth information from children, youth, families, and service providers have been implemented and provide information that helps both DCFS and DMH improve services;
- DCFS caseload reduction efforts allow for social workers to have more in-depth and supportive engagement with families; and
- DCFS continues to show steady progress in the key Katie A. outcome areas of safety and permanency.



THE TITLE IV-E WAIVER

On July 1, 2007, Los Angeles County entered into the Title IV-E Capped Allocation Demonstration Project agreement with the California Department of Social Services. This agreement is commonly referred to as the “Waiver” because it waives various restrictions on the use of federal and state child welfare funds and allows the funding of innovative programs that promote alternatives to extended stays in foster care and the prevention of child abuse. The flexible funding allowed for hiring public health nurses who make over 10,000 visits per year to children and families and for additional social work staff and attorneys. Prevention initiatives and increased Family Preservation services were provided with IV-E waiver funds. Tangible benefits from the waiver since 2007 include:

- A decrease in out of home placements by 23%;
- An increase in number of children receiving in-home services by 30%; and
- A decrease in group home placements by 25%.

On October 1, 2014, the county began a five-year extension of the Waiver agreement. Back in 2007, only one other California county, Alameda, participated in the Waiver - now nine counties are participating. For the extension period, the Waiver will focus on DCFS and Probation children and youth who are currently in foster care or who are at risk of entering foster care. The new Waiver has two primary components:

- Family Centered Practice – Safety oriented practices to further implement and enhance the Core Practice Model (a program that engages families in service planning) for children served by the child protection agency; and
- Prevention – “Wraparound” program, which provides comprehensive supportive services, to help Probation youth before they enter placement.

The specific goals of California’s Waiver project are:

- To increase child safety without an over-reliance on out-of-home care;
- To improve permanency outcomes (including family reunification) and timelines;
- To improve child and family well-being; and
- To decrease recidivism and delinquency for Probation youth.



Director Philip Browning addressing Public Health Nurses whose hiring was made possible by the Waiver

SOCIAL WORKERS RECEIVE CORNELIA FUNKE AWARD

On August 7, 2014, at the LAC+USC Medical Center, LA County Board Supervisor Gloria Molina and world-renowned author Cornelia Funke honored five DCFS social workers. Ms. Funke's award committee selected these honorees from among many social workers nominated by their peers. Cornelia Funke personally financed these awards worth \$5,000 each. The award includes a weeklong retreat for the honored social workers to rejuvenate and refocus on the job of protecting children. DCFS Director Philip L. Browning stated that these workers represent what DCFS does best - heroically protecting children from further abuse and saving lives. Here are brief descriptions of their outstanding work: Aracelli Guerreo-Monge investigated child deaths and uncovered new details by working nights, weekends and holidays to get the information needed to bring justice to children who depended on her to get the story right. Despite many obstacles, Laurie Miller rescued a baby that had been shaken and left screaming for hours. Agavni Nalbandyan saved two siblings from an abusive parent who kept them isolated from the world and would threaten them at gun point. Fawnda Sandoval found a loving adoptive home for a medically fragile youth who had no apparent option for a permanent home. Anne Thomas rescued children from a family engaging in child sexual exploitation and drug use in the home.

Cornelia Funke, the multiple-award winning children's author best known for her books "Dragonrider," "Thief Lord" and "Inkheart," grew up in Germany where she worked as a social worker. She is a Board Director for the Los Angeles County Violence Intervention Program, led by Dr. Astrid Heger, which serves as the primary hub for child abuse cases in Los Angeles County. Cornelia's compassion, unyielding generosity, and support of those committed to the safety and well-being of Los Angeles County's children inspired her to create this award. Said Ms. Funke, "I want to show my respect to all the ones who fearlessly face the shadows of our society and reach out for the weakest - the children who learned about fear and pain far too early in life and live lives that would break most of us. The winners of these awards devote their life to bringing light into their darkness. There is no nobler task in our society, and none is harder. I wish I could do more and I hope there will be others who make this work more bearable by showing the social workers of LA that we all know what we owe them."



(L. to R.): Back Row Dr. Astrid Heger, Philip Browning, Cornelia Funke
Front Row: Fawnda Sandoval, Laurie Miller, Anne Thomas, Agavni Nalbandyan, Araceli Guerrero-Monge

LISA LING SPOTLIGHTS L.A. COUNTY'S FOSTER CARE

On July 3, 2014, Lisa Ling aired a special episode of her "Our America" television series on the Oprah Winfrey Network. The episode was dedicated to the Los Angeles County foster care system and focused on the work of social workers, foster parents and the Dependency Court in their efforts to keep children safe. The show highlighted two families at opposite ends of the foster care process, one going through the heartbreak of separation and the other experiencing the joy of reunification. Lisa Ling and her film crew were given access to the workings of our Department and the Dependency Court thanks to the leadership of DCFS Director Philip Browning and Presiding Judge Michael Nash and the brave openness of very special parents. What resulted was a groundbreaking show that let the community and nation see the dedication of our social workers and community partners as they work diligently to ensure that our children are kept safe in loving homes, whether those homes be permanent or temporary.



(L. to R.): DCFS spokesperson Neil Zanville, Our America producer Lauren Terp of "part2 pictures," Our America host Lisa Ling, Nate Cohen (kneeling) of "part2 pictures," and Director Philip Browning

WELLNESS AT DCFS

Maintaining a healthy workforce and having a strong workplace health and wellness program is fundamental for both the physical and mental well-being of employees. Our Department has made great strides in raising the awareness of staff and encouraging them to pursue a healthier lifestyle. Healthcare costs have grown dramatically in the county and nation. More than \$1 billion is spent each year for L.A. County government employee and retiree healthcare. According to Public Health estimated obesity in L.A. has risen 74% in the last 14 years and over \$6 billion has been paid in treating diabetics. The Wellness Program is one attempt to improve the lives of DCFS staff so they can better serve the children and families of the county.

Director Philip Browning has made this message to DCFS staff a priority. Something as simple as each employee taking time out of each day to take a 10-minute break to participate in some form of wellness activity can pay great dividends. Some of our activities included:

- DCFS participated in the countywide "Biggest Loser" competition; we had a large number of employees engaged in losing weight in a friendly competition with other DCFS offices and county departments.
- Exercise classes, including weightlifting, line dancing, yoga and Zumba, have been coordinated in our regional offices.
- DCFS Director Philip Browning's initiative for employees to have a "10 at 10" (ten minutes at 10 a.m.) Wellness break has been enthusiastically received by many participants throughout our offices.

The success stories reported from our regional offices around the county have been inspirational. Staff members are eating healthier. For example, the Risk Management Section has implemented "Salad Wednesday," with the majority of their staff contributing to a healthy potluck at which they share variations on healthy salads together during their lunch break.

One of our Wellness Coordinators has been very active sending out emails to staff in promoting health. He keeps a running blog on his own personal quest to reach a healthy lifestyle and has achieved great success. With support from his fellow workers in pursuing healthier lifestyle choices he has reached many of his goals, including significant weight loss. He is just one of many that have reported losing weight and making healthier life choices. Over 1,700 DCFS employees are involved in the wellness program.

We commend the great work of the DCFS staff in their positive changes and healthier lifestyles and encourage all to keep up the great work!



Exercise and play at the DCFS Family Fun Day Picnic

DCFS IMPLEMENTS ASSEMBLY BILL 12

Extends Foster Care to the Age of 21

In September 2010, recognizing that being 18 years old was too young for most youth to be without support, the Governor signed AB 12 (Fostering Connections to Success) into law. This gave eligible foster youth the option to remain in foster care and receive services and supports until the day before their 21st birthday. Foster youth turning 18 on or after January 1, 2012, are now eligible for extended foster care services.

Starting January 1, 2012, foster youth were allowed to voluntarily remain in placement after turning 18, enabling them to maintain a support system as they transition to adulthood. Participating youth receive help with their education and employment goals, and have the opportunity to develop lasting relationships with caring adults. New housing options are also available to youth 18 and older who volunteer to remain in care after turning 18.

Los Angeles County has fully implemented AB 12 and now nearly 2,000 foster youth participate in the program receiving benefits. A community collaborative training was implemented to ensure that social workers, youth, caregivers, and community providers were aware of how these benefits will ensure a brighter future for our youth. Anyone interested in learning more about the program is encouraged to visit the website: www.childsworld.ca.gov/PG2902.htm.



In 2014, KTLA-TV Morning Anchor Chris Schauble hosted our 27th annual high school graduation celebration event for over 170 foster youth!

PARENTS IN PARTNERSHIP

“We’ve been where you are”



(L. to R.) Parents and DCFS Staff: Viviana Ayala (DCFS), Jennifer Olague, Maritza Rosales, Anna Holzner (DCFS), Ryan Bennett, Axa Cazzaly (DCFS), Andrea Miles, Roxanna Flores-Aguilar (DCFS), Judy Freeman (DCFS), Derek Perez-Johnson, Maria Santos-Angulo, Maureen Donohue (DCFS), Nina Powell-McCall (DCFS), Carol Cook (DCFS)

The Parents in Partnership motto is “We’ve been where you are.” This parent engagement program, initiated in 2006, with the support of the Annie E. Casey Foundation, currently employs 40 “Parent Partners” in 12 DCFS offices, bridging the gap between DCFS and parents. Parent Partners, also known as PiPs, are parents who were formerly involved with DCFS and successfully reunified with their children. PiPs help parents navigate the often complicated dependency court system by sharing their personal stories through outreach, DCFS orientation presentations, and by providing support in family team meetings and parent support groups.

ACCELERATED PLACEMENT TEAM



Top row (L. to R.): Ernesto Ochoa, Rodolfo Laxamana; Middle row (L. to R.): Azucena Merchan, Heidi Cruz-Mendez, Emery Lin, Hieu Ngo, Fernando Duran, Brenda Fox, Angie Mascarenas, Delva Roberts, Joyce Cattenhead, Maya Hivale, Anyika Sholes, Rhonda Terry, Jorge Sepulveda; Bottom row (L. to R.): Lourdes Valderrama, Vutheara Ouk, Joseph Sims, Judith Quinones, Andrea Jones, Veronica Cervantes, Marocka Covington, Charlene Robinson

The DCFS Accelerated Placement Team is stationed at our Youth Welcome Center (which is next to our Children’s Welcome Center) and is dedicated to finding safe and loving foster homes for the children and youth waiting at the Welcome Centers. To help ensure a good match with the foster home, these social workers speak with children and youth to determine their special needs. In the past year, the Team has found homes for about 5,500 children and youth.

NEW DCFS SIMULATION LABS

Training New Social Workers By Staging Real Life Situations

The DCFS Training Section, in partnership with the University Consortium for Children and Families, has put skill, practice and safety front and center by implementing simulation labs to train new social workers, teaching them the necessary skills for interviewing, assessing and intervening. Research has shown that the typical material retention rate of students subjected to lectures and reading only is between five to ten percent. However, this increases to between eighty and ninety percent when students practice by doing or teaching others in simulations. "In doing the simulations myself," said one student, "I've made mistakes. I take that feedback I get here and I use it in the field, so it's definitely been helpful."

The "Sim Lab" experience promotes critical thinking through simulated home calls and professional feedback. Learning is centered on social worker students interacting and interviewing "parents" played by seasoned professionals. Included in the trainings are law enforcement consultants, county attorneys, university faculty and even former DCFS-involved parents. Another student called the training "a social work laboratory," stating, "We have a tangible, concrete tool that we carry with us. I can't say enough how much it's helped me."



(L. to R.) Misty Bautista and Janae Mankowski of DCFS in Sim Lab



(L. to R.) Harkmore Lee, Cal State LA; Heidi Staples, UCLA; Kathleen Porter and James Ferreira of Cal State Long Beach in Sim Lab



(L. to R.) Susan Vu-Pritko, Beth Minor, Michael Clark and Mark Pitts of DCFS in Sim Lab



(L. to R.) Donna Toulmin, USC; Misty Bautista, Janae Mankowski and Edmarine Edwards of DCFS in Sim Lab

THE SPECIAL OPERATIONS OF DCFS MART

The DCFS Multi-Agency Response Team (MART) collaborates with law enforcement agencies and multi-jurisdictional task forces on special high profile investigations that have a child endangerment nexus.



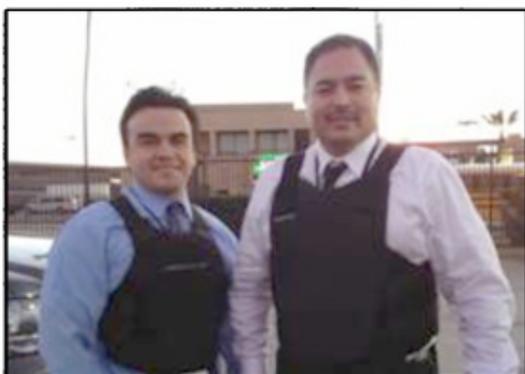
MART Manager Emilio Mendoza, and Social Worker Maria Flores

MART was contacted by our FBI partners requesting assistance with a 17-year-old minor/victim who was en route from Cambodia after testifying against her American captor in Cambodia for sex trafficking. Fearing for the minor's safety after she testified against her abductors, the FBI reached out to MART to find a stable placement for this young girl upon arrival in Los Angeles. MART social worker Maria Flores met with the youth, quickly established a rapport with the minor, and arranged for the youth to come under court jurisdiction just prior to her 18th birthday so that she could be placed in a loving and culturally-sensitive foster home. The resilient youth graduated from high school and exemplifies what is possible when every facet of our system is working in the best interest of our children.



Philip L. Browning, Emilio Mendoza, Marc Williams, Heather Stephens, Special Agents Ben Virtue, Nick Vicencia & Mark Broihier

On August 21, 2013, FBI and Homeland Security Investigation Joint Terrorism Task Force executed a search and arrest warrant for a suspect/mother who was providing thousands of dollars to a covert terrorism organization in the U.S. funneling monies to terrorist groups. Because of the presence of the mother's children, the FBI involved MART in this operation. After the mother was arrested and her children were taken into protective custody, MART located foster parents who could ensure that the children's cultural and developmental needs were met. Arrangements were made through diplomatic channels for MART social workers to accompany the minors on their 18-hour flight back to their home country to reunify with their father. In the picture above, the FBI Special Agents formally recognized MART for "...superb cooperation...combating international terrorism."



Early one February morning, former DCFS Command Post Regional Administrator Frank Ramos and MART manager Emilio Mendoza donned flak jackets and huddled with the federal Drug Enforcement Administration (DEA) and state and local law enforcement officials on an operation targeting 28 suspects. Once law enforcement and the DEA safely contained the scene, MART interviewed the adults and children present. Said Frank Ramos, "This experience provided me with unique insight into the risks and partnerships involved with MART responses and the courageous and vital actions MART undertakes on a daily basis."

DCFS AND KOREAN COMMUNITY PROMOTE FOSTER CARE AWARENESS



On January 21, 2014, Korean American Family Services hosted a press conference at the Los Angeles County Kenneth Hahn Hall of Administration to raise awareness about the need for more foster homes, particularly Korean family foster homes. Department of Children and Family Services Director

Philip L. Browning spoke about the DCFS Asian Pacific Program and how important it is to provide specialized cultural and linguistic services for all children, including those in the Asian and Pacific Islander community. Mr. Browning was interviewed by various media outlets, as were DCFS Asian Pacific Program social worker Michael Oh and adoptions social worker Julie Haw-Lee. Since the press conference and daily airing of public service announcements, many Asian American adults have completed orientations to become foster parents.

DCFS HONORED AT THE 27th ANNUAL LOS ANGELES COUNTY PRODUCTIVITY AND QUALITY AWARDS



In October 2013, DCFS was honored at the 27th Annual Los Angeles County Productivity and Quality Awards for the following programs: DCFS Data Dashboard (an easy to access and view performance measure database) managers Cecilia Custodio, My Trinh, Mohammad Azad, Shu-Jiao Lin, and Xun Sun; DCFS Head Start Referral System (increased the number of Head Start enrollments) managers Steve Sturm and My Trinh; Transition Age Youth Housing Stabilization Project (helps older youth transition to stable housing after foster care) manager Harvey Kawasaki; and Administrative Review Round Table (ARRT) of Promoting Child Safety (a system of reviewing critical incidents involving children to improve our policies and practices) manager Francesca LeRue.

(L. to R.) Front Row: Mohammad Azad, Francesca LeRue, Shu-Jiao Lin, My Trinh, Cecilia Custodio, Xun Sun
Back Row: Harvey Kawasaki, Philip L. Browning, Steve Sturm, Tricia Denson

L.A. COUNTY SUPERVISORS SUPPORT DCFS



Chief Executive Officer William T Fujioka, Public Health Director Dr. Jonathon Fielding, Dr. Mark Ghaly (Health Services), Cornelia Funke, Dr. Astrid Heger, Supervisor Molina, Philip Browning, and Mental Health Director Dr. Marvin Southard

On April 10, 2014, Supervisor Gloria Molina and DCFS Director Philip L. Browning opened the new Youth Welcome Center on the grounds of LA County/USC Medical Center. The Center provides a warm and nurturing place where youth 12 and older have their immediate needs met while a suitable foster or relative home is located for them. Mr. Browning stated, "The Youth Welcome Center follows the successful path we established with the Children's Welcome Center in 2012. We are indebted to Supervisor Gloria Molina, the Los Angeles County Board of Supervisors, Health Services, Public Health, and Mental Health for moving this important project forward. We especially want to acknowledge and thank Dr. Astrid Heger with the Violence Intervention Program for advocating for the development of the Youth Welcome Center and internationally acclaimed author Cornelia Funke, who generously donated funds to make this facility a reality."



At our high school graduation celebration event at Disney Concert Hall in 2013, Supervisor Mark Ridley-Thomas praises and inspires a graduation class of over 170 foster youth from around the county. Each of these youth moved on to universities, colleges and professional vocational programs throughout the country.

L.A. COUNTY SUPERVISORS SUPPORT DCFS



On May 6, 2014, the Los Angeles County Board of Supervisors presented 30th Anniversary scrolls to the Commission for Children and Families, Commissioner Helen Kleinberg (our longest serving Commissioner) and the Department of Children and Family Services. From left to right, Supervisor Zev Yaroslavsky, Commissioner Susan Friedman, Commission Chair Geneva Berger, Commissioner Patricia Curry, Commissioner Kleinberg, Commissioner Martha Treviño-Powell, Commissioner Carol Biondi, DCFS Director Philip L. Browning and Supervisor Don Knabe.



Supervisor Michael D. Antonovich hosted his 17th Annual Holiday Christmas Party for over 300 DCFS client children and their families last December. Supervisor Antonovich and his staff were joined by LA County Firefighters, DCFS staff and volunteers who helped Santa pass out toys to all the children. Lunch was also provided to the families before they went on to enjoy a day at Magic Mountain! Above, with the Supervisor (in red jacket) are DCFS managers Minh Orr, Dr. Jeff Dorsey, Laura Shotzbarger, Paul Freedlund and Neil Zanville

RESOURCE INFORMATION

How to report child abuse:

The Child Protection Hotline, receives and evaluates calls of suspected child abuse and neglect 24 hours a day, 7 days a week. Calls are toll-free within the state of California.

**To report suspected child abuse and neglect
call the Child Protection Hotline:
1-800-540-4000**

How to become a foster/adoptive parent:

DCFS needs adults who are willing to share their heart and home with a child in need. There is a special need for those who will care for infants, sibling groups, and teenagers.

**To become a Resource (Foster/Adoptive)
Parent: Call 1-888-811-1121 or
visit our website: ShareYourHeartLA.org**

How to get services for transition-aged foster youth:

Are you a foster youth aged 16 years or older? Or are you a former foster youth? If yes, there are many services available to support you as you enter adulthood.

For service and resources for former foster youth and foster youth aged 16 and over, go to:

ilponline.org

**For general information, visit the DCFS website
<http://lacdcfs.org>**

REGIONAL ADMINISTRATORS



**Muzeyyen
Balaban**
El Monte
Pasadena



**Reginald
Carter**
Compton
Vermont Corridor



**Iris
Courtney**
Wateridge
(Southwest LA)



**Tedji
Dessalegn**
South County
Torrance



**Ed
Fithyan**
ER Command Post



**Paul
Freedlund**
San Fernando Valley
Santa Clarita



**Paul
Gaeta**
Palmdale
Lancaster



**Jeffrey
Gibbs**
Medical Case
Management



**Art
Lieras**
Belvedere (East LA)
Santa Fe Springs



**Jennifer A.
Lopez**
Belvedere (East LA)
Santa Fe Springs



**Agustin
Martinez**
Compton
Vermont Corridor



**Mitch
Mason**
Child Protection Hotline



**Helen
Maxwell**
Metro North
West LA



**Adrienne
Olson**
San Fernando Valley
Santa Clarita



**Danaette
Page**
Wateridge
(Southwest LA)



**Angela
Parks-Pyles**
Glendora
Pomona



**Frank
Ramos**
El Monte
Pasadena/Covina



**Michael
Rauso**
Metro North
West LA



**Laura
Shotzbarger**
Palmdale
Lancaster



**Ed
Sosa**
Glendora
Pomona



**Charles
Tadlock**
South County
Torrance



**Maricruz
Treviño**
Youth and Children's
Welcome Centers

REGIONAL OFFICES

<p>Belvedere (East LA) 5835 S. Eastern Ave., Commerce, 90040 Reception: (323) 725-4401 Jennifer A Lopez, RA Danaette Page, RA</p>	<p>Emergency Responds Command Post 1933 S. Broadway, Los Angeles, 90007 Reception: (213) 639-4500 Ed Fithyan, Div Chief</p>	<p>Pasadena 532 E. Colorado Blvd., Pasadena, 91101 Reception: (626) 229-3500 Muzeyyen Balaban, RA Frank Ramos, RA</p>	<p>Torrance 2325 Crenshaw Blvd., Torrance, 90501 Reception: (310) 972-3111 Tedji Dessalegn, RA Charles Tadlock, RA</p>
<p>Child Protection Hotline 1(800) 540-4000 1933 S. Broadway, Los Angeles, 90007 Reception: (213) 763-1441 Mitch Mason, RM</p>	<p>Glendora 725 S Grand Ave., Glendora, 91740 Reception: (626) 691-1700 Ed Sosa, RA Angela Parks-Pyles, RA</p>	<p>Pomona 801 Corporate Center Drive, Pomona, 91768 Reception: (909) 802-1300 Ed Sosa, RA Angela Parks-Pyles, RA</p>	<p>Vermont Corridor 8300 S. Vermont Ave. 4th Floor, Los Angeles, 90044 Reception: (323) 965-7060 Reginald Carter, RA Agustin Martinez, RA</p>
<p>Compton 921 E Compton Blvd., Compton, 90221 Reception: (310) 668-6600 Reginald Carter, RA Agustin Martinez, RA</p>	<p>Lancaster 300 E Avenue K6, Lancaster, 93535 Reception: (661) 471-1075 Paul Gaeta, RA Laura Shotzbarger, RA</p>	<p>Santa Clarita 28490 Avenue Stanford, Santa Clarita, 91355 Reception: (661) 702-6262 Adrienne Olson, Div Chief Paul Freedlund, RA</p>	<p>Wateridge 5110 W. Goldleaf Circle, Los Angeles, 90058 Reception: (323) 290-8500 Iris Courtney, RA Danaette Page, RA</p>
<p>Compton West 11539 Hawthorne Blvd., 1st Floor, Hawthorne, 90250 Reception: (310) 263-2178 Agustin Martinez, RA</p>	<p>Medical Case Management Services 2325 Crenshaw Blvd., Torrance, 90501 Reception: (310) 972-3159 Jeffery Gibbs, Div Chief</p>	<p>Santa Fernando Valley 20151 Nordhoff St., Chatsworth, 91311 Reception: (818) 717-4002/4009 Adrienne Olson, Div Chief Paul Freedlund, RA</p>	<p>West LA 5757 Wilshire Blvd., Suite 200, Los Angeles, 90036 Reception: (323) 900-2222 Helen Maxwell, Div Chief Michael Rauso, RA</p>
<p>Covina Annex (Specialized Programs) 1373 E Center Court Dr., Covina, 91724 Reception: (626) 938-1601</p>	<p>Metro North (Central LA) 1933 S. Broadway, Suite 6, Los Angeles, 90007 Reception: (213) 763-1440 Helen Maxwell, Div Chief Michael Rauso, RA</p>	<p>Santa Fe Springs 10355 Slusher Dr., Santa Fe Springs, 90670 Reception: (562) 903-5000 Jennifer A Lopez, RA Art Lieras, RA</p>	<p>West San Fernando Valley 20151 Nordhoff St., Chatsworth, 91311 Reception: (818) 717-4002/4009 Adrienne Olson, Div Chief Paul Freedlund, RA</p>
<p>El Monte 4024 Durfee Ave., El Monte, 91732 Reception: (626) 455-4660 Muzeyyen Balaban, RA Frank Ramos, RA</p>	<p>Palmdale 39959 Sierra Hwy, Palmdale, 93550 Reception: (661) 223-4200 Paul Gaeta, RA Laura Shotzbarger, RA</p>	<p>South County 4060 Watson Plaza Dr, Lakewood, 90712 Reception: (562) 497-3500 Tedji Dessalegn, RA Charles Tadlock, RA</p>	<p>Youth and Children's Welcome Centers 2010 Zonal Avenue, 3rd Floor, 3P-61 Los Angeles, 90033 Reception: (213) 765-7426 Maricruz Treviño, Div Chief</p>

A BRIEF HISTORY OF DCFS & COUNTY MAP

Los Angeles County Social Services began their origin in the Office of the Superintendent of Children's and Women's Work, formed in 1891, to care for destitute women and their children under the guidelines of the 1851 Poor Law. The Department of Charities was formed in 1913 and included five divisions: County Hospital, County Farm, Outdoor Relief, Olive View Sanatorium, and Cemetery Divisions. The Division of Outdoor Relief was expanded and renamed, the Bureau of Indigent Relief in 1938, and the Bureau of Public Assistance in 1943. In 1966, the Bureau of Public Assistance became the Department of Public Social Services (DPSS).

Following public discussion and with the support of local child advocates, in 1984 the Los Angeles County Board Supervisors created both the Department of Children Services and the Commission for Children's Services. Then in 1994, the Board changed the Department's name to the Department of Children and Family Services (DCFS) effective January 1, 1995.

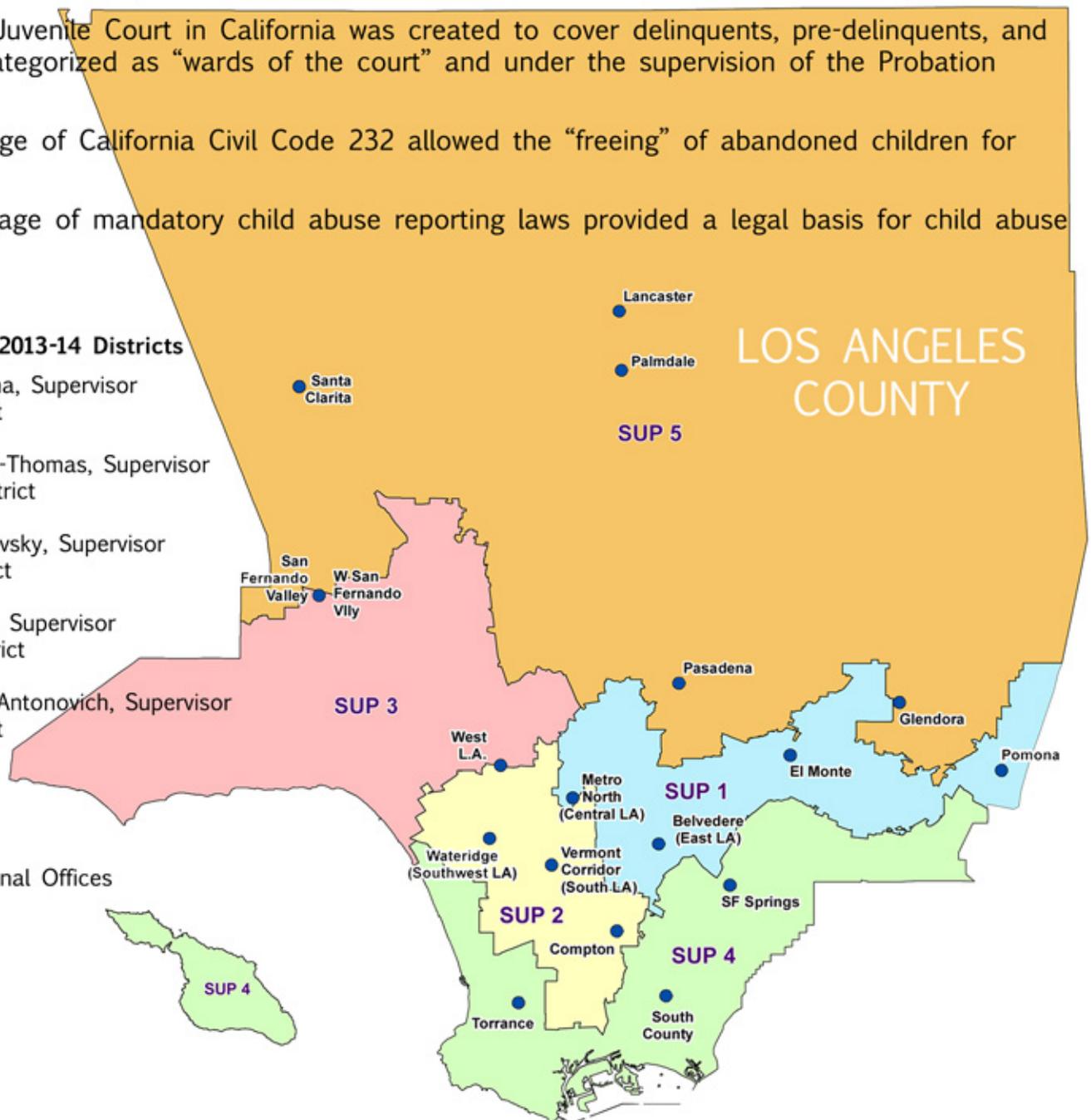
Key dates in DCFS history:

- 1903: First Juvenile Court in California was created to cover delinquents, pre-delinquents, and dependents categorized as "wards of the court" and under the supervision of the Probation Department.
- 1935: Passage of California Civil Code 232 allowed the "freeing" of abandoned children for adoption.
- 1964-66: Passage of mandatory child abuse reporting laws provided a legal basis for child abuse reporting.

LEGEND for FY 2013-14 Districts

- Gloria Molina, Supervisor
First District
- Mark Ridley-Thomas, Supervisor
Second District
- Zev Yaroslavsky, Supervisor
Third District
- Don Knabe, Supervisor
Fourth District
- Michael D. Antonovich, Supervisor
Fifth District

DCFS Regional Offices



PAST DCFS DIRECTORS



Lola Hobbs
October 1984 – April 1985



Robert Chaffee
April 1985 – July 1990



Elwood Lui
Interim Director
August 1990 – December 1990



Peter Digre
January 1991 – June 1999



Sandra Davis
Interim Director
July 1999 – November 1999



Anita Bock
December 1999 – August 2002



Marjorie Kelly
Interim Director
August 2002 – March 2003



David Sanders
March 2003 – July 2006



Joan Smith
Interim Director
July 2006 – September 2006



Trish Ploehn
September 2006 – December 2010



Antonia Jiménez
Interim Director
December 2010 – April 2011



Jackie Contreras
Interim Director
May 2011 – August 2011



Los Angeles County Board of Supervisors



Mark Ridley-Thomas
Second District

Gloria Molina
First District

Don Knabe
Fourth District

Zev Yaroslavsky
Third District

Michael D. Antonovich
Fifth District

Los Angeles County Department of
Children and Family Services
425 Shatto Place
Los Angeles, CA 90020

To report child abuse call:
1-800-540-4000
To become a foster/adoptive
parent call: 1-888-811-1121

For more information visit:
<http://lacdcfs.org>
For public inquiries call:
(213) 351-5602

CREDITS

For media inquiries, please contact: publicaffairs@dcfs.lacounty.gov or (213) 351-5886.

STORY CONTRIBUTORS: Barbara Hitchcock (DCFS History); Marina Janofsky (Wellness at DCFS); Wendy Jones (Policy Manual); Harvey Kawasaki (Assembly Bill 12); Emilio Mendoza (MART); Mark Miller (Katie A); Beth Minor (Simulation Lab); Adrienne Olson (Core Practice Model); Nina Powell-McCall (Parents in Partnership); Charles Tadlock (DCFS History); Rogelio Tapia (Budget); My Trinh (Map); Alan Weisbart (Title IV-E Waiver); and Patricia Willems-Dennis (Strategic Plan).