

DCFS Resources for Caregivers

Caregivers include resource parents, relatives and adoptive parents



Who is assigned to help me?

Children’s Social Worker (CSW) – assigned to work with you, the child/youth, and the biological family in all areas to support the case plan.

Resource Family Approval (RFA) CSW – assigned when you are initially applying for approval through DCFS to become a resource parent. The RFA CSW will only be assigned to you until you are approved.

Resource Family Support (RFS) CSW – assigned after you are an approved resource parent. The RFS CSW provides support, guidance, resources, and completes the re-approval processes of your home, including any updates (i.e.: change of addresses, new residents to your home, etc.) *Please note, if there is no child/youth placed in your home, a RFS CSW may not be assigned.*

Adoptive Placement (AP) CSW – assigned if a child/youth is placed in your home with a plan of adoption and you are seeking to adopt that child/youth.

Matching, Monitoring, and Support (MMS) CSW – assigned to assist you if you are interested in being matched with a child/youth who is in need of adoption. If you are not interested in adopting a child/youth in your care, a MMS CSW may also be assigned to help match and locate an adoptive parent for that child/youth.

Who do I call with my questions?

Who do I call for if I have a question about...	CSW	RFA CSW	RFS CSW	Adoptions CSW	Foster Care Hotline	Warmline
who is assigned to help me	✓					✓
my RFA application process and timelines		✓				
rate/Level of Care (LOC) issues	✓				✓	✓
allegations or my home being placed on “hold”	✓		✓			
respite care resources	✓		✓			✓
local resources or support groups		✓	✓			✓
Medi-Cal or payment concerns					✓	✓
financial resources for the child/youth	✓					✓
the child’s educational, medical, or behavioral support	✓					
issues with visitation or the biological family	✓					
the adoption process				✓		✓
support groups for families adopting or in the adoptions process	✓			✓		✓
concerns with DCFS staff						✓

Important Contact Information

Resource Family Approval (RFA) Division

Staff are available to assist with questions you have related to the RFA process.

Available M-F: 8 AM - 5 PM

Phone: [\(888\)811-1121](tel:8888111121)

Resource Family Supports Liaison Unit

Social workers team with community service providers to identify and link you to local resources.

Available M-F: 8 AM - 5 PM

Email: RFSP Liaison Unit@dcfs.lacounty.gov

Foster Care Hotline

Staff can assist with questions you have related to Medi-cal card issues, payment issues, and a Level of Care (LOC) rate change assessment. *(A LOC rate change assessment may be requested if the needs of the child have changed)*

Available M-F: 8 AM - 5 PM

Phone: [\(800\)697-4444](tel:8006974444)

Caregiver Warmline

Staff can provide you with contact information for the DCFS staff assigned to your case, foster care payment questions or missing payments, adoption information and recruitment, Medi-cal card issues, and relative support services.

Available 7 days a week, M-F: 1-11 PM & Sat-Sun: 11AM – 9 PM

Phone: [\(877\)323-7165](tel:8773237165)/Email: warmline@dcfs.lacounty.gov

Family Urgent Response System (FURS)

Staff are available to you and current or former foster youth (up to age 21) to provide immediate help and in-person support. Available 24/7, 365 days a year.

Call or text: [\(833\)939-FURS](tel:833939FURS) | [\(833\)939-3877](tel:8339393877)

Post Adoptions Support (PAS)

Social workers are available to answer your questions after an adoption has been finalized.

Available M-F: 8 AM - 5 PM

Phone: [\(800\)735-4984](tel:8007354984) / Email: LACOPAS@dcfs.lacounty.gov

Child Protection Hotline

Staff are available if you need to report concerns of child abuse and neglect.

Available 24/7, 365 days a year.

Phone: [\(800\) 540-4000](tel:8005404000)