



As Los Angeles County reopens its doors to welcome in the new normal, I want to express my heartfelt appreciation for the dedication and effort of all Department of Children and Family Services (DCFS) staff who worked tirelessly to keep the department and the county moving during these unprecedented and challenging times.

Our work is in service to the public, and I am proud and humbled by how our entire DCFS family bravely weathered the pandemic. You each stepped up to answer the call and ensure the continued provision of essential services.

Even in those early moments of the pandemic when the department had to quickly shift, our hotline never stopped taking child abuse reports and social workers continued to complete in-person visits to assess for child safety and support families. The fact is, our staff regularly put child and family well-being above their own, demonstrating courage and strength in the face of tremendous uncertainty.

In addition to our frontline workers, we also had more than 1,100 DCFS staff who put aside their regular duties to serve as Disaster Service Workers (DSWs) during the past 15 months. These individuals temporarily fulfilled critical roles to assist with emerging needs in a variety of capacities, such as emergency operations staffing, contact tracing, translation, homeless outreach and election site support.

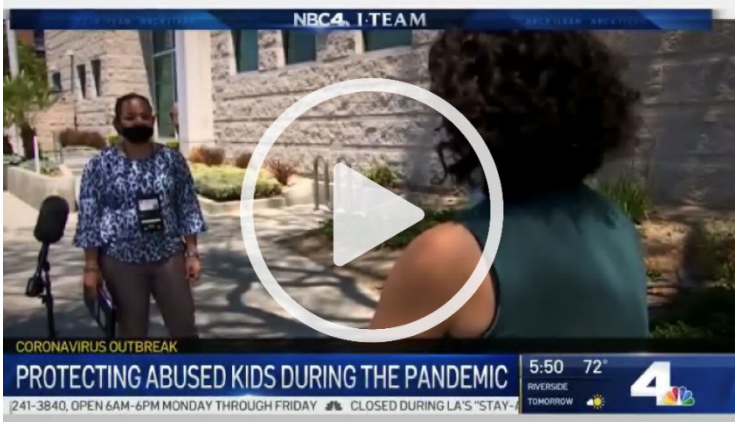
I also want to recognize the staff who took on the additional workload so that our department would continue to run seamlessly while their colleagues worked as DSWs. I am additionally grateful for the diligent efforts of the DCFS Human Resources section, who worked closely with county representatives to identify and deploy the DSWs to support the county as needed.

Thank you to all of our staff for your work on behalf of Los Angeles County residents, whenever and wherever needs arise!

Respectfully,

Bobby D. Cagle
Director

Below are a few examples of how DCFS staff answered the call during a uniquely difficult time:



NBC 4 segment featuring interviews with Director Cagle, LA County Sheriff Alex Villanueva and DCFS Social Worker Sylvia Lopez.

LA County segment featuring Kenneth Schlusel, Human Services Aide and Disaster Services Worker, serving DCFS' Airbnb Program.



KFI Radio [article](#) featuring DCFS Social Worker Tania Cendejas

LA County segment featuring Tristan Ormond, Senior Disaster Analyst and Disaster Services Worker, serving the Disaster Response Program.





LA County segment featuring Adriana Bermudez, Community Health Worker and Disaster Services Worker, serving DCFS' Airbnb Program.

LA County segment featuring Patrisha Taylor, Children Services Administrator and Disaster Services Worker, serving LA Family Housing.



Report Suspected Child Abuse or Neglect to 800-540-4000

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