



FOR YOUR INFORMATION

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Issue 25-14

Date: 07/17/25

Response to a Complaint Allegation of a County Approved Resource Parent

Resource Family Approval (RFA) Written Directives requires a County to investigate allegations made concerning an approved Resource Family known as a Complaint Investigation (CI). Since the implementation of RFA in January 2017, California Department of Social Services (CDSS) Community Care Licensing (CCL) has been conducting CIs on behalf of Los Angeles County as well as other counties. Beginning July 1, 2025, CDSS will no longer be conducting CIs.

DCFS will now be conducting its own CIs in the Resource Family Support (RFS) Division. There is no change to current practices regarding Foster Family Agency approved Resource Families, which are under the Out-of-Home Care Management Division.

DCFS will operate CIs using the same protocols as CCL so there will not be any impact on current existing practices for the Continuing Services Children's Social Worker (CSW), Emergency Response (ER) CSW, Adoption CSW, or Intensive Services Foster Care CSW. It is anticipated that as a result of the Department conducting their own CIs, there will be increased engagement between different sections in DCFS. Also, there may be expedited timeframes to complete the CI.

Upon receipt of the complaint allegation, there are three (3) options after a preliminary review:

1. Evaluate out the complaint allegation;
2. Initiate Case Management; or
3. Initiate a CI.

Usually, the CI is a result of an abuse/neglect allegation made to the Child Abuse Hotline and the CI occurs concurrently with the ER investigation. RFA Written Directives require the CI CSW to make an announced visit within ten calendar (10) days.

The focus of the CI investigation/assessment is to determine whether the Resource Family is not meeting the requirement of one or more of the RFA Written Directives or any applicable law. RFA Written Directives allow the CI CSW to coordinate with the investigation ER CSW to prevent duplication of efforts and eliminate multiple interviews of the same witness. The CI CSW will review CWS/CMS to obtain case and referral history, but will also contact associated CSWs to engage in collaborative efforts to gain additional insight, and when possible, conduct joint interviews/visits.

Upon conclusion of their investigation, the CI CSW will issue a report containing a finding for each allegation as either substantiated, inconclusive, or unfounded. If possible, a corrective action plan will be developed to address a deficiency.



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The RFS Division will be rolling out its roadshow to regional offices and CIs will be discussed. As a reminder, staff can identify the Resource Family's RFS CSW on CWS/CMS as outlined on page three (3) in [FYI 18-19](#), Supporting Resource Families. Staff can engage with the RFS CSW to share their concerns as well as positive feedback regarding the Resource Family.

If you have any questions regarding this release, please email your question to:
Policy@dcfs.lacounty.gov