

Foster Care Hotline (FCH)

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Overview

This procedural guide outlines the responsibilities of the Revenue Enhancement Division (RED) Foster Care Hotline (FCH) Agents/Staff, their supervisor(s) and the Administrative Support Services Manager. The purpose of the FCH is to enable Providers (e.g., Resource Family Homes (RFH), Non-minor Dependents (NMD), Children’s Social Workers (CSWs) and various Department of Children and Family Services (DCFS) staff) to have a central place to call to request assistance regarding eligibility matters pertaining to a child/youth/NMD in Foster Care (FC).

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Version Summary

This policy guide was updated from the 09/06/01 version as part of the Clerical Policy Redesign and reflects current procedures to align with implementation of Amazon Web System (AWS) and California Statewide Automated Welfare System (CalSAWS). Additionally, this guide was updated to include supervisor responsibilities.

POLICY

The Foster Care Hotline (FCH)

A Foster Care Hotline (FCH) Agent/Staff is responsible for answering phone calls from the AWS and addressing emails from the FCH inbox. A FCH Agent/Staff will obtain case information and/or generate a work order in CalSAWS based on the requestor's inquiry/request for assistance. FCH Agent/Staff may also provide general information such as office hours/locations, program case assignment (e.g., Eligibility Worker (EW) and Eligibility Supervisor (ES)).

Contacting the FCH

Contact to the FCH can be made via the following channels:

- Phone: (800) 697-4444
- Email Inbox: FCHL@dcfs.lacounty.gov

Types of Inquiries (Calls/Emails)

- Payment Inquiry (e.g., affidavit for lost/stolen check)
- Direct Deposit Inquiry
- Address Change, see [Address Change](#) or [AAP Payment Resolution](#) policies for more information
- Medi-Cal Benefit Inquiry
- Placement Voucher(s)
- Rate Change Inquiry
- Child/Youth/NMD placement changes (e.g., AWOL, Hospital, Juvenile Detention)
- Social Security Administration (SSA) Benefit
- Vital Statistic (e.g., Social Security Number (SSN), Birth Certificate)

CalSAWS Work Orders

A FCH Agent/Staff is responsible for generating CalSAWS work orders assigned to Eligibility Workers (EWs) in the Foster Care (FC), Adoptions Assistance Program (AAP), Kinship Guardianship Assistance Program (Kin-GAP), the Payment Resolution Unit (PRU), and other specialized DCFS staff. CalSAWS work orders are used to provide necessary information to address requested case action and information for anyone who contacts the FCH.

PROCEDURE

Generating a Work Order

FCH Agent/Staff Responsibilities

1. Access the Amazon Web System (AWS) or FCH Inbox.
Determine the nature of the correspondence.
2. Obtain the following verification information from the requestor:
 - Case/state/serial number
 - Case name
 - Requestor's name
 - Requestor's relationship to the foster care child/youth/NMD
 - Requestor's telephone number
 - Placement vendor number
 - Child(ren)/Youth's name(s) and date of birth
 - Brief description of the request/case action
3. Access CWS/CMS and CalSAWS to verify the requestor's information and research the responsible staff's contact information.
4. Provide the requestor with contact information for the assigned staff responsible for the work order (EW/ES email address and/or Microsoft Teams phone number).
5. Generate a work order in CalSAWS.
6. Data enters the work order type and identifying information in CalSAWS Work Order database.
 - a. If a work order already exists, refer to [escalation process](#).
 - b. If the requestor is inquiring about status on a previous request from a specialized unit, refer to the following email inboxes:
 - Direct Deposit- directdeposithelp@dcfs.lacounty.gov
 - Affidavit- affidavithelp@dcfs.lacounty.gov
 - Medi-Cal- MEDS_referral@dcfs.lacounty.gov
 - SSN- SSNinquiries@dcfs.lacounty.gov
 - Vital Statistics- vitalrequest@dcfs.lacounty.gov
 - Inquiries/requests for Birth Certificates should only be referred to the email inbox if the requestor is a DCFS employee. Otherwise, the requestor should be referred to the assigned CSW or program EW.
7. Add responsible staff to the work order.
 - a. If the inquiry requires an EW's attention and there is no EW assigned (or the assignment page only indicated a Technical Assistant (TA) EW), refer the caller to the child/youth/NMD's CSW.
 - b. If the inquiry is only for an address change or a payment problem and the case is closed, the work order is assigned to staff in the Payment Resolution Unit (PRU).
 - c. If the inquiry is regarding a payment problem or address change for child/youth/NMD placed in a Short-Term Residential Therapeutic Program (STRTP)/Resource Family Agency (RFA), inform the requestor to email the request to COV71@dcfs.lacounty.gov.
8. Save the CalSAWS work order to the database.
 - The CalSAWS work order database will automatically assign a reference number.
9. Advise the requestor to note the work order reference number.

- a. If the caller has further questions regarding the matter, advise them to call back and provide the FCH Agent/Staff with the work order reference number. Refer to [escalation process](#).

FCH Supervisor Responsibilities

1. Access the Amazon Web System (AWS) or FCH Inbox.
2. Monitor email/live-call activity and receive escalated inquiries when FCH Agent/Staff receive a call/email requesting a supervisor.
3. Audit recordings from the AWS.
4. Log daily calls/emails into the FCH excel report on the FCH shared drive.

Escalation Process

A FCH Agent/Staff is to follow the escalation process if a call/email is received requesting follow-up on a previous call/email with an unresolved CalSAWS work order.

FCH Agent/Staff Responsibilities

1. Access the CalSAWS work order database to retrieve existing work order information.
2. Annotate the work order with the updated communication from the requestor and save.
3. Notify the FCH supervisor via email of the escalation and provide the work order reference number.

FCH Supervisor Responsibilities

1. Access the CalSAWS work order database to review the existing work order.
2. Annotate the work order with the escalation and save.
3. Email the assigned staff, their supervisor, and cc the intermediate supervisor.
 - If no response is received within one (1) business day, intermediate supervisor continues [escalation process](#).

FCH Intermediate Supervisor Responsibilities

1. Access the CalSAWS work order database to review the existing work order.
2. Annotate the work order with the escalation and save.
3. Email the Human Services Administrator I (HSA I) and cc the Clerical Administrator (CA) to escalate the work order.
 - If no response is received within one (1) business, the CA continues the [escalation process](#).

FCH CA Responsibilities

1. Access the CalSAWS work order database to review the existing work order.
2. Email the work order to the Human Services Administrator I (HSA I) and cc the HSA III and FCH HSA III to escalate the request for action.

HELPFUL LINKS

Referenced Policy Guides

[E080-0520](#), Address Change

[E050-0564](#), Adoption Assistance Payment (AAP) Payment Resolution