

April 16, 2019

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY LETTER NO. 19-80

This letter is being issued in response to AB 2767 (Chapter 619, Statutes of 2016), which added email addresses to the contact information of various parties to a child welfare case that should be provided to a foster caregiver under WIC section 16010.4. CDSS does not appear to have promulgated regulations or provided any previous guidance on this section of law.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

April 16, 2019

ALL COUNTY LETTER NO. 19-80

TO: ALL COUNTY WELFARE DIRECTORS
ALL CHILD WELFARE SERVICES PROGRAM MANAGERS
ALL COUNTY CHIEF PROBATION OFFICERS
ALL TITLE IV-E AGREEMENT TRIBES

SUBJECT: INFORMATION PROVIDED TO RESOURCE FAMILIES

REFERENCE: [ASSEMBLY BILL \(AB\) 2767](#) (Chapter 619; Statutes of 2016);
WELFARE & INSTITUTIONS CODE (W&IC) SECTION 16010.4

The purpose of this All County Letter (ACL) is to provide counties guidance regarding information which should be furnished to caregivers (Resource Families), including an addition to this information enacted by AB 2767.

State law, at W&IC section 16010.4, states that “[c]aregivers should have certain basic information in order to provide for the needs of children placed in their care...” As originally enacted in 2002, this basic information included the name, mailing address, phone and fax number for the child’s social worker, the social worker’s supervisor, the child’s attorney, and the child’s court-appointed special advocate (CASA), if one has been appointed. In 2016, AB 2767 added the email addresses of these individuals to the information which should be provided.

Resource Families cite good communication with the social worker, child’s attorney and CASA as a factor that contributes to a positive environment. When communication is poor, or the caregiver believes his or her input is not valued, the stability of the placement is undermined. However, when the Resource Family is included and supported, there is a higher likelihood that the Resource Family will be able to provide quality care, reducing placement disruptions, increasing placement stability, and leading to children in lower levels of care.

In order to facilitate good communication, Resource Families must be able to contact those professionals who have access to the child’s case information, copies of important documents and other vital information. Resource Families are responsible for obtaining

health and social services for children, enrolling children in school and extracurricular activities, and keeping social workers and court personnel updated on the general welfare of any dependent child in their care. Furthermore, Resource Families have the right to participate in dependency court reviews, permanency hearings and to communicate any concerns about children in their care. Sharing the email addresses of the other professionals associated with a child's case provides the Resource Family with an additional communication tool to access information in a timely manner.

Best practices may include:

- Discussing and establishing what type of communication the caregiver prefers. For example, the Resource Family may prefer contact via email instead of the telephone.
- Agreement as to what constitutes a reasonable timeframe for the social worker to respond to the Resource Family and discussing what types of communication will receive an immediate response versus a contact in a few days.
- Discussing confidentiality and what types of information can and cannot be shared via email in order to maintain and protect confidential information. Ensuring that all confidential information is given the highest protection possible given the security capabilities of a county's system.

If you have any questions about this ACL, please contact the Foster Caregiver Policy and Support Unit at (916) 651-7465.

Sincerely,

Original Document Signed By:

GREGORY E. ROSE
Deputy Director
Children and Family Services Division

c: County Welfare Directors Association
Chief Probation Officers of California
Judicial Council of California