



CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



JENNIFER TROIA
DIRECTOR

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July 16, 2026

Michelle Love, Assistant Agency Director
Alameda County Department of Children and Family Services
1111 Jackson Street
Oakland, CA 94612

SUBJECT: CALIFORNIA DEPARTMENT OF SOCIAL SERVICES REVIEW OF
ALAMEDA COUNTY DEPARTMENT OF CHILDREN AND FAMILY
SERVICES

Dear Michelle Love:

Pursuant to Welfare and Institutions Code (WIC) section 10600, the California Department of Social Services (CDSS) is the single state agency responsible for the administration and supervision of the Child Welfare Services system, providing oversight of county child welfare agencies that administer direct services to children and families. In this capacity, the CDSS may conduct a specialized review when aware of violations of policies or practices to identify systemic issues and provide recommendations to rectify the issues.

As you know, CDSS conducted an on-site review of the Alameda County Department of Children and Family Services (DCFS) on March 26, 2026. The purpose of this visit was for the CDSS team to use a child welfare lens to explore issues related to the county's child abuse and neglect hotline intake, emergency response practices, access to and timeliness of services, workforce challenges and their impact on child welfare services delivery, ability to implement effective corrective actions, and other areas of child welfare practice needing attention. Concurrently, CDSS conducted reviews of 67 referrals and 52 foster care cases. The case review process included reviewing documentation captured in both the Child Welfare Services/Case Management System (CWS/CMS) and hard case files to better understand practice across several decision points. We appreciate the cooperation and staff time that Alameda County DCFS dedicated to this effort.

Included with this letter is the CDSS's Findings and Recommendations Report arising from the review. The report findings enclosed highlight the need for the CDSS's intervention and monitoring, pursuant to WIC section 10605(e), of Alameda County DCFS to ensure that state child welfare laws and regulations are accurately followed, and that Alameda County DCFS is provided technical assistance and support.

The CDSS's findings outlined in the accompanying report identify practice concerns that create risks to child safety and well-being. The CDSS is committed to working closely

with the Alameda County DCFS to ensure that those risks are rectified. The CDSS requests that DCFS respond to the recommendations by August 6, 2026. We thank the county in advance for your cooperation and partnership in protecting children and look forward to developing a plan for remediating the challenges faced by the DCFS.

If you have any questions concerning this site visit and concurrent case review, please contact Katherine Nicholas, Bureau Chief, Children's Services Operations Bureau, at (916) 651-8100 or via email at Katherine.Nicholas@dss.ca.gov. Thank you for your engagement in this process to ensure compliance with legal requirements and improve outcomes for children and families.

Sincerely,



ANGIE SCHWARTZ
Deputy Director
Children and Family Services Division

cc: Andrea Ford, Director Alameda County Social Services Agency
David Haubert, District 1, President, Board of Supervisors
Lena Tam, District 3, Vice President, Board of Supervisors
Elisa Marquez, District 2, Board of Supervisors
Nate Miley, District 4, Board of Supervisors
Nikki Fortunato Bas, District 5
Susan Muranishi, County Administrator
Jennifer Troia, Director, CDSS
Katherine Rowlett, Assistant Chief Counsel, CDSS

Attachment(s)