

Health and Human Services Agency

Child Welfare Services (CWS)



Ensuring the safety and wellbeing of children, while strengthening families, is the mission of the County of San Diego Child Welfare Services. Relationships with children, youth and families is the foundation of our work and it is our priority to respond to all inquiries in a respectful and timely manner. Individuals who have questions or concerns about Child Welfare Services can seek resolution in a number of ways and we encourage feedback from our clients.

What To Do If You Have A Concern

CWS recommends that families...

- Address concerns with their **assigned social worker** so that they can make a plan to resolve it as soon as possible. If unsure who the assigned social worker is, call the information line at 858-514-6995.
- If, after speaking with the social worker, concerns have not been adequately addressed, call the **social worker's supervisor**. The supervisor's phone number should be stated in the worker's voicemail message or listed on the court report.
- If the concern persists, elevate the issue by calling the **manager, chiefs of practice, and then the deputy director**. If you need to find out who they are, call the information line at 858-514-6995.
- If, after giving the assigned team of staff a chance to resolve it, the family is still not satisfied with the way the concern was handled, contact the **Office of the Ombudsman** at 619-338-2098. The Office of the Ombudsman is an independent unit of staff who are charged with the protection of citizens' rights, by

investigating concerns related to Child Welfare Services policy, procedure, and social worker practice. This is accomplished by conducting internal reviews, researching policies and procedures, and facilitating a resolution in an impartial and objective manner

- Concerns can also be raised at **Child Family Team (CFT) meetings**. The purpose of the CFT meeting is to:
 - Make decisions about the child/youth and family's needs, placement, transition and permanency (e.g. visitation changes).
 - Gather and organize information related to safety of a child via safety mapping
 - Ensure parents are involved in decisions about any needs of their child
- Parents always have the option to share their concerns with their attorneys as well. Most parents involved with the County of San Diego Child Welfare Services have legal representation by Dependency Legal Services, who can be reached at (619) 398-2725.

For additional information, refer to our website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/cs/child_welfare_services.html

To learn more about what to expect when working with Child Welfare Services, families can review the Parent's Guide to Child Welfare Services located at the following link:

https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/cs/documents/Parent_Guide_-_Eng_Sp.pdf