



## Child Welfare Services Information and Complaints Services

Phone: **707-388-6777**

Email: [cws-infoandcomplaints@co.humboldt.ca.us](mailto:cws-infoandcomplaints@co.humboldt.ca.us)

Mail: **2430 Sixth St., Eureka, CA 95501**

Child Abuse Hotline: **707-445-6180**

CWS Main Office: **707-388-6600**

### **Steps to Obtain Information and/or Resolve Concerns**

There are options for getting information and/or resolving concerns regarding Humboldt County Department of Health & Human Services' Child Welfare Services (CWS) Division. CWS strives to work with clients and partners to resolve problems quickly and at the lowest level possible. This brochure provides information on the options available.

### **Questions and Information**

CWS is a complex system. If you have any questions regarding regulations, policies and procedures, the Juvenile Court system or general program questions, contact the Information and Complaints line at 707-388-6777.

### **Talk with your Social Worker**

If you need information or have concerns, and there is an assigned social worker, contact them first. Always try to resolve concerns by contacting the following individuals in the order listed:

- Social Worker
- Supervisor
- Program Manager

If you don't know their direct number, call 707-388-6600 and staff will assist in providing the name and number for the staffs direct Supervisor and/or Program Manager.

### **Confidentiality**

All specific case information is by law confidential, and Information and Complaints line staff may not be able to give out any specific details. However, we want to hear your concerns and will document them and try and assist you in getting answers and resources you can utilize.

### **Open Court Cases**

When there is an open Juvenile Court case, major decisions related to the case must be made through the Juvenile Court system. Parties to the case, through their attorney, can ask the judge to review or change any services being provided or actions being taken by CWS. Clients can contact the CWS main office at 707-388-6600 if they need an attorney's contact information.

### **Filing a Complaint**

If you have tried resolving your concern by talking with your social worker, supervisor or program manager and/or your attorney, and have been unsuccessful, you can file a complaint by calling 707-388-6777, emailing [cws-infoandcomplaints@co.humboldt.ca.us](mailto:cws-infoandcomplaints@co.humboldt.ca.us) or submitting a written complaint in person or by mail to 2440 Sixth St., Eureka, CA 95501, Attention: CWCR. CWS staff will review the complaint and determine the appropriate course of action. This may include:

- Providing the complainant information and consultation
- Communicating with the supervisor and program manager over the case to assist with problem resolution
- Conducting an independent review of the complaint and circumstances and elevating the information to a CWS Deputy Director or the CWS Director.

## Limitations

Complaint review staff do not have the authority to:

- Make recommendations to the court or overturn court orders
- Investigate matters in which appeals or lawsuits are pending
- Change or make exceptions to state or federal laws or regulations
- Investigate, make recommendations or take action in personnel or disciplinary matters
- Give legal advice.

## Requesting CWS Records

Some individuals may request copies of CWS records. Welfare and Institutions Code (WIC) Sections 827 and 827.10 defines who is authorized to obtain CWS information without a court order and when a court order is required. Individuals who are eligible to receive or inspect CWS records under WIC can request those records by calling 707-388-6600 and letting staff know that you'd like to make a CWS records request. Please also visit the following link for more information:

[humboldt.gov/3495/Requesting-CWS-Records](http://humboldt.gov/3495/Requesting-CWS-Records).

## CACI Grievances

For disputes concerning CWS' submittal of a name to the Child Abuse Central Index (CACI), an individual may request a grievance review, pursuant to the state's Division 31-021 of the Manual of Policies and Procedures. Individuals must respond to the Request for Grievance Hearing (SOC 834) letter within 30 days. Please also visit the following link for more information:

[cdss.ca.gov/inforesources/caregiver-advocacy-network/allegations](http://cdss.ca.gov/inforesources/caregiver-advocacy-network/allegations)

## For other CWS concerns:

- Relative or kin care providers who have concerns or disagree with where a child(ren) is placed should consult with the child and family team or discuss with the child's attorney.
- For information, questions or concerns regarding the Resource Family Approval (RFA) program, including any Notices of Action (NOA) received or Complaint Investigations, call 707-499-3410 and staff can assist you.
- For information, questions or concerns related to the Adoption Program or the Adoption Assistance Program (AAP), call the California Department of Social Services' Arcata office at 707-826-9180.

**If your complaint remains unresolved after contacting CWS Information and Complaint Services, additional resources are available:**

### Office of the California Foster Care Ombudsman

Phone: **877-846-1602**

Email: [fosteryouthhelp@dss.ca.gov](mailto:fosteryouthhelp@dss.ca.gov)

Mail: **3950 Industrial Blvd., West Sacramento, CA 95691**

Or

### California Department of Social Services ICWA Hotline

Phone: **800-952-5253**

Email: [piar@dss.ca.gov](mailto:piar@dss.ca.gov) (in state) [cdss.osi@dss.ca.gov](mailto:cdss.osi@dss.ca.gov) (out of state)

Mail: **CDSS 744 P St., Sacramento, CA 95814**

Or

### California Department of Social Services State Hearings Division

Phone: **800-743-8525** or **855-795-0634**

Email: [SHDCSU@dss.ca.gov](mailto:SHDCSU@dss.ca.gov)

Status of Appeals: **800-743-8525**

