

**DEPARTMENT OF SOCIAL SERVICES**

744 P Street, Sacramento, California 95814



August 27, 2003

ALL-COUNTY INFORMATION NOTICE NO. I-49-03

TO: ALL COUNTY WELFARE DIRECTORS  
ALL CHIEF PROBATION OFFICERS**REASON FOR THIS TRANSMITTAL**

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

SUBJECT: STATE PROGRAM IMPROVEMENT PLAN PARENT AND  
FOSTER PARENT SURVEY IMPLEMENTATION

The purpose of this All County Information Notice is to transmit information regarding the implementation of the State's Program Improvement Plan (PIP) parent and foster parent survey. The California Department of Social Services (Department), as part of the implementation of the State's PIP, has agreed to conduct a series of three surveys to obtain information about the frequency and quality of social worker visits with parents and foster care providers. The survey is a telephone interview with parents and providers and will establish a baseline of information. For the initial baseline survey, the statewide total of completed surveys needs to be 3000.

The Department will generate the list of cases to be surveyed from the Child Welfare Services/Case Management System, including the phone numbers and addresses of parents and providers. This list of information will be provided to the California State University (CSU) at San Marcos, who will be responsible for conducting the telephone survey. A letter will be sent by CSU San Marcos, Social and Behavioral Research Institute, to potential respondents explaining the purpose of the survey in advance to the telephone survey.

To facilitate this process, the Department is requesting that each county designate a single point of contact for Department staff to work with in updating phone numbers and/or addresses that are incorrect according to CSU San Marcos. We would need to receive the name and contact information of your designated person no later than September 22, 2003. Please e-mail the information to Ernestine Douglas at [Ernestine.Douglas@dss.ca.gov](mailto:Ernestine.Douglas@dss.ca.gov) in the Children's Services Operations Bureau.

On a weekly basis, the Department staff will provide the designated county contact with the following information:

- name of child
- birth date of child
- case number
- name of parent or caregiver
- the incorrect address and phone number

The Department is requesting that within five working days, the designated person provide the Department the correct information (where available).

The Department estimates that the number of cases needing their contact information updated will represent about one percent of a county's caseload. This means that the number of cases to be checked will be up to 10 for counties with under 1000 cases, 10 to 40 for counties with 1000-4000 cases, 50 to 90 for counties with 5000-9000 cases, and 550 cases in Los Angeles County (caseload is over 55,000). These numbers will be about the same for the second and third waves of the survey.

If you have any questions, please call Mary Tran, Data Analysis and Publications Branch, (916) 657-2519. Thank you in advance for your assistance.

Sincerely,

***Original Document  
Signed By***

SYLVIA PIZZINI  
Deputy Director for  
Children and Family Services

**DEPARTMENT OF SOCIAL SERVICES**

## Attachment A

Dear

We are contacting you for your help in a very important research project. The California Department of Social Services is conducting a confidential survey of foster and birth parents to learn more about the status of families and children receiving child welfare services in California. Your answers to the survey questions will be kept confidential and your participation will not affect the services you receive.

As a parent or foster parent receiving child welfare services in the State of California, you have been randomly chosen to participate in a research study on how helpful the county child welfare staff has been in meeting your needs and the needs of your children. Your participation is important for the survey to get clear results.

This important project depends on your help. Your answers will be combined with those of other parents, to give us a full picture of the child welfare services parents and children receive from child welfare staff. This research will be used to improve the quality of life for children and parents receiving child welfare services.

The Social and Behavioral Research Institute at California State University, San Marcos will be calling you by phone within the next few days, at the number shown above, to ask you to participate in a 15-minute telephone interview for this study.

Thank you for your participation in this research. If the phone number we have listed is incorrect, please call the Social and Behavioral Research Institute, toll free, at 1 (877) 600-9020, to give the correct phone number.

Sincerely,

A handwritten signature in cursive script that reads "Sylvia Pizzini".

SYLVIA PIZZINI

Deputy Director

Children and Family Services Division