

SAN BERNARDINO COUNTY CHILDREN AND FAMILY SERVICES

North Desert Region's Evaluated Out Referrals Analysis

From May 1, 2011 to April 30, 2012

Executive Summary

Analysis of the outcomes of all children who had an evaluated out referral in the North Desert Region from May 2011 to April 30, 2012:

- 19.7% of all North Desert referrals were evaluated out (1,198 referrals out of 6,093 total referrals)
- 52.2% of the North Desert Evaluated Out referrals resulted in an additional referral (625 out of 1,198 referrals)
- 24.8% of the North Desert Evaluated Out referrals resulted in an additional *investigated* referral (297 out of 1,198 referrals)
- 12.7% of all referrals had an additional investigated referral within 90 days (3 months) of the evaluated out referral and 2.0% of the original evaluated out referrals resulted in a new CWS-CMS case opened for the family
- 20.9% of all referrals had an additional investigated referral within 180 days (6 months) of the evaluated out referral and 3.7% of the original evaluated out referrals resulted in a new CWS-CMS case opened for the family
- There were no significant patterns to the age or ethnicity/race of children with evaluated out referrals
- On average, it took 119 days for a child who had an evaluated out referral in May 2011 to have another subsequent referral in the North Desert Region
 - It took 109 days for evaluated out referrals in June 2011 and 102 days in July 2011
 - It took 66 days for evaluated out referrals in August 2011 and 99 in September 2011
 - It took 53 days for evaluated out referrals in October 2011 and 66 in November 2011
 - It took 62 days for evaluated out referrals in December 2011 and 33 in January 2012
- Overall, 5.1% of the investigated subsequent referrals resulted in the child having a CWS-CMS case opened for them (32 out of 625 investigated subsequent referrals)
- Overall, 5.6% of the investigated subsequent referrals were for child already in a CWS-CMS case (35 out of 625 investigated subsequent referrals)

Caveat – the outcomes for children in evaluated out referrals may change as time passes for children in the last three months (August, September, and October). Because of the various time frames, some children have had 12 full months to have an additional referral and other children have had 1 day. Therefore most of the data has been presented by month. A more thorough analysis would be to compare the evaluated out month to a set time period (3 months, 6 months, 12 months, etc).

North Desert Region's Evaluated Out Referrals Analysis

North Desert region would like to know if their increased Evaluated Out referrals are resulting in negative results for children and families. The caveat is that there has not been enough time between the evaluated out referral and the analysis period. Evaluated Out referrals from May 2011 have had 12 months for additional outcomes, June 2011 referrals only have 11 additional months and July 2011 referrals only had 10 months for analysis of outcomes, etc.

From May 2011 to April 2012 there were on average 99.8 evaluated out referrals per month for an average 199 children per month. Overall, 19.7% of the total referrals received by the North Desert Region were evaluated out.

Referral Month	# Referrals Evaluated Out	Associated with Another Referral	# of Children in Initial EVO Referrals	Total Number of Referrals Received	% of Referral Evaluated Out
May-11	125	46	92	675	18.5%
Jun-11	162	61	357	547	29.6%
Jul-11	131	44	272	478	27.4%
Aug-11	145	40	311	456	31.8%
Sep-11	120	42	236	505	23.8%
Oct-11	55	17	129	441	12.5%
Nov-11	63	9	114	474	13.3%
Dec-11	88	15	162	431	20.4%
Jan-12	81	9	159	504	16.1%
Feb-12	81	10	144	457	17.7%
Mar-12	75	7	138	542	13.8%
Apr-12	72	4	136	583	12.3%
Total	1,198	304	2,395	6,093	19.7%

To control for time effect, the evaluated out referrals were examined at the 30 and 60 day mark. Approximately 6.8% of the referrals had an additional investigated referral within 30 days and 10.5% of evaluated out referrals had an additional investigated referral within 60 days from the original evaluated out referral.

Referral Month	Additional Investigated Referral within 30 days*	# Referrals Evaluated Out	% of EVO referrals with an investigated referral within 30 days	Additional Investigated Referral within 60 days*	% of EVO referrals with an investigated referral within 60 days
May-11	9	125	7.2%	14	11.2%
Jun-11	14	162	8.6%	19	11.7%
Jul-11	7	131	5.3%	12	9.2%
Aug-11	13	145	9.0%	19	13.1%
Sep-11	9	120	7.5%	14	11.7%
Oct-11	5	55	9.1%	8	14.5%
Nov-11	2	63	3.2%	4	6.3%
Dec-11	2	88	2.3%	7	8.0%
Jan-12	4	81	4.9%	4	4.9%
Feb-12	7	81	8.6%	9	11.1%
Mar-12	5	75	6.7%		
Total	77	1,126	6.8%	110	10.5%

*Note the first additional referral is counted within the 12 month time period.

Referral Month	Additional Investigated Referral within 90 days*	# Referrals Evaluated Out	% of EVO referrals with an investigated referral within 90 days
May-11	16	125	12.80%
Jun-11	24	162	14.81%
Jul-11	17	131	12.98%
Aug-11	19	145	13.10%
Sep-11	20	120	16.67%
Oct-11	9	55	16.36%
Nov-11	4	63	6.35%
Dec-11	9	88	10.23%
Jan-12	5	81	6.17%
Feb-12			
Mar-12			
Total	123	970	12.68%

*Note the first additional referral is counted within the 12 month time period.

Demographics of the children in the evaluated out referral

The age of the children in the evaluated out referrals was fairly consistent; less than one third of the children were age 0 to 5, while slightly more than a third were ages 6 to 11 and 12 to 17.

Referral Month	Age of the Children In the Referral				Total Children in the Referral	Percentage		
	0 to 5	6 to 11	12 to 17	18 or older		% Age 5 and Younger	% Age 6 to 11	% Age 12 to 17
May-11	81	65	90	1	237	34.2%	27.4%	38.0%
Jun-11	128	124	105	0	357	35.9%	34.7%	29.4%
Jul-11	85	112	74	1	272	31.3%	41.2%	27.2%
Aug-11	104	111	96	0	311	33.4%	35.7%	30.9%
Sep-11	63	96	76	1	236	26.7%	40.7%	32.2%
Oct-11	36	47	46	0	129	27.9%	36.4%	35.7%
Nov-11	26	32	55	1	114	22.8%	28.1%	48.2%
Dec-11	40	58	64	0	162	24.7%	35.8%	39.5%
Jan-12	46	61	52	0	159	28.9%	38.4%	32.7%
Feb-12	28	52	64	0	144	19.4%	36.1%	44.4%
Mar-12	37	52	49	0	138	26.8%	37.7%	35.5%
Apr-12	34	55	47	0	136	25.0%	40.4%	34.6%
Total	708	865	818	4	2395	29.6%	36.1%	34.2%

Similarly, for the race/ethnicity of children in evaluated out referrals, about two-thirds of the children were minority children and a third of the children were white.

Referral Month	Race/Ethnicity of the Children in the Evaluated Out Referrals						Total Children	Percentage	
	American Indian	African American /Black	Hispanic	White	Unknown	Asian/Pacific Islander		% White	% Non-white
May-11	1	69	90	63	14	0	237	26.6%	73.4%
Jun-11	4	106	105	118	22	2	357	33.1%	66.9%
Jul-11	2	59	84	100	24	3	272	36.8%	63.2%
Aug-11	0	69	110	107	18	7	311	34.4%	65.6%
Sep-11	5	42	90	88	10	1	236	37.3%	62.7%
Oct-11	0	28	51	39	11	0	129	30.2%	69.8%
Nov-11	3	23	35	46	7	0	114	40.4%	59.6%
Dec-11	0	44	52	60	6	0	162	37.0%	63.0%
Jan-12	0	36	60	46	17	0	159	28.9%	71.1%
Feb-12	0	36	58	42	6	2	144	29.2%	70.8%
Mar-12	0	38	54	35	10	1	138	25.4%	74.6%
Apr-12	2	53	34	46	1	0	136	33.8%	66.2%
Total	17	603	823	790	146	16	2,395	33.0%	67.0%

How many evaluated out referrals had additional subsequent referrals?

For Evaluated Out referrals in May 2011, there were 39 additional referrals that were investigated (31.2%). From May 2011 to April 2012, on average 24.8% of the evaluated out referrals had a subsequent investigated referral. There were 7 additional referrals that were investigated in March 2012 and 4 in April 2012.

Evaluated Out Referral Month*	Additional Referrals Response Types after the Evaluated Out Referral						Percentage	
	Immediate	10 Day	Evaluated Out/NA Secondary	Not Determined As of May 8, 2012	Total Additional Referrals	Total Evaluated Out Referrals	% of Referrals with Additional Referrals	% of Referral with <u>Investigated</u> Additional Referrals
May-11	4	35	32	0	71	125	56.8%	31.2%
Jun-11	4	57	62	0	123	162	75.9%	37.7%
Jul-11	8	36	50	0	94	131	71.8%	33.6%
Aug-11	4	36	64	1	105	145	72.4%	27.6%
Sep-11	8	34	38	0	80	120	66.7%	35.0%
Oct-11	1	16	14	0	31	55	56.4%	30.9%
Nov-11	0	9	10	0	19	63	30.2%	14.3%
Dec-11	1	14	18	0	33	88	37.5%	17.0%
Jan-12	1	8	16	0	25	81	30.9%	11.1%
Feb-12	2	8	13	0	23	81	28.4%	12.3%
Mar-12	0	7	7	0	14	75	18.7%	9.3%
Apr-12	1	3	3	0	7	72	9.7%	5.6%
Total	34	263	327	1	625	1,198	52.2%	24.8%

*Caveat – the outcomes for children in evaluated out referrals may change as time passes for children in the last three months (February 2012, March 2012 and April 2012). Because of the various time frames, some children have had 12 full months to have an additional referral and other children have had 1 day. Therefore most of the data has been presented by month. A more thorough analysis would be to compare the evaluated out month to a set time period (3 months, 6 months, 12 months, etc).

How long did it take for an additional referral to be investigated from the initial evaluated out referral?

The overall average from May 2011 to April 30, 2012 for a new investigated referral was 90.1 days or 3 months. On average it took 119 days for May 2011, 108 days for June 2011, 102 days for July 2011 and 66 days for August 2011. Overall 19.5% of the evaluated out referrals had an additional investigated referral from May to April 2011 (in May 2011 (28.8%), in June 2011 (28.4%), in July 2011 (23.7%), in August 2011 (19.3%), in September 2011 (29.2%) and in October (23.6%)).

Evaluated Out Referral Month	Average Time From Evaluated Out Referral to Investigated Referral	Minimum Days	Maximum Days	# of Referrals with Subsequent <u>Investigated</u> Referral	Total Evaluated Out Referrals (Initial)	% <u>Investigated</u> Referrals after Evaluated Out
May-11	119.64	4	340	36	125	28.8%
Jun-11	108.56	5	315	46	162	28.4%
Jul-11	102.87	2	291	31	131	23.7%
Aug-11	66.71	2	224	28	145	19.3%
Sep-11	99.37	2	232	35	120	29.2%
Oct-11	53.69	1	118	13	55	23.6%
Nov-11	66.16	6	160	6	63	9.5%
Dec-11	62.16	6	141	12	88	13.6%
Jan-12	33.00	3	96	6	81	7.4%
Feb-12	20.60	1	68	10	81	12.3%
Mar-12	18.42	1	49	7	75	9.3%
Apr-12	8.75	2	18	4	72	5.6%
Total	90.1	1	340	234	1,198	19.5%

What happened in the additional investigated referral?

The percentage of new cases opened from a subsequent referral ranged from 0% to 14.3%: 5.6% for the original evaluated out referral received in May 2011, 6.5% in June 2011, 6.4% in July 2011, 2.9% in August 2011, 10.0% in September 2011, 3.2% in October 2011, 4.0% in January 2012 and 14.3% in April 2012. There were no additional referrals that resulted in a CWS-CMS case opened for November 2011, December 2011, February 2012 and March 2012.

Of the additional investigated referrals how many had a New CWS-CMS case opened? Overall, 5.1% of all evaluated out referrals had an additional referral where a new case was opened from May 2011 to April 30, 2012.

Referral Analysis (Family Count)					
Evaluated Out Referral Month	# of Referrals with Disposition of Open New CWS-CMS Case	# of Referrals with Disposition of Child Already in CWS-CMS Case	# of Referrals with Subsequent Investigated Referral	% with Evaluated Out Referrals where There was Already An Open CWS Case	% Open New Case from <i>Investigated</i> Evaluated Out Referrals
May-11	4	9	71	12.7%	5.6%
Jun-11	8	2	123	1.6%	6.5%
Jul-11	6	6	94	6.4%	6.4%
Aug-11	3	4	105	3.8%	2.9%
Sep-11	8	4	80	5.0%	10.0%
Oct-11	1	2	31	6.5%	3.2%
Nov-11	0	3	19	15.8%	0.0%
Dec-11	0	2	33	6.1%	0.0%
Jan-12	1	0	25	0.0%	4.0%
Feb-12	0	2	23	8.7%	0.0%
Mar-12	0	1	14	7.1%	0.0%
Apr-12	1	0	7	0.0%	14.3%
Total	32	35	625	5.6%	5.1%

For May 2011, there were 3 subsequent investigated referrals where 5 children had a new CWS-CMS case opened for them and 9 referrals where 9 children were already in a CWS-CMS case. In June 2011 there were 8 referrals where 26 children had a disposition of open new CWS-CMS case and 2 referrals where 2 children had a disposition of child already in an open CWS case.

Evaluated Out Referral Month	Disposition of Subsequent Investigated Referrals (Child Count)								
	# of Referral Open New CWS-CMS Case	Child Already in A CWS-CMS Case	Child Already in A Non CWS-CMS Case	No Disposition	Child Not at Risk	Situation Stabilized	Contact Attempted, Can't Locate	Child Died During Investigation	Child Not Involved in Incident
May-11	5	9	0	22	37	17	9	0	0
Jun-11	26	2	0	12	78	38	3	0	0
Jul-11	11	7	0	13	26	22	3	0	3
Aug-11	11	4	0	3	32	36	4	1	0
Sep-11	18	10	0	10	29	5	12	0	0
Oct-11	2	3	0	3	1	31	9	0	0
Nov-11	0	3	9	5	1	3	0	0	0
Dec-11	0	3	0	13	10	3	0	0	0
Jan-12	2	0	0	3	5	3	0	0	0
Feb-12	0	2	0	3	10	3	0	0	0
Mar-12	0	1	0	6	3	3	0	0	0
Apr-12	1	0	0	5	0	0	0	0	0

How many referrals resulted in an open new CWS-CMS case within 30, 60 and 90 days?

To controlling for the time effect, we took the evaluated out referrals and looked at all referrals that were received within 30, 60 and 90 days of the original evaluated out referrals. Each referral will have the same time period and therefore the results will be standardized.

- Overall, 6.8% of all evaluated out referrals had an additional investigated referral within 30 days and of those referrals, 1.1% of the referral resulted in a new CWS-CMS case opened for the family.
- Overall, 10.5% of all evaluated out referrals had an additional investigated referral within 60 days and of those referrals, 1.5% of the referral resulted in a new CWS-CMS case opened for the family.
- Overall, 12.7% of all evaluated out referrals had an additional investigated referral within 90 days and of those referrals, 2.0% of the referral resulted in a new CWS-CMS case opened for the family.
- Overall, 16.2% of all evaluated out referrals had an additional investigated referral within 120 days and of those referrals, 2.3% of the referral resulted in a new CWS-CMS case opened for the family.

30 Days (1 month)

Evaluated Out Referral Month	Additional Referrals With Disposition of Open New CWS-CMS Case Within X Days	Additional Investigated Referrals Within X Days	# of <u>Initial</u> Referrals Evaluated Out	% of Initial Evaluated Out Referrals That Had a Subsequent Referral Within X Days	% of Evaluated Out Referrals that had a Subsequent Referral Within X Days that Resulted In an Open CWS-CMS Case
	30 Days	30 Days	30 Days	30 Days	30 Days
May-11	0	9	125	7.2%	0.0%
Jun-11	1	14	162	8.6%	0.6%
Jul-11	3	7	131	5.3%	2.3%
Aug-11	3	13	145	9.0%	2.1%
Sep-11	4	9	120	7.5%	3.3%
Oct-11	0	5	55	9.1%	0.0%
Nov-11	0	2	63	3.2%	0.0%
Dec-11	0	2	88	2.3%	0.0%
Jan-12	1	4	81	4.9%	1.2%
Feb-12	0	7	81	8.6%	0.0%
Mar-12	0	5	75	6.7%	0.0%
Total	12	77	1,126	6.8%	1.1%

60 Days (2 months)

Evaluated Out Referral Month	Additional Referrals With Disposition of Open New CWS-CMS Case Within 60 Days	Additional Investigated Referrals Within 60 Days	# of <u>Initial</u> Referrals Evaluated Out	% of Initial Evaluated Out Referrals That Had a Subsequent Referral Within 60 Days	% of Evaluated Out Referrals that had a Subsequent Referral Within 60 Days that Resulted In an Open CWS-CMS Case
	May-11	0	14	125	11.20%
Jun-11	1	19	162	11.73%	0.62%
Jul-11	5	12	131	9.16%	3.82%
Aug-11	3	19	145	13.10%	2.07%
Sep-11	6	14	120	11.67%	5.00%
Oct-11	0	8	55	14.55%	0.00%
Nov-11	0	4	63	6.35%	0.00%
Dec-11	0	7	88	7.95%	0.00%
Jan-12	1	4	81	4.94%	1.23%
Feb-12	0	9	81	11.11%	0.00%
Total	16	110	1,051	10.47%	1.52%

90 Days (3 months)

Evaluated Out Referral Month	Additional Referrals With Disposition of Open New CWS-CMS Case Within 90 Days	Additional Investigated Referrals Within 90 Days	# of <u>Initial</u> Referrals Evaluated Out	% of Initial Evaluated Out Referrals That Had a Subsequent Referral Within 90 Days	% of Evaluated Out Referrals that had a Subsequent Referral Within 90 Days that Resulted In an Open CWS-CMS Case
May-11	1	16	125	12.80%	0.80%
Jun-11	2	24	162	14.81%	1.23%
Jul-11	6	17	131	12.98%	4.58%
Aug-11	3	19	145	13.10%	2.07%
Sep-11	6	20	120	16.67%	5.00%
Oct-11	0	9	55	16.36%	0.00%
Nov-11	0	4	63	6.35%	0.00%
Dec-11	0	9	88	10.23%	0.00%
Jan-12	1	5	81	6.17%	1.23%
Total	19	123	970	12.68%	1.96%

120 Days (4 months)

Evaluated Out Referral Month	Additional Referrals With Disposition of Open New CWS-CMS Case Within 120 Days	Additional Investigated Referrals Within 120 Days	# of <u>Initial</u> Referrals Evaluated Out	% of Initial Evaluated Out Referrals That Had a Subsequent Referral Within 120 Days	% of Evaluated Out Referrals that had a Subsequent Referral Within 120 Days that Resulted In an Open CWS-CMS Case
May-11	2	21	125	16.80%	1.60%
Jun-11	2	28	162	17.28%	1.23%
Jul-11	6	22	131	16.79%	4.58%
Aug-11	3	21	145	14.48%	2.07%
Sep-11	6	23	120	19.17%	5.00%
Oct-11	1	13	55	23.64%	1.82%
Nov-11	0	5	63	7.94%	0.00%
Dec-11	0	11	88	12.50%	0.00%
Total	20	144	889	16.20%	2.25%

180 Days (6 months)

Evaluated Out Referral Month	Additional Referrals With Disposition of Open New CWS-CMS Case Within 180 Days	Additional Investigated Referrals Within 180 Days	# of Initial Referrals Evaluated Out	% of Initial Evaluated Out Referrals that had a Subsequent Referral Within 180 Days	% of Evaluated Out Referrals that had a Subsequent Referral Within 180 Days that Resulted In an Open CWS-CMS Case
May-11	3	28	125	22.40%	2.40%
Jun-11	5	35	162	21.60%	3.09%
Jul-11	6	25	131	19.08%	4.58%
Aug-11	3	26	145	17.93%	2.07%
Sep-11	9	27	120	22.50%	7.50%
Oct-11	1	13	55	23.64%	1.82%
Total	27	154	738	20.87%	3.66%

Summary

The percentage of evaluated out referrals in the North Desert Region ranged from 12.3% to 31.8%. In 2011, June, July, August, September and December all had rates higher than 20%. The months with the lower percentage of evaluated out referrals were October 2011 (12.5%), November 2011 (13.3%), May 2011 (18.5%), January 2012 (16.1%), February 2012 (17.7%), March 2012 (13.8%) and April 2012 (12.3%).

There does not appear to be any striking differences between the age and ethnicity of children in the evaluated out referrals from month to month.

The best method to evaluate the evaluated out referrals for additional referrals is the time lag method (e.g. 30 days, 60 days, 90 days or 3 months, 6 months, 9 months, 12 months, etc). The North Desert Region implemented the revised evaluated out response in May 2011. There has not been enough time to measure the referral outcomes by months, therefore the 30, 60, 90 (3 Month), 120 and 180 day (6 month) method was implemented.

- Overall, 6.8% of all evaluated out referrals had an additional investigated referral within 30 days and of those referrals, 1.1% of the referrals resulted in a new CWS-CMS case opened for the family.
- Overall, 9.8% of all evaluated out referrals had an additional investigated referral within 60 days and of those referrals, 1.5% of the referrals resulted in a new CWS-CMS case opened for the family.
- Overall, 12.7% of all evaluated out referrals had an additional investigated referral within 90 days/3 months and of those referrals, 2.0% of the referrals resulted in a new CWS-CMS case opened for the family.
- Overall, 16.2% of all evaluated out referrals had an additional investigated referral within 120 days and of those referrals, 2.3% of the referrals resulted in a new CWS-CMS case opened for the family.

- Overall, 20.9% of all evaluated out referrals had an additional investigated referral within 180 days/6 months and of those referrals, 3.7% of the referrals resulted in a new CWS-CMS case opened for the family.

An alternative way to look at the data is by individual months.

- The May 2011 referrals have had the longest time for additional outcomes to appear (12 months). For May 2011, the average time from the original evaluated out referral and the next investigated referrals was 119 days (3.9 months) with a range of 4 to 340 days (11 months). There were 36 subsequent investigated referrals and of those, 4 referrals resulted in a new CWS-CMS case being opened for the family (5.6% of the May 2011 evaluated out referrals).
- The June 2011 referrals had the second longest time for additional outcomes to appear (11 months). For the evaluated out referrals in June 2011, the average time to a new investigated referral was 108 days (3.5 months) with a range of 5 to 315 days (10 months). There were 46 subsequent investigated referrals and of those, 8 referrals resulted in a new CWS-CMS case being opened for the family (6.5% of the June 2011 evaluated out referrals).
- The July 2011 referrals had the third longest time for additional outcomes to appear (10 months). For the evaluated out referrals in July 2011, the average time to a new investigated referral was 102 days (3.3 months) with a range of 2 to 291 days (9 months). There were 31 subsequent investigated referrals and of those, 6 referrals resulted in a new CWS-CMS case being opened for the family (6.4% of the July 2011 evaluated out referrals).

As stated above, to control for the different time durations, the best method is to look at additional referrals within 30, 60 and 90 day of the original evaluated out referral. Only 12.7% of the referrals had an additional investigated referral at the 90 day (3 month) mark and of those only 2.0% of the referrals had a new CWS-CMS case opened for the family. When the analysis is extended to the 6 month mark (180 days), referrals from May 2011 to October 2011 were examined. Approximately 20.9% of the referrals had an additional investigated referral within 6 months and 3.7% of the referrals had a new CWS-CMS case opened for the family.

However, the outcomes may be different as more time elapses for evaluated out referrals that occurred in the later months. Caveat – the outcomes for children in evaluated out referrals may change as time passes for children in the last three months (November 2011, December 2011 and January 2012). Because of the various time frames, some children have had 12 full months to have an additional referral and other children have had 1 day. Therefore most of the data has been presented by month. A more thorough analysis would be to compare the evaluated out month to a set time period (3 months, 6 months, 12 months, etc).

SAN BERNARDINO COUNTY
CHILDREN AND FAMILY SERVICES

RESOURCE & REFERRAL GUIDE

When a referral is EVO'd, the social worker sends the family a listing of various services available to them in their area of residence. Families are not obligated to utilize the services; however it is a helpful tool in the event that the family finds themselves in need of such services.

Below is a listing of the service categories contained in the **Resource and Referral Guide**.

- 12 step programs
- Alcohol & drug treatments programs
- Children and youth programs
- Counseling Centers
- Domestic Violence Programs
- Food/Clothing/Shelter
- Grandparent Support Groups
- Health Services
- Medical insurance resources for undocumented children
- Housing
- Legal assistance
- Parenting Classes
- Pregnancy services – Teens and Young Adults
- Utilities
- Vital statistic records
- Other miscellaneous resources



CHILDREN AND FAMILY SERVICES

150 SOUTH LENA ROAD SAN BERNARDINO CA 92415-0515

COUNTY OF SAN BERNARDINO
HUMAN SERVICES

DEANNA AVEY - MOTIKEIT
DIRECTOR

- ☐ 150 S. Lena Rd.
San Bernardino, CA 92415
- ☐ 1900 East Main Street
Barstow, CA 92311
- ☐ 412 W. Hospitality Lane
San Bernardino, CA 92415-0913
- ☐ 1300 Bailey Avenue
Needles, CA 92363
- ☐ 9638 7th Street
Rancho Cucamonga, CA 91730
- ☐ 17621 Foothill Blvd.
Fontana, CA 92335
- ☐ 128 Carousel Mall
San Bernardino, CA 92415-0084
- ☐ 1504 S. Gifford Avenue
San Bernardino, CA 92415-0021
- ☐ 15480 Ramona Ave
Victorville, CA 92392
- ☐ 56311 Pima Trail
Yucca Valley, CA 92284
- ☐ 1499 S. Tippecanoe
San Bernardino, CA 92415-0057

TDD – Telephone Services For The Hearing Impaired (909) 252-4703
 TDD – Servicio de Teléfono para Sordos (909) 252-4703
 Child and Adult Abuse Hotline 1 (800) 827-8724
 Línea Directa para Reportar Abuso de Niños y Adultos 1 (800) 827-8724

To: _____ : _____

On _____, a report was received at the San Bernardino County Child and Adult Abuse Hotline. The caller expressed concern about your child(ren) _____ due to possible (neglect/abuse/etc). Please note that the identity of the reporting party is kept confidential.

On _____, we spoke on the telephone and you stated _____. The information contained in the report that was received about your family did not meet criteria for a child welfare assessment and you will receive no further contact from our office about this report. Some reports are cross reported to Law Enforcement and Law Enforcement may contact you.

Children and Family Services is sending this letter to provide you with resource information in case you need it. If you are in need of additional support related to an issue that impacts your children or yourself you may benefit from the information in the attached resource guide. You can self-refer to any of the programs or agencies on the list. Most of them provide services that are free, take insurance, and/or offer sliding scale fees. This is for your information only and you are not required to use any of these services.

I would like to thank you for talking with me. If you need additional help or information, or have questions or concerns about this letter please feel free to contact me at the number below.

Sincerely;

Name _____
 Supervising Social Service Practitioner/ Social Service Practitioner
 Children and Family Services
 North Desert Region
 760-243- _____ Office
 760-243- _____ Fax

GREGORY C. DEVEREAUX
 Chief Executive Officer

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