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February 10, 2026

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From: Alaina Moonves-Leb, Acting Executive Director
Los Angeles County Office of Child Protection

REPORT-BACK ON THE JUNE 10, 2025, BOARD MOTION (AGENDA ITEM 6)— EVOLVING THE OFFICE OF CHILD PROTECTION (OCP) AND REDEFINING THE BOARD PRIORITY AROUND CHILD PROTECTION

On June 10, 2025, the Board of Supervisors adopted a motion authored by Supervisors Horvath and Hahn that directed the Office of Child Protection (OCP) to:

1. Adopt the priority areas identified in the [OCP's December 2024 "Reimagining the Office of Child Protection" Report Back](#) and develop a new Strategic Plan
2. Provide written recommendations on redefining the Board directed priority of Child Protection to include Child and Family Well-Being, based on community stakeholder and lived expertise feedback in a 180-day report back.

On December 15, 2025 the OCP launched their new [2025-2030 Strategic Plan](#) focusing on three priority areas: 1) building community pathways to upstream prevention and promotion supports and services for families; 2) enhancing the Children and Youth System of Care partnership; and, 3) improving behavioral health and health outcomes for children and youth.

This report back focuses on Directive 2 of the *Evolving the OCP and Redefining the Board Priority around Child Protection Motion*. This memo includes a high-level summary of the community and lived expert engagement process, key findings from the listening sessions, and recommendations for Board action, to advance child, youth, and family well-being Countywide. The Engagement Findings Report, Attachment 1 to this memo, includes a detailed analysis and report of the listening sessions.

Summary of Community, Lived Expert, and System Partner Listening Sessions Findings

As part of the June 2025 motion, OCP contracted with Margolis Consulting LLC (Margolis) to plan, conduct, and facilitate a countywide engagement process of community and lived experts.

Engagement Process Overview

Between November and December 2025, Margolis and OCP implemented a countywide process that included the following engagement methods:

- **10 community listening sessions** (5 in-person sessions across all Supervisorial Districts and 5 virtual sessions, including one session for youth with lived experience)
- **3 listening sessions** facilitated solely by OCP staff, with advocates and systems partners
- **1 online survey** distributed to partners and stakeholders including community members, community members with lived experience with the child welfare system, community advocates, service providers, and county staff

OCP and Margolis employed multiple strategies to engage community and lived experts. The listening sessions (both virtual and in-person) were conducted in the late afternoon and early evening hours, to enable community members to attend at the end of their workdays. The Department of Children and Family Services (DCFS) provided interpretation support to all participants who requested it when registering. In-person sessions were held in community rooms at local libraries in each Supervisorial District, with refreshments offered. A set of meeting agreements was shared and agreed upon at each session, including ensuring that participant feedback would be anonymous, and they could share freely. Lastly, attendees with lived expertise in the Los Angeles County child welfare system were compensated for their participation with \$25 gift cards.

In total, **325 individuals participated**, with approximately **39% reporting lived experience** with the Los Angeles County child welfare system. Participants across all sessions included residents, parents and youth with lived experience with the child welfare system, community-based organizations, advocates, service providers, funders, and County staff.

Through this process, participants were asked to share their insights on:

- What it means for children, youth, and families in Los Angeles County to thrive, and how well-being can be recognized or measured

- What supports and conditions are needed to achieve and sustain well-being
- How County departments should work together and with community partners to be more effective and impactful in serving children, youth, and families, and
- What language is respectful, accurate, and strengths-based when describing children, families, and the support they receive

Key Findings

The listening session and survey questions were organized around three core areas of inquiry:

- I. Envisioning the future for children and families in LA County
- II. Role of systems serving children and families: County departments and community-based partners
- III. Language that honors children, families and communities

Across all engagement methods, participants articulated a shared vision:
children thrive when families are stable, supported, and safe enough to seek help early -- without fear of punishment or surveillance.

Below is a list of high-level themes derived from the Engagement Findings Report (see Attachment 1):

1. Family Well-Being Is Prevention in Practice

Participants consistently emphasized what they describe as *family well-being*: stable housing, food security, economic stability, emotional support, and coordinated services. Participants consistently framed these conditions not as supplemental supports, but as the primary means by which harm is prevented and crises are avoided.

2. Access, Not Availability, is the Primary Barrier

Participants reported that many services exist but are difficult to access due to long waitlists, complex eligibility rules, geographic barriers, and fragmented systems. Families described the burden of navigating systems as exhausting and, at times, retraumatizing.

3. Fear of Surveillance Delays Help-Seeking

Fear associated with child welfare systems emerged as one of the most significant barriers to early support. Participants repeatedly stated that **poverty is often conflated with neglect**, and that fear of surveillance or removal causes families to delay seeking help until challenges escalate into crises.

4. Prevention Is Underfunded and Unsustainable

Community members and system partners noted that effective prevention and early-intervention models exist, but are often short-term, underfunded, or the first to be cut during budget constraints. There was strong frustration with repeated pilots and planning efforts without sustained implementation.

5. Child and Family Well-Being Requires Cross-System Coordination

Participants emphasized that no single department can meet family needs alone. Families interact with multiple systems simultaneously, and lack of coordination leads to duplication, gaps, and harm. Participants consistently called for **no-wrong-door access**, shared accountability, and navigation support.

6. Language Matters - and Must Be Paired with Structural Change

There was broad support for moving away from “Child Protection” as a framing, which many associate with fear and punishment. At the same time, participants cautioned that language changes without accompanying policy, funding, and practice changes risk being perceived as symbolic and may undermine community trust.

7. Communities Are Ready for Action

Participants, particularly those with long histories of engagement, expressed that these themes are not new and urged the County to move from listening toward implementation. Continued engagement without visible change was described as contributing to “planning fatigue”.

Recommendations for Redefining the Board Directed Child Protection Priority Area

Based on the key findings from the listening sessions, the OCP respectfully recommends that the Board consider the following recommendations for adoption:

Recommendation 1: Direct OCP to work with the Chief Executive Office and Executive Office to Redefine the Board Directed Priority from “Child Protection” to “Child, Youth, and Family Well-Being” and Direct the OCP to Change its Name to the Office of Child, Youth, and Family Well-Being.

Redefine the Board Directed Priority from Child Protection to **Child, Youth, and Family Well-Being**. The priority language should include both language from the County’s stated mission to protect children, support families, and champion success as well as explicitly reflect community members feedback, that supporting families is the most effective form of prevention. The new priority area should frame prevention, stability, family preservation, and economic and emotional well-being as core child protection

strategies. As community voices noted – “supporting families is how you protect kids” and “if parents are okay, kids are okay.”

If the Board adopts this recommendation, the OCP will work with the Chief Executive Office, and the Executive Office, Board of Supervisors to revise the Board directed priority of Child Protection to Child, Youth, and Family Well-Being.

OCP will also change its name to the Office of Child, Youth, and Family Well-Being to reflect the new priority area. This would include rebranding its new 2025-2030 Strategic Plan, website, and logo. OCP’s 2025–2030 Strategic Plan already reflects this prevention- and well-being-focused approach, allowing for immediate alignment without disruption.

Recommendation 2: Anchor the Child, Youth, and Family Well-Being Priority in Prevention and Upstream Investment

Direct all County departments/initiatives that provide direct services to children, youth and families to operationalize the redefined priority through departmental planning, budget decision-making, and performance alignment. Departments should describe in their departmental workplans or strategic plans how they will:

- Prioritize effective prevention and early-intervention investments when making budgetary decisions, particularly those demonstrated to reduce entries and system involvement for children, youth, and families
- Establish guardrails that stop effective prevention models from being cut without evaluation

Use existing performance measures already tracked by DCFS and other departments to emphasize prevention and stability outcomes (e.g., reduced removals, reduced crisis-driven entry, increased family stability and reunification), rather than system volume.

Community Voice:

“Most families don’t come in until they’re already in crisis.”

“Prevention works when you help people before everything falls apart.”

Recommendation 3: Ensure Language Shifts Are Matched by Countywide Structural Change

Community members and lived experts were clear that changes in language alone are insufficient. Participants consistently cautioned that reframing “Child Protection” without corresponding changes in policy, funding, and practice would be perceived as symbolic rather than meaningful. As one participant stated, “*A rebrand without change just feels fake,*” and another emphasized, “*Show us what’s different.*”

As part of redefining the Board Directed Priority as **Child, Youth, and Family Well-Being**, the Board should **direct** County departments and Initiatives serving children, youth, and families to pair this language shift with **concrete, visible structural changes** that reflect how families experience systems.

To operationalize this direction and avoid duplicative work, the Board should **direct the Office of Child Protection (OCP) to integrate the following structural implementation actions into the Countywide Prevention and Promotion Strategic Plan and direct all relevant County department heads and initiative leads to incorporate these actions into their departmental workplans and strategic plans**, consistent with the Unified Prevention Framework motion.

Community members raised several examples of structural changes they would like to see the County implement, including, but not limited to, the following:

A. Simplify Access to Programs and Reduce System-Induced Harm

- Minimize administrative burden and repeated eligibility requirements that create barriers for families
- Develop shared or universal assessment approaches to reduce repetitive storytelling
- Promote warm handoffs, follow-up, and accountability for referrals
- Ensure families can access help without triggering system entry, particularly for basic needs, mental health, and family support services
- **Improve continuity of care and aftercare**, including clearer transition planning when cases close or services end
- Close the crisis-response gap by investing in humane alternatives, including rapid response and emergency support for:
 - Intimate partner violence
 - Sudden housing loss
 - Behavioral health crises

These approaches should reduce reliance on 911 and punitive pathways when families are seeking help.

Community Voice:

“Don’t just give me a list—walk with me.”

“By the time you get through all the steps, it’s already too late.”

B. Build a Countywide Network of Care

- Establish place-based, cross-department workgroups that align County departments and community partners serving the same geographic areas around shared prevention and family well-being outcomes
- Expand community navigator and cultural broker roles, particularly through trusted community-based organizations, to support access, engagement, and follow-through
- Invest in bidirectional communication and shared infrastructure between County departments and community-based organizations to support coordinated prevention, referrals, and feedback loops
- Align data, planning, and budgets across departments serving the same families
- Streamline overlapping task forces and redirect efforts toward coordinated implementation

Community Voice:

“It shouldn’t matter which door you walk through.”

“Coordination means families don’t fall through the cracks.”

C. Invest in Community Capacity, Workforce Stability, and Trust

- Increase County contract amounts where feasible to reflect the true cost of service delivery, enabling community-based organizations to pay staff a livable wage, reduce turnover, and maintain continuity of trusted relationships with families and fidelity of services
- Support capacity-building for culturally rooted and local community organizations including administrative, fiscal, and workforce supports
- Conduct asset mapping that includes schools, faith-based supports, parks, libraries, and informal networks
- Embed shared decision-making with lived experts, youth, parents, and community leaders into County prevention planning, implementation, and evaluation, including:
 - Compensation for lived expertise
 - Early involvement in design
 - Clear feedback loops demonstrating how input influenced outcomes

Community voice:

“If you’re going to ask us, actually use what we say.”

“Trust lives in neighborhoods, not buildings.”

D. Accountability and Transparency

The Board should **direct OCP to coordinate accountability mechanisms** within the Prevention and Promotion Strategic Plan, including:

- Clear communication with communities about what structural changes are being implemented and on what timeline
- Ongoing engagement of lived experts as partners in implementation and evaluation
- Use of qualitative and quantitative indicators to assess whether families report feeling safer seeking help earlier and experiencing improved access and coordination

This recommendation is intended to be implemented through the Board’s directives to advance a Unified Prevention Framework for Children, Youth, and Families, including the development of a Countywide Prevention and Promotion Strategic Plan currently being led by the Office of Child Protection (OCP). The Unified Prevention Framework motion directs all relevant County department heads and initiative leads to align their departmental workplans with this Prevention and Promotion Strategic Plan.

Given this alignment—and in order to avoid duplicative planning or engagement and reporting—the Board should direct OCP to integrate the Child Protection Priority listening session recommendations related to: (a) simplifying access to programs and reducing system-induced harm; (b) building a countywide network of care; (c) investing in community capacity, workforce stability, and trust; and (d) accountability and transparency, directly into the Prevention and Promotion Strategic Plan. The Board should further direct all relevant County departments and initiative leads to incorporate these recommendations into their own departmental workplans or strategic plans as part of implementing the Prevention and Promotion Strategic Plan. OCP will report on integration of these actions through existing Prevention and Promotion reporting processes.

Recommendation 4: Treat Economic Stability as a Core Child Well-Being Strategy

Listening session participants consistently named economic stress as the root driver of system involvement. Community members noted that “economic stress is what pushes families into crisis” and “when families have food and housing stability, everything else gets easier.”

To operationalize the redefined Child, Youth, and Family Well-Being priority, the Board should **direct OCP and relevant County departments to integrate economic stability strategies into the Prevention and Promotion Strategic Plan and departmental workplans**, rather than treating them as ancillary or separate efforts.

Specifically, the Board should direct:

- **Child, youth and family serving departments** to identify how existing programs and initiatives address economic stress for families they serve and where gaps remain
- **Departments administering housing and homelessness programs**, in coordination with youth- and family-serving departments, to align housing stability efforts as a core prevention strategy for children and families
- **Departments supporting childcare and early learning** to explore ways to expand access to childcare, including **extended-hour childcare** (e.g., early morning, evening, and non-traditional-hour care) to support working families
- **Workforce and economic development partners** to align workforce pathways and livable-wage strategies with family-serving systems
- **Departments and initiatives implementing direct financial assistance or guaranteed income pilots** to coordinate learning and explore expansion where evidence supports prevention and family stability outcomes

Consistent with the Unified Prevention Framework motion, the Board should further **direct** all relevant departments, and initiative leads **to explicitly describe, within their departmental workplans or strategic plans**, how they will **enhance or integrate** existing strategies—or develop new strategies—to address economic stressors for children, youth, and families.

Conclusion

Based on the results of the community, lived-expert, and system partner listening sessions, we respectfully recommend that the Board revise the current Board Directed Priority of Child Protection to Child, Youth, and Family Well-Being, and direct County departments to operationalize this redefined priority through prevention-focused planning and implementation. Specifically, we recommend that the Board direct the Office of Child Protection to integrate the listening session findings and recommendations into the Countywide Prevention and Promotion Strategic Plan, and further direct all relevant County departments and initiative leads to reflect these priorities and structural changes in their departmental workplans and strategic plans. Redefining the Board Directed

Priority in this way, and aligning policy, funding, and practice accordingly, positions Los Angeles County to move from a reactive, crisis-driven system toward a coordinated, prevention-first approach that strengthens families, reduces system-induced harm, and promotes long-term well-being for children, youth, and families across the County.

If you or your staff have any questions, please contact me by email at amoonvesleb@ocp.lacounty.gov.

AML:BL:RM

Attachments

c: Chief Executive Office
Executive Office, Board of Supervisors
Aging and Disabilities
Arts and Culture
Children and Family Services
Commission for Children and Families
County Counsel
County Office of Education
Economic Opportunity
Health Services
Homeless Services and Housing
Mental Health
Parks and Recreation
Probation
Public Health
Public Library
Public Social Services
Youth Commission
Youth Development
First 5 LA

Office of Child Protection
Redefining County Child Protection Priority
Engagement Report

Appendix A - Detailed Findings & Supporting Data

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I. Envisioning the Future for Children & Families in Los Angeles County

Question 1: Vision of Thriving Children and Families

This section provides detailed findings and supporting data related to Question 1 in the main report.

Theme 1: Connection, Belonging & Well-Being

Subtheme: Children and youth have strong relationships and community connections

Participants described thriving children and youth as those who are emotionally supported, connected, and able to fully engage in their environments. For youth to thrive, they need opportunities beyond the ability to simply survive. These opportunities were described by one participant as “**relational wealth**.” Key elements of relational wealth include:

- Strong relationships with parents/caregivers, trusted adults, peers, and community members
- Ability to communicate openly and ask for help
- Lower stress, resulting in stronger emotional and physical health
- Freedom from bullying and fear
- Readiness to learn and engage in school
- Opportunities to enjoy childhood and build hope, not just survive

Subtheme: Neighborhoods are safe, supportive and connected

Safe and connected neighborhoods were identified as essential to well-being and reduced stress for families. Participants described thriving neighborhoods as places where:

- Children can play outside their homes safely
- Families can build relationships with neighbors and community members
- Violence and gang activity do not dominate daily life
- Physical safety supports emotional security and connection

Connected communities were also perceived as important by survey respondents; 36% included “strong relationships and community connections” as a key component of thriving.

Subtheme: Families feel respected, valued, and treated with dignity

Participants emphasized that connection and well-being are undermined when families experience fear, judgment, or trauma in their interactions with systems. Thriving was described as requiring that:

- Families feel safe asking for help
- Parents and caregivers are listened to and believed
- Cultures, lived experiences, and non-traditional family structures are respected

- Caregivers and biological parents are honored, even when children are not in the home
- Parents have safe spaces to connect, share challenges, and support one another

Theme 2: Basic Needs Met

Participants were in agreement that when basic needs are reliably met, families experience reduced stress and greater capacity to focus on mental health, relationships, and long-term goals. The following subthemes describe how basic needs contribute to children and families thriving:

Subtheme: Children live in safe, stable, and affordable homes

Participants emphasized that **housing stability is central to children and families thriving**. Without housing stability, families remain in crisis mode, making it difficult to address mental health needs or plan for the future. Of survey respondents, 72% selected “Children and families live in safe, stable, affordable homes” as a component of thriving. The benefits of stable housing were identified as:

- Stable home environments that support physical and emotional security
- Reduced stress for children and caregivers
- Greater ability for families to maintain routines and stable relationships
- Improved capacity to support children’s emotional well-being and development

Subtheme: Families have resources to meet basic needs

Beyond housing, participants described thriving as requiring consistent access to essential resources, including food, transportation, healthcare, and sufficient income. Over 80% of survey respondents endorsed the option “Families have resources to meet their basic needs (food, income, transportation)” as a component of what they imagine when they think of children and families thriving. One listening session participant referenced [Maslow's hierarchy of needs](#), emphasizing that **higher-level well-being cannot be achieved without first addressing foundational needs such as housing and food security**. When these needs are met, families are better able to move beyond survival and focus on growth and connection. Participants identified the following as critical:

- Reliable access to food and healthcare
- Transportation that enables access to jobs, schools, and services
- Sufficient income and economic opportunity
- Stability that allows families to plan long-term and invest in their children

Subtheme: Families have equitable access to resources

Participants emphasized that equitable access to resources is essential for children, youth and families thriving. **Participants noted the size and complexity of Los Angeles County and the disparities that exist across communities, stressing that families should have access to the**

same quality of services and opportunities regardless of where they live. At the same time, some participants noted that communities already possess resources in the form of strengths, relationships, and resilience, and that investing in these assets is critical to fostering belonging and long-term well-being.

Theme 3: Access To Learning, Healthy Development & Enrichment

Learning and enrichment were viewed as essential to children's well-being, social connection, and ability to grow emotionally, cognitively, and physically. The following subthemes were identified:

Subtheme: Children have access to, and are enrolled in, strong early learning programs and schools

Participants emphasized that thriving begins with access to strong early learning programs and schools that support children's development and readiness to learn; 37% of survey respondents included this access as one of the components of children and families thriving. Key elements include:

- Enrollment in high-quality early learning programs and schools
- Learning environments that support social, emotional, and cognitive growth
- Opportunities to build relationships with peers and trusted adults
- Consistent, supportive settings that promote stability and engagement.

Subtheme: Children have access to arts, culture, and recreation

Cultural, creative, and recreational spaces were also described as places where children feel seen, supported, and engaged, and where families can build relationships with one another. Participants noted that families often rely on these spaces for connection, trust, and emotional well-being.

Participants highlighted the importance of:

- Free or low-cost after-school programs and school-based activities
- Community events and resources that families can access regardless of income
- Structured opportunities for children to explore interests, creativity, and culture, and where the family is "doing activities together."

Theme 4: Strong System of Care

Multiple participants identified a strong, coordinated system of care as critical to children, youth and families thriving. A strong system of care that is trusted by families was described as one that:

- Prioritizes children, youth and families
- Is sufficiently funded, including for prevention-focused support
- Offers reliable and consistent service delivery, where families receive the right services at the right time, experience reduced wait times, and see consistent follow-through across all involved agencies

- Recognizes the interconnected needs of children, caregivers, and households, and provides whole-family support
- Ensures continuity and coordination, particularly during key transitions such as early childhood to school-age and for transitional-age youth (TAY). Participants stressed that families should not experience gaps in support as children age or move between systems.
- Provides specialized attention and approach to certain populations, including caregivers to children with developmental disabilities and those with mental health needs, or caregivers with high levels of stress.

Question 2: How We Know Children, Youth and Families Are Thriving

This section provides detailed findings and supporting data related to Question 2 in the main report.

Participants were asked how we would be able to tell that children and families are thriving in an effort to measure progress toward this goal. Figure 1 displays the frequency with which survey respondents selected certain indicators that children and families are thriving. These results aligned with listening session responses.

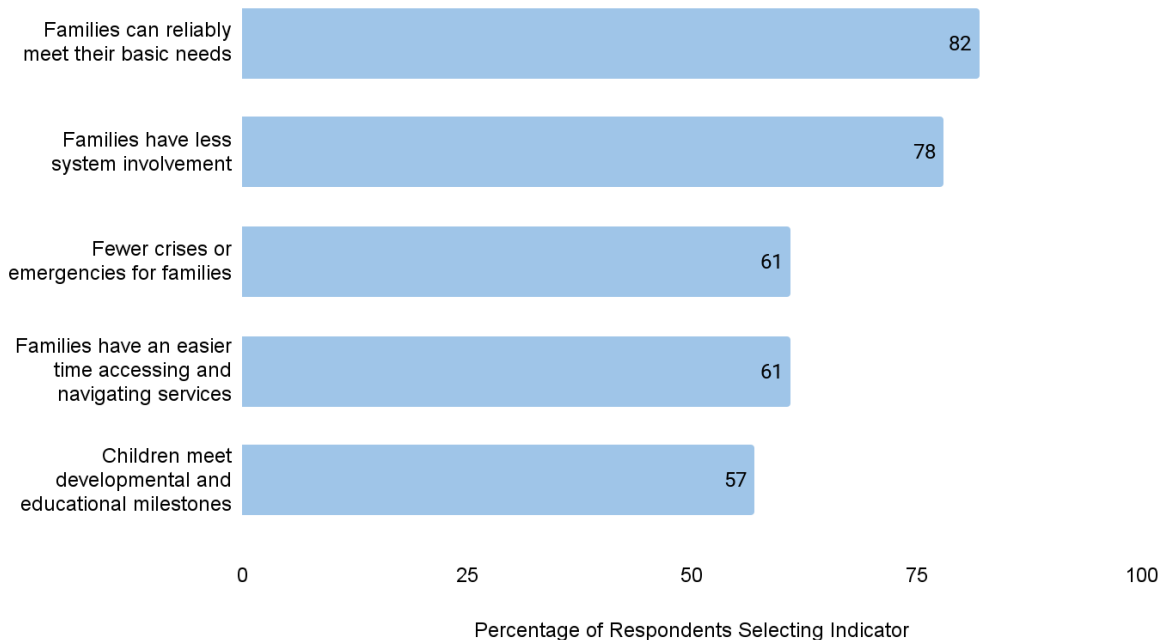


Figure 1. Survey respondents' selections of potential indicators that families are thriving

Theme 1: Increase in number of families that can meet their basic needs and access services and resources

Subtheme: Families have an easier time accessing and navigating needed services

Participants elaborated on this subtheme with the following:

- Families can easily find, access, and navigate needed services
- Reduced service gaps, with continuity and aftercare when cases close
- Faster access to mental health and other critical supports
- Coordinated systems that prevent families from falling through the cracks
- Families know where to go, trust providers, and are not bounced between agencies

Subtheme: Families can reliably meet their basic needs

Participants emphasized the following basic needs:

- Stable, safe housing for children, youth, and families, including those exiting foster care
- Consistent access to food, healthcare, education, and transportation

Subtheme: Fewer crises or emergencies for families

Participants described the impact of fewer crises or emergencies for families as follows:

- Greater “peace in the home”
- Reduced stress and “less survival-mode decision-making”
- Increased ability for families to plan for the future
- Increased parent involvement in the lives of their children

Theme 3: Increased psychological safety of children, youth and families

Participants identified increased psychological safety as a key indicator of thriving, describing it as children, youth, and families feeling respected, heard, and safe to express needs and concerns without fear, and noting that fear of surveillance or child removal delays help-seeking and an escalation of preventable challenges. Subthemes included:

Subtheme: Improved mental health and emotional well-being

Participants described improvements in mental health and reduced isolation for children, youth and parents as a way to measure thriving, including:

- Decreased rates of depression, anxiety, and isolation
- Reduced parent isolation and increased sense of community
- Improved behavior and emotional regulation for children in stable home environments, as evidenced at school and at home
- More children feeling safe to express themselves

Subtheme: Families have positive experiences with services and systems

Participants emphasized that psychological safety increases when families have positive, respectful interactions with systems, noting such conditions as:

- Families feel supported rather than judged
- Families are treated respectfully and are free from racial discrimination
- System partners don’t judge parents and “recognize parents’ protective behaviors rather than labeling them as uncooperative.”

Subtheme: Families experience reduced fear

Psychological safety was also tied to physical safety, community conditions, and child welfare involvement, as measured by:

- More safe school environments where children feel listened to and supported
- Reduced gang activity and violence
- Increased safety for immigrant and undocumented families facing job loss, evictions, and fear due to the current political climate
- Reduced fear of DCFS
 - Participants repeatedly named fear of DCFS taking children away as one of the greatest barriers to families seeking help, citing examples such as:
 - Parents avoiding asking for food, housing, or utility assistance out of fear their children would be removed
 - Children staying silent to “protect” their parents
 - Poverty being misinterpreted as neglect
 - Schools acting as surveillance points rather than support hubs

Theme 4: Increase in children meeting key developmental and educational milestones

Listening session participants noted that when families and children are thriving, they would expect to see more parental involvement in schools, which could support children’s educational development and success. In responses to the online survey, 57% of respondents selected “Children meet developmental and educational milestones” as an indicator that children and families are thriving.

Question 3: Needed Changes or Investments for Children, Youth & Families

This section provides detailed findings and supporting data related to Question 3 in the main report.

Theme 2: Early Intervention & Prevention

Participants emphasized early intervention and prevention as critical to children, youth, and families thriving; 62% of survey respondents selected early intervention programs as a key investment. **Having access to early, supportive, strengths-based services that build family capacity and resilience can keep challenges from escalating, and should be offered prior to the involvement of systems such as child welfare or juvenile justice.** One participant raised a concern about the loss of Mental Health Services Act (MHSA) funding and its impact on early intervention and prevention supports.

Participants also highlighted the importance of:

- Safe spaces and support groups for parents and children, such as Parents Anonymous groups
- Early access to parenting services that are preventive rather than punitive once a child has been removed from the home
- Access to financial assistance, mental health services, and concrete supports without DCFS involvement
- Expansion of home visiting, including proven models like Nurse-Family Partnership

Theme 3: Availability of Key Services & Resources

Survey respondents (64%) indicated that community programs are a valuable investment for the County, and 54% supported County investments in behavioral and mental health. The following subthemes were identified across survey and listening session responses:

Subtheme: Services addressing unmet mental health needs

Participants specifically highlighted the importance of behavioral and mental health services, and identified mental health as one of the greatest unmet needs. It was noted that there is a particular need for mental health services for parents and caregivers, particularly those with developmental disabilities.

Subtheme: Resources supporting basic needs and economic stability

Participants also emphasized that families need support to meet their basic needs and promote economic stability; as noted under Question 1, **economic stability for families is foundational and often all-consuming when unmet.** In other words, families who are economically unstable are also unable to focus on any improvement or advancement for their family members until basic needs are met. This need was also identified by 69% of survey respondents. **Suggested supports**

included: stable housing (56% of survey respondents), food, access to transportation, child care, and financial supports, including guaranteed basic income. One participant also noted that income supports addressing the “benefits cliff” (the sudden and often unexpected decrease in public benefits that can occur with a small increase in earnings.) are needed.

Subtheme: Access to basic needs and resources crucial for parents attempting to reunify with their children

Providing access to basic needs and resources is also crucial for parents attempting to reunify with their children. A participant pointed out that when children are removed from the home, their parents lose access to food and income supports that are linked to custody. The decrease in supports available to them causes these parents to become even more financially unstable, which can prevent them from being able to reunify with their children.

Question 4: Supports and Conditions Needed for Thriving Children, Youth & Families

This section provides detailed findings and supporting data related to Question 4 in the main report.

Theme 3: Social Supports

Participants described social supports as relationship-based and community-centered resources that strengthen families and reduce isolation. These include:

- Strong community spaces such as libraries, parks, and community centers
- Parenting support such as classes, coaching, peer support and home visiting programs
- Sufficient access to early childhood education and childcare
- Community health workers who help families navigate systems, especially those with high-need children
- More services and supports for families who have had a child removed to help them regain stability and work toward reunification
- Neighborhood-based hubs and networks, such as Magnolia Place, so that “systems [are] oriented around neighborhoods rather than bureaucracy.”

II. Role of Systems Serving Children & Families: County Departments & Community-Based Partners

Questions 5 - 8: County Departments & Their Role in Contributing to Children, Youth and Family Well-Being

This section provides detailed findings and supporting data related to Questions 5-8 in the main report.

Survey respondents were asked which County departments they felt were most critical to providing the necessary services and supports for child and family well-being. Their responses aligned with findings from the listening sessions.

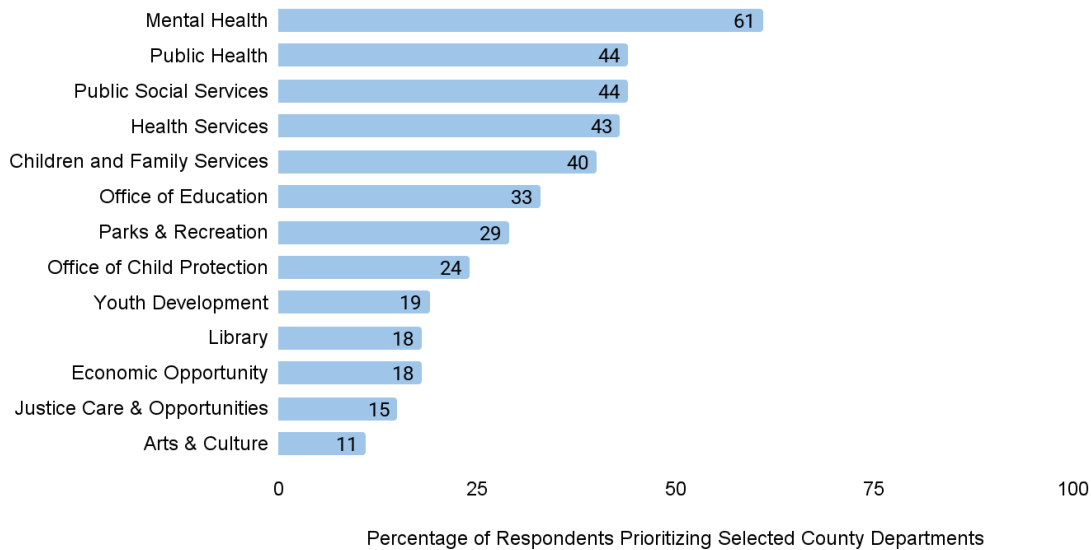


Figure 2. Survey respondents reported that services within the categories of health, human services, and community supports are critical to child and family well-being.

Theme 1: Streamline and Coordinate Services

Key ideas which were supported by both listening session participants and survey respondents included:

- Coordinate services across programs and organizations so families do not fall through the cracks (78% of survey respondents)
- Ensure warm handoffs and continuity of support (72% of survey respondents)

- A suggestion that surfaced at a couple of sessions was to hold more activities and events for families that multiple departments could collaborate around to offer information about available services as well as coordinate service delivery.
- Make services easier for families to access and navigate, including a “no wrong door” approach (Provide easier access: 69% of survey respondents; Provide services in community settings: 61%)
- Improve collaboration and communication between agencies and departments through actions such as:
 - Ensuring departmental decisionmakers understand what other parts of the system are doing
 - Creating liaisons or champions within departments who can represent their department’s work and help facilitate collaboration with other departments
 - Providing cross-training so staff understand each other’s mandates, definitions, and constraints
- Coordinate timelines and requirements across systems so services better align
 - One participant shared an example of misalignment across systems, noting that Medi-Cal funds substance use treatment programs for only three months, while courts require six months of participation in these programs for reunification. This mismatch was described as preventing parents from receiving the full support they need to successfully complete treatment and reunify with their children.
- Reduce paperwork and simplify processes as a way for County departments to collaborate and better serve families. (Half of online survey respondents (50%) identified this as a priority.)

Theme 2: Share Information Across Systems

Subtheme: Ensure continuity of information for system-involved children

Participants cited the challenges of supporting children, particularly those in foster care who are frequently moved, with new caregivers described as often lacking critical background information. There was a desire for community service providers to also be kept informed and “on the same page” with County systems.

Subtheme: Use shared data tools

The following tools were identified during listening sessions and in survey comments:

- A. **Comprehensive Resource Directory:** Some participants noted that **County and community based providers often do not know what resources are available both within the County and communities to refer children, youth and families.** Those with lived experience expressed frustration that they must figure out how to find and navigate those services on their own. Several participants suggested a database that includes a comprehensive list of all available resources that can be accessed by providers and navigators. Some noted that while 211 is intended for this purpose, it is not fully meeting the community's need for updated, comprehensive information.

"Coordination to avoid duplication across initiatives and efforts is essential. For example, numerous agencies/initiatives have resource lists, but most are not regularly updated, there is no vetting of them, and they are hard to access." - Listening Session Participant

- B. **Universal Assessment Tool:** Participants would like to see better communication and information gathering to reduce the burden on families. A common refrain across the listening sessions was that **"families should not have to repeatedly tell their stories to multiple agencies and departments."** Several participants shared that they would like to see departments have access to a "transparent, countywide data-sharing ecosystem" accessible by all departments that shares information about funding, eligibility, and service availability. There was support for a universal assessment tool that could be used across all departments during intake.
- C. **Shared Community Health Record:** Participants suggested the need for a shared community health record with basic information that would be connected to a family or person and could be followed across different systems to "tell a story for a whole person through their developmental phases." Some suggested that CBOs and other systems should be able to access and add information as well, while acknowledging HIPPA and the need for appropriate safeguards.

However, it is important to note that **participants cautioned that data sharing practices must also include a commitment to privacy, data security, and safety for the families involved.** One survey respondent wrote, "Don't let privacy fall by the wayside for the sake of "efficiency" or to reduce paperwork, or consolidate services. It shouldn't be one or the other. Especially [for] mixed status families and with the historical problems with identity theft of children in the system."

Theme 3: Focus on Prevention and Early Intervention

Across listening sessions and survey participants, early intervention and prevention services were identified as a high priority (63% of survey respondents). Key areas of focus raised by listening session participants were:

Subtheme: Use a family-centered approach

A common theme throughout the sessions was a desire for County departments and programs to serve the whole family, rather than just the child and in doing so “meet a family where they are at with authenticity and humanity.” This was emphasized in particular for families involved with DCFS; with participants uplifting the importance of engaging parents and prioritizing family reunification.

Subtheme: Shift resources upstream to prevent crises

Participants characterized prevention and early intervention as underfunded and deprioritized. Key points included:

- Prevention initiatives consistently compete with crisis-driven, “back-end” needs
- Systems intervene after harm has already occurred rather than preventing it
- County should reorient funding toward early, family-centered supports

Subtheme: Strengthen non-law-enforcement crisis response

Participants raised concerns about families relying on 911 and law enforcement during crises, describing these responses as inappropriate and sometimes harmful. **Participants called for expanded Psychiatric Mobile Response Teams (PMRTs), mental health-focused crisis responders, and community-based rapid-response support that is trusted by families.**

Subtheme: Improve transitions and aftercare following system involvement

As it relates to child welfare, participants reported that support often ends abruptly once a DCFS case closes, leaving families without needed assistance during critical transition periods. Participants expressed the need for:

- Planned transitions when cases close
- Ongoing navigation support
- Aftercare that supports stability and prevents re-entry into crisis

Theme 4: Respond to Communities and Families

Participants identified the following suggestions for County systems to build trust, center community voices, and offer shared decision-making opportunities for communities and system-involved families.

- Include community voice in planning and decision making (also endorsed by 64% of survey respondents)
- Provide culturally responsive and trauma-informed services (60% of survey respondents)
- Improve communication with families (43% of survey respondents)

- Employ people with lived experience to inform systems and programmatic decisions and community outreach (e.g., youth advocates, community navigators, etc.)
- Ensure County leadership and staff reflect the population they serve and have a firsthand understanding of family experiences
- Offer more personalized support to individuals and families
- Educate families about how the system works and about available resources
- Make departments more family- and kid-friendly, including kid-friendly environments and engaging children and teens directly

Participants also noted the importance of County partnerships with community-based organizations. Survey responses reflected the same opinions; 61% of respondents suggested that County departments could partner with local organizations to provide services in community settings, and 47% recommended that County departments strengthen their partnerships with community-based organizations (CBOs).

Questions 9 & 10: The Role of Community Partners and How County Departments Can Better Collaborate with Them

This section provides detailed findings and supporting data related to Questions 9 & 10 in the main report.

Similarly to participants at the listening sessions, almost all survey respondents (92%) believed that K-12 schools and districts provide critical supports to children and families; respondents also believed these supports are offered by community-based organizations (76%), Early Childhood Education (ECE) providers (67%), faith-based institutions (50%), and neighborhood or cultural organizations (49%) (see Figure 3).

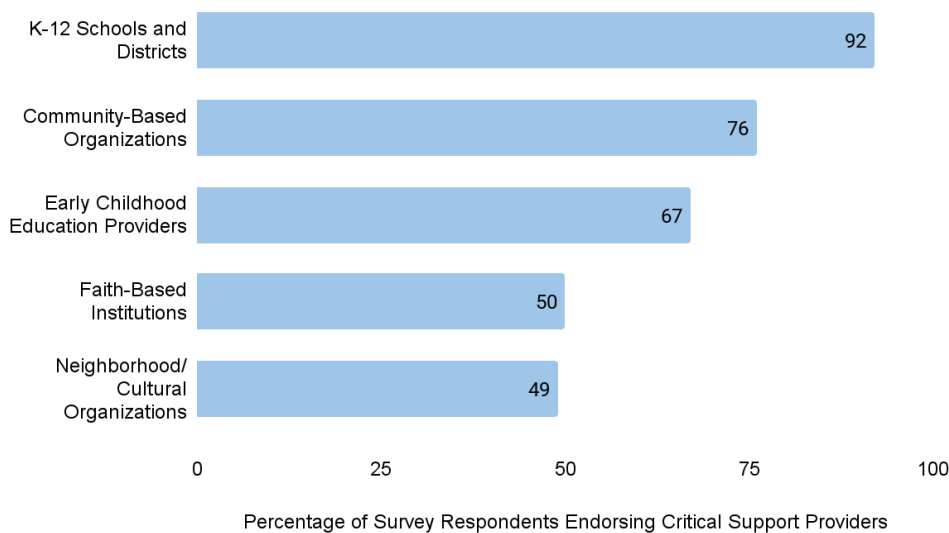


Figure 3. Survey respondents believed that K-12 schools and districts, followed by community-based organizations, were the most likely to provide critical supports to children and families.

Theme 1: Improve Communication and Connection

Subtheme: Information sharing between County and community-based providers so families receive coordinated, consistent support over time

Sharing information between County and community-based providers so families receive coordinated, consistent support over time. In particular, participants emphasized the need for stronger communication and coordination between schools, families, and mental health providers. This theme was repeated in survey responses; 54% of respondents recommended improving communication between County departments and CBOs, while 36% suggested that the County should collaborate with neighborhood organizations that already offer resources to families and children.

Subtheme: Warm handoffs that directly connect families to services

It was noted how critical it is for families to be connected to the next provider, rather than leaving families to navigate referrals on their own. As one participant noted, “Without CBOs to connect parents to supports, you will have parents stuck in the system forever.” Warm handoffs were also endorsed as a strategy by 47% of survey respondents.

Theme 2: Build Capacity for Community Organizations

Listening session participants raised several key points around capacity building for CBOs, including recommendations to improve the County’s contracting process:

- **Expand and diversify contracting and partnerships to include different and smaller, community-based organizations that are trusted and valued within their communities**, recognizing that reliance on the same set of organizations can overlook micro-communities, local relationships, and nuanced community dynamics.
- **Invest in existing community-based services and programs**, building their capacity rather than creating duplicative services and systems.
- **Reduce administrative and regulatory barriers** that make it difficult for CBOs to contract with the County
- **Provide more funding through county contracts, allowing better compensation for CBOs and their staff** and giving them the power to address non-livable wages and support staff mental health
- **Address funding instability**, as CBOs are often forced to chase short-term funding to fulfill their mission, creating burnout and limiting impact

Theme 3: Involve Community in Planning & Decisions

Participants once again underscored how essential it is to include family and community voice in systems planning and decision-making. Of survey respondents, 31% endorsed engaging youth and families in planning and decision-making, and 25% recommended ensuring that services feature increased cultural and language accessibility. A suggestion from the listening sessions was to create whole-child, place-based workgroups that bring diverse partners together (e.g. parks, libraries, schools, public health, etc.) to work together in support of children, youth and families.

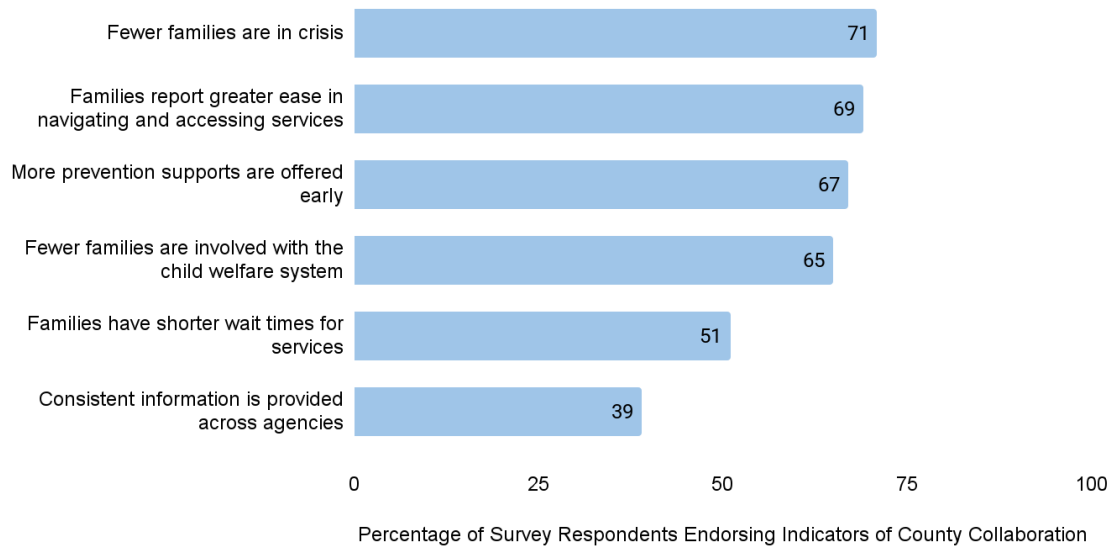


Figure 4. Survey respondents believed better collaboration would lead to fewer families in need of crisis support and child welfare services.

III. Language that Honors Children, Families, and Communities

Question 11: Words or phrases describing children, families and the support they receive that are respectful, accurate, and strengths-based

This section provides detailed findings and supporting data related to Question 11 in the main report.

Theme 1: Concerns with Commonly Used Words & Phrases

Current Word/Phrase	Recommended Reframing
At-Risk Youth	Youth who “need support” or are “experiencing challenges” Youth who have “been put at risk” Youth building resilience in challenging environments
Transition Age Youth	Young People
Foster Youth	Youth experiencing foster care
Vulnerable Families	Families facing systemic barriers Families working towards stability
Broken Families	Families experiencing challenges
“Cases” of individuals involved in kinship care or adoption	All should be universally referred to as “dependents of the court”

Table 4. Listening session & survey respondents recommended reframing of specific words and phrases..

Theme 3: Avoid Labeling Individuals or Families

Key points to avoid labeling individuals or families included:

- Describe what a family or child is experiencing, not as who they are
- Use positive, descriptive verbs (“smart verbs”) instead of labels
- Shift from identity-based labels to situational descriptions (e.g., “child experiencing foster care”)
- Avoid referring to children or parents as “cases”
- Use people-centered language such as “young people” rather than system-driven terms

Theme 4: Focus on Family, and Center Parents

Key points to focus on families and center parents included:

- Use human-centered language that recognizes the whole family
- Focus on safety and stability for all families, not just children
- Center parents and caregivers in language and practice
- Use the word “parent” intentionally so parents feel seen and heard
- Use language that positions families as central decision-makers, not passive recipients of services

Appendix B:
Child Protection Priority Event Flyer



Share Your Voice:

What Does Child and Family Well-Being Mean in LA County?

The Office of Child Protection (OCP) is gathering input to **redefine** the County's "Child Protection Priority" to incorporate a broader **child and family well-being** framework. Join a 90-minute conversation and help shape what LA County measures and prioritizes for child and family well-being.



What To Expect

- Brief welcome and purpose
- Share ideas on what child and family well-being means for you and your community, how we can improve services, and measure impact
- Small group conversation
- Light refreshments provided

How to Participate

• Attend a Session

5 in-person sessions, one in each Supervisorial District (SD), as well as 5 virtual sessions, including a session specifically for youth and young adults.

• Access and Support

- Accessibility and language supports by request via RSVP.
- **Gift cards** available for **community members with lived experience** as a thank you for sharing your expertise (while supplies last).

In-Person Sessions

Virtual Sessions

- | | |
|--|------------------------------------|
| • SD 1: Dec. 1 st , 4:30–6PM
Los Angeles, 90020 | • Nov. 12 th , 4:30–6PM |
| • SD 2: Dec. 3 rd , 4:30–6PM
Carson, 90745 | • Nov. 18 th , 4:30–6PM |
| • SD 3: Dec. 2 nd , 5:30–7PM
San Fernando, 91340 | • Dec. 11 th , 4:30–6PM |
| • SD 4: Dec. 17 th , 5–6:30PM
Norwalk, 90640 | • Dec. 16 th , 4:30–6PM |
| • SD 5: Dec. 15 th , 5–6:30PM
Lancaster, 93534 | • Dec. 18 th , 4:30–6PM |

REGISTER HERE:



<https://bit.ly/476pKSV>

Materials and survey will be shared after the sessions. Listening session findings will inform OCP's recommendations to the LA County Board of Supervisors.

Appendix C:

Systems Graphic

COUNTY HEALTH

- Public Health
- Health Services
- Mental Health

COUNTY PUBLIC SAFETY & JUSTICE

- District Attorney
- Sheriff
- Probation
- Public Defender
- Fire Department
- Justice Care & Opportunities

COUNTY COMMUNITY SUPPORTS

- Animal Care & Control
- Arts & Culture
- Beaches & Harbor
- Library
- Museums (Art, Natural History)
- Parks & Recreation

COUNTY OPERATIONS & GOVERNANCE

- Board of Supervisors
- Auditor-Controller
- HR, Treasurer, Registrar
- Board Advisory Committees & Commissions
- Countywide Equity Oversight Cmte
- Office of Child Protection

THRIVING CHILDREN, YOUTH & FAMILIES

COUNTY HUMAN SERVICES

- Aging & Disabilities
- Children & Family Services (DCFS)
- Public Social Services (DPSS)
- Child Support Services
- Office of Education
- Youth Development
- Military & Veterans Affairs

COUNTY ECONOMIC SUPPORTS

- Economic Opportunity
- Consumer & Business Affairs
- Public Works
- Regional Planning
- LA County Development Authority

COMMUNITY ORGANIZATIONS/INSTITUTIONS

- K-12 Schools & Districts
- Early Care & Education Providers
- Community-Based Organizations
- Faith-Based Institutions
- Neighborhood & Cultural Organizations
- Hospitals and Clinics
- Philanthropy
- Local Businesses

CITIES (88)

Appendix D: Survey Instrument

Los Angeles County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

This survey takes about 5 to 7 minutes and asks about what children and families in your community need to be safe and well.

Introduction

Los Angeles County wants to hear directly from community members and people with lived experience to help improve how the County supports children, youth, and families. The Office of Child Protection (OCP) is gathering feedback through this survey to better understand what children and families need to be safe, healthy, and able to thrive.

Your responses will help OCP develop recommendations for how the County should support child and family well-being in the future. These recommendations will guide how the County updates and redefines its current “Child Protection” priority so that it reflects a broader focus on child, youth, and family well-being. The information collected in this survey—along with input from listening sessions across the County—will be used to identify what is working, what needs to change, and how County departments can better coordinate services, strengthen prevention efforts, and support families before problems become crises.

All responses are anonymous, and your honest feedback will directly shape the County’s future policies, planning, and investments related to children and families. Thank you for taking the time to share your experiences and ideas. Your voice is essential to this work.

Envisioning the Future for Children & Families in Los Angeles County

Take a moment to imagine a future where all children and families in LA County are thriving and doing well. Think about this future and try to develop a clear picture in your mind.

- 1. When you think about children and families in LA County really thriving and doing well, what does that look or feel like to you?** *(Please read through the list and choose up to 4 options that best match your vision.)*
 - Children and families live in safe, stable, affordable homes
 - Families can easily access the health care and mental health care they need

- Children have access to, and are enrolled in, strong early learning programs and schools
- Families have resources to meet their basic needs (food, income, transportation)
- Neighborhoods are safe, supportive and connected
- Children and youth have strong relationships and community connections
- Families feel respected, valued, and treated with dignity
- Families require fewer interactions with County services, such as child welfare or probation, because their needs are met earlier
- Other (please specify): _____

2. How would we be able to tell that children and families are thriving?

(Please read through the list and choose up to 4 options that best match your vision.)

- Fewer crises or emergencies for families
- Children meet developmental and educational milestones
- Families have an easier time accessing and navigating services they need
- Families can reliably meet their basic needs
- Families have positive experiences with the services they receive
- Families have less system involvement (child welfare, foster care, justice system)
- Other (please specify): _____

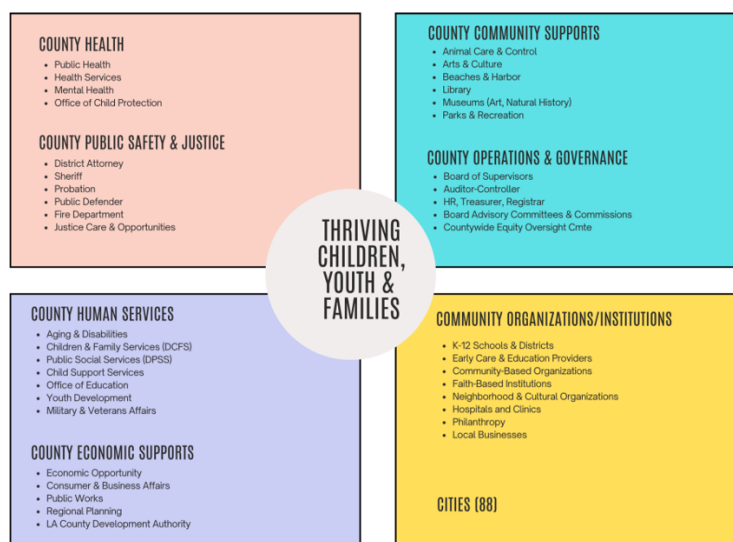
3. What changes or investments would make the biggest difference in helping children and families thrive? *(Please read through the list and choose up to 4 options that best match your vision.)*

- More programs and services are available close to home (including schools, parks, community organizations, etc.)
- Better access to behavioral health/ mental health services
- Better access to affordable health care
- More help with basic needs (housing, food, transportation, child care, financial support)
- More services that are culturally responsive and language-accessible
- More early intervention or prevention support before families reach a crisis
- More affordable, stable housing options
- Other (please specify): _____

4. **Which supports would help families the most? [Note: Supports can include programs, services, or people that directly help children and families.]**
(Please read through the list and choose up to 4 options that best match your vision.)

- Parenting support (classes, home visiting, etc.)
- Legal aid
- Mental or behavioral health services
- Physical health and wellness services
- Support for people experiencing Domestic Violence/ Intimate Partner Violence
- Early childhood education or child care
- Youth development or after-school programs
- Workforce development, job education, and training
- Financial or economic support
- Strong community spaces (libraries, parks, community centers, etc.)
- Other (please specify): _____

County Departments & Community-Based Providers



The system of departments and providers in Los Angeles County is a set of interconnected people, organizations, policies, services, and practices that together shape how children and families experience support in their daily lives. This includes County departments and service providers, and it also includes the community institutions, relationships, and people that influence the lives of children and families. This visual shows many of the County departments, agencies, and community institutions that play a role in supporting children and families. While some services,

organizations, and resources may not be represented in this visual, please feel free to include them in your responses below.

5. Which LA County services or departments do you feel are most critical to providing the necessary services and supports for child and family wellbeing? (Please select up to 5 options that feel most important to you.)

County Health

Public Health
Health Services
Mental Health
Office of Child Protection

County Public Safety and Justice

District Attorney
Sheriff
Probation
Public Defender
Fire Department
Justice Care & Opportunities

County Community Supports

Animal Care & Control
Arts & Culture
Beaches & Harbor
Library
Museums (Art, Natural History)
Parks & Recreation

County Operations & Governance

Board of Supervisors
Auditor-Controller
HR, Treasurer, Registrar
Board Advisory Committees & Commissions
Countywide Equity Oversight Committee

County Human Services

Aging & Disabilities
Children and Family Services (DCFS)
Public Social Services (DPSS)
Child Support Services
Office of Education

Youth Development
Military & Veterans Affairs

County Economic Supports

Economic Opportunity
Consumer & Business Affairs
Public Works
Regional Planning
LA County Development Authority

6. **What do you most want County departments to do differently to make sure the supports you identified are in place for children and families?** (Please read through the list and choose up to 4 options that best match your vision.)

- Coordinate services across programs and organizations so families do not fall through the cracks
- Make services easier to access and navigate
- Reduce paperwork and simplify processes
- Provide culturally responsive and trauma-informed services
- Offer more early intervention (help before a crisis occurs) and prevention supports
- Strengthen partnerships with community-based organizations
- Other (please specify): _____

7. **How would you like to see County departments work differently together to serve children and families?** (Please read through the list and choose up to 4 options that best match your vision.)

- Share responsibility across systems instead of working in silos (separately)
- Ensure warm handoffs (direct connections to the next provider) and continuity of support
- Provide services located together in community settings
- Improve communication with families
- Use shared data tools where appropriate (for example, sharing intake data to reduce the number of forms required)
- Include community voice in planning and decision making
- Other (please specify): _____

8. **At the end of the day, how would you know that County departments are working better together to support child and family well-being?** (Please read through the list and choose up to 4 options that best match your vision.)

- Families have shorter wait times for services
- Families report greater ease in navigating and accessing services
- Fewer families are in crisis
- More prevention supports are offered early
- Consistent information is provided across agencies
- Fewer families are involved with the child welfare system
- Other (please specify): _____

9. **In addition to County departments, what other organizations or institutions do you think play a critical role in providing these necessary supports to children and families?** *(Please select up to 4 options that feel most important to you.)*

K-12 Schools & Districts

Early Care & Education Providers

Community-Based Organizations

Faith-Based Institutions

Neighborhood & Cultural Organizations

Hospitals and Clinics

Philanthropy

Local Businesses

City Departments

Other (please specify): _____

10. How would you like to see the County work better together with these organizations or institutions to help children and families thrive? *(Please read through the list and choose up to 4 options that best match your vision.)*

- Improve communication between County departments and community organizations
- Create warm handoffs so families are directly connected to the next provider
- Share information so providers can offer more consistent support
- Co-locate or bundle services, to offer multiple services in the same community settings (schools, clinics, libraries, etc.)
- Provide clear, simple, and consistent information about programs and how to get help
- Ensure services are culturally responsive and language-accessible
- Support organizations with funding, training, and capacity-building
- Engage youth and families directly in planning and decision-making
- Engage neighborhood leadership (political, religious, social) directly in planning and decision-making
- Collaborate with neighborhood organizations who already offer resources
- Other (please specify): _____

Language that Honors Children, Families & Communities

Words shape how we see and treat children and families. Please share your thoughts on what language feels best when describing children, families, and the supports they need.

11. What words or ways of describing children and families and the supports they need feel respectful, accurate, and focused on strengths? For example, instead of describing families as being “at risk,” the County might describe them as “facing barriers”.

[Open-ended]

12. Please share any other thoughts or comments on how LA County can improve its commitment to the wellbeing of children and families.

[Open ended]

Demographics and Basic Information

Our survey is almost complete! Please share some basic information about yourself to help us understand your background and experiences.

13. What is your age range?

☐ 18 to 25

☐ 26 to 35

☐ 36 to 45

☐ 46 to 55

☐ 56 to 65

☐ 66 or older

14. What is your race? (Please select all that apply.)

☐ Hispanic

☐ Black

☐ White

☐ Asian

☐ American Indian

☐ Pacific Islander

☐ Alaska Native

☐ Other (please specify): _____

15. Are you currently pregnant or parenting?

☐ Yes

☐ No

16. If you currently act as a caregiver for children, what is your role? (Please select all that apply.)

☐ Biological parent (no custody)

- ☐ Biological parent (partial custody)
- ☐ Biological parent (full custody)
- ☐ Grandparent (partial custody)
- ☐ Grandparent (full custody)
- ☐ Foster parent (partial custody)
- ☐ Foster parent (full custody)
- ☐ Kin caregiver (partial custody)
- ☐ Kin caregiver (full custody)
- ☐ I do not currently act as a caregiver for children
- ☐ Other (please specify): _____

17. What Los Angeles County Supervisorial District do you live in?



- District 1 – Hilda L. Solis
- District 2 – Holly J. Mitchell
- District 3 – Lindsey P. Horvath
- District 4 – Janice Hahn
- District 5 – Kathryn Barger

- I don't know
- None of the above

18. What is your zip code? _____

19. Indicate all ways in which you have interacted with the child welfare system in Los Angeles County:

___ As a child, teenager, or youth

___ As a parent or caregiver

___ As a nonprofit or community-based organizational staff member or volunteer

___ As a government employee or contractor

___ I have never interacted with the child welfare system in LA County

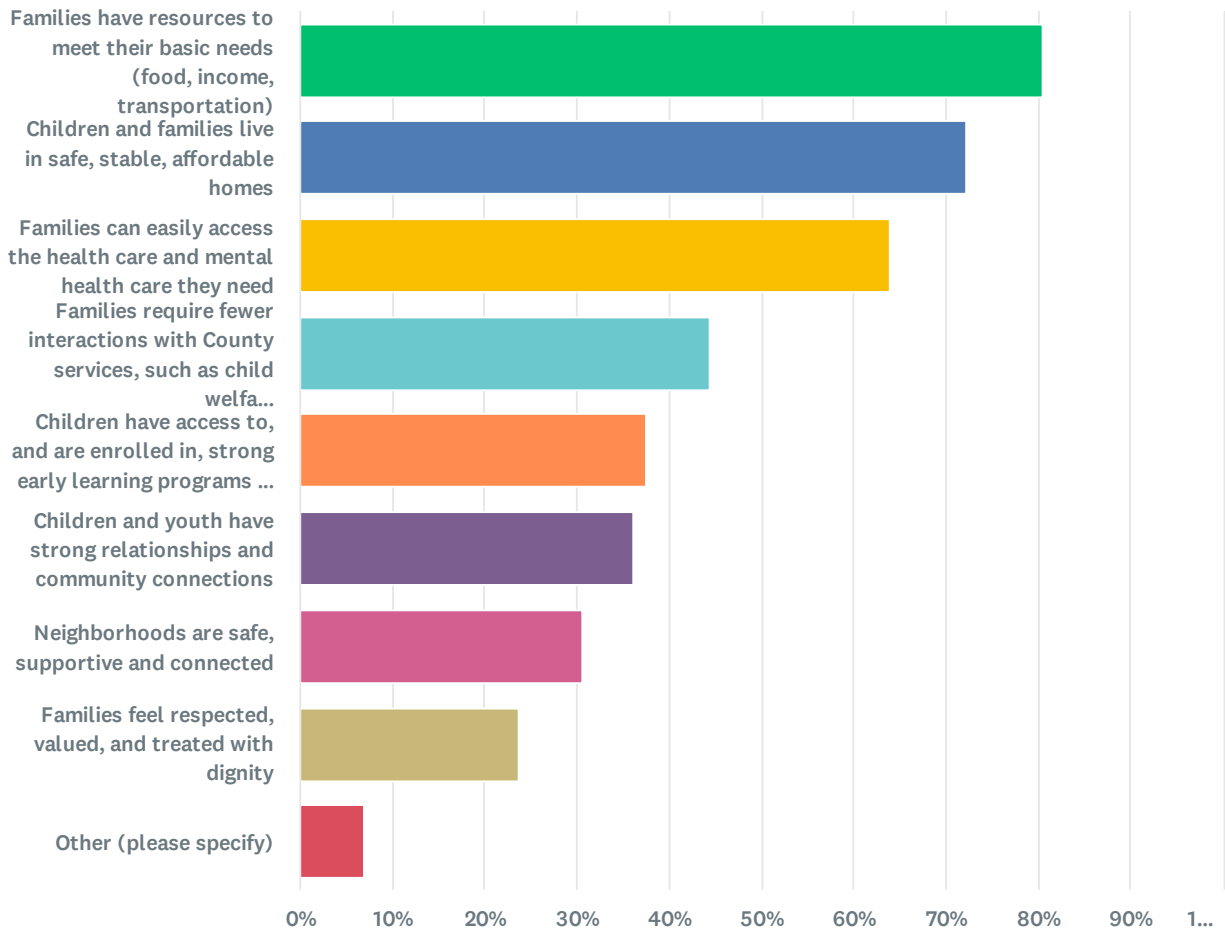
Thank you for taking the time and effort to share your experiences and recommendations with the Los Angeles County Office of Child Protection. We truly appreciate your feedback!

Appendix E:

Survey Findings

Q1 When you think about children and families in LA County really thriving and doing well, what does that look or feel like to you? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



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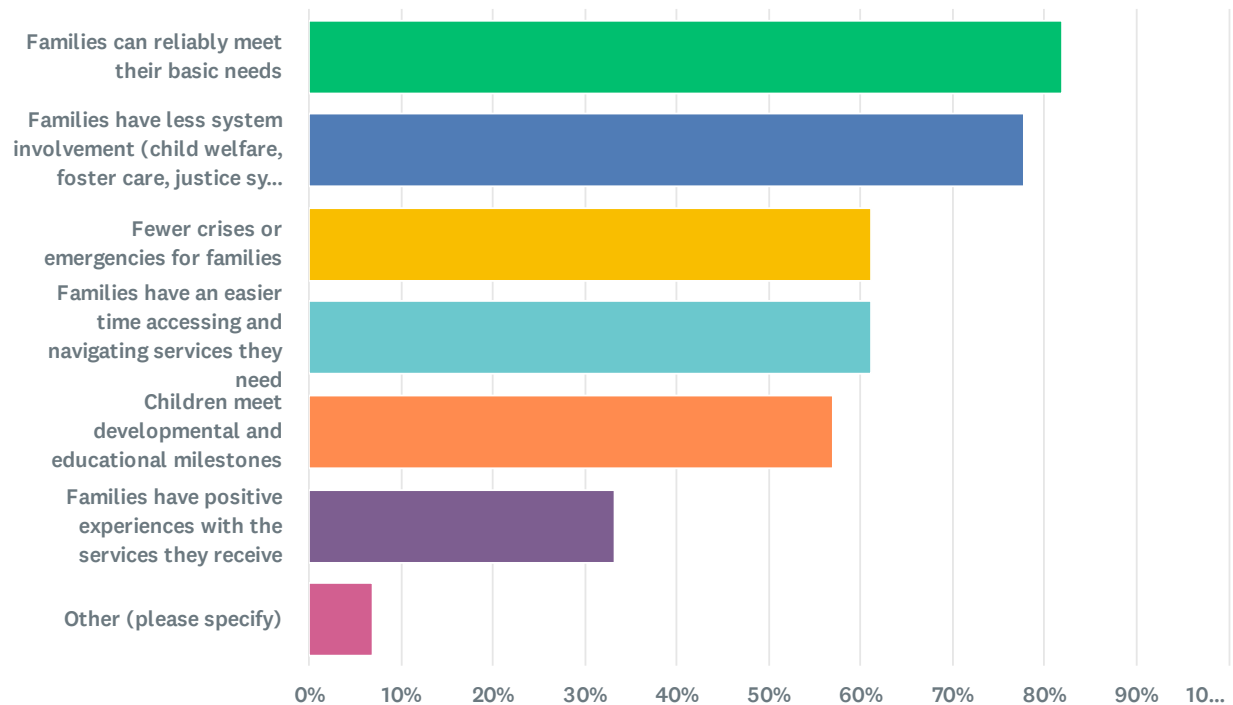
Answer Choices ↓	Percentage ↓	Responses ↓	
● Families have resources to meet their basic needs (food, income, transportation)	80.56%	58	...
● Children and families live in safe, stable, affordable homes	72.22%	52	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 Families can easily access the health care and mental health care they need	63.89%	46	...
 Families require fewer interactions with County services, such as child welfare or probation, because their needs are met earlier	44.44%	32	...
 Children have access to, and are enrolled in, strong early learning programs and schools	37.50%	27	...
 Children and youth have strong relationships and community connections	36.11%	26	...
 Neighborhoods are safe, supportive and connected	30.56%	22	...
 Families feel respected, valued, and treated with dignity	23.61%	17	...
 Other (please specify) Show responses	6.94%	5	...
Total		72	

Q2 How would we be able to tell that children and families are thriving? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



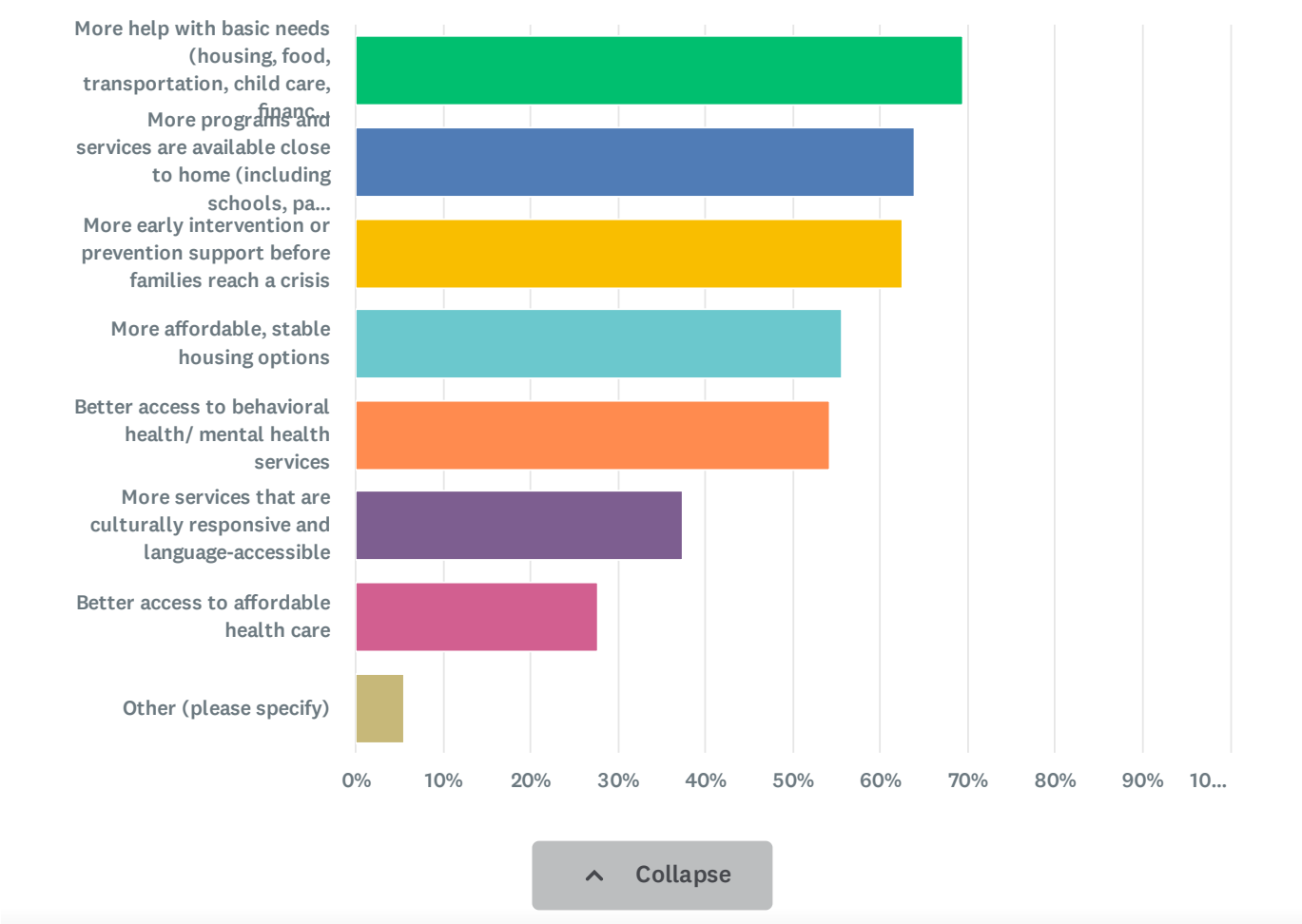
Answer Choices ↓	Percentage ↓	Responses ↓	
● Families can reliably meet their basic needs	81.94%	59	...
● Families have less system involvement (child welfare, foster care, justice system)	77.78%	56	...
● Fewer crises or emergencies for families	61.11%	44	...
● Families have an easier time accessing and navigating services they need	61.11%	44	...
● Children meet developmental and educational milestones	56.94%	41	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
● Families have positive experiences with the services they receive	33.33%	24	...
● Other (please specify) Show responses	6.94%	5	...
Total		72	

Q3 What changes or investments would make the biggest difference in helping children and families thrive? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



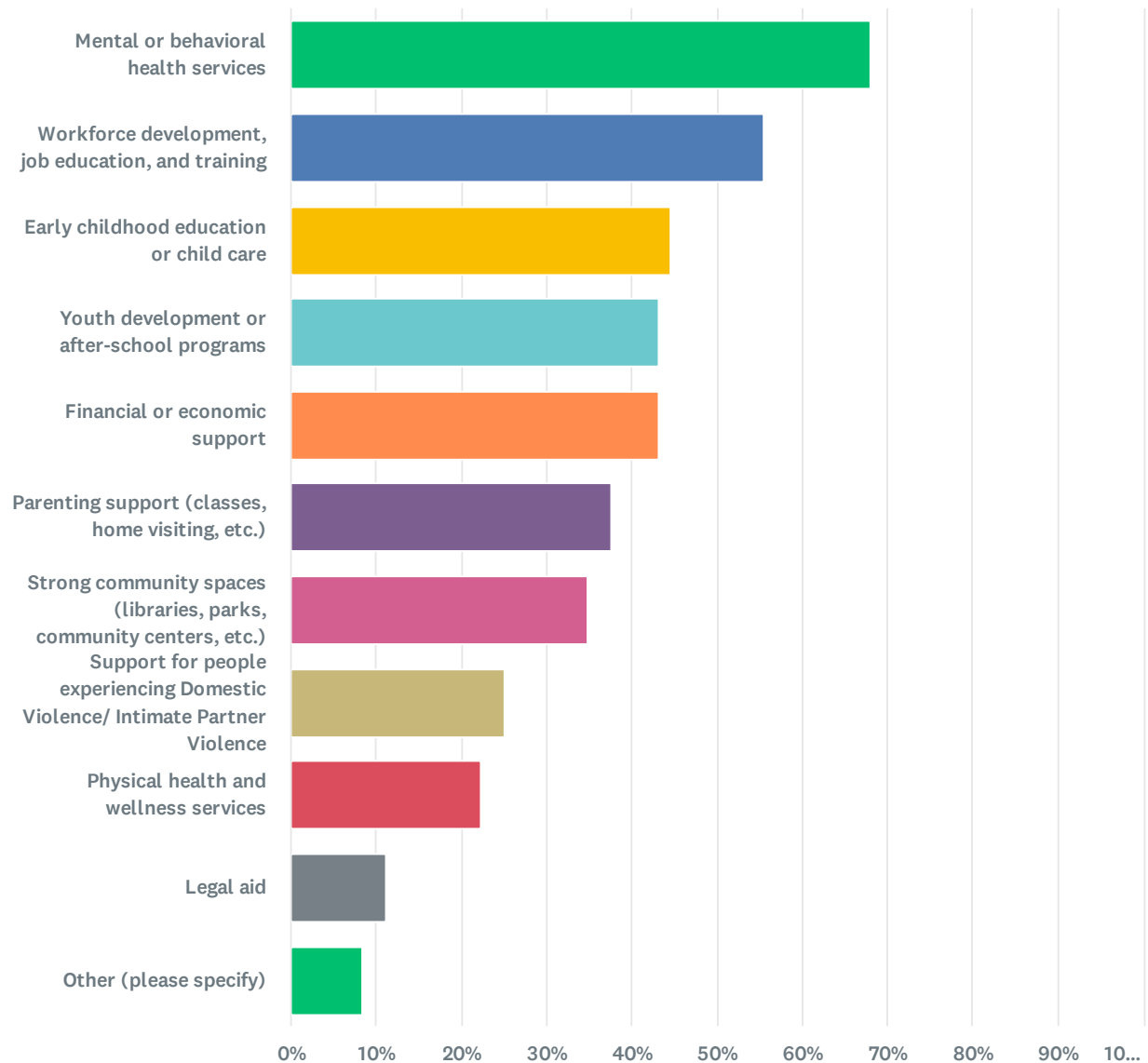
Answer Choices ↓	Percentage ↓	Responses ↓	
More help with basic needs (housing, food, transportation, child care, financial support)	69.44%	50	...
More programs and services are available close to home (including schools, parks, community organizations, etc.)	63.89%	46	...
More early intervention or prevention support before families reach a crisis	62.50%	45	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 More affordable, stable housing options	55.56%	40	...
 Better access to behavioral health/ mental health services	54.17%	39	...
 More services that are culturally responsive and language-accessible	37.50%	27	...
 Better access to affordable health care	27.78%	20	...
 Other (please specify) Show responses	5.56%	4	...
Total		72	

Q4 Which supports would help families the most? [Note: Supports can include programs, services, or people that directly help children and families.] (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



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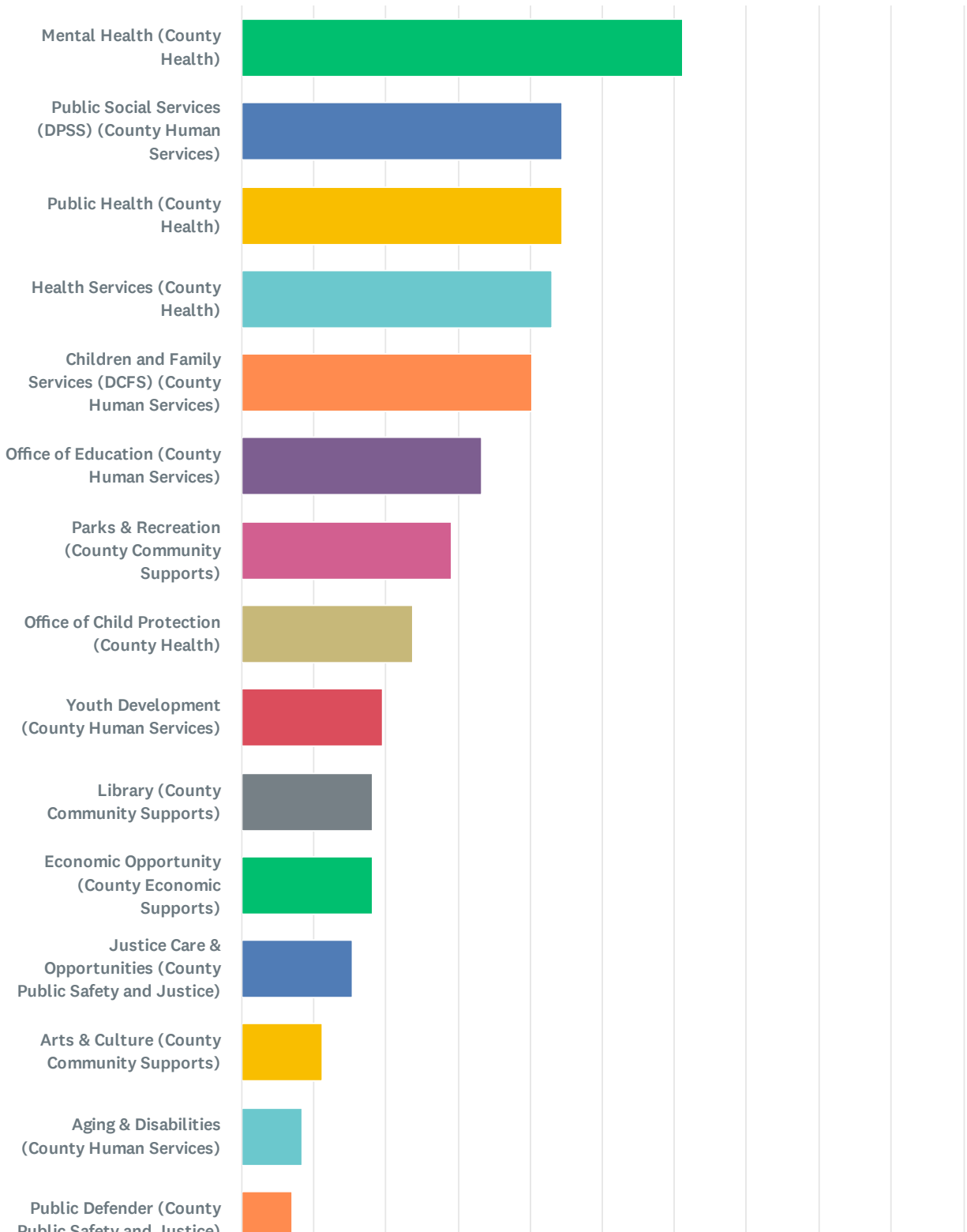
Answer Choices ↓	Percentage ↓	Responses ↓
Total		72

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

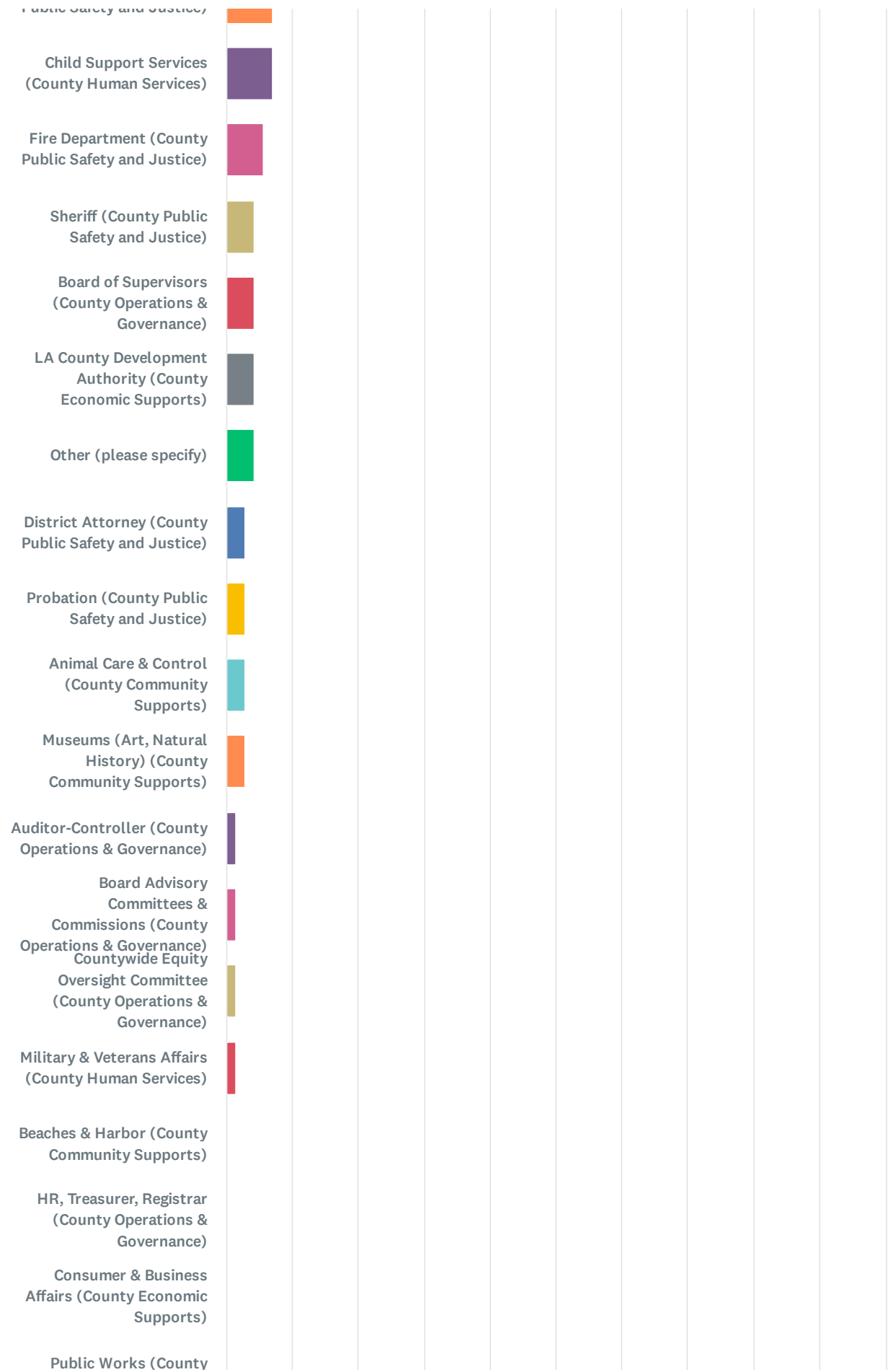
Answer Choices ↓	Percentage ↓	Responses ↓	
 Mental or behavioral health services	68.06%	49	...
 Workforce development, job education, and training	55.56%	40	...
 Early childhood education or child care	44.44%	32	...
 Youth development or after-school programs	43.06%	31	...
 Financial or economic support	43.06%	31	...
 Parenting support (classes, home visiting, etc.)	37.50%	27	...
 Strong community spaces (libraries, parks, community centers, etc.)	34.72%	25	...
 Support for people experiencing Domestic Violence/ Intimate Partner Violence	25.00%	18	...
 Physical health and wellness services	22.22%	16	...
 Legal aid	11.11%	8	...
 Other (please specify) Show responses	8.33%	6	...
Total		72	

Q5 Which LA County services or departments do you feel are most critical to providing the necessary services and supports for child and family wellbeing? (Please select up to 5 options that feel most important to you.)

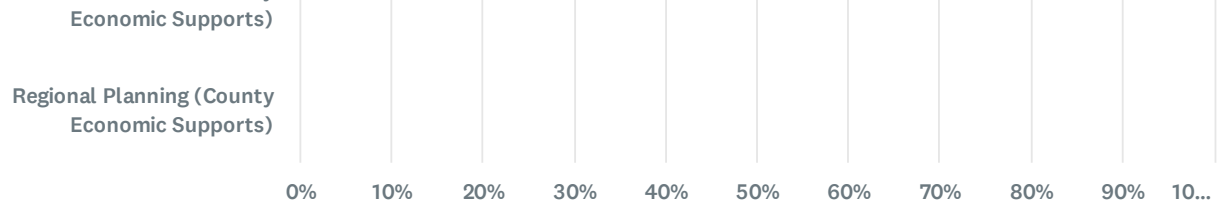
Answered: 72 Skipped: 0



LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County



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Answer Choices ↓	Percentage ↓	Responses ↓	
 Mental Health (County Health)	61.11%	44	...
 Public Social Services (DPSS) (County Human Services)	44.44%	32	...
 Public Health (County Health)	44.44%	32	...
 Health Services (County Health)	43.06%	31	...
 Children and Family Services (DCFS) (County Human Services)	40.28%	29	...
 Office of Education (County Human Services)	33.33%	24	...
 Parks & Recreation (County Community Supports)	29.17%	21	...
 Office of Child Protection (County Health)	23.61%	17	...
 Youth Development (County Human Services)	19.44%	14	...
 Library (County Community Supports)	18.06%	13	...
 Economic Opportunity (County Economic Supports)	18.06%	13	...
 Justice Care & Opportunities (County Public Safety and Justice)	15.28%	11	...
 Arts & Culture (County Community Supports)	11.11%	8	...
 Aging & Disabilities (County Human Services)	8.33%	6	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

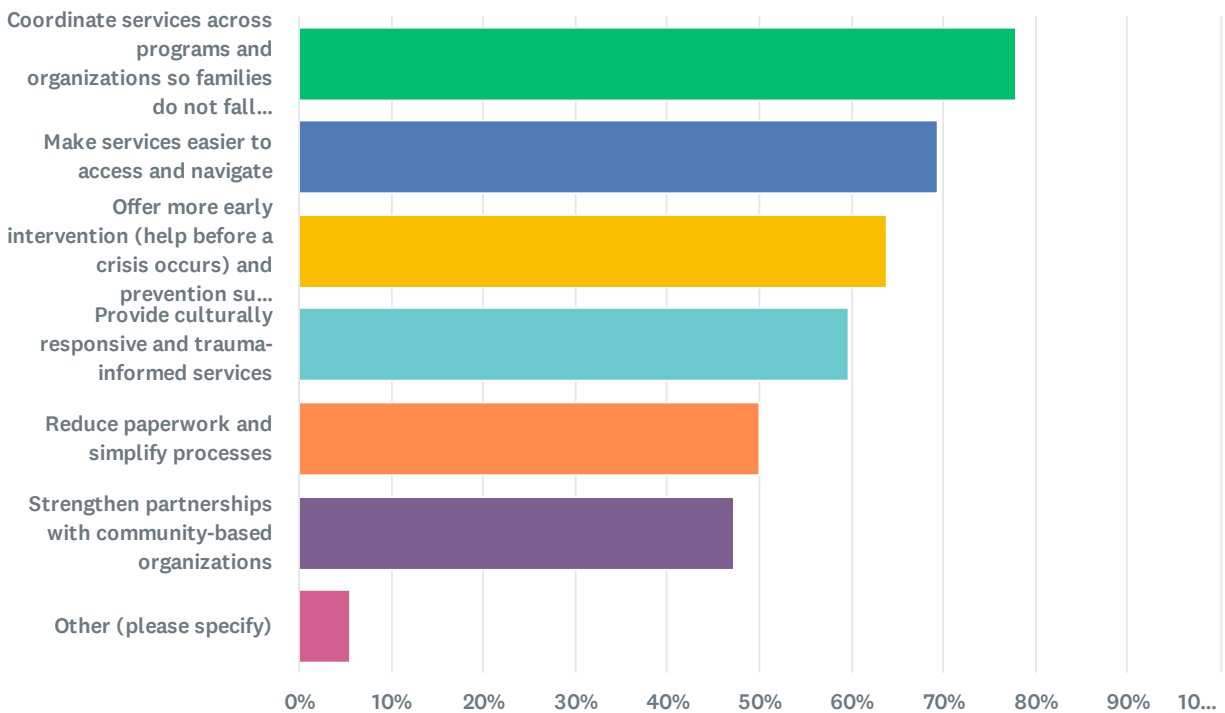
Answer Choices ↓	Percentage ↓	Responses ↓	
 Public Defender (County Public Safety and Justice)	6.94%	5	...
 Child Support Services (County Human Services)	6.94%	5	...
 Fire Department (County Public Safety and Justice)	5.56%	4	...
 Sheriff (County Public Safety and Justice)	4.17%	3	...
 Board of Supervisors (County Operations & Governance)	4.17%	3	...
 LA County Development Authority (County Economic Supports)	4.17%	3	...
 Other (please specify) Show responses	4.17%	3	...
 District Attorney (County Public Safety and Justice)	2.78%	2	...
 Probation (County Public Safety and Justice)	2.78%	2	...
 Animal Care & Control (County Community Supports)	2.78%	2	...
 Museums (Art, Natural History) (County Community Supports)	2.78%	2	...
 Auditor-Controller (County Operations & Governance)	1.39%	1	...
 Board Advisory Committees & Commissions (County Operations & Governance)	1.39%	1	...
 Countywide Equity Oversight Committee (County Operations & Governance)	1.39%	1	...
 Military & Veterans Affairs (County Human Services)	1.39%	1	...
 Beaches & Harbor (County Community Supports)	0%	0	...
 HR, Treasurer, Registrar (County Operations & Governance)	0%	0	...
 Consumer & Business Affairs (County Economic Supports)	0%	0	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 Public Works (County Economic Supports)	0%	0	...
 Regional Planning (County Economic Supports)	0%	0	...
Total		72	

Q6 What do you most want County departments to do differently to make sure the supports you identified are in place for children and families? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



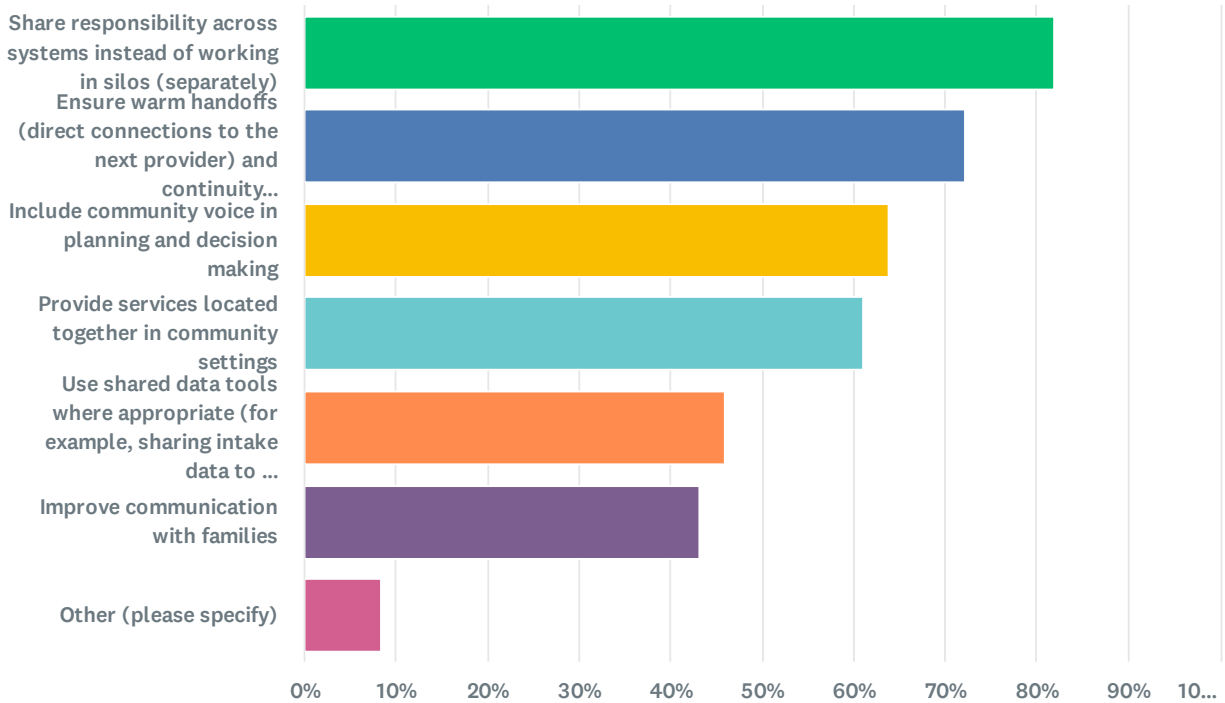
Answer Choices ↓	Percentage ↓	Responses ↓	
● Coordinate services across programs and organizations so families do not fall through the cracks	77.78%	56	...
● Make services easier to access and navigate	69.44%	50	...
● Offer more early intervention (help before a crisis occurs) and prevention supports	63.89%	46	...
● Provide culturally responsive and trauma-informed services	59.72%	43	...
● Reduce paperwork and simplify processes	50.00%	36	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 Strengthen partnerships with community-based organizations	47.22%	34	...
 Other (please specify) Show responses	5.56%	4	...
Total		72	

Q7 How would you like to see County departments work differently together to serve children and families? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



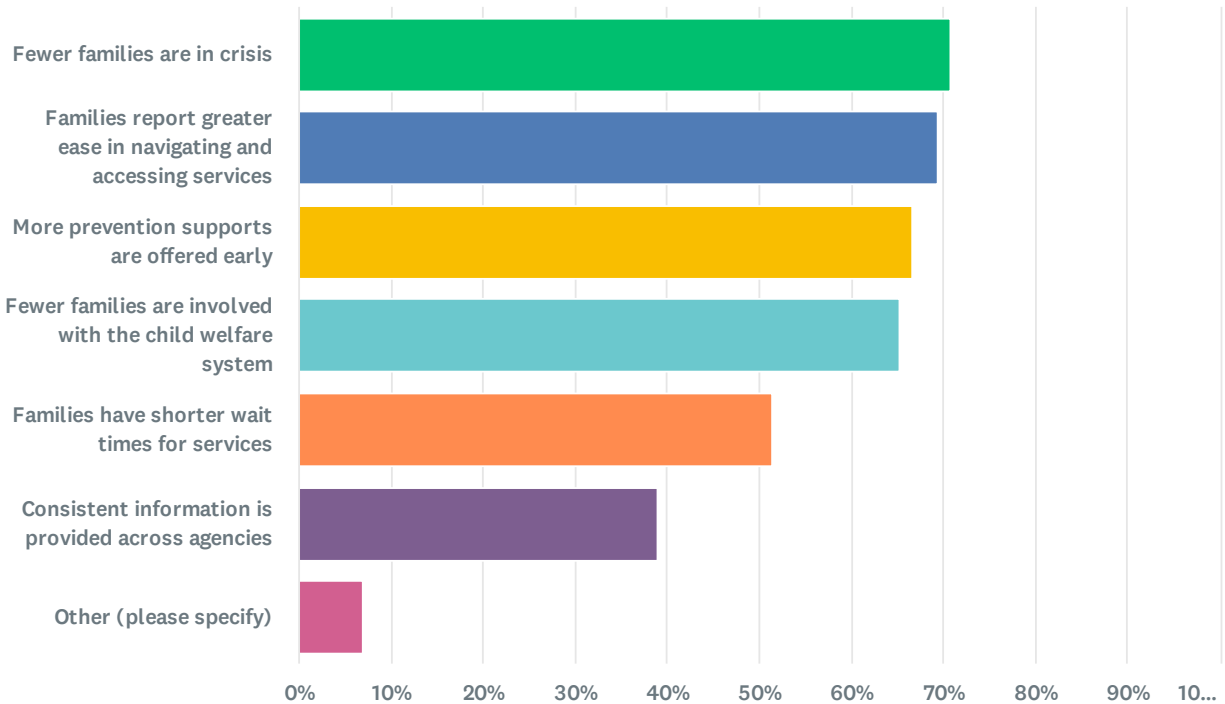
Answer Choices ↓	Percentage ↓	Responses ↓	
● Share responsibility across systems instead of working in silos (separately)	81.94%	59	...
● Ensure warm handoffs (direct connections to the next provider) and continuity of support	72.22%	52	...
● Include community voice in planning and decision making	63.89%	46	...
● Provide services located together in community settings	61.11%	44	...
● Use shared data tools where appropriate (for example, sharing intake data to reduce the number of forms required)	45.83%	33	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
● Improve communication with families	43.06%	31	...
● Other (please specify) Show responses	8.33%	6	...
Total		72	

Q8 At the end of the day, how would you know that County departments are working better together to support child and family well-being? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



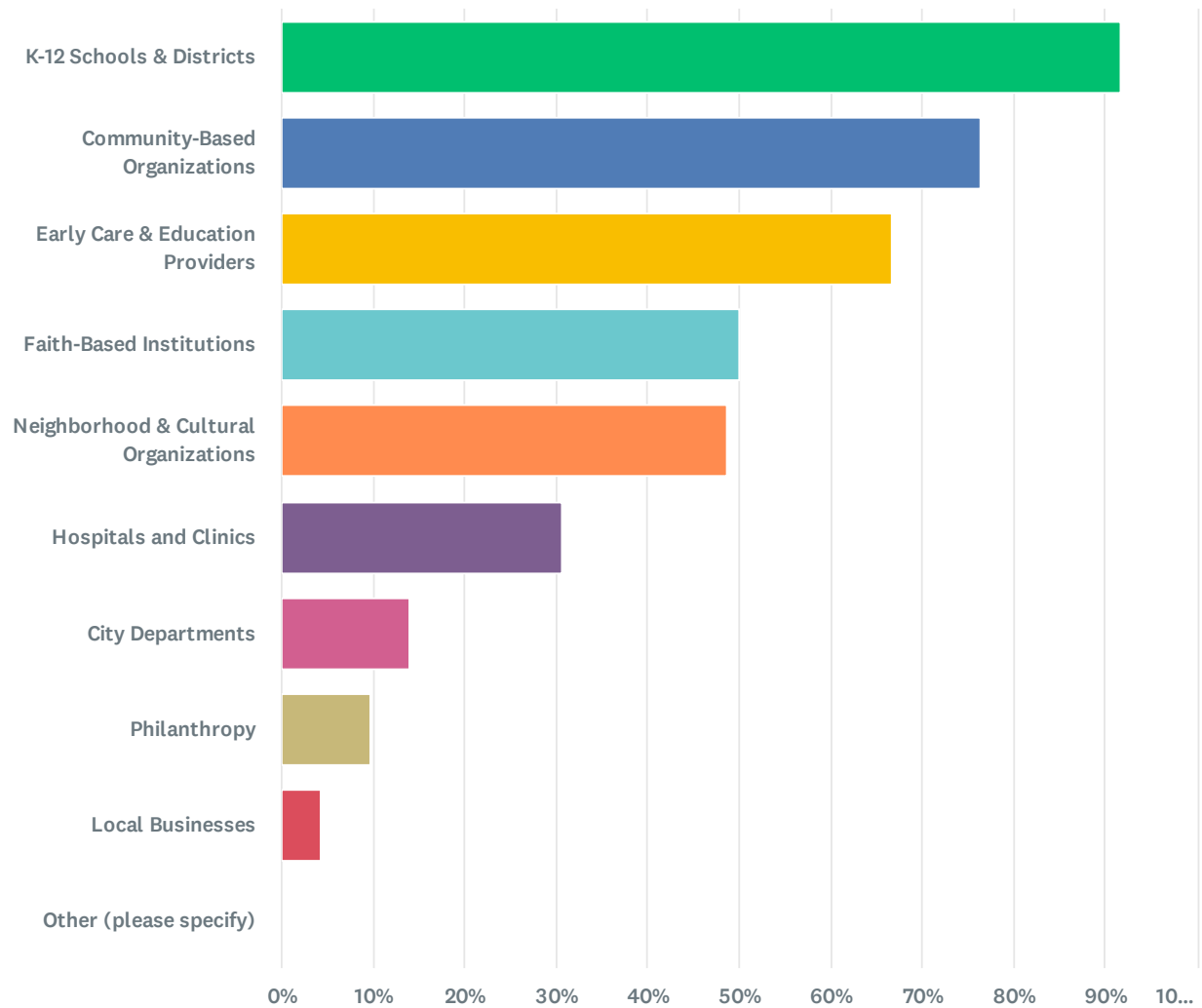
Answer Choices ↓	Percentage ↓	Responses ↓	
● Fewer families are in crisis	70.83%	51	...
● Families report greater ease in navigating and accessing services	69.44%	50	...
● More prevention supports are offered early	66.67%	48	...
● Fewer families are involved with the child welfare system	65.28%	47	...
● Families have shorter wait times for services	51.39%	37	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
Consistent information is provided across agencies	38.89%	28	...
Other (please specify) Show responses	6.94%	5	...
Total		72	

Q9 In addition to County departments, what other organizations or institutions do you think play a critical role in providing these necessary supports to children and families? (Please select up to 4 options that feel most important to you.)

Answered: 72 Skipped: 0



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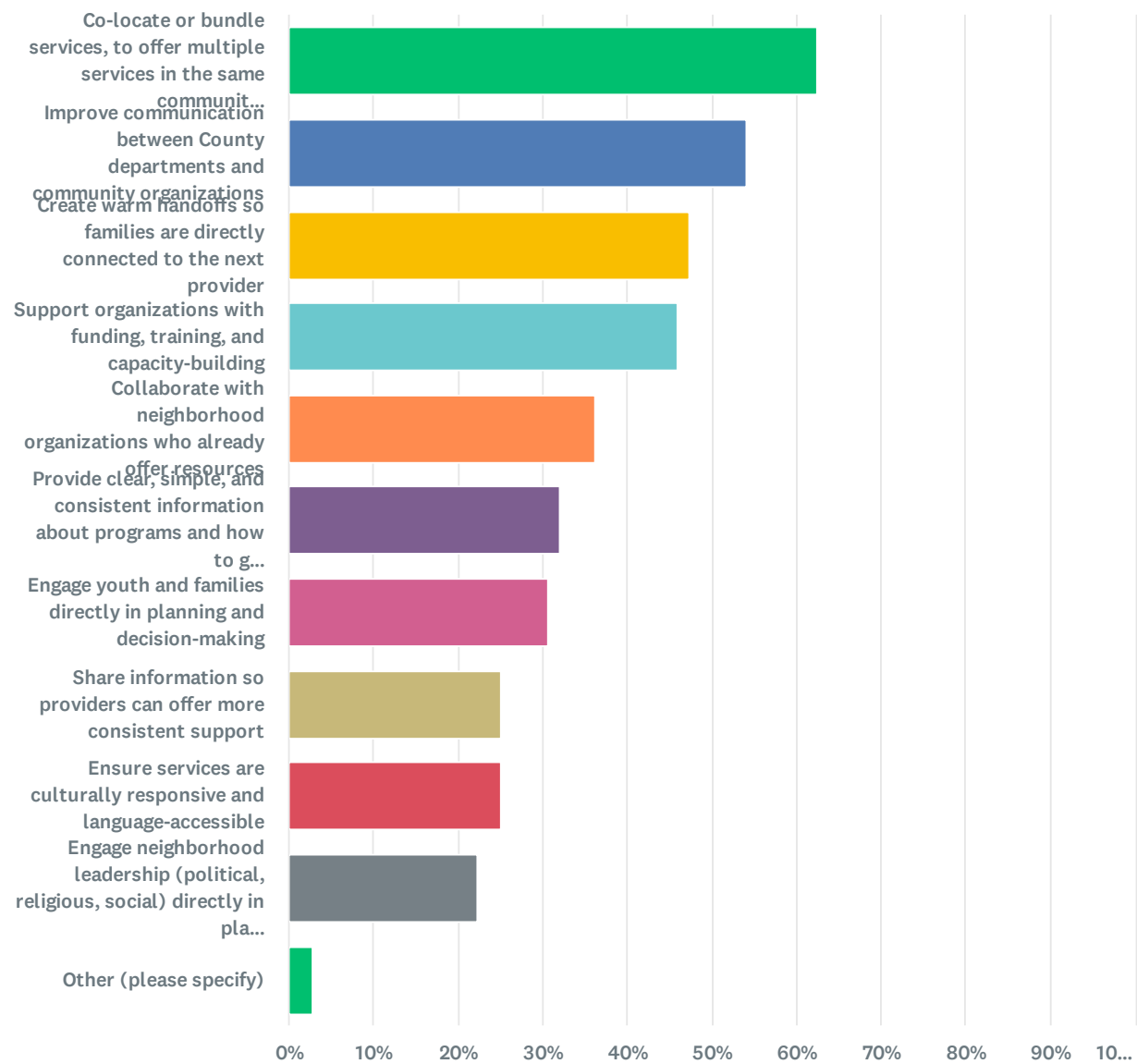
Answer Choices ↓	Percentage ↓	Responses ↓	
● K-12 Schools & Districts	91.67%	66	...
Total		72	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 Community-Based Organizations	76.39%	55	...
 Early Care & Education Providers	66.67%	48	...
 Faith-Based Institutions	50.00%	36	...
 Neighborhood & Cultural Organizations	48.61%	35	...
 Hospitals and Clinics	30.56%	22	...
 City Departments	13.89%	10	...
 Philanthropy	9.72%	7	...
 Local Businesses	4.17%	3	...
 Other (please specify) Show responses	0%	0	...
Total		72	

Q10 How would you like to see the County work better together with these organizations or institutions to help children and families thrive? (Please read through the list and choose up to 4 options that best match your vision.)

Answered: 72 Skipped: 0



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Answer Choices ↓	Percentage ↓	Responses ↓
Total		72

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 Co-locate or bundle services, to offer multiple services in the same community settings (schools, clinics, libraries, etc.)	62.50%	45	...
 Improve communication between County departments and community organizations	54.17%	39	...
 Create warm handoffs so families are directly connected to the next provider	47.22%	34	...
 Support organizations with funding, training, and capacity-building	45.83%	33	...
 Collaborate with neighborhood organizations who already offer resources	36.11%	26	...
 Provide clear, simple, and consistent information about programs and how to get help	31.94%	23	...
 Engage youth and families directly in planning and decision-making	30.56%	22	...
 Share information so providers can offer more consistent support	25.00%	18	...
 Ensure services are culturally responsive and language-accessible	25.00%	18	...
 Engage neighborhood leadership (political, religious, social) directly in planning and decision-making	22.22%	16	...
 Other (please specify) Show responses	2.78%	2	...
Total		72	

Q11 What words or ways of describing children and families and the supports they need feel respectful, accurate, and focused on strengths? For example, instead of describing families as being “at risk,” the County might describe them as “facing barriers”.

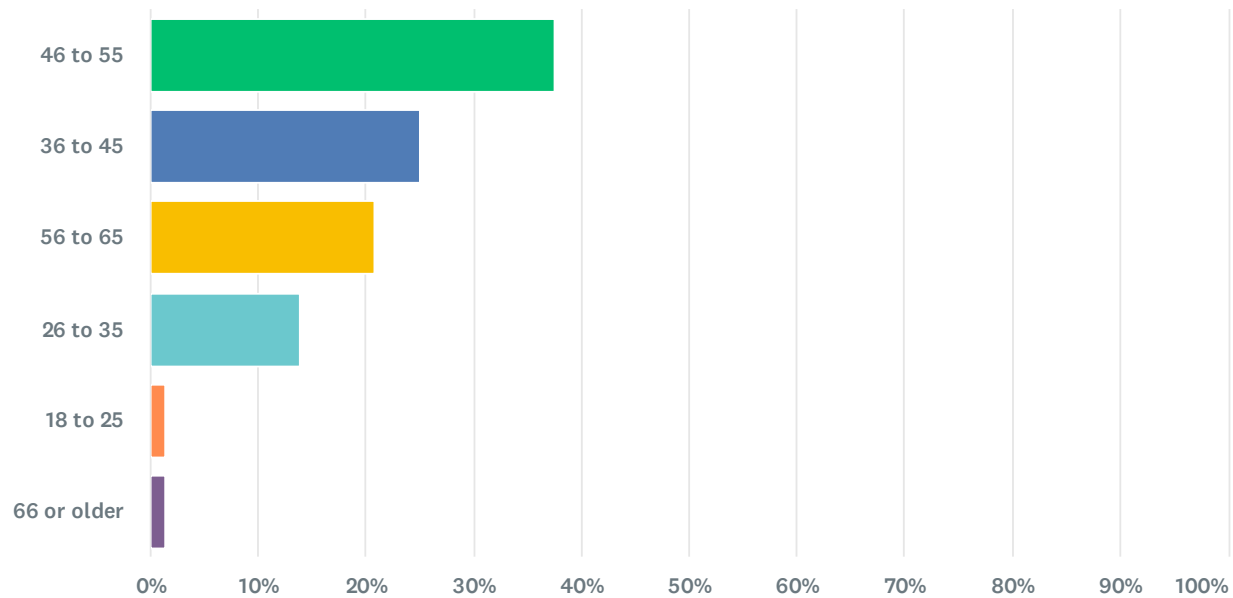
Answered: 47 Skipped: 25

Q12 Please share any other thoughts or comments on how LA County can improve its commitment to the wellbeing of children and families.

Answered: 33 Skipped: 39

Q13 What is your age range?

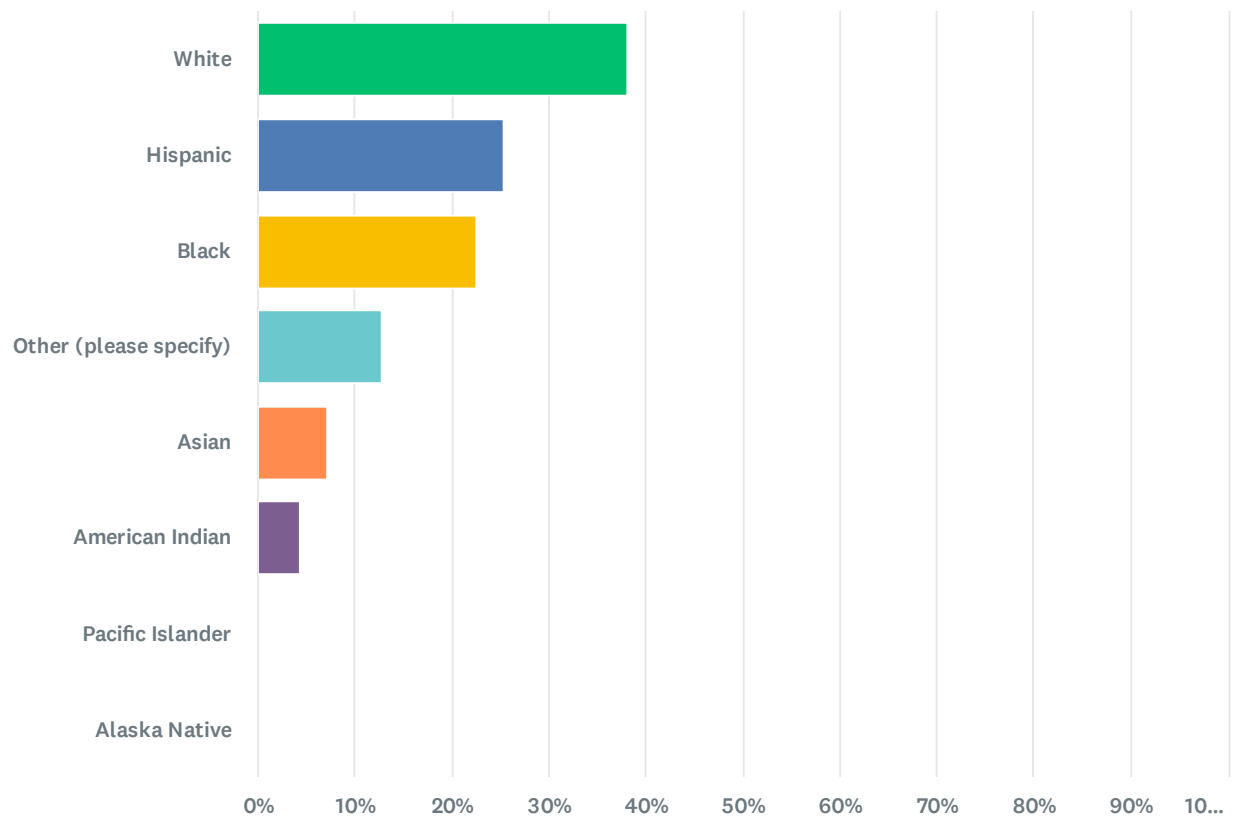
Answered: 72 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
● 46 to 55	37.50%	27	...
● 36 to 45	25.00%	18	...
● 56 to 65	20.83%	15	...
● 26 to 35	13.89%	10	...
● 18 to 25	1.39%	1	...
● 66 or older	1.39%	1	...
Total		72	

Q14 What is your race? (Please select all that apply.)

Answered: 71 Skipped: 1



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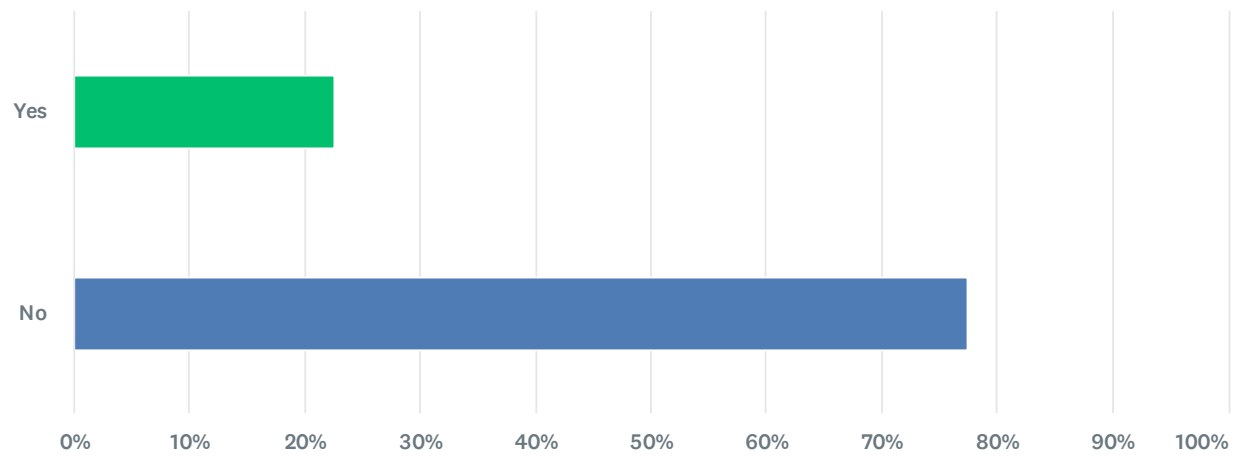
Answer Choices ↓	Percentage ↓	Responses ↓	
White	38.03%	27	...
Hispanic	25.35%	18	...
Black	22.54%	16	...
Other (please specify) Show responses	12.68%	9	...
Asian	7.04%	5	...
Total		71	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 American Indian	4.23%	3	...
 Pacific Islander	0%	0	...
 Alaska Native	0%	0	...
Total		71	

Q15 Are you currently pregnant or parenting?

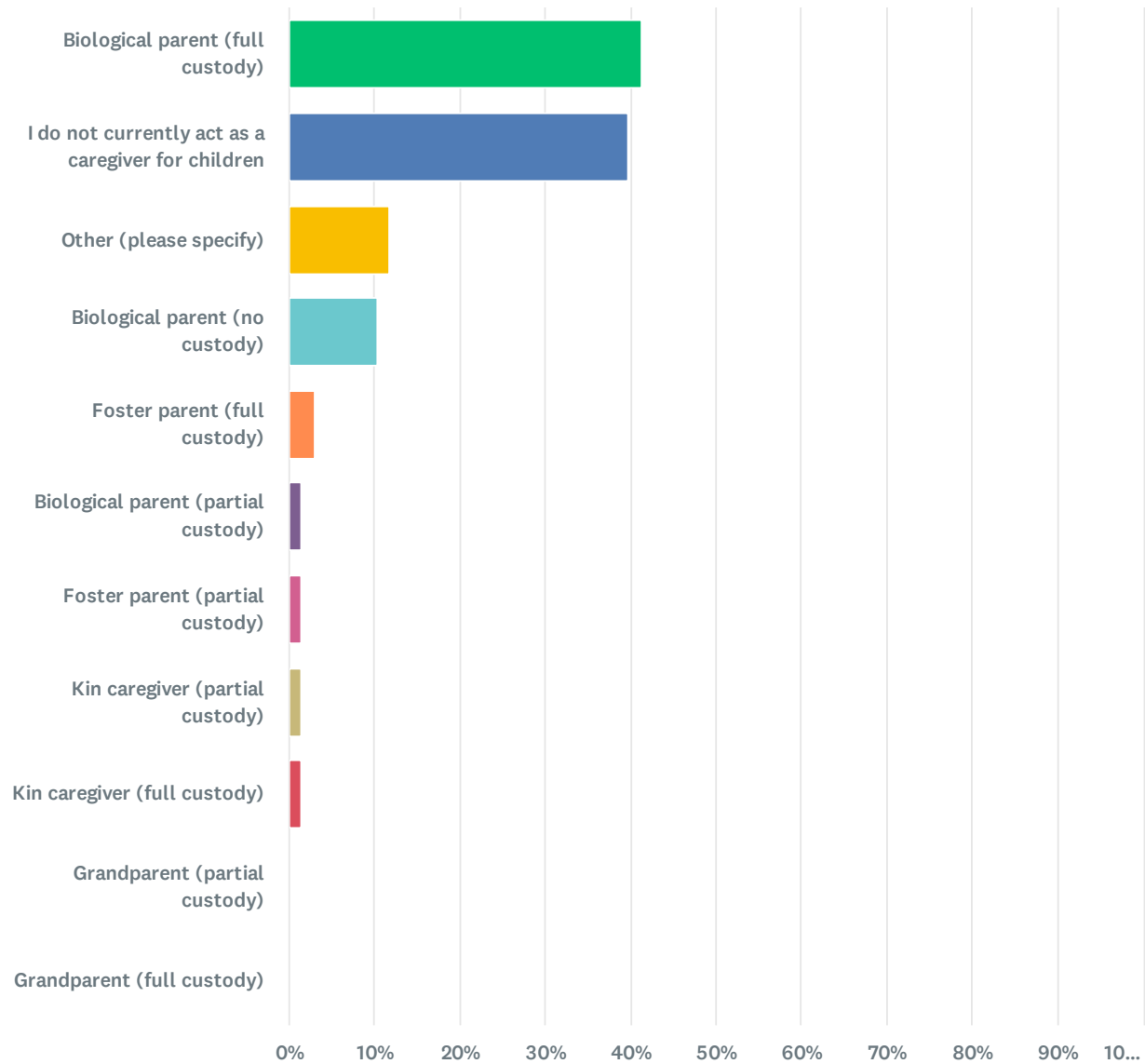
Answered: 71 Skipped: 1



Answer Choices ↓	Percentage ↓	Responses ↓	
Yes	22.54%	16	...
No	77.46%	55	...
Total		71	

Q16 If you currently act as a caregiver for children, what is your role?
(Please select all that apply.)

Answered: 68 Skipped: 4



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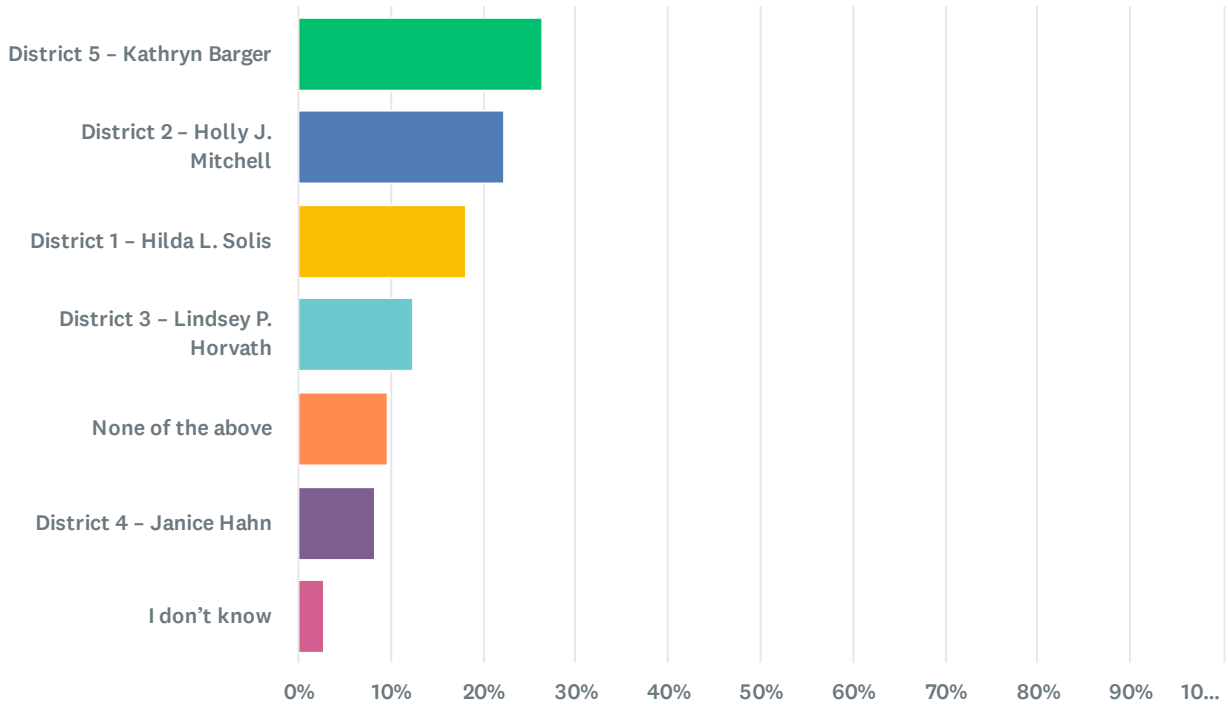
Answer Choices ↓	Percentage ↓	Responses ↓	
Biological parent (full custody)	41.18%	28	...
Total		68	

LA County Office of Child Protection Community Survey: Envisioning the Future for Children & Families in Los Angeles County

Answer Choices ↓	Percentage ↓	Responses ↓	
 I do not currently act as a caregiver for children	39.71%	27	...
 Other (please specify) Show responses	11.76%	8	...
 Biological parent (no custody)	10.29%	7	...
 Foster parent (full custody)	2.94%	2	...
 Biological parent (partial custody)	1.47%	1	...
 Foster parent (partial custody)	1.47%	1	...
 Kin caregiver (partial custody)	1.47%	1	...
 Kin caregiver (full custody)	1.47%	1	...
 Grandparent (partial custody)	0%	0	...
 Grandparent (full custody)	0%	0	...
Total		68	

Q17 What Los Angeles County Supervisorial District do you live in?

Answered: 72 Skipped: 0



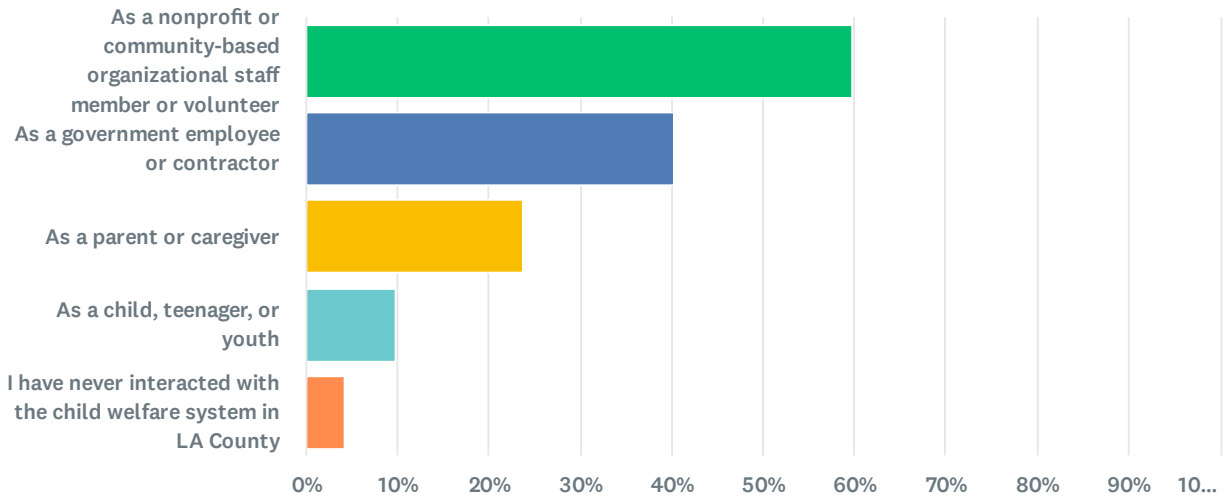
Answer Choices ↓	Percentage ↓	Responses ↓	
● District 5 – Kathryn Barger	26.39%	19	...
● District 2 – Holly J. Mitchell	22.22%	16	...
● District 1 – Hilda L. Solis	18.06%	13	...
● District 3 – Lindsey P. Horvath	12.50%	9	...
● None of the above	9.72%	7	...
● District 4 – Janice Hahn	8.33%	6	...
● I don't know	2.78%	2	...
Total		72	

Q18 What is your zip code?

Answered: 63 Skipped: 9

Q19 Indicate all ways in which you have interacted with the child welfare system in Los Angeles County:

Answered: 72 Skipped: 0



Answer Choices ↓	Percentage ↓	Responses ↓	
● As a nonprofit or community-based organizational staff member or volunteer	59.72%	43	...
● As a government employee or contractor	40.28%	29	...
● As a parent or caregiver	23.61%	17	...
● As a child, teenager, or youth	9.72%	7	...
● I have never interacted with the child welfare system in LA County	4.17%	3	...
Total		72	