

Social Worker Empowerment Hotline (AB 1978)

Social workers are able to report concerns about child welfare practice, policies and procedures that endanger the health, safety, and well-being of children. This hotline allows social workers to report concerns under AB 1978, which provides for non-disclosure of reporting parties and provides an avenue for accountability and oversight to local child welfare agencies. The goal is to help improve our system of care and outcomes for children.

1-844-796-6283

Who can report concerns through this hotline?

Social workers in county child welfare agencies or in State Adoptions District Offices.

What types of reports can be made to this hotline?

Concerns regarding policies, procedures, or practices that endanger the health, safety or well-being of children can be reported through the hotline.

How can I report a concern about a policy, procedure, or practice in a county?

Reports of concerns can be made by either calling the toll free # or via email at AB1978hotline@dss.ca.gov

How will my report be handled?

Once a report is received, it is reviewed by a staff member to determine if it meets criteria and then a review of the concern will be initiated. After initial investigation, CDSS will determine how to proceed based on the information reported. Reporting parties will receive notification that their complaint has been investigated.

Will my confidentiality be protected?

The CDSS will not disclose reporter identity, but it should be noted that the details and nature of the report may make it possible to infer the source of the report. Reporters are provided protection under California Whistleblower laws.

Can I face repercussions for making a disclosure?

Reporters are protected under California's Whistleblower laws (California Labor Code Section 1102.5) when making a disclosure about violations or concerning practices in the workplace. Resources on reporting violations and whistleblower protections can be viewed at <http://www.dir.ca.gov/dlse/dlseRetaliation.html>.

For more information or to discuss possible concerns, you may also consult your local labor representative.

CONTACT INFORMATION

You can contact the Social Worker Empowerment Hotline toll free at 1-844-796-6283, or for administrative questions, you can contact the Outcomes and Accountability Bureau at (916) 651-8099 and ask to speak to someone regarding the Social Worker Empowerment Hotline (AB 1978). For additional information, please see our website at <http://www.childsworld.ca.gov/PG4844.htm>.

