

***Children are best served when they are in the care and comfort of their families and communities who partner with child-serving agencies.***

**Child Welfare helps children to:**

- Be safe
- Be stable, with healthy caregivers
- Be physically and mentally healthy
- Maintain well-being
- Stay in school
- Reach goals



**To report child abuse,  
call (530) 225-5144**

**Main Office - Child Welfare**  
(530) 225-5791

**Resource Family Approval**  
(530) 225-5791

**Children's Mental Health**  
(530) 225-5252 or 1 (888) 385-5201

For more information about child welfare and mental health services, visit [shastacountycaresforkids.com](http://shastacountycaresforkids.com).

## Child Welfare:

A guide to services, safety and stronger families



Improving the well-being of our community through united services.

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call (530) 225-5144**



Shasta County  
**Health & Human  
Services Agency**

## What is Child Welfare Services?

Child Welfare Services works with families and the community to prevent child abuse and neglect.

The focus is to strengthen and reunify families.

Child Welfare has a legal duty to respond to concerns of child abuse and neglect. Together, social workers and families create case plans. The plans keep children safe and help them thrive.

## How are families referred to Child Welfare?

Child Welfare becomes involved when people call the Child Abuse Hotline to report child abuse and neglect. Social workers review the reports and use criteria to respond properly.

## If Child Welfare investigates:

- Social workers use tools to assess safety and risk.
- Staff decides whether to involve the Courts.
- Social workers refer families to community resources.
- The family is educated on child safety.

Once safety is ensured, the inquiry is closed. If safety remains an issue, Child Welfare may open a court case.

**70% of referrals are closed after Child Welfare makes an inquiry.**

## If Child Welfare opens a case:

- Social workers meet with the family to create a safe plan for the child.
- Juvenile Dependency Court is involved when the family cannot keep the child safe.
- The child may remain in the family home or placed with a resource family or relatives.
- Shasta County offers services to the family to reunite with the child(ren).



## Peer Support Specialists:

- Staff with personal experience with the child welfare system
- Understand the challenges parents face
- Help parents to stay involved and improve relationships with social workers
- Aid parents to advocate for themselves and their children
- Help families build support systems for long-term success

## Specialized Services:

### Children and Family Team Meetings

Families meet with agency staff to discuss case plans for children. Case plans keep children safe and stable.

### Mental Health Services

Direct children to agency clinicians or community providers.

### Indian Child Welfare Act

Staff works with tribes for any eligible child/youth.

### Visitation Services with Parents and Caregivers

Sometimes a child is placed with a caregiver or resource family. During this time, staff provide parents visitation services. These services help build child-parent bonds.