



Q&A Regarding Placement Capacity Increases

How do I Determine if the Home is RFA Approved?

- Have your Technical Assistant look in CWS/CMS Resource Management to see who the RFA/RFSD CSW is for the Resource Family Home and verify with that assigned worker the status of the home.
- Call the **DCFS Caregiver WarmLine** at (877) 323-7165 or by email at warmline@dcfs.lacounty.gov between the hours of 1pm to 11pm and provide the RFA number or Caregiver's Name/Address to verify if this home is RFA approved.

How Do I Find the Resource Family Support Worker for a Family?

- Approved RFA homes with children in the home are monitored and updated by RFSD CSWs. Please refer to [FYI 18-19 Supporting Resource Families](#) for instructions on looking up the RFSD CSW.
- The RFA family may contact the **DCFS Caregiver WarmLine** at (877) 323-7165 to ask for general after-hours assistance or for help in obtaining contact information for their Resource Family Support Division (RFSD) CSW.

My Technical Assistant (TA) is Unable to Create/Print a Placement Packet to Add Another Child into this RFA Approved Home.

- Office TAs **will not be able** to create a Placement Packet if the capacity of an RFA home is exceeded. There are no exceptions to this.
- The placing CSW may make a request to the RFSD Inbox (RFSPD@dcfs.lacounty.gov) for a temporary capacity increase to make an emergency placement using the [Emergency Request to Change RFA Capacity or Reactivate an Inactive RFA Home](#) form.
- The placing CSWs are encouraged to request an RFA capacity increase in advance, whenever possible, so that a RFSD CSW may initiate this request within five days and work to complete an emergency capacity increase assessment. Once there has been a temporary capacity increase for emergency placement or the RFA home has been updated and is approved for a capacity increase, then a placement packet may be processed. TAs should not be creating new homes, which will cause duplicate homes in the system.



What do I need to do to request an update on an RFA home that is Out-Of-County?

- Follow the same process above to request a capacity increase for an approved Out-of-County RFA home. If Los Angeles County is the supervising agency, RFSD will update the home. If another County has authority over the home, then the RFSD Out-of-County (OOC) liaison will forward the request to the supervising county.

Additional Policies and FYIs Related to RFA Placements

- [FYI 19-28: BACKGROUND CHECKS AND INITIAL HOME INSPECTION PRIOR TO EMERGENCY PLACEMENT WITH RELATIVES/NREFMs](#) (Issue Date 8/30/19) provides procedures for ER/CS CSWs about the need to conduct and document background checks, and the initial home inspections prior to emergency placements of children when placing a child in the home of a relative or NREFM.
- [Policy #0100-520.05: PLACEMENT PRIOR TO RESOURCE FAMILY APPROVAL](#) reviews the process for an emergency placement or a placement based on a compelling reason with relatives and non-relative family members.
- **California State CDSS RFA Written Directives, Version 8.0 (Section 9-02): Update of Resource Family Approval**
 - (a) At least once every 24 months a County shall update the approval of a Resource Family.
 - (b) A County shall complete an update for a Resource Family, as specified in Subsection (e), when any of the following occur:
 - (1) A significant change has occurred in the Resource Family Circumstances, as determined by a County.
 - (A) An update due to a significant change shall begin within 30 calendar days of a County's knowledge of the change.
 - (2) Relocation to a new home.
 - (A) A County shall begin an update to the Resource Family's approval within 30 calendar days of being notified that the Resource Family has moved.
 - (3) A Resource Family who is approved for a specific child or non-minor dependent requests to care for additional children or non-minor dependent.
 - (A) A County shall begin an update specified in paragraph (5) within five business days of the placement of another child or non-minor dependent.
 - (4) A Resource Family request to end inactive status pursuant to Section 10-02(e) or (f).
 - (A) A County shall complete an update to end inactive status within 30 calendar days of the placement, unless good cause exists, pursuant to Section 10-02(d). (i) If good cause exists, a County shall document the reasons for the delay beyond the 30 calendar days and generate a timeframe for completion of the update.



(B) If the request to end inactive status is pursuant to Section 10-02(f), a County shall initiate a home health and safety assessment pursuant to Section 6-02(a)(2) within 5 calendar days of the placement and complete an update within 30 calendar days of the placement, unless good cause exists. (i) If good cause exists, a County shall document the reasons for the delay beyond the 30 calendar days and generate a timeframe for completion of the update.

(5) It has been 24 months since the Resource Family was approved and no updates as specified in paragraphs (1-4), or Sections 9-03 and 9-04 have been completed since their date of approval; or it has been 24 months since any type of update (regardless of their approval date), as described in paragraphs (1-4), or Section 9-03 and 9-04 has been completed.

(A) A 24-month update shall be completed no sooner than 60 calendar days prior to the 24-month due date and no later than 30 calendar days after the 24-month due date.

RESOURCES: DCFS Caregiver WarmLine phone number: **877-DCFS-165 (877-** or (877) 323-7165 (or by email: warmline@dcfs.lacounty.gov)

FORM: [Emergency Request to Change RFA Capacity or Reactivate an Inactive RFA Home](#)