

# Child Abuse Prevention Month

APRIL 2026 WEBINAR SERIES

Presented by:



## Webinar 3

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# Reimagining Mandated Reporting: Building Prevention- Focused Pathways for Families



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# Agenda

- Mandated Reporting Advisory Committee (MRAC) Progress
- LA County AB2085 Implementation & Lessons Learned
- Orange County Prevention Pathways and Mandated Reporting Reform



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# Mandated Reporting Advisory Committee (MRAC) Progress

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**Juan Solis**, MRAC Tri-Chair

**Hillary Konrad**, Bureau Chief, Office of Child Abuse Prevention



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**Mandated Reporting to  
Community Supporting**

*Communities Keeping Children Safe  
and Families Together*

# Reimagining Mandated Reporting: Building Prevention-Focused Pathways for Families

**Child Abuse Prevention Month**

April 15, 2026

**“My daughter was born medically fragile. I had no support from my family, and I didn’t know where to go for help or even what to ask for. The domestic violence in our home got worse because of the stress of being parents of a child with significant needs. When the police called CPS, I had no idea that my child could be removed because I was a victim of domestic violence. How could they take her away? I believe my experience—and my daughter’s life—would have been different if we had support and had known about the “failure to protect” laws. Even though my daughter was in foster care for less than a year, she continues to suffer from the experience.”**

— Shelley Lopez, MRCS Task Force and Lived Experience Group member, parent, and advocate

**“Students learn best in safe and supportive school environments. We must re-examine our training and support for mandated reporters, as well as our policies and practices to ensure that we are centering child safety and strengthening families through prevention. We need to better understand and address over-reporting and over-surveillance, especially around general neglect, and critically examine how bias contributes to harm experienced by our historically underserved students and families.”**

— Dr. Debra Duardo, Los Angeles County Superintendent of Schools

**“We can do so much better, and the time is now. Maybe 20 years ago the time wasn't right, but the time is now. Communities are strong and ready to do this work. The Task Force is made up of transformers who must continue to do the work, no matter how scary. It takes all of us living in the uncomfortable zone to push.”**

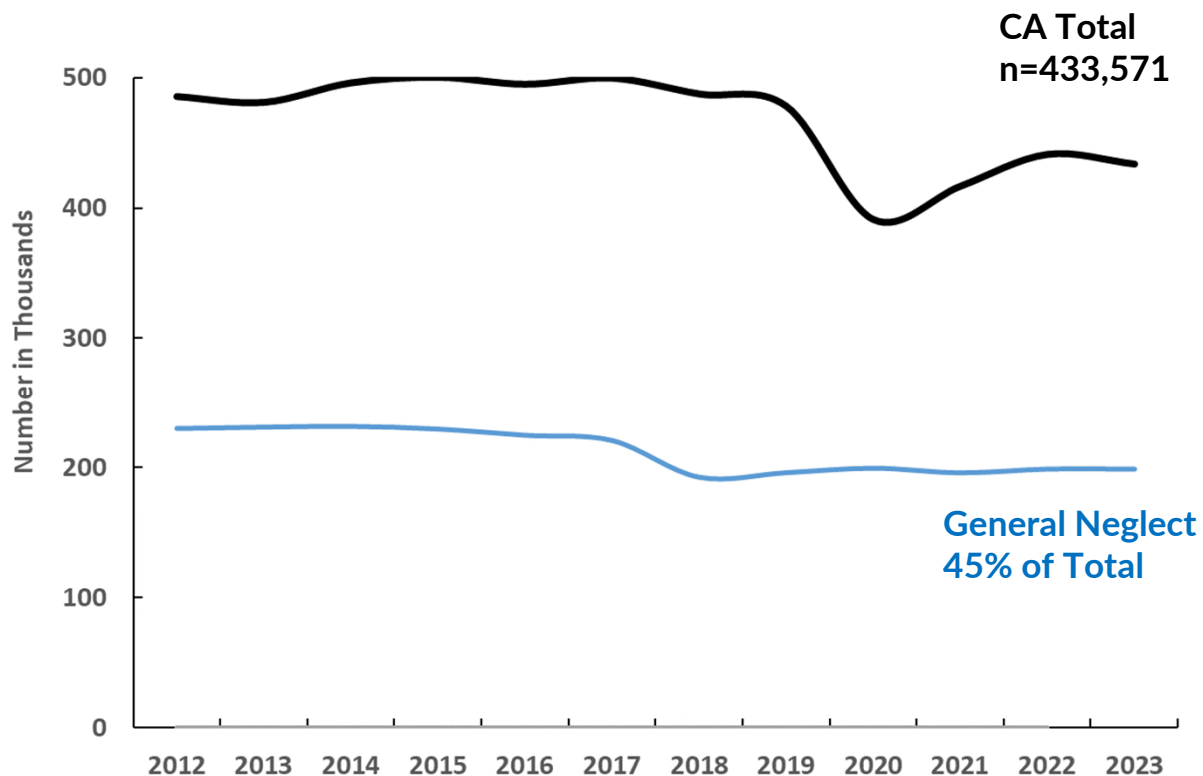
— Janay Eustace, President & CEO, The Child Abuse Prevention Center



# General Neglect is the #1 allegation

**45%** of all children with an allegation of maltreatment are related to general neglect, an occurrence that can often be mitigated by community supports. General neglect is a “catch-all” allegation that is often driven by racism, bias, and the absence of economic opportunity and resources. It can also include issues related to domestic violence, substance abuse, and mental health.

## Children with an Allegation of Maltreatment



# Black/African American, Native American, and Latino families are significantly more likely to be reported to child abuse hotlines

## 1 in 3 Children

in the U.S. is subject to an investigation of child abuse by the time they turn 18.<sup>1</sup>

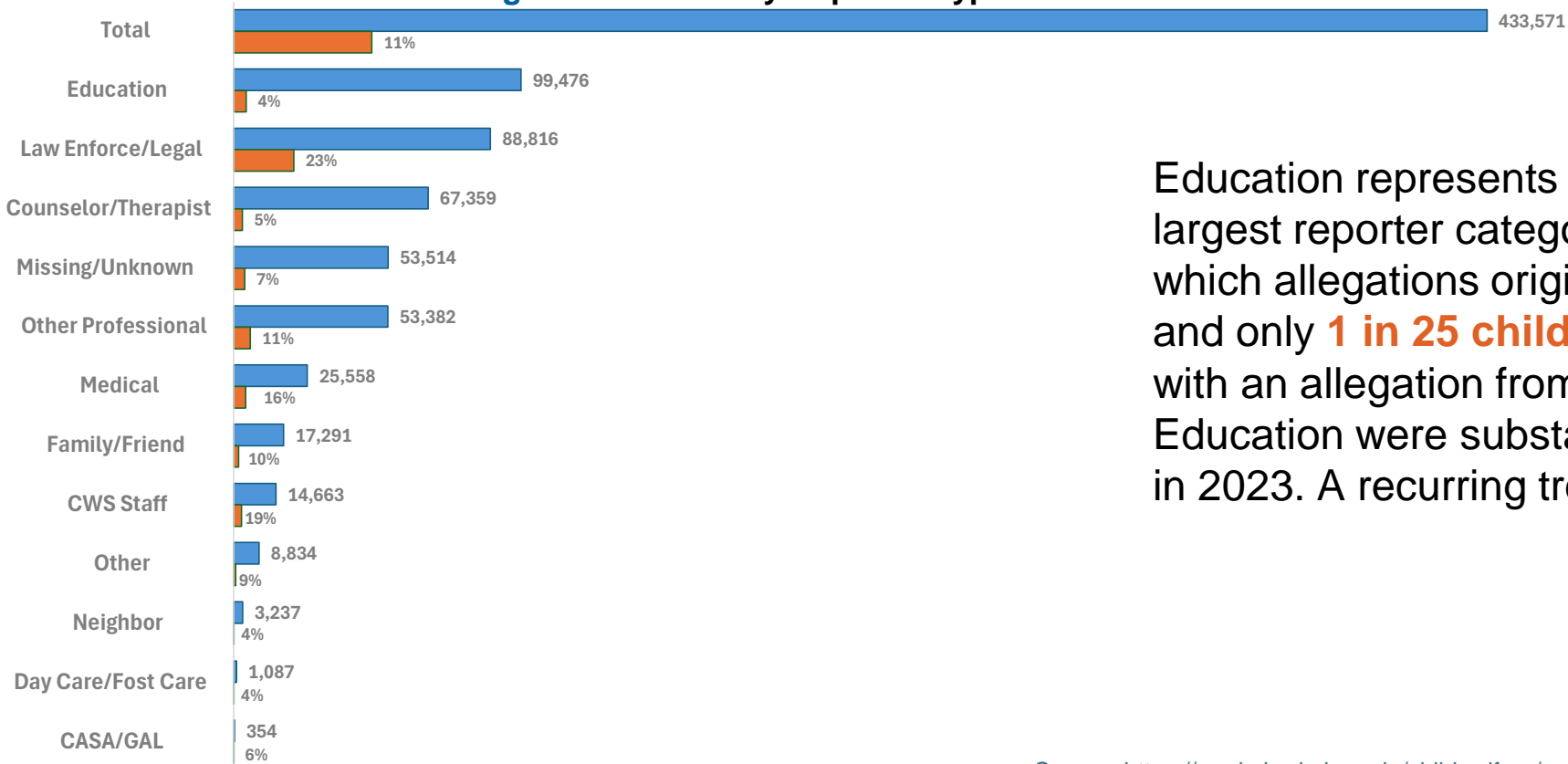
## 1 in 2 Black & Native American Children

in California is subject to an investigation of child abuse by the time they turn 18.<sup>2</sup>

<sup>1</sup> American Journal of Public Health, 2017  
<sup>2</sup> California Legislative Analyst's Office, 2024

# In 2023, only 1 in 9 children with an allegation of abuse and/or neglect was substantiated in California

Children with one or more Allegations in 2023 by Reporter Type & Percent Substantiated



Education represents the largest reporter category from which allegations originate, and only **1 in 25 children** with an allegation from Education were substantiated in 2023. A recurring trend.

Source: <https://ccwip.berkeley.edu/childwelfare/reports/Allegation/STSG/r/ab636/>

# Additional Harms of Mandated Reporting

- **Fear of Asking for Support:** Families share that they often do not ask for help due to fear of how their situation will be perceived, and that they could lose their child.
- **Trauma and Stigma:** Families talk about being traumatized by child welfare investigations and stigmatized by allegations that follow them, even if the outcome of the investigation did not result in formal system involvement
- **CWS System Overburdened:** Majority of reports to the child welfare hotline do not need formal system involvement; as a result, the child welfare workforce is overburdened and unable to focus on referrals that do require formal attention



# The Mandated Reporting to Community Supporting Task Force: Building a Path Toward Transformation



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# Building the Path Toward Mandated Reporting Reform

## Family First Prevention Services Act Opens the Door to Prevention

California takes bold steps toward MR reform and defining the development and implementation of Community Pathways to support children and families in their communities—starting the discussion of mandated reporting reform

2018

## A Steady Cadence of FFPSA Recommendations Defines the Direction

CDSS in partnership with the Prevention & Early Intervention (PEI) Committee make a series of recommendations to solidify CA's FFPSA plans and implementation path

2020  
To  
2022

## The Stage is Set for Mandated Reporting Recommendations

The case is built with the OCAP/Safe & Sound issue brief, CRP Report, and PEI Committee Community Pathway recommendations. The MRCS Task Force is approved in March 2023, with recommendations presented in June 2024

2022  
To  
2024

January 2023: AB 2085  
Economic disadvantage is NOT  
general neglect

## Turning Recommendations into Sustainable Change

The Child Welfare Councils advances the Task Force recommendations to implementation in September 2024, and HHS, CDSS, and the PEI Committee stand up the Mandated Reporting Advisory Committee to launch implementation together

2025  
&  
Ongoing

July 2025: SB 119  
MRAC in statute & codifies statewide  
training (rec 9) & MR info in county  
prevention plans  
(rec 12)



**North Star:** Keep children and families together, safe, well, and strengthened by the resources they need to thrive

## We Believe That ...

All children deserve the right to grow up free from harm in their own family and thriving in their own strong communities that are well resourced

Parents want to do what is best for their children and sometimes need help because they may lack the networks, supports, and services needed to bring about what they want for their children and their families

Moving from mandated reporting to community supporting will greatly help California children grow up healthy, happy, and free from harm

The child welfare system must be free from racial and cultural bias. The structure of the current system results in a disproportionately negative impact on African American, Native American/Indigenous People, and Latino families. This must be fixed by better understanding how mandated reporting contributes to racism, and by recommending actions for change

Communities must be well-resourced to be able to provide quality services to help families stay together and keep children well and safe

The current child welfare mandated reporting system steals hope and personal power from families, minimizing their natural ability and strength to keep their children well and safe. This is especially true for African American, Native American/Indigenous People, and Latino families who disproportionately experience the trauma of intrusive investigations and sometimes harmful separation

Families and communities are the best agents of their own change and must be respected and trusted

# Task Force and Subcommittee Composition

The Task Force was comprised of **32 diverse members** across 7 sectors and 11 counties

Six subcommittees that included 32 Task Force members and **68 cross-sector Subcommittee members** across 24 counties

## Lived Experience

- **88%** worked in or had personal experience with the child welfare system.
- **28%** had lived experience with child protective services as a youth or parent/caregiver.

## Lived Experience

- **79%** worked in or had personal experience with the child welfare system.
- **25%** had lived experience with the child welfare system as a youth or parent/caregiver.

## Mandated Reporter Experience

- **59%** were Mandated Reporters.
- **94%** worked in or had personal experience with Mandated Reporting laws and/or practices.

## Mandated Reporter Experience

- **63%** were Mandated Reporters.
- **81%** worked in or had personal experience with Mandated Reporting laws and/or practices.

\* Note: percentages add up to more than 100% as some members may fall into multiple categories

# The Mandated Reporting Advisory Committee (MRAC)

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## Recommendations and Implementation



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# Standing Up The MRAC

36 TOTAL MEMBER SEATS + TRI-CHAIRS

**21 Community, Organization, and Provider Seats** – Invited applicants from Mandated Reporting to Community Supporting Task Force and Subcommittee members



**9 CalHHS Department Seats** – Identify and invite candidates from each selected Department (one person per seat)



**6 State Association Seats** – Identify and invite candidates from each selected Association (one person per seat unless noted)



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**Key Levers of Implementation:** The Recommendations are each connected to a key lever of change to focus the implementation strategy

**Shared Framework:** To organize development of the implementation plan, the MRAC established a shared framework that articulates the deliverables for each recommendation, guides the identification of key activities, and highlights productive intersections across Workgroups

- Data and Accountability
- Policy
- Training
- Connecting to a Community Pathway of Supports and Services
- Narrative Shift

# Key Levers of Implementation

## DATA & ACCOUNTABILITY

Focus and sustain action to ensure the efforts of mandated reporting reform are carried out with fidelity and accountability

DATA & ACCOUNTABILITY	DELIVERABLES
Rec 1 — Establish MRAC; track data to monitor and support progress	Semi-annual report to CWC on progress
Rec 2 — Recommend and apply data sets to advance MR reform	Ongoing analysis of impacts of recommendations
Rec 3 — Use data to track implementation and success of AB 2085 [shared with Training]	Recommendations for future data tools/processes for mandated reporting
Rec 13 — Continue to advance MR reform through ongoing data analysis	Oversight of implementation data
	Annual publication of disparities and impact data with CDSS
	Data submissions to support Community Pathways capacity assessment

## TRAINING

Leverage training as a tool to begin shifting the conversation from reporting families to supporting families

TRAINING	DELIVERABLES
Rec 3 — Use data to track AB 2085 implementation [shared with Data & Accountability]	Oversight of the AB 2085 training (CDSS lead)
Rec 8 — Require standardized mandated reporter training	Recommendations for CANRA amendments tied to standardized training
Rec 9 — Develop statewide “gold standard” curriculum with lived expertise	Curriculum oversight to ensure alignment with core content and lived expertise
Rec 10 — Develop a statewide mandated reporter webpage	Training approval standards and certification processes
	Development and ongoing monitoring of statewide MR webpage

# Key Levers of Implementation

## COMMUNITY PATHWAYS

Help ensure mandated reporters understand the resources available to support families and the mechanisms for making connections to supports instead of reporting

## POLICY

Enact laws and regulations that address the over-reporting in the current system, with a focus on the burden on Black/African American and Native American communities

COMMUNITY PATHWAYS	DELIVERABLES	POLICY	DELIVERABLES
<p>Rec 11 — CDSS to assess capacity of community supports/services for MR and OCAP funding alignment</p> <p>Rec 12 — CPPs must include MR-specific info/education on community pathways</p>	<p>Review of CQI Outcomes</p> <p>Develop Recommendations from CQI findings (in partnership with CP Advisory Committee)</p> <p>Align OCAP Funding (ensure funding is accessible to CBOs and linked to prevention needs)</p> <p>Define “information and education” for CPP amendments; develop statewide template</p> <p>Monitor implementation of amendments through CDSS + CP Advisory Committee</p> <p>Support counties in building MR-focused websites and warm handoff practices</p>	<p>Rec 4 — Support LAO analysis of narrowing MR categories</p> <p>Rec 5 — Amend CANRA to eliminate General Neglect as a reporting requirement</p> <p>Rec 6 — Update CANRA definition of Severe Neglect to align with SDM</p> <p>Rec 7 — Implement 2-year liability immunity pilot using decision-making tools</p>	<p>Collaboration with LAO to analyze MR categories and child safety impacts</p> <p>Research on national MR category reforms</p> <p>Recommendations for legislation removing General Neglect from MR requirements</p> <p>Recommendations for clarifying Severe Neglect definition</p> <p>Liability pilot design, tools, evaluation framework</p>



# Key Levers of Implementation

## NARRATIVE SHIFT

Increase awareness and understanding of the need for mandated reporting reform; as well as the individual, family, and societal benefits of safely narrowing the front door to CPS

NARRATIVE SHIFT	DELIVERABLES
Rec 14 — Create a statewide narrative change initiative to shift beliefs and values from mandated reporting to community supporting	Establish campaign objectives and communications plan  Develop and implement statewide Narrative Shift Campaign  Co-develop messaging with lived experts and community stakeholders  Build qualitative data library (case studies, lived expertise stories)  Merge dissemination and NS Workgroup efforts



# Leveraging the Natural Intersections

While advancing implementation of all recommendations

**WHAT:** AB2085: Seeing clear intersections across recommendations, the MRAC is pinpointing where an integrated approach will move the work forward faster and more effectively.

**WHY:** Almost three years following the implementation of AB 2085, awareness and adherence to the law are extremely low across the state.

**HOW:** With a coordinated implementation effort that strategically applies the implementation levers of change the MRAC will harness our collective impact efforts to significantly increase awareness, help strengthen practice consistency, and ensure the law achieves its intended impact of reducing unnecessary reporting and advancing equity statewide.



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# A BIG WIN: ADVANCED IN LEGISLATION



## SB 119, signed into law in July 2025

- The California Child Welfare Council shall establish a Mandated Reporting Advisory Committee (MRAC). It is the intent of the Legislature that the MRAC ensure the transformation of mandated reporting to community supporting continues and disparities in the child welfare system are eliminated. (Recommendation 1)
- The new statewide mandated reporter training will incorporate content identified in the Task Force recommendations. (Recommendation 9)
- When counties update their Comprehensive Prevention Plans, the update shall include information for mandated reporters regarding the resources available to support families in their communities. (Recommendation 12)



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# IMPLEMENTED

## Recommendation 1

- Tri-Chairs selected and leading the work
- 36-member MRAC established – former Task Force members, CalHHS, and Statewide Associations
- Ongoing commitment to lived expertise, diverse membership at all levels, and proximity to mandated reporting



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# SIGNIFICANT PROGRESS MADE

- **Narrative Shift (Recommendation 14)**
  - Ongoing statewide and national presentations including CWDA, Beyond the Bench, Partnership for Well-Being, BUILD, CWLA and others
  - Support from Rally Communications secured by Casey Family Programs
- **Workgroups** developed implementation plans and are advancing recommendations in partnership with entities across the prevention ecosystem and based on the key levers of change:
  - Data & Accountability
  - Policy
  - Training
  - Connecting to Community Pathways
  - Narrative Shift
- **The first semi-annual report** was presented to the Child Welfare Council in December 2025



# How You Can Join The Work Now



**Mandated Reporting to  
Community Supporting  
Task Force**

*Communities Keeping Children Safe  
and Families Together*

## Explore and Share Mandated Reporting Reform:

- Read and share the Mandated Reporting to Community Supporting Task Force final report and recommendations.
- Attend the quarterly Child Welfare Council meetings for MRAC progress presentations.
- Read the MRAC Semi-Annual Report to the Child Welfare Council (most recent is December 2025).
- Attend the monthly MRAC meetings which are open to the public virtually.
- Ask for MRAC members to come and present in spaces to share the great work and progress being made to shift the paradigm.
- Keep the discussion going on the [Community Pathway and Mandated Reporting Reform](#) on CalPrevents



# Los Angeles County AB2085 Implementation & Lessons Learned

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**Alicia Garoupa**

Chief of Well-Being and Support Services, LACOE,  
Tri-Chair, Mandated Reporting Advisory Committee



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# Strengthening Home to School Connections and Keeping Kids Safe: Tools, Resources, and Early Learnings from LA County's Mandated Supporting Initiative





**Alicia Garoupa**

Chief of Wellbeing  
and Support Services, LACOE

Tri-Chair, California's  
Mandated Reporting  
Advisory Committee



**Los Angeles County  
Office of Education**

Leading Educators • Supporting Students • Serving Communities

# Objectives

## Build Awareness

- Establish alignment of mandated reporting reform with key priorities in education
- Develop shared understanding of **Assembly Bill 2085 (AB 2085) – the law** that revised the definition of general neglect, while codifying the important distinction between neglect and poverty-related challenges.
- Build foundational awareness for the rationale of this legislative change and broader vision of reform.

## Foster Engagement

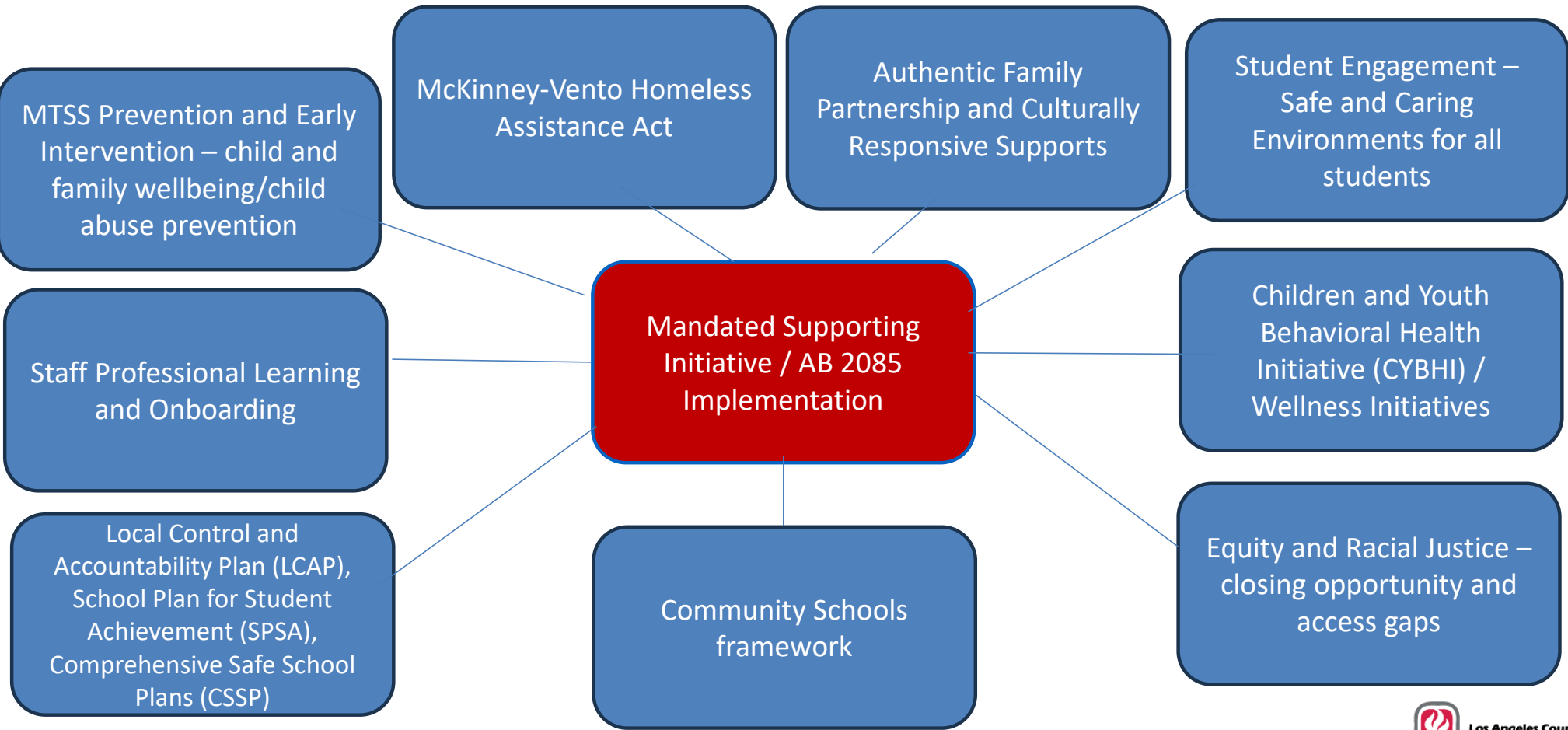
- Describe the tools and training developed in Los Angeles County to equip mandated reporters in education to make more accurate decisions in reporting child abuse and neglect, as well as how strategically to implement AB 2085 training and support within districts and schools.
- Share early learnings from these efforts

## Inspire Action

- Inspire leaders in education (and other sectors) to implement reform as transformational and strategic to meet the needs of all students and their families.



# Mandated Supporting: Alignment with Existing Educational Priorities and Initiatives



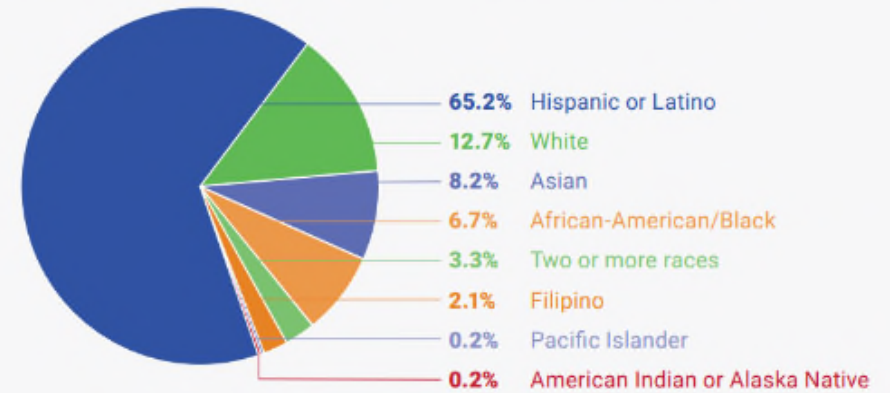
# Who we are



**2025-28**  
Strategic Plan  
Framework



Total K-12 Enrollment:  
**1.2 Million Students**



# Our Educational Community



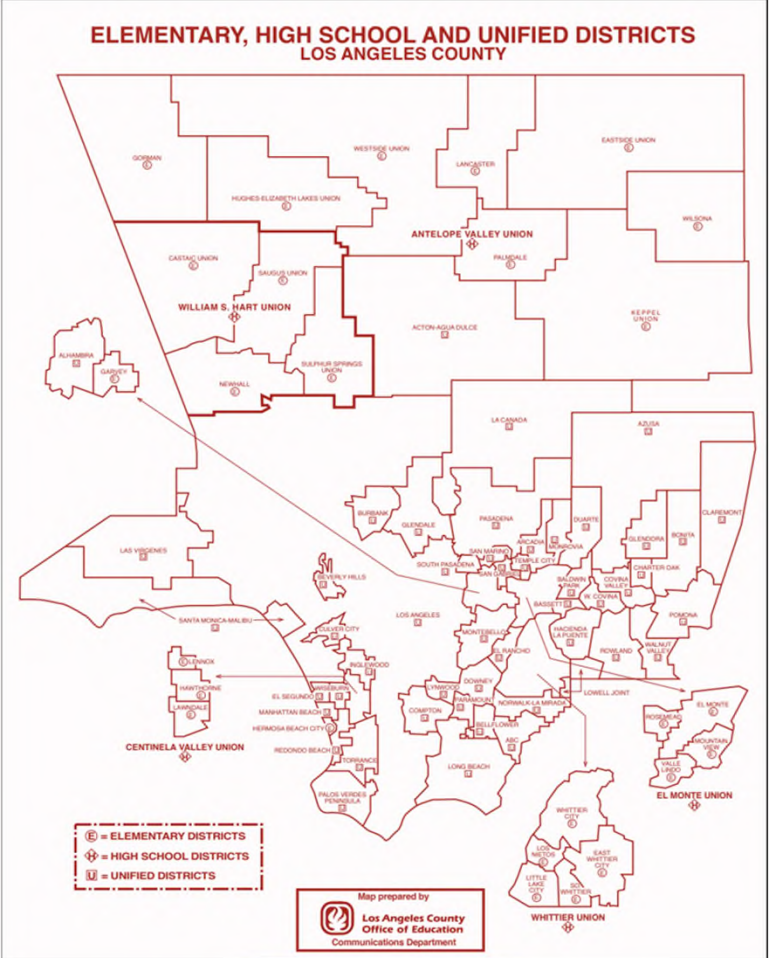
## 80 K-12 School Districts

Largest: **LAUSD** ◦ 516,685 Students  
 Smallest: **Hughes-Elizabeth Lakes Union Elementary** ◦ 195 Students

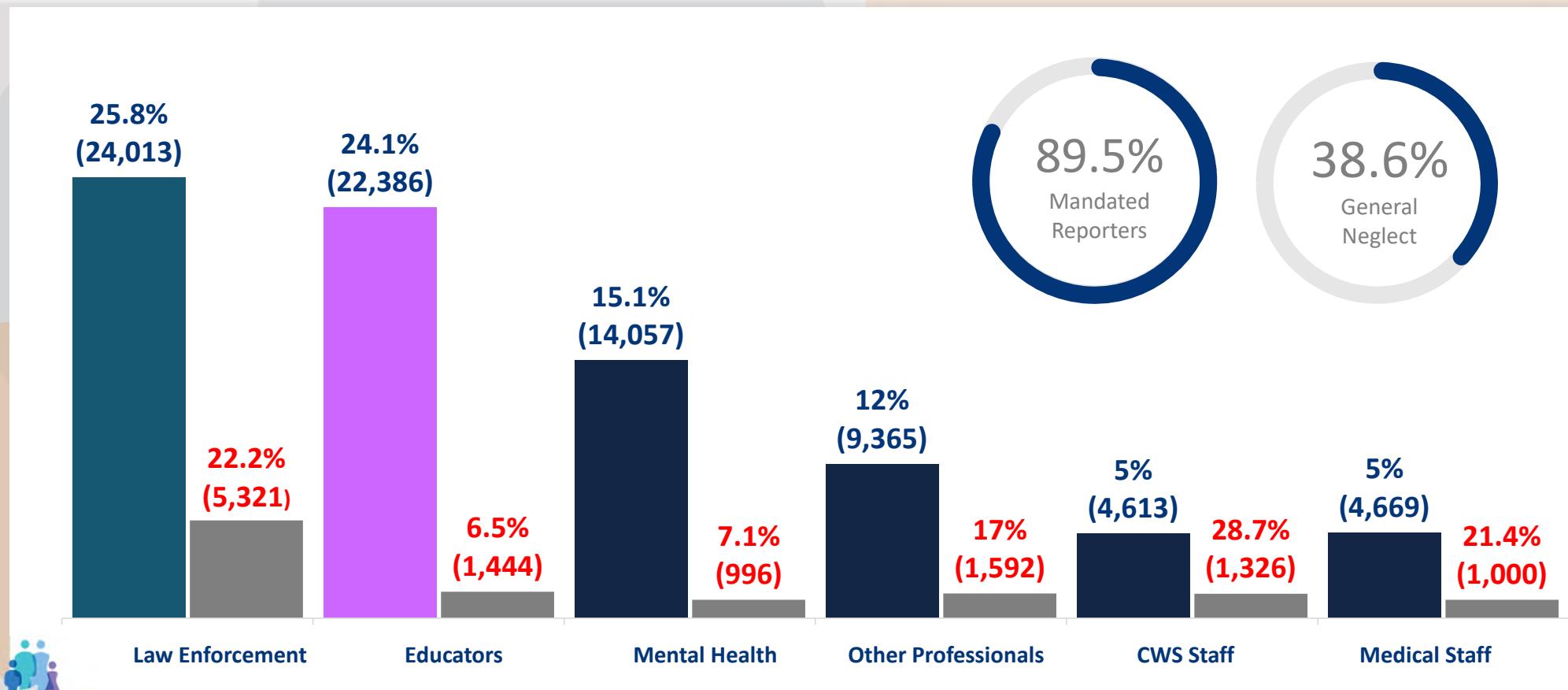
<b>48 Unified</b>		<b>26 Elementary</b>		<b>5 High School</b>	
1,787 Schools	358 Charters	62,342 Teachers	71,116 Classified Staff		

LACOE Employees: 1,570

<b>51%</b> Unrepresented	<b>3%</b> CSEA	<b>12%</b> LACEA	<b>34%</b> SEIU
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# Reports Made and Substantiations by Mandated Reporter Type in LA County (2023)



**“There’s so much smoke,  
my people can’t see the fire.”**

**Brandon T. Nichols**

Director, Los Angeles County Department of Children & Family Services

# Overreporting

- 17% of educator respondents to our survey answered that they made a report without concerns about potential child abuse or neglect

## Why?

- Confusion due to poor/inadequate training
- Fear of liability
- Desire to help children and families
- Bias

*“As mandated reporters, we are basically incentivized to report, report, report.”*

*Listening Sessions*

Castillo Consulting Partners (2023). Bear, L. (2023)



Los Angeles County  
Office of Education



LA COUNTY MANDATED  
SUPPORTING INITIATIVE



GREATER LOS ANGELES  
EDUCATION FOUNDATION

# Inadequate Training and Guidance for Sound Decision Making

- What do we remember from our mandated reporter training?
- What is reasonable suspicion?
- Does current training provide adequate, concrete guidance to support effective decision making?
- Fear-based; prioritizes organizational risk aversion



## Multiple Extraneous Factors Influencing Reporting Decisions

- Bias, as traditionally conceptualized (e.g., *race, class*)
- Additional cognitive biases (e.g., *personal experiences with maltreatment, perception of DCFS, type and severity of suspected maltreatment*)
- Fear of personal and organizational liability
- Conditioning to overreport/underreport





## Are we missing opportunities to **PREVENT** child maltreatment, **PARTNER WITH AND STRENGTHEN** families and **IMPROVE** child safety?

- What do we remember from our mandated reporter training?
- What is reasonable suspicion?
- Does current training provide adequate, concrete guidance to support effective decision making?
- Fear-based; prioritizes organizational risk aversion

### Many mandated reporters shared that they make reports to DCFS just to get help for families in need

- **65%** of LA County mandated reporters who made reports without suspecting child abuse or neglect indicated that “Making a report was the best way to connect a family to needed services”



# Now that We Understand the Problem, What Are Tools to Address it?



# Assembly Bill (AB) 2085



1. Child's parent/caregiver negligently failed to provide adequate food, clothing, shelter, medical care, or supervision
2. No physical injury to the child has occurred

**AND**

**(3) Child is at substantial risk of suffering serious physical harm or serious illness**

**(4) Parent's economic disadvantage is NOT general neglect**

# Legislative Intent: Assembly Bill (AB) 2085

## Legislative intent is to:

- Eliminate overreporting due to bias based on race and class
- Rectify conflation of poverty with general neglect
- Address racial disproportionality
- Decrease the strain on the child welfare system

**Is not only the law, but presents tremendous opportunity to further whole family approaches in education!**



# LA County Mandated Supporting Initiative (MSI)

In May 2023, the LA County Board of Supervisors passed the “*Moving from Mandated Reporting to Mandated Supporting*” motion, directing reform

**Broad coalition of partners working to transform to a model which:**

- ***prevents*** child harm and promotes family well-being
- provides high-quality **supportive services to families** in need to ***prevent*** maltreatment
- eliminates mandatory reporting as a driver of **racial disproportionality**



# AB 2085 Mandated Supporting Initiative Aligned Efforts

	Aligned Assets/Approach in Education Sector
<b>Narrative Shift</b>	Messaging campaign and social media content/tools for educational partners and staff <a href="#">LACOE Child Abuse Prevention month resources</a> Educator’s summit – on-going outreach/communications
<b>Data</b>	Tracking calls from education; evaluated out vs. investigated; substantiation rates; regional trends
<b>Training</b>	3 <a href="#">paths to complete county-developed training</a> – Individuals; organizations asynchronous training and live facilitation to support implementation; education specific module <a href="#">Training &amp; Tools</a> include 5 step decision support process and general neglect decision tree
<b>Community Pathways</b>	Strengthening knowledge/visibility of supports for families; positioning that support as a part of prevention and response to change in the law that narrows what should be called in to CPS <a href="#">Family Resource Finder</a> and <a href="#">BrightLife Kids Parent Support</a>
<b>Policy</b>	Integrating this legal change into policy and practice; Implementation ( <i>In Progress</i> ) <a href="#">Child Abuse Prevention month board resolution</a>

# A Toolkit for Action

District  
Readiness  
Checklist

Helps your district team identify a plan to implement AB 2085 and its assorted tools.

AB 2085  
Training  
Supplement  
and Mandated  
Reporters in  
Education  
Module

E-learning to train staff on AB 2085 statutory requirements and tools to support reporters and families.

AB 2085  
Decision-  
Support  
Process  
Overview

5-step decision-support guide designed as a desk reference for reporters to help them fulfill AB 2085 responsibilities and easily connect families to supports.

AB 2085  
General  
Neglect  
Decision  
Support Tree  
for Mandated  
Reporters

4-question decision support tool to provide reporters with guidance on making a reporting decision based on AB 2085 requirements.

Supporting  
Families  
Website with  
Family  
Resource  
Finder

“One stop shop” for reporters and families to easily find services and supports in their neighborhoods.

LACOE.edu  
Website

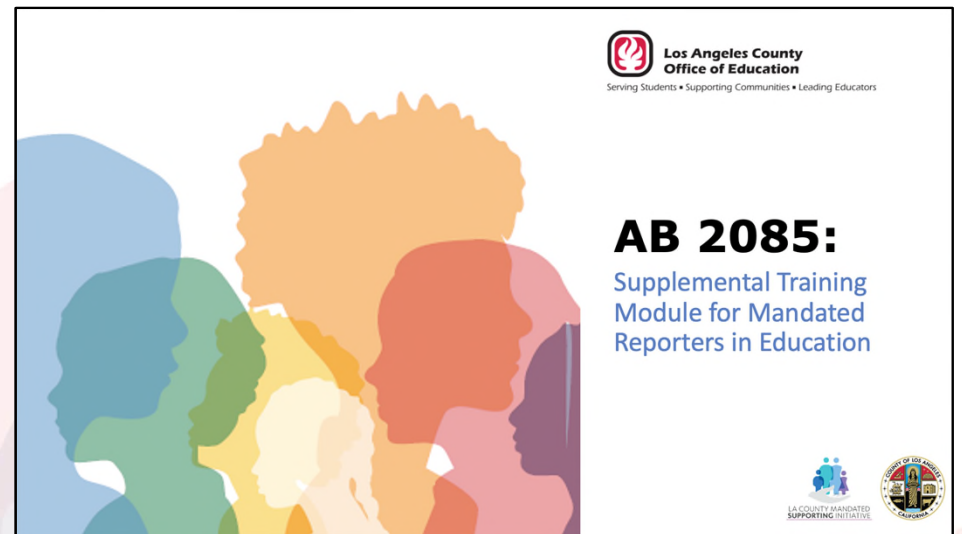
Designed to raise awareness and connect LEA leaders and mandated reporters in education with relevant supports, materials, and resources.

Technical  
Assistance  
and Support

Based on capacity and need, technical assistance and support may be provided to interested sites to support implementation.



# AB 2085 Training Supplement E-Learning and Training Supplement Module for Mandated Reporters in Education



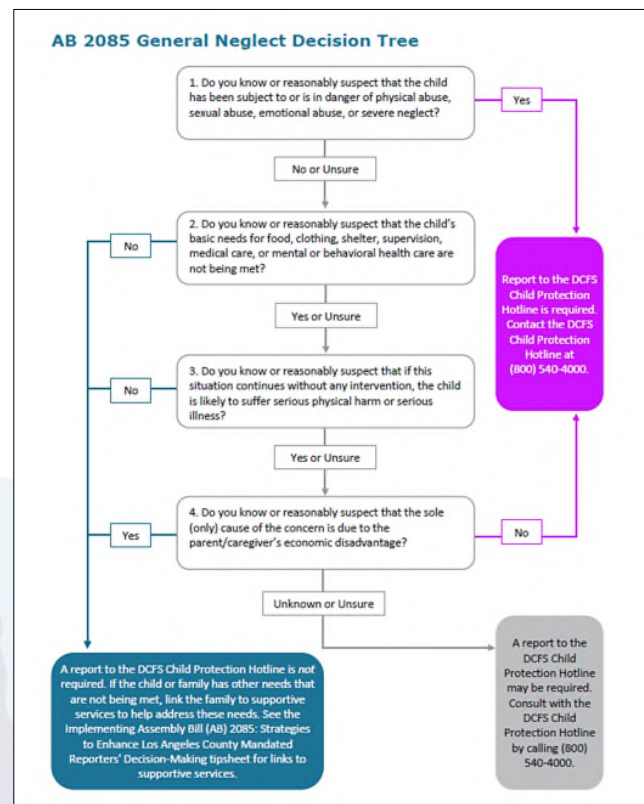
# AB 2085 Decision-Support Process Overview and AB 2085 General Neglect Decision Support Tree

## Five-step decision support process

1. Clarify
2. Consider
3. Consult
4. Complete
5. Decide

## General Neglect Decision Tree

- “Low Tech”
- Recommendations:
  1. Make a report to DCFS
  2. Consult with DCFS
  3. Link the family to supportive services if they are in need



## AB 2085 Asynchronous Training Participant Data (as of 12.31.25)

Total Live Training Attendees (STAR Seminar/Launch on 11.29.23)	727
Total E-Learning Completions (Since Initial Launch, 1.19.24 - 12.31.25)	2,502 <i>+1,552 LACOE employees (4,054)</i>
<b>---Educator Specific---</b>	
Total E-Learning Completions by Educators (Since Initial Launch, 1.19.24 - 12.31.25)	1,370 <i>+1,552 LACOE employees</i>
Total E-Learning Completions by Educators (Since Launch of Educator Module, 10.22.24 - 12.31.25)	1,310
Total LA County Districts Represented Among E-Learning Completions (1.19.24- 12.31.25)	24
Total Unique Views of Educator Slide Deck/Facilitator Guide (Since Launch of Educator Module, 10.22.24)	612

*Estimated number of LA County employees in the education sector (24-25 from DataQuest) = 161,000  
certificated employees=90,000+ classified employees=71,000+*

# Impact of AB 2085 Asynchronous Training

E-Learning - Educators (N=1,193) (1.19.24 - 12.31.25)			Change
	Percent/Average BEFORE Training/Course	Percent/Average AFTER Training/Course	
<b>I have skills/knowledge necessary to serve my clients well</b>	(N = 1193)	(N = 1193)	
<b>Percentage Agreed</b>	58.9%	91.5%	<b>+32.6%</b>
Mean (scale of 1-5; 5 is 'Strongly Agree')	3.6	4.4	
<b>I have the training necessary to find effective solutions for the people I serve</b>	(N = 1193)	(N = 1193)	
<b>Percentage Agreed</b>	61.4%	90.4%	<b>+28.9%</b>
Mean (scale of 1-5; 5 is 'Strongly Agree')	3.7	4.3	
<b>I am confident in my capacity to help the people I serve</b>	(N = 1193)	(N = 1193)	
<b>Percentage Agreed</b>	66.8%	90.8%	<b>+24.0%</b>
Mean (scale of 1-5; 5 is 'Strongly Agree')	3.8	4.3	
<b>I am confident in my ability to implement today's training topic in my work</b>	(N = 1193)	(N = 1193)	
<b>Percentage Agreed</b>	60.9%	89.9%	<b>+29.0%</b>
Mean (scale of 1-5; 5 is 'Strongly Agree')	3.7	4.3	
<b>I think that other staff should get this training/course.</b>	(N = 1193)		
<b>Percentage Agreed</b>	<b>87.1%</b>		
Mean (scale of 1-5; 5 is 'Strongly Agree')	4.3		
Overall, how would you rate this training/course?	(N = 1193)		
Percentage Good, Very Good, or Excellent	95.3%		
Mean (scale of 1-5; 5 is 'Excellent')	4.0		

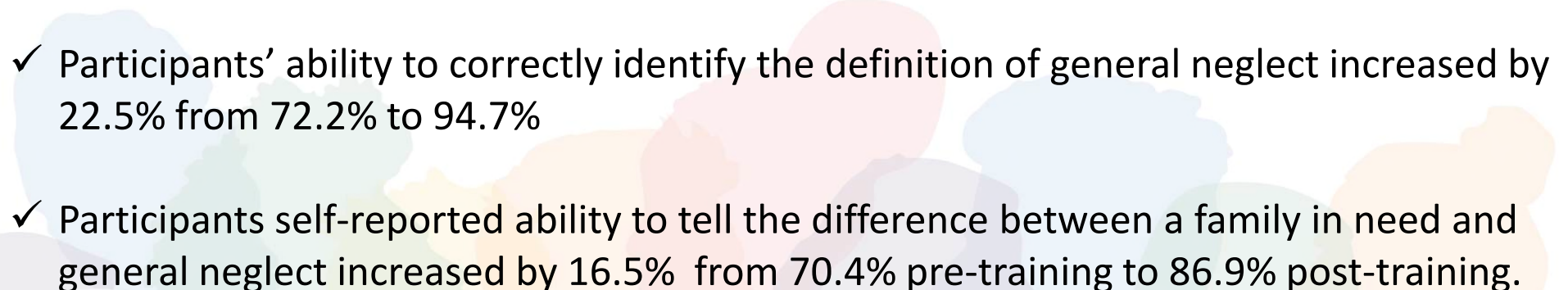
# Key Themes and Feedback from Participants

## AB 2085 Training Feedback - Educator Summary with Illustrative Quotes

Source: 59 free-response comments from educators who took the training (submitted between 2.16.25 - 12.31.25)

Key Theme	What Educators Liked	Suggestions for Improvement	Illustrative Quote
1. Scenario-Based Learning & Case Studies	<ul style="list-style-type: none"> <li>• M's circumstance scenarios helped understand decision-making</li> <li>• Case studies showed when to file reports</li> <li>• Scenarios tested comprehension effectively</li> </ul>	<ul style="list-style-type: none"> <li>• More video enactments vs. reading scenarios</li> <li>• Additional examples of different situations</li> <li>• More practice scenarios</li> </ul>	<i>"The M's circumstance played out in two different scenarios allows you to see yourself as the mandated reporter and it allows you to step back to not make a biased decision when deciding whether to report or not."</i>
2. Decision Tree & Visual Aids	<ul style="list-style-type: none"> <li>• Decision-making visual tree was mapped out clearly</li> <li>• Step-by-step guidance was easy to follow</li> <li>• Visual resources were new and helpful</li> </ul>	<ul style="list-style-type: none"> <li>• More graphs and visual elements</li> <li>• Provide a checklist for common abuse situations</li> <li>• Written guide for post-training reference</li> </ul>	<i>"I liked the visual of the Decision making visual tree. For me seeing this in writing mapped out really makes sense and will definitely help me if I should come across a situation that may need reporting."</i>
3. Clear Format & Accessible Content	<ul style="list-style-type: none"> <li>• Training broken into manageable sections</li> <li>• Videos came with transcripts</li> <li>• Online format was easy to navigate</li> </ul>	<ul style="list-style-type: none"> <li>• Shorten videos; training exceeded 1 hour</li> <li>• Separate downloads from video content</li> <li>• Make content more visually appealing</li> </ul>	<i>"I liked this training because it was broken into sections that made it easier to get through the material."</i>
4. Bias Awareness & Critical Thinking	<ul style="list-style-type: none"> <li>• Training emphasized self-awareness of biases</li> <li>• Clarified steps before making inaccurate reports</li> <li>• Reminder that critical thinking is needed</li> </ul>	<ul style="list-style-type: none"> <li>• Define key terms more clearly</li> <li>• More emphasis on clarifying questions</li> <li>• Additional examples showing diverse situations</li> </ul>	<i>"How it lets us know that we all have bias and how to take time to really think and ask the questions to help us understand how to proceed."</i>
5. Practical Resources & Implementation	<ul style="list-style-type: none"> <li>• Downloadable PDFs and resources provided</li> <li>• Information applicable to student situations</li> <li>• Comprehensive coverage of AB 2085 requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Integrate into existing mandated reporter training</li> <li>• Provide dedicated work time for completion</li> <li>• Offer in-person/live training options</li> </ul>	<i>"I agree STRONGLY with the observation that we need consistent statewide mandated reporter professional development. Rather than being a 'stand alone' this training should be incorporated in the regular mandated reporter training."</i>

# Impact of Training – Live Training Results

- ✓ Live training was most impactful at changing participant's understanding of acceptability of asking clarifying questions.
    - Pre-training, 42.6% of the participants agreed that it was okay to ask questions about a concerning situation.
    - Post training, that number went up to 89.5%.
  - ✓ Participants' ability to correctly identify the definition of general neglect increased by 22.5% from 72.2% to 94.7%
  - ✓ Participants self-reported ability to tell the difference between a family in need and general neglect increased by 16.5% from 70.4% pre-training to 86.9% post-training.
- 

# Promoting the Family Resource Finder

## SupportingFamilies.lacounty.gov



The screenshot shows the homepage of the Family Resource Finder website. The background features a smiling woman and a young girl. The page has a dark blue header with the text 'Family Resource Finder' on the left and 'Español About' on the right. Below the header, on the left, is the official seal of Los Angeles County, California, followed by the text 'MANDATED SUPPORTING INITIATIVE (MSI)'. The main heading reads 'Supporting Families in Los Angeles County'. Below this, there are two questions: 'Are you a Mandated Reporter seeking to connect families to community-based supportive resources?' and 'Are you a Parent or Caregiver seeking supportive resources for your family?'. On the right side, there is a white search box with a magnifying glass icon, the text 'Find Supportive Resources', and a dark blue button labeled 'Get Started >'. Below the button, a note states: 'Note: Your personal information will not be saved or shared without your consent.'

Family Resource Finder

Español About



MANDATED SUPPORTING  
INITIATIVE (MSI)

## Supporting Families in Los Angeles County

Are you a Mandated Reporter seeking to connect families to  
community-based supportive resources?

Are you a Parent or Caregiver seeking supportive resources for  
your family?



Find Supportive  
Resources

Get Started >

Note: Your personal information will not be saved or shared without  
your consent.

# Promoting Brightlife Kids

BrightLife Kids  
CALIFORNIA'S BEHAVIORAL HEALTH SUPPORT PROGRAM

For Families

For Partners

Blog

English / Español

Log In

Sign Up

## Get support for the tough stuff, so your child can thrive

Personalized support for California families. Kids ages 0–12 get free, expert coaching for sleep issues, worry, social skills, and more. Live, 1:1 video sessions, secure chat, on-demand content, and more.

[Sign Up for Free](#)

No cost. No insurance needed. All right from home. Click or call (888) 275-5357 to get started.



We've partnered with California to bring families no-cost care.

[BrightLife Kids - A CalHOPE Program by Brightline](#)



Everything BrightLife Kids offers\* is fully paid for by the State of California. Together, we are working to ensure all California families can find the behavioral health support they need, when they need it. If you have a California ZIP Code and a child ages 0–12, you're qualified.

We're here for everyone — and free for everyone.

\*BrightLife Kids is a program created by Brightline. Therapy is not included as part of the free BrightLife Kids coaching program. Therapy is recommended for kids who require close monitoring for safety reasons, have been struggling for a long time, or have more complex challenges that are significantly impacting their day-to-day life. The cost of therapy may be lower if it is covered by insurance. If you have insurance and therapy is recommended for your child, we can help you identify resources in your area.

## For every age and stage

AGES 0-4

### Infants/toddlers

#### Coaching for new(ish) parents/caregivers

Learn about developmental milestones, manage separation anxiety, build routines, get kids to try new things, discover strategies for better sleep, and so much more.



AGES 5-8

### Kids

#### Coaching for kids and their parents/caregivers

Work on how to express big feelings like sadness, worry, and anger in healthy ways, encourage age-appropriate learning, balance alone time with social time, and so much more.



AGES 9-12

### Tweens

#### Coaching for preteens and their parents/caregivers

Learn to set boundaries on social media, manage peer pressure, nurture your tween's growing sense of independence, build self-esteem, confidence, and inclusivity, and so much more.



# Supporting Families: MSI and LACOE Websites

SupportingFamilies.lacounty.gov

(213) 974-1558 | MSI@ddfs.lacounty.gov | Select Language

**MANDATED SUPPORTING INITIATIVE (MSI)**

HOME TRAINING & TOOLS PLANS OF SAFE CARE SUPPORTIVE RESOURCES INFORMATION FOR FAMILIES ABOUT US

Los Angeles County Mandated Supporting Initiative

- Family Resource Finder
- Take the Training
- Decision Support Process TipSheet
- General Neglect Decision Tree
- Join the MSI Coalition

lacoed.edu/mandatedsupporting

Los Angeles County Office of Education

SERVICES PROGRAMS EDUCATION WORKING AT LACOE ABOUT LACOE

**MANDATED SUPPORTING INITIATIVE**

Information and resources about mandated reporting reform through California AB 2085

HOME / SERVICES / SUPPORTING STUDENTS & FAMILIES / MANDATED SUPPORTING INITIATIVE

**OVERVIEW**

Mandated reporting is an important and sometimes difficult responsibility. Mandated reporters need effective training to distinguish child safety risks from socio-economic issues and make accurate and equitable reporting decisions. Strong, positive relationships between families and schools are also key to the safety and wellbeing of children and youth. Mandated reporters in education help keep students safe by:

- Building strong relationships with families
- Noticing potential concerns early

# Mandated Supporting in Education



Los Angeles County  
Office of Education

A Message From  
**SUPERINTENDENT DEBRA DUARDO**

Dear Colleagues,

As we recognize [Child Abuse Prevention Month](#) this April, the Los Angeles County Office of Education (LACOE) highlights the critical role schools play in supporting the safety, wellbeing and resilience of children and families.

Schools are often the first to notice signs of family stress or student need. While mandated reporting remains essential when required, early support and prevention are just as important in helping families access resources before challenges escalate.

We are deeply committed to supporting mandated reporters in education through improved training and decision-support tools. This year, all LACOE employees completed County-developed training to implement [AB 2085](#). We continue to partner with schools and districts across the County to equip educators and school staff with the tools, training, and resources needed to support early identification of needs and connection to family supports.

We are grateful for the leadership and commitment of schools and districts in advancing this reform effort and encourage every educator and LEA to:

- Ensure the implementation of [AB 2085](#) through training and communication.
- Access and promote the [Family Resource Finder](#).
- Share [BrightLife Kids Parent Support](#) for California families with children ages 0-12.
- Encourage and share conversations about child safety and wellbeing both in the classroom and at home.

During this month and throughout the year, we encourage you to share prevention resources with staff and reinforce the important role educators play in supporting student and family wellbeing.

Thank you for your continued leadership and commitment to fostering safe, supportive school environments.

[Child Abuse Prevention Month Resources](#)

Be well,

Debra Duardo, MSW, Ed.D.  
Los Angeles County Superintendent of Schools



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## NATIONAL CHILD ABUSE PREVENTION MONTH

[HOME](#) / [ABOUT LACOE](#) / [NEWSROOM](#) / [RESOURCE GUIDE LIBRARY](#) / [NATIONAL CHILD ABUSE PREVENTION MONTH](#)

### OVERVIEW

April is National Child Abuse Prevention Month, and we urge communities to recognize this month by working together to support child abuse prevention programs and activities, increase awareness about child abuse and contribute to promoting the social and emotional wellbeing of children and families in a safe, stable and nurturing environment.

Child abuse prevention remains the best defense for our children and families and effective prevention activities succeed because of the partnerships created between child welfare professionals, education, health, community and faith-based organizations, business, law enforcement agencies and families.

**Why This Matters: Advancing Our 2026 Strategic Goals**

At LACOE, Child Abuse Prevention Month is more than awareness, it reflects our ongoing commitment to building the capacity of educators to recognize, respond to and prevent child abuse and neglect through informed, culturally responsive practices.

As part of our 2026 strategic goals, we are prioritizing professional learning and systems of support that empower educators to act as informed mandated reporters while also strengthening family-centered approaches.

**Our progress to date includes:**

- 1,552 LACOE employees completed the Educator Supplemental Training through our Learning Management System between December 2025 and January 2026
- 1,898 educators across 10 districts and charter schools were trained during Q3 and Q4 of 2025

These efforts reflect our continued investment in equipping school communities with the knowledge and tools needed to support students and families, prevent harm and respond appropriately when concerns arise.

### 30-Day Child Abuse Prevention Month Action Calendar

April 2025

SUN	MON	TUE	WED	THU	FRI	SAT
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

**Week 1: Awareness & Education**

**Week 2: Supporting Families & Communities**

**Week 3: Advocacy & Action**

**Week 4: Making Prevention a Year-Round Effort**

Developed by Los Angeles County Office of Education

## National Child Abuse Prevention Month

# Calls to the Child Protection Hotline from Mandated Reporters in Education – LA County

Year	Total	# Involving General Neglect	% of Calls that included General Neglect allegation
2023	14,549	6,881	47%
2024	12,562	6,073	48%
2025	10,454	5,100	49%



# Lessons Learned Brief

## Overview: The Foundation for Transformation

### Changing Practice

**Finding 1:**

Staff need a clear path to pause and consult

**Finding 2:**

Training must be integrated in practice and systems

### Shifting Systems

**Finding 3:**

Leadership sets the conditions for change

**Finding 4:**

Supporting instead of reporting families required tangible resources

**Finding 5:**

Data is essential to the feedback loop of change

### Sustaining Change

**Finding 6:**

Stable staffing and funding is essential

**Finding 7:**

Embed changes in policy and practice at every level of the system



Los Angeles County  
Office of Education



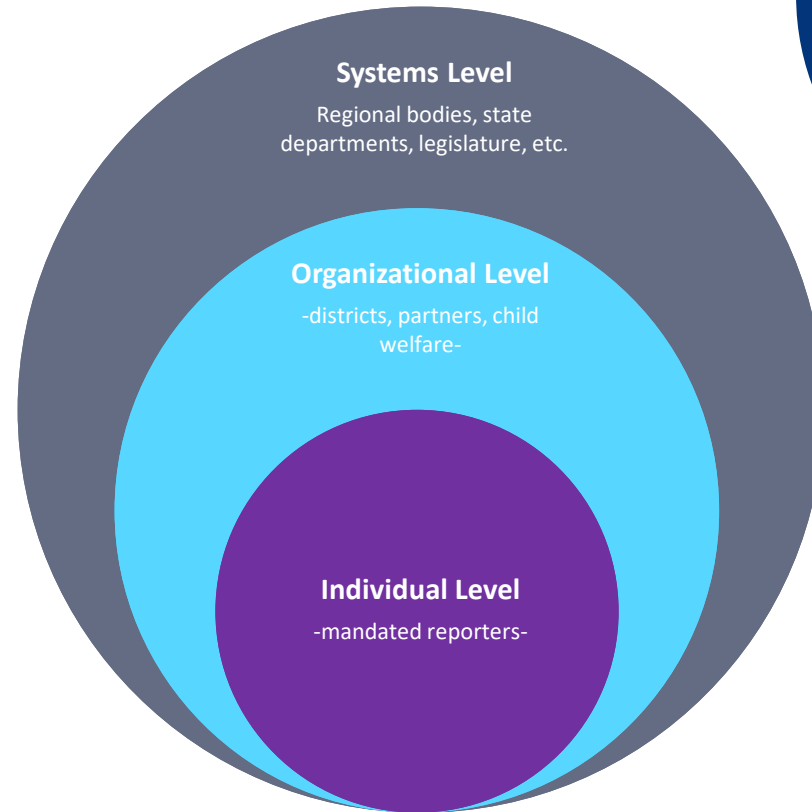
LA COUNTY MANDATED  
SUPPORTING INITIATIVE



GREATER LOS ANGELES  
EDUCATION FOUNDATION



# What's next? Our call to action



# Stay Connected!

Los Angeles County Office of Education (LACOE)

**Alicia Garoupa, LCSW**

[garoupa\\_alicia@lacoed.edu](mailto:garoupa_alicia@lacoed.edu)

Los Angeles County Mandated Supporting Initiative

**Dr. Tamara N. Hunter**

[msi@dcfs.lacounty.gov](mailto:msi@dcfs.lacounty.gov)

**Visit:** [SupportingFamilies.LAcounty.gov](http://SupportingFamilies.LAcounty.gov)  
& [lacoed.edu/mandatedsupporting](http://lacoed.edu/mandatedsupporting)

# Orange County Prevention Pathways & Mandated Reporting Reform

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**Nicole Stratman**, Family Maintenance  
Collaborative Services/FaCT

**Judith Stanlow**, Families and  
Communities Together (FaCT)

**Camille Delgadillo**, Human Services  
Manager



**STRONG FAMILIES, SAFE FUTURES**  
When we care together, families thrive

# Orange County's Community Pathway

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*Nicole Strattman*

**Family Maintenance Collaborative Services/FaCT**



**STRONG FAMILIES, SAFE FUTURES**  
When we care together, families thrive



COUNTY OF ORANGE CALIFORNIA

Social Services Agency

Our Community. Our Commitment.

# Prevention Efforts in Orange County

Judith Stanlow, MA

*Program Administrative Consultant*

Families and Communities Together (FaCT)

# Families First Unit and Healthy Tomorrows

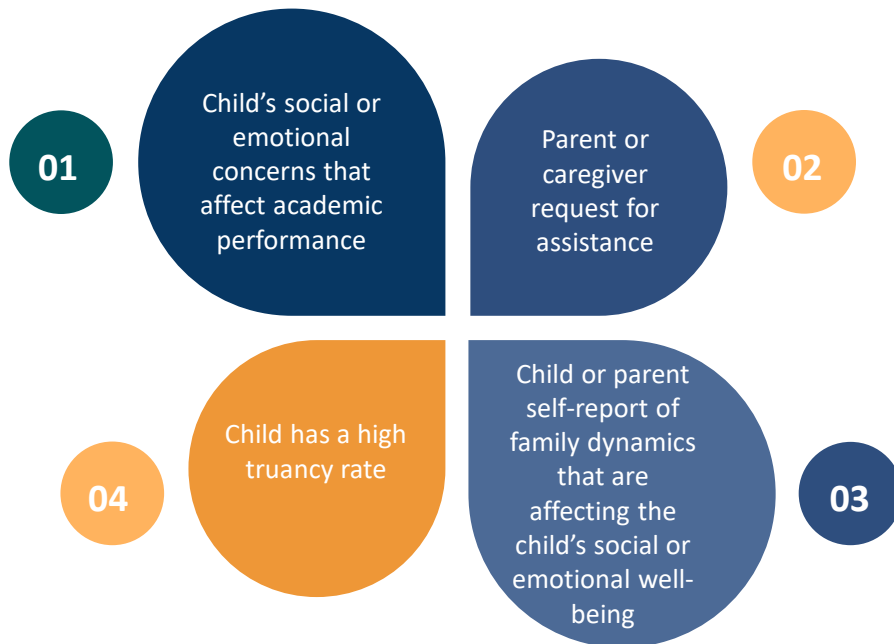
- 🍊 Healthy Tomorrows is one of four prevention-based components in the Families First Unit
- 🍊 The Families First Unit also provides services to families referred through the School Attendance Review Board (SARB), Truancy Court, and the Multi-Disciplinary Consultation Team (MDCT)
- 🍊 The main objective of these programs is to address family issues that may result in contact with the child welfare system without intervention



# Healthy Tomorrows

- 🍊 In existence since 1992
- 🍊 Collaboration with 10 Community Elementary Schools in the Santa Ana Unified School District
- 🍊 Social Workers are co-located at the schools
- 🍊 Goals include:
  - Early intervention and service delivery to children at risk of school failure due to health and social issues
  - Provide school-linked child abuse prevention services to at-risk families
  - Empower parents and caregivers through education and resources





## How are Families Identified?



**Students and families are referred through School Counselors, Administrators and Family & Community Engagement (FACE) Liaisons**

# Healthy Tomorrows Services and Supports

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- 🍊 Provide psycho-education to families and children
- 🍊 Referrals and linkages to Community-Based Organizations for services and supports
- 🍊 Case Management Services
  - Provided by a Senior Social Worker in the Families First Unit
  - Ideal timeframe is 3-6 months, can be longer depending on need
  - Meet with the family in-person once a month, in home or community location
  - Complete a Family Wellness Plan
    - Based on the 5 Protective Factors
    - Use the Protective Factors Survey (pre and post) to assess family needs and progress





# Neighbor to Neighbor Program

(Differential Response Path 1)

# Neighbor to Neighbor and the FaCT Program

- 🍊 Families and Communities Together (FaCT) is a public-private partnership within the County of Orange. The Social Services Agency partners with community agencies to provide essential family support services at 15 Family Resource Centers located in Orange County's highest risk communities
- 🍊 The Neighbor to Neighbor program is not new in Orange County; however, providing these services with measurable outcomes through the FaCT Family Resource Centers is newly contracted as of July, 2025
- 🍊 Each designated Family Resource Center has a Community Engagement Coordinator (CEC) and Family Support Advocate (FSA) dedicated to working specifically with Neighbor to Neighbor families

# Neighbor to Neighbor

- 🍊 Referrals are generated from calls received by the Child Abuse Registry that do not meet the statutory definition of abuse or neglect
- 🍊 Identify families that may benefit from services and supports that could prevent child abuse & neglect
- 🍊 Goals of the program include the early identification of needs to prevent a crisis and promoting a family's ability to become self-sufficient
- 🍊 Referrals are sent to 5 contracted FRCs for service provision, the family's participation is voluntary



# Referral Process

Child Abuse Registry Social Workers assess and refer families to the Family Resource Center



The Community Engagement Coordinator will reach out to the family within 24 hours of receiving the referral and make multiple subsequent attempts.

Once the family is engaged, the Family Support Advocate will meet with them and together assess and prioritize the family's needs.

Services offered may include:

- Case Management
- Domestic Abuse Services
- Parent Education and Support
- Individual or Family Counseling
- Basic Needs / Emergency Assistance
- Family Engagement / Bonding Activities





## Engagement is Key

- 🍊 The Community Engagement Coordinator looks for strategic supports and services to offer based on the family's unique needs
- 🍊 Families are contacted in a variety of ways and offered incentives such as basic needs items, family bonding activities and family fun events
- 🍊 Focus of engagement is on services and supports available, not specific agency concerns
- 🍊 Once engaged and connected with the Family Support Advocate, families will receive case management services and linkages to community resources and supports

# Bumps in the Road

## 🍊 Challenges to Engagement:

- Distrust or suspicion of motives for contact
- Inability of staff to share how they obtained the family's contact information; the referral source is confidential
- Lack of response from family despite multiple attempts

## 🍊 Challenges to Service Participation:

- Cases have complex needs, families may be overwhelmed
- Lack of follow through with services and appointments; stop responding to staff
- Families who do not need financial or basic needs assistance may be more reluctant to participate in services



# Lessons Learned: Turning Challenges into Success

- 🍊 Use of creative engagement strategies, thinking “outside the box”
- 🍊 Offering incentives that are not just financial supports
- 🍊 Strengthening connections with community resources of which families were previously unaware
- 🍊 Connecting families to other FRCs if they are more convenient to the family
- 🍊 Most families who engage and meet with the Family Support Advocate are receptive to service participation
- 🍊 Some families return months after initial contact attempts were made, indicating they are now ready to seek support
- 🍊 Services are being offered to families who previously would not have received these prevention efforts





Judith Stanlow, MA

*Program Administrative Consultant, Families and Communities Together (FaCT), Children and Family Services*

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COUNTY OF ORANGE CALIFORNIA  
**OC Social Services Agency**  
*Our Community. Our Commitment.*

# Mandated Reporting to Community Supporting (MRCS)

Camille Delgadillo  
*Human Services Manager*



# MRCs

A state-wide initiative to shift the focus of mandated reporter responsibilities *from* primarily reporting suspected child abuse and neglect *to* actively supporting families within their communities.





# WE CAN Coalition

- 🍊 The **Working to End Child Abuse and Neglect (WE CAN) Coalition** is a county-wide collaboration
- 🍊 Addresses the intersecting needs of children, families and communities
- 🍊 Consists of more than 100 different organizations, programs, and departments
- 🍊 Working together to serve target populations in a comprehensive manner
- 🍊 Focuses on prevention, diagnosis and treatment
- 🍊 Comprised of four (4) Task Forces:
  - Family Support
  - Training and Education
  - OC SCAN Team
  - Prevention



## MRCIS Initiative in OC

- 🍊 MRCIS Initiative is a newly formed collaborative
- 🍊 The MRCIS Initiative will be the new focus of the existing Coalition Prevention Task Force
- 🍊 The Prevention Task Force will evolve into the MRCIS Task Force

# Where are we now?

- 🍊 The WE CAN Prevention Task Force core team presented the idea of tackling the MRCS initiative to the Task Force's membership last November 2025.
- 🍊 Early discussions revolved around the new MRCS Task Force's mission as "a collaborative effort to strengthen our community's response and support systems."
- 🍊 The new MRCS Task Force is at the early stages of its evolution.
  - Planning sessions are being held to:
    - Discuss Task Force leadership
    - Create a list of potential "voices at the table"
    - Define our shared mission and vision
    - The WE CAN Prevention Task Force/MRCS Initiative kick off is on May 13, 2026.

# Who is on the MRCS Task Force?

- 🍊 Planning Team

  - 🍊 Co-leads are Paul Bonfanti and Kristen Stits

- 🍊 Task Force Membership

  - WE CAN Prevention Task Force members were asked to share the contact information of stakeholders with diverse perspectives and lend their voice at the table.
  - Sub-committees may be formed to work on the various implementation tasks.



# MRCs Task Force Implementation Plan

- 🍊 Implementation planning will include:
  - Reviewing the existing work of other counties
  - Referral and information gathering
  - Education/Curriculum Tool development
    - i.e. decision tree, pathway, etc.
  - Roll Out
    - TBD

## Anticipated concerns:



## Proposed solutions:

- 🍊 Task Force to brainstorm and implement solutions
- 🍊 Continuing education
- 🍊 Community Pathway buildout



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# Questions?



# Thanks for joining us!

## What's Next?

Register now for the next webinar in this series!



**Concrete Supports in Action: Meeting Family Needs to Prevent Crisis**

11:00 A.M. – 12:30 P.M.

**SCAN HERE**



**STRONG FAMILIES, SAFE FUTURES**  
When we care together, families thrive