



# Department of Family Services

121 S Martin Luther King Blvd • Las Vegas NV 89106-4309  
(702) 455-7200 • Fax (702) 385-2999 • Hotline (702) 399-0081

**Lisa Ruiz-Lee, Director**  
**Paula Hammack, Assistant Director • Michael Knight, Assistant Director**



Dear Licensed Caregiver,

The safety, permanency and welfare of children in our care are top priorities for the Clark County Department of Family Services (DFS). Part of that responsibility includes unannounced home visits by DFS staff to ensure a child's well-being.

These visits are not a reflection of your service to children. Rather, they are meant to provide quality care for the most vulnerable population in our community.

DFS policy requires staff to have face-to-face contact with a child every 30 days. Beginning in September, here is what you can expect when someone from the department conducts an unannounced visit in your home:

- A DFS case worker making face-to-face contact with the child;
- A walk-through of every room in the home for quality assurance and customer service purposes;
- Body checks of the child;
- Photographs taken of every room in the home as part of case documentation; and
- A conversation with the caregiver about the child's well-being.

If you are not being visited regularly by your case manager or have questions about the process, please call us at 702-455-5444. Children in our community deserve the best quality of care.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lisa Ruiz-Lee".

Lisa Ruiz-Lee  
Director