

From: [Board Of Supervisors](#)
To: [Jesseka Rodriguez](#)
Subject: FW: Formal Complaint Against Santa Cruz County Social Services Director Randy Morris
Date: Wednesday, March 5, 2025 3:23:46 PM
Attachments: [Complaint Morris](#) [Board of Supervisors.pdf](#)

From: melissa schilling [REDACTED]
Sent: Tuesday, March 4, 2025 8:08 AM
To: fosteryouthhelp@dss.ca.gov; CSOB@dss.ca.gov; ombudsman@advocacy-inc.org; Board Of Supervisors <boardofsupervisors@santacruzcountyca.gov>; COB Staff <COBStaff@santacruzcountyca.gov>
Subject: Formal Complaint Against Santa Cruz County Social Services Director Randy Morris

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March 04, 2025

Melissa Schilling
[REDACTED]

Formal Complaint Against Santa Cruz County Social Services Director Randy Morris

I am writing to formally complain about the conduct of Randy Morris, Director of Santa Cruz County Social Services, regarding his repeated failure to mediate, communicate, respond, intervene, or effect any meaningful change in a critical mental health case involving my family. From August 2024 through March 2025, as this case has escalated and ultimately imploded, Mr. Morris has never once reached out with compassion, support, or service—despite bi-monthly email correspondence, court filings, and letters to social services employees requesting assistance.

Santa Cruz County Social Services has consistently failed to address the urgent and complex needs of my son, [REDACTED] a foster youth with a well-documented history of early childhood trauma, cognitive impairments, and severe mental health challenges. Despite extensive documentation, including

neuropsychological assessments confirming his vulnerabilities, Santa Cruz County Social Services has not implemented appropriate interventions.

Key failures under Mr. Morris' leadership include:

- 1.
- 2.
3. **Negligent Mental Health Oversight**
4.
 - o
 - o
 - o Despite clear evidence of Reactive Attachment Disorder, Santa Cruz County Social Services
 - o failed to conduct a thorough psychological assessment or ensure trauma-informed care.
 - o
 - o
 - o
 - o Alameda County social workers, who reviewed this case, immediately recognized the signs
 - o of Reactive Attachment Disorder and provided empathy, support, and resources—despite this case not being in their jurisdiction. In contrast, Santa Cruz County Social Services has remained indifferent and unresponsive.
 - o
- 5.
- 6.
7. **Failure to Provide Crisis Intervention**
8.
 - o
 - o
 - o [REDACTED] has been placed on two psychiatric holds (5150 and 5185) due to escalating mental
 - o health crises. Law enforcement has repeatedly had to intervene due to his destructive behaviors, including setting fires and physically damaging property.

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-
- Santa Cruz County Social Services has not provided any crisis stabilization, despite
- these repeated incidents.
-

9.

10.

11. Failure to Communicate and Coordinate Care

12.

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-
- A San Rafael Police officer reported that Santa Cruz County Social Services is unresponsive
- during crises. When law enforcement is called to [REDACTED] facility, no authorized representative is available to communicate with them.
-
-
-
- The officer stated that I am the only consistent point of contact through 18 visits to
- the facility, further proving the county's complete lack of oversight.
-

13.

14.

15. Failure to Ensure Proper Medical Treatment

16.

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-
- Dr. Namjas Enman, a physician overseeing my son's psychiatric care, discontinued his
- psychotropic medications without in-person evaluation, consultation with prescribing doctors, or a follow-up care plan.
-
-

-
- This reckless decision has contributed to my son's worsening condition and increased
- psychiatric hospitalizations.
-

17.

18.

19. **Failure to Ensure Supervision and Safety**

20.

-
-
- [REDACTED] has repeatedly gone AWOL from his STRTP (Short-Term Residential Therapeutic Program)
- and has been involved in unlawful activities, including vehicle theft and property damage.
-
-
-
- Despite clear evidence of safety risks, Santa Cruz County Social Services has taken no
- steps to ensure proper supervision or placement in a more secure environment.
-

21.

22.

23. **Refusal to Engage in Family Reunification or Meaningful Support**

24.

-
-
- [REDACTED] has expressed conflicting statements about wanting to return home, yet Santa
- Cruz County Social Services has made no effort to assess his competency or provide family therapy.
-
-
-

- The agency's refusal to engage in family-based support has only further alienated [REDACTED]
- and exacerbated his behavioral challenges.
-

Request for Immediate Action

Due to the continued failure of Santa Cruz County Social Services under the leadership of Randy Morris, I formally request:

1.

2.

3. A Full Investigation

4. into the negligence, lack of intervention, and systemic failures of Santa Cruz County Social Services in handling this case.

5.

6.

7.

8. Immediate Transfer of [REDACTED] Case

9. to a county with trauma-informed professionals, such as Santa Clara or Alameda County, where he has already received competent and compassionate engagement.

10.

11.

12.

13. Accountability for Randy Morris and his Department

14. for their failure to act in a way that ensures the safety and well-being of a vulnerable foster youth.

15.

16.

17.

18. A Court-Ordered Psychological Assessment


19. to formally determine [REDACTED] cognitive capacity, mental health needs, and appropriate placement.

20.

Santa Cruz County Social Services has demonstrated gross incompetence in managing this case, placing my son at further risk. Their continued negligence should not be allowed to persist without consequence. I request urgent action before further harm occurs.

Sincerely,
Melissa Schilling

photo




Together in Education
[REDACTED] | She/Her, Melissa Schilling, M.S., AET

[Cabrillo College](#) | [Climate Resilience](#)

[Education Therapist](#) | [Special Education](#)

melissa@melissaschilling.com | What are you reading? I'm reading:

Tending the Wild by *Kat Anderson*



Land Acknowledgement:

"The land on which we gather is the unceded territory of the Awaswas-speaking Uypi Tribe. Today there are no known survivors of the Awaswas Nation. The Amah Mutsun Tribal Band, comprised of the descendants of indigenous people taken to missions Santa Cruz and San Juan Bautista during Spanish colonization of the Central Coast, is today working hard to restore traditional stewardship practices on these lands to honor the Awaswas and heal from historical trauma."

Amah Mutsun (Aaa-Ma) (Moot-sun)
Uypi (You-P)
Awaswas (Aaa-Was-Was)

March 04, 2025

Melissa Schilling



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Santa Cruz County Social Services has consistently failed to address the urgent and complex needs of my son, [REDACTED] a foster youth with a well-documented history of early childhood trauma, cognitive impairments, and severe mental health challenges. Despite extensive documentation, including neuropsychological assessments confirming his vulnerabilities, Santa Cruz County Social Services has not implemented appropriate interventions.

Key failures under Mr. Morris' leadership include:

1. Negligent Mental Health Oversight

- Despite clear evidence of Reactive Attachment Disorder, Santa Cruz County Social Services failed to conduct a thorough psychological assessment or ensure trauma-informed care.
- Alameda County social workers, who reviewed this case, immediately recognized the signs of Reactive Attachment Disorder and provided empathy, support, and resources—despite this case not being in their

jurisdiction. In contrast, Santa Cruz County Social Services has remained indifferent and unresponsive.

2. Failure to Provide Crisis Intervention

- [REDACTED] has been placed on two psychiatric holds (5150 and 5185) due to escalating mental health crises. Law enforcement has repeatedly had to intervene due to his destructive behaviors, including setting fires and physically damaging property.
- Santa Cruz County Social Services has not provided any crisis stabilization, despite these repeated incidents.

3. Failure to Communicate and Coordinate Care

- A San Rafael Police officer reported that Santa Cruz County Social Services is unresponsive during crises. When law enforcement is called to [REDACTED] facility, no authorized representative is available to communicate with them.
- The officer stated that I am the only consistent point of contact through 18 visits to the facility, further proving the county's complete lack of oversight.

4. Failure to Ensure Proper Medical Treatment

- Dr. Namjas Enman, a physician overseeing my son's psychiatric care, discontinued his psychotropic medications without in-person evaluation, consultation with prescribing doctors, or a follow-up care plan.
- This reckless decision has contributed to my son's worsening condition and increased psychiatric hospitalizations.

5. Failure to Ensure Supervision and Safety

- [REDACTED] has repeatedly gone AWOL from his STRTP (Short-Term Residential Therapeutic Program) and has been involved in unlawful activities, including vehicle theft and property damage.
- Despite clear evidence of safety risks, Santa Cruz County Social Services has taken no steps to ensure proper supervision or placement in a more secure environment.

6. Refusal to Engage in Family Reunification or Meaningful Support

- [REDACTED] has expressed conflicting statements about wanting to return home, yet Santa Cruz County Social Services has made no effort to assess his competency or provide family therapy.

- The agency's refusal to engage in family-based support has only further alienated [REDACTED] and exacerbated his behavioral challenges.

Request for Immediate Action

Due to the continued failure of Santa Cruz County Social Services under the leadership of Randy Morris, I formally request:

1. **A Full Investigation** into the negligence, lack of intervention, and systemic failures of Santa Cruz County Social Services in handling this case.
2. **Immediate Transfer of [REDACTED] Case** to a county with trauma-informed professionals, such as Santa Clara or Alameda County, where he has already received competent and compassionate engagement.
3. **Accountability for Randy Morris and his Department** for their failure to act in a way that ensures the safety and well-being of a vulnerable foster youth.
4. **A Court-Ordered Psychological Assessment** to formally determine [REDACTED] cognitive capacity, mental health needs, and appropriate placement.

Santa Cruz County Social Services has demonstrated gross incompetence in managing this case, placing my son at further risk. Their continued negligence should not be allowed to persist without consequence. I request urgent action before further harm occurs.

Sincerely,
Melissa Schilling

Sincerely,
Melissa Schilling
[REDACTED]

