NON DISCRIMINATION LAW
The law in Montgomery County Maryland (Chapter 27 Montgomery County Code) prohibits discrimination on the basis of race, color, religious creed, ancestry, national origin, sex, sexual orientation, marital status, presence of children, age, disability or source of income.

ACKNOWLEDGEMENT
I have received the brochure on Child Protective Services - Investigation/Assessment and have been advised of my rights and responsibilities, the process for complaints, grievances and appeals. By signing this acknowledgement, I waive no rights.

_________________________________________
Signature

_________________________________________
Print Name

_________________________________________
Signature

_________________________________________
Print Name

_________________________________________
Social Worker

_________________________________________
Date

CHILD WELFARE SERVICE LOCATIONS

CWS CENTRAL OFFICE
1301 Piccard Drive, 4th Floor
Rockville, Maryland  20850
240-777-3500 • Maryland Relay 7-1-1

GERMANTOWN CENTER
12900 Middlebrook Road, 2nd Floor
Germantown, Maryland 20874
240-777-1742 • Maryland Relay 7-1-1

TREE HOUSE CHILD ASSESSMENT CENTER
7300 Calhoun Place, Suite 400
Rockville, Maryland 20855
240-777-4435/3391 • Maryland Relay 7-1-1

MARC ERLICH
Montgomery County Executive

RAYMOND CROWEL
DHHS Director

LISA MERKIN
CWS Administrator

Alternative formats of this brochure are available upon request. Call 240-777-3558 or Maryland Relay 711.

Montgomery County
Department of Health and Human Services
401 Hungerford Drive
Rockville, Maryland 20850
www.montgomerycountymd.gov/hhs

Under the Mandate of the
Maryland Department of Human Resources

Building a healthy, safe and strong community one person at a time
Our mission is to protect children, preserve families, strengthen communities and ensure permanency for every abused and neglected child in Montgomery County.

**CHILD PROTECTIVE SERVICES PROGRAM**

Child Protective Services (CPS) is legally mandated to protect children by investigating reports of child abuse, neglect and mental injury. Crisis intervention services may be provided to help the family resolve problems which led to the maltreatment.

**ELIGIBILITY CRITERIA**

Child Protective Services is legally mandated. There are no eligibility criteria once a report of suspected abuse, neglect, or mental injury is received by Child Welfare Services.

**CONFIDENTIALITY**

Federal and State laws provide that information Child Protective Services obtains about you and your family is confidential. These laws limit what information we can share with others outside of Child Protective Services. There are situations when we can or must share information about you or give information to others:

- When you sign a written release we will share only information you allow and only with persons indicated in the release.
- We may be required to provide information to a Court if ordered to do so.
- Article 88A§6b of the Annotated Code of Maryland provides limited circumstances under which we may disclose certain information to other Child Protective Services or Law Enforcement personnel for the purposes of protection or providing treatment to a child or children.

**YOUR RIGHTS AND RESPONSIBILITIES**

✓ To be treated courteously and with respect when receiving services.
✓ To participate in service planning for your family.
✓ To be informed about decisions made concerning your family and your children.
✓ To make decisions for yourself and to refuse services; however, Child Protective Services may need to intervene if a child is in danger and court involvement becomes necessary.
✓ To work with CPS to resolve problems.
✓ To treat staff courteously.

**COMPLAINTS/GRIEVANCES**

If you have a complaint, contact your social worker. If you need further assistance, please contact the supervisor. If the matter is still unresolved, you may contact the Child Welfare Ombudsperson at 240-777-3357. Complaints may be made by phone or in writing.

**APPEALS**

If you disagree with a decision made by Child Protective Services, you have the right to a formal appeal. An Appeal Notice is given to you for this purpose.

**HOURS**

Regular office hours are from 8:30am to 5:00pm, Monday through Friday, except holidays. Child Protective Services are available 24 hours a day, 7 days per week for emergencies (see phone numbers).

**YOUR SOCIAL WORKER IS**

Name

Phone Number

Supervisor Name

Phone Number

In an emergency call:

Our mission is to protect children, preserve families, strengthen communities and ensure permanency for every abused and neglected child in Montgomery County.