

## 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.

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Signature

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Print Name

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Signature

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Print Name

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Social Worker

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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 ELRICH

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](http://www.montgomerycountymd.gov/hhs)



Under the Mandate of the  
Maryland Department of Human Resources

Montgomery County, Maryland  
Department of Health and Human Services  
CHILD WELFARE SERVICES

# CHILD PROTECTIVE SERVICES

## INVESTIGATION / ASSESSMENT



*Building a healthy, safe and strong  
community one person at a time*

## 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.

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



## 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:**

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