

COMPLAINTS/GRIEVANCES

If individuals have a complaint, they should contact their social worker, the supervisor, or the Child Welfare Services Ombudsperson at 240-777-3357. The Ombudsperson assists schools and other community agencies in clarifying concerns about child maltreatment. Complaints may be made by phone or in writing.

FAMILIES RIGHTS AND RESPONSIBILITIES

- ✓ To be treated courteously and with respect
- ✓ To participate in service planning
- ✓ To be informed about decisions concerning their children
- ✓ To make decisions and to refuse services; however CWS may need to intervene if a child is in danger and court involvement becomes necessary.
- ✓ To work with CWS to resolve problems
- ✓ To treat staff courteously.

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.

CONFIDENTIALITY

Federal and State laws provide that any information Child Welfare Services (CWS) obtains about families is confidential. These laws limit what information we may share with others outside of CWS. There are situations when information may be shared:

- With a written release.
- When ordered by the Court.
- 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.

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



Under the Mandate of the
Maryland Department of Human Resources

Montgomery County, Maryland
Department of Health and Human Services

CHILD WELFARE SERVICES



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

CHILD PROTECTIVE SERVICES (CPS) INVESTIGATION/ALTERNATIVE RESPONSE

This program is legally mandated to protect children by assessing 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.

CHILD PROTECTIVE SERVICES (CPS) IN-HOME CONTINUING SERVICES

This program provides ongoing intervention with families whose children can safely remain in their homes following CPS response. Services include crisis intervention, counseling, assistance in obtaining resources and parenting skill development so that the family can remain together.

KINSHIP

Kinship Care is considered the placement option of choice if a child cannot be safely maintained in his/her own home, and if the kinship placement can meet the needs of the child in a healthy, stable, safe and nurturing home.

Kinship Care Services maintain the family system as the primary source of care for children, and preserve continuity, culture, relationships and an environment essential for the child's well-being.

TRANSITIONING YOUTH SERVICES

This program assists and supports youth in the transition from foster care to successful independent living. Transitioning Youth Services promote self-sufficiency through the development of academic achievement, job training and life skills.

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



ADOPTION

When children in out-of-home care cannot be safely reunited with their birth families, then adoption provides the most stable, nurturing and legally-binding relationship for these children. Foster parents often adopt children who were in foster care and others are often adopted by relatives. Child Welfare Services works with many organizations in the community to recruit potential adoptive families to become "forever families" for these children and teens.

THE TREE HOUSE - CHILD ASSESSMENT CENTER (CAC)

Serving child and adolescent victims of sexual abuse, physical abuse and/or neglect, as well as their non-offending family members. The Tree House provides a safe, neutral, child-focused setting for forensic interviewing, pediatric medical evaluations, nurse case management, mental health assessments, ongoing therapy and victim advocacy. Their multidisciplinary team approach eliminates the trauma that children often experience when they are required to talk about their abuse multiple times. Coordinating investigations and treatment plans enables the victims and their families to begin the healing process as soon as possible.

FOSTER AND ADOPTIVE PARENTS SERVICES

This program assists those persons who want to become foster or adoptive parents through the home study process, and it helps match children in need of placement with an appropriate family.

FOSTER CARE

Case management and support services are provided to children, families and foster parents when temporary out-of-home placement is necessary. Interventions are focused on achieving long term stability and safety for the child in a committed, stable and nurturing family.

CONTACT US

- ✓ To report suspected child abuse or neglect please call the Screening Unit at 240-777-4417.
- ✓ To request a presentation for your organization please call the Community Educator at 240-777-3357.

HOURS

Child Protective Services is available 24-hours a day, 7 days per week. Regular office hours are from 8:30am to 5:00pm, Monday through Friday, except holidays.

