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

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 In-Home Consolidation Services/Substance Abuse and Recovery Support Program 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

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
CONFIDENTIALITY
Federal and State laws require that information Child Welfare Services (CWS) obtains about you and your family is confidential. These laws limit what information we may share with others outside of CWS. 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 only share 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 you and 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 Child Welfare Services 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 Administrator at 240-777-4767. Complaints may be made by phone or in writing.

HOURS
Regular office hours are Monday through Friday from 8:30 a.m. to 5:00 p.m., except holidays. There is a system to contact a social worker in an emergency (see phone numbers).

APPOINTMENTS AND SCHEDULING
Addiction Specialist is available Monday through Friday from 10 a.m. to 4 p.m. and as needed. Services are available by referral of a social worker and/or health professional. More information is available by calling the In-Home Services Addictions and Recovery Specialist, Albena Fallon, LCPC; at 240-777-4562 or by email to albena.fallon@montgomerycountymd.gov.

YOUR SOCIAL WORKER IS:

Name

Phone Number

Supervisor Name

Phone Number

In an emergency call: