

Office of the Director



BY PHONE

410-337-84600

BY EMAIL

BaltCity.child@Maryland.gov

BY US MAIL

Customer Service Liaison

Office of the Director
Baltimore City Department
of Social Services
1910 N. Broadway
Baltimore, MD 21213
Agency Hours | 8:30 a.m. - 5:00 p.m.

If you suspect abuse,
neglect, or exploitation,
please call the

CPS Hotline
410-361-2235

In the event of an
emergency, call
911



@BaltimoreDSS

www.BMoreFosterCare.com
dhr.maryland.gov/local-offices/baltimore-city/



Reporting and Resolving
Issues Related to
Foster Care

Our Goals

Baltimore City Department of Social Services (BCDSS) wants foster children and youth to be safe, happy and prepared to live a fulfilled life. We support caregivers and families to meet the needs of children and youth in care.



- We want you to:**
- Tell the agency leaders your concerns
 - Know that your concerns will be heard
 - Received the support you need
 - Know that you can speak up without fear of retaliation

8 Steps to Resolve Issues

1. You, your attorney, family, or other people may report issues. The normal channel begins with the Case Worker and progresses to the Supervisor and Unit Manager. Issues include services for you, your parents, guardians or caregivers.

2. If your issue is not resolved by the case worker, the supervisor or unit manager, then you can contact the **Help Worker** in the Director's Office by:



Phone

Email

US mail

3. You will be told, in writing, within 3 business days that your concern has been received.

4. The Help Worker will notify the Deputy Director for Child Welfare. Someone will contact you during the review process.

5. The Director's staff will track your case.

6. If it is going to take longer than 30 days to take care of your concern, you will get an update with a date when the agency hopes to take care of your issue.

7. After your concerns have been reviewed, the Director will send you a letter with the outcome.

8. You can contact the Help Worker in the Director's Office at any time.

These reporting steps should not be used to by-pass the legal process. There is no penalty for reporting.

