

Frequently Asked Questions for Local Departments

1. Where can I place my youth?

*Youth **must** be placed with a licensed **and** DHS contracted provider. For information regarding DHS contracted providers, please contact Ardena Walker, ardena.walker1@Maryland.gov.*

2. What if the youth placed in private out of home placement, parent/custodian, or local department worker has concerns regarding the placement and/or services being delivered?

Youth and their parents have the right to grieve private provider decisions. Each agency has grievance policies and procedures, which must be provided at admission. In addition, group home providers have a youth Bill of Rights: <http://www.dhr.maryland.gov/blog/wp-content/uploads/2012/10/RCCYouthBill.pdf>.

Local departments can submit a complaint regarding a private provider at <https://dhs.maryland.gov/licensing-and-monitoring/how-to-make-a-complaint-wit-olm/>

3. What is the private out of home placement provider responsible for providing to the youth?

*Sample contract is available at - <https://kb.dhs.maryland.gov/ssa/ssa-contracts/>
For more specific information, please contact Ardena Walker, ardena.walker1@Maryland.gov.*

4. What if my youth is outside of the licensing age for a group home?

*Age exception request are granted by our office on a case by case basis. An age exception **cannot** be granted to a youth to remain in the home past the youth's 21st birthday. The written request is made by the private provider/group home. Once received, OLM has 30 days to respond.*

5. How do I know if I can't utilize a DHS contracted private provider?

The hot list is posted at <https://kb.dhs.maryland.gov/ssa/ssa-contracts/>.

6. How do I go about requesting an exception for TFC programs?

Please refer to file regarding TFC bed exceptions at <https://kb.dhs.maryland.gov/office-of-licensing-monitoring/>.

7. How do I let OLM know about the performance of the private provider?

Your feedback is important to us! OLM will be requesting local department feedback during the mid- and re-licensure period for the private provider. Please take the time to complete the survey provided to you at that time. If you have an immediate concern, please access the complaint form at <https://dhs.maryland.gov/licensing-and-monitoring/how-to-make-a-complaint-wit-olm/>.