Foster Care

Issues Related to Reporting and Resolving

www.baltimorecity.gov

Office of the Director

Customer Service Liaison

BY PHONE
410-396-1355
CPS Hotline
If you suspect abuse,
please call the
911
Emergency Call
in the event of an

neglect, or exploitation.

BY MAIL
410-396-1355

Office of the Director
Resolve Issues

8 Steps To

1. Your attorney, family, or parents, guardians, or caregivers.
   You, your attorney, family, or parents, guardians, or caregivers must report issues to the supervisor and unit manager. The case worker and progress begins with the normal claims process. If you report an issue, the unit manager will respond to take care of your issue.

2. The help worker will contact the help
   worker and progress begins with the normal claims process. If you report an issue, the unit manager will respond to take care of your issue.

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

4. You can contact the help.
   The help worker will notify the help worker in the director's office when your concern has been reviewed. The director will send a letter to you to contact them about your concern.

5. If your concerns are not resolved by the help worker in the director's office, you can contact the help worker in the director's office when your concern has been reviewed. The director will send a letter to you to contact them about your concern.

6. It is going to take longer than 30 days to take care of your concern. You will receive an update on your concern.

7. If the concern is resolved, you will receive a letter with the outcome.

8. You can contact the help.
   The help worker in the director's office when your concern has been reviewed. The director will send a letter to you to contact them about your concern.