

What if I can't get what I need? (Chain of Command)



Ask your caseworker for the names and numbers of these people. When you need help, **contact your caseworker first**, and then work up from there.

Commissioner of the Department of Health and Human Services

Name: _____

Number: _____ Email: _____



Director of Child and Family Services

Name: _____

Number: _____ Email: _____



My district office Program Administrator

Name: _____

Number: _____ Email: _____



My caseworker's supervisor

Name: _____

Number: _____ Email: _____



My caseworker

Name: _____

Number: _____ Email: _____

Child Welfare Ombudsman Program

Call: (866) 621-0758 OR (207) 623-1868

An Ombudsman (pronounced: om-budz-man) helps people when they have concerns about DHHS involvement in families' lives. **Anyone who has a concern has the right to call the Ombudsman** and tell him/her about it. If you make a complaint, you can ask that your name be kept private. The Ombudsman will check out complains and see if he/she can help get more information, notify DHHS of problems, work with people to find out what is wrong and try to fix the problem at no cost to you!