

# WHO SHOULD I TALK TO IF I'M NOT GETTING WHAT I NEED?

Ask your caseworker for the names and numbers of these people. When you need help, contact your caseworker first. If they can't and then work down from there

1



## My caseworker

Name:

phone number:

email:

2



## My caseworker's supervisor

Name:

phone number:

email:

3



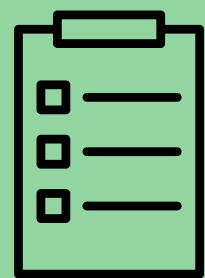
## My district office Program Administrator

Name:

phone number:

email:

4



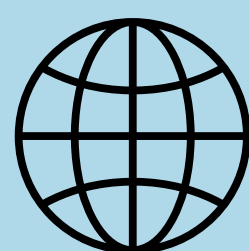
## Director of Child and Family Services

Name:

phone number:

email:

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## Commissioner of the Department of Health and Human Services

Name:

phone 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!