

***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**

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Director**

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Email: \_\_\_\_\_

**District Office Program Administrator**

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Supervisor**

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Caseworker**

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Child Welfare Ombudsman Program**

Call: 866-621-0758

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 complaints 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!

**"We have a voice and we aren't afraid to speak up."**

John R., age 17

*...Answers for youth in care, by youth in care*