

## MISSION STATEMENT

Trumbull County Children Services, in partnership with families and the community, protects and advocates for children in crisis or at risk of abuse and neglect. The Agency assesses risk and builds on family strengths in seeking to maintain or reunite children with safe families. We perform this mandate with compassion, respect and professionalism.

## TRUMBULL COUNTY CHILDREN SERVICES

2282 Reeves Road NE  
Warren, OH 44483  
(330) 372-2010  
www.trumbullcsb.com

### Agency Hours

Monday-Friday  
8:30 am – 4:30 pm

After hours  
Emergency Response Team:  
(330) 372-2010

Revised: April 2017

## WHAT ARE MY RIGHTS?

Trumbull County Children Services provides services to children and families without discrimination to a person's race, color, religion, national origin, gender, age or disability. As a consumer of Children Services you have the following rights:

- You have a right to the services you and your family need so that your children can be safe and secure.
- You have the right to expect services to be promptly delivered with dignity, respect and without discrimination.
- You have the right to participate in decision-making and to discuss your concerns with your caseworker and supervisor when there is a problem with the delivery of services.
- You have a right to request a conference with a department head, if discussions with your caseworker and supervisor fail to resolve the matter.
- You have the right to discuss concerns during Administrative Case Reviews.
- You have the right to appeal to an advocate outside of the Agency.
- You have a right to file a complaint if appeals through normal administrative channels fail to resolve your problem (See next column).
- You may appeal through Family Court any court action that this Agency has initiated with which you disagree.
- You may wish to discuss your concern with the Agency's Ombudsperson by calling (330) 372-2010 (ext. 1143).

## COMPLAINT RESOLUTION

If in the course of receiving services from this Agency, you feel that the normal means of communication are not effective, or if you feel you've been treated unfairly, you may wish to file a complaint. Some reasons for filing a complaint may include the following:

- If you believe you've been discriminated against on the basis of race, color, religion, national origin, gender, age, or disability.
- If you've been denied a service you believe you or your child should receive.
- If you have a problem regarding the provision of services which has not been resolved through normal channels.
- If you are dissatisfied with decisions concerning your family and a resolution cannot be achieved through normal channels of communication.
- If you would like to appeal the Agency's decision regarding the disposition/resolution of a report of child abuse or neglect. This does not include reports or changes in service provision where court action is involved as such appeals must be made through the appropriate Court Jurisdiction.

Complaint Resolution forms are available to you upon request. You may wish to discuss your concern with the Agency's Ombudsperson prior to filing a complaint.

For concerns regarding the Agency, you may also contact the Ohio Department of Job and Family Services at:

Ohio Department of Job & Family Services  
Office of Children and Families  
P.O. Box 183204  
Columbus, Ohio 43218-3204