Foster Care Communication Guide

When I need help, I should...

1. Call my worker and if he/she is unavailable, leave a message.

2. If I do not hear back from my worker* or I am unsatisfied with the response, then I will call his/her supervisor and if he/she is unavailable, leave a message.

3. If I do not hear back from the supervisor* or I am unsatisfied with the response, then I will contact the director and if he/she is unavailable, leave a message.

4. If I do not hear back from the director* or I am unsatisfied with the response, then I will contact the Vice President and if she is unavailable, leave a message.

*Every effort is made to return your call as quickly as possible. Please give us at least 48 hours to respond.

If I am still unsatisfied...

I can write a formal complaint** to Children's Home + Aid expressing my concerns. This should be sent to:

Children's Home + Aid
Quality Improvement Department
125 S. Wacker Drive, Suite 1400
Chicago IL, 60606

**Refer to the Foster Parent Grievance Procedure
www.childrenshomeandaid.org [client resources tab]

In case of an emergency, please call the after hours number

Chicago Metropolitan Region: [312] 455-5200
Rockford Area Region: [815] 962-1043
Bloomington Area Region: [309] 532-1705
St. Louis Metro East Region: [618] 398-9444