

**Area Office Protocol for Addressing  
Private Foster Care/Safe Home/Permanency Diagnostic Center Concerns/Complaints**  
(Does NOT include situations that warrant a hotline referral)

In an effort to ensure that all concerns regarding Private Foster Care (CPA), Safe Home, and Permanency Diagnostic Center (PDC) practices and child-specific matters are addressed in a timely and appropriate manner as well as accurately documented, the Office of Foster Care Services (OFCS) is putting the following protocol in place, effective June 15, 2007. The primary CPA contact in OFCS is Dina Kelly. The primary Safe Home and PDC contact in OFCS is Sarah Gibson. Their contact information is provided below.

The following steps reflect the process for responding to concerns and complaints along with who is primarily responsible for carrying them out:

- CPS staff notify the Area Office (AO) CPA/Safe Home/PDC Liaison (See attached assignment list),
- The AO CPA/Safe Home/PDC Liaison notifies the FASU PS **and** OFCS (either Dina Kelly or Sarah Gibson dependent upon whether it pertains to a CPA, Safe Home or PDC) by e-mail utilizing Form FASU-042 (Therapeutic Foster Care/Safe Home/Permanency Diagnostic Center Complaint/Concern Form),
- The OFCS primary contact forwards a copy of the form to the Foster Care Quality Management Team (FCQM) who enter it into a database,
- In child specific situations AO CPS staff along with the AO CPA/Safe Home/PDC Liaison and FASU PS when appropriate should communicate directly with private provider staff to address the concern,
- If the matter is resolved at this first point of communication, the AO CPA/Safe Home/PDC Liaison notifies OFCS,
- OFCS notifies FCQM who document the information to enable identification of broader practice issues and trends,
- When the matter is not child specific or a child specific issue is not resolved during an initial discussion with the Safe Home, OFCS and other CO staff as appropriate – fiscal, contracts, licensing – will communicate directly with the private provider staff,
- If necessary, a meeting will be convened to include OFCS staff (including FASU), AO staff and private provider staff,
- OFCS will determine when the matter is significant enough to warrant creation of a Corrective Action Plan (non-licensing related). In those instances, OFCS in collaboration with FCQM and the AO will generate the plan which will include specific action steps and timeframes for completion,
- When a Corrective Action Plan is generated, OFCS and FCQM with assistance from the AO CPA/Safe Home/PDC Liaison, FASU PS and AO staff will follow up accordingly to ensure that all action steps are being completed in a timely manner and that compliance is fully achieved and sustained.

Sarah H. Gibson, J.D., M.S.W.  
Program Supervisor  
Office of Foster Care Services  
Department of Children and Families  
505 Hudson Street  
Hartford, CT 06106  
(860) 550-6536  
Fax: (860) 723-7236  
[sarah.gibson@ct.gov](mailto:sarah.gibson@ct.gov)

Dina Kelly  
Social Work Supervisor  
Office of Foster Care Services  
Department of Children and Families  
505 Hudson Street  
Hartford, CT 06106  
(860) 550-6332  
Fax: (860) 723-7236  
[blandina.kelly@ct.gov](mailto:blandina.kelly@ct.gov)