

- **Family Centered Casework Counseling:** Uses strength-based assessments to help families identify solutions to problems and make the best choices for their children.
- **Foster Care Services:** Provides children needing a substitute care placement setting with a licensed, trained, experienced foster family who will care for them and assist the family in preparing for the child's return.
- **Adoption Services:** Provides children who are not able to return to their birth families with a safe, permanent, approved and trained family who will care for them as their own.
- **Residential Treatment:** Offers specialized residential placement for children in Agency custody who are experiencing emotional problems and need to live in a structured and supportive environment in order to resolve their problems.
- **Family Support Services:** Provides intense family support services to families who need support and training in order to develop more independent housekeeping and child care skills. Focuses on training in areas such as home management, budgeting, child care, discipline and parenting practices.
- **Independent Living Services:** Provides guidance and support for older adolescents in the care of the Agency in order to help them prepare for adulthood.
- **Family Unity Meetings:** Assists families through the arrangement of a family conference, which includes extended family members and community supports.
- **Information and Referral:** Helps families to locate a community resource or organization that can best serve their needs.

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.trumbulcsb.com

Agency Hours

Monday-Friday
8:30 am – 4:30 pm

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

Revised: April 2017

Trumbull County Children Services

Consumer Information



Social Worker: _____

Supervisor: _____

Client Signature: _____

Date: _____



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
1-866-635-3748

SERVICES PROVIDED BY TRUMBULL COUNTY CHILDREN SERVICES

Children Services, through the generosity and support of the citizens of Trumbull County, is able to offer a full slate of services to children and families at no cost. In providing services, Children Services is committed to strengthening and maintaining family life. Children Services makes reasonable efforts to keep children with their families. When placement of children is needed, the Agency seeks the least restrictive, most appropriate substitute care setting.

During the provision of Agency services, it is expected that all parties will work together in a cooperative spirit in order to achieve the greatest benefit for children. The following provides a description of Agency services.

- **Assessment Services:** Uses intensive family centered practices to assess reported child welfare concerns and to provide immediate services to families in need through the identification of strengths, the development of support systems, and the use of focused Family Service Plans. The services offered by this Department empower families to develop improved problem solving techniques in order to provide a safer environment for their children.
- **Child Abuse Investigation:** Investigates reports of physical and sexual abuse of children while working closely with local law enforcement and prosecution. Provides social services to protect victims from further harm.
- **In-home and Substitute Care Services:** Provides comprehensive social services to families who are experiencing more severe or chronic problems. Often requires the identification, utilization and coordination of many community resources in order to provide a safe atmosphere for children.