

Complaint Process Summary Report for the 72st L.J. Compliance Report

During the reporting period of January 1, 2024 through June 30, 2024 , the Child Welfare Team received a total of 15 L.J. class member complaints. Currently, all complaints, including those arising in situations involving a LJ Class member or non-class member, are tracked by the Executive Assistant to one of the Assistant Deputy Directors of Child Welfare or the LJ Liaison to the Program Manager of Court Processes.

During this reporting period, the LJ Liaison has assisted with the tracking of class member complaints. The Baltimore City Department of Social Services Court Processes Team continues to meet and engage in conversations to improve the process which will be initiated during the 73nd reporting period.

For the 72nd reporting period, all potential Complaint inquiries were acknowledged by a member of the Child Welfare case work team within one business day of receipt. Most of the inquiries were initiated from the provider community, attorneys, and the foster parent ombudsman. Other sources of inquiry came from adoptive parents.

The majority of these complaints detailed concerns surrounding timely payment for reimbursement and foster care stipends. Several of these issues revolved around new address concerns in CJAMS. In these situations, Program Managers and Unit Managers reached out directly to the providers to resolve these issues immediately. There were also a handful of situations where other types of payments were delayed for multiple reasons.

The additional sources of inquiries received pertained to communications and customer service, which accounted for 5 of the 15 inquiries. Often these complaints involved issues around delays in communication and customer service which were usually remedied quickly, and often were caused by staffing changes and miscommunication.

The time frames involved in resolving these complaints vary on a case by case basis and each inquiry results in an immediate interaction with the appropriate case management team and deadlines as to the provision of information and necessary actions in order to achieve a rapid resolution of the problem.

BCDSS will continue to track complaints in order to improve all aspects of the services we provide to our children, youth and families.