

CONTINUOUS QUALITY IMPROVEMENT

Child Welfare and Family Services Division



Hello,

Welcome! We are the Continuous Quality Improvement Team of the Child Welfare Family Services Division at Children's Aid. We work to ensure high quality services are maintained by listening to the experiences of children, youth, and families in the CWFS Division.

If at any time you are dissatisfied with the services you are receiving, we encourage you to reach out to the program leadership (Supervisor/Director) or the CQI Team. Enclosed is a copy of the Grievance Policy the assigned staff (Case Planner/Supervisor) will review with you. Should you have any questions at all, feel free to ask the Supervisor/Program Leadership or reach out to the CQI Team. CQI contact information can be found below, and can also be found in the Grievance Policy.

Sincerely,
The CQI Team – CWFS

Email: Grievance@childrensaidnyc.org

Grievance Hotline: **212.544.0632**



Child Welfare and Family Services (CWFS)

Grievance Policy and Procedure

At Children's Aid, "We Put Children and Families First." This organizational value calls us to ensure that our children, youth, and families have the best experience possible when receiving services in our programs and interacting with our staff. We want to know if we have fallen short of this ideal so we can make the changes needed to improve. With this in mind, we have developed the Children's Aid Child Welfare and Family Services (CWFS) Grievance Policy and Procedure to outline for our children, youth, and families how to let us know if we have fallen short of our expectations. We value your input and feedback so all persons served by CWFS programs have the right to an impartial grievance process, without fear of reprisal or intimidation. Parents, youth, children, foster parents, and other related parties are welcome to make a complaint by directly contacting program staff and leadership and/or by filing a formal grievance via email at Grievance@childrensaidnyc.org or via the grievance hotline at **212.544.0632**.

Purpose, Scope, Definition

The purpose of this policy is to provide opportunities for persons served in CWFS to be heard and for their complaints to be addressed. A grievance process begins when the participant brings their concerns, verbally or in writing, to program leadership. If the complaint is not satisfied with the program leadership's recommendations for resolution, the party issuing the complaint can file a formal written grievance with the CQI department. Types of complaints that can lead to a formal grievance include but are not limited to:

- Any violation of rights
- Availability of service or ability to receive service
- Quality of care received and/or whether services are meeting the member's needs
- Afforded choice of providers
- Whether crisis or support plans are effective
- Program eligibility and/or qualifications
- Whether health and welfare are being maintained
- Dissatisfaction with services or providers of services
- Dissatisfaction with employee conduct/treatment

Procedure

1. This Grievance Policy Procedure and Grievance Report Form is distributed to all persons served upon intake.
2. Complaints can be made to the program leadership starting with the Program Supervisor, with escalating appeals to the Assistant Director, Program Director, Senior Director or Deputy Division Director if the participant is still dissatisfied with the outcome.
3. If a solution is not obtained or the participant is not pleased with the resolution, they can complete a Formal Grievance report with the CWFS Division CQI department to investigate and help to resolve. A final appeal can be made to the Executive Vice President.
4. The person served may complete a Grievance Report Form (see attached) on their own or in collaboration with program staff, including the Social Worker, Supervisor, Assistant Director, Program Director, Senior Director, or Continuous Quality Improvement team. An electronic copy of the Grievance Form is also available by submitting a request to the CQI Team via:

Email: Grievance@childrensaidnyc.org

Grievance Hotline: (212.544.0632)

5. The completed Grievance Report Form should be sent to the CQI Team via the Grievance Email box or US mail (317 Lenox Ave., 5th Floor, New York, N.Y. 10027/ Attn: CQI Team). A CQI Team member will initiate an inquiry into the grievance within 48 hours of receiving the complaint.
6. Complaints that come to CQI will be reviewed by the CQI Director and assigned for follow up. Complaints involving allegations of fraud or misconduct by staff will be forwarded to the Executive Vice President, THMR, or the Compliance Officer.
7. The CQI team will investigate the complaint by speaking with the participant, reviewing relevant documents, and interviewing staff and program leadership to facilitate a resolution as soon as possible, but within 30 days from the receipt of the complaint. CWFS staff are required to comply with any requests from CQI regarding the complaint within 48 hours.
8. The CQI Team will discuss the findings and recommendations of the inquiry with the Director of Compliance and CQI and/or the Executive Vice President for the purpose of reaching a quick resolution to the complaint.
9. The participant will meet with CQI and/or program staff regarding the outcome of the inquiry, including recommendations for resolution. The participant will receive a written resolution to their complaint following the meeting.
10. All grievances must be tracked and evaluated with respect to overall program performance and improvement during quarterly CQI/program meetings.
11. If the participant is not satisfied with Children's Aid's efforts to address their concerns, they can make a complaint to the appropriate regulatory agency as listed below.

External Means of Filing Grievances for Persons Served

If, after following the above internal grievance process, the person served still has concerns, below are the external means of filing a grievance with an Oversight Agency.

New York City Administration for Children's Services
Programs: Foster Care, Preventive and Home Care
Office of Advocacy/ACS Parents' and Children's Rights Unit
150 William Street - 1st Floor
New York, New York, 10038
Phone: (212) 676-9421
<https://www1.nyc.gov/site/acs/about/advocacy.page>

New York State Office of Children and Family Services
Programs: Foster Care, Preventive and Home Care
Capital View Office Park
52 Washington Street
Rensselaer, New York, 12144-2834
Toll-Free: 800-342-3720
TDD/TTY: 800-638-5163
http://ocfs.ny.gov/main/regionaloffices_main.asp

Department of Youth and Community Development
Family Wellness Program
In-person
Main Office
2 Lafayette Street, 19th Floor
New York, New York, 10007
General: 1-800-246-4646
Outside NYC: 646-343-6800

OVS New York State Office of Victim Services
Family Wellness & Next Generation Center Victim Services
Available Monday-Friday, 9:00 a.m. to 5:00 p.m.
55 Hanson Place, 10th Floor
Brooklyn, New York, 11217
718-923-4325
Toll Free 1-800-247-8035

SAMHSA (Substance Abuse and Mental Health Services Administration)
Family Wellness Program
Samhsainfo@Samhsa.hhs.gov
5600 Fishers Lane, Rockville, Maryland, 20857
1-877-SAMHSA-7 (1-877-726-4727)
TTY: 800-487-4889



Acknowledgment of Receipt

Recipient:

(Print Full Name)

(Signature)

Date of Receipt

Children's Aid Staff:

(Print Full Name)

(Signature)

Date of Discussion