

Complaint Process Summary Report for the 73rd L.J. Compliance Report

During the reporting period of July 1, 2024 through December 31, 2024, the Child Welfare Team received a total of 23 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 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.

For the 73rd 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 community partners.

The majority of these complaints detailed concerns surrounding timely payment for reimbursement, day care, and for youth who have aged out of the foster care system. 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, customer service, and a single concern from a hospital representative regarding training for potential foster parents. Often these complaints were usually remedied quickly, and often were caused by miscommunication or a lack of understanding of the agency's policy and procedure.

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.