POLICY TITLE: Customer Service Standards		PAGE 1 OF 14
	CHILD AND FAMILY SERVICES AGENCY **Approved by: Debra Porchia-Usher** Interim Agency Director **Date: December 6, 2011**	**REVISION HISTORY:**
LATEST REVISION: December 6, 2011	**EFFECTIVE DATE:** December 6, 2011	

I. AUTHORITY	DC Code § 1-327.52, District of Columbia Office of Unified Communications; 45 CFR § 164.306, Security Standards: General Rules; 45 CFR § 164.312 (a) (1) Access Control; DC Code § 2-213.01, Automatic Data Processing - Definitions; DC Code § 2-213.02, Automatic Data Processing – Duties of Mayor
II. APPLICABILITY	This policy applies to all employees, contractors and volunteers who are authorized to conduct business or provide services on behalf of the District of Columbia's Child & Family Services Agency (CFSA).
III. RATIONALE	This policy is adopted in accordance with and enforces the Government of the District of Columbia's Office of Unified Communications customer service standards and outlines CFSA compliance, procedures, and standards for individuals who seek information or service from CFSA. As a public agency, CFSA has a responsibility to respond promptly, respectfully, thoroughly, and accurately to its customers.
IV. POLICY	CFSA regards any person who contacts the Agency for any reason to be a valued customer and is committed to providing and delivering the highest quality of services. It is therefore the policy of CFSA to be fair, complete, and timely, and to treat all customers with honesty and integrity at all times. It is the Agency's policy that all customers shall receive the attention they deserve and the help they need. It is important that all customers are directed to the appropriate service area. If the available person cannot directly assist the customer, it is his/her responsibility to find someone who can. If the person most likely to assist is unavailable, the person who received the call or greeted a walk-in customer shall be responsible for advising or assisting until more appropriate assistance can be provided.
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	G. Front Desk Coverage **H.** Telephone and Telephone Voicemail Standards **I.** After Hour Calls, Weekends, and Holidays **J.** Agency Issued Cell Phone Standards Regarding Out-of-Office Voicemail **K.** Commonly Asked Questions and Frequently Requested Numbers **L.** Individual Employee Email Standards **M.** Internet Quorum/Director and Mayor's Office **N.** U.S. Mail **O.** Correspondence **P.** Security Awareness for Visitors
VI. ATTACHMENTS	**A.** Most Commonly Asked Questions **B.** Frequently Requested Telephone Numbers
VII. PROCEDURES	**Procedure A: Customer Service Standards** 1. CFSA shall comply with the District government's customer service standards which cover all aspects of an employee's interaction with customers seeking information or services in person, by phone, or in writing. 2. Employees are expected to have basic knowledge about CFSA, a basic understanding of the primary functions of the Agency, and be able to adequately and appropriately refer customers to information sources, e.g., the District's website (http://dc.gov/DC/) and the Citywide Call Center (311). 3. The servicing environment is important and is considered any location that customers can enter to seek information or services from CFSA. These entry points include any area in CFSA (department or office) that is accessible by the general public. All clients must be escorted. The waiting area shall not be a proper servicing environment except to give or receive general information or exchange paper work. 4. The CFSA entrance shall have displays and handouts available for customer use and its partner, community agencies activities, and community events. 5. Information provided to customers shall remain current. Time-sensitive materials shall be removed immediately upon expiration and replaced as needed by the hosting administration.
	Procedure B: Office of Unified Communications Testing and Quality Assurance 1. The Office of Unified Communications (OUC) is the lead agency in the enforcement of the District's customer service standards for telephone, voicemail, correspondence, and face-to-face interaction with customers. OUC conducts quarterly quality assurance testing to ensure that all District agencies are adhering to the prescribed standards.

2. Quality Assurance (QA) is a system designed and used to continually improve the efficiency and quality of workflow at CFSA and across the District.

3. The OUC is responsible for performing tests by submitting a request to CFSA for information. The tests monitor the length of time taken to respond to various questions or service activities, as well as the quality of the answer/response. The categories set aside for measuring compliance are correspondence, telephone, face-to-face service, email, and U.S. mail standards.

4. For information purposes, OUC testing shall be based on the following city-wide categories, standards, and timelines:
   a. Correspondence, including the following examples:
      i. QA Email Test: The tester shall send a request for information through the "Ask the Director" form on the Agency web site or another designated email address on the web site. A response shall be expected within 2 business days from the date of receipt.
      ii. QA US Mail Tests: The testers shall send a request for information to the Agency's main mailing address. A response shall be expected within 2 business days from the date of receipt.
   b. Telephone
      i. Voicemail Compliance Test: The testers shall make calls to individual employees and to the Agency's main telephone number to measure compliance with the voicemail standard.
      ii. Telephone Service Quality Test: Testers shall place calls to the Agency's main administrations to measure the quality of service that frontline operators provide. Operators shall be measured in the categories of courtesy, knowledge, etiquette, and overall impression.
      iii. Staffing of Agency Phone Lines Test: The main telephone lines (202-442-6000 & 202-442-6100) for the Agency shall be staffed so that callers reach a live operator within 2.5 minutes (for automated telephone systems). Testers should not reach a voicemail greeting, busy signal, or experience continual ringing during business hours (from 8:15 am to 4:45 pm).
      iv. The Agency Hotline (202-671-SAFE (7233)) shall meet the requirement above 24 hrs per day. The adoption line (202-671-LOVE (5683)) shall meet this standard during core business hours (8:15AM – 4:45PM).
   c. Face-to-Face Customer Service Test:
      - Agency Face-to-Face Test: The testers shall monitor and measure the quality of service that CFSA's frontline attendants provide. Ratings shall be based on the categories of courtesy, knowledge, etiquette, and overall impression.

d. Email Test:

- The testers shall send a request for information through the *Ask the Director* form on the Agency's web site or another designated email address on the web site. To be in compliance with OUC standards, the Agency shall respond to the email within 2 business days for 95% or more of the tests conducted.

e. U.S. Mail:

- The testers shall send a request for information to the Agency's main mailing address. To be in compliance with OUC standards, the Agency shall respond to 95% of the correspondence within 2 business days.

  Note: In addition to callers being able to reach a live operator on the main line within 2.5 minutes, a live operator shall also be available to receive calls that come into the Hotline and Adoption Line numbers.

Procedure C: Customer Service Training

1. CFSA has instituted mandatory customer service training to reinforce the compliance, procedures, and standards for customer service.

2. Agency supervisors shall be responsible for ensuring that staff members' training needs are identified and met.

3. The training shall cover the following topics:
   a. Introduction to Customer Service
   b. Effective Communication
   c. Telephone Etiquette
   d. The Do's and Don'ts of Customer Service
   e. Language Barriers
   f. Responding to Dissatisfied Customers

Procedure D: Professional Conduct

1. Professional conduct is an essential element of good customer service. CFSA staff shall fulfill the following customer service requirements:
   a. Greet customers in a professional and courteous manner.
   b. Be helpful and polite.
   c. Anticipate the needs of customers.
   d. Be aware of .communication style (e.g., thoughtful tone voice).
   e. Listen to customer request and respond appropriately.
   f. Explain to the customers what to expect and the process through which services shall be provided.
   g. Keep customers informed of when they shall be served and inform them of any anticipated delays.
   h. Close out interactions or transactions in a professional manner.
   i. Greet all customers in a timely fashion, especially those that have appointments. Customers with an appointment shall not be made to wait more than <u>15 minutes</u> to receive assistance. In cases of extenuating circumstances, the supervisor shall be made aware of and provide assistance to visitors as needed.

	2. Information about all customers shall be considered confidential (*for additional information, see CFSA's policy on Confidentiality*). 3. Conversations (in-person or by telephone) that include private information related to customers shall not be discussed in elevators, waiting rooms, or any other public settings. 4. Confidential information in the form of documentation shall not be left in any public area. Such information shall be stored in a secured area. 5. Computer monitors used at information desks shall be positioned to prevent visitors from viewing sensitive information. Unattended computer monitors shall remain in a log-out or sleep mode. Log-on IDs and passwords are not to be shared (*see Information Technology Access Control Policy, Procedure B9 for additional information*).
	Procedure E: How to Deal with Difficult Customers 1. On occasion, CFSA employees will interact with a difficult customer; difficult customers vary and at times demonstrate an array of emotions. 2. To avoid situations from getting out of control, the following steps should be considered: a. Recognize that you are not the object of the customer's anger. b. Remain in control and available to assist the customer. c. Talk in a calm and reassuring tone. d. Listen carefully to try and understand the source of the customer's frustration or anger. e. Indicate that you understand the customer's situation. f. Ask specific questions to get to the information. Do some reflecting (e.g., "let me see if I have this right…, you were promised…, you need…, etc."). g. Offer an apology and move forward with assisting the customer. h. Do not blame the customer by making such statements as "Are you sure?" i. Do not place the blame on CFSA or anyone else; do not make such statements as "I am not surprised, it has been happening *a lot."* j. Work towards resolving the problem by letting the customer know what you intend to do and when (then respond by doing it). k. Follow up with the customer to reassure them that you are still working on their issues (even if their issue has not been resolved). l. Let the customer know that you understand their frustration and will continue to work with them. m. In the event you are unable to resolve a situation, alert your supervisor and or the Agency's ombudsman.

	Procedure F: Meeting Notices 1. Customer service is everyone's responsibility, not just those who staff an information desk or answer the main telephone line. Every time a representative of CFSA interacts with a customer, answers the telephone, sends an email, writes a letter, or attends a meeting, an impression is left with each customer. 2. The following standards shall ensure that CFSA shall provide the highest quality of customer friendly service to all who are notified of meetings or appointments: a. Customers shall be given advance notice of meetings. b. The notifications shall contain accurate information (e.g., meeting date, time, place, telephone number of contact person, and directions). c. Prior to any meeting, customers shall be informed of cancellations or changes. d. Agendas shall be available and distributed prior to or during the meeting. e. Customers shall be informed of the beginning and ending time of all meetings. f. Meetings shall be organized, run efficiently (e.g., having proper equipment and handouts), and conducted in a professional manner. g. After each meeting, it shall be the meeting coordinator or host's responsibility to ensure that all meeting notices are removed and collected. h. If it is determined that imminent danger exists, security shall be notified by an Agency employee or designee within 24 hours before the meeting starts. i. Information regarding large meetings with external participants shall be shared with building security. j. All external visitors shall be escorted to and from the meeting location.
	Procedure G: Front Desk Coverage 1. Administrative support staff (clerical assistants, secretaries, administrative assistants, staff assistants, and other support staff) shall be required to cover reception areas at all CFSA locations during regular business hours. Administrative support staff located at CFSA's main headquarters shall serve in a back-up capacity for the main telephone lines: (202) 442-6100 or 442-6000 in the Executive Suite Reception Area. Headquarter staff members shall also rotate (as outlined below) to provide coverage for the main telephone line. 2. Family support worker's (FSWs) and executive assistants (EAs) may be required to provide coverage upon request.

	3. Individual program administrations shall be responsible for ensuring that staff members comply with the following customer service standards: a. In the event that an assigned receptionist is out of the office (on scheduled or unscheduled leave), the Chief of Staff (COS) or a member of the Executive Suite or Facilities Management shall issue a notice to the employee's manager of record to ensure coverage. b. The Agency telephone directory shall be used to identify and select administrative support staff to provide coverage in rotation. c. An employee's direct manager shall have the responsibility of ensuring that the administrative support staff responds promptly to requests to provide coverage. d. If the staff person is not available, it shall be the manager's responsibility to identify a replacement and to ensure that the replacement reports at the assigned time. 4. Administrative staff members shall comply with the following standards: a. Attend customer service training offered by CFSA or the District's Department of Human Resources (DCHR). b. Respond to requests for coverage as soon as possible (ASAP) or no later than 24 hours following the request. c. Be responsible for providing the highest quality service possible to internal and external customers. 5. Each administrative support staff member providing coverage should expect to be tested and rated under the quality assurance program administered through OUC. 6. When covering telephones, administrative support staff shall adhere to the following guidelines: a. Staff shall be physically located in the designated area. b. Incoming calls shall be answered before the third ring. c. When multiple lines are ringing, staff members shall politely ask the first caller to please hold, and then answer each subsequent call in the order received. d. When answering each call, the administrative support employee shall say: "Good morning/afternoon/evening, Child and Family Services Agency. This is [first name]. How may I help you?" e. Staff shall provide the caller with the requested information, and then (before ending the call) ask the caller, "Would you like to be transferred" or "Is there anything else you need today" and "Thank you for calling" or "Have a good day." f. To address inquiries, staff members shall use all available customer service resources. If additional assistance is needed, staff members shall call an administrative member of the Executive Suite for assistance.

	g. If the language being spoken by the caller is not familiar to the staff member or the caller is non-English proficient (NEP) or has limited English proficient ability (LEP), the staff member shall use the posted Language Line Services Quick Reference Guide to respond to the caller. h. If the caller requests to speak with the Director or another member of senior management, the staff member shall provide the caller with the name and number of that person's assistant as listed in the Agency directory. i. If a caller requires assistance from another District agency, the staff member responding to the call shall try to locate a number via the internet (http://dc.gov/DC/) or refer the call to 311.
	Procedure H: Telephone and Telephone Voicemail Standards 1. All Agency main numbers shall be staffed during core business hours (8:15 am to 4:45 pm, Monday through Friday). 2. Telephone standards include but are not limited to the following guidelines: a. Telephone calls shall be handled professionally by all CFSA employees. b. To the extent possible, calls shall be answered within three rings. c. If the staff member answering the call is unable to provide the customer with the requested assistance, the staff member shall provide the customer with appropriate options (e.g., briefly putting the caller on hold while the correct point of contact is identified). The staff member may also exchange contact information with the caller and work to identify the correct point of contact, or provide the caller with the correct point of contact information and offer to transfer the call. d. When asking to put the caller on hold, the staff member shall wait for the caller to affirm that being put on hold is acceptable. e. Once a customer is placed on hold, the staff member shall check back frequently with the customer. f. Provide options for resolution. g. Speak in a professional manner. 3. Greetings • The CFSA staff member shall state his or her name, and the name of the Agency, and solicit information (e.g., "Thank you for calling the Child and Family Services Agency. This is First and Last Name. May I help you?") At the end of the conversation, the staff member shall thank the person for calling. 4. Receiving a Transferred Call: a. CFSA employees are required to take transferred calls from telephone call distribution points (e.g. external and internal calls).

	b. Employees shall minimize the number of times a caller is transferred to resolve an issue by taking a message and distributing it to the appropriate staff person for resolution. The goal is one transfer per customer. The transfer shall be to another person, not a voicemail. i. If the point of contact is not available, let the customer decide if it is acceptable to be transferred to voicemail; then provide the customer with the phone number and offer to transfer the call. ii. If a call is inadvertently transferred to a staff member, the staff member shall take down the caller's contact information, identify the appropriate contact, and offer to have the appropriate individual return the telephone call. 5. Voicemail greetings shall be activated for Agency-issued cell and desk phones. Once activated, voicemail greetings shall convey the following information: a. Agency name, department or unit name, and hours of operation b. Employee's name, title, manager's name, and manager's telephone number c. Options for caller (e.g., leave a message, web-site address, fax, information about critical services available after hours) d. Indication that calls will be returned within 24 hours or the next business day 6. Everyone who will be out of the office for 1 business day (e.g., AWS, annual/sick leave, training, jury duty) shall record an extended absence greeting. This greeting shall have the same information as in # 5 above, as well as the expected time and date that the call will be returned or forwarded to another department. 7. Every telephone equipped with voicemail shall have a standard outgoing greeting that is professional, concise, and conveys the required information as noted above. 8. Employees' voice mailboxes should be set-up and ready to accept voice messages at all times. If they are not, employees should notify their supervisor so they may be set up and ready to accept voice messages.
	Procedure I: After-Hour Calls, Weekends, and Holidays 1. Incoming calls to the main CFSA telephone number received before or after 8:15 am to 4:45 pm Monday through Friday or on weekends or holidays may go to voicemail. (*See Procedure H.*) 2. Calls that come into the Hotline or to specific (on-duty) Child Protective Services (CPS) employees shall be answered after hours, on weekends, and on holidays.

	Procedure J: Agency Issued Cell Phone Standards Regarding Out-of-Office Voicemail 1. The cell phone voicemail capability shall be activated on all CFSA-assigned DC Government phone lines. 2. The cell phone voicemail message, shall comply with landline voicemail standards (*see Procedure J*). *(See Issuance and Utilization of Cellular Phones Policy for more information.)*
	Procedure K: Commonly Asked Questions and Frequently Requested Telephone Numbers Attachment A and B of this policy shall be use when responding to general inquires. The most recent version of these documents shall be forwarded via all staff communication on a rotating basis. The documents shall also be made available on the CFSA intranet under "FYI Documents".
	Procedure L: Individual Employee Email Standards 1. In today's work environment, email is an important electronic medium for corresponding. It is important that all users ensure the confidentiality, integrity, and availability of all electronic information created, received, maintained, or transmitted. 2. As a customer service responsibility, if an employee will be out of the office for 1 business day, the employee shall post an out-of-office auto-response email that includes the following information: a. The employee is out of the office. b. The expected return date. c. When the employee shall respond to the inquiry. d. Where the writer can call or email for immediate assistance. 3. Upon returning to the office, the employee shall complete the following tasks: a. Turn off the out-of-office response. b. Deliver timely and effective responses to all emails. c. Ensure all electronic requests are acknowledged or completed. 4. All employees shall be aware of standards for access control and general email guidelines (*see CFSA Email and Internet Usage Policy*). 5. The government email system must not be used to send inappropriate or non-business related messages. 6. Employees are encouraged to use a standard uniform signature block on email correspondence. The signature should include the employee's name, title, phone number, as well as the Agency's name and address, Agency or department main telephone number, email address, fax number, Agency or department slogan, and Agency web address.

	7. Unique messaging should not be used. Any unique mottos, sayings, quotes, or slogans must be approved by the employee's manager. 8. There should be a plain background. Color pages, or notebook-like pages are not acceptable.
	Procedure M: Internet Quorum/Director and Mayor's Office Internet Quorum (IQ) is used to track and respond to written correspondence (both email and U.S. mail) from CFSA's "Ask the Director" webpage link and from the Executive Office of the Mayor. The Executive Office of the Mayor (EOM) uses IQ to track customer/public requests for information or service. EOM also uses this system to track correspondence containing complaints to the Mayor about DC government agencies, including CFSA. It is one of four independent indicators used by the EOM in conjunction with OUC to rate CFSA's customer service performance. 1. CFSA shall use IQ to retrieve and respond to correspondence sent directly to the Agency via "Ask the Director" on CFSA's web page, or forwarded from EOM. 2. IQ shall be used for inputting and tracking written requests sent directly to CFSA. 3. CFSA shall respond to each correspondence received through IQ within 2 business days of receipt. 4. If a request requires research that results in a longer turn-around time, CFSA shall reply with the amount of time needed to respond and when the requestor can expect a reply. 9. Generally, replies shall not take longer than 7 business days. If more than 7 business days are needed, the responding staff member shall provide the customer with as much information as possible in the interim and be sure to provide full information within the promised timeframe.
	Procedure N: U.S. Mail 1. In accordance with OUC guidelines, all U.S. mail shall be replied to within 2 business days of receipt. If 2 business days are insufficient to develop a response, a general acknowledgement shall be sent indicating the approximate number of days in which an official response shall be forwarded. If the communication lists an email address, or phone number, CFSA shall provide the acknowledgement by phone or by email; and make note of the conversation. 2. CFSA staff members shall post at appropriate locations relevant official material necessary to carry out the business of CFSA. 3. Envelopes or other materials which are used to enclose official mail shall bear the name and address of the Agency and administration, and should include the words "Official Business".

	4. Mail pertaining to CFSA business that needs to be mailed through the Facilities Management Administration (FMA) shall have the number **"28"** written in the lower left hand corner of the envelope. The number "28" is required by central mail processing. Outgoing mail without the number "28" in the lower left hand corner of the envelope will not be processed. 5. Funds administered by CFSA shall not be used to pay the postage of materials whose enclosures are not related to the business of CFSA. 6. Employees shall not have personal mail directed to CFSA. Personal mail shall not be accepted by FMA.
	Procedure O: Correspondence 1. This policy establishes standards and a format to be used in handling all CFSA internal and external correspondences. Each correspondence shall be responded to, tracked, and effectively managed in a timely fashion. 2. Correspondence refers to the following examples: a. Written communication b. Sending an email to someone c. Receiving communication from someone and responding in writing 3. Correspondence or general mail that is addressed generically to CFSA (i.e., not addressed to a particular administration or individual) shall be routed to the Office of the Director. 4. The Office of the Director's designee shall open, track, and route all general mail to the appropriate individual or administration to ensure all general correspondence receives the required attention. • The responding administration or individual shall be responsible for formatting and drafting a comprehensive response within required time frames outlined in this policy, and shall ensure that a copy of the response is provided to the Office of the Director or his/her designee. *Note: Documents may be returned to the responding administration for editing if necessary.* 5. In order to ensure that CFSA is providing the highest level of customer service to anyone who contacts the Agency, CFSA staff members shall act in accordance with the following standards: a. Correspondence that requires some action by CFSA shall be acknowledged or responded to within 2 business days. b. CFSA shall acknowledge the individual contacting CFSA so that he/she shall know that their correspondence has been received and the respondent is working to respond to it.

	6. The components of an acknowledgement shall include the following information: a. Thank the individual for writing. b. Provide a realistic timeframe for resolution. c. Provide a contact person's name, telephone number, and email address. 7. Responses shall address issues raised in initial correspondence and there shall be no grammatical or spelling errors. 8. If the resolution cannot be provided within the allotted timeframe, CFSA shall initiate follow-up contact with the writer, provide a new resolution date, and fulfill the request within the new timeframe. 9. If correspondence is addressed directly to an individual employee, it is the responsibility of that employee to respond within the parameters of this policy: a. Assume responsibility for responding to and resolving the issues. If necessary, direct correspondence throughout the Agency or to another agency for resolution. b. Keep a record of the individual correspondence when correspondence is requesting Agency services or information. c. Proofread to ensure accurate spelling, grammar usage, and punctuation of the response. d. Ensure that Agency links and email messages route to the target destination. 10. Correspondence that requires the Mayor's signature shall be reviewed by CFSA's by the Chief of Staff or his/her designee. a. Correspondence for the Mayor's review or signature that originated at CFSA shall be logged and given a tracking number. b. Correspondence for the Mayor's signature shall **not** include a date. The date will be inserted by EOM.
	Procedure P: Security Awareness for Visitors Security is a major aspect of CFSA's commitment to provide an environment where customers and staff can feel confident and safe in their interactions and delivery/receipt of services. 1. All customers are required to sign in upon arrival to the Agency. The sign-in sheet shall only include the following information: a. Name (first and last) b. Arrival time and exit time c. Name of the staff/area being visited d. Employee signature receiving visitor

	2. A customer's name may be called out in a public or waiting room area. No other private or personal information shall be discussed in a public area (see Confidentiality Policy). 3. Computer monitors used at information desks shall be positioned to prevent visitors from observing personal information. Unattended computer screens shall remain in a log-out or sleep mode. IDs and passwords shall not be shared (*see Information Technology Access Control Policy, Procedure B9 for additional information*). 4. All visitors must be escorted by Agency staff members or building security to ensure there is no access to customer confidential information. Visible confidential information at workstations shall only be that of the customer being seen, including information visible on the computer monitor.

MOST COMMONLY ASKED QUESTIONS

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency

Most Commonly Asked Questions

QUESTIONS	ANSWERS
1. What is the foster and adoption recruitment hotline number?	(202) 671-LOVE (5683)
2. Can residents of Maryland and Virginia apply to be foster parents?	**NO!** Call the recruitment hotline (202) 671-LOVE (5683) for more information.
3. Can residents from Maryland and Virginia adopt children from the District of Columbia?	**Yes!** For more information call the Foster and Adoptions Recruitment Hotline (202) 671-LOVE (5683).
4. What is the Agency's web site address?	www.cfsa.dc.gov
5. Who is the Director of the Agency?	The Acting Director is Brenda Donald
6. How do I become a foster or adoptive parent?	Call (202) 671- LOVE (5683) to register for an orientation session.
7. What is the nearest metro stop to CFSA and what metro lines?	L'Enfant Plaza at 7th and D Street, SW. The subway line colors are: Blue, Orange, Yellow, and Green lines
8. Whom should one call for information on financial assistance for potential adoptive parents?	Adoption Resources (202) 727-3723
9. What is CFSA's mailing address?	The address is 400 6th Street, SW Washington, DC 20024
10. What is the child abuse and neglect reporting Hotline number?	(202) 671-SAFE (7233)
11. How can I make a donation to CFSA?	Partners for Kids in Care, (202) 727-7101
12. What number can I call for general information about CFSA?	Public Information Office (202) 442-6180
13. Who do I call about getting a job?	Human Resources (202) 724-7373 or go to our web site at www.cfsa.dc.gov for list of employment opportunities
14. What number do I call about getting a contract with CFSA?	Contracting opportunity call (202) 724-7579 or you can visit us on our web site at www.cfsa.dc.gov
15. I need information on "How to open a group home?"	For information about District regulations for group homes, contact Licensing & Monitoring (202) 724-7204
16. What number would I call to have someone speak to my church or organization about child abuse and neglect?	The Office of Training Services (202) 727-5283
17. How to obtain information about former CFSA clients contact to access personal records?	The Office of the General Counsel (202) 727-2646
18. Who do I contact to find out who my social worker is?	Lisa Pelt (202) 442-6161 or Marlesia Neloms (202) 727-7691
19. What number do I call about having someone come and speak to my church or organization about becoming a foster or adoptive parent?	The Office of Community Services in the recruitment unit (202) 727-7045
20. What number do I contact about opening my adoption records?	The Adoption Unit at (202) 727-3655 or (202) 727-4956

All questions regarding another DC Agency or services not provided by CFSA should be directed to: 311

"NEVER SAY: I DON'T KNOW"

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Child and Family Services Agency

Frequently Requested Numbers

Subject	Department	Contact	Phone Number	Fax Number
Assistant Attorney General Office	AAG		2/727-3839	
Abuse/Neglect report (child)	CPS	Any operator	2/671-SAFE (7233)	2/727-7279
Adult Abuse	Adult Protective Service		2/541-3950	
Admin Review	OPPPS		727-4327	
Adoption	Permanency	Any Staff	2/671-5683 (Love)	
Adoption records	Permanency	Sharon Knight	2/727-3655	
Adoption Subsidy Checks	Permanency	Patricia Johnson	2/727-5424	
Child Protection Registry (CPR)	OPPPS	Any Staff	2/727-8885	
Checks	Finance Office	Gloria Yates	2/727-73-83	
Child Support	Attorney General Office		2/442-9900	
Clinic	Healthy Horizons Health Screening		2/727-8096	
Checks	Finance Office	Gloria Yates	2/727-7383	
Clothing Voucher	Partners for Kids in Care	Beatrice Williar	2/727-7101	2/727-6505
Collaborative Information	Community Services	Nikole Smith Catherine Higgins	2/442-6001 2/727-3301	2/727-6505
Computer Problems	IT Serv US Help Desk	Help Desk	2/671-1566	
Contracting opportunities	Contract and Procurement	Pamela Glover	2/724-7579	
Custody (ward)			2/671-7233	
Custody (non award)	Court		2/879-1010	
Day Care Referral (for foster care children)	Community Services	Nikole Smith Catherine Higgins	2/442-6001 2/727-3301	
Day Care Assistance (non foster care children)	Office of Early Childhood Division	Human Services	2/727-0284	
DNA test	Court		2/879-1010	
Donation Center	Partners for Kids in Care	Beatrice Williar Eunice Spence	2/727-7101 2/727-7102	2/727-6505
Referrals for Doctor Appointment/Physicals (Foster Parents ONLY)	OCP		2/727-9742	
Doctor Appointment Verification	OCP Clinical Support	Kristal Thomas Lori Matthews	2/442-4169 2/727-1934	
Electronic Benefits Transfer (EBT)	Department of Human Services		1-888-304-9167	
Employment Opportunity	HR		2/724-7373	
Employment Verifications for CFSA	HR		2/724-7373	
FACES Training	CISA	Kimberly Tobias	2/434-0013	
Fair Hearing	OPPPS	Tamara Rutland	2/724-3748	
Fingerprints	Community Services	Lolita Fitzgerald Cherie Bassette	2/528-9796 2/489-2953	

Frequently Requested Numbers

Subject	Department	Contact	Phone Number	Fax Number
Family Team Meeting (FTM)	IFSS	Kortney Stewart Jennifer Wright	2/727-2269 2/727-2149	
Foster Parent Recruitment	Community Services		2/671-Love (5683)	
Foster care records	OAG	Wendy Gray	2/727-2646	
Foster care checks	Finance Office	Gloria Yates	2/727-7383	
Foster Child (missing)	Agency Operation	Steven Taylor(Abscondence Unit)	2/727-7321	
Food Stamps Inquiry	Department of Human Services		2/698-4350	
Foster Parent Support	Community Services	Kia Jackson-Garnett Antoinette Harris-Edwards	2/727-4950 2/727-3949	
Fleet Management	Facilities Management Administration		2/698-6170	
Freedom of Information Act (FOIA)	OAG	Wendy Gray	2/727-2646	
Grandparent Program	Community Services	Lindsey Hoffman Valorie Gainer Renee Lynch	2/442-6183 2/442-6009 2/724-9749	2/727-6505
Group Homes	OPPPS	Candace Wyder Donna Ball	2/724-7633 2/724-7178	
Guard Desk	Facilities Management Administration	Guard on Duty	2/727-6361	
Guardianship	Community Services	Anna Bell	2/727-3440	
Healthy Horizons	Office of Clinical Practice		2/727-8096	
HIPPA Privacy Officer	OAG	Dionne Bryant	2/442-6153	
Home Study	Community Services	Rula Swann	2/727-4825	
Human Resources	HR	Main Number	2/724-7373	
IT and Information Security Officer HIPPA Compliance Officer	FACES	Sylvia Smith	2/434-0019	
In-Service Training for Foster Parent	Training Service	Carolynn Lander	2/727-4798	
Interstate Compact Unit (ICPC)	Placement Services	Regi Daniels	2/724-7956	
Keys for Life	Office of Youth Empowerment	Tia Clarke	2/727-5205	
Kinship Information	Community Services	Anna Bell	2/727-3440	
Kinship Care Checks	Finance Office	Gloria Yates	2/727-7383	
Mayor's Call Center	DC Government Operator	Operator	311	
Medicaid Cards	Business Services	Joy Jolly Atkins	2/727-7107	
Nurse	Office of Clinical Practice (OCP)	Patrina Anderson	2/727-3537	
Clinical Practice	Office of Clinical Practice (OCP)	Johnathan Vinson	2/727-7035	
Out of control child Program (PINS)	Court	Ron Williams Peter Mullings Main Number	2/879-4784 2/879-4786 2/879-1010	
Payment Inquires	Finance Office	Gloria Yates	2/727-7383	
People Soft	People Soft help desk		2/727-8700	
PG County Social Services	MD Office	Main Number	301/909-7025	

Subject	Department	Contact	Phone Number	Fax Number
People Soft	People Soft help desk		2/727-8700	
Rent, mortgage and utilities assistance	Homeless Prevention Program		2/ 347-0511	
Rental Assistance	Emergency Rental Assistance Program		2/479-2846	
Request for Proposal (RFP)	Contract and Procurement	Pamela Glover	2/724-7579	
Risk Management	HR	Leslie Mejia	2/727-7090	
Run away foster Child	Youth Empowerment	Steven Taylor	2/727-7321	
Security Guard	Facilities Management Administration	Any Guard	2/442-6361	
SSI	Business Services	Jane Young	2/715-7803	
Structured Progress Review (Admin Review)	OPPPS	Main Number	2/727-4327	
TANF Fraud	Assistance Fraud		2/671-4496	
Teen Program	Youth Empowerment	Tia Clarke	2/727-5205	
WIC	WIC		2/645-5663	