

REGIONAL ADMINISTRATION

Regional Administration Overview

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Policy

The Department of Children and Families shall be divided into six Regions, each of which shall operate the DCF Area Offices in its Region.

Regions and Area Offices

Region 1:

- Bridgeport Office
- Norwalk Office

Region 2:

- Milford Office
- New Haven Office

Region 3:

- Middletown Office
- Norwich Office
- Willimantic Office

Region 4:

- Hartford Office
- Manchester Office

Region 5:

- Danbury Office
- Torrington Office
- Waterbury Office

Region 6:

- Meriden Office
- New Britain Office

Contact information for each Region and Office can be found on the DCF website at: <http://www.portal.ct.gov/DCF/1-DCF/Contact-Us>.

A list of those towns and cities for which each Region and Office are responsible can be found on the DCF website at: <http://www.portal.ct.gov/DCF/1-DCF/Towns>

Responsibilities of the Regional Administrator

The general responsibilities of Regional Administrators shall be to:

- administer staff, programs and Area Office operations to insure compliance with and uniformity in the application of DCF policies, federal and state statutes, legal mandates and management directives;
- develop, implement and evaluate operational plans, policies, performance standards and budgets in coordination with Central Office;
- determine appropriate staffing levels;
- direct management and coordination of staff, resources and community interaction to promote comprehensive Regional service delivery;

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Responsibilities of the Regional Administrator (Continued)

- establish and maintain collaborative relationships between DCF partners and community organizations to coordinate services and ensure timely service delivery and quality outcomes consistent with statutory mandates and best practices; and
- represent DCF at Regional, state and federal functions.

As members of Senior Administration, Regional Administrators routinely take part in various decision-making meetings led by the DCF Commissioner and other members of the Executive Team.

Regional Structure

The DCF Regions shall be comprised of:

- multiple Offices, each led by an Office Director or Directors;
- a Regional Resource Group (RRG) led by a Regional Clinical Director;
- a Foster and Adoption Support Unit (FASU) led by the Systems Development Program Director; and
- a Quality Assurance Unit led by the QA Program Supervisor or Director.

Integrated into the Office structure are additional functions which are supervised by divisions in Central Office, including Administrative Case Review staff, educational consultants, legal staff and nurses.

Responsibilities of Office Directors

The general responsibilities of Office Directors are to:

- direct office operations and staff in child protective, probate and voluntary services cases, including clerical and case aides, direct line staff, supervisors and program supervisors and voluntary services and support staff;
- coordinate and formulate program goals and objectives to conform with DCF policies, standards and legal requirements;
- assist in the development of related policy;
- assist in directing and coordinating allocation of staff and resources to maintain service delivery systems and programs;
- manage systems and programs to ensure compliance with federal, state and DCF requirements;
- interpret and administer pertinent laws;
- identify training and development needs of staff;
- evaluate staff;
- develop and monitor budgets for specific programs or administrative areas;
- maintain liaison with individuals and organizations that impact area or program activities;
- speak before professional and lay groups;
- represent the Commissioner in community and public relations activities within the area as assigned;
- prepare or analyze management reports including reports detailing area activities, program operations and client statistics;

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**Responsibilities
of Office
Directors**
(Continued)

- review the work of work units for general efficiency and effectiveness with target client populations; and
- perform related duties as required.
- evaluate programs and professional social work services provided to children and families;
- identify needs of children and families for purposes of determining available community resources;
- review the work of work units for general efficiency and effectiveness with target client populations; and
- perform related duties as required.

**DCF Office
Functions**

The Office functions are comprised of child protective services including Investigations and Ongoing Services, Voluntary Services and Probate. Social work case aides and clerical staff support Area Office functions.

Area Offices are supported by onsite staff from Regional operations including the Foster and Adoption Services Unit (FASU), the Regional Resource Group (RRG) and Quality Assurance (QA).
