

# BUREAU OF CHILD WELFARE

## Bureau of Child Welfare Overview

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### Policy

The Bureau of Child Welfare is led by the Bureau Chief of Child Welfare who has responsibility for the Careline, the Foster Care Division and regional operations.

The Careline Director oversees the following:

- Call Center and Afterhours Response
- Background Check Unit
- Specialized Investigation Unit
- Education Investigation Unit

The Foster Care Director provides oversight of regional foster care operations and is responsible for Interstate Compact for Placement of Children (ICPC), Permanency Resource Exchange, Pre-licensing unit, and Post Permanency Subsidy Division.

Within the chain of command are three Assistant Chiefs of Child Welfare who provide direct oversight over the regions.

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### Regions and Area Offices

The Department of Children and Families (DCF) is divided into six regions. The regions are further divided into Area Offices. The regions are constituted as follows:

#### Region 1

- Bridgeport Area Office
- Norwalk Area Office

#### Region 2

- Milford Area Office
- New Haven Area Office

#### Region 3

- Middletown Area Office
- Norwich Area Office
- Willimantic Area Office

#### Region 4

- Hartford Area Office
- Manchester Area 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>.

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### Regions and Area Offices (continued)

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>

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### Responsibilities of the Assistant Chief of Child Welfare

The general responsibilities of an Assistant Chief of Child Welfare 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 DCF Central Office
- determine appropriate staffing levels
- direct management and coordination of staff, resources and community interaction to promote comprehensive regional service delivery
- 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
- represent DCF at regional, state and federal functions

As members of Senior Administration, the Bureau Chief of Child Welfare and the Assistant Chiefs of Child Welfare routinely take part in various decision-making meetings led by the DCF Commissioner and other members of the Executive Team.

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### Regional Structure

The DCF Regions shall be comprised of:

- multiple area offices, each led by an Office Director
- a Regional Resource Group (RRG) led by a Regional Clinical Director
- regional foster care staff led by Central Office Foster Care Program Directors
- a Quality Assurance Unit led by the QA Program Supervisor or Director
- a Regional Systems Program Director
- an Administrative Program Director

Integrated into the office structure are additional functions which are supervised by divisions in DCF Central Office, including administrative case review staff, educational consultants, legal staff, quality improvement staff and nurses.

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### Responsibilities of Office Directors

The general responsibilities of Office Directors are to:

- direct office operations and staff in child protective and probate court cases, including support staff (clerical and case aides), direct line staff, supervisors and program supervisors
- 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

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### Responsibilities of Office Directors (continued)

- 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
- 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
- review the work produced within their respective area office for general efficiency and effectiveness with target client populations
- 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
- perform related duties as required.

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### DCF Area Office Functions

The office functions are comprised of child protective services including Intake and Ongoing Services staff and Probate Court cases. Social work case aides and clerical staff support Area Office functions.

Area Offices are supported by onsite staff from regional operations including the Foster Care Division, the Regional Resource Group (RRG), Quality Assurance (QA), Quality Improvement (QI), Systems Program Directors and Administrative Program Directors.

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