

**Connecticut State Department of Education
Bureau of Special Education
Surrogate Parent Program, Suite 604
450 Columbus Boulevard
Hartford, CT 06103-1841**

**Instructions for Returning Closed Case Files to the Surrogate Parent Office via FedEx
2024-25**

CSDE has contracted with FedEx to express mail closed file packages back to our office at no cost to surrogate parents.

Closed case files should be returned to the Surrogate Office within one week of determining that closure is necessary (i.e., DCF no longer guardian, exited from or ineligible for special education and no 504 services required, etc.). If awaiting further documentation from the school/district, you may hold on to the file for no more than three weeks after determining files need to be closed.

Instructions for preparing closed files and mailing:

1. Please e-mail surrogate.office@ct.gov to report the files of the students you are closing. Include with the name and birthdate of student(s) in the email.
2. Enclose a completed [SP-206 Closed Case Form](#) attached to each case to be closed.
3. Package the closed files in an appropriate envelope or box.
4. Affix the FedEx label provided by CSDE to package.
5. Take package to the FedEx drop-off location near you to be processed. Keep a copy of the mailing receipt for your records as it will have a tracking number on it which we can reference in the event the package is lost.
6. To find the nearest FedEx drop-off location, go to <https://local.fedex.com/en-us>

NOTE: As a requirement under FERPA, confidentiality of student information is based on legal and ethical precepts derived from constitutional law, federal and state mandates related to health and education, and social work ethical standards. **All contracted surrogate parents must comply with [FERPA](#) regulations making special effort to protect the privacy of student education records.**