

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 UPS
Revised September 25, 2018

CSDE has contracted with the United Parcel Service (UPS) 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](#) with each case to be closed.
3. Package the closed files in an appropriate envelope or box.
4. Affix to package the UPS label provided by CSDE. Use one label per package as each has the pre-printed mailing address, account number and unique tracking number.
5. Enter the following onto the pre-printed UPS label:

Box 1 "Shipment From"	Enter your name and address
Box 10 "Shipper's Signature"	Sign and date the receipt (use date mailed)

6. Take package to the UPS Store location near you to be weighed and 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.
7. To find the nearest UPS Store go to <https://www.theupsstore.com/tools/find-a-store>

CSDE Confirmation of Receipt of Closed Files

The Surrogate Office will confirm receipt of your closed files by email.

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.**