

## **Foster Care Om·buds·man:**

*Ombudsman is a Swedish term  
of long and honorable tradition.  
Ombudsmen help people resolve  
their differences with public officials.*



### **Contact Information**

Telephone number: 716-858-6495

Fax number: 716-858-7568

Email: [fostercarehelp@erie.gov](mailto:fostercarehelp@erie.gov)



**DEPARTMENT OF SOCIAL SERVICES**

**Marie Cannon, MSW**  
Commissioner

**Stacey Greenan**  
Foster Care Ombudsperson

ERIE COUNTY DEPARTMENT OF SOCIAL SERVICES  
**OFFICE OF THE  
FOSTER CARE  
OMBUDSPERSON**



[FosterCareHelp@erie.gov](mailto:FosterCareHelp@erie.gov)

# FOSTER CARE OMBUDSPERSON

## What does the Ombudsman do?

The Foster Care Ombudsman is empowered to investigate complaints from children, birth parents, foster parents and other interested parties regarding the treatment of children in the foster care system.

The role of the Ombudsman is to receive and investigate inquiries and complaints related to foster care. The Ombudsman will work to bring about a resolution for the best interests of children. The Ombudsman will attempt to facilitate resolution as quickly and as amicably as possible.



## The Ombudsman will:

- Listen to your concerns
- Document your complaints
- Investigate and gather all relevant information
- Remain neutral and impartial
- Formulate a process for possible resolution and make recommendations

## The Ombudsman will not:

- Investigate actions that do not involve Erie County Department of Social Services or agencies with whom it contracts with.
- Investigate the acts or decisions of Family Court.
- Accept or investigate reports of child abuse or neglect.

The Office of the Ombudsman is located in the Department of Social Services. The Office is charged with responding to certain issues on behalf of the Commissioner.

## What should I do before contacting the Foster care Ombudsman?

In fairness to the agency involved, you should first try to resolve the complaint directly with the agency. Many times agency officials are eager to explain what they did and why they did it, or will correct the problem to your satisfaction. In many cases, you will be able to resolve your concern on your own. If you do not want to contact the agency yourself, or if you complain to the agency and are not satisfied with their response, then feel free to contact the Ombudsman. The Ombudsman will conduct an investigation on your behalf.

It is the policy of the Department of Social Services to maintain confidentiality of the information provided to the extent possible. Exceptions to this policy will be made with complainants. Callers will be informed that all reports of child abuse or neglect must be reported by law.

## Contacting the Ombudsman

Telephone Number: 716-858-6495

Fax Number: 858-7568

E-Mail: [fostercarehelp@erie.gov](mailto:fostercarehelp@erie.gov)

**Child Abuse Hotline: 1-800-342-3720**

