

MEMORANDUM

TEXAS DEPARTMENT OF FAMILY AND PROTECTIVE SERVICES

TO: Residential Child Care Providers

**FROM: Residential Contracts
Purchase Client Services**

SUBJECT: HHSC Foster Care Ombudsman

DATE: June 27, 2016



Amendment

A unilateral amendment was executed in June 2016 which incorporated the new Texas Health and Human Services Commission (HHSC) policy regarding the HHSC Foster Care Ombudsman. This Amendment is effective immediately.

The amendment states that DFPS shall establish, staff, and maintain a 24-hour hotline for receiving and responding to reports of abuse and neglect. The hotline's phone number must be readily available and displayed prominently in all foster care residential facilities. Foster children must be allowed telephone access to reach out to this 24-hour system, free from observation. The following link will take you to the Ombudsman poster which you must print and display immediately per instructions above.

http://www.dfps.state.tx.us/Contact_Us/documents/FCO_Foster_Care_Ombudsman.pdf

Observation

The mandatory poster must be displayed in all facilities and foster homes. Child Protective Services Conservatorship (CVS) staff will begin checking to ensure the posters are displayed as instructed during July and/or August visits.

Please contact your contract manager if you have questions about the amendment and/or poster.