

# Client Guide to Rights, Responsibilities and Services: Ongoing Services



## What is Guernsey County Children Services?

Guernsey County Children Services (GCCS) provides services to families after an initial assessment when: The family and the agency agree to work together to keep children safe when parents would benefit from some temporary support. We call these voluntary cases. We also work with families when the juvenile court determines that children may remain in their home, but where the court remains involved. We call these protective supervision cases. Finally, we rarely, must remove children from their homes when they cannot be kept safe in their current environment. There is a detailed pamphlet describing your rights and responsibilities should this occur. In all of these cases we will work with you to develop a case plan directed primarily at eliminating things which place children in unsafe situations.

## Do I Have Rights?

Yes! You have many rights which is why we wanted you to have the information in this brochure. While we cannot cover every situation, this guide is meant to provide you general information. Should you have questions this guide does not answer, please talk with your caseworker or their supervisor. If you do not get answers to your questions, or have a complaint, we will be happy to work with you to resolve these issues. We have a Client Rights and Complaint Policy and Procedure. If you would like a copy, ask your caseworker or contact our receptionist for a copy. Most issues generally are resolved by talking with the staff member working with you and your family.

Your caseworker: \_\_\_\_\_

Your caseworker's phone #: \_\_\_\_\_ ext. \_\_\_\_\_

Supervisor: \_\_\_\_\_

**Guernsey County Children Services**  
274 Highland Avenue  
Cambridge, Ohio 43725  
Monday-Friday 8:30 am to 4:30 pm

Phone: 740-439-5555

Fax: 740-439-5521

After Hours Hotline: 740-439-5555

After 4:30 pm M-F,

Weekends and Holidays

**"Our Goal is to Protect Children and Respect Families"**

- Executive Director      Nicole Caldwell, MBA

## What Can I Expect During an Ongoing Services Case?

Here is some general information about ongoing services cases and your rights, this list does not cover everything, please ask your caseworker any questions you may have.

- If we open a case with your family, your caseworker will work with you to prepare a written “case plan” that outlines what is expected of you and the services you and your child will receive. You have the right to, and should join in on the writing of that plan, so you can be sure that you understand and agree with what it says.
- If it appears the child’s abuse or neglect was serious enough to be a crime, we must give information and our recommendation to law enforcement, the Law Director or the County Prosecutor for review. In some cases, we may also request court intervention.
- There are VERY strict guidelines and laws in regards to who can see our records about child abuse and neglect.
- We bring cases to court where a child must be removed from home, or where we need the court’s help to protect the child while he/she stays at home. The court ultimately is responsible for determining if a case warrants court involvement.
- Most families involved with us do not have any court involvement. Usually, if a child must temporarily live away from home for his/her safety, we generally must have that case heard in court.
- Services must be made available without discrimination on the basis of sex, race, disability, sexual orientation or age.
- Your caseworker will explain which programs we have that may benefit you, other adults in your home, and your children. You should ask questions to make sure that you understand these services.
- We generally request families and service providers attend family team meetings, or opportunities for families and everyone working with them to talk about the options for and progress on the case plan.
- We will not discontinue or deny services without explanation, and will not do so on the basis of race, ethnicity, gender, or sexual orientation.
- You have a right to be treated with respect, dignity and have your concerns be heard and to **consent or participate or refuse any service, treatment or therapy unless court ordered to participate in these services. The consequences of your consent or refusal will be fully explained to you. You have the right as a parent or legal guardian to make these same decisions for your children**
- To find out more about our services, please ask your caseworker.

### Your Comments are Welcome

From time to time, GCCS also surveys clients and others who have had contact with the agency. Your answers to the survey questions are confidential and voluntary. The information gathered is used to help GCCS improve its services.



Ohio and Federal laws provide specific safeguards for your rights while you are involved with Guernsey County Children Services. Additional questions about your rights may be discussed with an Attorney, Supervisor, and if necessary, the Welfare Program Director, or the Executive Director. The Executive Director assures compliance with client rights and grievance procedures. We also encourage you to consult with an attorney at any time.