

The OCR representative will be impartial and your information will be treated respectfully.

The OCR representative is expected to:

- Work with all parties to understand each person's perspective through purposeful & positive dialogue
- The information gathered is shared with all stakeholders to resolve the issue at hand
- Arrange and or facilitate case conferences when necessary
- Provide information regarding policy, protocols and practice and communicate our role within the Department
- Provide prompt attention to all that request our assistance



Department of Children and Families
Office of Community Relations
505 Hudson Street
Hartford, CT 06106

Department of
Children and Families

Office of Community Relations

- *Engagement*
- *Commitment*
- *Resolution*

HOW THE OFFICE WORKS

- The Office of Community Relations (OCR) works with families and youth, foster and adoptive parents, providers and citizens to resolve issues, with the best interest of children in mind
- The role of the OCR is to complete an in-depth review of the information presented to understand all parties' perspectives with the intent to find a strength based solution
- The inquiry can be made by telephone, by e-mail, in writing or in person.
- The inquiry is then communicated to the appropriate parties, if necessary, additional information is gathered and a response is forwarded to the OCR. A proposed resolution is then communicated to the inquirer and all parties involved
- The Office is located within the Department of Children and Families, is part of the Commissioner's Office and charged with responding on certain issues on the Commissioner's behalf.

CONTACTING THE OFFICE

The office is open
8:00 am to 5:00 pm
Monday-Friday

Telephone numbers:
Local: 860-550-6301
Toll-Free 1-866-637-4737
Fax: 860-560-7086

E-mail:
COMMISSIONER.DCF@CT.GOV

Mailing Address:
Office of
Community Relations
505 Hudson Street
Hartford, CT 06106

OUR MISSION

The Office of Community Relation's mission is to provide a solution oriented, proactive approach to engage families and stakeholders.

We strive to understand the problem presented while emphasizing a strength based approach with all those contacting our office. Our role is to support both our families and youth, individuals from the community as well as DCF staff.

We commit to educate the array of individuals and groups that we engage through our Office on DCF policies, protocol and practice.

We provide callers with information about agency and community resources with the intent of keeping families together while assuring child safety.