

Reach out to the Ombudsman:



**When he or she
visits a facility**



By calling:
(Youth in OCFS Custody)
1-888-219-9818
(All Other Youth)
1-TGI-MY-OMBUD
1-844-696-6283



By writing:
Office of the Ombudsman
52 Washington Street
Rensselaer, NY 12144



By e-mailing:
MyAllies@ocfs.ny.gov



By visiting the web:
ocfs.ny.gov



Office of Children
and Family Services

Capital View Office Park
52 Washington Street
Rensselaer, New York 12144

Visit our website at:

ocfs.ny.gov

To report child abuse and
neglect, call:
1-800-342-3720

For information on the
Abandoned Infant Protection
Act, call:
1-866-505-SAFE (7233)

For child care, foster care, and
adoption information, call:
1-800-345-KIDS (5437)

For information about services
for the blind, call:
1-866-871-3000
1-866-871-6000 TDD



State of New York

Pursuant to the Americans with Disabilities Act, the New York State Office of Children and Family Services will make this material available in an appropriate format upon request.

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Office of Children
and Family Services

OFFICE OF THE OMBUDSMAN



"...promoting the safety, permanency, and well-being of our children, families, and communities..."

Office of the Ombudsman

Youth have certain basic rights, which they do not lose when placed in residential programs. The Office of the Ombudsman is there to help protect those rights.

- ◆ The Ombudsmen listen to concerns regarding the treatment of youth in residential care.

- ◆ The Ombudsmen will try to help residents with legal problems related to their placement, and will also try to assist residents with legal problems they may have in the community.

- ◆ When the Ombudsmen conduct facility visits, children and youth in residential placement should inform them of any problems they are having.



- ◆ Children, youth, staff, parents and others may also write, e-mail or call. Any calls made by a resident should be in private and should not count as part of the resident's weekly outgoing calls.
- ◆ Every effort will be made to protect the identity of any staff member who calls the Office of the Ombudsman.

Office of the Ombudsman

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The goals of the Office of the Ombudsman are:

- ◆ To serve court-placed youth in residential facilities.
- ◆ To be effective advocates for youth so that they receive the services and care to which they are entitled.
- ◆ To be proactive, and not reactive.
- ◆ To work collaboratively with others to remedy individual and systemic problems.
- ◆ To keep stakeholders informed.



The Ombudsman can help!