

How to Report a Community-Based Care Concern

The Community-Based Care Operations Division (CBCO) within the Department of Family and Protective Services (DFPS) has created a process for managing concerns related to Community-Based Care (CBC) or Single Source Continuum Contractors (SSCCs).

CBCO staff will review all submitted concerns to ensure that appropriate parties and divisions are involved to address the reported concern. If the reported concern is outside of the purview of CBC complaints process, it will be forwarded to the department or agency that may be able to assist you.

A few examples of concerns that CBCO will manage include payment issues, contract concerns, or concerns related to an SSCC.

A few examples of concerns that CBCO will refer to other divisions or agencies include:

- Case specific concerns or complaints relating to DFPS and SSCC program policy- contact the [Office of Consumer Affairs](#)
- Concerns from foster youth ages 17 years old or younger - contact the [Foster Care Ombudsman](#).
- Reports of abuse, neglect, or exploitation including a violation of standards by a child care facility - contact the [Texas AbuseHotline](#).

How to Reach Us:

You can contact CBCO by email or by submitting a concern online.

- **Email us at** CBCComplaints@dfps.texas.gov
 - Please include your name, contact information, community area of concern and/or name of SSCC, and the specific details of your concern.
- [Submit a Concern](#)
- [CBC Website](#)
- [DFPS Website](#)

For general inquiries about Community-Based Care please continue to reach out to the CBCCARE@dfps.texas.gov mailbox.