

PHONE NUMBERS

Division of Family Services

Report Line, 24/7 1-800-292-9582

Report Line Supervisors:

- Jean Gardner (302) 660-3470 (Monday – Friday 8:00 a.m. – 4:30 p.m)
- Jeff Pelly (302) 660-3463

- Kathi Rees (302) 660-3465 (Monday – Friday, NCC After-Hours Second and Third Shifts)
- Geoff Howard (302) 725-3060 (Monday-Friday, KC and SC After-Hours Second and Third Shifts)
- Tom Schoenbeck (302) 725-3066 (After Hours Weekends and Holidays)

Statewide Services Administrator for the Report Line, Special Investigators, and Institutional Abuse Investigators:

- Shelley Yingling (o)(302)633-2659, (c)(302) 463-0921 (personal cell) (302) 753-0437.

Office of Children's Services (OCS) Administrator:

- Sue Murray (302) 633-2654

Program Manager – Intake & Investigation:

- Linda Shannon (302)633-2663

Child Protection Registry Substantiation Hearing Coordinator and Constituent Relations:

- Kriston Lowry-Sims (302)633-2714

To resolve a problem when a case is active in Investigation or Treatment, start at the lowest

level and go up the chain of command: Worker → Worker's Supervisor → Assistant Regional

Administrator → Regional Administrator → OCS Administrator

Assistant Regional Administrator (ARA) Phone Numbers

- Beech Street, Wilmington (302)577-3824, Ext. 3161
- University Plaza, Newark (302)451-2800, Ext.3339
- Barratt Building, Dover (302)526-5716
- Georgetown State Service Center (302)856-5371, Ext. 155

Training for Medical Professionals

- Jessica Begley, CJA Training Coordinator, Office of the Child Advocate (302)255-1730

Rev. 05/15/17