

Office of the Children's Ombudsman

Quarterly Report: Fiscal Year 2024, Q1

The OCO has statutory authority to receive complaints regarding cases involving children who (i) have been alleged to have been abused or neglected, (ii) are receiving child protective services, (iii) are in foster care, or (iv) are awaiting adoption.

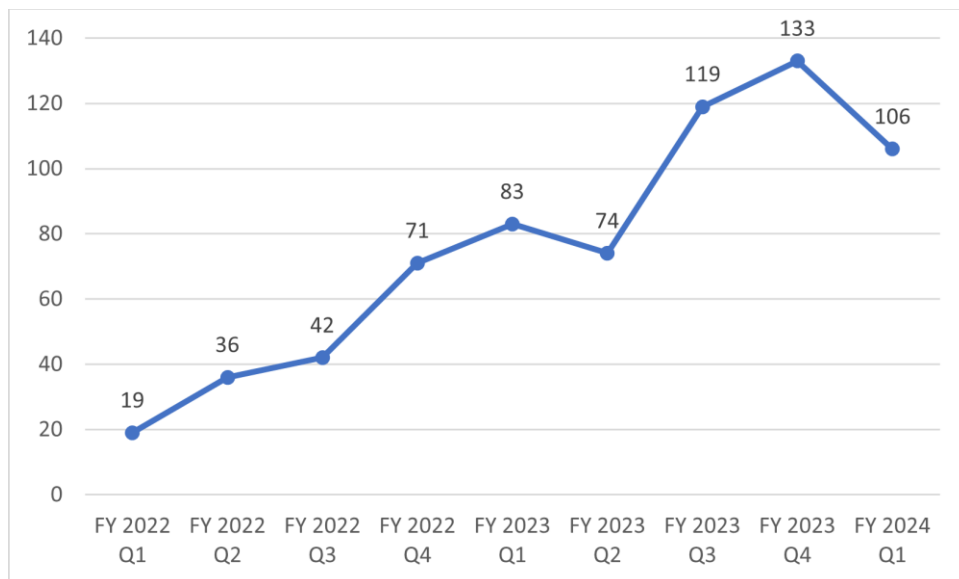
The OCO can receive and investigate complaints alleging that an agency's action was:

- in violation of a law, rule, or policy;
- imposed without an adequate statement of reason; or
- based on irrelevant, immaterial, or erroneous grounds.

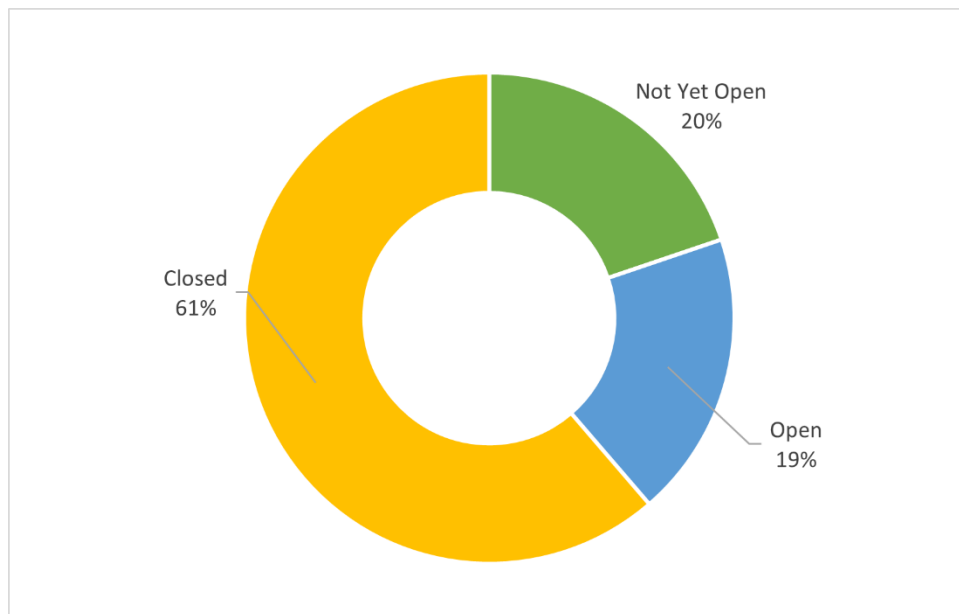
Number of children in foster care in Virginia as of October 1, 2023: 5,013

Total Complaints received in FY 2024, Q1: 106

Total Complaints received since the OCO was created: 804



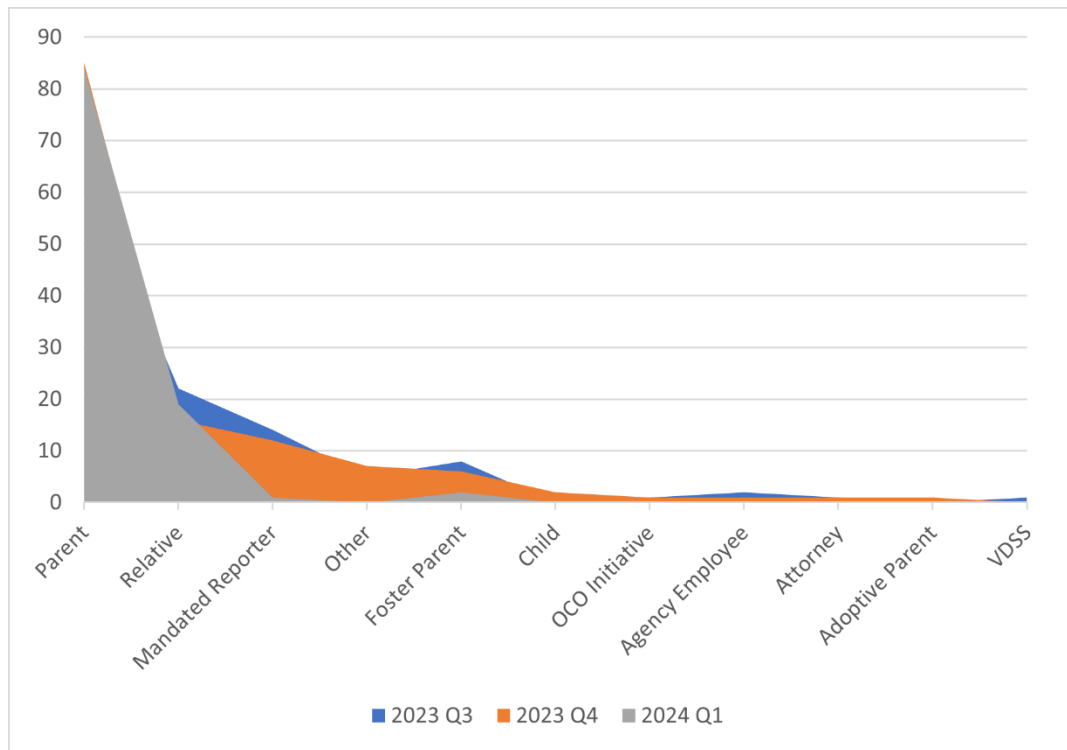
Stage and Status of Complaints Received During Fiscal Year 2024, Q1



- Intake: 64
 - Not yet open- Awaiting complaint form: 21
 - Closed: 42
 - Lack of Jurisdiction: 13
 - No information provided by claimant: 29
- Preliminary Assessment: 38
 - Closed: 23
 - Assistance provided to complainant: 3
 - Declined to investigate* : 3
 - Complainant was provided information about their case: 16
 - Referred to another agency: 1
 - Open: 15
 - Conducting initial assessment: 4
 - Pending closeout notification: 4
 - Assigned to investigator: 5
 - Monitoring: 2
- Investigation: 5
 - Open: 5

*Complainant allegations were not substantiated

Complaint Source, Fiscal Year 2023, Q3 and Q4; 2024 Q1



Claimant Type	2023 Q3	2023 Q4	2024 Q1
Parent	65	85	84
Relative	22	16	19
Mandated Reporter	14	12	1
Other	5	7	0
Foster Parent	8	6	2
Child	0	2	0
OCO Initiative	1	1	0
Agency Employee	2	1	0
Attorney	1	1	0
Adoptive Parent	0	1	0
VDSS	1	0	0

Case Closures During Q1

(includes cases opened prior to Q1)

- **The OCO concluded 123 cases during Q1**
 - 84 cases concluded during Q3
 - 106 cases concluded during Q4
- **Average case age (time between date received and date concluded): 91 days**
 - 110 days during Q3
 - 77 days during Q4
- **The OCO concluded 71 preliminary assessments and 0 investigations during Q1.**
- **Preliminary Assessments concluded by:**
 - Assistance provided to complainant: 5
 - Declined to investigate*: 7
 - Complainant was provided information about their case: 37
 - No response from complainant to schedule call: 15
 - Referred to another agency: 7

*Complainant allegations were not substantiated

Common Allegations Made in Complaints Received – Q1

- | | |
|------------------------------------|----------------------------------|
| • CPS Investigation Process: 14 | • Documentation: 6 |
| • Inadequate Services: 8 | • Diversion: 5 |
| • Visitation: 8 | • Family Partnership Meetings: 4 |
| • CPS Family Assessment Process: 7 | • Contested Custody: 4 |
| • CPS Validation Process: 7 | • Agency bias: 3 |
| • Lack of Trauma Informed Care: 7 | • Placement Decisions: 3 |

Other Allegations Noted:

- | | |
|-------------------------------------|---------------------|
| • Foster Care Service Plan Issues | • Custody |
| • Inappropriate Services | • Sibling Placement |
| • Safety Planning | • ICPC |
| • Lack of Agency Response to Family | |
| • Lack of Relative Contact | |
| • Lack of Reasonable Efforts | |
| • Foster Parent Expectations | |
| • Worker Visits | |
| • FOIA | |