

# Office of the Children's Ombudsman

## Quarterly Report: Fiscal Year 2024, Q2

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.

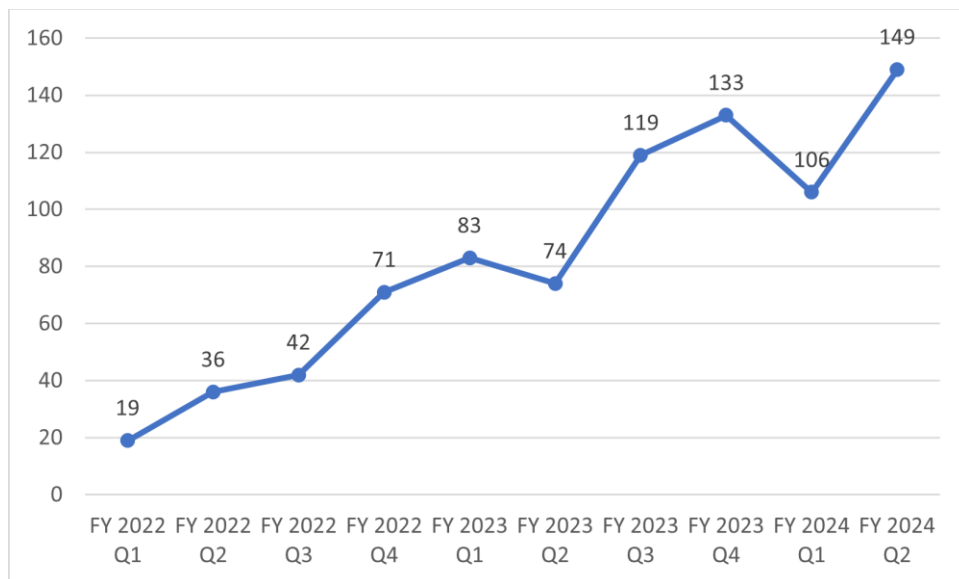
The OCO can receive and investigate complaints alleging that an agency's action was:

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

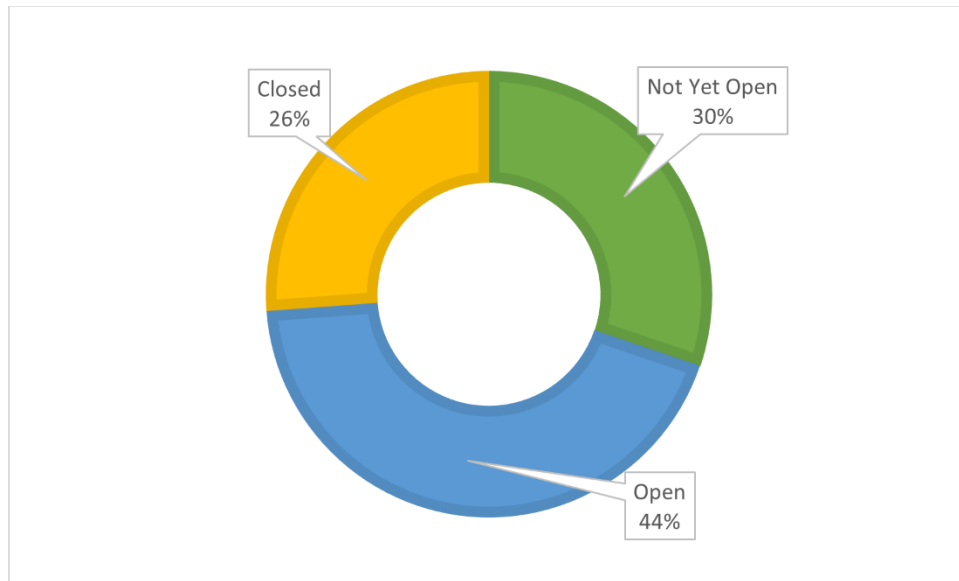
Number of children in foster care in Virginia as of October 1, 2023: 5,007

Total Complaints received in FY 2024, Q2: 149

Total Complaints received since the OCO was created: 953



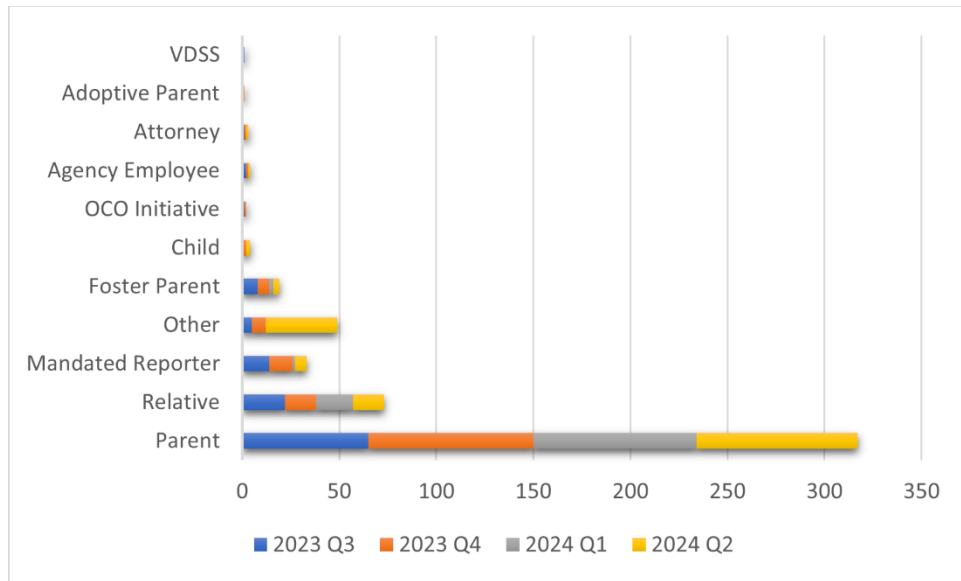
# Stage and Status of Complaints Received During Fiscal Year 2024, Q2



- Intake: 64
  - Not yet open- Awaiting complaint form: 45
  - Closed: 20
    - Lack of Jurisdiction: 19
    - Request by Complainant: 1
- Preliminary Assessment: 79
  - Closed: 19
    - Declined to investigate\*: 4
    - Complainant was provided information about their case: 12
    - Referred to another agency: 3
  - Open: 60
    - Conducting initial assessment: 39
    - Pending closeout notification: 13
    - Assigned to investigator: 6
    - 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	2024 Q2
Parent	65	85	84	83
Relative	22	16	19	16
Mandated Reporter	14	12	1	6
Other	5	7	0	37
Foster Parent	8	6	2	3
Child	0	2	0	2
OCO Initiative	1	1	0	0
Agency Employee	2	1	0	1
Attorney	1	1	0	1
Adoptive Parent	0	1	0	0
VDSS	1	0	0	0

# Case Closures During Q2

(includes cases opened prior to Q2)

- **The OCO concluded 131 cases during Q2**
  - 123 cases concluded during 2024 Q1
  - 84 cases concluded during 2023 Q3
  - 106 cases concluded during 2023 Q4
- **Average case age (time between date received and date concluded): 114 days**
  - 91 days during Q1
  - 110 days during Q3
  - 77 days during Q4
- **The OCO concluded 60 preliminary assessments and 6 investigations during Q2.**
- **Preliminary Assessments concluded by:**
  - Assistance provided to complainant: 4
  - Declined to investigate\*: 9
  - Complainant was provided information about their case: 42
  - No response from complainant to schedule call: 2
  - Referred to another agency: 3

\*Complainant allegations were not substantiated

## Common Allegations Made in Complaints Received – Q2

- Agency Bias: 17
- Agency Documentation: 7
- Family Partnership Meetings: 11
- Lack of Relative Contact: 7
- Inadequate Legal Representation: 2
- Alternate Living Arrangements:
  - Inappropriate or inadequate support to ALA Caregiver: 5
  - Inappropriate or inadequate support or services to parent: 3
  - Placement Decision: 3
- CPS
  - Family Assessment Process: 6
  - Investigation Process: 27
  - Removal Procedures: 6
  - Safety Plan: 5
- Validation Process: 5
- Foster Care:
  - Inadequate Case Management: 6
  - Inadequate Services: 8
  - Normalcy: 2
  - Placement Decision: 5
  - Visitation Issues: 6