

Office of the Children's Ombudsman

Quarterly Report: Fiscal Year 2025, Q4

April 1, 2025 – June 30, 2025

The OCO has statutory authority to receive complaints regarding cases involving children who (i) are receiving child protective services, (ii) are in foster care, or (iii) 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.

The OCO may investigate child fatality cases that occurred or are alleged to have occurred due to abuse or neglect of a child in the following situations:

- A child died during an active child protective services investigation or open services case, or there was a valid or invalid child protective services complaint within 12 months immediately preceding the child's death.
- A child died while in foster care, unless the death is determined to have resulted from natural causes and there were no prior child protective services or licensing complaints concerning the foster home.
- A child was returned home from foster care and there is an active foster care case.
- A foster care case involving the deceased child or sibling was closed within 24 months immediately preceding the child's death.

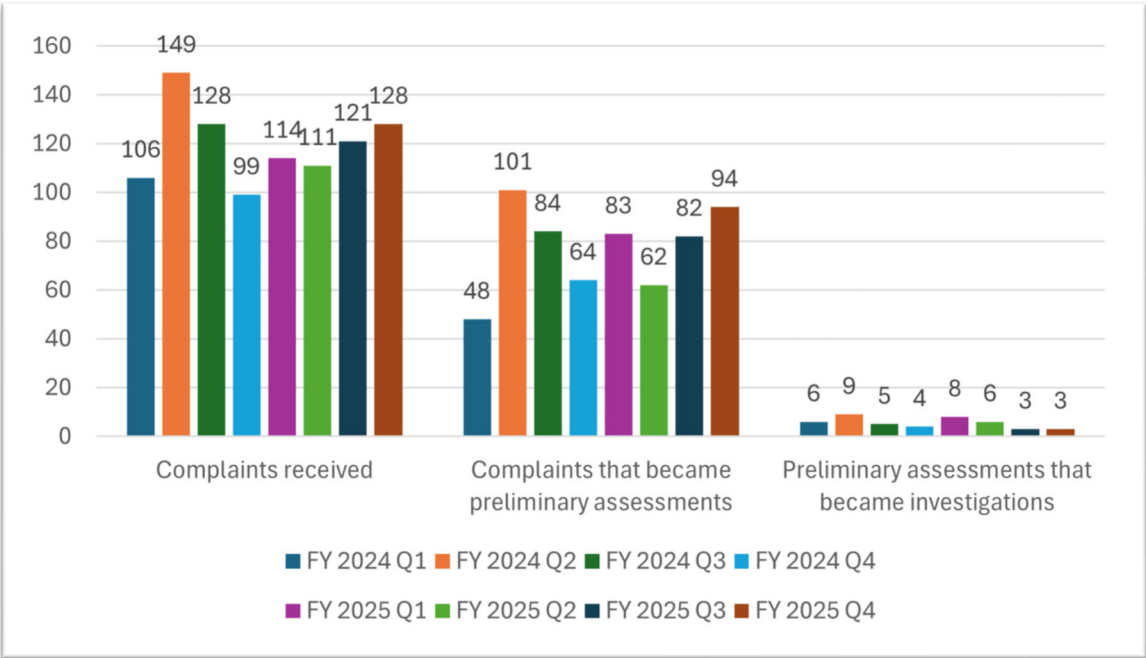
Total **Complaints** received in FY 2025, Q4: **128**

Total **Notifications of Child Fatalities** in FY 2025, Q4: **11**

Number of complaints received per quarter since FY 2022:



The chart below reflects the path that complaints take during a particular quarter. This shows the number of complaints received during that quarter that become preliminary assessments, and then the number that become investigations during each quarter.



Case Closures During Q4 FY 2025

(includes cases opened prior to Q4 FY 2025)

- The OCO concluded **196** cases.
- Average case age (time between date received and date concluded): **218** days
- The OCO concluded **135** preliminary assessments and **22** investigations.