

Office of the Children's Ombudsman

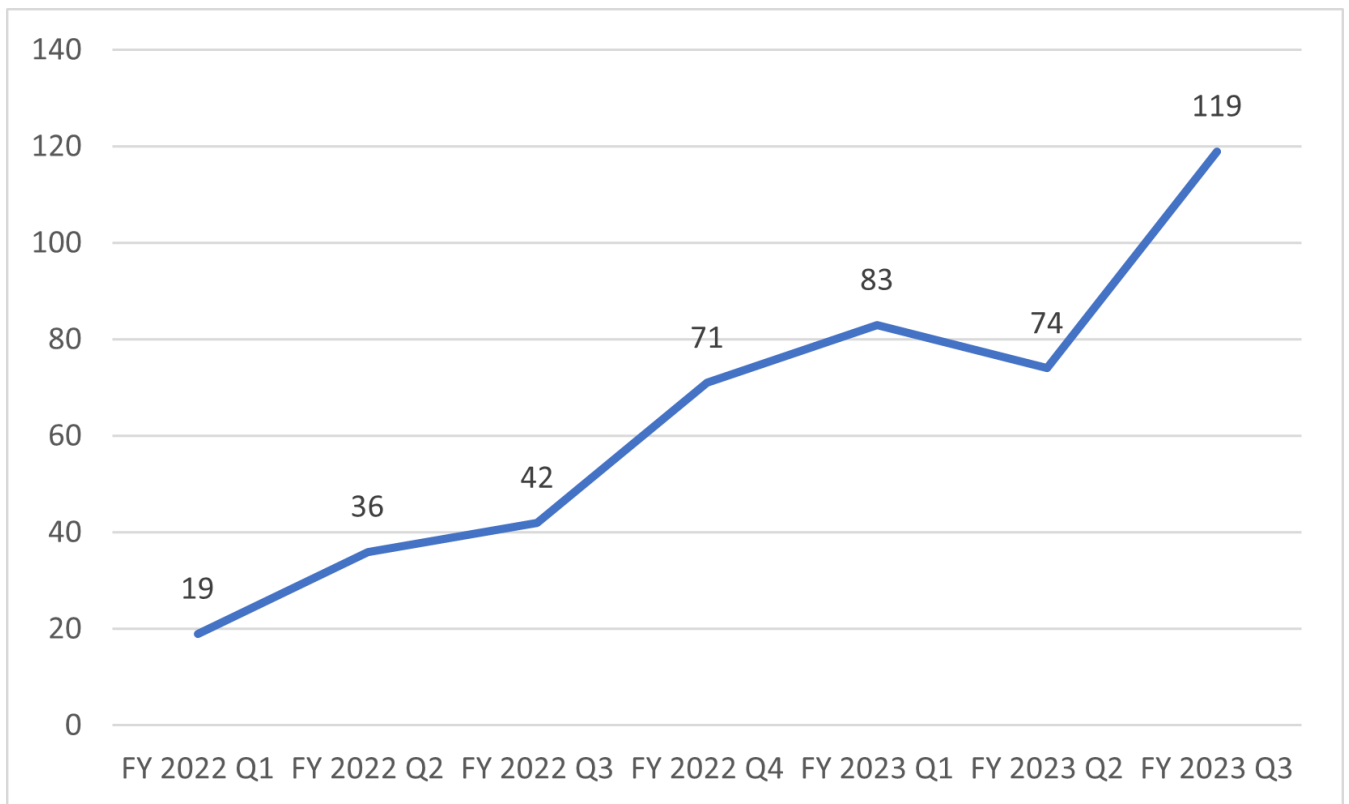
Quarterly Report: Fiscal Year 2023, Q3

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 investigate complaints alleging that an agency's action was:

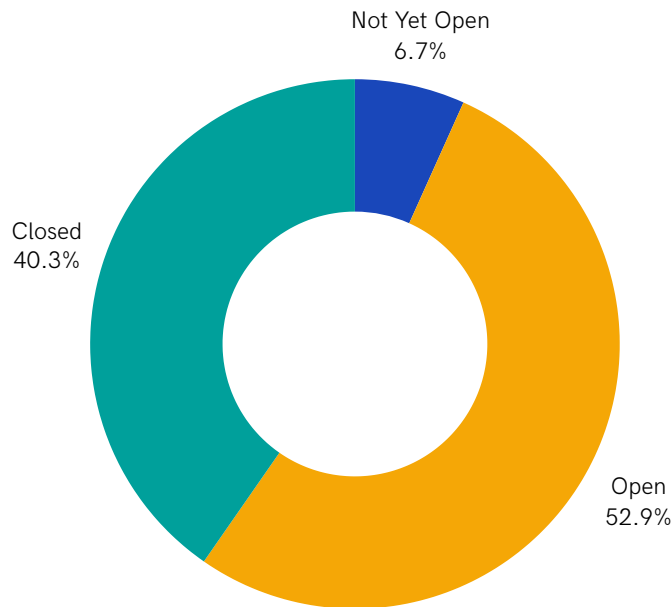
- in violation of a law, rule, or policy;
- imposed without an adequate statement of reason; or
- based on irrelevant, immaterial, or erroneous grounds.

Number of children in foster care in Virginia as of April 1, 2023: **4,979**

Total Complaints received between July 1, 2021 and March 31, 2023: **444**



Total Complaints received in FY 2023, Q3: **119**

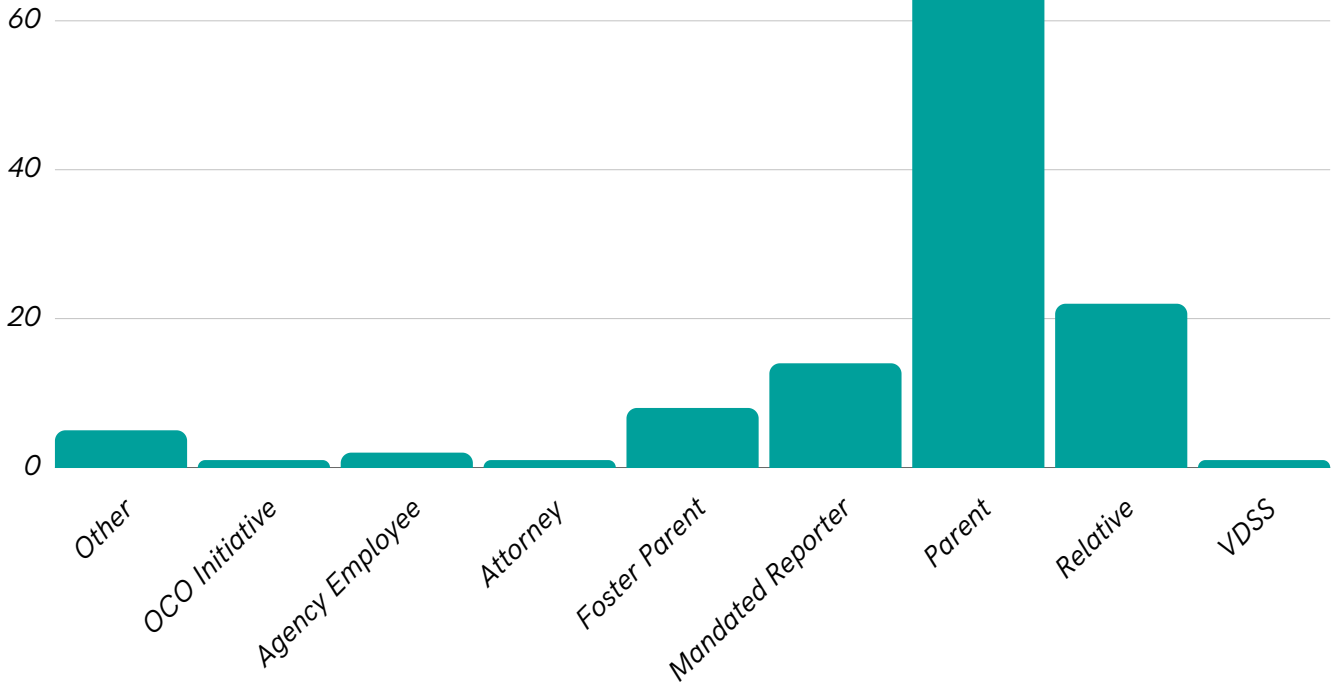


Stage and Status of Complaints Received During Fiscal Year 2023, Q3

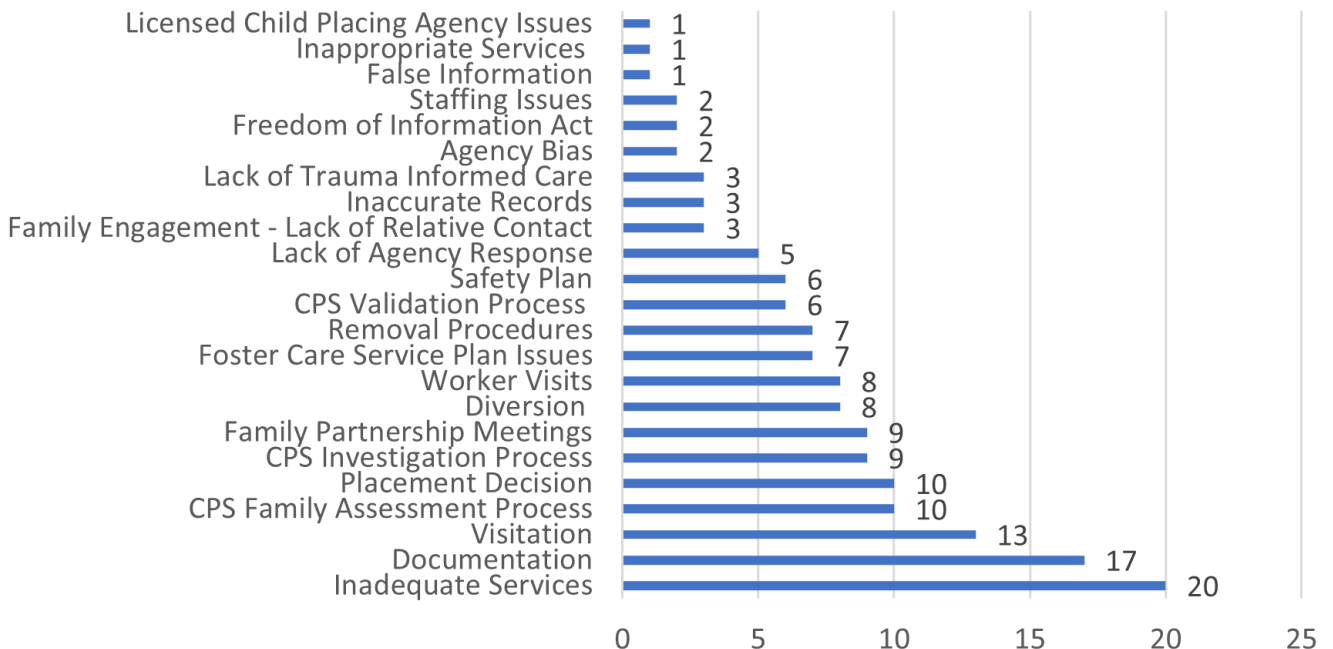
- Intake: 13
 - Closed: 5
 - Not yet open- Awaiting complaint form: 8
- Preliminary Assessment: 101
 - Closed: 43
 - Assistance provided to complainant: 5
 - Declined to investigate* : 10
 - Complainant was provided information about their case: 20
 - No response to request to schedule call: 3
 - Closed by request of the complainant: 1
 - Referred to another agency: 4
 - Open: 58
 - Assigned to investigator: 27
 - Pending closeout notification: 11
 - Scheduling intake call: 7
 - Conducting preliminary assessment: 11
 - Monitoring: 2
- Investigation: 5
 - Open: 5

*Complainant concerns were not substantiated or outside OCO jurisdiction

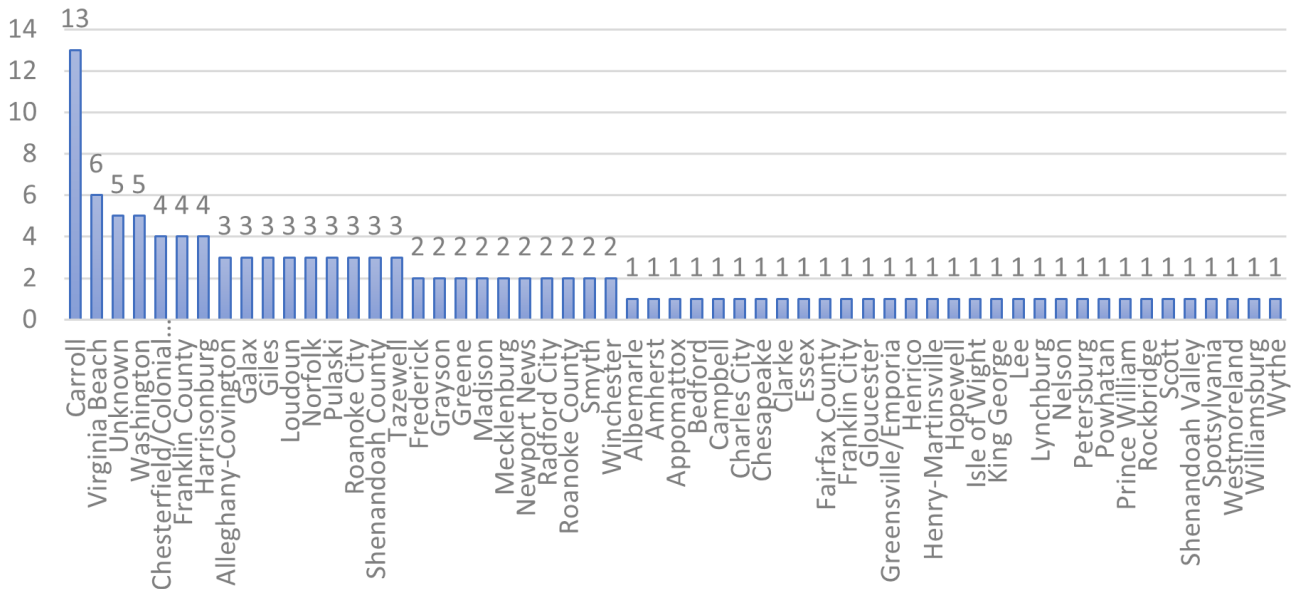
Complaint Source, Fiscal Year 2023, Q3



Complaint Allegations



Complaints by Agency During Q3



Case Closures During Q3 (includes cases opened prior to Q3)

- The OCO closed **84** cases during Q3
- Average case age: **110** days
- The OCO concluded **6** investigations and **77** preliminary assessments.
- Preliminary Assessments concluded by:
 - Assistance provided to complainant: 5
 - Declined to investigate*: 17
 - Complainant was provided information about their case: 31
 - Investigation Initiated: 6
 - No response from complainant to schedule call: 11
 - Referred to another agency: 4
 - Request by complaint: 1

*Complainant concerns were not substantiated or outside OCO jurisdiction