

Frequently  
asked  
Questions

### What Are the Possible Outcomes for an Investigation?

The Office of the Child Advocate may take action that includes, but is not limited to any combination of the following actions:

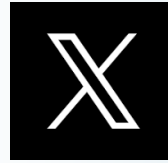
- Recommendations to consider the matter further;
- Recommendations to modify or cancel the department or contracting entity's actions;
- Recommendations to alter a rule, order, or internal policy;
- Request further explanation as to the action; or
- Request that within a reasonable time frame of receiving a recommendation, that the department or contracting entity provide information as to action to implement or not implement the recommendations.

OCA does not have the authority to:

- Investigate allegations of abuse and/or neglect;
- Interfere or intervene in any criminal or civil court proceeding, but for specific circumstances, when appropriate, OCA may produce reports of findings of fact or conclusions of law to be filed with the assistance of the Attorney General in a pending child in need of care case;
- Investigate individual complaints related to judges, magistrates, attorneys or guardians ad litem;
- Overturn any court order;
- Mandate the reversal of an agency/provider decision; or
- Offer legal advice.

Please note that we cannot investigate current allegations of child abuse or neglect. If you need to report current concerns please contact DCF at 1-800-922-5330.

<https://childadvocate.ks.gov>



@childadvocateKS



OCA Facebook Page

### Office of the Child Advocate

Landon State Office Building  
900 SW Jackson St., Suite 1041  
Topeka, KS 66612

Toll Free: 1-844 KS-CHILD  
(1-844-572-4453)

E-mail: [ChildAdvocate@ks.gov](mailto:ChildAdvocate@ks.gov)



AD ASTRA PER ASPERA  
**Kansas**  
Office of the Child Advocate

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## OFFICE OF THE CHILD ADVOCATE



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## MISSION & PURPOSE

The mission of the Office of the Child Advocate is to safeguard the right that all Kansas children have to be cherished, the opportunity to thrive, and are safe from abuse, neglect, and harm.

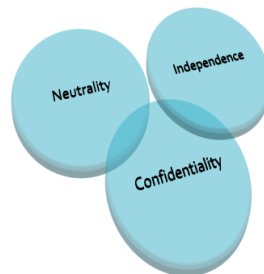
The purpose of the Office of the Child Advocate is to ensure that children and families receive adequate coordination of child welfare services for child protection and care through services offered by the Kansas Department for Children and Families or the Department's contracting entities, the Department for Aging and Disability Services, the Department of Corrections, the Department of Health and Environment and juvenile courts.

<https://childadvocate.ks.gov>

## What is the Office of the Child Advocate?

OCA acts on complaints made by or on behalf of any child under 18 years of age and who is in the custody of the Secretary for the Department for Children and Families (DCF), alleged to be a Child In Need of Care, or is currently receiving services or treatment from the Department of Corrections that relate to state agencies, service providers, including contractors, subcontractors and any juvenile court, that may adversely affect the health, safety, and welfare of such child.

OCA models its practice approach after universally accepted codes of ethics and standards for ombudsmen to include the fundamental components of independence, neutrality, and confidentiality.



<https://childadvocate.ks.gov>

## Who Can File A Complaint?

- The child or youth
- A biological parent of the child
- A foster parent of the child
- An adoptive or prospective parent of the child
- A legally appointed guardian or permanent custodian of the child
- The Guardian ad Litem (GAL) of the child
- An adult relative to the child
- A Legislator
- A mandated reporter
- School personnel
- Mental health provider
- Employee of a state agency or contract
- Any concerned citizen

## Will My Information Be Kept Confidential?

The Office of the Child Advocate maintains the confidentiality of its complainants unless this is waived in writing by the complainant and such waiver is deemed necessary to carry out OCA's work or as disclosure may be required by law.



Scan QR Code to Access the  
Online Complaint Form

<https://childadvocate.ks.gov>