

## **Areas of Expertise**

Colorado's Child Protection Ombudsman is avaluable resource for anyone seeking information about our state's child protection system. Our office is accessible to any member of the public, and to anyof the professionals who work in the systemand desire to improve its effectiveness for children and families. While our knowledge base is broad, we have specific expertise in the following topic areas and can provide information to support your research, reporting or general inquiries:

## **Understanding Colorado's Child Protection System**

The CPO can help you understand Colorado's complex child protection system. From the state's juvenile courts to human service providers and other nonprofit agencies, the CPO collaborates and partners with Colorado's 64 counties to ensure our state's system is consistently providing high quality services to every child, family and community.

#### **Best Practices in Child Protection**

Every day, the CPO gleans information about what is working and what isn't by listening to those who come into contact with the system. Equipped with this insight, while the CPO cannot comment on individual cases, we can provide objective expertise on how to apply best practices for improving Colorado's child protection system, services and agencies overall.

# **Presenting Facts on Newly Passed Legislation**

The CPO can comment on how legislation will impact children and families as well as the organizations and professionals that comprise Colorado's child protection system. Oftentimes the CPO is the driving force behind legislation designed to move the needle in implementing these improvements.

### **Collaborative and Transparent Policymaking**

The CPO regularly convenes public entities that comprise Colorado's child protection system to address critical issues in collaboration with one another. This ensures that important policies and laws designed to safeguard children are implemented in a thoughtful, consistent and coordinated way throughout the state. We also work directly with stakeholders and legislators to draft and lobby for proposals that relate to child protection issues.

#### The Role of the Ombuds

Ombuds provide an important service to all types of organizations, including government agencies, colleges and universities, corporations, hospitals and news organizations. The CPO works as a collaborative problem solver within our state's child protection system by using the tools of conflict resolution to navigate nuanced negotiations and create dialogue to help overcome polarization.

If you have questions about Colorado's child protection system or would like to schedule an interview with Stephanie Villafuerte, Colorado's Child Protection Ombudsman, please contact:

Jordan Steffen, Deputy Ombudsman