OUR WORK

CHILD PROTECTION OMBUDSMAN of COLORADO

Colorado's Child Protection Ombudsman (CPO) was created to ensure Colorado's complex child protection system consistently provides high quality services to children and families throughout Colorado.
We are independent from the state and county agencies that work on behalf of children and families. We listen to the public about their experience with and concerns about child protection, research and investigate those concerns, and determine the best way to resolve each concern. Our work also allows us to collaborate with lawmakers, professionals and other stakeholders to advance legislation and policies that will have a lasting, positive impact on our children and families.

Since our inception in 2010, the CPO has opened more than 8,300 cases – up to 25 new cases per week – from Colorado citizens seeking answers and help. Most Coloradans who call us dial dozens of numbers before calling the CPO, which can be frustrating and confusing.

OUR IMPACT

8,325	**25**	**64**
CASES FROM CONCERNED COLORADANS SINCE OUR INCEPTION	UP TO 25 NEW CASES PER WEEK	SERVED CITIZENS IN ALL 64 COLORADO COUNTIES

HOW WE WORK FOR COLORADO

> Colorado's Child Protection Ombudsman was created to ensure the state's complex child protection system consistently provides high quality services to every child, family and community in Colorado.

LISTEN
We listen to people about their experience with and concerns about child protection.
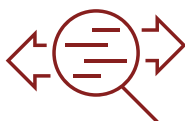
INVESTIGATE
We research and investigate concerns reported by any Coloradan about service delivery within the child protection system.

RESOLVE
We determine the best way to resolve concerns – that might mean bridging communication barriers or resolving conflicts based on misunderstanding.

IDENTIFY TRENDS
We identify trends where the community's needs have changed and the system hasn't had the funding, resources or practices to keep up. As a result, we make public recommendations for system improvement.

CREATE CHANGE
We convene lawmakers, professionals and other stakeholders to advance legislation and policies that have a lasting, positive impact on children and families.

FREQUENTLY ASKED QUESTIONS

Q **HOW TO CONTACT THE CPO?**

coloradocpo.org • 720-625-8640

CPO analysts will respond to all clients within two business days. The agency also offers free translation services in dozens of languages and ASL.

Q **WHO CAN CONTACT THE CPO?**

Anyone who has concerns regarding Colorado's child protection system. We hear from parents, grandparents, foster parents, attorneys, child protection professionals, mental health providers, medical professionals and youth in foster care or the Division of Youth Services.

Q **WHAT SHOULD I CONTACT YOU ABOUT?**

We work with many people including parents and legal guardians to explain how child protection agencies work, mandatory reporters who are concerned that a child's safety is not being addressed, and foster and adoptive families who are struggling to get services for the children they care for. We serve by helping people find answers to their questions and solutions to their problems. We also help Coloradans navigate the complex child protection system and connect them with resources.

Q **WHAT HAPPENS AFTER I CONTACT YOU?**

The CPO will contact you regarding your complaint within two business days. We will research your complaint – this may include reviewing records we have independent access to that are not otherwise available to the public. We may also contact relevant agencies. Once the case is closed, we will contact you.

Q **WILL MY INFORMATION BE CONFIDENTIAL?**

The CPO office has a strict confidentiality policy. We keep the identities of complainants and individuals from whom information is acquired confidential. The statute that governs our office only requires us to release identifying information if it is necessary for us to perform our duties or support recommendations resulting from investigation. If that is the case, we will inform you. The CPO will release the information about a contact to the proper authorities should the contact make any statements of credible harm to themselves or to someone else.