



## State of Missouri Office of Child Advocate



The Office of Child Advocate (OCA) was established in 2002 as an agent of accountability regarding the Children's Division. The OCA provides an avenue for citizens to obtain an independent and impartial review of disputed decisions, actions, or inactions regarding any child at risk of abuse, neglect, or harm. In 2011, legislation authorized the OCA to coordinate mediation services when child abuse allegations arise in a school setting. The OCA is independent of the Department of Social Services/Children's Division, Department of Mental Health, the Juvenile Court, and the Department of Elementary and Secondary Education.



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## The Office of Child Advocate

- Reviews child welfare cases
- Reviews unsubstantiated findings
- Mediates between parents and schools regarding abuse allegations
- Provides information and referrals for families needing resources



### Our Priorities

1. Receive, investigate and act on complaints regarding the Children's Division. The OCA makes case specific and system-wide recommendations as necessary.
2. Coordinate mediation services to address allegations of abuse in school settings.
3. Improve family services by examining laws, policies, and procedures and provide an annual report to the Governor and Chief Justice of the Supreme Court.
4. Educate the public regarding child welfare and increase public awareness of the Office of Child Advocate.

Call Toll Free:  
**866-457-2302**

