

OFFICE OF ADVOCACY

Mission

The Office of Advocacy (OOA) is the main point of communication between the New Jersey Department of Children and Families (DCF) and individual families. OOA helps families access information, advocacy services, and referrals. For families with questions or concerns, OOA works directly with liaisons within DCF, and with other state agencies, community providers, and stakeholders to find answers and allay concerns.

Structure

An independent advocate for children and families, OOA is a department-level office within the Office of the Commissioner.

Services

OOA's services are available to any New Jersey resident needing help. Families that receive services from several different divisions or providers may feel overwhelmed about whom to contact. OOA helps by sorting out families' most urgent needs and directing them to the right services.

Services include:

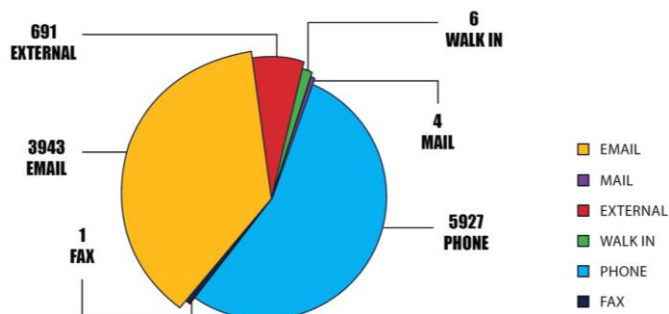
- Resolving questions or concerns.
- Providing information about DCF services, policies and procedures.
- Helping people find the right services.
- Providing advocacy support.

OOA also makes recommendations to help DCF improve outcomes for New Jersey's children, youth and families.

INQUIRIES ABOUT INDIVIDUAL DCF DIVISIONS AND OFFICES - 2013	TOTAL
Child Protection and Permanency	4423
Information and Referral	3351
State Central Registry	1055
Office of Resource Families	583
Office of Licensing	278
Children's System of Care	270
Office of Adolescent Services	155
Human Resources	132
Office of Legal Affairs	101
Family and Community Partnership	57
Office of Business Operations	54
Division on Women	52
Institutional Abuse Investigation Unit	46
Office of Education	15

Sources of Referrals

JULY 2012 - JUNE 2013



QUICK FACTS

- Several of OOA's constituent relations liaisons earned Alternate Dispute Resolution certificates from the New Jersey State Office of Dispute Settlement.
- 10,572 constituents contacted OOA in FY 2013; a 20% increase from FY 2012.
- Contacts are handled by OOA's staff that includes six constituent relations liaisons, a clerical staff, supervisor and a director.