



What is the OCA?

The Office of the Child Advocate (OCA) was created by Michigan law in 1994. The OCA works to make Michigan's child welfare system better. They support and speak on behalf of kids in Michigan. The Office of the Child Advocate (OCA) is a fair and independent state agency. It has trustworthy review processes that keep things confidential.

What does the OCA do?

The OCA works to make the child welfare system better and helps people understand how it works. The Child Advocate may investigate a problem if they are asked to, and if the rules allow them to.

What can the OCA investigate?

The OCA may investigate times when people think an agency isn't following the law, rules, or policies. This could be things that they are doing or not doing correctly.

How do you ask for OCA help?

You can ask the OCA for help by filling out our online form or calling our office. Before you do, try to solve the problem with the agency handling your case. Start by talking to your caseworker. If that doesn't work, talk to their supervisor, program manager, or the agency director.

Who can request OCA help?

Anyone can ask the OCA for help, including kids that are able to make a report. Other people that could ask for help include: parents, guardians, legal and legislative representatives, the Governor, and mandatory reporters.

Contact the OCA

Online: www.michigan.gov/oca
By Phone: 1-800-MICH-FAM or 517.241.4100

Report Child Abuse or Neglect

If you suspect someone is abusing or neglecting a child, call
911 OR 855-444-3911
any time, day or night.

Access the
Child
Advocate Act:



View this Online
for screen reader
accessibility



Visit the
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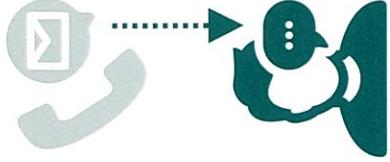


How it works

The OCA Request for Advocacy Process

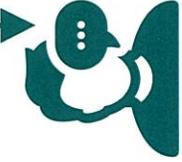
Request for Advocacy

Requests for help from the OCA are sent to the Intake Team. This is done with our online application or by phone.



Preliminary Investigation

The Intake team does the first review of the request. They will see if the rules allow the OCA to do a full investigation. If the OCA can't investigate, they will try to find helpful information or provide mediation.



Full Investigation

The OCA Investigators will look at all the evidence of a case and talk to people involved. They will decide if they think a rule or policy was broken. After they finish their investigation, they work with the Child Advocate to determine next steps.



Recommendations

After the investigation is finished, the Child Advocate will decide how to close it. They might share the results publicly and suggest ways for the agency to improve the child welfare system. They might find an informal way to fix the problem. Each investigation will have its own outcome.



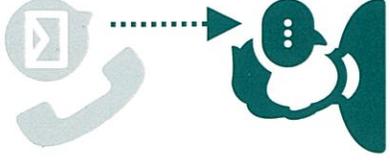
The OCA can only inform people listed in Section 5 of the Child Advocate Act when an investigation is done. These people may get the written OCA report after an investigation. They will also see the responses from the Department of Health and Human Services (DHHS).

How it works

The OCA Request for Advocacy Process

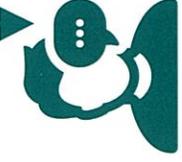
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