



General Assembly

Substitute Bill No. 453

January Session, 2019



AN ACT ESTABLISHING A DEPARTMENT OF CHILDREN AND FAMILIES OMBUDSMAN OFFICE.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective July 1, 2019*) (a) There is established an
2 independent ombudsman office within the Office of Governmental
3 Accountability. Such office is responsible for receiving, investigating
4 and making recommendations for the resolution of complaints
5 regarding services rendered by and affecting individuals under the
6 care and custody of the Department of Children and Families or of any
7 public or private agency with which the department has contracted for
8 the provision of services.

9 (b) The director of the ombudsman office shall be appointed by the
10 Governor, in accordance with the provisions of sections 4-5 to 4-8,
11 inclusive, of the general statutes.

12 (c) The director of the ombudsman office shall prepare and maintain
13 a record of all complaints received by the office. Such record shall
14 include, but not be limited to, (1) a description of the complaint
15 received by the office, (2) information concerning any investigation
16 undertaken by the office in response to a complaint and the findings of
17 such investigation, (3) any recommendations made to the
18 Commissioner of Children and Families for the resolution of a
19 complaint, and (4) any response from the commissioner regarding
20 such recommendations. Any such record shall be made available to the

21 Office of the Child Advocate upon request.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>July 1, 2019</i>	New section

KID *Joint Favorable Subst. -LCO*

APP *Joint Favorable*