

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2025

H.B. 165  
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HOUSE PRINCIPAL CLERK

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HOUSE BILL DRH30076-NBa-40

Short Title: Child and Family Welfare Ombudsman Office. (Public)

Sponsors: Representative Torbett.

Referred to:

1 A BILL TO BE ENTITLED  
2 AN ACT TO ESTABLISH THE CHILD AND FAMILY WELFARE OMBUDSMAN OFFICE  
3 WITHIN THE DEPARTMENT OF HEALTH AND HUMAN SERVICES.

4 The General Assembly of North Carolina enacts:

5 SECTION 1. Article 3 of Chapter 143B of the General Statutes is amended by adding  
6 a new Part to read:

7 "Part 6A. Child and Family Welfare Ombudsman Office.

8 "§ 143B-156.1. Child and Family Welfare Ombudsman Office.

9 (a) Establishment. – There is hereby established the Child and Family Welfare  
10 Ombudsman Office within the Department of Health and Human Services. The Office shall  
11 report directly to the Secretary of Health and Human Services. The Office shall focus on youth,  
12 birth families, and resource parents that are directly involved in the North Carolina child welfare  
13 system, including (i) assisting foster parents with issues, (ii) resolving conflicts related to the  
14 licensing of family and therapeutic foster homes, (iii) placing children in foster care and assisting  
15 in adoption procedures, and (iv) providing support and information to assist the foster care  
16 process, and (v) other related matters. The Office shall advocate on behalf of these populations  
17 in this State and support their rights to ensure their voices are heard and concerns are addressed.  
18 The Secretary shall select a person who is qualified with unique or lived experience, with a  
19 familiarity with State and federal laws and rules regarding foster care to serve as the Ombuds.  
20 Any additional staff shall also have work or lived experience in the foster care space. The Office  
21 shall coordinate with all State and federal agencies, including the Department of Health and  
22 Human Services, the Social Services Commission, and local county departments of social  
23 services, to effectuate the purpose of the Office as described in this Part.

24 (b) Powers and Duties. – The Office shall also have the following powers and duties:

- 25 (1) Gather information through interviews and directly access case information  
26 within court and State databases.  
27 (2) Disseminate and advertise information to resource parents on the rights of  
28 resource parents in this State and seek to educate resource parents about State  
29 and federal laws and rules applicable to their situation.  
30 (3) Investigate and attempt to resolve hindrances and issues for families or  
31 individuals seeking approval for licensure as a family foster home or  
32 therapeutic foster home and current resource parents navigating compliance  
33 with existing State and federal laws and rules.  
34 (4) Assist resource parents with waiver applications for licensure, if applicable.  
35 (5) Offer classes or instructional videos to resource parents to assist in the  
36 licensure process.



- 1           (6) Identify resources for resource parents seeking licensure approval,  
2           modification of foster homes, or other support resources.  
3           (7) Gather and review all relevant information when receiving a complaint or  
4           inquiry.  
5           (8) Formulate a process for mediation between parties.  
6           (9) Work with all local county departments of social services to provide outreach  
7           information to youth, families, and resource parents.

8           (c) Neutrality. – In exercising duties under this Part, the Office shall operate in a neutral  
9           manner and complete comprehensive, unbiased views of matters using all relevant information  
10           to make recommendations for action, if necessary. The Office shall prioritize and determine the  
11           Office's scope of work and focus internally, without the interference of any other agency. The  
12           Office shall develop and maintain a credible review process for all casework undertaken.

13           (d) Confidentiality. – All communication between the Office and prospective resource  
14           parents or individuals seeking assistance from the Office shall be confidential and shall not be  
15           considered public records under Chapter 132 of the General Statutes.

16           (e) Whistleblower Protection. – It is the policy of this State that persons in the foster care  
17           system have the right to report violations of law or ethical concerns to the Office for the protection  
18           of the public. Therefore, no person, firm, corporation, or unincorporated association, or a  
19           stakeholder, may subject a person to adverse action, termination, demotion, compensation  
20           reduction, or hostile work environment for reporting a violation of law or ethical concerns to the  
21           Office. The Office shall conduct a review of every report and determine the correct action to take  
22           to protect the whistleblower depending on the circumstances of each report, including referring  
23           the report to the proper law enforcement agency or the Office of the Attorney General for review.

24           (f) Reporting. – By October 1 of each year, the Office shall compile data and submit it  
25           to the Office of the Governor and the Department of Health and Human Services detailing the  
26           number of inquiries and complaints handled by the Office and trends in recurring issues for  
27           resource parents and local county departments of social services, including quantitative and  
28           qualitative data. The Office shall make all reports available on their public website. Any  
29           information contained in the report shall not be able to be used to identify any individual or  
30           resource parent. The Office shall use the data to submit a report to the Joint Legislative Oversight  
31           Committee on Health and Human Services no later than November 1 of each year."

32           **SECTION 2.** There is appropriated the recurring sum of one hundred thirty-seven  
33 thousand dollars (\$137,000) for the 2025-2026 fiscal year and one hundred forty-five thousand  
34 dollars (\$145,000) for the 2026-2027 fiscal year to the Department of Health and Human Services  
35 to establish the Child and Family Welfare Ombudsman Office and hire one full-time equivalent  
36 employee.

37           **SECTION 3.** The Department of Health and Human Services shall have the Office  
38 operational by January 1, 2026, and shall engage in appropriate rulemaking to implement the  
39 provisions of this act.

40           **SECTION 4.** Section 1 and Section 2 of this act become effective July 1, 2025. The  
41 remainder of this act is effective when it becomes law.