

Powerful Partnerships: Families, Communities, and Educators



Washington State
Governor's Office of the
**Education
Ombuds**

We listen. We inform. We help solve problems.



What is OEO?

The *Office of the Education Ombuds (OEO)* is an agency within the Governor's Office created in 2006 by the Washington State Legislature to *address barriers to student achievement and reduce the opportunity gap.*





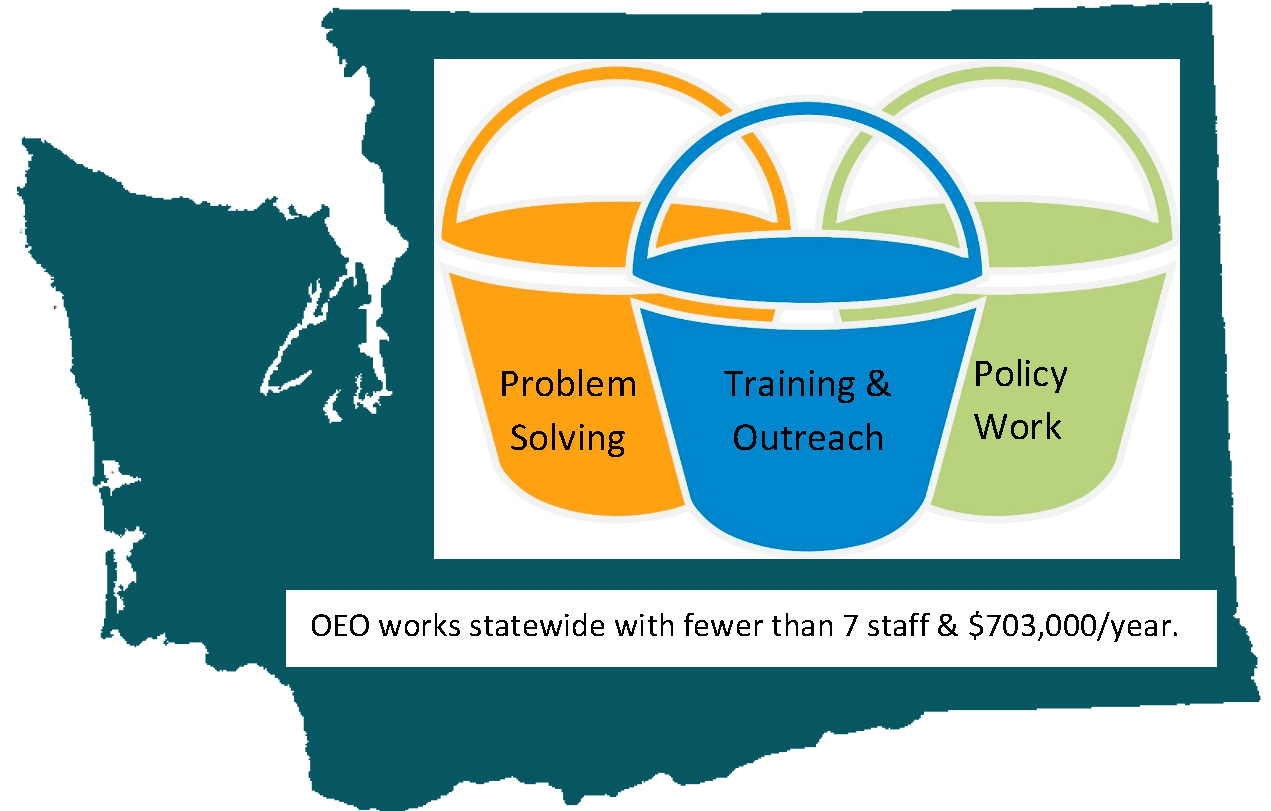
Our Work: Free, Impartial, Collaborative

- Ensure **fair & equitable processes**
- Focus on **removing barriers** to student achievement
- **Provide information** about public education system
- Help **resolve disputes** between families and schools, collaboratively through informal facilitation and mediation
- Make **annual recommendations** to improve outcomes for all students

Three Areas of Work

We work statewide in our three roles (casework, training, and policy) to support students and families:

- we work with one family at a time over weeks or even months to address questions and concerns about their student's education
- We provide training for groups of families
- We work to improve the system for families in areas like language access through state level meetings



Oeo.wa.gov



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WELCOME

GET OUR HELP

EDUCATION ISSUES

ABOUT US

English

What Is OEO?



Get Our Help

Online – We encourage you to use our new [Online Intake Process](#). You will need to create an account with your name and a valid email address. After you create and account and complete the online intake process, someone will follow up with you as soon as possible to either provide information or schedule an appointment. Our online intake is available at all times, but someone will follow up during normal business hours (Monday-Thursday, 8:00 am - 4:00 pm).

Casework



We listen. We inform. We help solve problems.

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Get Our Help

A Question or Concern Affecting a Student in Washington's K-12 Public Schools ▾

A Question or Concern affecting a student in WA K-12 Public Schools

Formulaires d'autorisation

Request a Training, Outreach Event, or Community Clinic

A Question or Concern Affecting a Student in Washington's K-12 Public Schools

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By Phone – If you prefer to talk to someone in person, or need assistance completing the online intake process, please call us toll free at 1-866-297-2597 during our business hours of Monday-Thursday, 8:00 am - 4:00 pm. Our staff can access phone interpretation for more than 150 languages.



By Fax or Mail – Download a [Request for Ombuds Services](#) form and submit the completed form by fax, mail or email (contact information is printed on the forms) to OEO. Fax: [1-844-886-5196](#)

Online Intake Process



EN

WELCOME TO THE OEO SERVICE PORTAL

Register or Login to complete the online intake process.

In order to use OEO's online intake process, you will need to create an account with OEO's Service Portal. Please register with your name and valid email address. Your email address will become your user login. After registering and creating an account, you will be able to complete and submit an online intake form.

You can also upload attachments and submit surveys. OEO will acknowledge receipt of your online intake form by email. Creating an account and submitting an online intake does not guarantee OEO will be able to provide the requested service.

If you are not sure if OEO can help you, please read our [Strategic Plan Criteria](#), call us at 1-866-297-2597, or email us at oeoinfo@gov.wa.gov. If you do not have an email address, or prefer not to create an account, you can click [here](#) to fill in a PDF intake form, or call OEO's toll-free number for assistance: 1-866-297-2597.

Remember Me

SIGN IN

Working with OEO on behalf of students:

- Student or Parent/Guardian contacts OEO directly
- Community professional contacts OEO on behalf of a student/family
- In either case, with a signed permission form, a Senior Ombuds can contact school/ district on behalf of the student

The Washington State
Governor's Office of
the Education Ombuds:
Supporting Students
and Families
Experiencing Housing
Instability



Assisting Students and Families Experiencing Housing Instability or Homelessness

As the COVID-19 pandemic wears on, OEO recognizes these are very hard times in our communities, and many students and families are struggling to keep or find stable housing.

OEO is a resource that can help address concerns about K-12 public schools. Please contact OEO if you are a community professional working with families of school-age children who need school-related assistance.

OEO's legislative mission is to reduce opportunity gaps. Our strategic plan priorities concentrate on education justice, especially for communities most affected by COVID-19. We are focusing our limited conflict resolution resources, such as informal mediation and coaching, on K-12 students who are:

- Experiencing homelessness
- Out of school, including students with disabilities receiving partial school days
- People of color, Black, or indigenous
- In kinship or foster care
- Involved with the juvenile justice or juvenile rehabilitation systems
- Immigrant, refugee, asylee, or migrant, or students or families whose primary language(s) is not English, or
- Receiving Wraparound with Intensive Services (WISe) or Children's Long Term Inpatient Programs (CLIP) supports

Even though supports look different in this time of COVID, school district McKinney Vento liaisons are still working to connect with, and support students and families who are experiencing homelessness.

If you or someone you know needs help, reach out to the McKinney Vento liaison in your area (contact info for each district is available here:

<https://www.k12.wa.us/.../homeless-education-liaison...>)

Students, Families and
Community Professionals
are encouraged to contact
OEO to see how we can
help.

Toll-free:
[1-866-297-2597](tel:1-866-297-2597)
(Phone interpretation available)

Email:
oeoinfo@gov.wa.gov

Web:
oeo.wa.gov/en



Education Issues

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Education Issues

[Athletics and Activities](#)[Attendance and Truancy](#)[Bullying, Harassment, and Intimidation](#)[COVID-19 Novel Coronavirus
Information and Resources for Families](#)[Discipline, Suspensions and Expulsions](#)[Discrimination](#)[Enrollment](#)[Family and Community Engagement](#)[Incarcerated Parents](#)[Language Access](#)[One Out of Five: Disability History and
Pride Project](#)[Opportunity Gap](#)[Restraint and Isolation of Students](#)[School Choice / Transfers](#)[Supports for Students Experiencing
Homelessness](#)[Supports for Students with Disabilities](#)

Education Issues

Have Questions About a Topic?

Take a look at our [main one-stop publications page](#), as well as these subject matter pages that are designed to help give you some basic information about educational issues:

- [Athletics and Activities](#)
- [Attendance and Truancy](#)
- [Bullying, Harassment, and Intimidation](#)
- [Family and Community Engagement](#)
- [Language Access](#)
- [Listening Sessions and Co-Design Full Report Quick-Start Guide](#)
- [One Out of Five: Disability History and Pride Project](#) Learning Resource for Disability History Month
- [Opportunity Gap](#)
- [Restraint and Isolation of Students](#)
- [School Choice / Transfers](#)
- [Supports for Students Experiencing Homelessness](#)
- [Supports for Students with Disabilities](#)
- [Suspensions, Expulsions, and Discipline](#)
- [World Language Credit Program](#)

Explore [other community and government resources](#).

Thank You for Participating!



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We listen. We inform. We help solve problems.

What new ideas
will you be taking
with you today?

www.oeo.wa.gov

oeoinfo@gov.wa.gov

Call Toll Free: 1-866-297-2597
(Interpretation available)