The youth and family ombudsman office shall perform all of the following duties:

(A) Receive, investigate, and attempt to resolve complaints from citizens, including children in the custody of a public children services agency or in the care and placement of a Title IV-E agency, related to government services regarding child protective services, foster care, and adoption;

(B) Establish procedures for receiving and resolving complaints, consistent with state and federal law;

(C) Provide an annual report to the governor, speaker of the house of representatives, president of the senate, minority leadership of the house of representatives and senate, the director of job and family services, and representatives of the overcoming hurdles in Ohio youth advisory board.