



TCCY Ombudsman Program

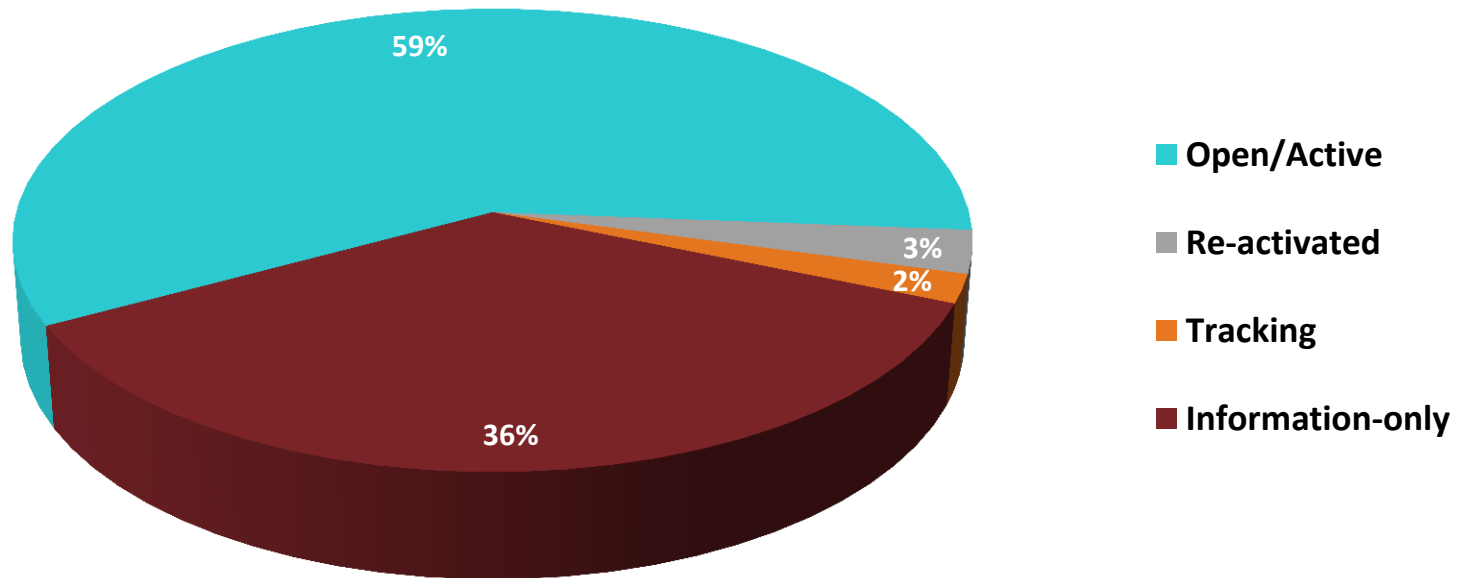
Annual Report
FY 2016-2017

Service Metrics

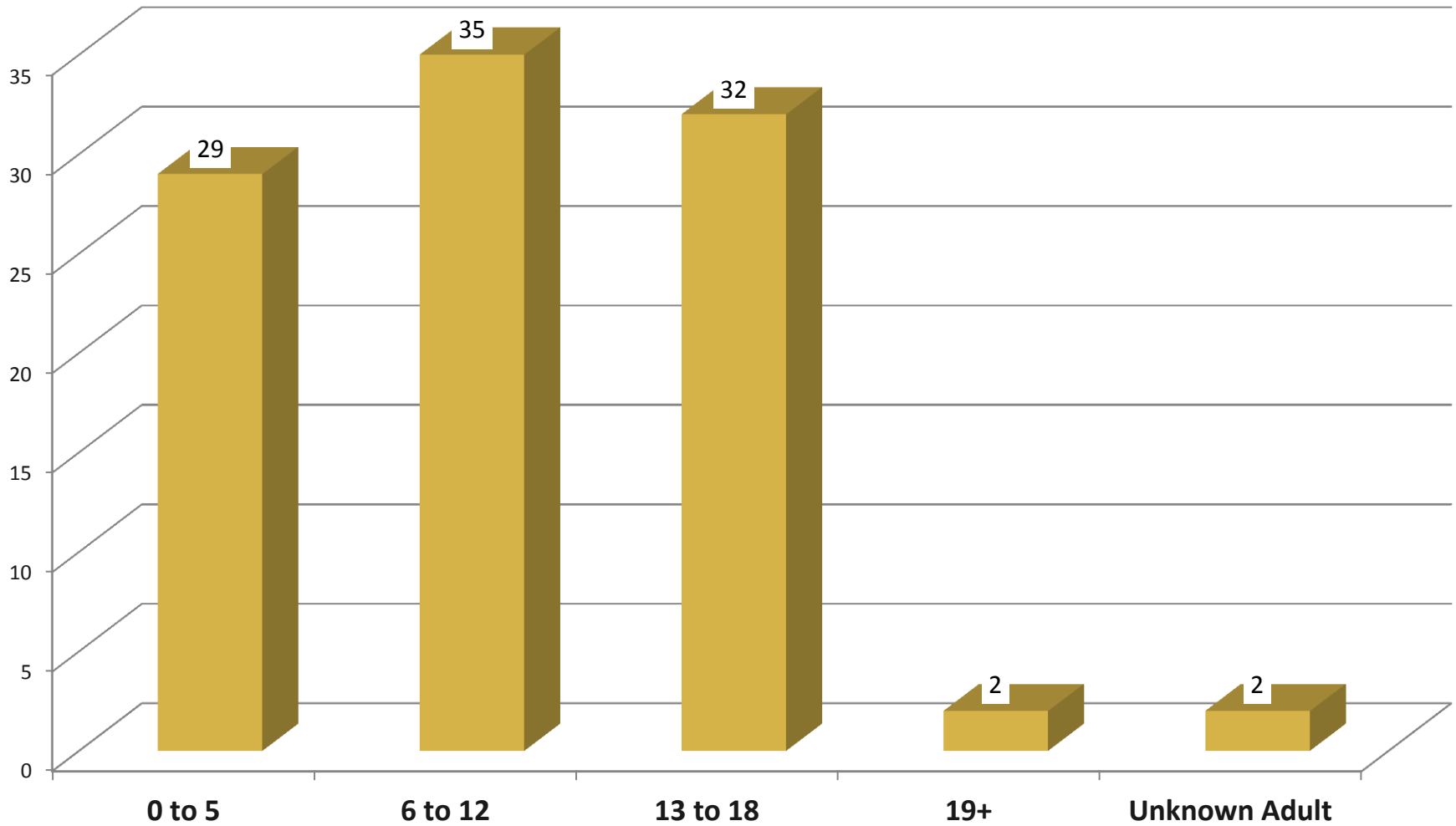
- Total number of referrals received: 100
- Number of referrals closed: 85
- Response rate within 48 hours: 78%
- Shortest case opened and closed: 1 day
- Longest case opened and closed: 236 days
- Average length of closed cases (85): 54.6 days
- Closed cases (85) opened >90 days: 23 (27.1%)
- Closed cases (85) opened >180 days: 9 (10.1%)

Annual Report

TCCY Ombudsman Program Referrals FY 2016-2017 N=100

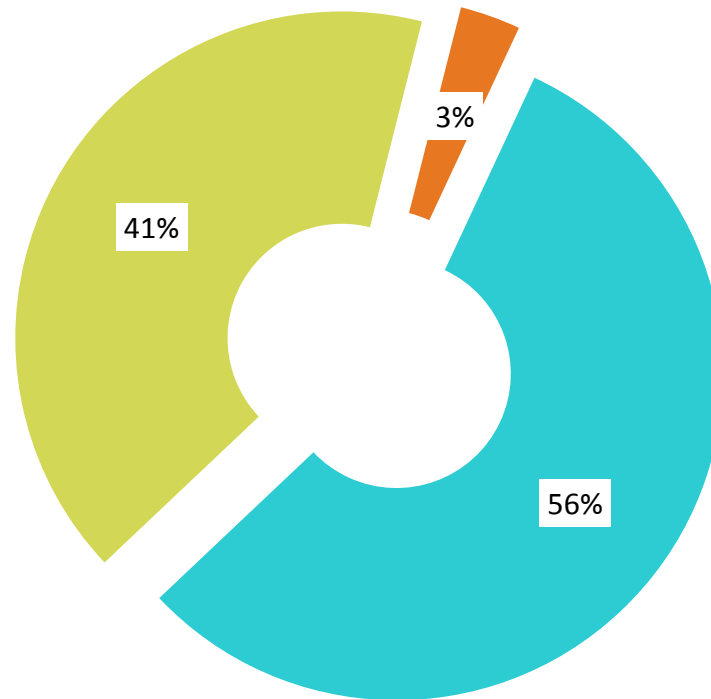


Referrals by Age

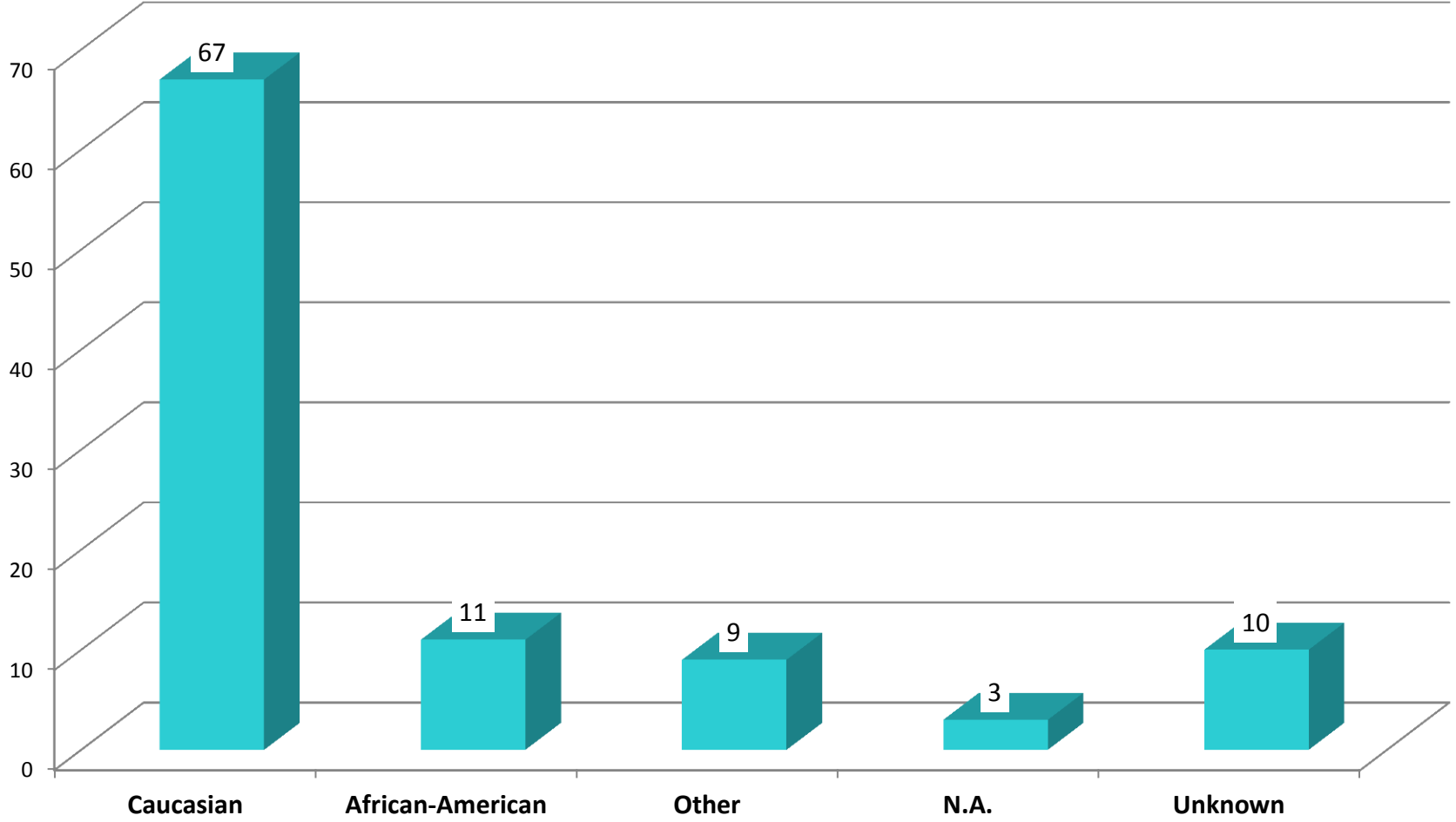


Referrals by Gender

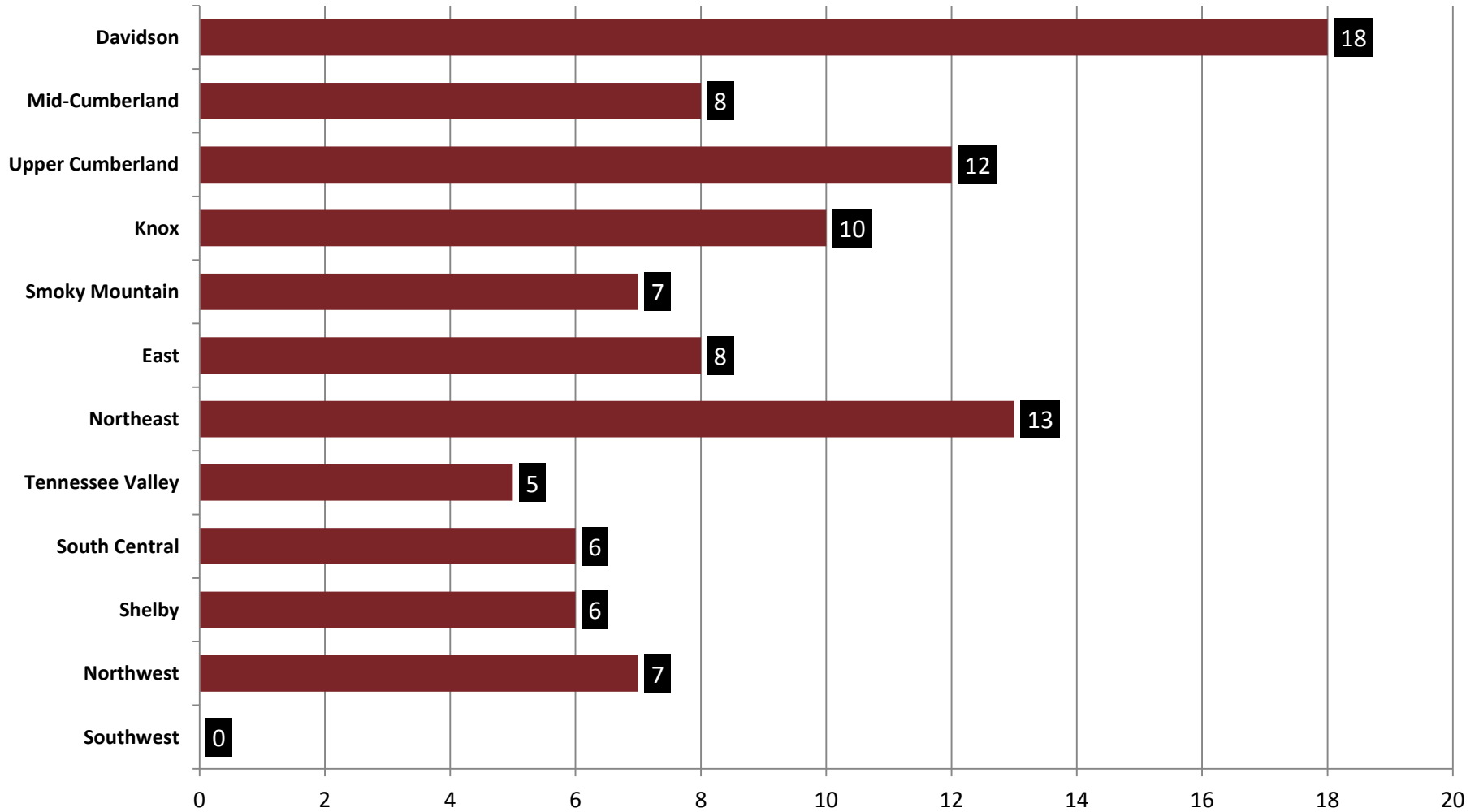
■ Male ■ Female ■ N.A.



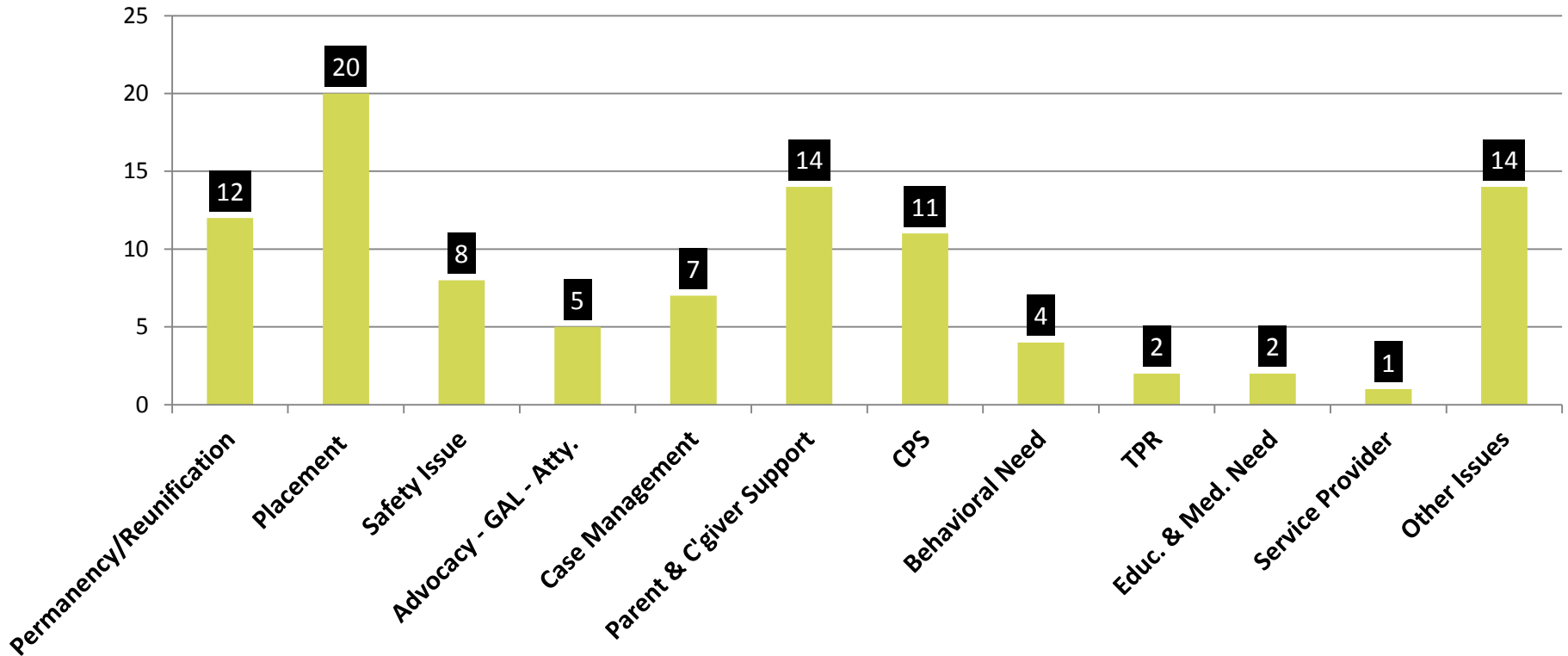
Referrals by Ethnicity



Referrals by Region

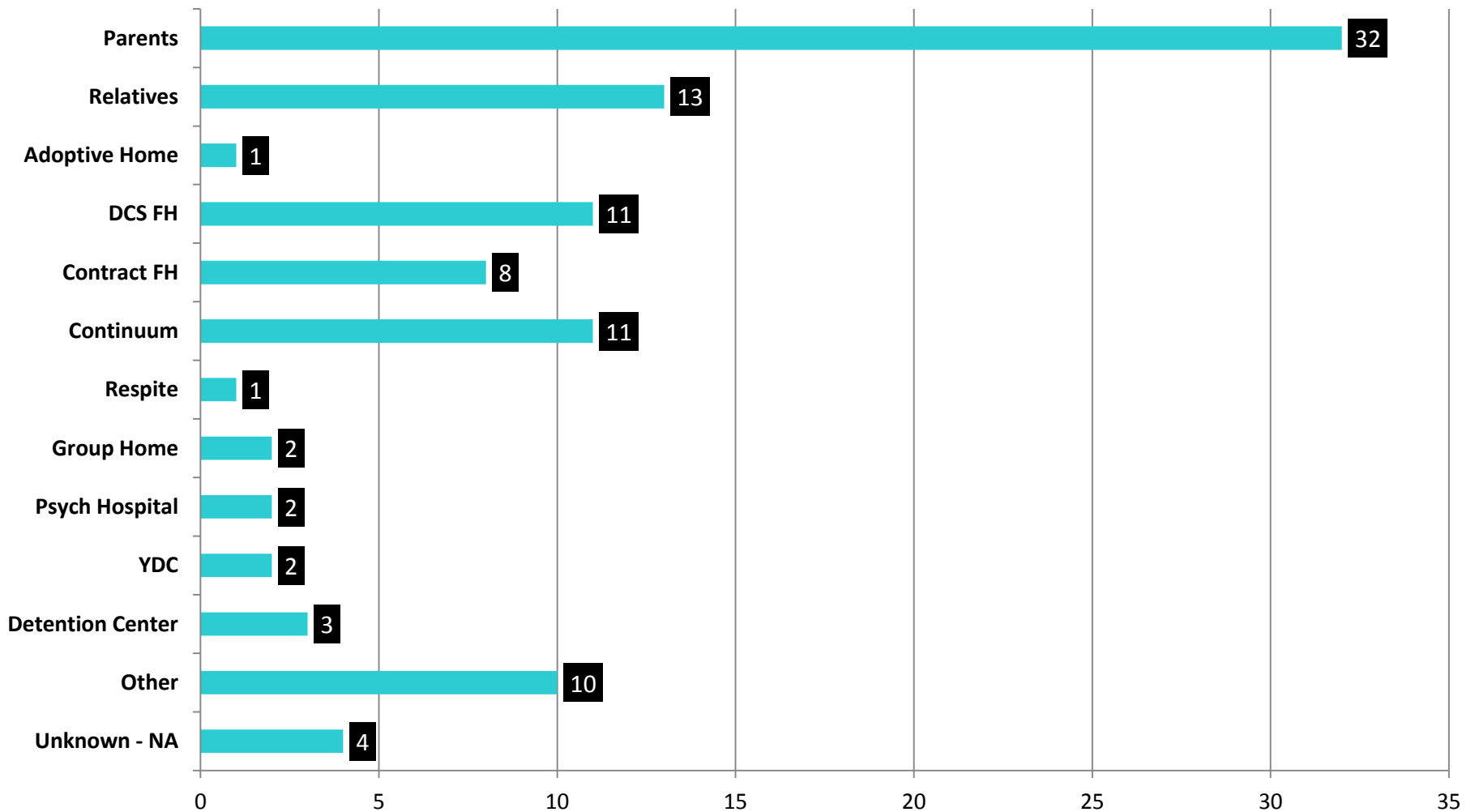


Classification of Cases



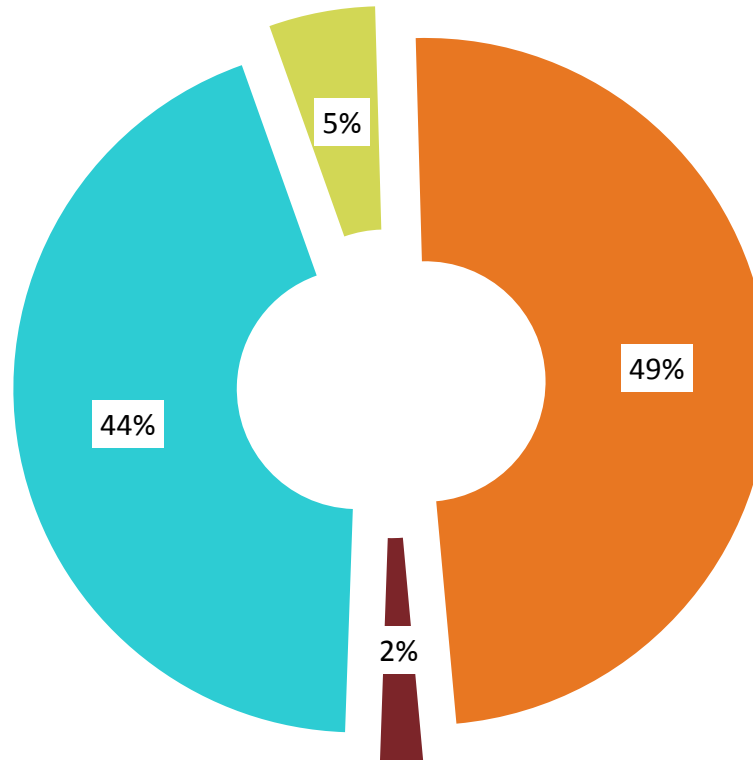
“Other Issues” include ICPC, custody petition, DCS not returning PCs, inadequate IEP, court hearing delays, non-compliant with mediation agreement, non-compliant with divorce decree, DCS caregiver policies, homelessness, adult abuse and neglect, respite care, identity of caseworker, funding sources, and unsafe drinking water.

Where are the children placed?

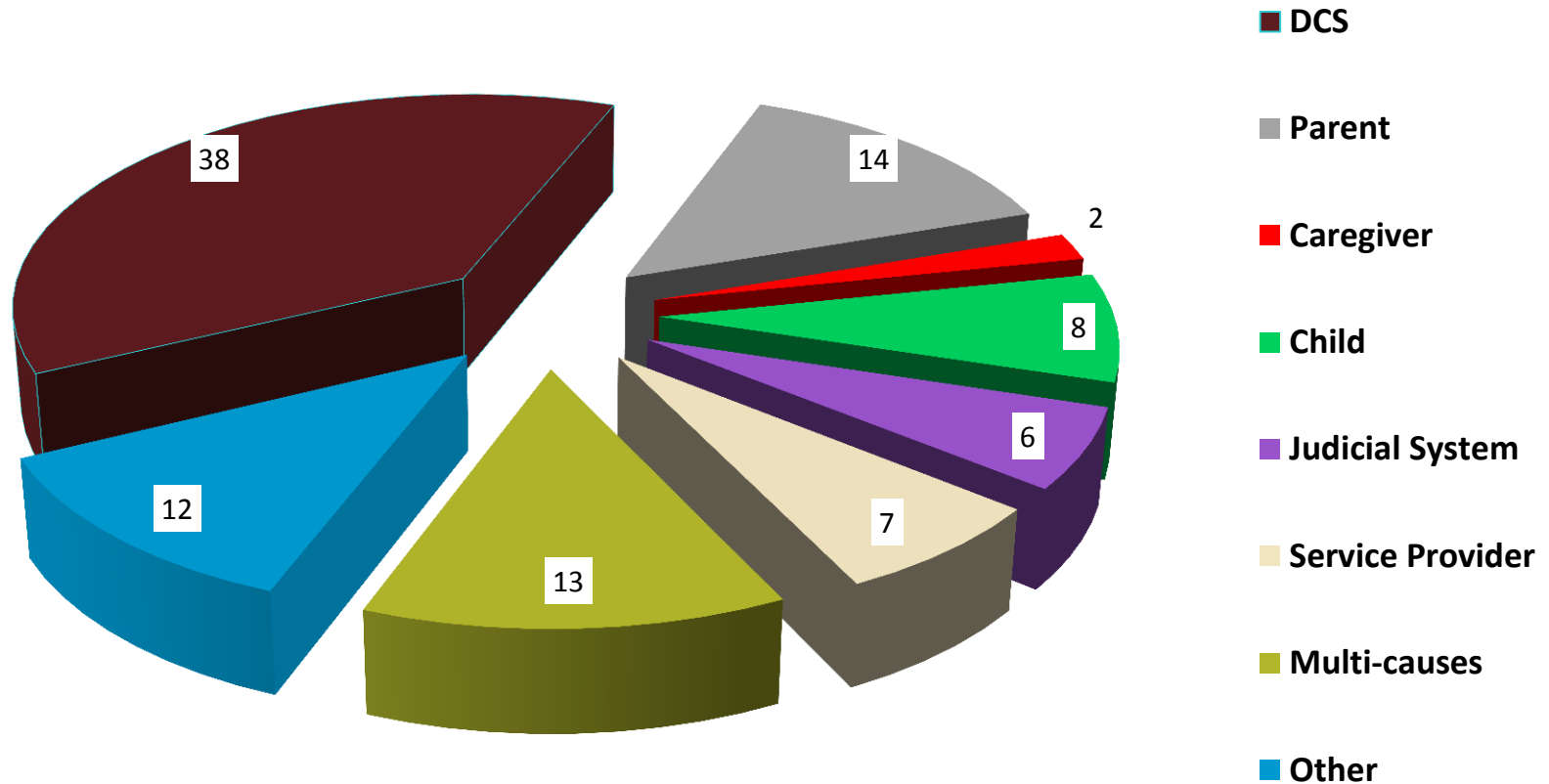


Legal Representation of Children

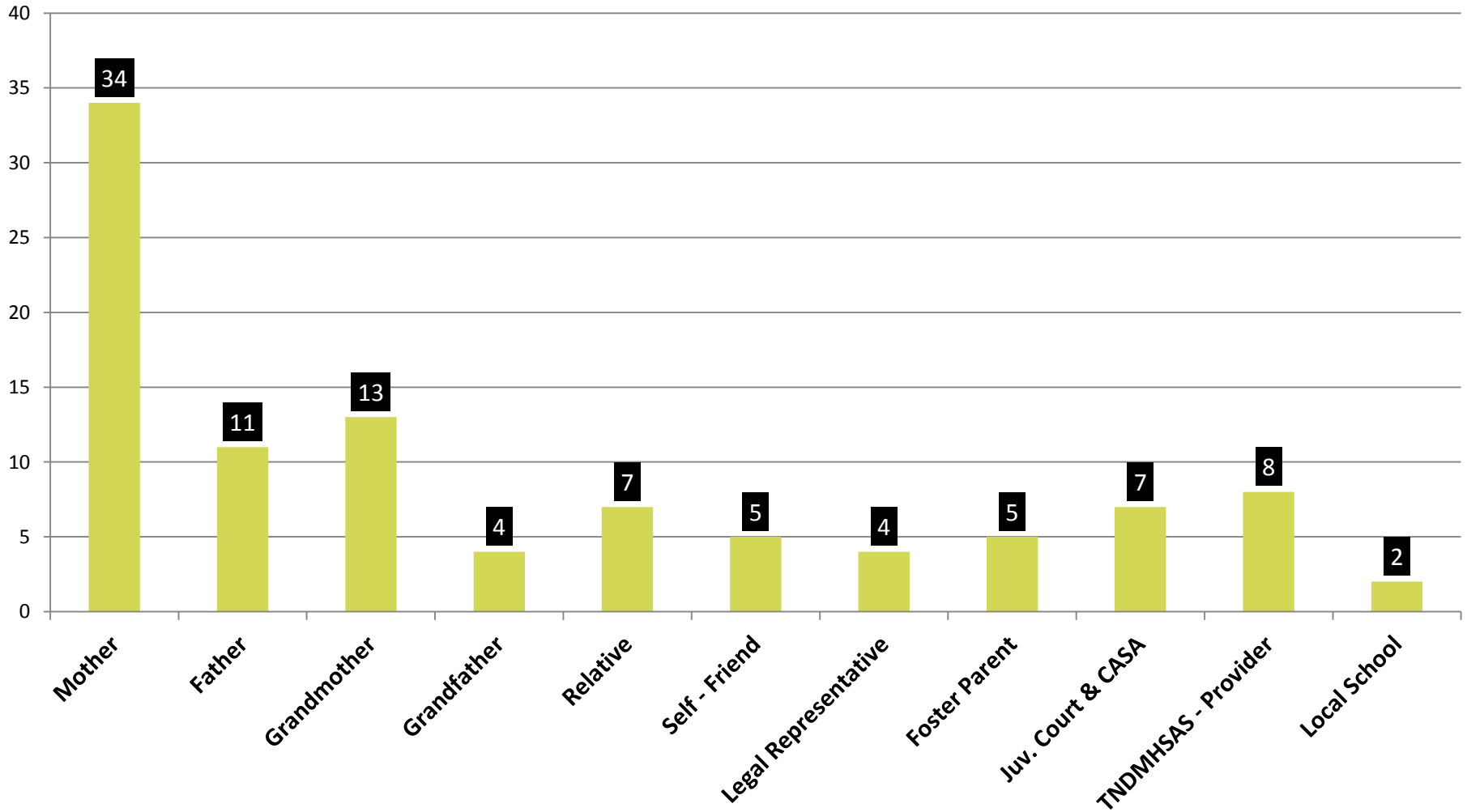
■ Guardian ad litem ■ Public Defender ■ N.A. ■ Unknown



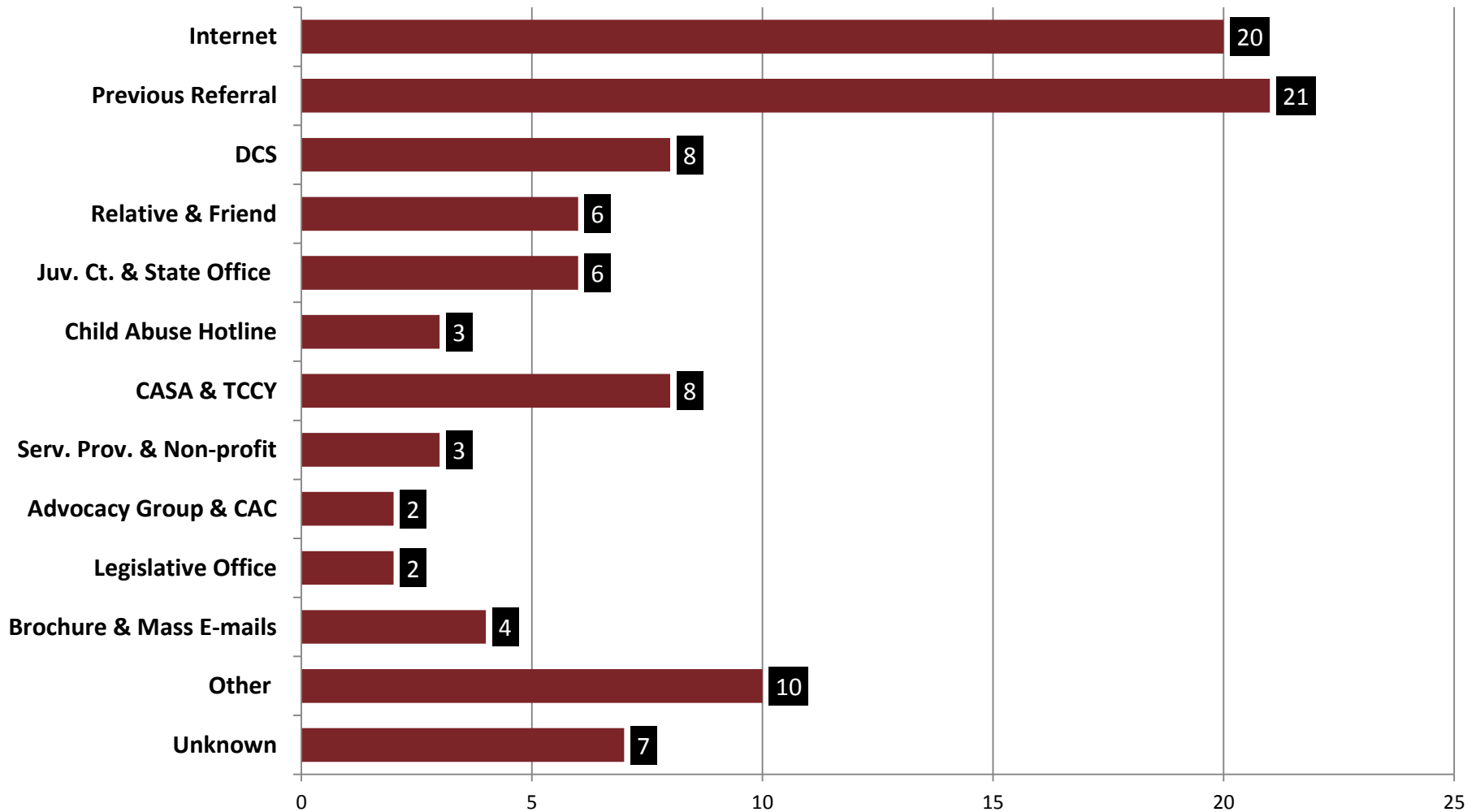
Problem Etiology per Complainants



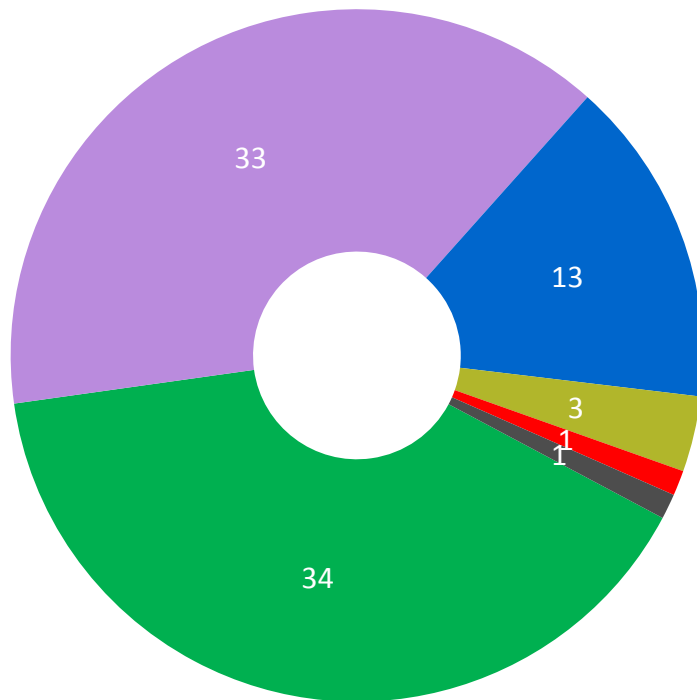
Who are the complainants?



How did you find the ombudsman?

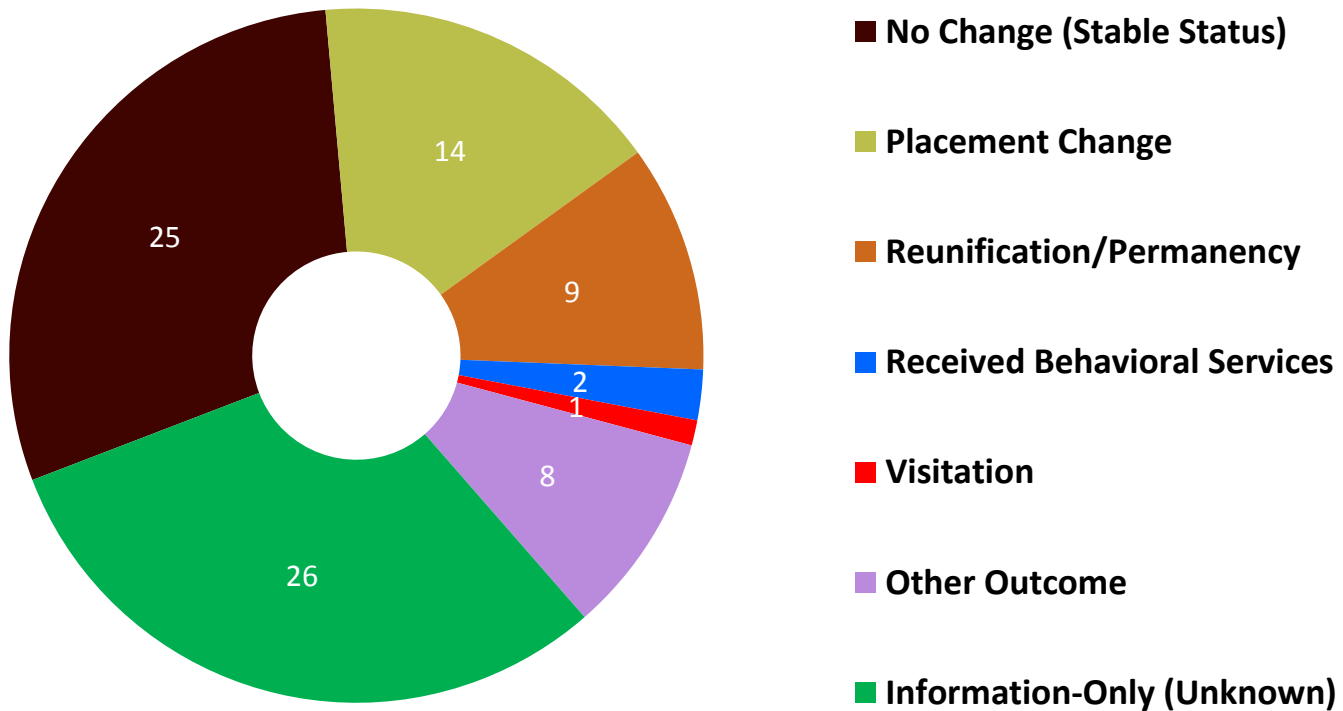


Case Outcome of Closed Cases (N=85)

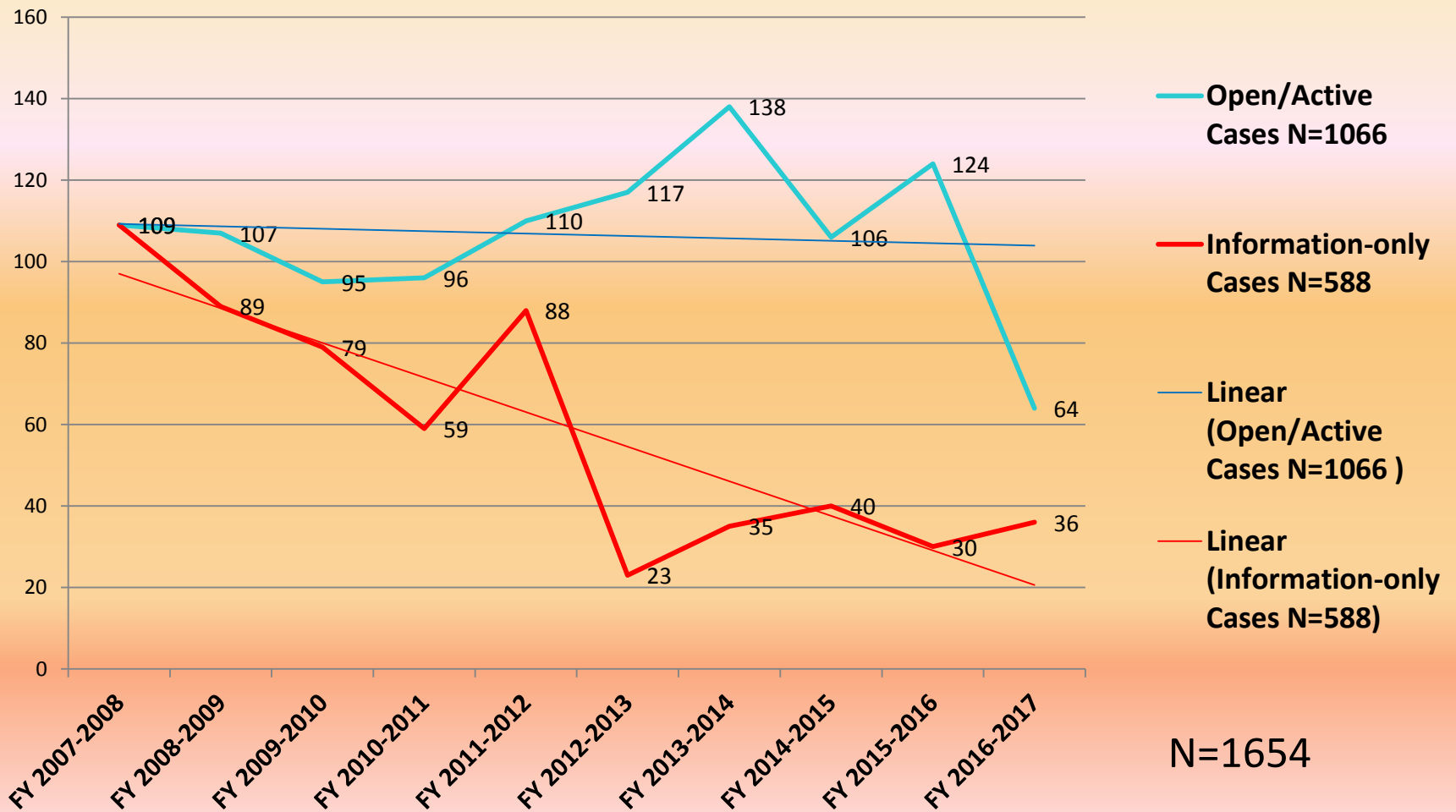


- Resolved or Addressed
- Referred to Others
- No Jurisdiction
- No Merit
- Referent Cancelled
- No Follow-up from Referent

Child Outcome of Closed Cases (N=85)



Ombudsman Program Referrals Trendline 2008-2017



Testimonials 1

▶ E-mail from a Child Advocacy Center Family Advocate on 03/10/16:

- I also had an opportunity to work with someone from the Ombudsman's Office during an SIU Investigation and I was impressed with their professionalism and program. I've referred several parents to this office when they've have reported continual concerns and no resolutions...

A.J.

▶ E-mail from a Maternal Great Aunt on 04/11/16:

- I greatly appreciate you more than words can say and I pray and wished there were more people like you in charge in the system. There may be less of these problems if they were.
- Thank you so much for all your help! May God bless you in all you do to help others...

M.M.

Testimonials 2

- ▶ E-mail from a Paternal Aunt on 05/17/16:
 - Thank you very much for your participation last week in the CFTM. Your promptness was exceptional! After the meeting, I felt very pleased knowing that my nephew and his 1 year old sister would be placed in a safe home with my sister...
C.C.

- ▶ E-mail from a Dept. of Children Services Team Leader on 07/21/16:
 - Thank you for your assistance with this youth. It appears that your efforts were helpful in that S. seems to be more on track than I have seen him in a very long time...
J.W.