

**OFFICE OF THE FAMILY AND CHILDREN'S OMUBDS**



**Quarterly Report  
Statistics At-A-Glance**

*2019 Reporting Year*

*Quarter 1  
Sept. 2018 - Nov. 2018*

**Mission**

*To protect children and parents from harmful agency action or inaction, and to make agency officials and state policy makers aware of system-wide issues in the child protection and child welfare system so they can improve services.*

**Vision**

*That the Washington State child welfare system protects all children from abuse or neglect, and provides resources to strengthen and preserve*

[www.ofco.wa.gov](http://www.ofco.wa.gov)

Last Revised February 2019

**Complaint Investigation Activities**

Count Complaints Received	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2018-2019	55	65	68	--	--	--	--	--	--	--	--	--	188
2017-2018	68	74	92	73	86	77	76	70	74	57	80	73	900
2016-2017	53	67	67	87	69	75	74	77	92	100	77	78	916

Count Completed Investigations	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2018-2019	47	61	53	58	61	--	--	--	--	--	--	--	280
2017-2018	68	78	77	88	82	74	85	67	75	71	70	88	923
2016-2017	62	66	61	60	76	55	92	77	111	90	79	130	959

Investigations by DCYF Region - 2019 Count					
DCYF Region	Q1	Q2	Q3	Q4	Annual
Region 1	22				
Region 2	11				
Region 3	26				
Region 4	27				
Region 5	27				
Region 6	42				
Central Office	2				
Other	4				

Adverse Findings Made Against DCYF - 2019 Count				
Q1	Q2	Q3	Q4	Annual
4	--	--	--	4

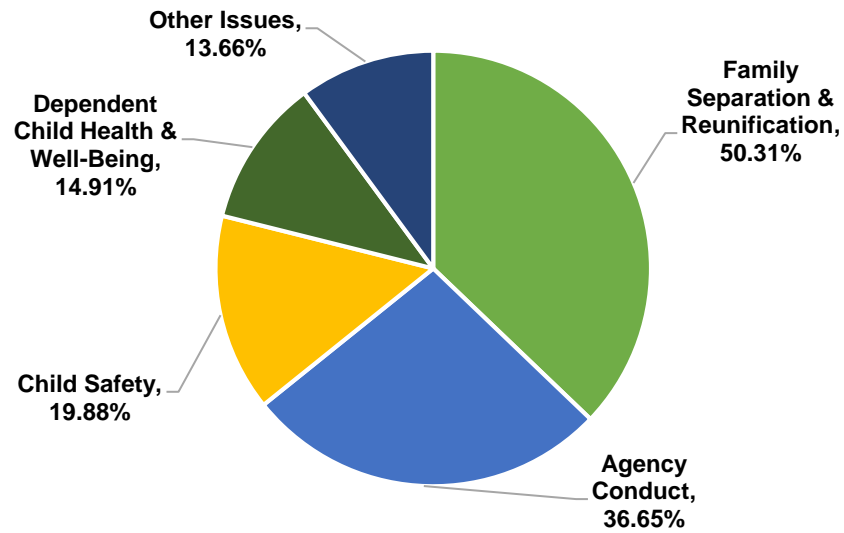
Investigation Outcomes - 2019 Count					
Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	104				
Intervention or assistance	20				
Monitored until resolution	15				
Resolved without action by OFCO	8				
Outside OFCO jurisdiction	2				
Other outcome	12				

Emergent Investigations - 2019 Count				
Q1	Q2	Q3	Q4	Annual
16	--	--	--	16

\*The 2019 reporting year runs Sept 1, 2018 - Aug 31, 2019. Q1 is Sep 18 - Nov 18; Q2 is Dec 18 - Feb 19; Q3 is Mar 19 - May 19; & Q4 is June 19 - Aug 19\*

## Issues Identified in Complaints

**Category of Issues Identified by Complainants - Percentage**



**Top Concerns Reported in Each Issue Category - 2019 Annual Count**

Family Separation & Reunification	Agency Conduct	Child Safety	Dependent Child Health & Well-Being	Other Issues
<b>81 complaints</b>	<b>59 complaints</b>	<b>32 complaints</b>	<b>24 complaints</b>	--
Failure to provide contact with family (21)	Communication failures (19)	Failure to protect from parental abuse/neglect (16)	Failure to provide child with services (7)	Lack of support to unlicensed caregivers (7)
Removal from parental care (19)	Unwarranted or inadequate CPS intervention (14)	Failure to address safety concerns of children in foster care (11)	ICPC (out of state placement) issues (4)	Lack of support to foster parents (5)
Failure to reunite family (15)	Unprofessional staff, conflict of interest, discrimination (13)	Failure to address safety concerns of children returning to parental care (4)	Inappropriate placement change or transition to new placement (4)	Violation of parental rights (4)

## OFCO Systemic and Other Investigations

**Child Fatalities Examined by OFCO - 2019 Count**

*(Child death when family had history with DCYF in the most recent 12 months)*

Q1	Q2	Q3	Q4	Annual
17				

**Executive Child Fatality/Near Fatality Reviews Attended - 2019 Count**

Q1	Q2	Q3	Q4	Annual
9				

**Occurrences of Hotels or DCYF Offices as Placement ("Placement Exceptions") - 2019 Count**

Q1	Q2	Q3	Q4	Annual
238	--	--	--	238

**Child Near Fatalities Examined by OFCO - 2019 Count** *(Near death when family had history with DCYF in the most recent 12 months)*

Q1	Q2	Q3	Q4	Annual
2				

**Recurrent Maltreatment - 2019 Count** *(Notification of third founded finding for family or child in 12 month period)*

Q1	Q2	Q3	Q4	Annual
21				

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