

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



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

*2020 Reporting Year*

*Quarter 1  
Sept. 2019 - Nov. 2019*

**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 December 2019

**Complaint Investigation Activities**

Count Complaints Received	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2019-2020	75	87	74	--	--	--	--	--	--	--	--	--	236
2018-2019	55	80	68	70	82	82	75	87	82	77	92	82	932
2017-2018	68	74	92	73	86	77	76	70	74	57	80	73	900

Count Completed Investigations	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2019-2020	61	80	63	--	--	--	--	--	--	--	--	--	204
2018-2019	47	61	54	64	65	89	83	111	83	57	110	104	928
2017-2018	68	78	77	88	82	74	85	67	75	71	70	88	923

Investigations by DCYF Region - 2020 Count					
DCYF Region	Q1	Q2	Q3	Q4	Annual
Region 1	33				33
Region 2	16				16
Region 3	27				27
Region 4	32				32
Region 5	29				29
Region 6	54				54
Central Office	9				9
Other	4				4

Adverse Findings Made Against DCYF - 2020 Count				
Q1	Q2	Q3	Q4	Annual
12				12

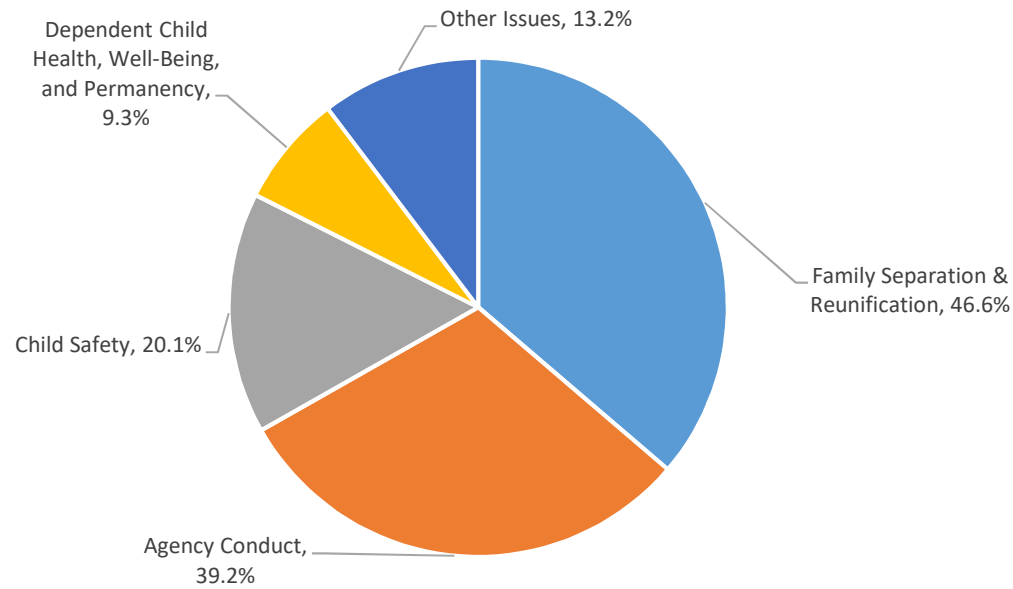
Investigation Outcomes - 2020 Count					
Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	133				133
Intervention or assistance	31				31
Monitored until resolution	17				17
Resolved without action by OFCO	19				19
Outside OFCO jurisdiction	4				4
Other outcome	0				0

Emergent Investigations - 2020 Count				
Q1	Q2	Q3	Q4	Annual
31				31

\*The 2020 reporting year runs Sept 1, 2019 - Aug 31, 2020. Q1 is Sep 19 - Nov 19; Q2 is Dec 19 - Feb 20; Q3 is Mar 20 - May 20; & Q4 is June 20 - Aug 20\*

## Issues Identified in Complaints

**Category of Issues Identified by Complainants - 2020**



**Top Concerns Reported in Each Issue Category - 2020 Annual Count**

Family Separation & Reunification	Agency Conduct	Child Safety	Dependent Child Health, Well-Being, & Permanency	Other Issues
<b>95 complaints</b>	<b>80 complaints</b>	<b>41 complaints</b>	<b>19 Complaints</b>	<b>27 complaints</b>
Inappropriate removal from parental/guardian care <b>(37)</b>	Unreasonable / Inadequate Intervention <b>(30)</b>	Failure to address safety concerns of children in foster care <b>(17)</b>	Failure to provide child with services <b>(7)</b>	Failure to provide parent with services <b>(8)</b>
Failure to provide contact with family <b>(21)</b>	Unprofessional conduct <b>(26)</b>	Failure to protect from parental abuse/neglect <b>(14)</b>	Unreasonable delay in achieving permanency <b>(6)</b>	Lack of support or services for unlicensed caregivers <b>(5)</b>
Failure to reunite with family <b>(21)</b>	Communication failures <b>(11)</b>	Safety involving children returning to parental care <b>(9)</b>	Unnecessary change of child's placement, inadequate transition <b>(3)</b>	Violation of parental rights <b>(5)</b>

## OFCO Systemic and Other Investigations

**Child Fatalities Examined by OFCO - 2020 Count**

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

Q1	Q2	Q3	Q4	Annual
14				14

**Executive Child Fatality/Near Fatality Reviews Attended - 2020 Count**

Q1	Q2	Q3	Q4	Annual
4				4

**Occurrences of Hotels or DCYF Offices as Placement ("Placement Exceptions") - 2020 Count**

Q1	Q2	Q3	Q4	Annual
250				250

**Child Near Fatalities Examined by OFCO - 2020 Count** *(Near death when family had history with DCYF in the most recent 12 months)*

Q1	Q2	Q3	Q4	Annual
6				6

**Recurrent Maltreatment - 2020 Count** *(Notification of third founded finding for family or child in 12 month period)*

Q1	Q2	Q3	Q4	Annual
26				26

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