

# OFFICE OF THE FAMILY AND CHILDREN'S OMBUDS



## Quarterly Report Statistics At-A-Glance

2019 Reporting Year

Quarter 4  
June 2019 - August 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 families.*

[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
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
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	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
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	24	41	56	44	165
Region 2	10	10	15	18	53
Region 3	25	28	44	44	141
Region 4	28	41	65	50	184
Region 5	26	35	49	37	147
Region 6	43	51	40	59	193
Central Office	3	6	4	8	21
Other	5	6	4	10	25

### Adverse Findings Made Against DCYF - 2019 Count

Q1	Q2	Q3	Q4	Annual
3	18	9	17	47

### Investigation Outcomes - 2019 Count

Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	105	144	176	171	596
Intervention or assistance	20	44	45	45	154
Monitored until resolution	15	10	26	30	81
Resolved without action by OFCO	8	4	11	9	32
Outside OFCO jurisdiction	6	6	5	3	20
Other outcome	9	10	14	12	45

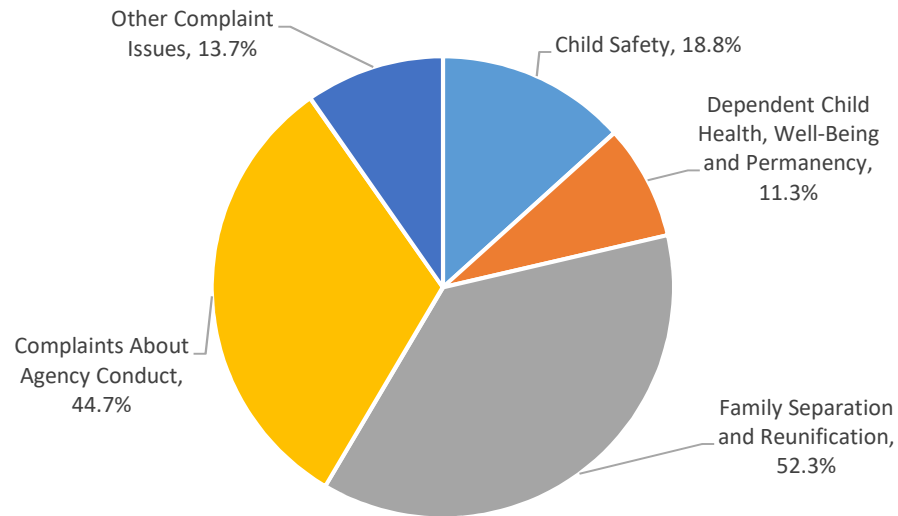
### Emergent Investigations - 2019 Count

Q1	Q2	Q3	Q4	Annual
16	24	19	27	86

\*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 - 2019**



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

Family Separation & Reunification	Agency Conduct	Child Safety	Dependent Child Health, Well-Being, and Permanency	Other Issues
<b>485 complaints</b>	<b>415 complaints</b>	<b>174 complaints</b>	<b>105 Complaints</b>	<b>127 complaints</b>
Inappropriate removal from parental/guardian care <b>(134)</b>	Caseworker conduct <b>(125)</b>	Failure to protect from parental abuse/neglect <b>(56)</b>	Failure to provide child with services <b>(31)</b>	Lack of support or services for unlicensed caregivers <b>(31)</b>
Failure to provide contact with family <b>(124)</b>	Inadequate Investigation/ Intervention <b>(121)</b>	Failure to address safety concerns of children in foster care <b>(56)</b>	Inappropriate permanency plan/other permanency issues <b>(23)</b>	Failure to provide parent with services <b>(26)</b>
Inappropriate placement of child <b>(124)</b>	Communication failures <b>(98)</b>	Safety involving children returning to parental care <b>(26)</b>	Unnecessary change of child's placement, inadequate transition <b>(21)</b>	Lack of support or services to foster parents <b>(25)</b>

## 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
18	13	11	14	56

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

Q1	Q2	Q3	Q4	Annual
9	3	6	7	25

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

Q1	Q2	Q3	Q4	Annual
238	333	464	479	1514

**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	5	12	5	24

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

Q1	Q2	Q3	Q4	Annual
21	30	23	22	74

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