

**OFFICE OF THE FAMILY AND CHILDREN'S OMBUDS
FOSTER PARENT AND CAREGIVER COMPLAINT INVESTIGATION ACTIVITIES**

2021 Reporting Year - Quarter 2 - Dec. 2020 - Feb. 2021

Complaints Received	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
OFCO Overall Total	56	67	53	60	57	77							370
Foster Parent and Caregiver Total	4	7	5	6	3	6							31
	7.1%	10.4%	9.4%	10.0%	5.3%	7.8%							8.4%

Complainant Race/Ethnicity	Count	Percent
African American/Black	1	3.2%
American Indian/Alaskan Native	0	0.0%
Asian or Hawaiian/Pacific	0	0.0%
Caucasian/White	29	93.5%
Multi-Racial	0	0.0%
Unknown	1	3.2%
Hispanic	0	0.0%

Complainant Gender/Sex	Count	Percent
Male	6	19.4%
Female	25	80.6%

Count Completed Investigations	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
OFCO Overall Total	59	57	40	68	51	46							321
Foster Parent and Caregiver Total	3	3	3	8	5	3							25
	5.1%	5.3%	7.5%	11.8%	9.8%	6.5%							7.8%

Investigation Outcomes - 2021 Foster Parent and Caregiver Count					
Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	1	7			8
Intervention or assistance	1	4			5
Monitored until resolution	4	3			7
Resolved without action by OFCO	3	2			5
Outside OFCO jurisdiction	0	0			0
Other outcome	0	0			0

Investigations by DCYF Region - 2021 Foster Parent and Caregiver					
DCYF Region	Q1	Q2	Q3	Q4	Annual
Region 1	2	2			4
Region 2	2	1			3
Region 3	0	4			4
Region 4	3	6			9
Region 5	2	1			3
Region 6	0	2			2

Issues Identified in Complaints - 2021 Annual Count

Safety, Well-Being & Permanency of Child in State Care (16)	
Delay in permanency	3
Inadequate transition between placements	2
Multiple placements	1
Unsafe plan to return child home	3
Unsafe Visitation plan	3
Unnecessary Change from non-relative pre-adoption	4

DCYF Issues (12)	
Caseworker Conduct	3
Communication Failures	2
Inadequate Investigation/Intervention	4
Unreasonable/Unwarranted CPS Investigation	3

Caregiver Issues (4)	
Licensed Foster Parent - Retaliation	2
Licensed Foster Parent - Licensing Issues	1
Licensed Foster Parent - Lack of Support Services	1

Family Separation & Reunification (1)	
Placement of child too distant from family	1