

OFFICE OF THE FAMILY AND CHILDREN'S OMBUDS



Quarterly Report Statistics At-A-Glance

2021 Reporting Year

Quarter 3
Mar. 2021 - May 2021

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

Last Revised August 2021

Complaint Investigation Activities

Count Complaints Received	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2020-2021	56	67	53	60	57	77	95	77	70				612
2019-2020	75	87	73	86	72	55	57	63	57	57	68	71	821
2018-2019	55	80	68	70	82	82	75	87	82	77	92	82	932

Count Completed Investigations	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Annual Total
2020-2021	59	57	40	68	51	46	79	56	68				524
2019-2020	61	80	62	66	92	79	78	59	60	55	55	83	830
2018-2019	47	61	54	64	65	89	83	111	83	57	110	104	928

Investigations by DCYF Region - 2021 Count

DCYF Region	Q1	Q2	Q3	Q4	Annual
Region 1	27	30	42		99
Region 2	21	15	11		47
Region 3	28	22	17		67
Region 4	31	32	44		107
Region 5	26	23	31		80
Region 6	21	39	49		109
Central Intake	0	5	4		9
Other	2	0	6		8

Adverse Findings Made Against DCYF - 2021 Count

Q1	Q2	Q3	Q4	Annual
10	4	6		20

Investigation Outcomes - 2021 Count

Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	93	110	120		323
Intervention or assistance	22	19	38		79
Monitored until resolution	19	17	26		62
Resolved without action by OFCO	21	19	16		56
Outside OFCO jurisdiction	1	0	3		4
Other outcome	0	0	0		0

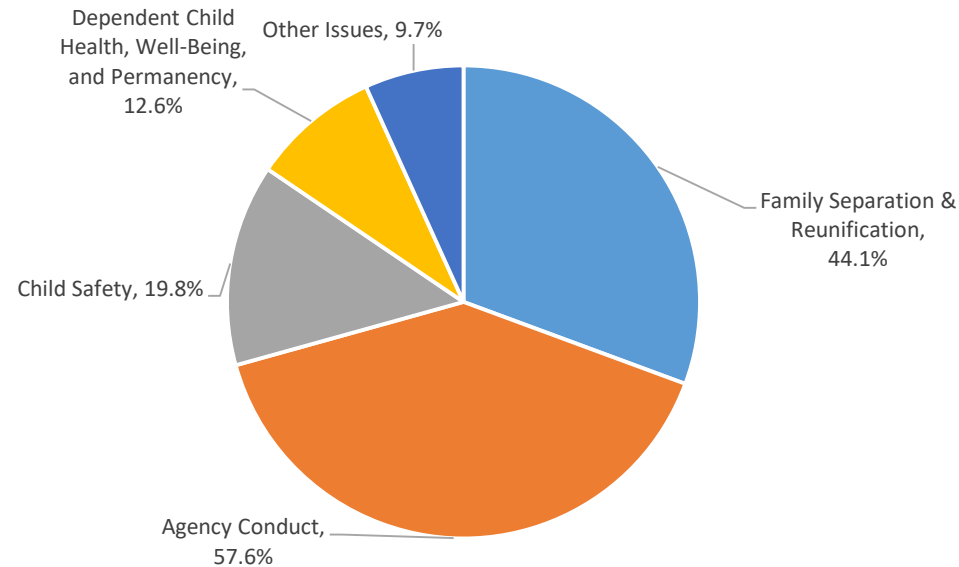
Emergent Investigations - 2021 Count

Q1	Q2	Q3	Q4	Annual
26	41	44		111

The 2021 reporting year runs Sept 1, 2020 - Aug 31, 2021. Q1 is Sep 20 - Nov 20; Q2 is Dec 20 - Feb 21; Q3 is Mar 21 - May 21; & Q4 is June 21 - Aug 21

Issues Identified in Complaints

Categories of Issues Identified by Complainants - 2021



Top Concerns Reported in Each Issue Category - 2021 Annual Count

Family Separation & Reunification	Agency Conduct	Child Safety	Dependent Child Health, Well-Being, & Permanency	Other Issues
231 complaints	302 complaints	104 complaints	66 Complaints	51 complaints
Unnecessary removal of child from parental care (57)	Unreasonable/ inadequate CPS intervention (127)	Failure to protect children from parental abuse or neglect (39)	Failure to provide child with services (22)	Failure to provide parent with services (19)
Failure to provide contact with family (56)	Unprofessional conduct (72)	Failure to address safety concerns involving children in foster care (34)	Unnecessary change of child's placement (21)	Violation of parents' rights (16)
Failure to reunite family (55)	Communication failures (54)	Safety involving children returning to parental care (17)	Unreasonable delay in permanency (13)	Lack of support/services to foster parent (10)

OFCO Systemic and Other Investigations

Child Fatalities Examined by OFCO - 2021 Count

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

Q1	Q2	Q3	Q4	Annual
16	16	15		47

Executive Child Fatality/Near Fatality Reviews Attended - 2021 Count

Q1	Q2	Q3	Q4	Annual
4	9	7		20

Occurrences of Hotels or DCYF Offices as Placement ("Placement Exceptions") - 2021 Count

Q1	Q2	Q3	Q4	Annual
587	493	528		1608

Child Near Fatalities Examined by OFCO - 2021 Count *(Near death when family had history with DCYF in the most recent 12 months)*

Q1	Q2	Q3	Q4	Annual
10	6	15		31

Recurrent Maltreatment - 2021 Count *(Notification of third founded finding for family or child in 12 month period)*

Q1	Q2	Q3	Q4	Annual
22	26	31		79

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