

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

2021 Reporting Year - Quarter 4 - June 2021 - August 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	95	77	70	74	75	75	836
Foster Parent and Caregiver Total	4 7.1%	7 10.4%	5 9.4%	6 10.0%	3 5.3%	6 7.8%	8 8.4%	5 6.5%	5 7.1%	6 8.1%	5 6.7%	6 8.0%	66 7.9%

Complainant Race/Ethnicity	Count	Percent
African American/Black	3	4.5%
American Indian/Alaskan Native	3	4.5%
Asian or Hawaiian/Pacific	0	0.0%
Caucasian/White	55	83.3%
Multi-Racial	0	0.0%
Unknown	5	7.6%
Hispanic	3	4.5%

Complainant Gender/Sex	Count	Percent
Male	9	13.6%
Female	57	86.4%

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	79	58	69	75	68	63	733
Foster Parent and Caregiver Total	3 5.1%	3 5.3%	3 7.5%	8 11.8%	5 9.8%	3 6.5%	6 7.6%	3 5.2%	5 7.2%	5 6.7%	4 5.9%	6 9.5%	54 7.4%

Investigation Outcomes - 2021 Foster Parent and Caregiver Count					
Outcome	Q1	Q2	Q3	Q4	Annual
No basis for further action	1	7	8	8	24
Intervention or assistance	1	4	3	1	9
Monitored until resolution	4	3	2	2	11
Resolved without action by OFCO	3	2	1	3	9
Outside OFCO jurisdiction	0	0	0	1	1
Other outcome	0	0	0	0	0

Investigations by DCYF Region - 2021 Foster Parent and Caregiver					
DCYF Region	Q1	Q2	Q3	Q4	Annual
Region 1	2	2	2	2	8
Region 2	2	1	0	1	4
Region 3	0	4	2	2	8
Region 4	3	6	4	4	17
Region 5	2	1	3	1	7
Region 6	0	2	3	4	9
Other	--	--	--	1	1

Issues Identified in Complaints - 2021 Annual Count

Safety, Well-Being, and Permanency of Child in State Care	34
Delay in permanency	6
Inadequate transition between placements	4
Multiple placements	1
Unsafe plan to return child home	5
Unsafe visitation plan	3
Unnecessary change from non-relative pre-adoption	6
Unnecessary change from non-relative placement	2
ICPC issues	1
Foster care to 21/Independent living services	1
Unsafe in-home dependency	2
Health and well-being*	3
Caregiver Issues	12
Licensed foster parent - Retaliation	4
Licensed foster parent - Licensing Issues	2
Licensed foster parent - Lack of Support Services	2
Licensed foster parent - Unreasonable/Inadequate Investigation	1
Licensed foster parent - Other**	3

DCYF Issues	22
Caseworker conduct	7
Communication failures	5
Inadequate investigation/intervention	4
Unreasonable/Unwarranted CPS investigation	4
Breach of confidentiality	1
Other DCYF issue***	1
Family Separation & Reunification	4
Placement of child too distant from family	1
Failure to reunify family despite compliance with services	1
Inappropriate removal of child from parents/legal guardian	1
Failure to place child with a relative	1
Non-Dependent Child in Need of Protection	1
Suspected child neglect	1

*medical and dental services, feeding and diaper changes during visitation, extended foster care payments

**lack of notice of placement change

***AAG continued termination trial