

Ombudsman Program Annual Report FY 2013-2014

Prepared by:

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Ombudsman Program Volunteer

TCCY Quarterly Commission Meeting

Nashville, TN

August 28-29, 2014

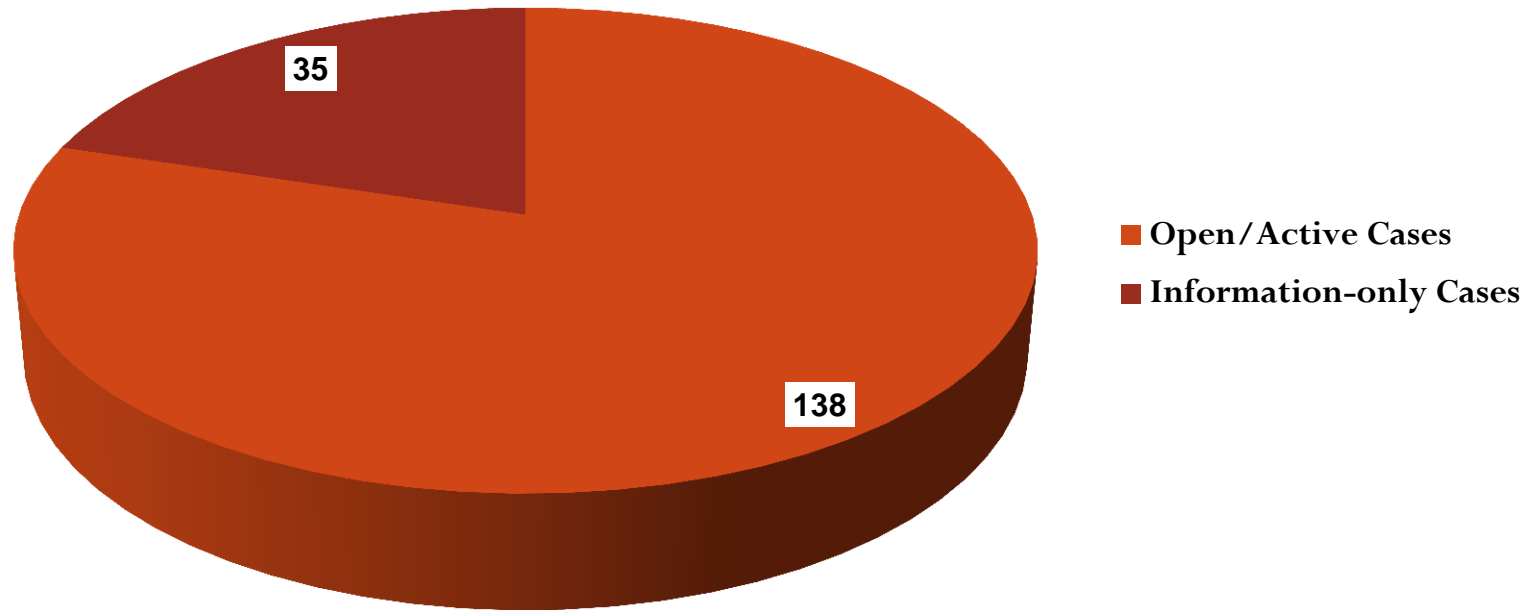


FY 2013-2014 case facts

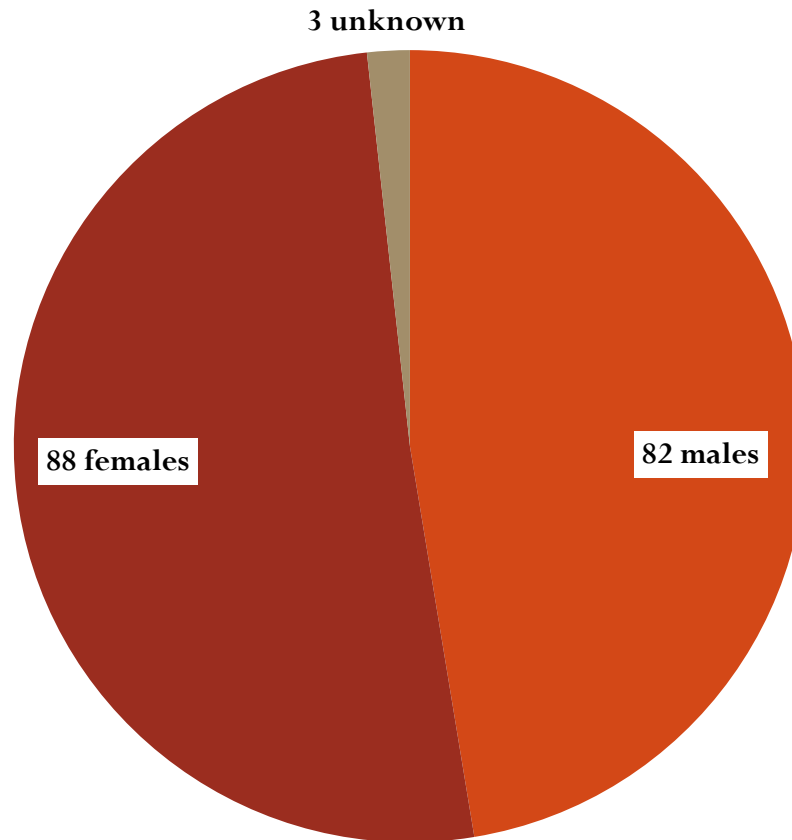


- Total number of referrals: N=173
- Number of referrals closed: 156
- Number of open/active referrals: 17
 - Shortest cases (7): 1 day
 - Longest case: 188 days
 - Average length of cases: 62 days
- Cases open more than 90 days: 41 (23%)

**Ombudsman Program
Annual Report: FY 2013-2014
REFERRALS
N=173**

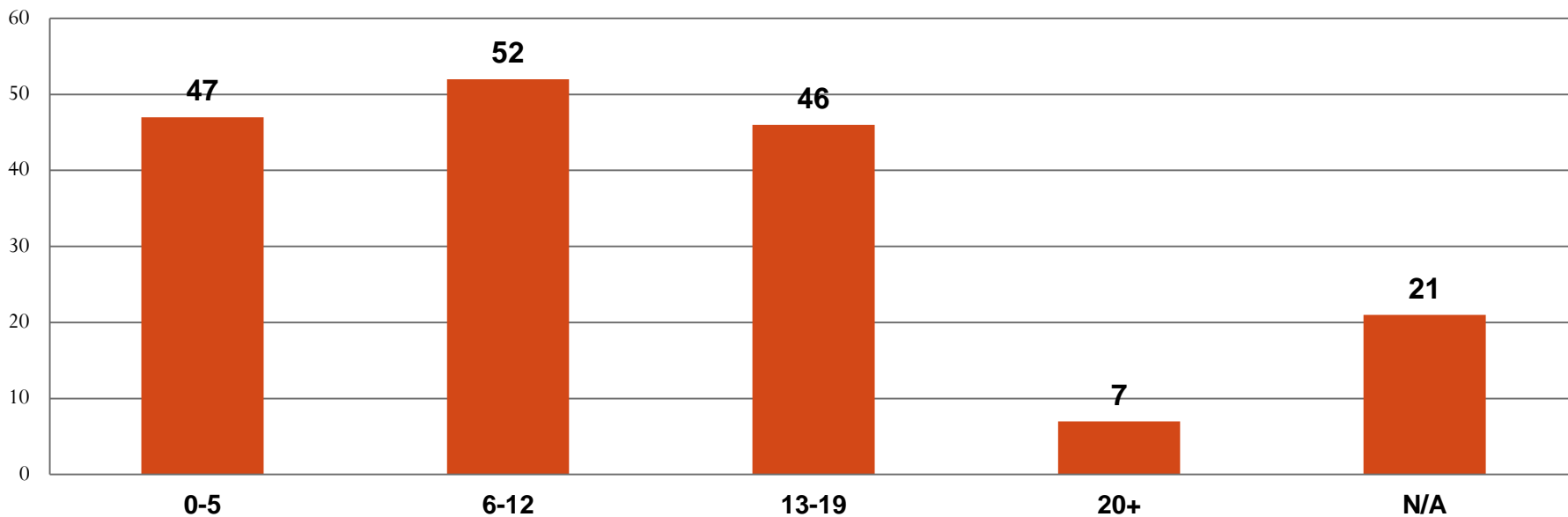


**Ombudsman Program
Annual Report: FY 2013-2014
GENDER**

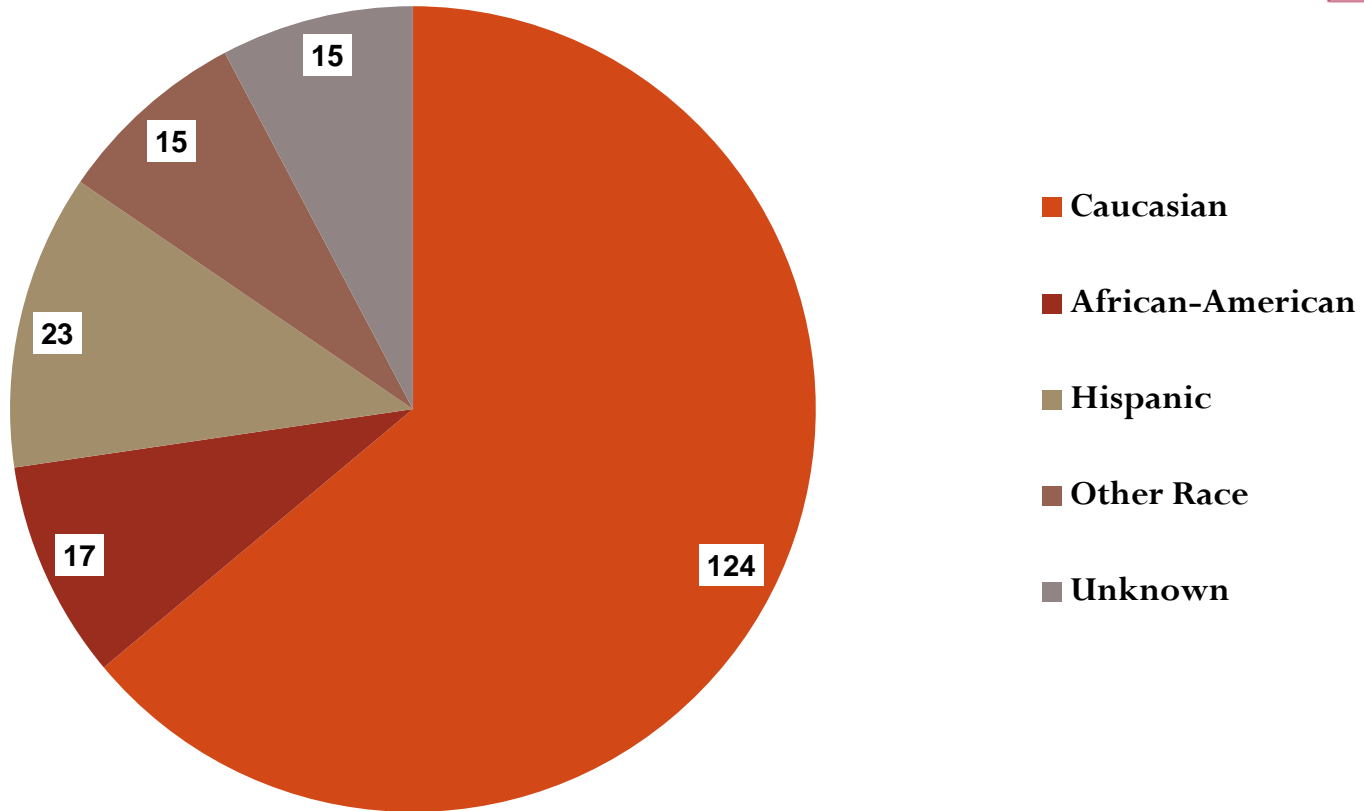




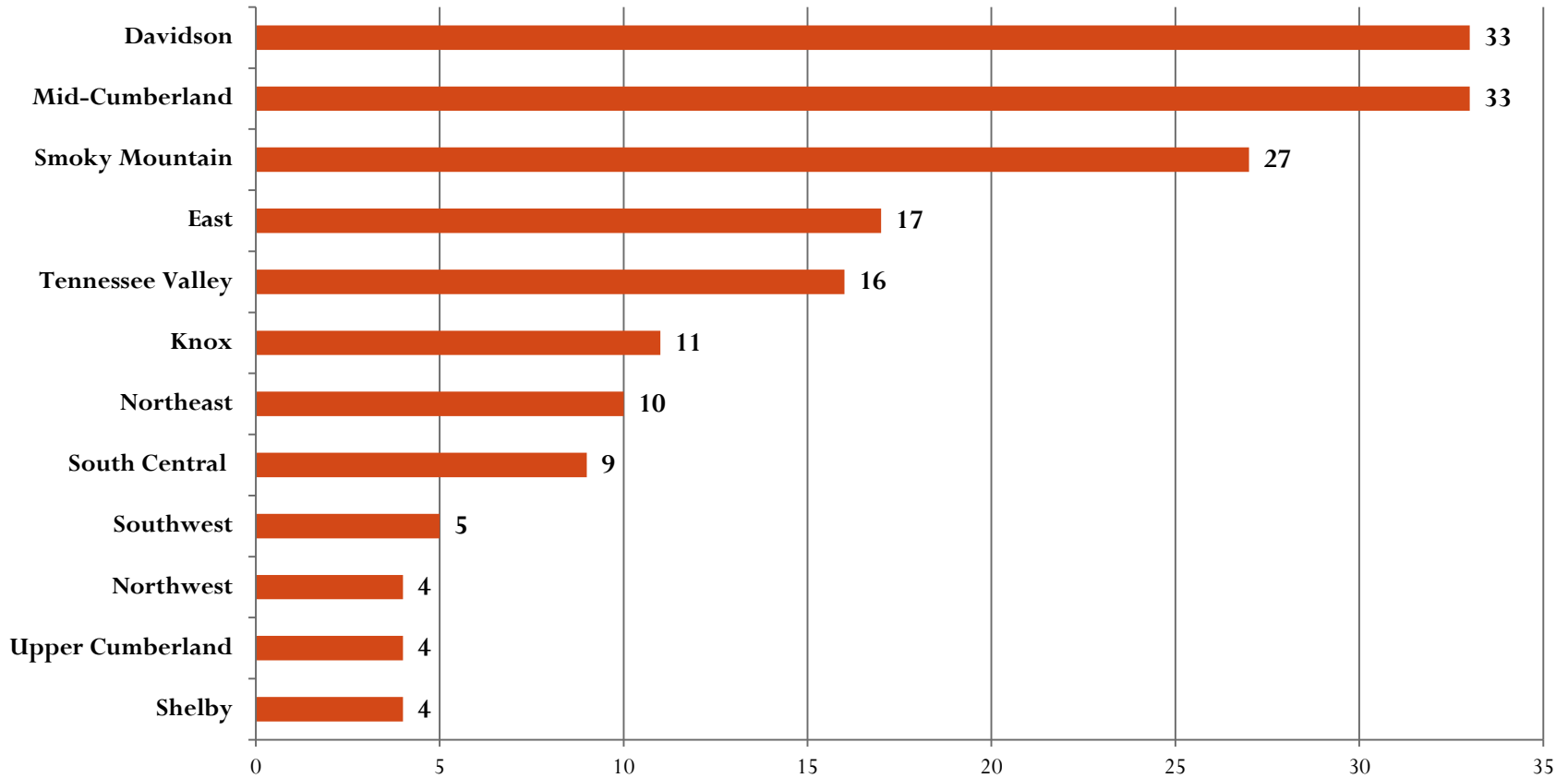
Ombudsman Program Annual Report: FY 2013-2014 AGE



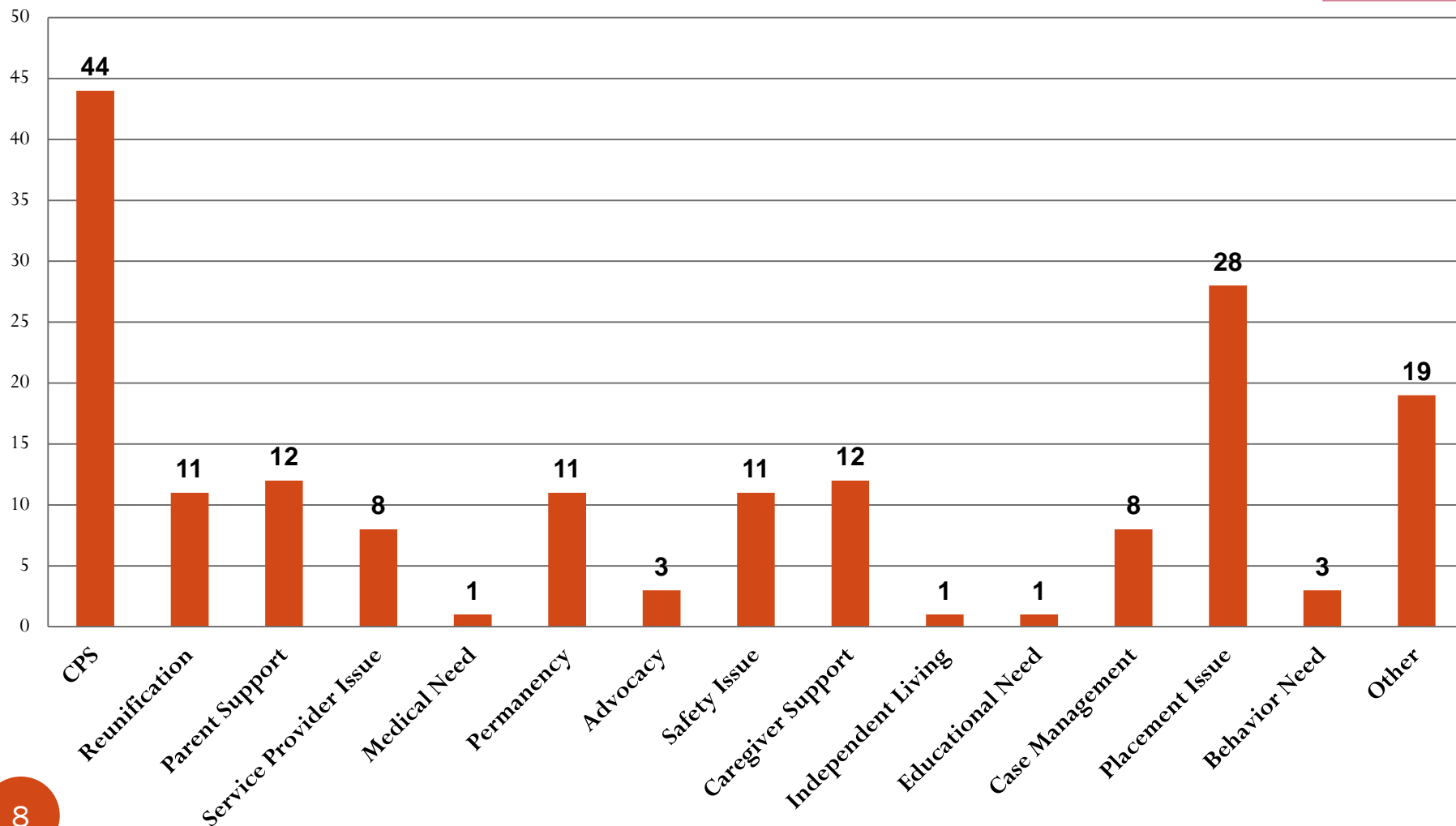
Ombudsman Program
Annual Report: FY 2013-2014
ETHNICITY



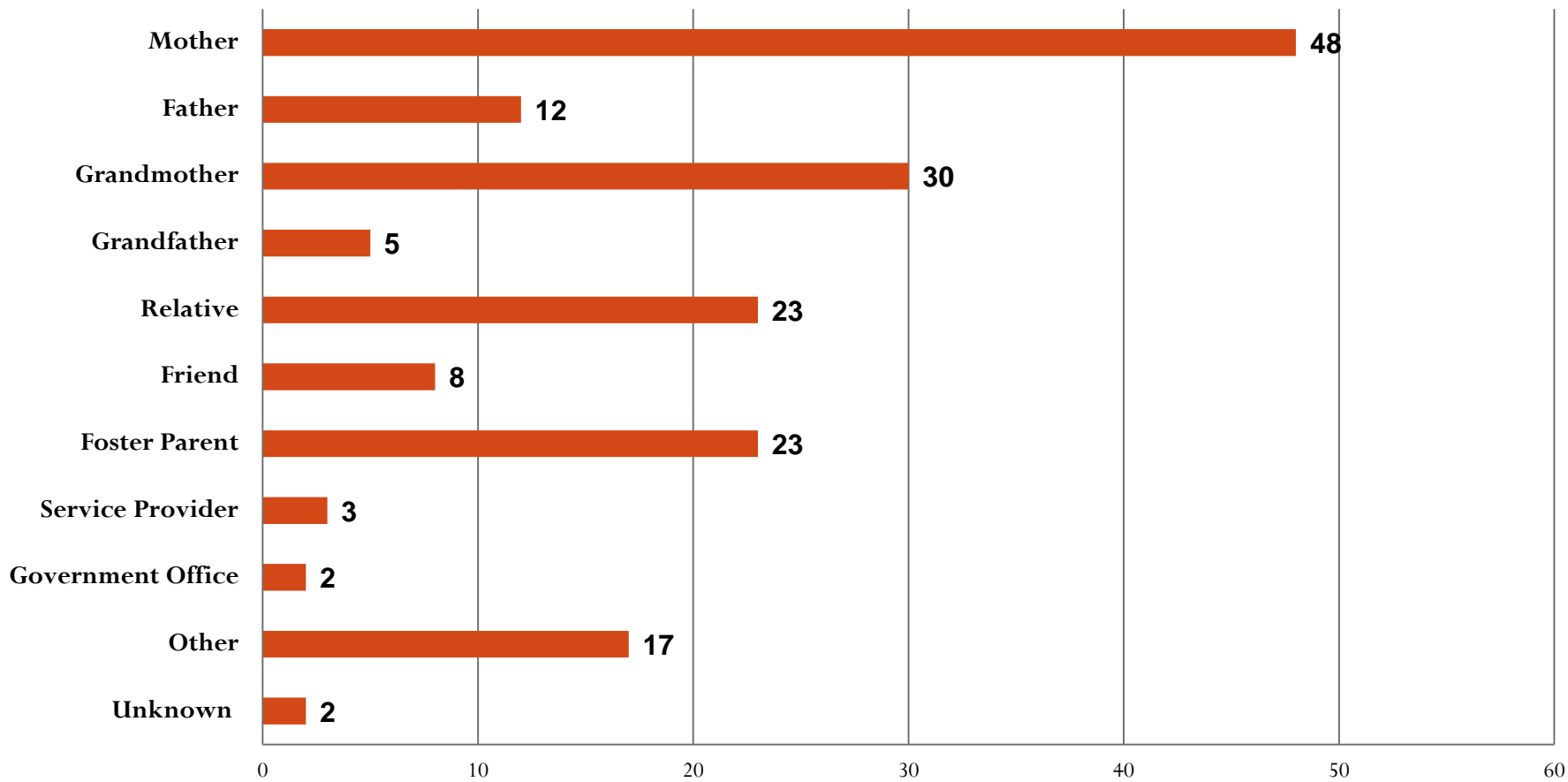
Ombudsman Program Annual Report: FY 2013-2014 REGION



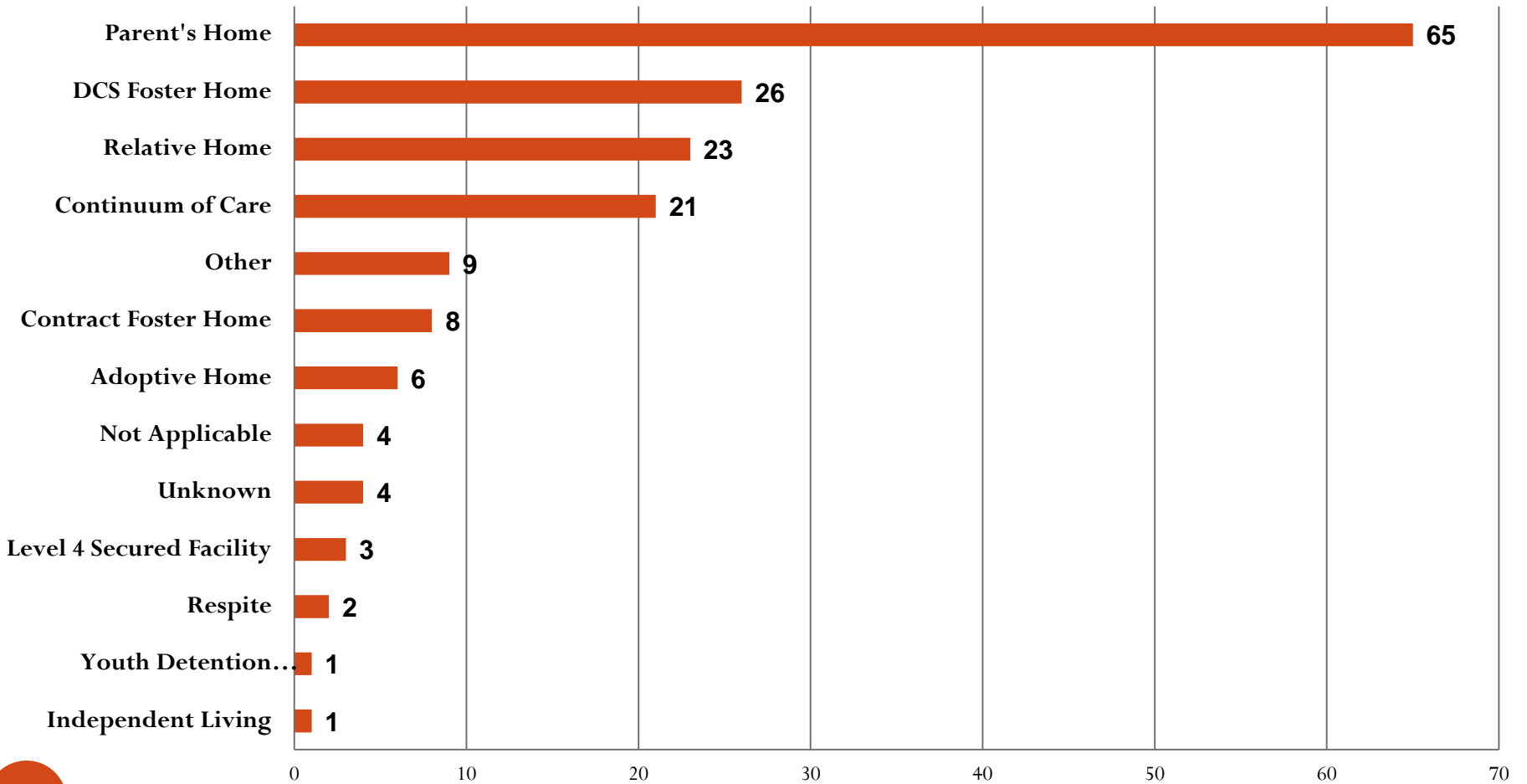
Ombudsman Program Annual Report: FY 2013-2014 CLASSIFICATION OF COMPLAINTS



Ombudsman Program Annual Report: FY 2013-2014 RELATIONSHIP TO THE CHILD

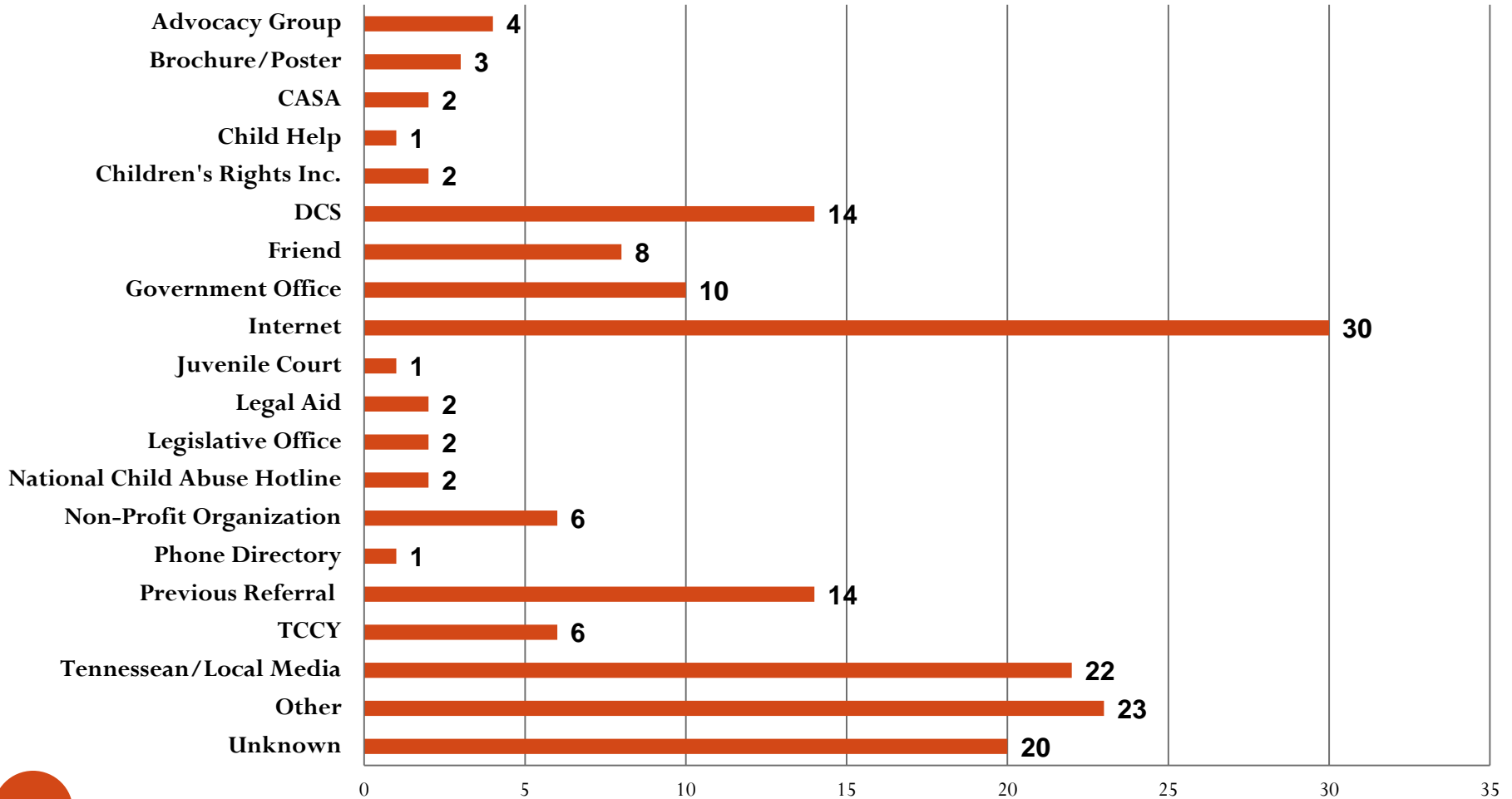


Ombudsman Program Annual Report: FY 2013-2014 PLACEMENT TYPE

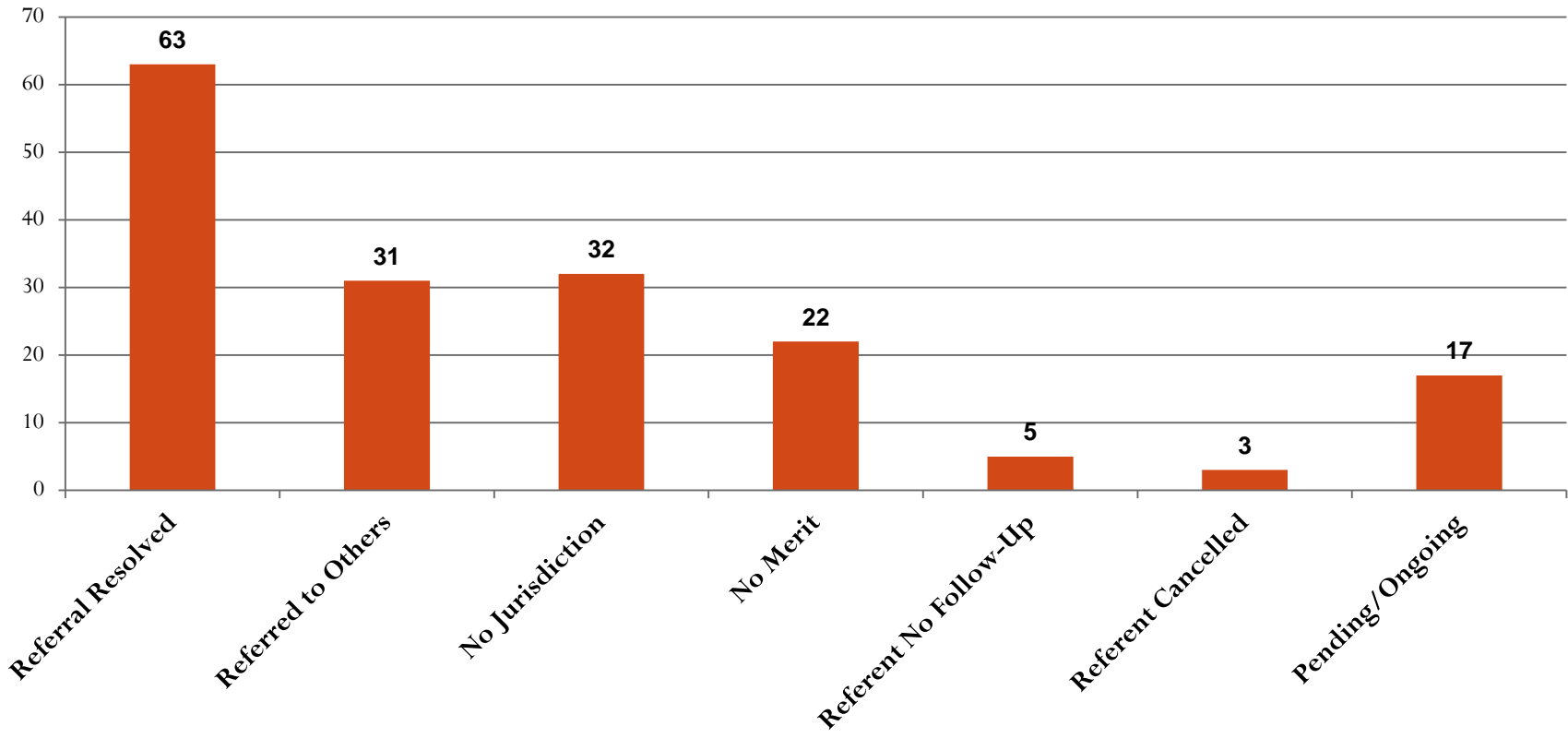


Ombudsman Program Annual Report: FY 2013-2014

HOW DID YOU FIND THE OMBUDSMAN?

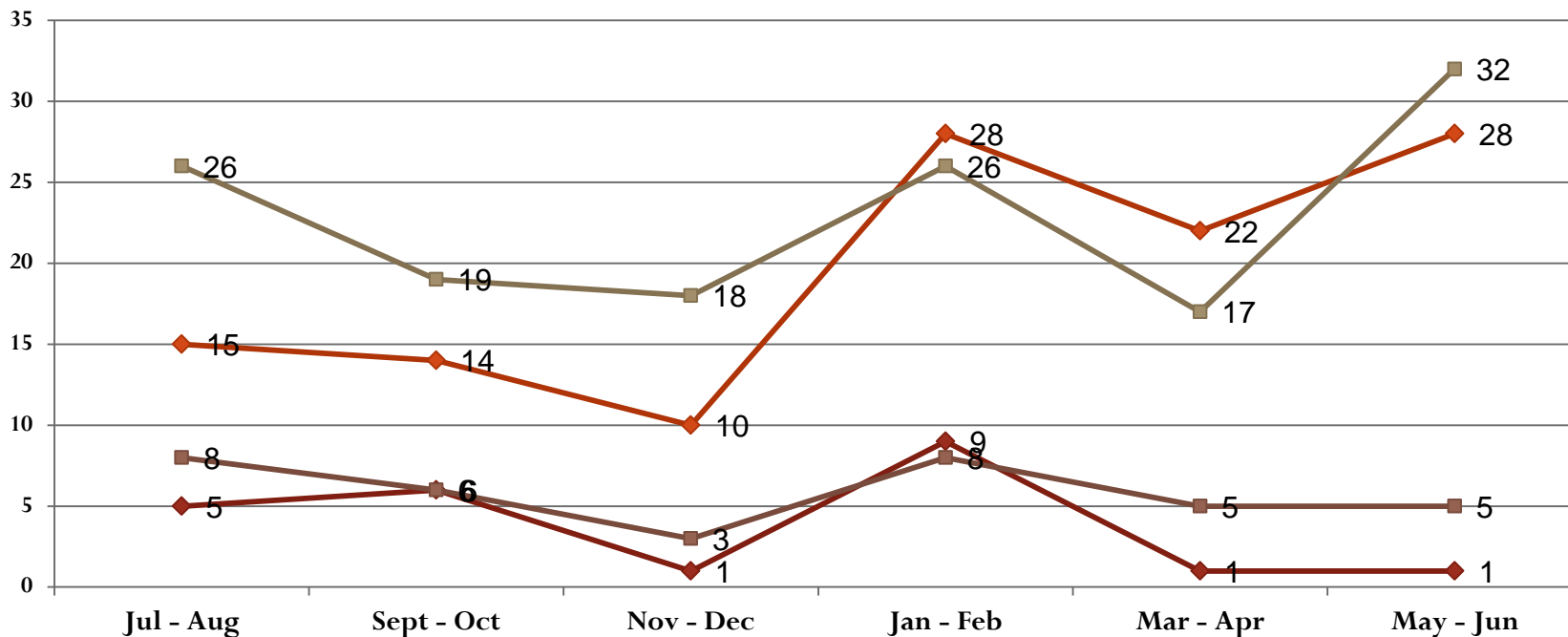


Ombudsman Program Annual Report: FY 2013-2014 CASE OUTCOME





Bi-monthly Comparative Data of Referrals FY 2012-2013 (N=140) and FY 2013-2014 (N=173)



◆ Open/Active Cases=117 FY: 12-13

◆ Information-only Cases=23 FY: 12-13

■ Open/Active Cases=138 FY: 13-14

■ Information-only Cases=35 FY: 13-14