

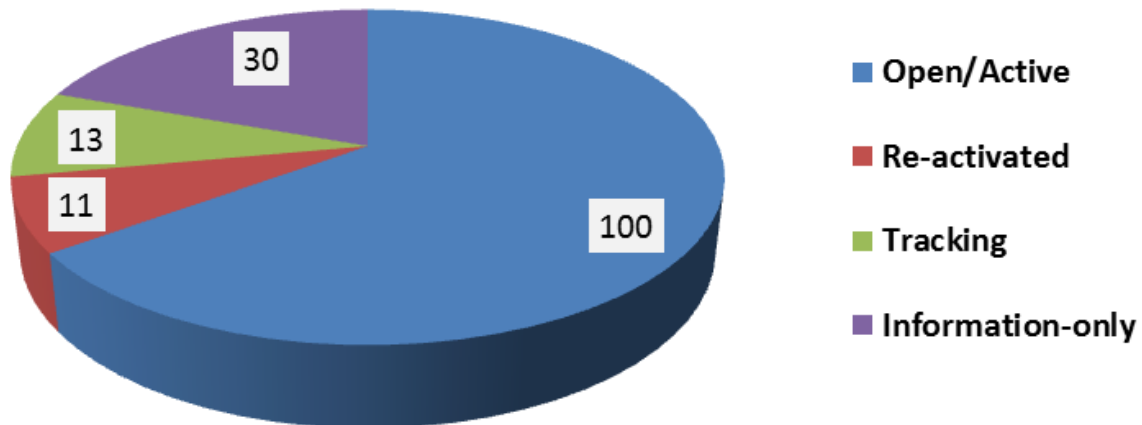
Ombudsman Program Annual Report FY 2015-2016

Gerald R. Papica, Ed.D.
Ombudsman Program Director
October 11, 2016





Ombudsman Program Referrals FY 2015-2016 N=154



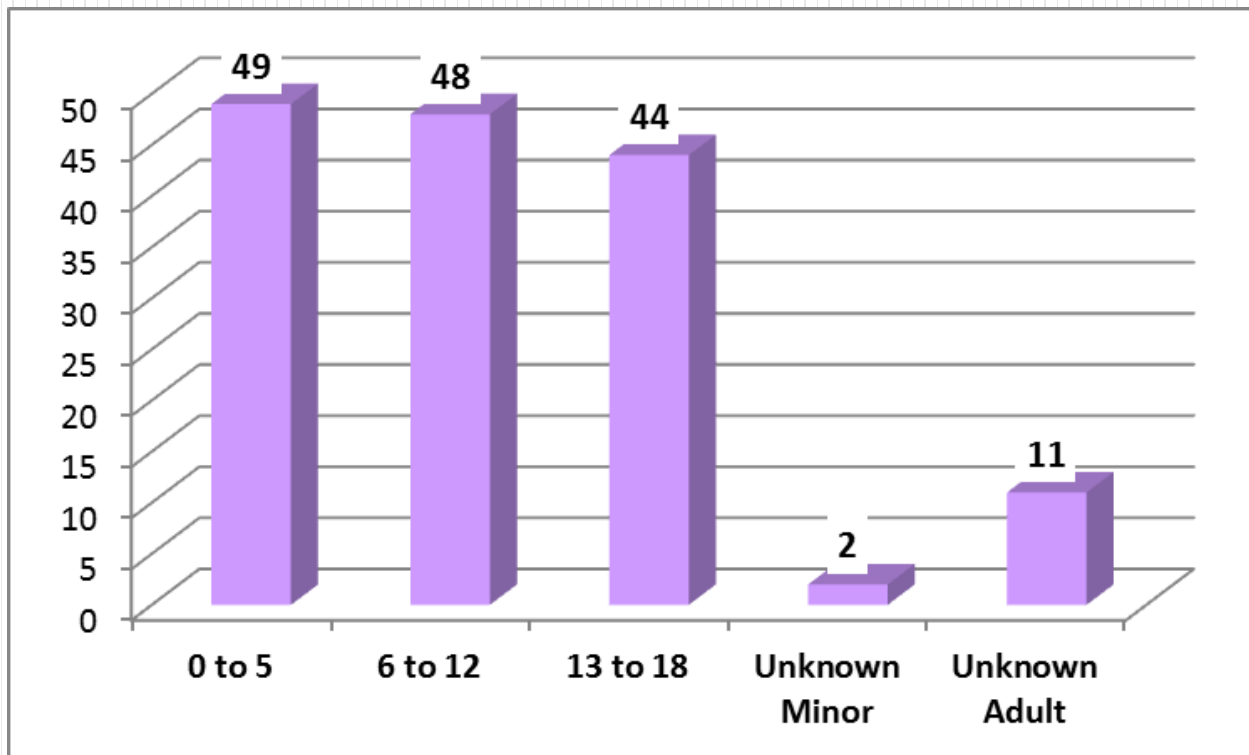
FY 2015-2016

Highlights of Cases

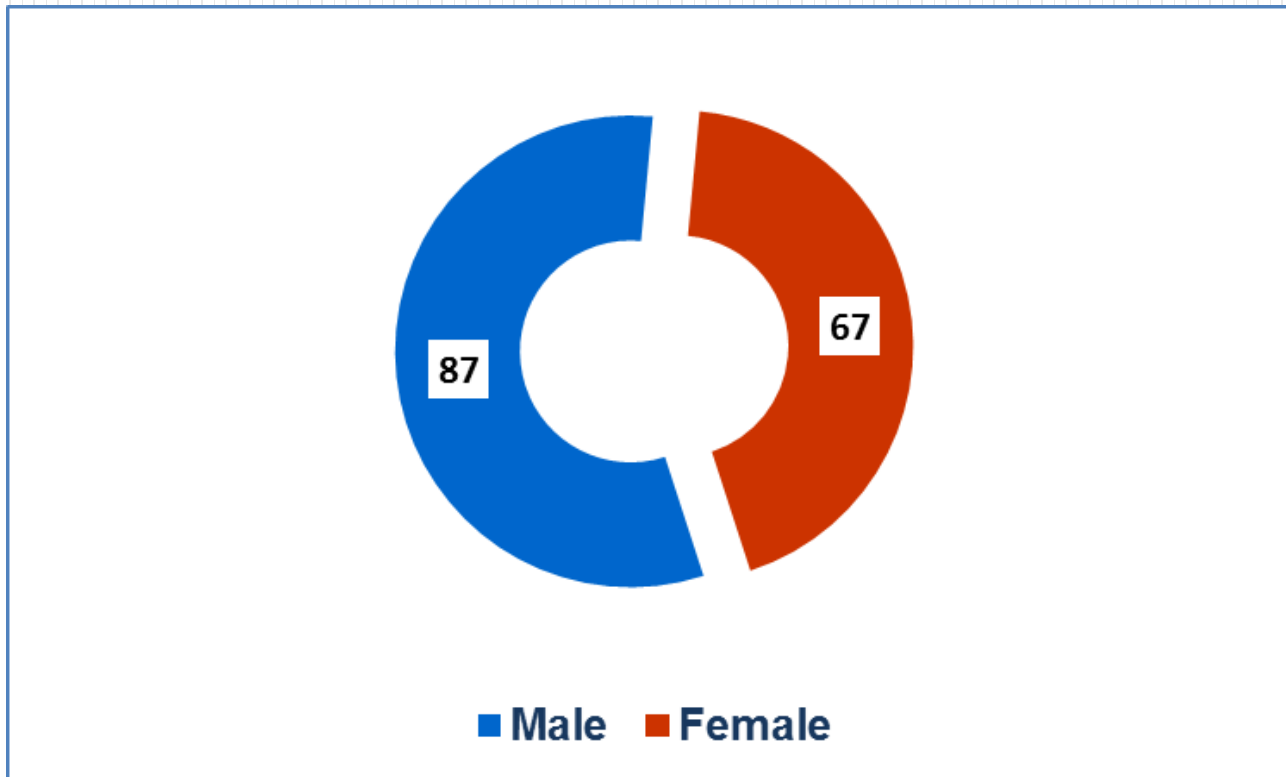


- **Number of referrals received: 154**
 - **Number of referrals closed: 98**
- **Shortest duration of case opened & closed: 1 day**
- **Longest duration of case opened & closed: 318 days**
 - **Average duration of closed cases: 99.8 days**
 - **Number of closed cases opened >90 days: 15**
 - **Number of closed cases opened >180 days: 23**

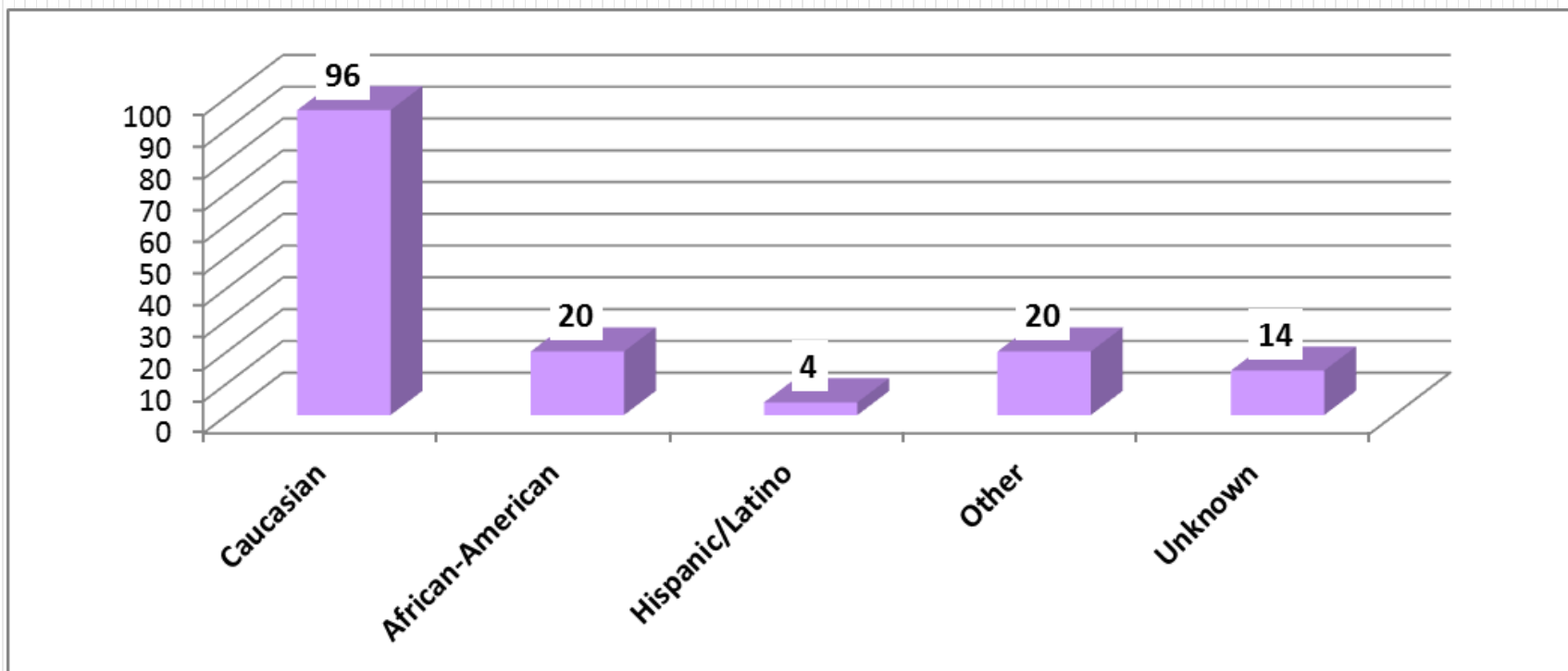
Ombudsman Program FY 2015-2016 Referrals by Age



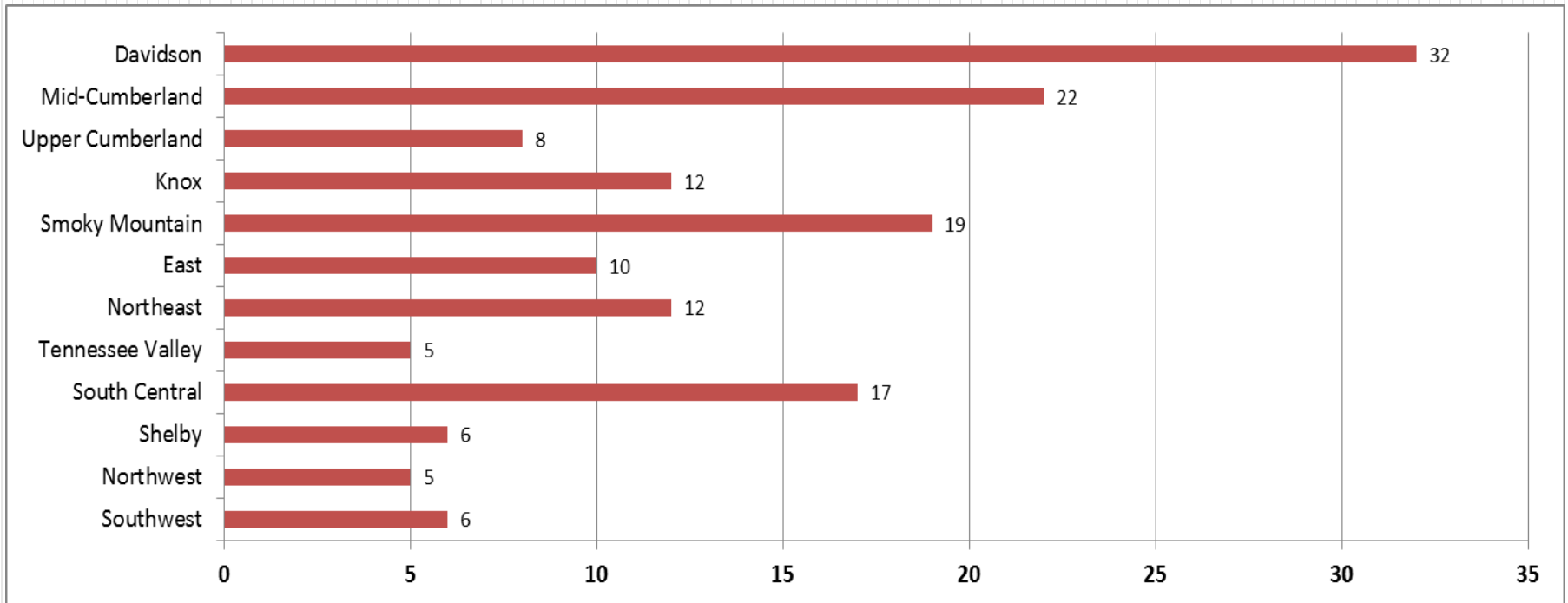
Ombudsman Program FY 2015-2016 Referrals by Gender



Ombudsman Program FY 2015-2016 Referrals by Ethnicity

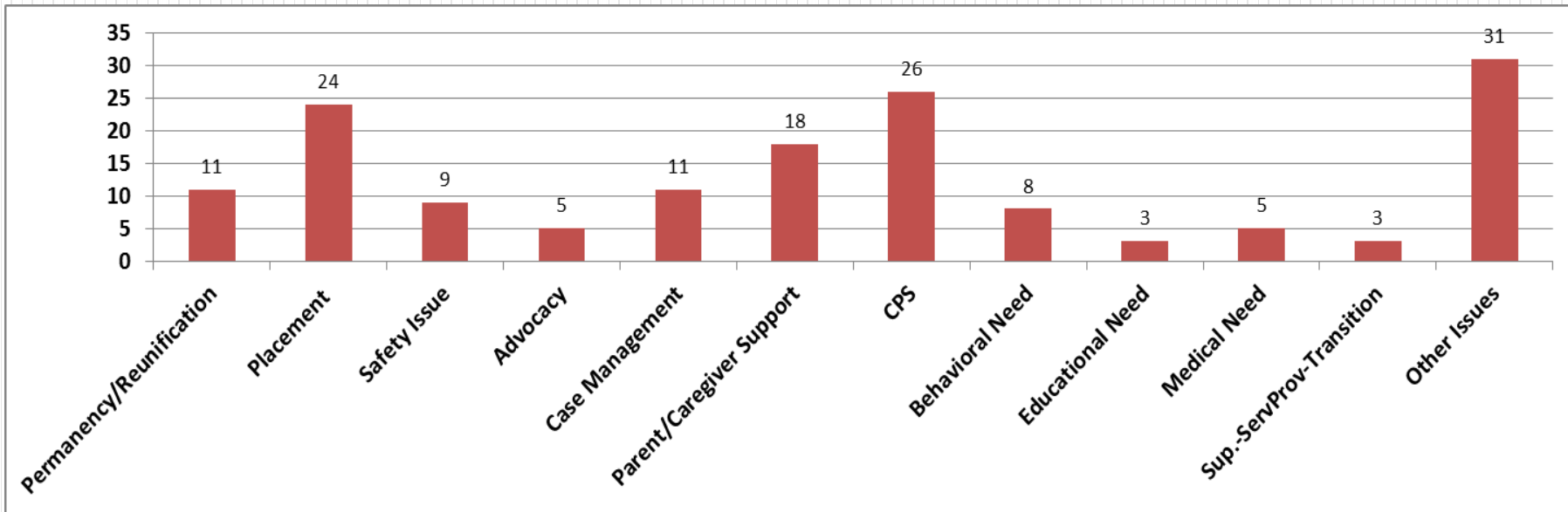


Ombudsman Program FY 2015-2016 Referrals by Region



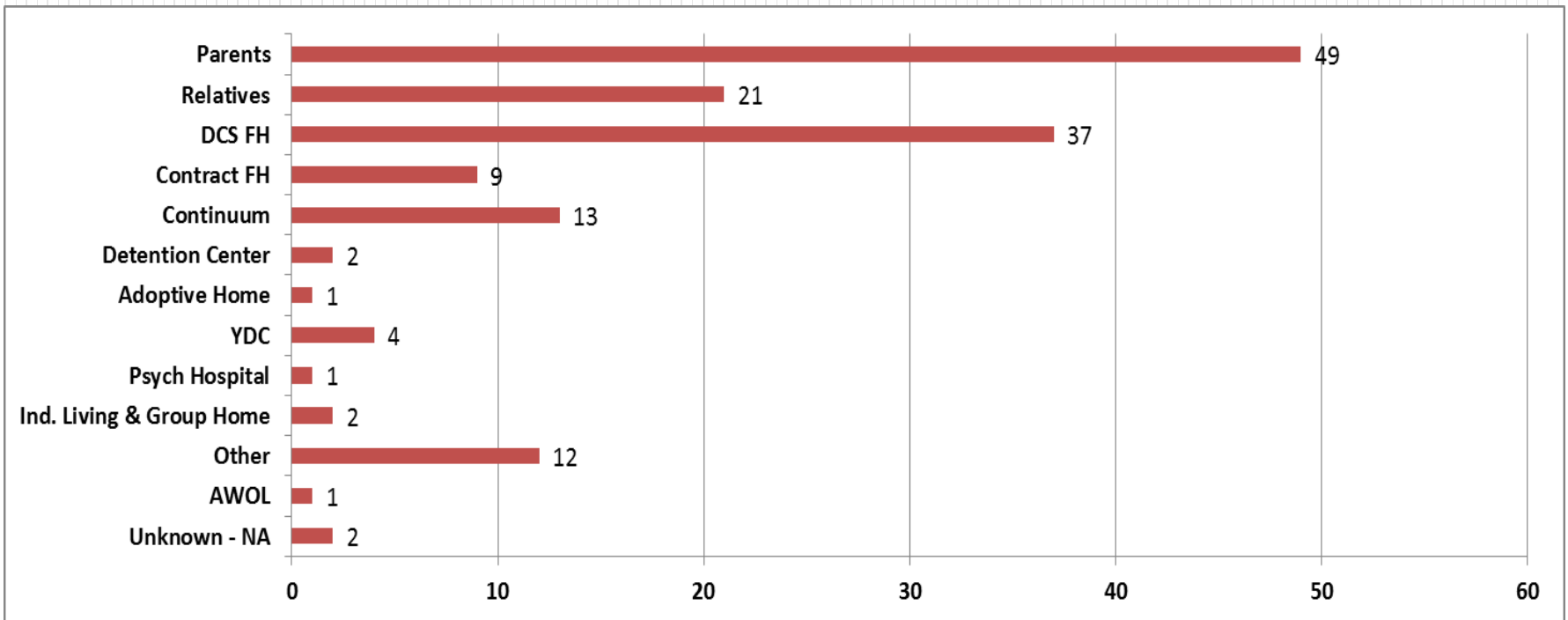


Ombudsman Program FY 2015-2016 Case Classification

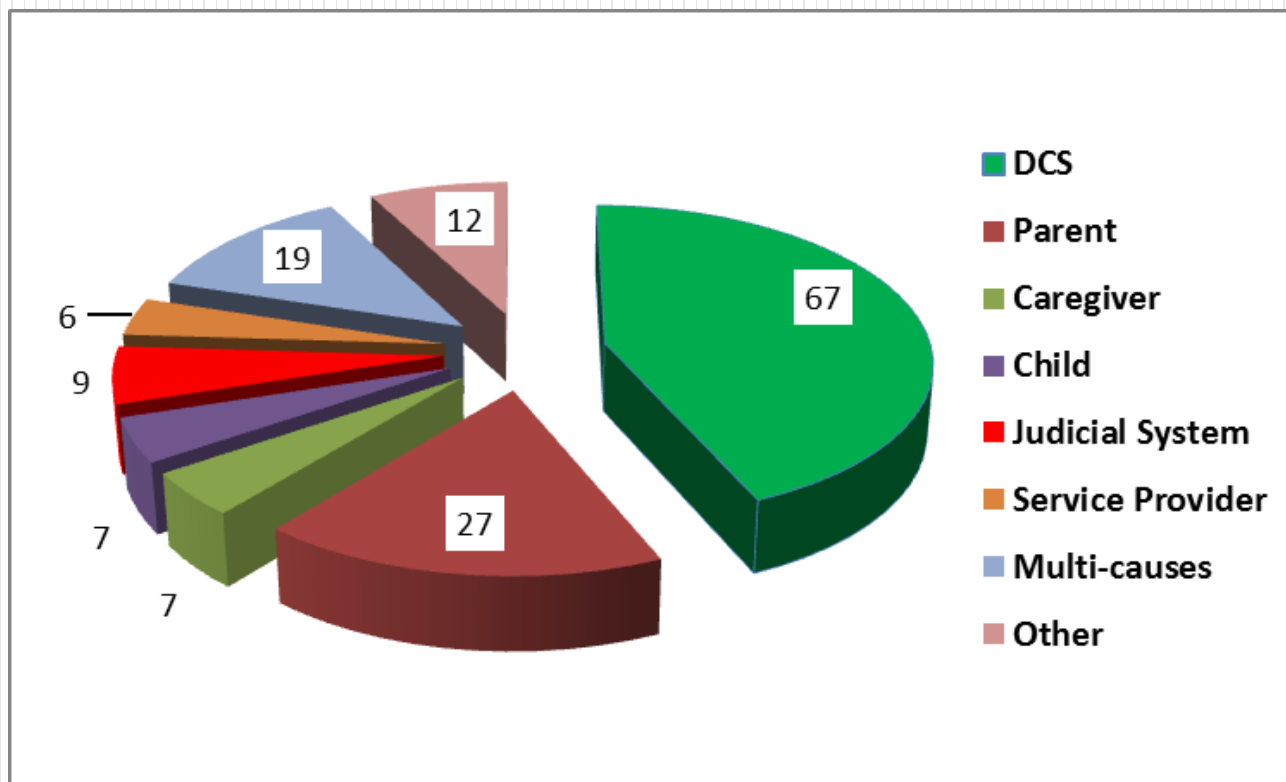


“Other Issues” include custody (6), adoption (2), child stays hungry (2), ICPC (3), pro bono lawyer/legal representation (3), discrimination (2), elder abuse, durable medical equipment, breach of confidentiality, access to therapist, kinship program, illegal school search, clothing/personal needs, foster home closure, cannot care for minors, unethical conduct, adult case, excluded in meetings, and multi-issues.

Ombudsman Program FY 2015-2016 Placement Type



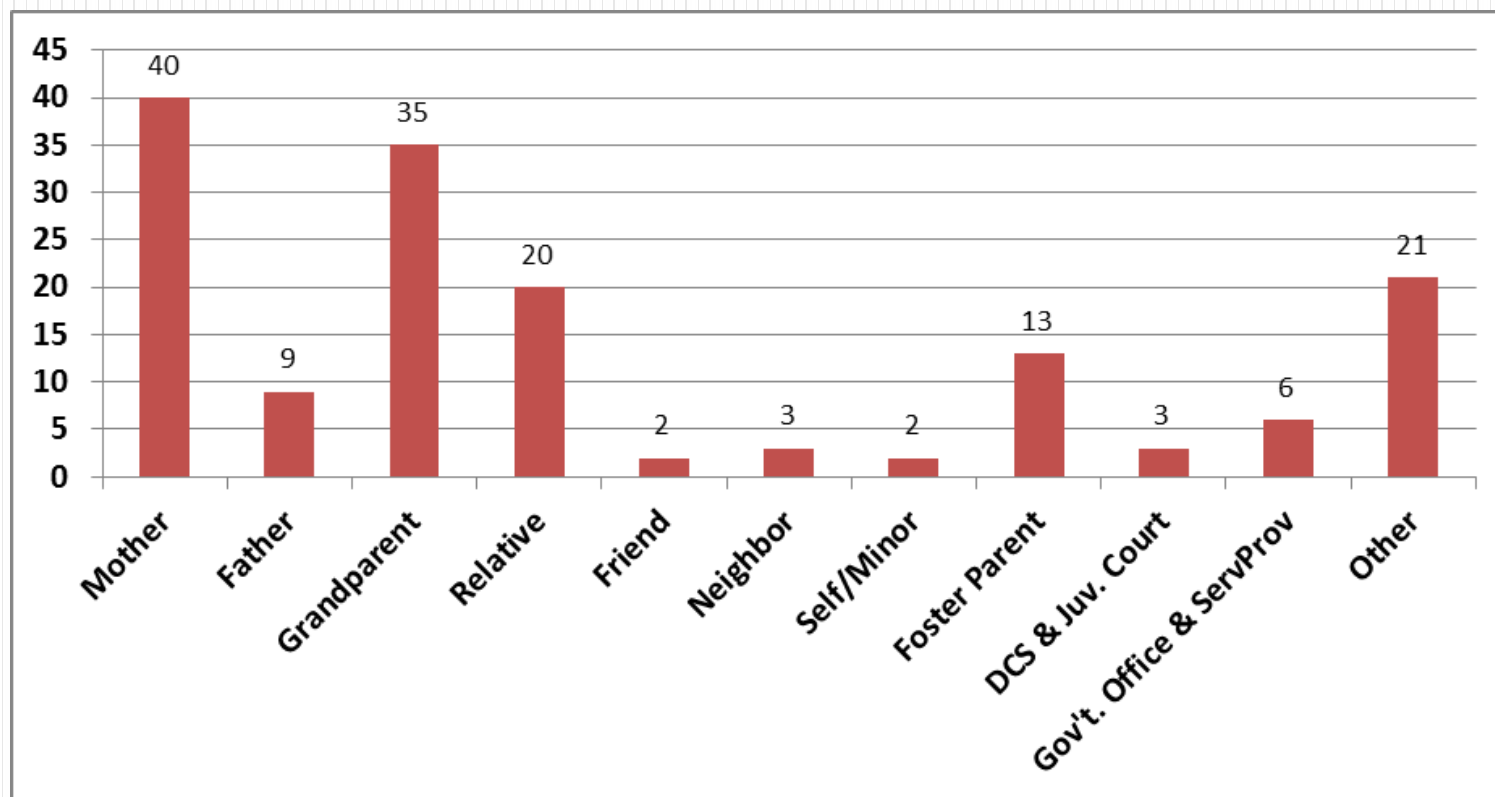
Ombudsman Program FY 2015-2016 Etiology of the Problem





Ombudsman Program

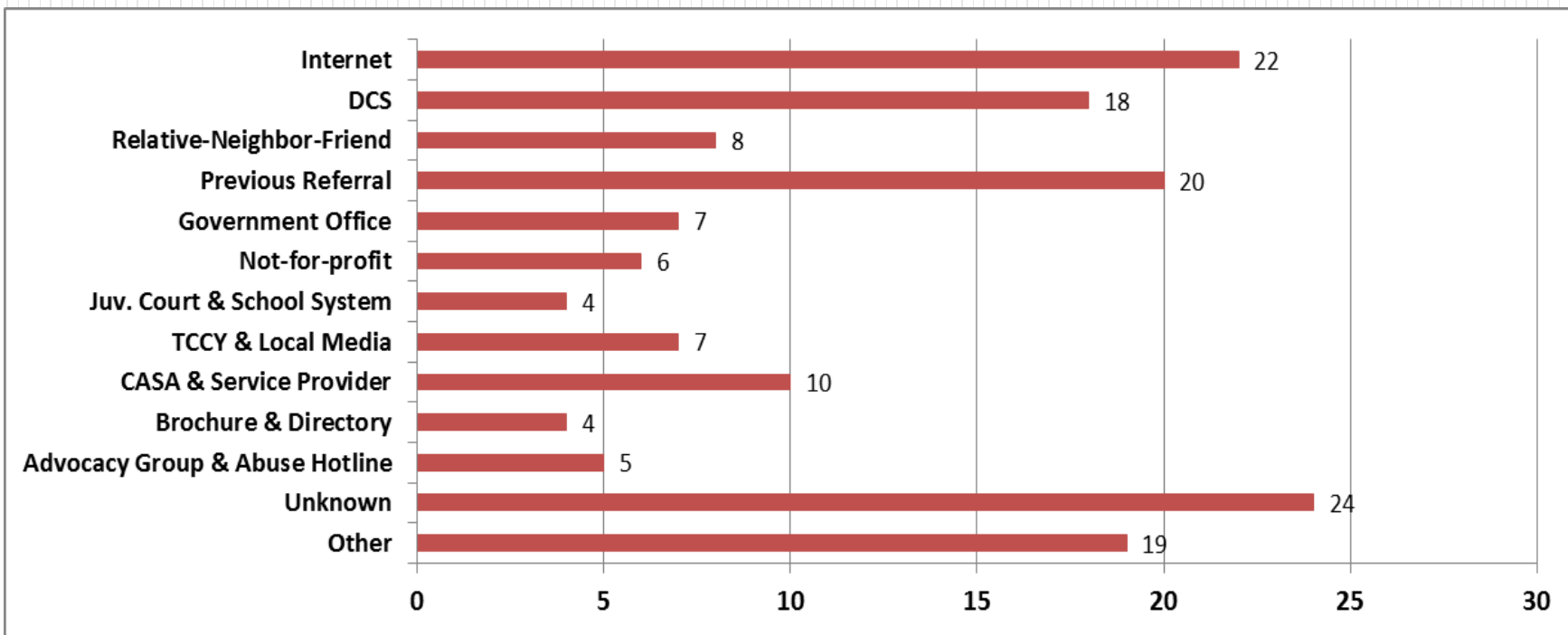
FY 2015-2016 Who are the complainants?



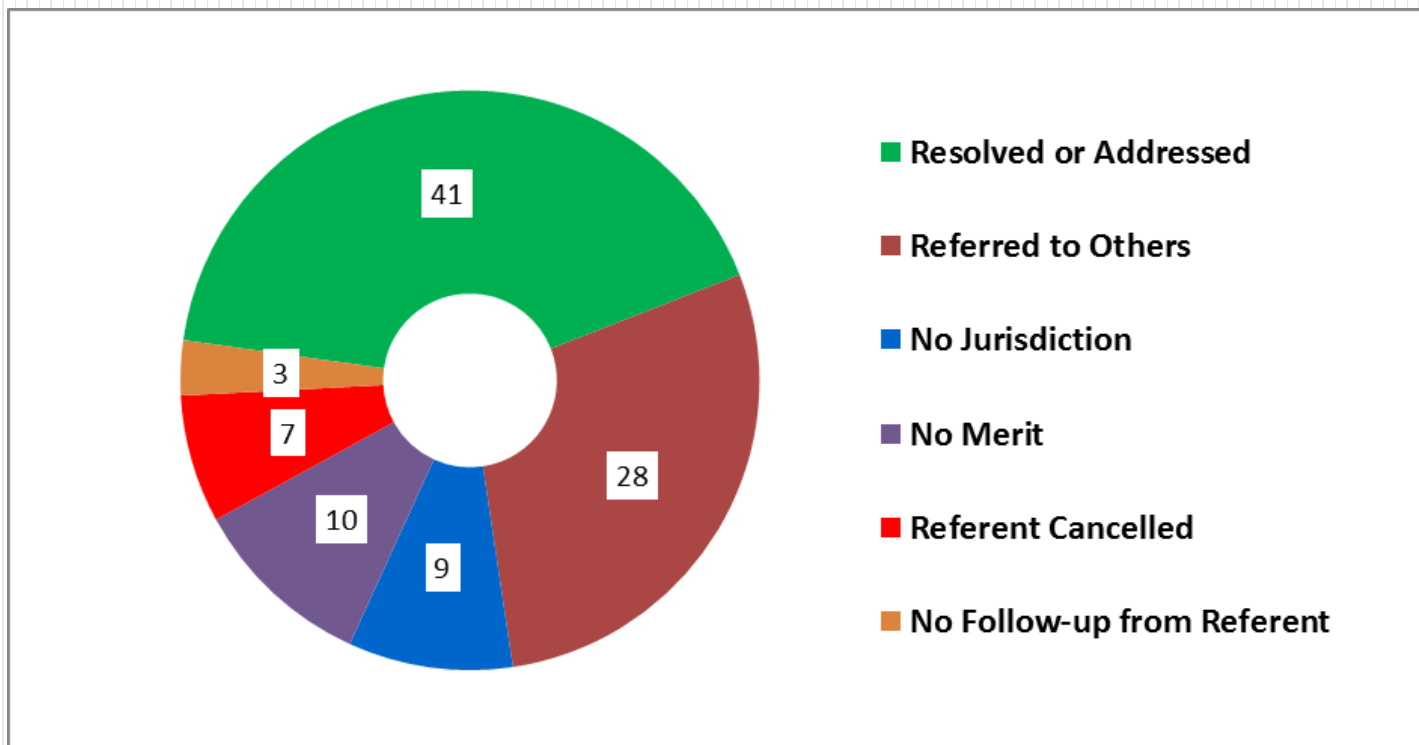
Ombudsman Program

FY 2015-2016

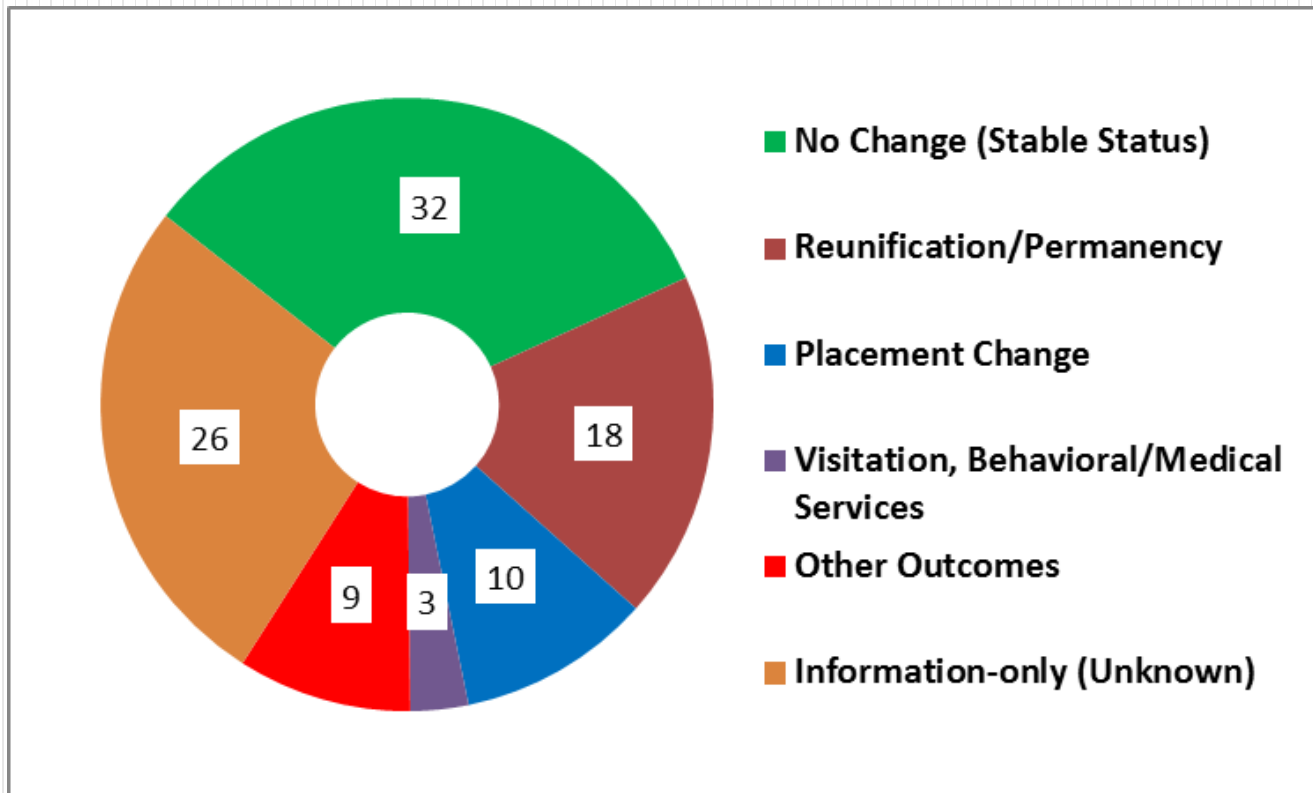
How did you find the ombudsman?



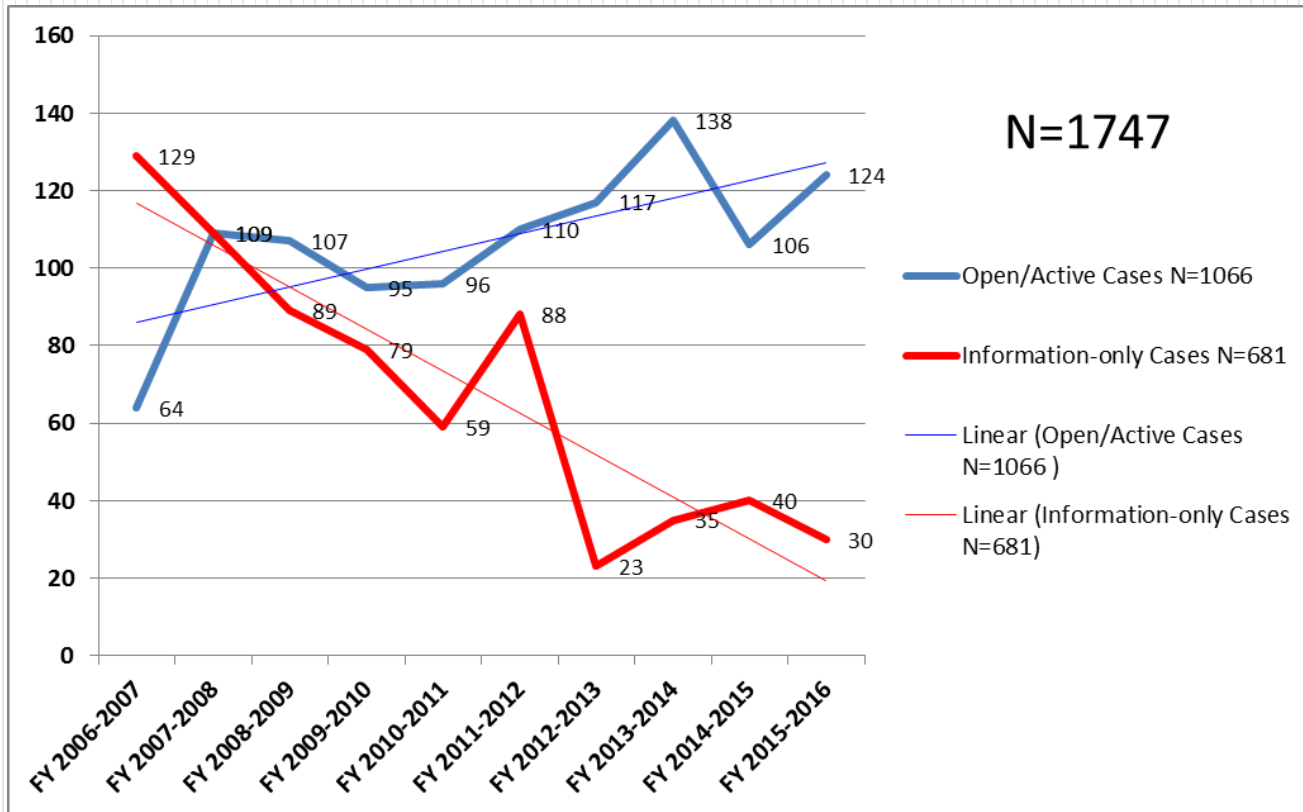
Ombudsman Program FY 2015-2016 Case Outcome Closed Cases N=98



Ombudsman Program FY 2015-2016 Child Outcome Closed Cases N=98



Ombudsman Program Referrals Fiscal Years 2006-2015



Testimonials



► **From a Paternal Aunt on May 5, 2016**

Thank you very much for your participation last week in the CFTM. Your promptness was exceptional! After the meeting, I felt very pleased knowing that my nephew and his 1 year old sister would be placed in a safe home with my sister...

► **From a DCS Team leader on July 21, 2016**

Thank-you for your assistance with this youth. It appears that your efforts were helpful in that S. seems to be more on track than I have seen him in a very long time.



Testimonials

► **From a Child Advocacy Center Family Advocate on March 10, 2016**

I also had an opportunity to work with someone from the Ombudsman's Office during an SIU Investigation and I was impressed with their professionalism and program. I've referred several parents to this office when they've have reported continual concerns and no resolutions.

► **From a Maternal Great Aunt on April 4, 2016**

Good morning!

I'm greatly appreciate you more than words can say and I pray and wished there were more people like you in charge in the system. There may be less of these problems if they were...

Thank you so much for all your help! May God bless you in all you do to help others...

Sincerely,



Testimonials

► **From a Guardian ad litem in Davidson County on January 1, 2016**

FYI. Thank you for your assistance. It's always greatly appreciated!

► **To a CASA Supervisor in Davidson County on February 2, 2016**

Due to this intended development, I will suspend this case and discontinue my involvement. I can always re-activate as the need arise for other, new issue(s) pertaining to this child. Thank you for contacting my office. Have a good day everyone!

► **From a CASA Supervisor in Davidson County on February 1, 2016**

Thank you. We appreciate you!

Testimonials



► **From a DCS Foster parent on January 26, 2016**

I very much appreciate your timely response and to learn of the Ombudsman Program. My hope is that the controls in place will continue to address the issues and I appreciate your time.

Sincerely,

► **To a DCS Foster Parent on January 26, 2016**

I am glad things have worked or working fine. I am available should the need arise in the future.

In the meantime, I will be suspending this case.

Take care and thank you for contacting the Ombudsman Program.

Testimonials



► **From the Department of Children's Services on September 16, 2015**

Thank you...It is always a pleasure to work with you.

► **From a Maternal Grandmother on September 29, 2015**

Both you and the therapist, have been true advocates for my grandson. Since I see some new names being cc'd above, I just want to make this perfectly clear to everyone...

► **From a Guardian ad litem on October 19, 2015**

Contacting you was a last resort . . . I had nowhere else to turn. After months of sending e-mails and attempting to get answers from the department, I was surprised by your quick response. It's a shame it took your inquiry for the department to provide me with a copy of the IPA.

Ombudsman Program

CONTACT INFORMATION



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