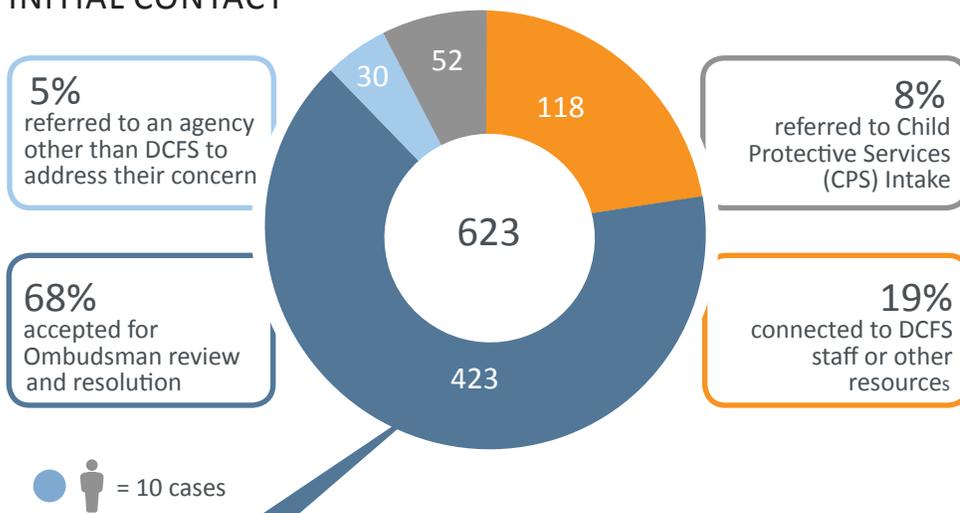


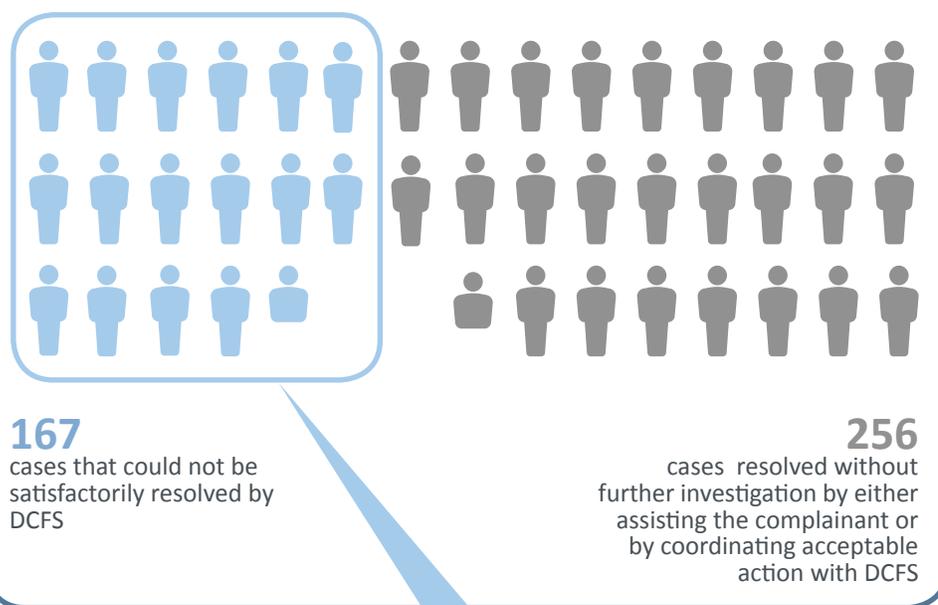
FY 2019 Child Protection Ombudsman Annual Report

INITIAL CONTACT



The Child Protection Ombudsman (Ombudsman) is an independent, objective team charged with investigating and resolving concerns from the public about the Division of Child and Family Services (DCFS) practice and staff. Hearing and resolving concerns promotes positive changes in the child welfare system, improves the quality of services and staff, and builds bridges with partners and constituents to thrive safely in their homes, schools, workplaces and communities.

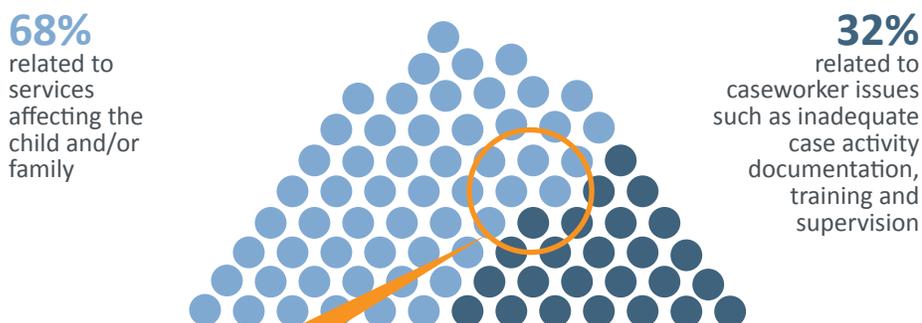
CONTACTS FOR REVIEW



Examples of Reviewed Concerns:

- Kinship issues related to identifying, involving and cultivating family members during Child and Family Team Meetings to keep children connected to their extended family, exploring kinship placements, or gaining extended family support to help with the parental reunification
- Foster children's behavioral issues impacting DCFS' decision to return children home despite a parent's compliance with services
- Delay in identifying/providing services to parents negatively impacting reunification
- Caseworker issues such as inadequate case activity documentation, need for additional training and supervision

796 TOTAL REVIEWED CONCERNS



Examples of actions by DCFS to resolve concerns:

- Identified, located and explored possible family placements both in and out of state
- Reconsidered placement of children in foster care with a DCFS-approved relative
- Reviewed a child's mental health treatment plan to assess appropriate therapeutic services in support of the child's long-term goals
- Reopened a closed CPS investigation to thoroughly assess risk to children

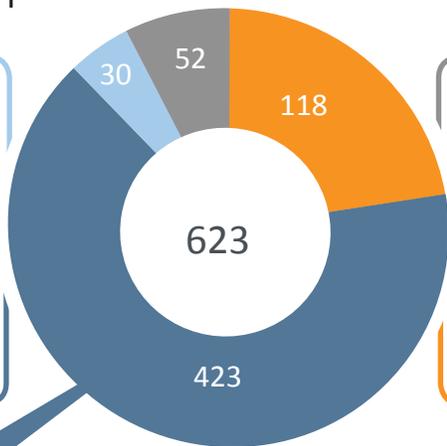
367 concerns that Ombudsman lifted to DCFS to take action

FY 2019 Child Protection Ombudsman Annual Report

INITIAL CONTACT

5%
referred to an agency other than DCFS to address their concern

68%
accepted for Ombudsman review and resolution

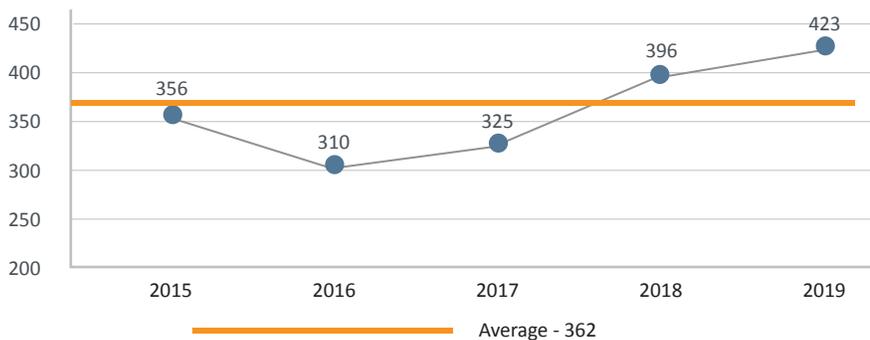


8%
referred to Child Protective Services (CPS) Intake

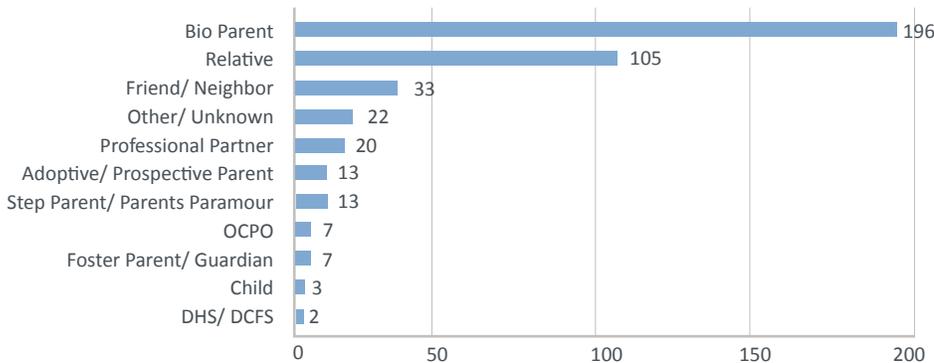
19%
connected to DCFS staff or other resources

Child Protection Ombudsman
(800) 868-6413 or (801)538-4589
ocpo@utah.gov
Web: ocpo.utah.gov

ACCEPTED CASES FY15 - FY19

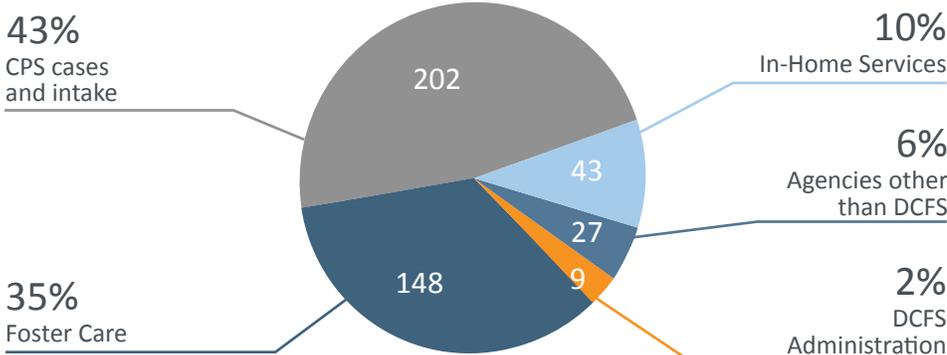


WHO WE HELPED



Most concerns were from biological parents (46%) and relatives (28%). Notably, three children contacted the Ombudsman for assistance.

CONCERNS ADDRESSED



The number of service types may exceed the number of cases because one case could include complaints about more than one service type.