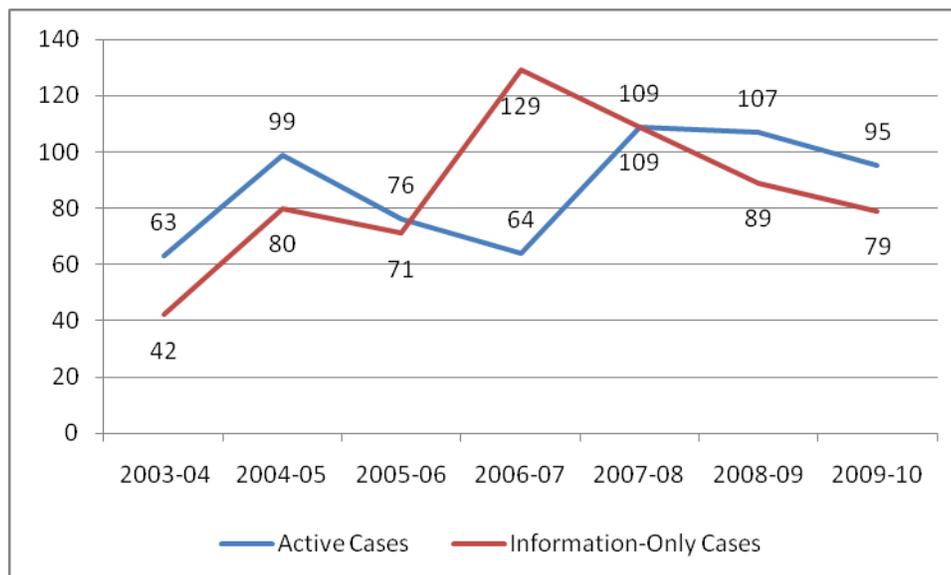


Highlights of Fiscal Year 2009-10

- Total number of Ombudsman Program referrals received from July 1 to June 30 was 174.
- Total number of referrals closed from July 1 to June 30 was 155.
- From October 2003 to June 2010, a total of 1,212 referrals were received.
- Two graduate students completed internships with TCCY and opted to get training in the Ombudsman Program.
- The chair of the United States Ombudsman Association's Conferences and Training Committee for the last seven years was a TCCY ombudsman. He is still an active member of the USOA, presenter/faculty member of annual conference trainings or workshops, and serves in committees as well as board meetings.
- The TCCY ombudsmen provide informational classes at the Tennessee Correction Academy (Tullahoma) every three weeks for new juvenile justice DCS employees. This service has been provided for the last three or four years.
- One of the TCCY ombudsmen serves as a Davidson County Foster Care Review Board member. This service has continued for the last 12 years.
- The Ombudsman Program distributes a poster, a new brochure and a "Your Rights and Responsibilities as a Minor" leaflet explaining its unique services designed for children in state custody, kinship care/relative caregiver program, and Child Protective Services.

TCCY OMBUDSMAN PROGRAM REFERRALS
October 2003 – June 2010



How to find an Ombudsman: www.tn.gov/tccy/ombuds.shtml or 1-800-264-0904.