

# Ombudsman Program Annual Report FY 2014-2015

**Gerald R. Papica, Ed.D.**  
**Ombudsman Program Director**  
**August 31, 2015**

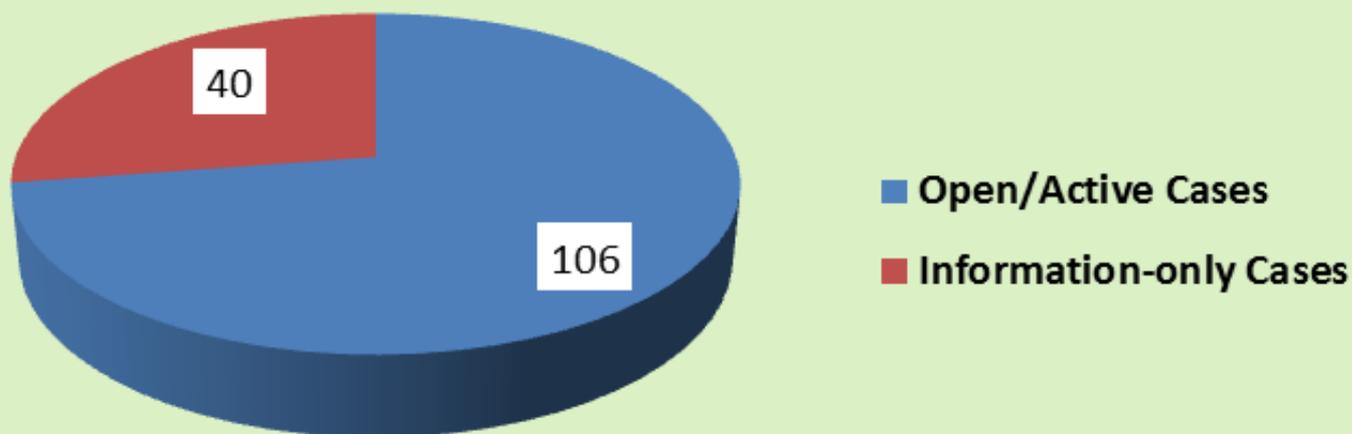


# FY 2014-2015 case facts



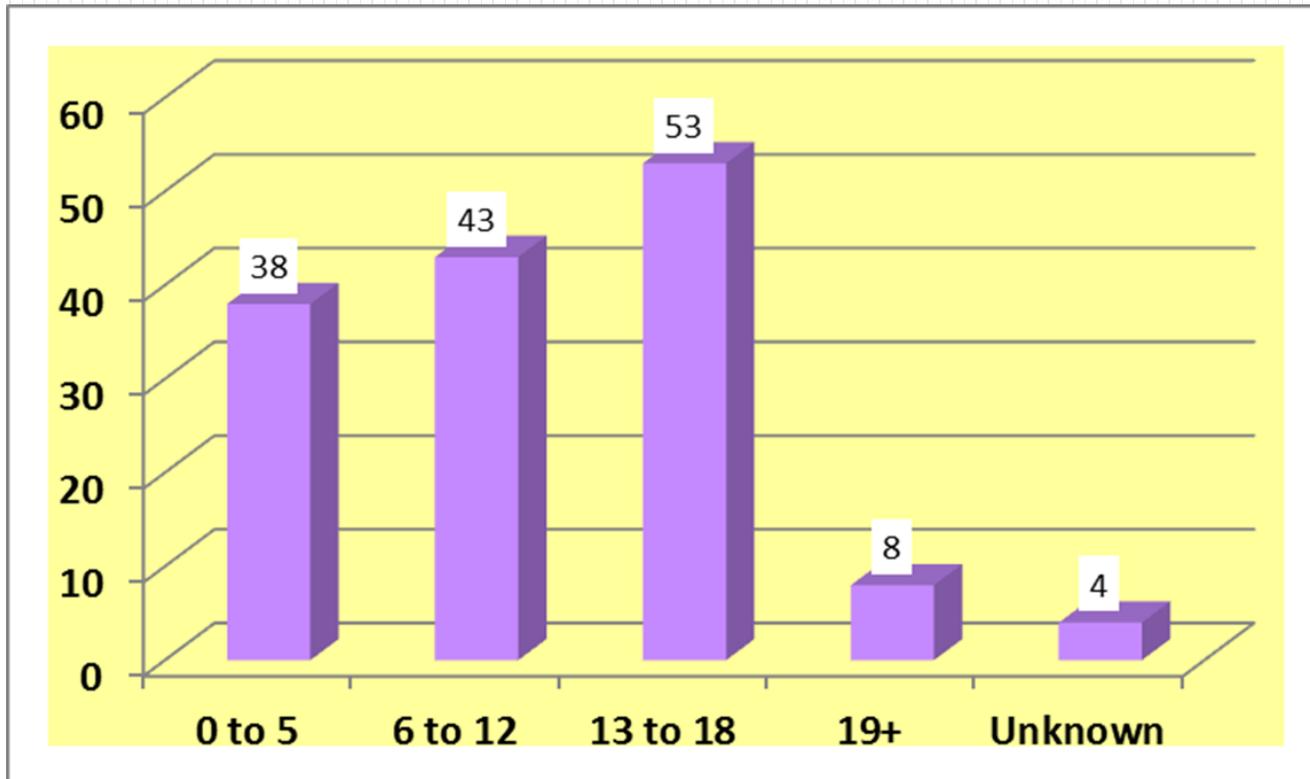
- **Total number of referrals received: 146**
  - **Number of referrals closed: 130**
    - **Number of active cases: 16**
- **Rate of response within 48 hours: 93.2%**
- **Shortest case opened and closed: 1 day**
- **Longest case opened and closed: 183 days**
  - **Average length of closed cases: 67 days**
- **Number of closed cases (130) opened >90 days: 53 (41%)**

## Ombudsman Program Referrals FY 2014-2015 N=146

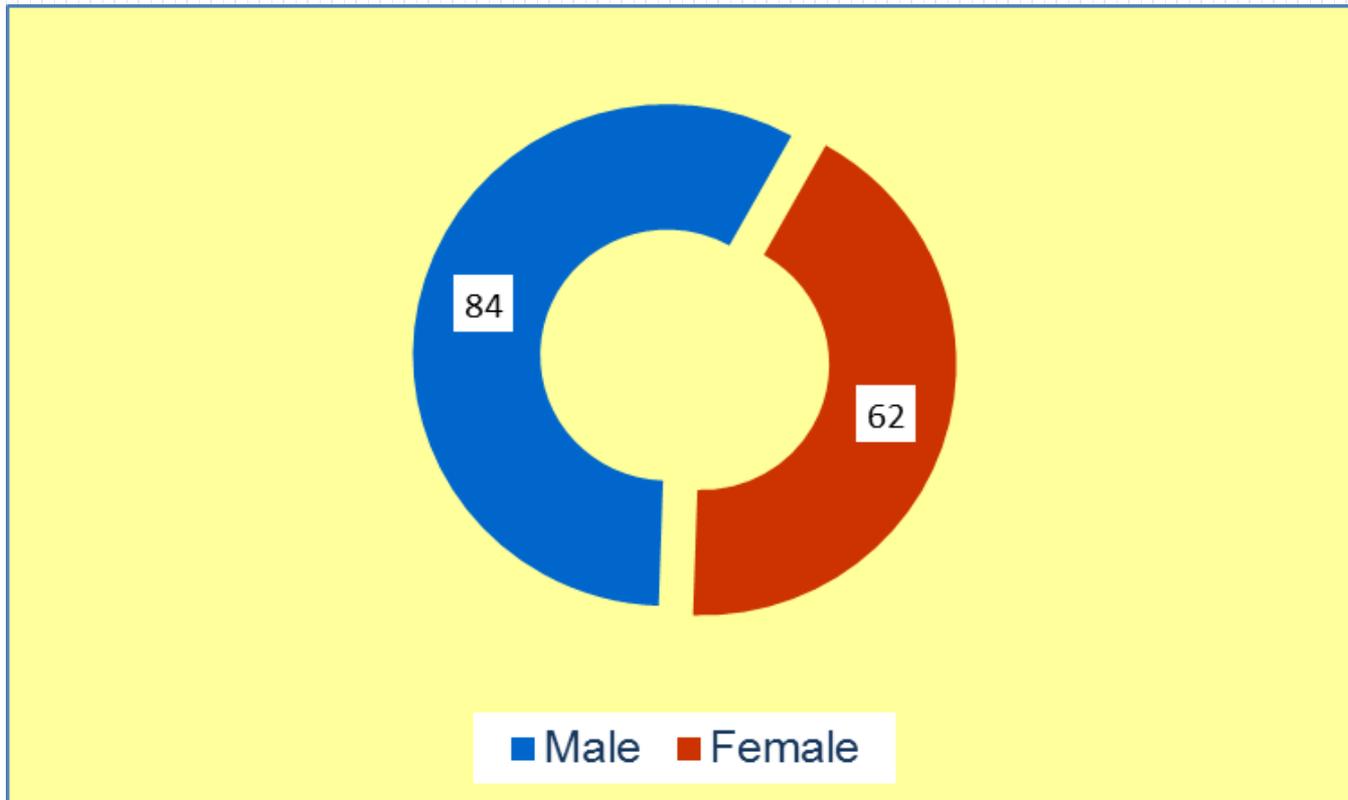


Open Cases (106) include 90 active cases, 11 tracking cases (foster parent complaints), & 5 re-opened cases.

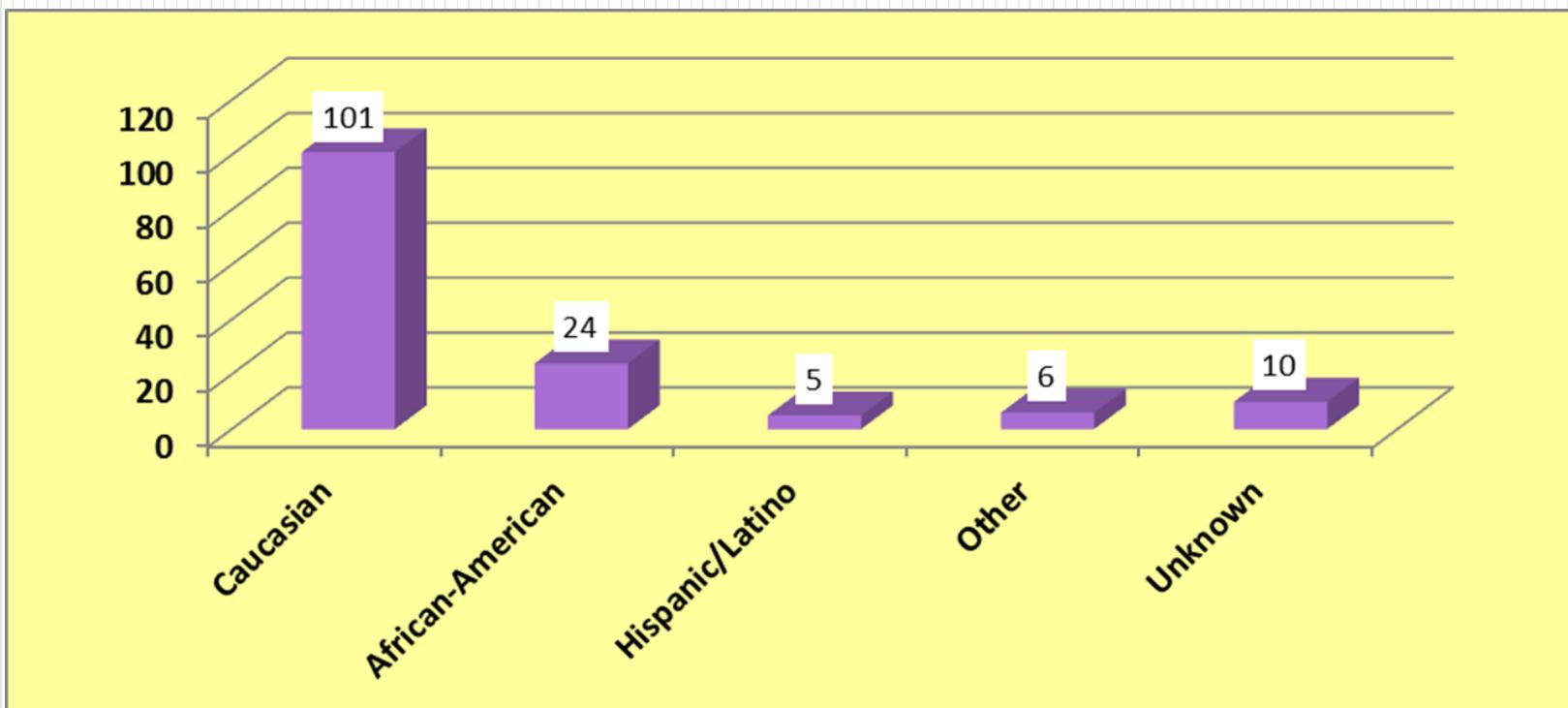
# Ombudsman Program FY 2014-2015 Referrals by Age



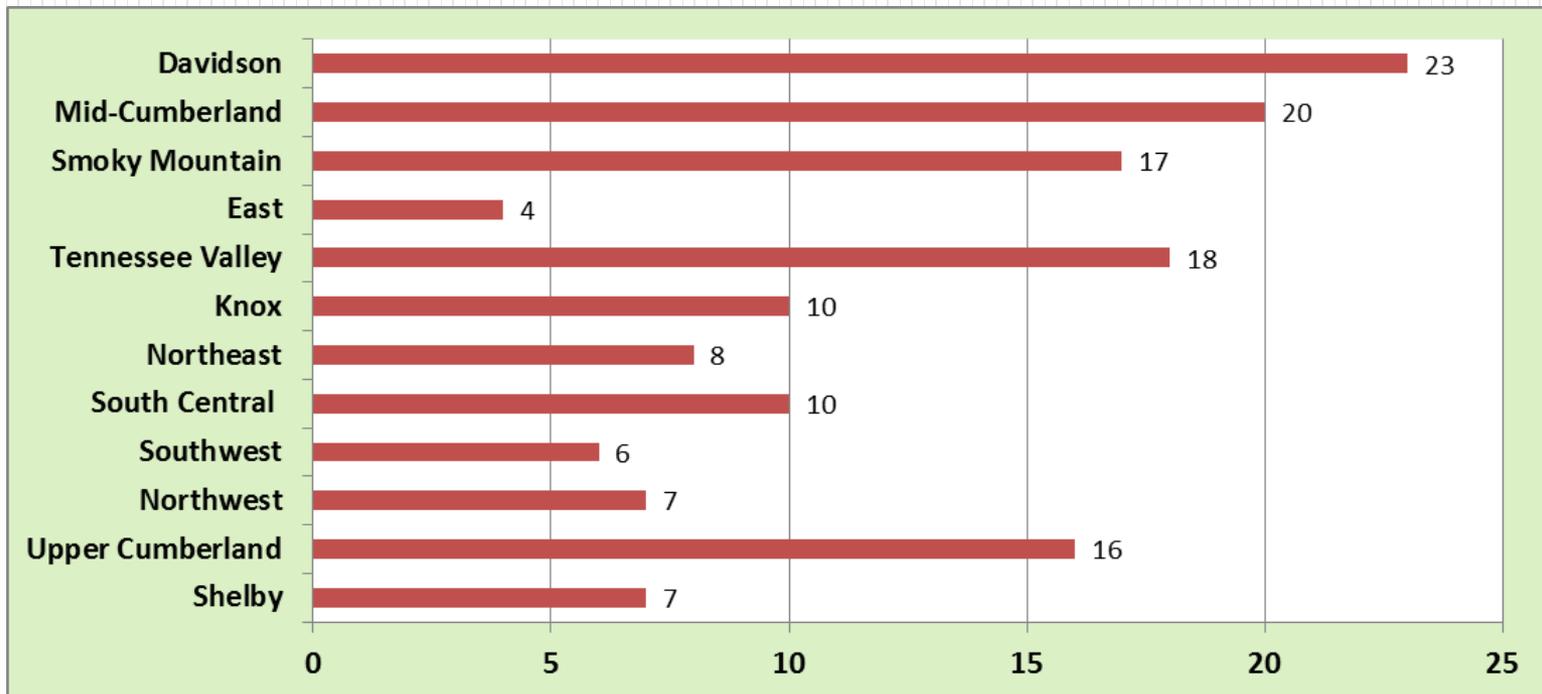
# Ombudsman Program FY 2014-2015 Referrals by Gender



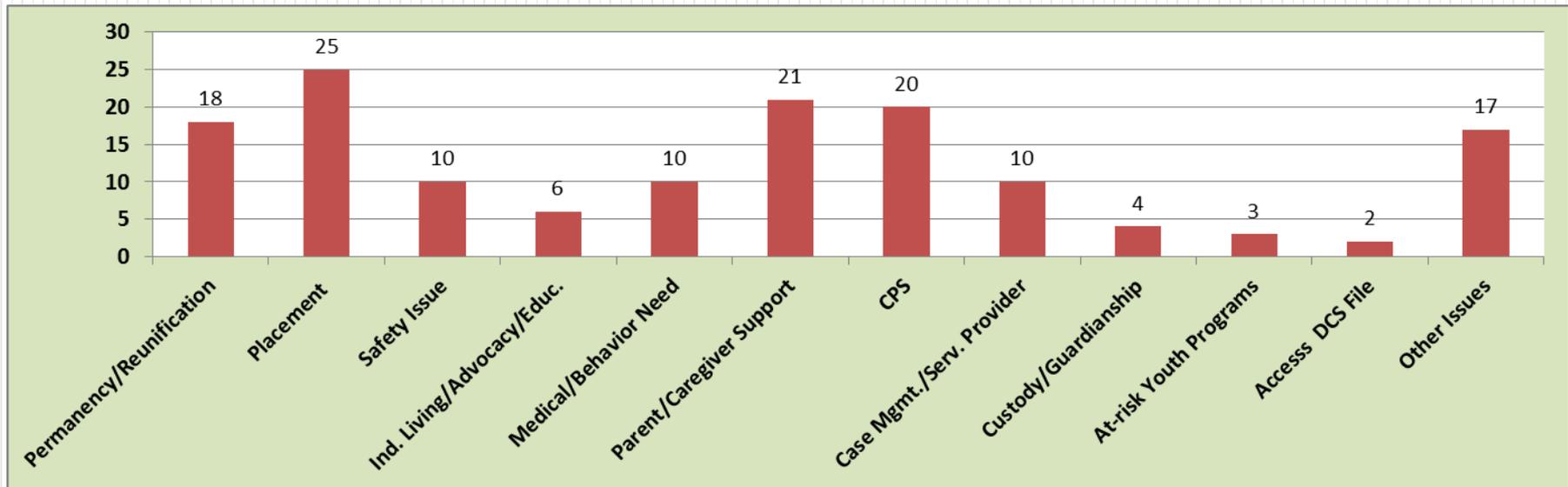
# Ombudsman Program FY 2014-2015 Referrals by Ethnicity



# Ombudsman Program FY 2014-2015 Referrals by Region

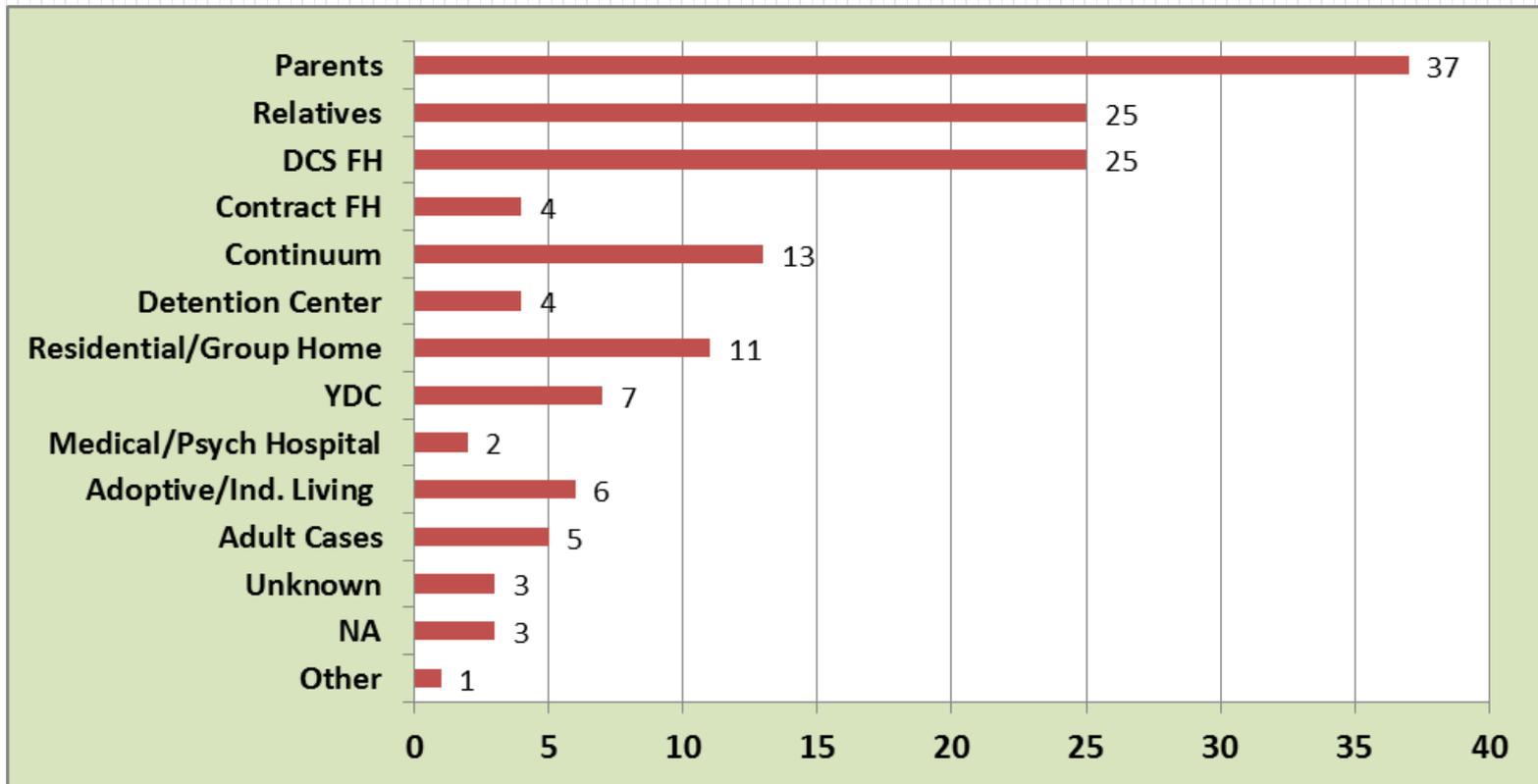


# Ombudsman Program FY 2014-2015 Case Classification

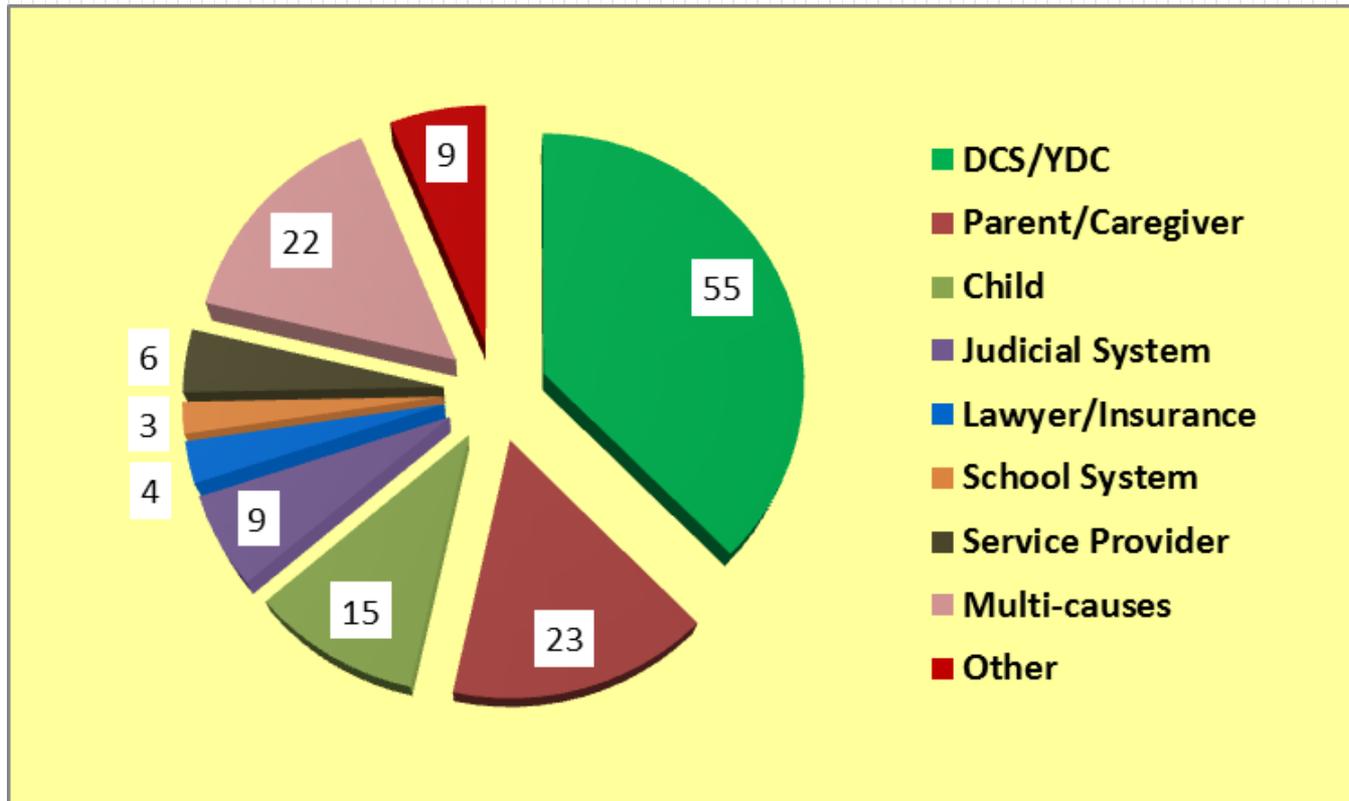


“Other Issues” include financial ombudsman; discrimination; contacting DCS; child support; ICPC; SSI; mishandling of funds by a conservator; legal status of a DCS child; school suspension; DCS Employee Code of Conduct; TennCare; emancipation; AWOL youth; adult rehabilitation notification; court-ordered compliance; father’s alcohol use during visitation; & religious or cultural belief.

# Ombudsman Program FY 2014-2015 Placement Type



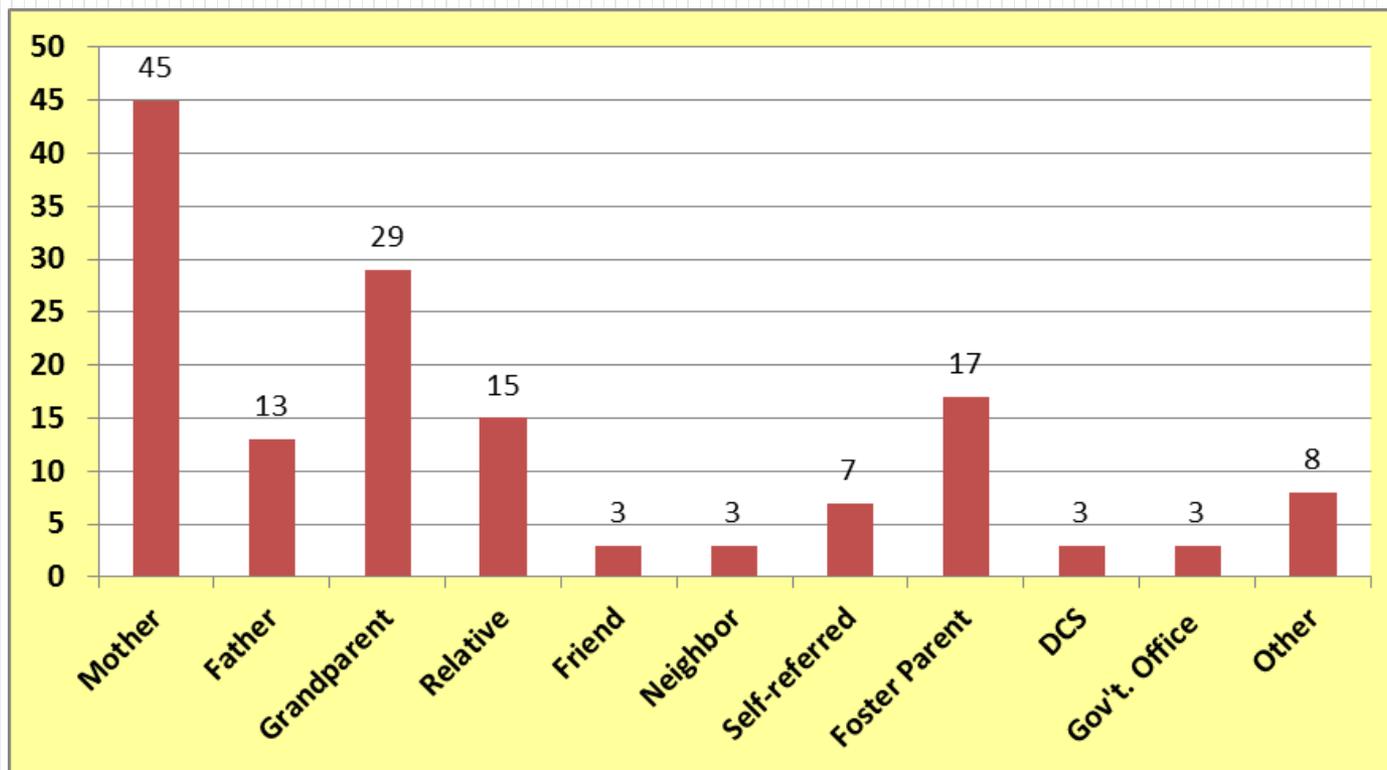
# Ombudsman Program FY 2014-2015 Etiology of the Problem





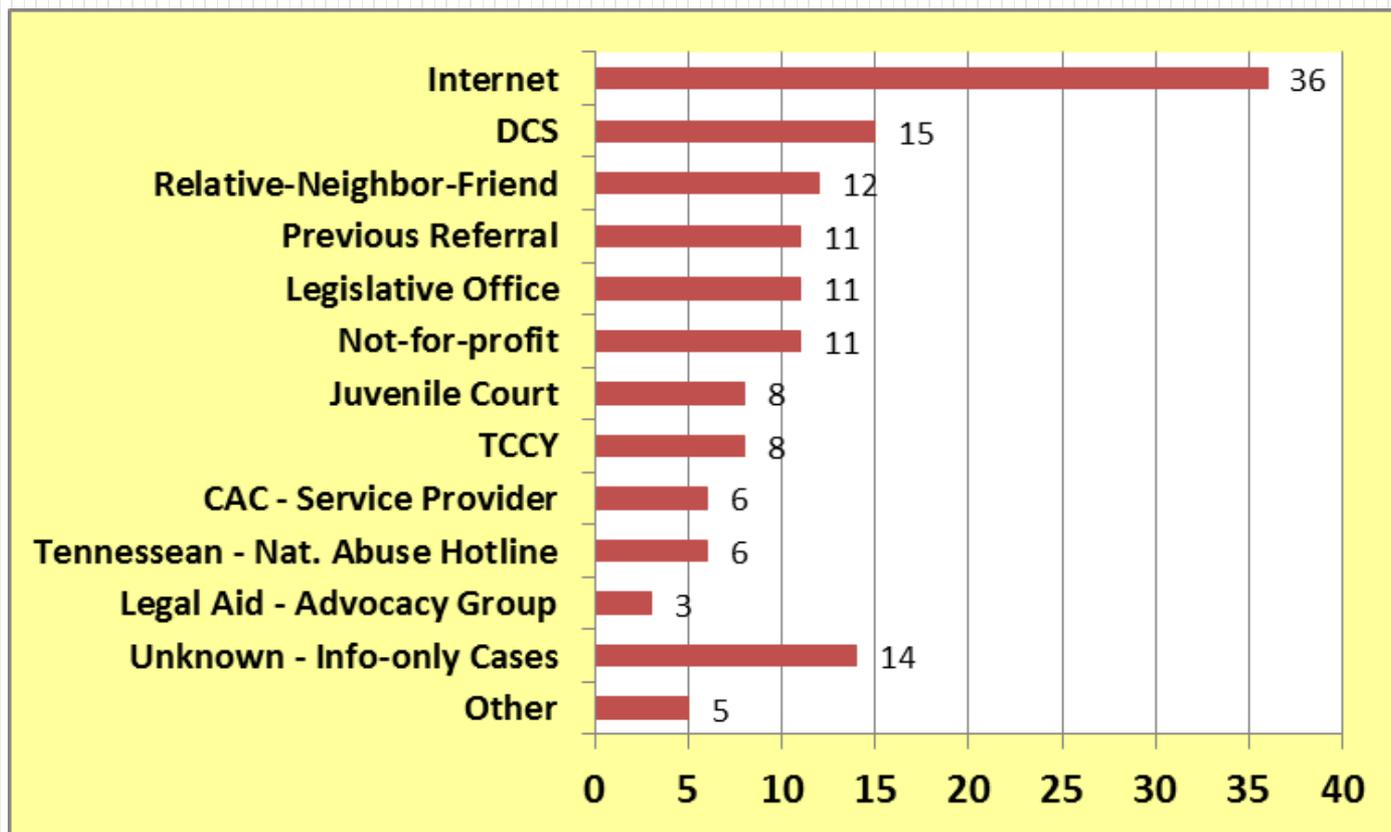
# Ombudsman Program

## FY 2014-2015 Who are the complainants?

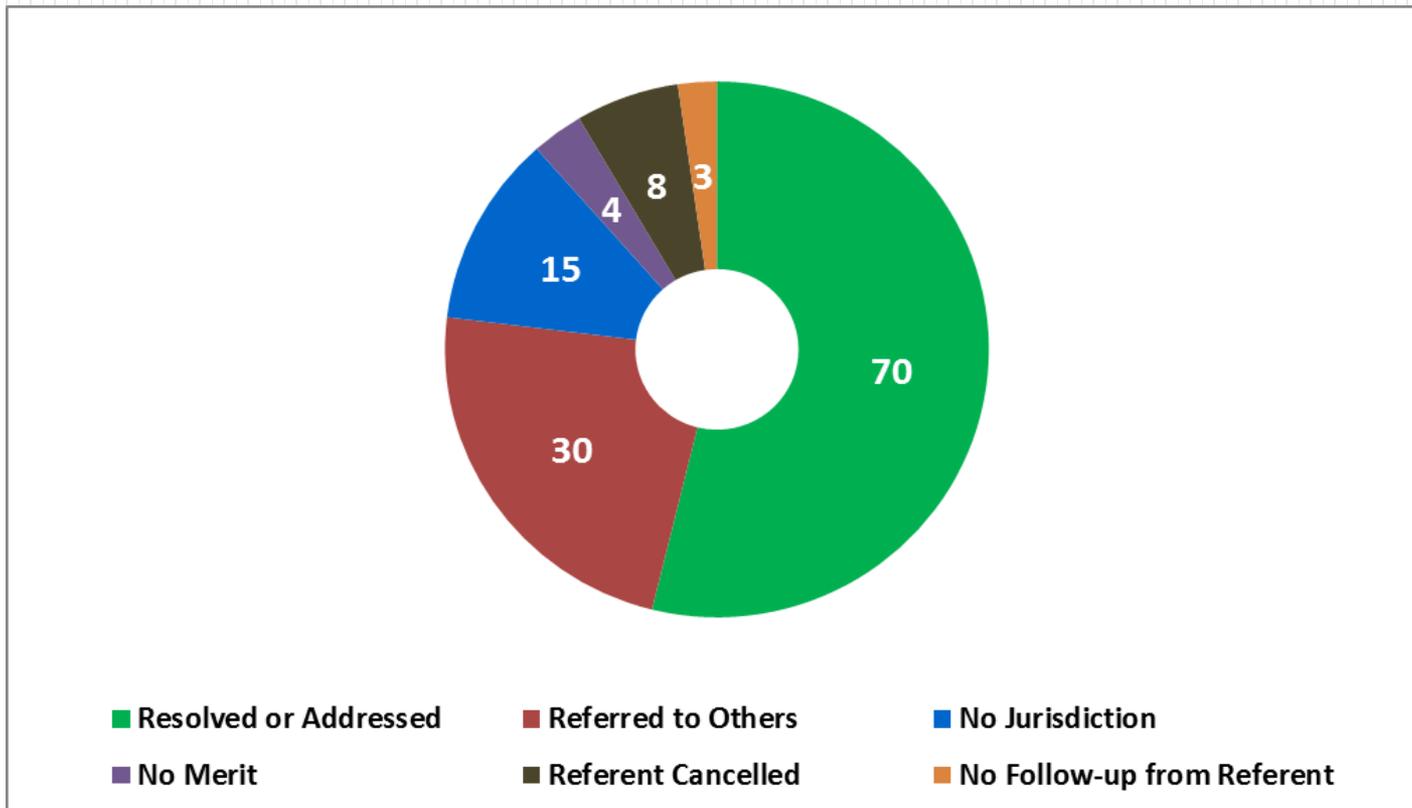


# Ombudsman Program

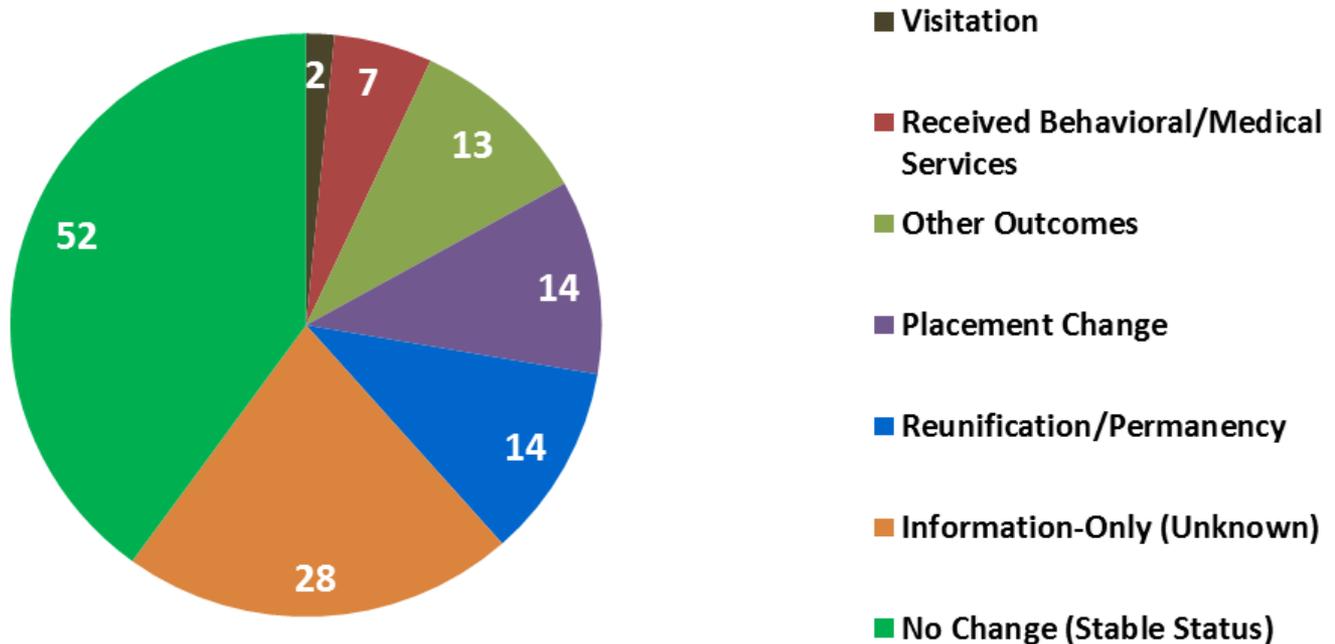
## FY 2014-2015 How did you find the ombudsman?



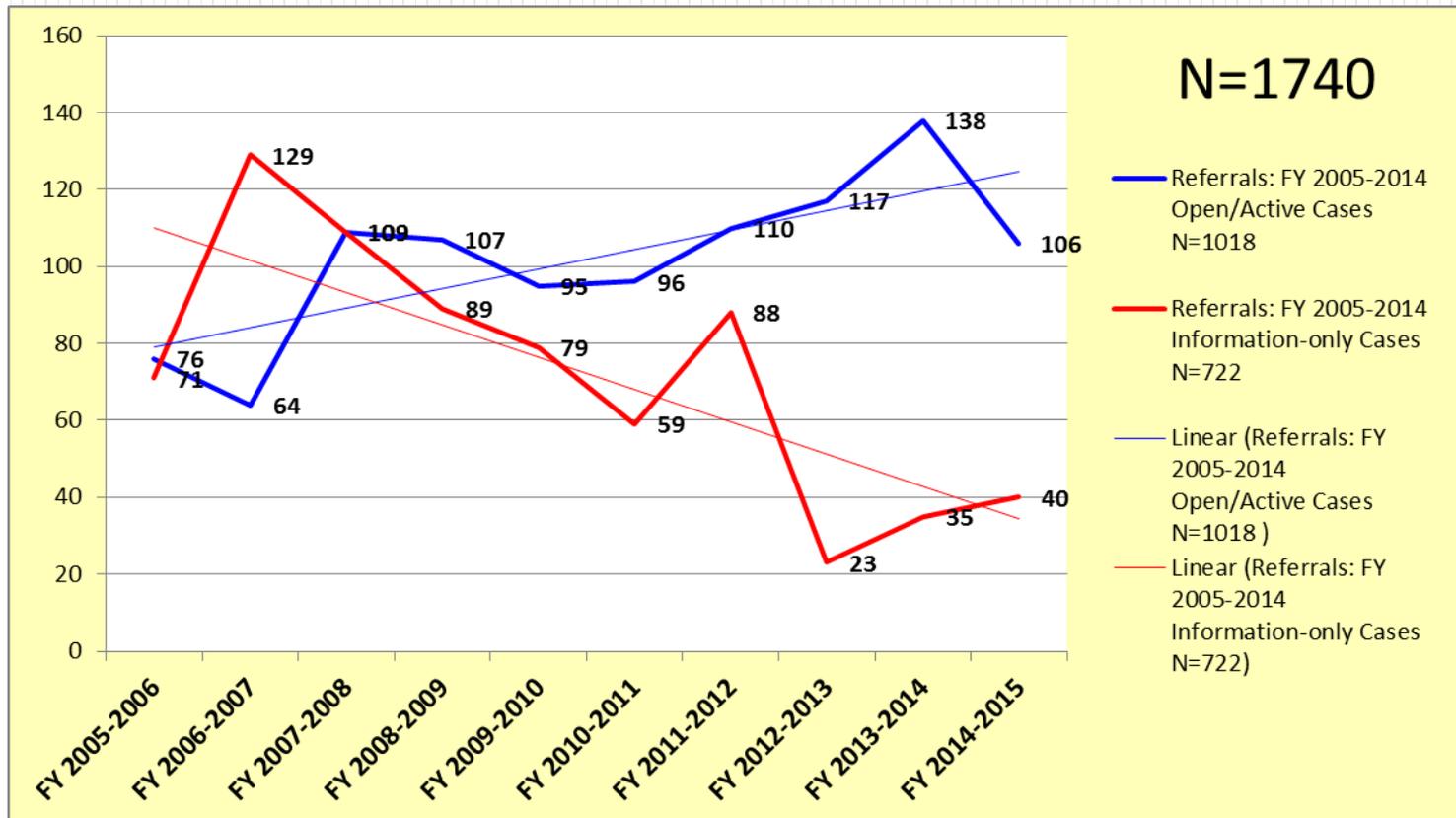
# Ombudsman Program FY 2014-2015 Case Outcome Closed Cases N=130



# Ombudsman Program FY 2014-2015 Child Outcome Closed Cases N=130



# Ombudsman Program Referrals Fiscal Years 2005-2014



# Ombudsman Program

## CONTACT INFORMATION



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