



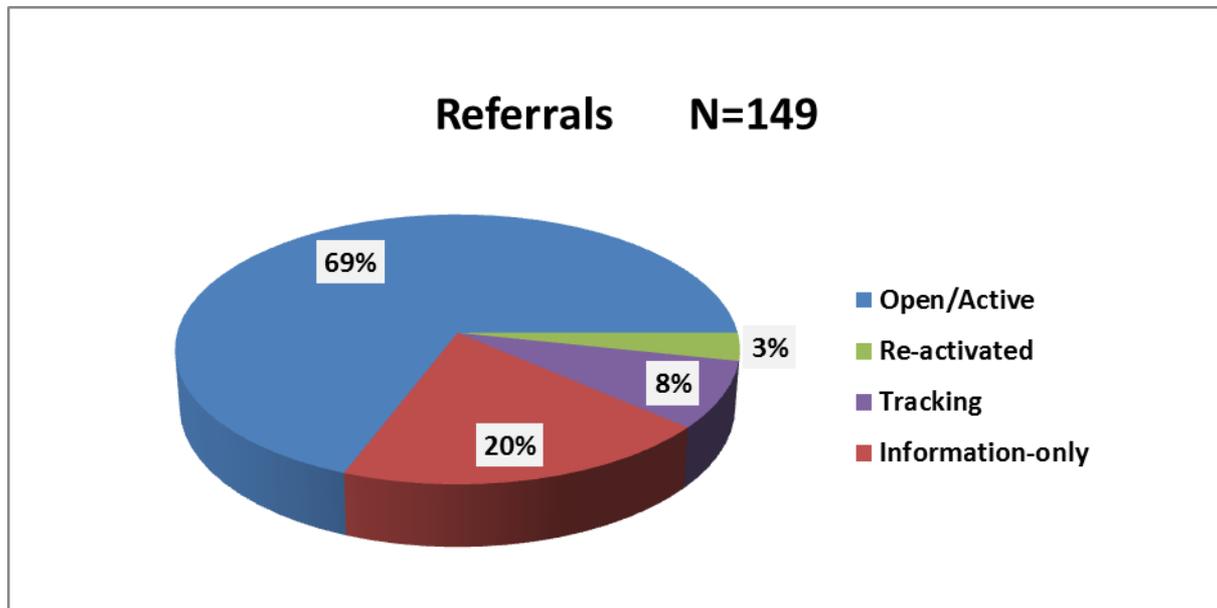
TCCY Ombudsman Program

Annual Report
FY 2017-2018

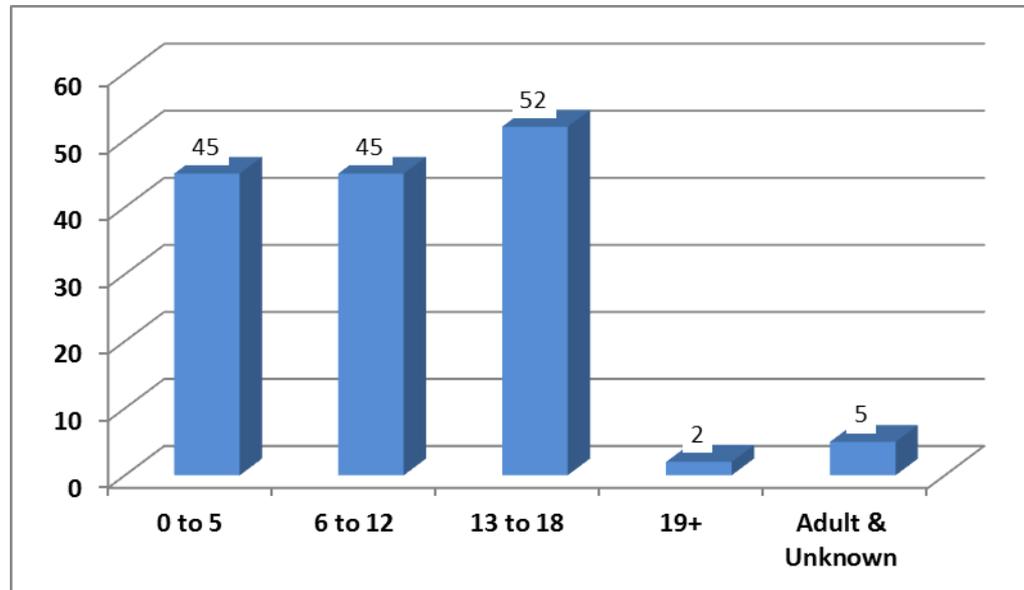
Performance Metrics

- Total number of referrals received: 149
- Number of referrals closed: 112
- Shortest case opened and closed: <1 day
- Longest case opened and closed: 262 days
- Average length of closed cases (112): 92.2 days
- Closed cases (112) opened <90 days: 59 (52.7%)
- Closed cases (112) opened >90 days: 53 (47.3%)

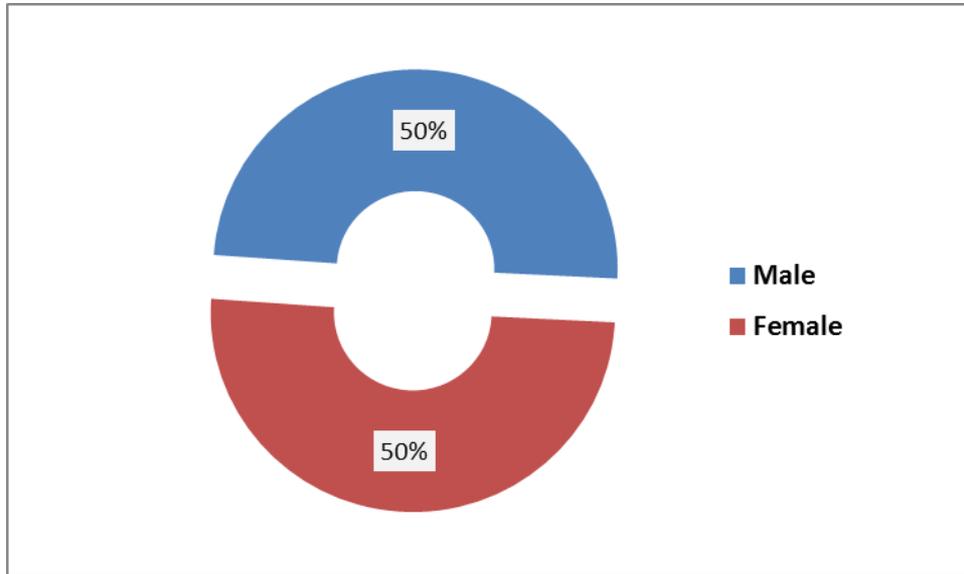
FY 2017-2018



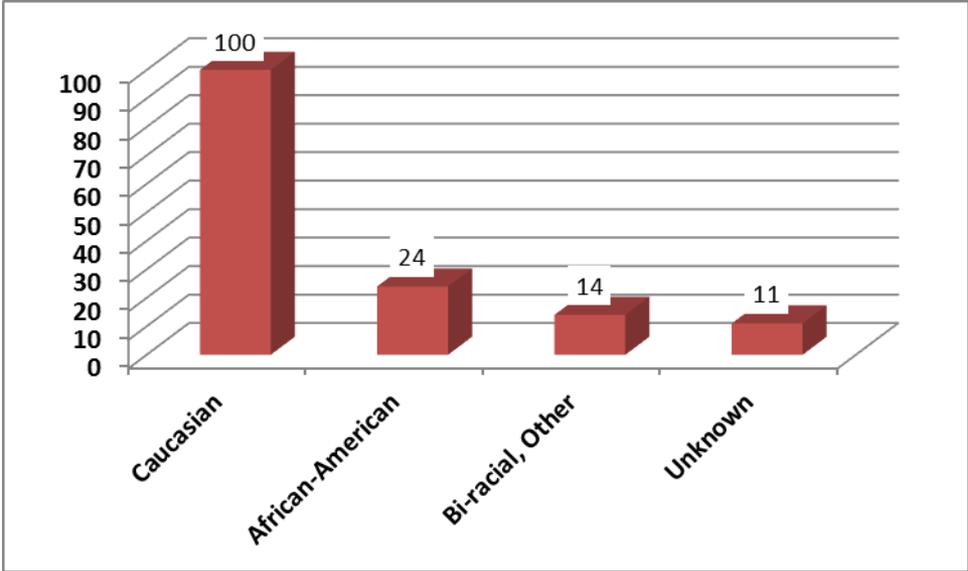
Referrals by Age



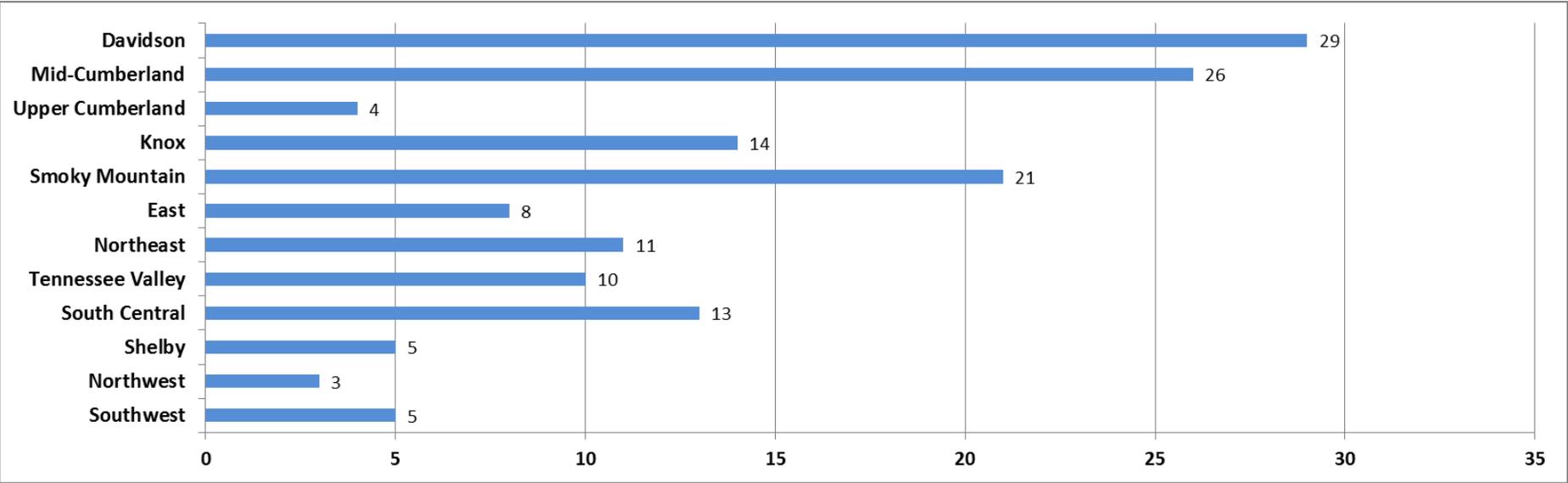
Referrals by Gender



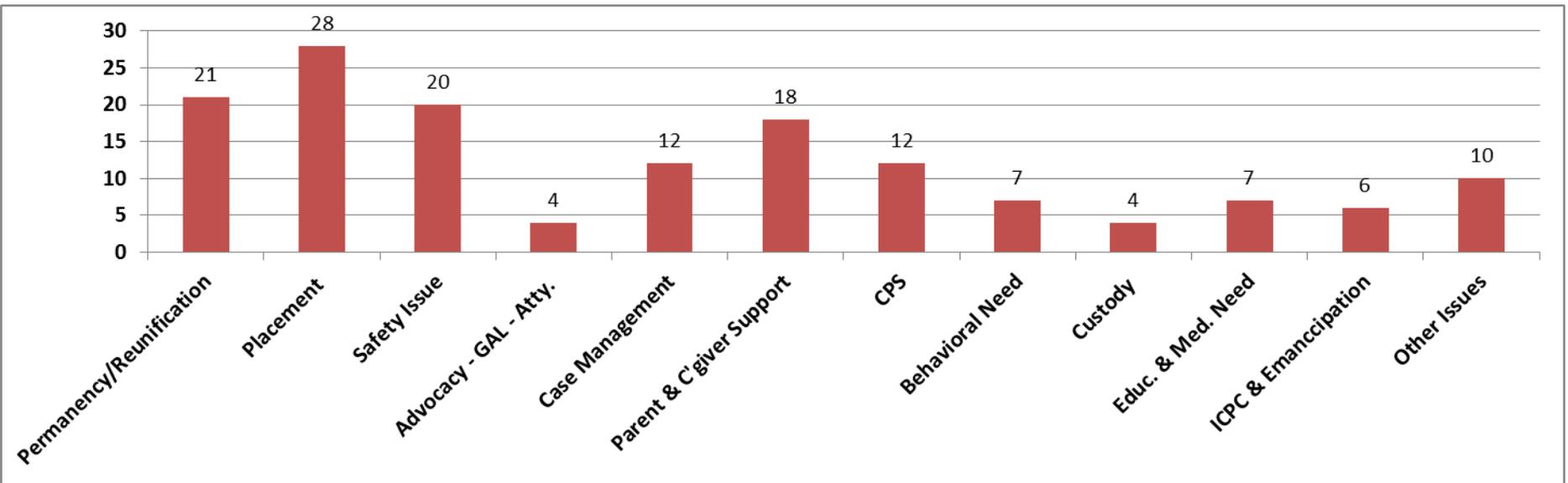
Referrals by Ethnicity



Referrals by Region

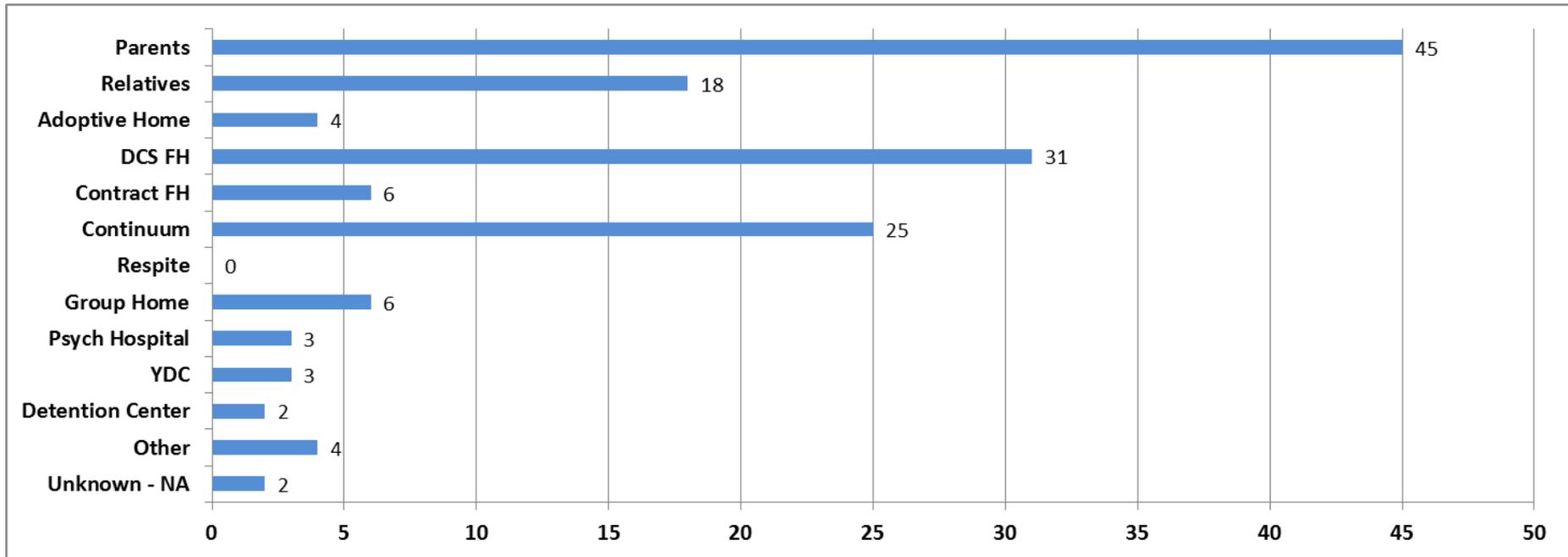


Classification of Cases

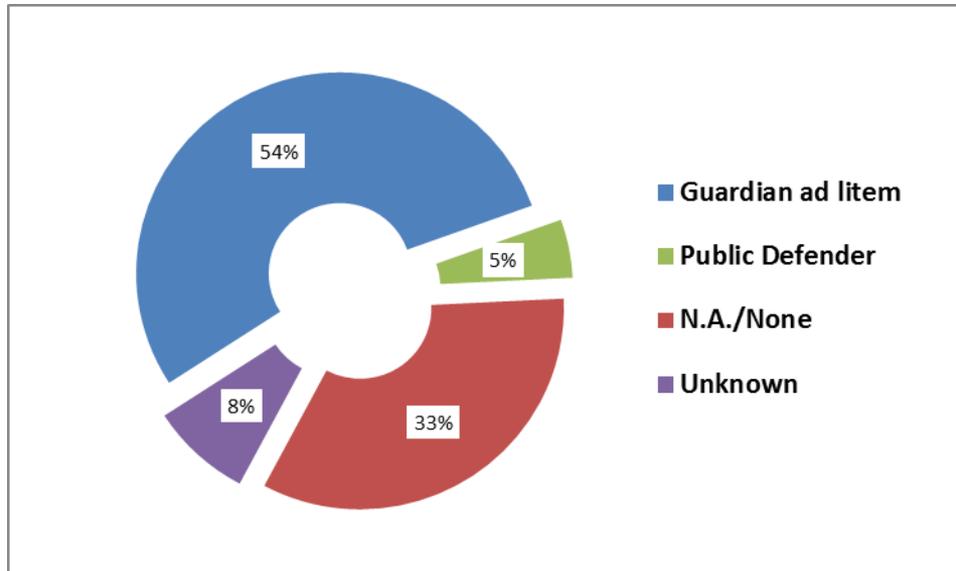


“Other Issues” include visitation with non-custodial father, psych inpatient threat by custodial father, TennCare reinstatement, college scholarship, TPR (Termination of Parental Rights), grandmother to leave child’s home per DCS, contact with child, APS (Adult Protective Services), grievance letter to the department, and garnishment of income.

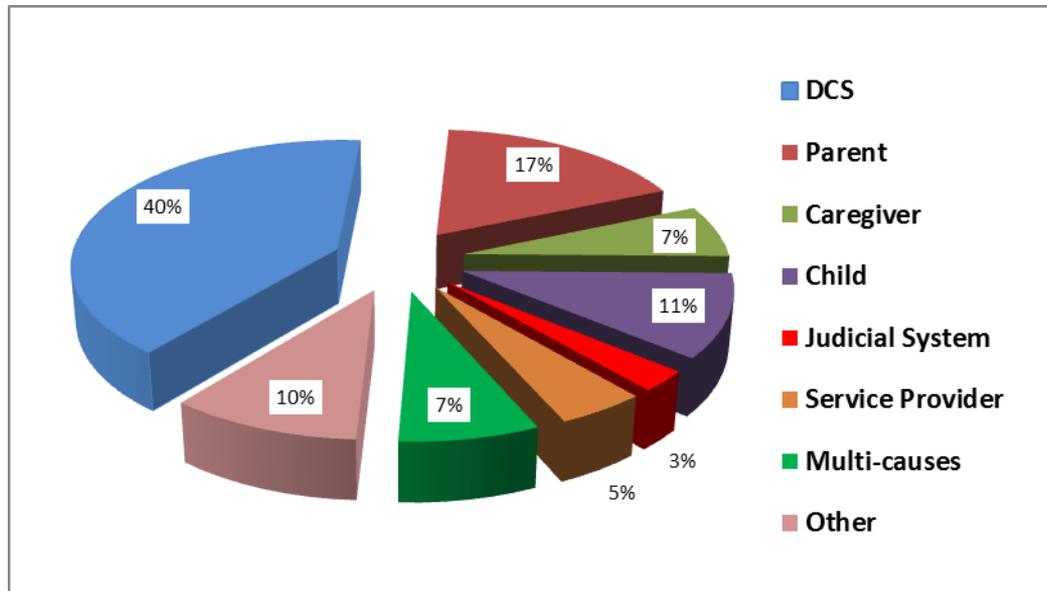
Where are the children placed?



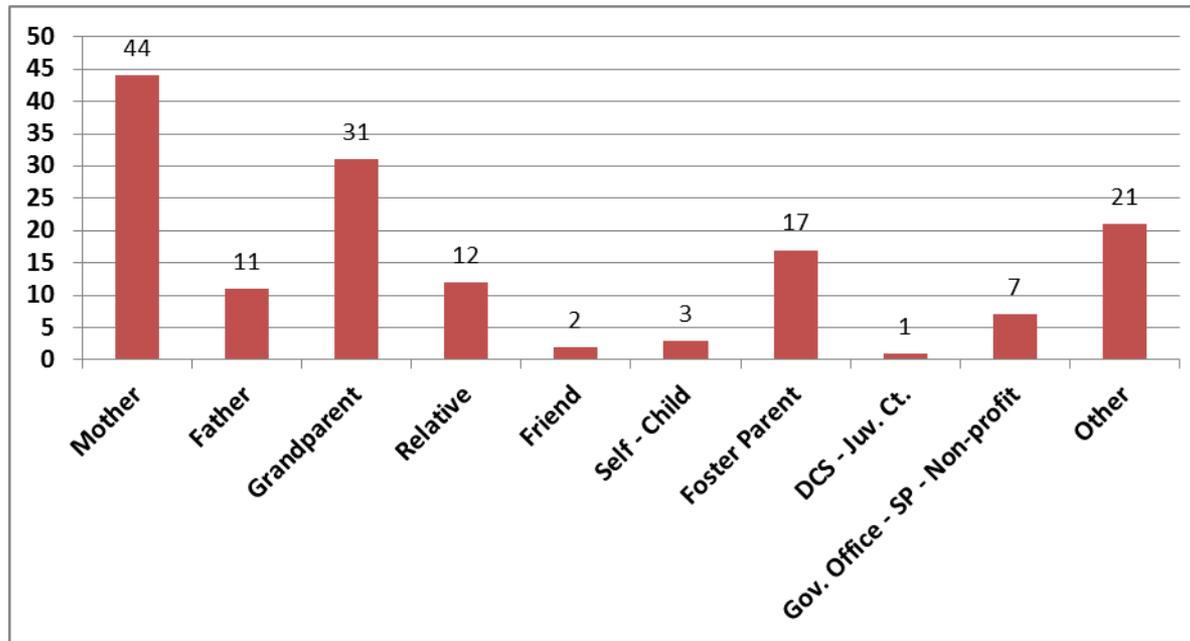
Legal Representation of Children



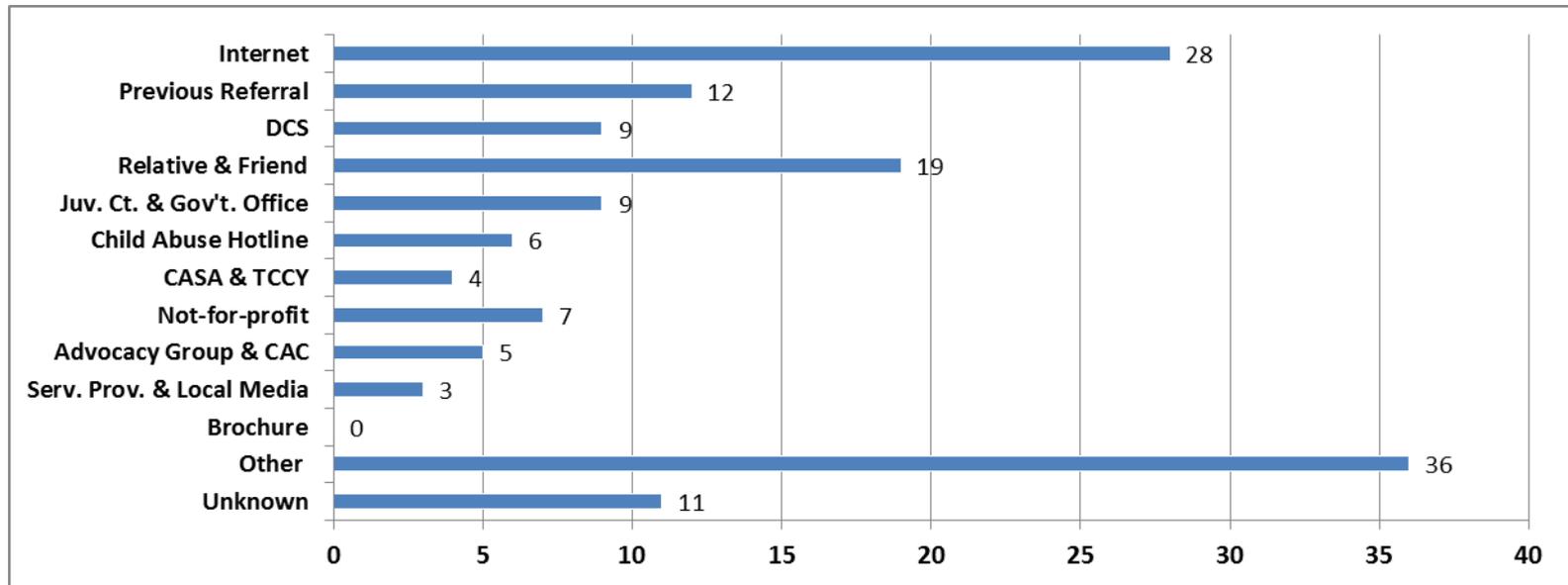
Problem Etiology per Complainants



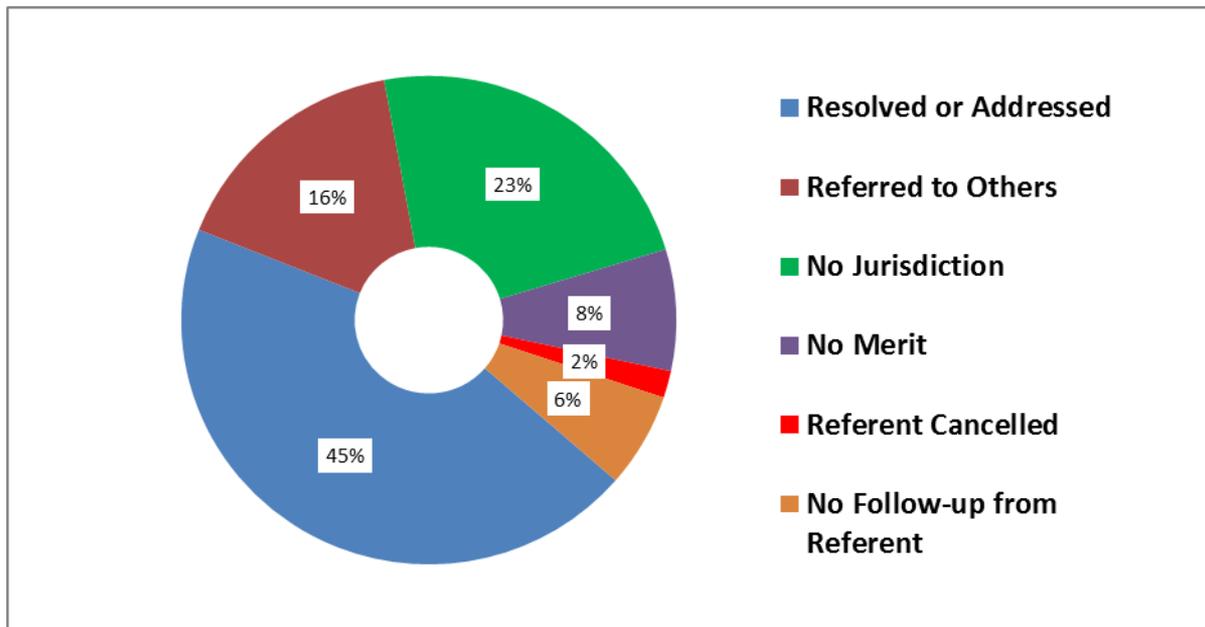
Who are the complainants?



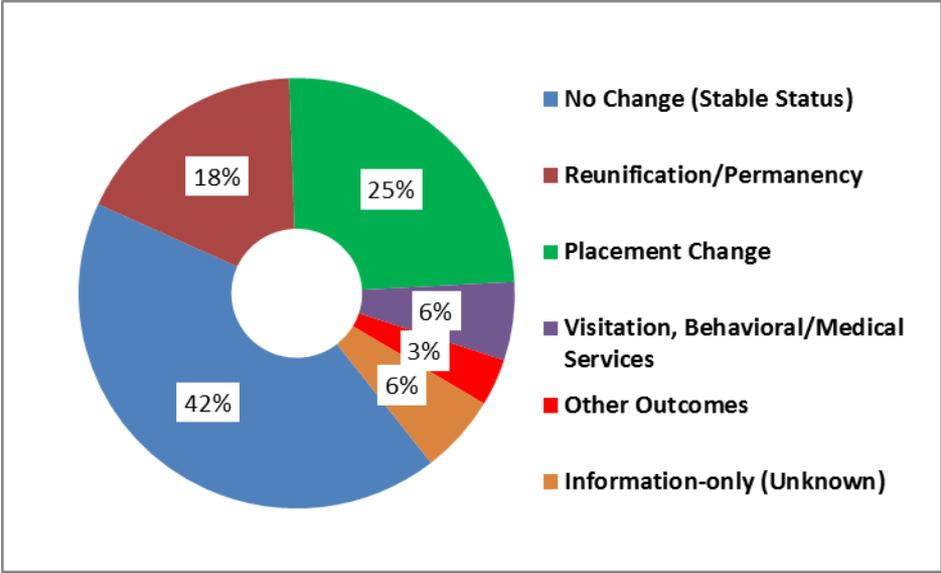
How did you find the ombudsman?



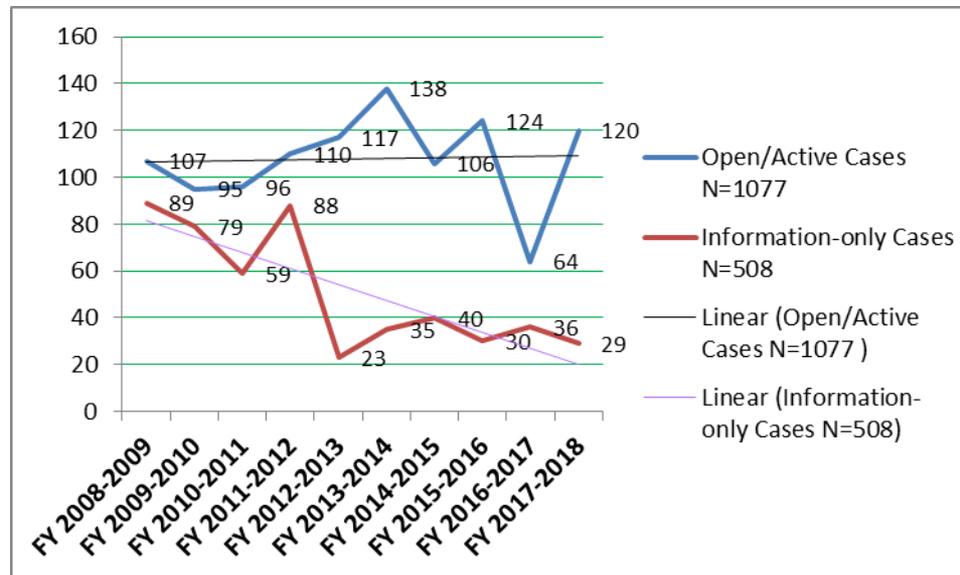
Case Outcome of Closed Cases (N=112)



Child Outcome of Closed Cases (N=112)



Referral Trendline: FY 2009-2018



Testimonials

- ▶ E-mail from a DCS Foster Mother on 05/17/18:

Thank you!! I appreciate your diligence!

N.B.

- ▶ E-mail from a Mother on 05/03/18:

Thank you so much for getting back in touch with me. I wasn't even certain if you mentioned a name. I could not remember that part of our conversation. I appreciate your professionalism and willingness to help. I do remember being overwhelmed by gratitude the last time we talked because you responded quickly and made the effort to help me. I see you are still doing a great job.

C.N.