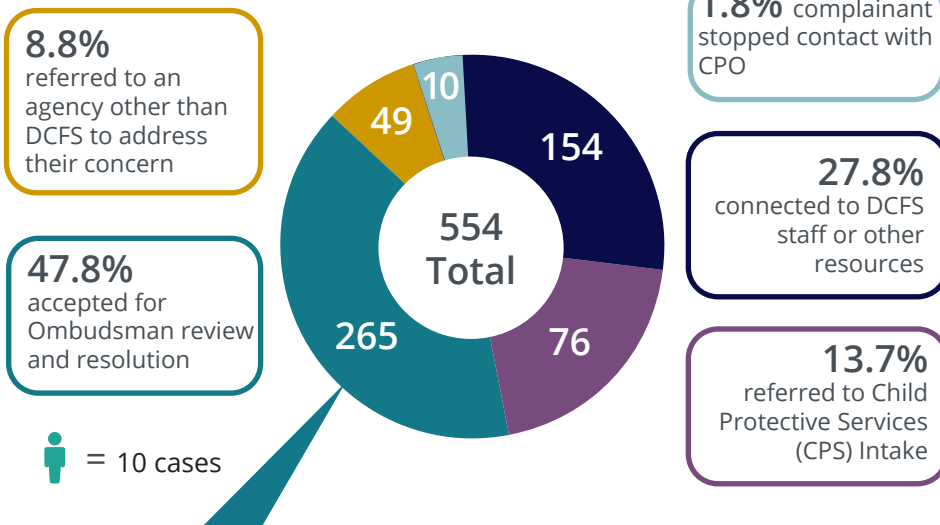


Action taken after initial contact



The Child Protection Ombudsman (CPO) is an independent, objective team who investigates and resolves concerns from the public about the Division of Child and Family Services (DCFS). This helps promote positive changes in the state's child welfare system, improves the quality of DCFS services and staff, and builds better relationships between DCFS and the people they serve. See Utah Code § 80-2-1104 and Utah Administrative Rules R515-1-1.

Examples of Reviewed Concerns:

- DCFS case documentation was incomplete or not accurate.
- Parental visitation wasn't offered within 3 business days of a child being removed from the home.
- Inadequate child protective service investigations.
- Child in foster care isn't able to keep connected with extended family members.

Examples of actions taken by DCFS to resolve concerns:

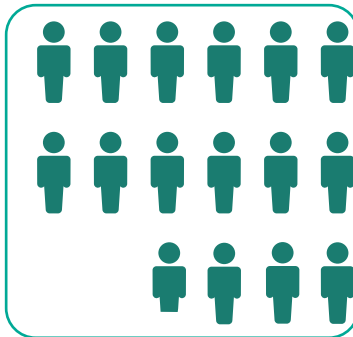
- Provided caseworkers with training on how to accurately review DCFS case records and complete effective safety plans.
- Reviewed initial child protective service case findings and reversed the finding based on additional information provided.
- Continued protection supervision services after a trial home placement to closely monitor the safety and risk concerns reported by a complainant.
- Updated DCFS practice guideline definition of emotional abuse to align with the definition in Utah Code §80-1-102.

Outcome of reviewed cases

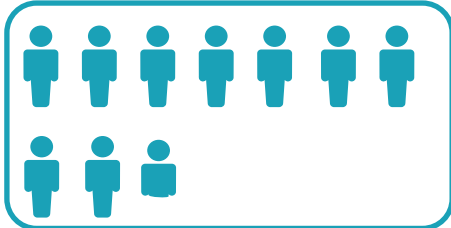
5 cases:
Investigation opened



7 cases:
Terminated by CPO or complainant

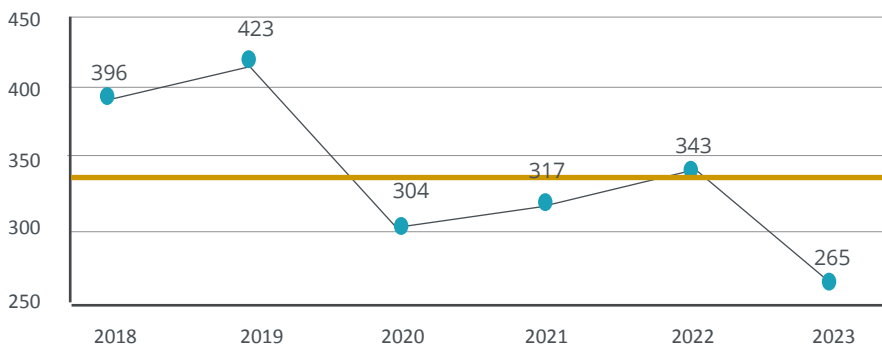


159
cases resolved
by DCFS



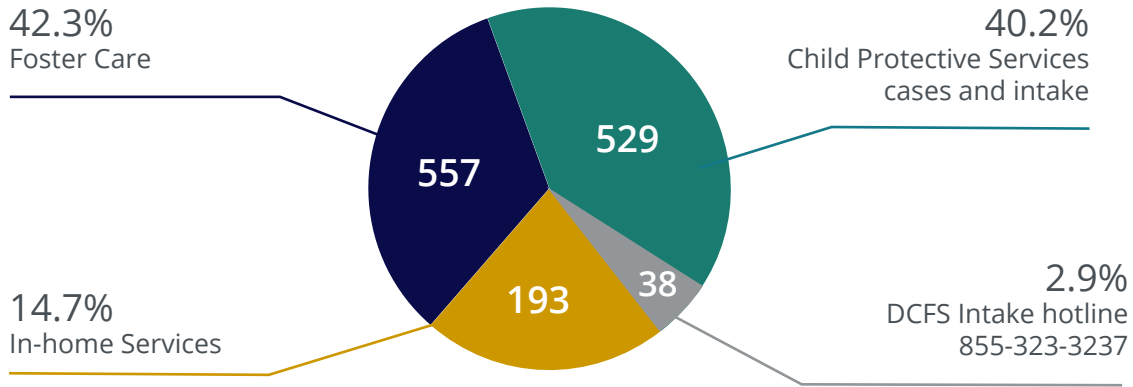
94
cases: Formal CPO review

Accepted cases FY18 - FY23



6-year average: 341

1,317 Total concerns reviewed*

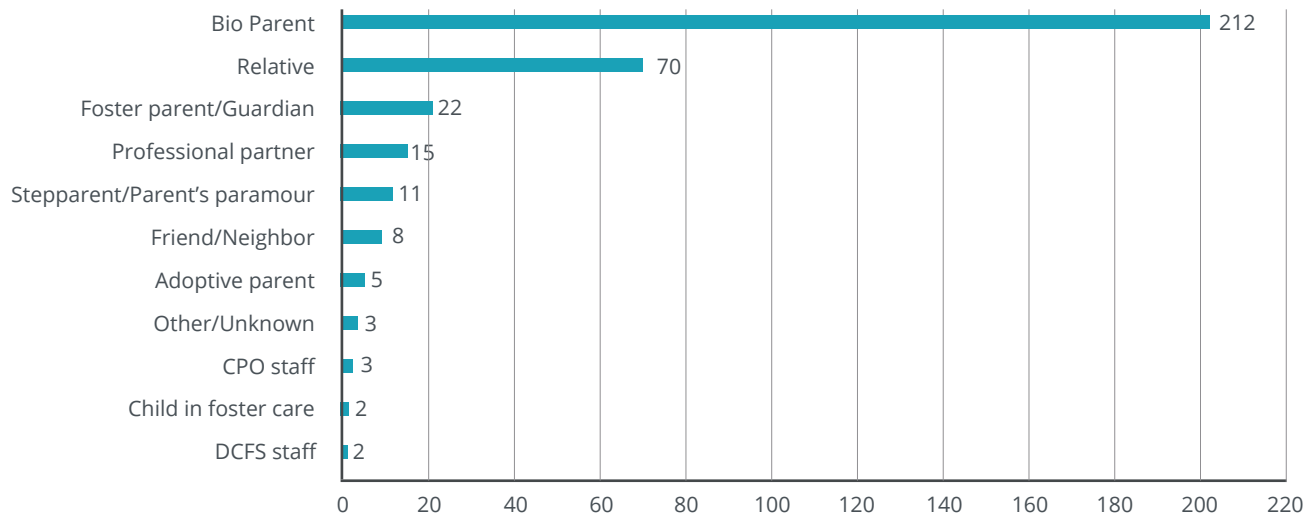


*The total number of concerns reviewed exceeds the number of cases received as more than one service type may be included in a single case. For example, one case may include complaints about a CPS case, an In-home case, as well as an SCF case.

Top 3 concerns

- Child safety (25%)
- Communication between DCFS and complainant/client (12%)
- Services offered by DCFS to complainant/client (12%)

Who made referrals to CPO



Child Protection Ombudsman
 Utah Department of Health and Human Services
 (800) 868-6413 or
 (801) 538-4589
 ocpo@utah.gov
 Web: ocpo.utah.gov