



The Youth and Family Ombudsmen Office

Ohio CASA Celebrate Kids! Conference

September 21, 2023



Write down **1-2 questions** you have about the Youth and Family Ombudsmen Office or how state-level grievances are handled.

Values

*We approach everyone with **compassion**.*

*We are **accessible** to youth and families.*

*We promote **honesty** and **transparency**.*

*We respect **privacy** and **confidentiality**.*

*We complete **objective** and **fair** investigations.*

*We are partners in **transformation**.*

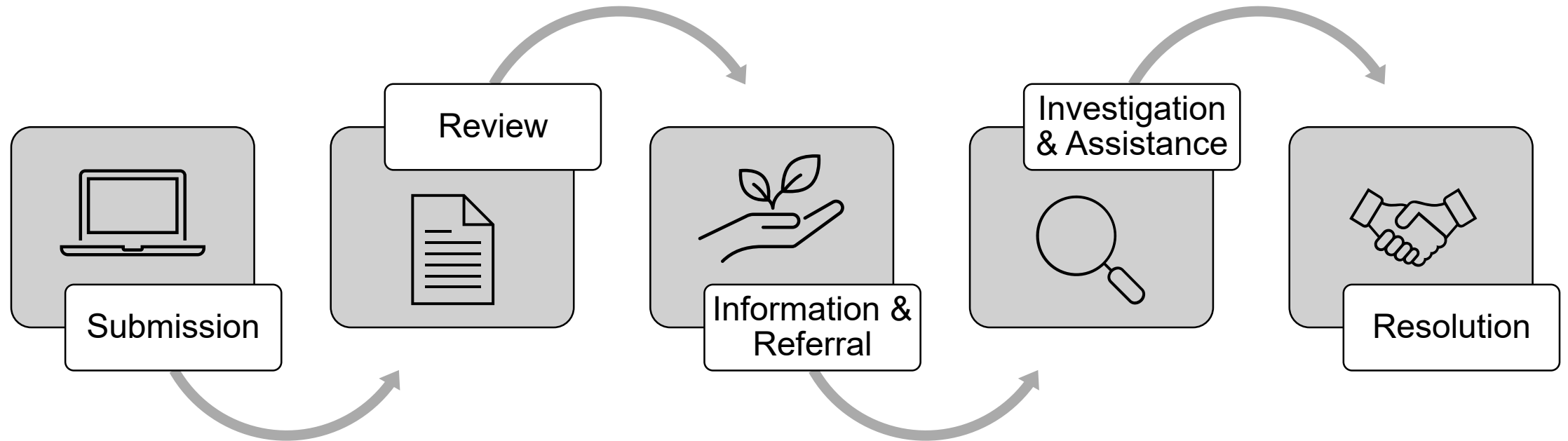
Mission

We receive, review, and resolve complaints to improve service delivery and outcomes for Ohio youth and families involved with the children services system.

Vision

We imagine an Ohio where youth voices are amplified, where people are respected, and where the needs of all families are met.

The Life of a Complaint



Kai

Kai has been living in a group home for 7 months. During a visit, he tells his CASA that the group home has been taking away his visits whenever he loses points. He reports that they regularly threaten to take away visits when youth don't follow the rules.

His CASA meets with a staff member who denies that visits are taken away as punishment and if visits are canceled it's because Kai's therapist or case manager feel they are disruptive to his progress.

The CASA calls the caseworker who reports that children services relies on the case managers at the group home to determine if visits are positive or negative for Kai.



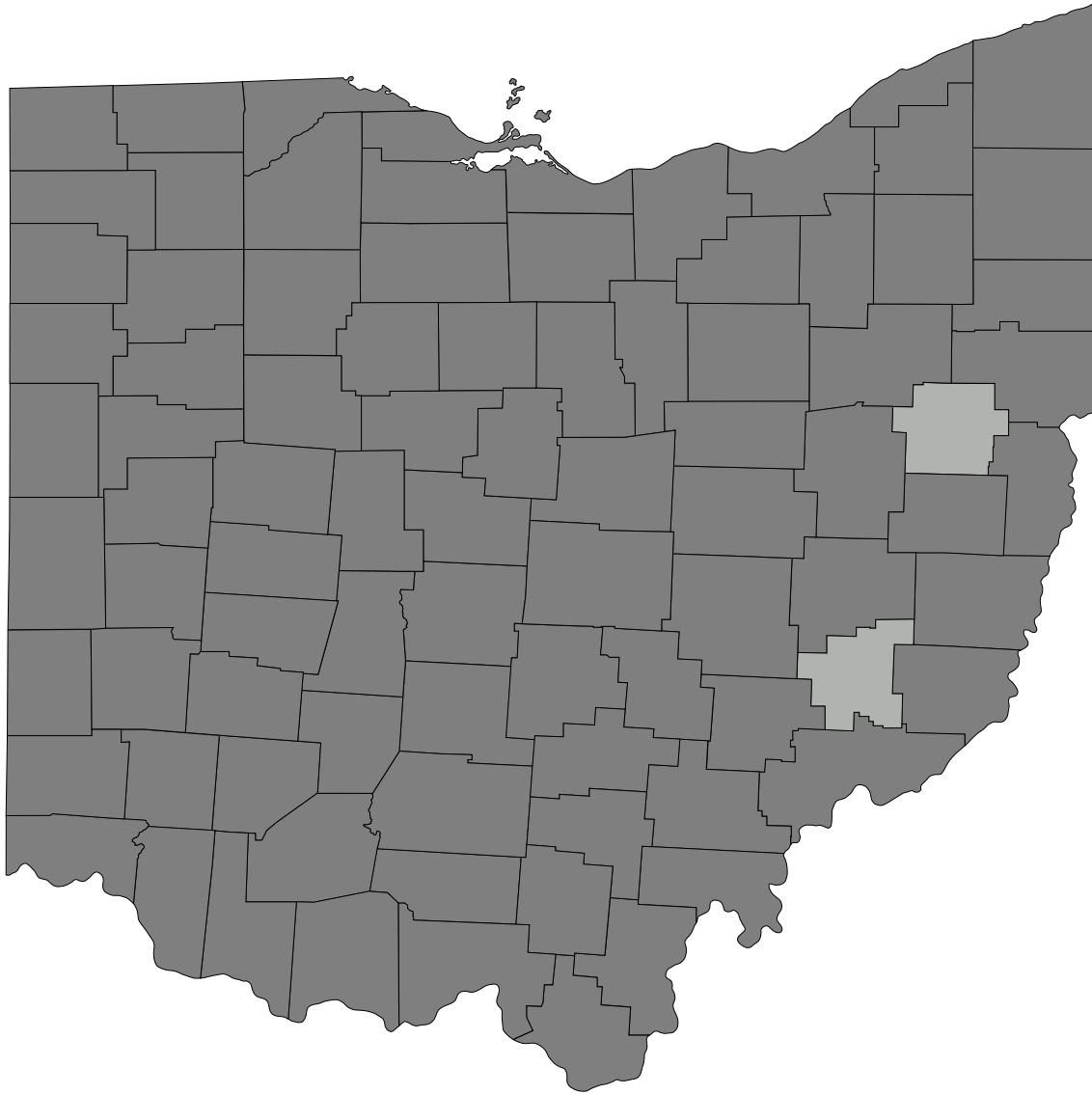
Lenora

Lenora has been taking care of her teenage granddaughter, Sydni, for about 6 months. Sydni was recently diagnosed with oppositional defiant disorder. Lenora has talked to her caseworker about her struggles to respond to Sydni's sometimes explosive behavior.

Lenora tells the CASA that she isn't getting help from the caseworker, despite asking for assistance with parenting or training to better understand her granddaughter's diagnosis.

During a recent SAR, the caseworker mentioned the agency is starting to look for other placements because Lenora can't manage her granddaughter's behavior. Lenora calls the CASA after the meeting and is upset.





249 Youth Complaints

469 Family Complaints

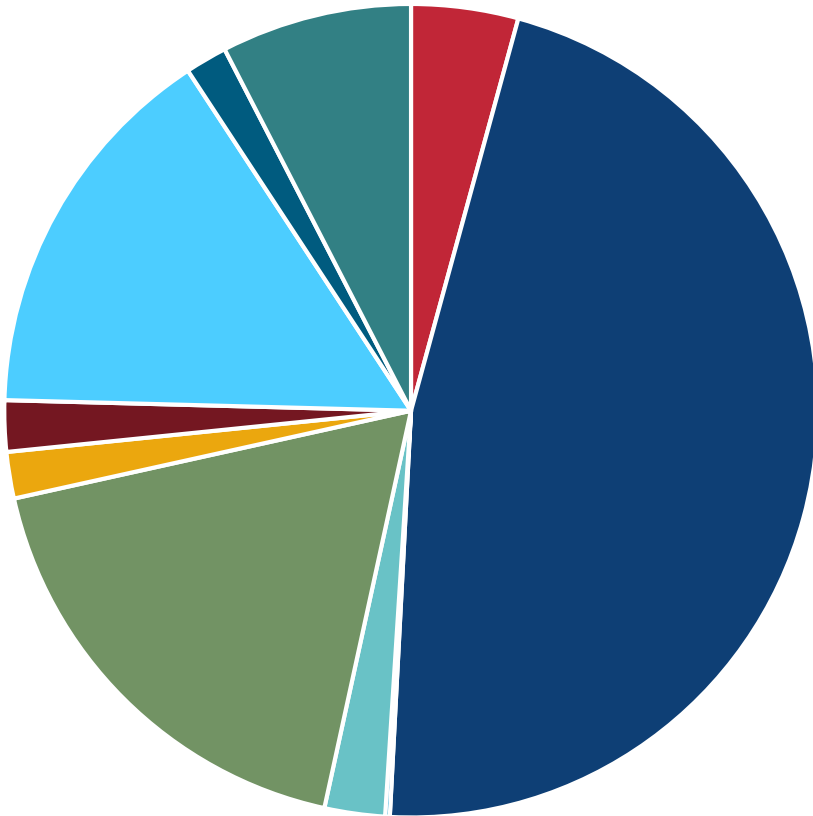
676 General Inquiries

9,746 Constituent Contacts

1,362 Phone Calls

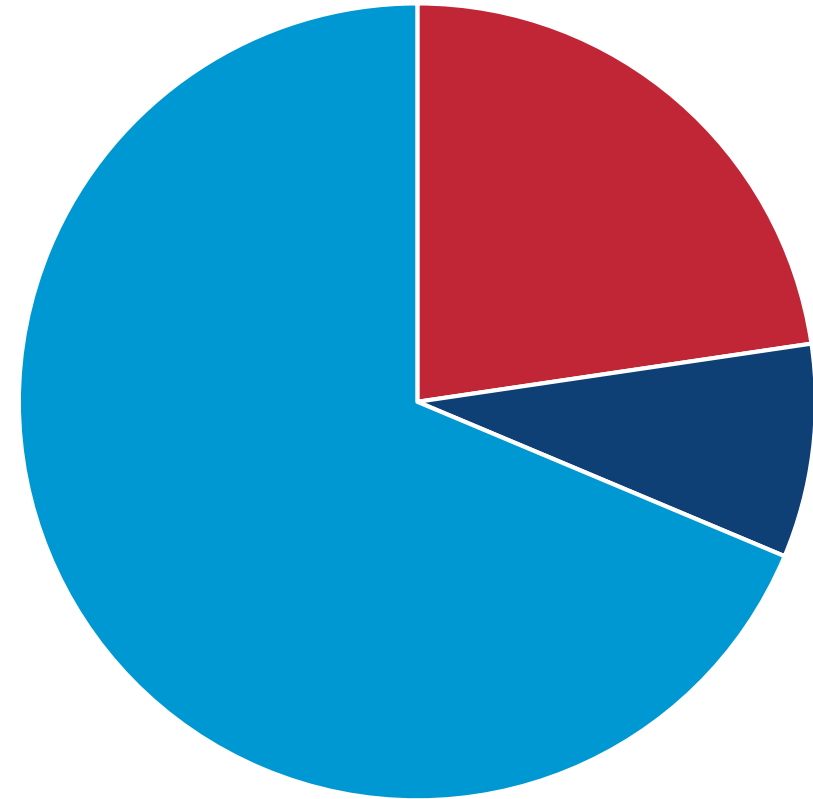
**as of September 8, 2023*

Family Complaints



- Adoptive Parent
- Biological Parent
- Caseworker
- Community Member
- Friend or Relative
- Legal Guardian
- Professional
- Resource Caregiver
- Step-parent
- Other

Youth Complaints



- Youth under Age 18
- Emancipated Young Adult
- Adult making complaint on behalf of youth

Early Observations

Office-Wide

Local Grievance Policy Accessibility
Retaliation Fears

Youth Ombudsman

Agency Screening Decisions
Self-Reported Abuse and Neglect
Out-of-Home-Care Referrals
Agency Communication

Family Ombudsman

Community Education
Case Disposition Appeals

Looking Ahead

- Strengthening data analysis
- Examining barriers
- Promoting local resolution opportunities
- Preventing and addressing retaliation
- Expanding direct youth outreach and awareness
 - Foster Youth Bill of Rights presentations
 - School resources
- Reaching resource caregivers
 - Resource Family Bill of Rights





Contact Us

yfo.ohio.gov

(877) OH – YOUTH

(877) 649 – 6884



**Department of
Job & Family
Services**

Youth & Family Ombudsmen Office

