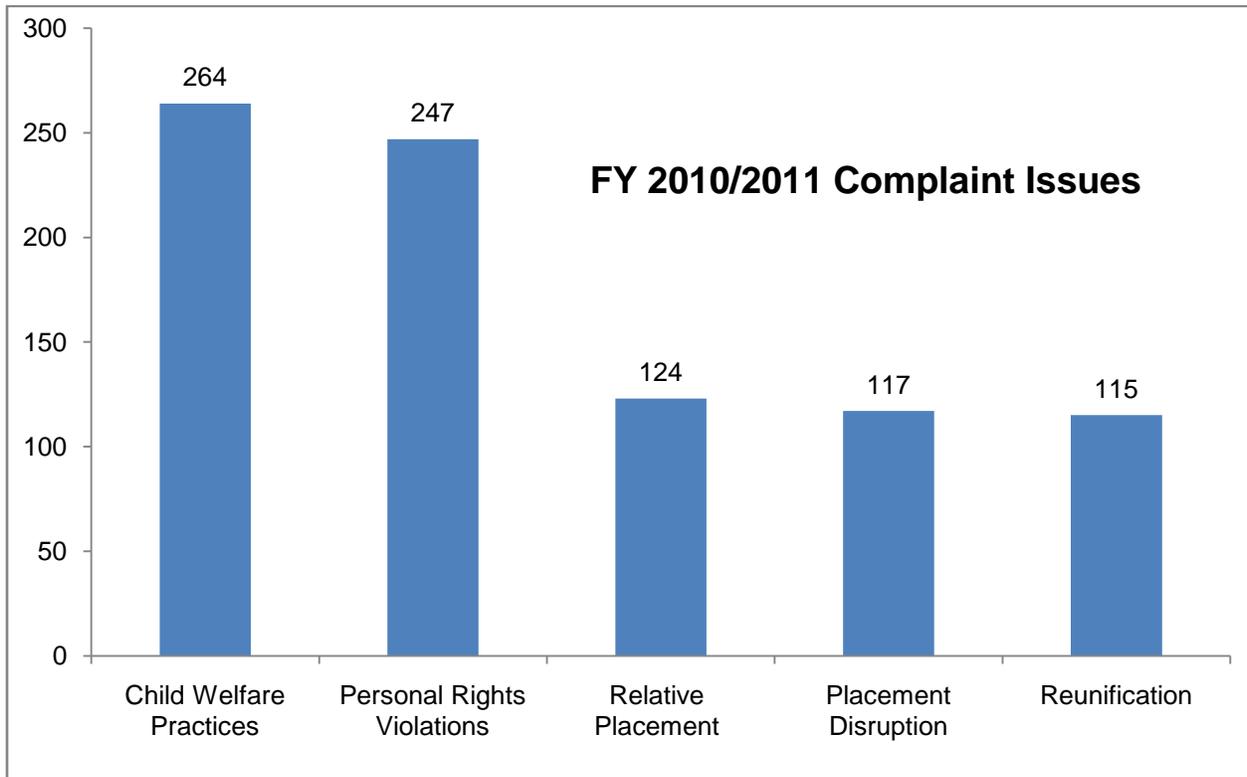


## Most Frequently Received Complaint Issues

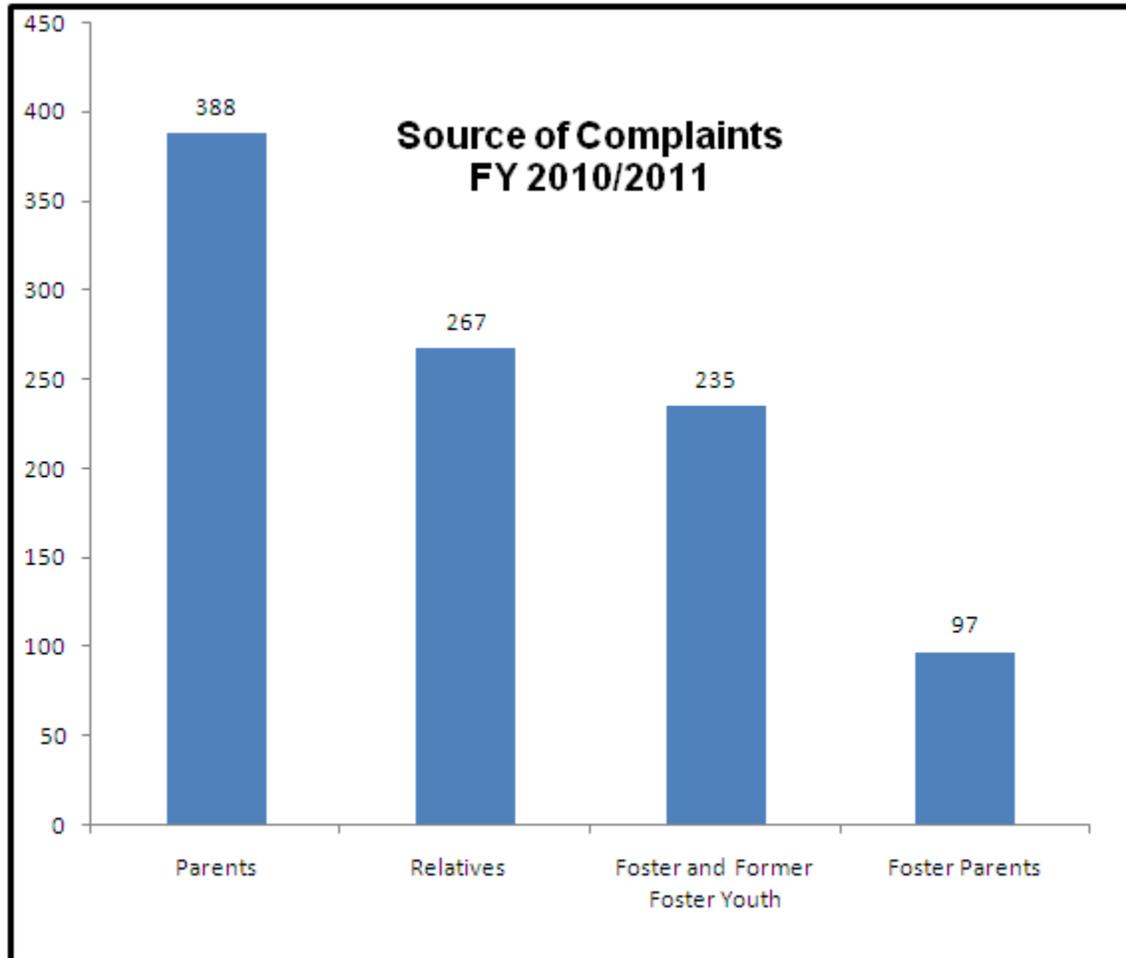
Throughout FY 2010/2011 the FCO received 1,110 complaints. The five most frequent complaint issues were related to Child Welfare Practices, Personal Rights Violations, Relative Placement, Placement Disruption, and Reunification.



Other issues include: Visitation (55), Foster care payments (31), Emancipation (19), Non-foster care (15), Medical and dental (16), Removal (13), Licensing (14), Adoptions (12), ICPC (12), Foster/kin care services (12), Discrimination (5), ICWA (5), Homelessness (6), Attorneys (4), Mental health (5), Higher education (4), Immigration (3) Criminal background exemptions (3), Runaways (3), Courts (2), ILP (2), Family finding (1), CWS background check (1). (See Appendix E for Issue definitions.)

## Source of Complaints

Of the 1,110 complaints received by the FCO during FY 2010/2011, the chart below identifies the caller's relationship to the children and youth in the foster care system.



Other complaints came from: Community members (63), Professionals (31), CWS Staff (11), Attorneys (7), Court Appointed Special Advocates (CASA) (6), Foster family agency staff (3), Group home staff (1), and Legislative staff (1).

## **292 Referrals**

In FY 2010/2011 the FCO made 292 referrals. The FCO refers some complaints and information requests to other agencies and departments such as: county ombudsmen, CCL, CDSS Adoptions Services Bureau (Adoptions), and CPS. When complaints are referred to a county for investigation the referred agency responds back to the FCO regarding their investigation outcome. Upon receipt of the information from the county, the FCO contacts the complainant to see whether the matter has been resolved or further investigation is necessary.

## **1,022 Requests for Information**

During FY 2010/2011 the FCO received 1,022 requests for information on a large variety of subjects. Many requests for information are received by email through various CDSS websites. All callers are provided with appropriate information and referrals to other agencies. The FCO provides the highest level of customer service possible.

## **58 Presentations**

During FY 2010/2011, representatives from the FCO spoke at conferences, trainings, and other stakeholder gatherings including: 1 nationwide presentation, 24 presentations to statewide audiences, and 33 additional presentations to the following 19 counties: Alameda, Butte, Contra Costa, Los Angeles, Nevada, Orange, Placer, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, San Mateo, Santa Barbara, Santa Cruz, Solano, Sonoma, Yolo, and Yuba.

## **37,936 Publications Distributed**

During FY 2010/2011, the FCO received 112 requests for publications and distributed more than 37,936 publications. The FCO receives calls requesting publications and materials that educate the statewide community regarding the rights of children in out-of-home care, the child welfare system and the supportive services and resources available for foster children, youth, their families and caretakers.

Publications disseminated by the FCO include brochures on the FCO, Foster Youth Rights (in English and Spanish), College Financial Aid, FCO Help-Line Cards; and

Foster Youth Rights posters (in English and Spanish). In addition to these publications, the FCO distributes a Resource Directory and information packets.