

### Complaint Process Summary Report for the 68th L.J. Compliance Report

During the reporting period of January 1, 2022 to June 30, 2022, the Child Welfare Team received a total of thirty-seven L.J. class member complaints. Currently, all complaints, including those arising in situations involving a LJ Class member or prior class member, are being tracked by the Executive Assistant to an Assistant Deputy Director of Child Welfare.

No current changes have been made to the complaint process. There will be noticeable changes coming in the 71th reporting period resulting from feedback provided by the Internal Verification Agent. The most noticeable change will be the provision of access to the complaint tracker for class members, beginning July 1st, 2023.

For this reporting period, the major theme in the complaints received was payment issues. Among the thirty-seven inquiries, twenty were around payment issues. All of these payment issues focused on the topic of services provided. The majority of these complaints were for delays in daycare payments. For the first time since completing the summary report, we had daycare providers reaching out directly stating they had not received payments for services they had provided. In all of these situations, the case worker teams immediately secured any missing documentation and submitted the needed paperwork to finance. In addition, when payments were available, the case workers would hand deliver these checks to the daycare providers to prevent further delay. There was no common reason causing these payments to be delayed. However, the major causes of delay in these cases were changes in the case work team and the failure to enter providers into CJAMS correctly. Another type of payment inquiry came from youth aging out of care as we received five inquiries from children's attorneys whose clients were aging out of care and had specific funding requests pending, including, first month rent, security deposit, furniture, and drivers ed reimbursements. In all of these instances, none of the requests had been denied, but the teams struggled to get the paperwork from the youths in order to submit the requests to finance. Most of the caseworkers set up family meetings or FTDMs to ensure the aging out process was occurring smoothly and offered to pick up the necessary paperwork. Agency emphasis on this teaming approach between the Ready by 21 workers and their clients will occur in the future.

The other major category of inquiries was around the idea of Family Interest/Involvement. There were a couple of complaints directly from biological parents around visitation scheduling, but the majority of issues raised were from relatives. This was the first time that the Child Welfare Team received a number of inquiries of this sort. We received six complaints from various family members who were not current providers, wanting to have formal visitation started, or objecting to the family member who was the current provider. In regard to each of these inquiries, the case worker team held family meetings and tried to create an appropriate plan consistent with permanency and the best interest and safety for the child or youth in our care.

The remainder of the complaints were under the umbrella of lack of communication. The majority of these complaints arose from situations in which case worker teams changed and the biological family or foster parent was unaware of this change. The Child Welfare team continues to strive to provide the best customer service possible and will continue to work on ensuring all parties are immediately aware of changes in case management.

BCDSS will continue to track complaints in order to improve all aspects of the services we provide to our children, youth and families.