



**2007 CHILD WELFARE WORKER SAFETY INCIDENT
SUMMARY REPORT
January – December 2007**

Child Welfare professionals are dedicated, helping agents who work towards improving quality of life outcomes for all children and families within their communities.

A child welfare agency employee can expect some client resistance because the focus for the services entails an intensive, detailed view of many intimate family matters. Even though a degree of resistance to services is accepted, a clear distinction must be made between resistance and aggressive behaviors which constitutes a danger to staff. Through PCSAO’s leadership, we have been collecting and reporting on Worker Safety Infractions across the state since 2002. PCSAO recently released the 2007 Ohio Aggregate Data Report on Child Welfare Worker Safety Incidents. From this data gathering process, we have learned the following:

- In 2007, 66 of Ohio’s 88 county agencies utilized the reporting tool for worker safety incidents.
 - 100% of Major Metro Counties
 - 89% of Metro Counties
 - 67% of Large Counties
 - 71% of Medium Counties
 - 79% of Medium-Small Counties
 - 73% of Small Counties
- Of those 66 counties, 36 reported at least one incident occurred at the agency.
- A total of 271 incidents were reported to PCSAO which occurred in all county cohort groups.
 - 64 in Major Metro Counties
 - 114 in Metro Counties
 - 40 in Large Counties
 - 30 in Medium Counties
 - 16 in Medium-Small Counties
 - 7 in Small Counties
- Based on the data, verbal aggression (136 incidents) and verbal and/or written threats of harm (135 incidents) continue to have a high rate of incidents.
- Predominately, adult clients have the highest rate of alleged offenders (161 reported incidents were with an adult client).
- The top three locations where incidents occurred in 2007 were by phone or email (81 reports), on agency grounds (71 reports), and on in the homes of clients (61 reports).
- There was not a significant difference within the incident “triggers” identified by PCSAO
 - 29 Visits a part of an investigation
 - 32 Removal of a Child
 - 37 Routine Home Visits
 - 32 Custody Discussion
 - 45 Parent Visit with Child
 - 26 Other
- Agency employees endured physical incidents such as being bitten by dogs, being bitten, kicked, punched, and spit on by clients. Workers also reported being threatened with guns, bombs, tire irons, ice scrapers, brooms, and pocket knives. Additionally workers reported observing a gun in a client’s home, hearing gun shots, and witnessing drug dealing in a client’s neighborhood, experiencing disruptive behavior, receiving property damage to their cars, and being blocked by a client.
- The table below shows the number of counties who submitted reports to PCSAO, during at least one quarter, and the number of incidents reported from 2002 through 2007.

Year	2002	2003	2004	2005	2006	2007
Number of Participating Counties	62	69	63	63	71	66
Number of Incidents Reported	309	232	299	258	211	271

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Number of Agencies that Reported	66
Agencies that Reported Incidents	36
Agencies that Reported No Incidents	30
Total Incidents Reported by Agencies	271

66 COUNTIES THAT REPORTED IN 2007 (At least one of the four quarters)

Small Counties (19 of 26)	Medium-Small (11 of 14)	Medium Counties (15 of 21)	Large (10 of 15)	Metros (8 of 9)	Major Metros (3 of 3)
Adams, Carroll, Champaign, Coshocton, Fayette, Gallia, Hardin, Henry, Hocking, Holmes, Meigs, Morgan, Noble, Paulding, Perry, Pike, Putnam, Van Wert, Wyandot	Auglaize, Clinton, Fulton, Guernsey, Highland, Logan, Madison, Mercer, Ottawa, Preble, Shelby	Athens, Belmont, Erie, Geauga, Huron, Marion, Miami, Muskingum, Pickaway, Ross, Sandusky, Scioto, Seneca, Tuscarawas, Washington	Allen, Ashtabula, Clark, Delaware, Greene, Licking, Medina, Richland, Wayne, Wood	Butler, Lorain, Lucas, Mahoning, Montgomery, Stark, Summit, Trumbull	Cuyahoga, Franklin, Hamilton

Incident Description

- 136** Verbal Aggression (w/ sense of danger)
- 135** Verbal / Written Threats of Harm
- 10** Personal / Agency Property Damage
- 1** Sexual Harassment
- 5** Stalked by Client
- 9** Physical Assault - not injured
- 8** Physical Assault – injured
- 8** Use of Weapon
- 17** Other

Alleged Offender

- 161** Client - Adult
- 37** Client Child/Youth
- 14** Caregiver’s Relative
- 12** Client’s Paramour
- 21** Other

Location of Incident

- 61** Client Home
- 71** Agency
- 16** Provider Agency
- 4** Victim’s Home
- 81** Phone / Email
- 9** Court
- 3** Substitute Care
- 17** Other

Incident “Trigger”

- 29** Visit as part of C/A,N investigation
- 32** Removal of Children
- 37** Routine Home Visit
- 32** Custody Discussion, Pending Action
- 45** Parent Visit with Child
- 3** Court Hearing
- 23** Other

Post Incident Responses

- 3** Victim Received Medical Attention
- 67** Law Enforcement of local jurisdiction contacted for Agency and Victim
- 271** Incident Reported to Agency
- 14** Employee Assistance Program Offered / Provided
- 14** Warning Letter Issued
- 15** Incoming Phone Calls to Victim Taped
- 15** Offender/s Picture Posted w/in Agency for Security Purposes
- 48** Law Enforcement Intervention
- 20** Charges Filed Against Alleged Offender
- 12** Offender Arrested
- 0** Post Incident Training Scheduled/Conducted
- 26** Other

36 AGENCIES REPORTED THAT A SAFETY INCIDENT HAD OCCURRED DURING 2007

Small Counties	Medium-Small Counties	Medium Counties	Large Counties	Metro Counties	Major Metro Counties
Gallia (2), Hardin (1), Hocking (2), Meigs (1), Van Wert (1)	Clinton(3), Fulton (2), Guernsey (7), Logan (2), Shelby (2)	Athens (2), Belmont (3), Geauga (3), Marion (8), Muskingum (4), Ross (3), Sandusky(2), Seneca(2), Tuscarawas(3)	Ashtabula (2), Clark (10), Delaware (1), Greene (7), Richland (19), Wayne (1)	Butler (38), Lorain (6), Lucas (31), Mahoning (7), Montgomery(10), Stark (5), Summit (12), Trumbull (5)	Cuyahoga (28), Franklin (22), Hamilton (14)
Total 7 incidents	Total 16 incidents	Total 30 incidents	Total 40 incidents	Total 114 incidents	Total 64 incidents

More information, please visit <http://www.pcsao.org/SafetyIncidentReport.htm>.

If you have any questions or need further information, please contact PCSAO at (614) 224-5802