



## 2008 PCSAO CHILD WELFARE WORKER SAFETY INCIDENT SUMMARY REPORT

Child Welfare professionals are dedicated helping agents who work toward 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 of the services entails an intensive, detailed view of many intimate family matters. Even though a degree of resistance to services is expected, a clear distinction must be made between resistive and aggressive behaviors which constitute 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 2008 Ohio Aggregate Data Report on Child Welfare Worker Safety Incidents. From this data gathering process, we have learned the following:

### **SUMMARY:**

- **67 of 88 public children services agencies participated in the 2008 Child Welfare Worker Safety Incident report.**
  - 18 small counties
  - 10 medium-small counties
  - 15 medium counties
  - 12 large counties
  - 9 metro counties
  - 3 major metro counties
  
- **A total of 231 incidents occurred in 40 public children services agencies.**
  - 5 incidents in five small counties
  - 11 incidents in seven medium-small counties
  - 21 incidents in eight medium counties
  - 45 incidents in ten large counties
  - 85 incidents in eight metro counties
  - 64 incidents in all three major metro counties
  
- **27 public children services agencies reported that no incidents occurred in 2008.**
  
- **Incident Description:**
  - **Highest score:** Verbal aggression(110) and written threats of harm (97)
  - **Lower score:** personal/agency property damage (8), stalked by client (6), and physical assault without injury (6).
  - **Lowest score:** sexual harassment (1), and physical assault with injury (1) –the report shows that a caseworker was struck by a young client.
  - **Others:** knives, iron objects, and chairs were reported as weapons. Caseworkers also endured physical incidents such as being bitten by dogs and child/youth clients, as well as being kicked, punched, and spit on by clients. Additionally, workers reported observing fights and drug dealers in clients' neighborhoods.
  
- **Alleged Offender:**
  - **Highest score:** Adult clients (139)
  - **Lower score:** Child/Youth clients (37)
  - **Lowest score:** client's relatives (8), client's paramour (6), and caregiver's relative (5)
  - **Other:** dogs were often reported as other alleged offender.

- **Location of Incident:**
  - **Highest score:** client's residence (55), phone/e-mail (54), and agency (53)
  - **Lower score:** court (17)
  - **Lowest:** provider agency (7)
  - **Others:** there were some incidents that occurred during transportation of clients, at health care facilities, schools, foster homes, victim's residence and county jail.
  
- **Incident "Trigger":**  
 There was not a significant difference within the Incident "Trigger" identified—
  - **Highest score:** Custody discussion and pending Action (51), and routine home visit (34)
  - **Lower score:** Parent visit with child (29), removal of children and visit as part of C/A,N investigation (25).
  - **Others:** there were other triggers reported such as court hearing, cancellation of visitation, placement review, and intake interview.
  
- **Post Incident Responses:**
  - **Highest score:** Law enforcement of local jurisdiction contacted for agency and victim (58), and law enforcement intervention (42)
  - **Lower score:** charges filed against alleged offender (25), warning letter issued (16), offender arrested (13), offender's picture posted at agency for security purposes (12), and employee assistance program offered/provided (11)
  - **Lowest score:** victim received medical attention (3), Incoming phone calls taped, and post incident training scheduled (1)
  - **Others:** there were other responses reported such as incoming phone calls taped, post incident training scheduled, case reassigned, and safety posting in SACWIS.
  
- The table below shows the number of public children services agencies who submitted quarterly reports to PCSAO and the number of incidents reported from 2006-2008.

	<b>2006</b>	<b>2007</b>	<b>2008</b>
Number of Participating Counties	71	66	67
Number of Incidents Reported	211	271	231

**2008 ANNUAL REPORT SUMMARY**

<b>Number of Agencies that Reported</b>	<b>67</b>
<b>Agencies that Reported Incidents</b>	<b>40</b>
<b>Agencies that Reported No Incidents</b>	<b>27</b>
<b>Total Incidents Reported by Agencies</b>	<b>231</b>

**67 COUNTIES THAT REPORTED IN 2008**

*(At least one of the four quarters)*

<b>Small Counties (18 of 26)</b>	<b>Medium-Small (10 of 14)</b>	<b>Medium Counties (15 of 21)</b>	<b>Large (12 of 15)</b>	<b>Metros (9 of 9)</b>	<b>Major Metros (3 of 3)</b>
Adams, Carroll, Champaign, Coshocton, Fayette, Gallia, Henry, Hocking, Holmes, Meigs, Morgan, Noble, Paulding, Perry, Pike, Putnam, Van Wert, Wyandot	Auglaize, Clinton, Crawford, Fulton, Guernsey, Logan, Madison, Mercer, Ottawa, Preble	Athens, Belmont, Erie, Geauga, Huron, Marion, Miami, Muskingum, Pickaway, Ross, Sandusky, Scioto, Seneca, Tuscarawas, Washington	Allen, Ashtabula, Clark, Clermont, Columbiana, Delaware, Greene, Licking, Medina, Richland, Wayne, Wood	Butler, Lake, Lorain, Lucas, Mahoning, Montgomery, Stark, Summit, Trumbull	Cuyahoga, Franklin, Hamilton

▪ **INCIDENT DESCRIPTION**

- 110 Verbal Aggression (w/ sense of danger)**
- 97 Verbal / Written Threats of Harm**
- 8 Personal / Agency Property Damage
- 6 Stalked by Client
- 6 Physical Assault - not injured
- 1 Sexual Harassment
- 1 Physical Assault – injured *(A child struck the CW on the head)*

▪ **ALLEGED OFFENDER**

- 139 Client - Adult**
- 37 Client Child/Youth**
- 8 Client's Relative
- 6 Client's Paramour
- 5 Caregiver's Relative

▪ **LOCATION OF INCIDENT**

- 55 Client Home**
- 54 Phone / Email**
- 53 Agency**
- 17 Court
- 7 Provider Agency
- 3 Foster Home
- 2 Victim's Home

▪ **INCIDENT "TRIGGER"**

- 51 Custody Discussion, Pending Action**
- 34 Routine Home Visit**
- 29 Parent Visit with Child
- 25 Visit as part of C/A,N investigation
- 25 Removal of Children

▪ **POST INCIDENT RESPONSES**

- 58 Law Enforcement of local jurisdiction contacted for Agency & Victim**
- 42 Law Enforcement Intervention**
- 25 Charges Filed Against Alleged Offender
- 16 Warning Letter Issued
- 13 Offender Arrested
- 12 Offender/s Picture Posted w/in Agency for Security Purposes
- 11 Employee Assistance Program Offered / Provided
- 3 Victim Received Medical Attention
- 1 Incoming Phone Calls to Victim Taped
- 1 Post Incident Training Scheduled/Conducted

**40 AGENCIES REPORTED THAT A SAFETY INCIDENT HAD OCCURRED DURING 2008**

<b>Small Counties</b>	<b>Medium-Small Counties</b>	<b>Medium Counties</b>	<b>Large Counties</b>	<b>Metro Counties</b>	<b>Major Metro Counties</b>
Adams (1), Hocking (1), Holmes (1), Meigs (1), Wyandot (1)	Auglaize (1), Clinton(1), Crawford (1), Fulton (4), Logan (1), Madison (3)	Athens (1), Erie (2), Geauga (5), Marion (3), Ross (4), Sandusky(2), Tuscarawas(2), Washington (2)	Allen (1), Ashtabula (3), Clark (2), Clermont (1), Columbiana (3), Delaware (3), Greene (3), Richland (23), Wayne (3), Wood (3)	Butler (35), Lorain (1), Lucas (20), Mahoning (3), Montgomery(4), Stark (6), Summit (11), Trumbull (5)	Cuyahoga (8), Franklin (35), Hamilton (21)
<b>Total 5 incidents</b>	<b>Total 11 incidents</b>	<b>Total 21 incidents</b>	<b>Total 45 incidents</b>	<b>Total 85 incidents</b>	<b>Total 64 incidents</b>

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.