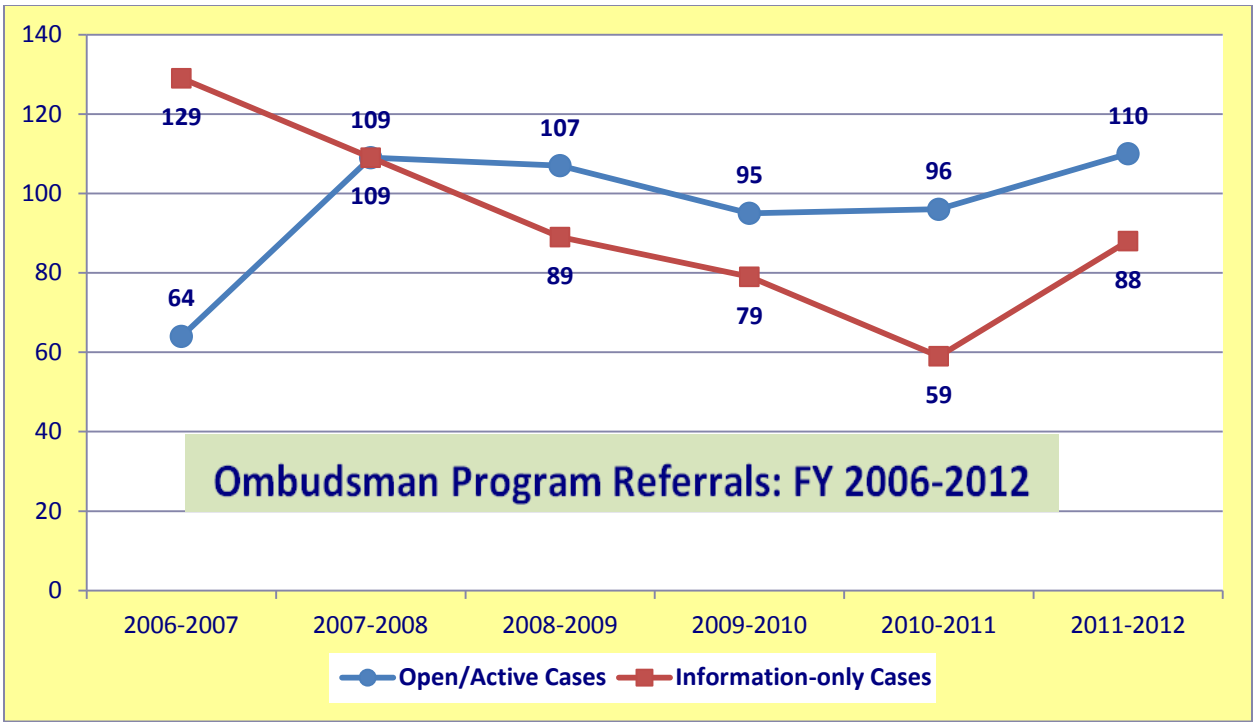
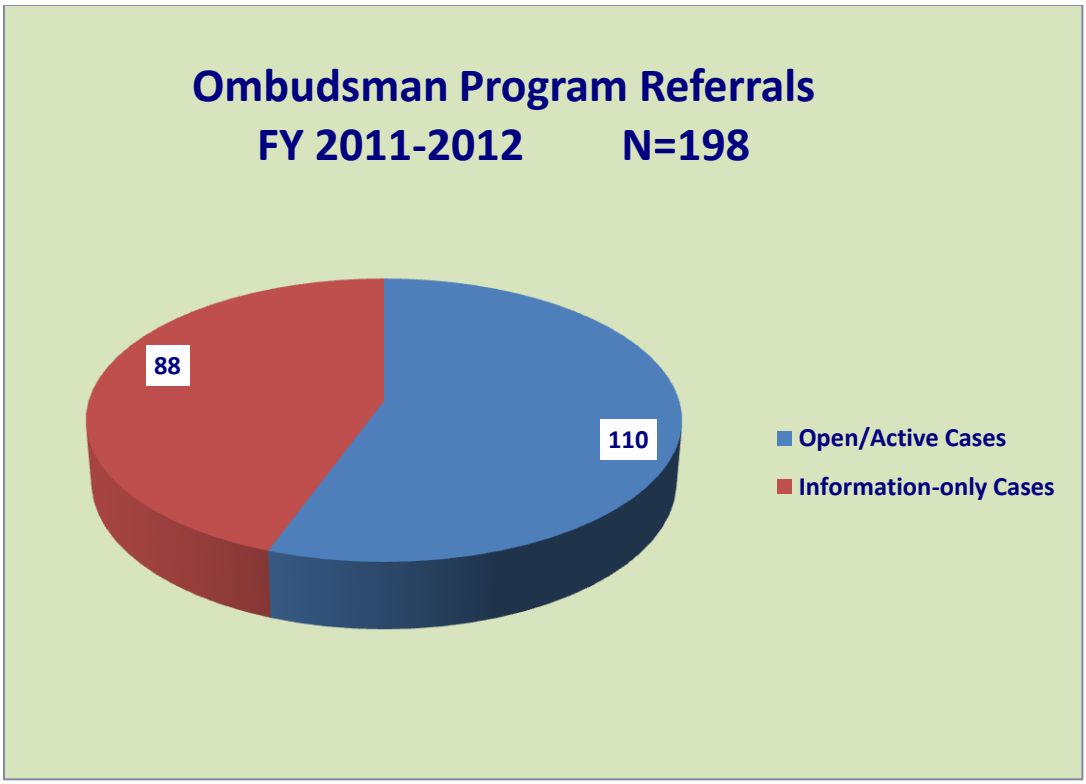
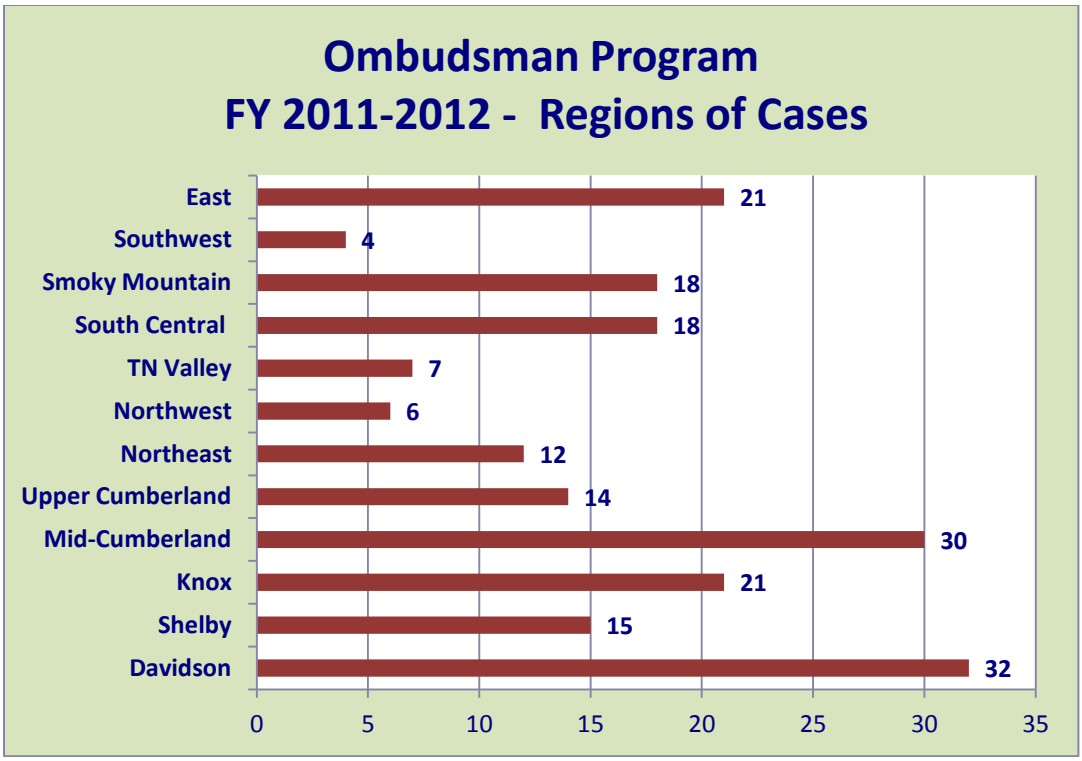
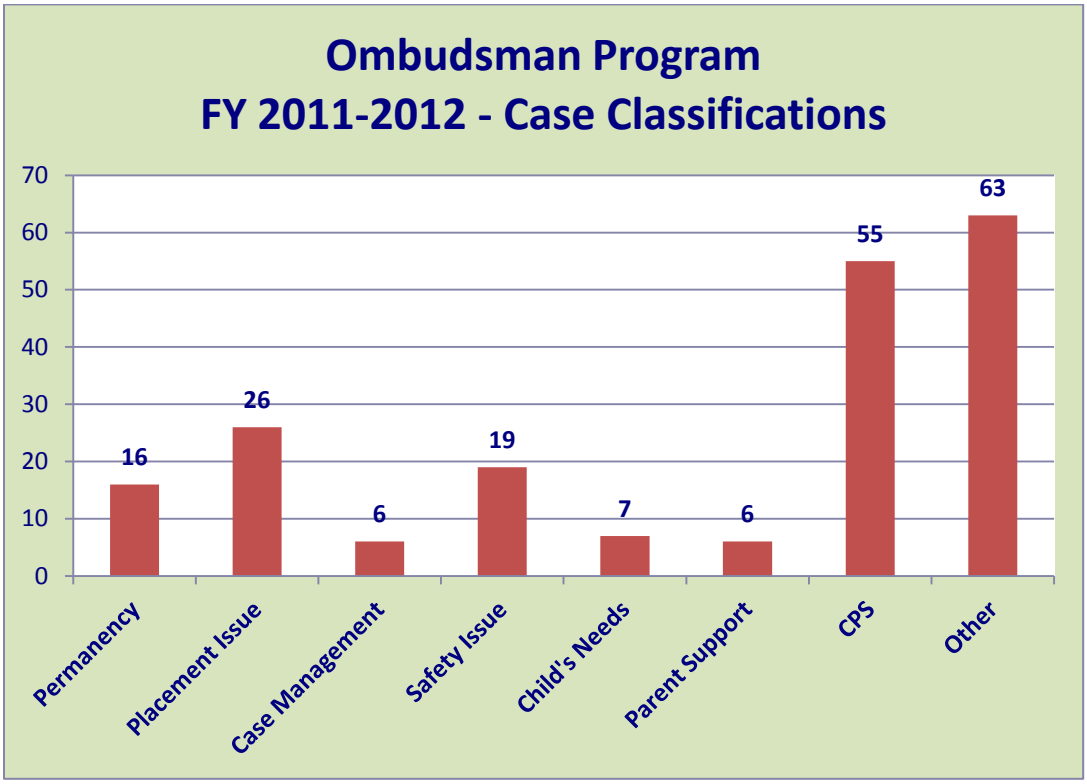
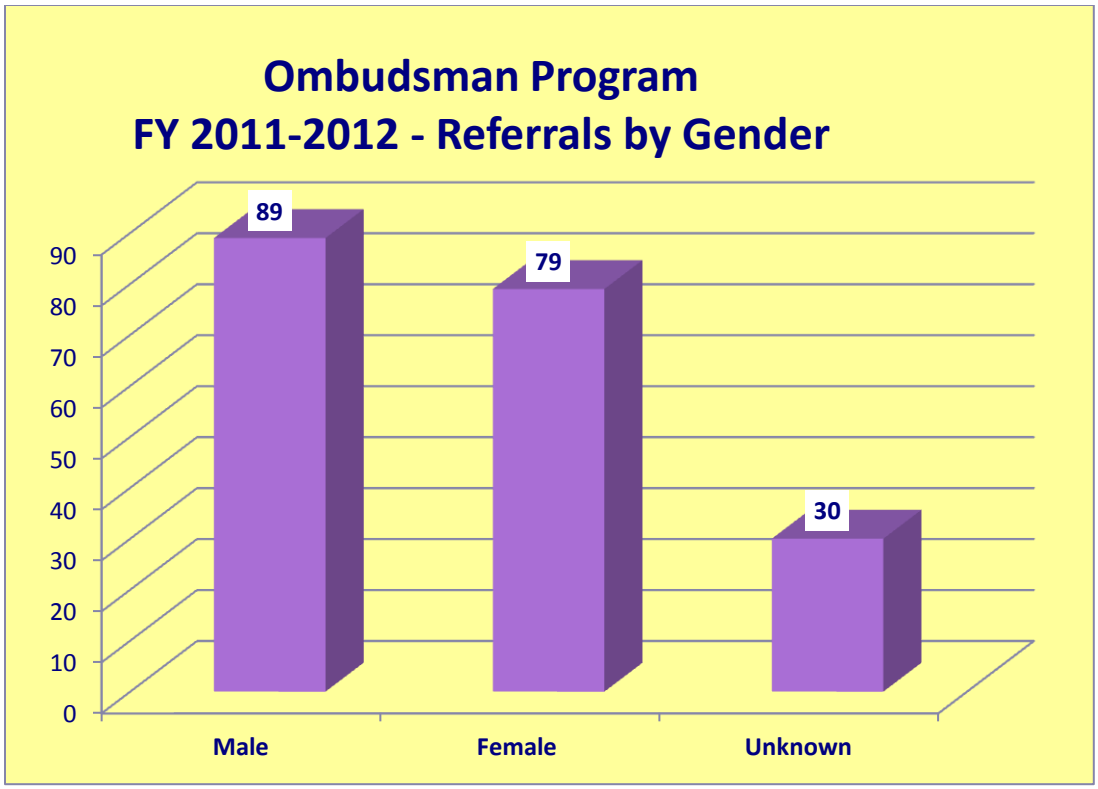
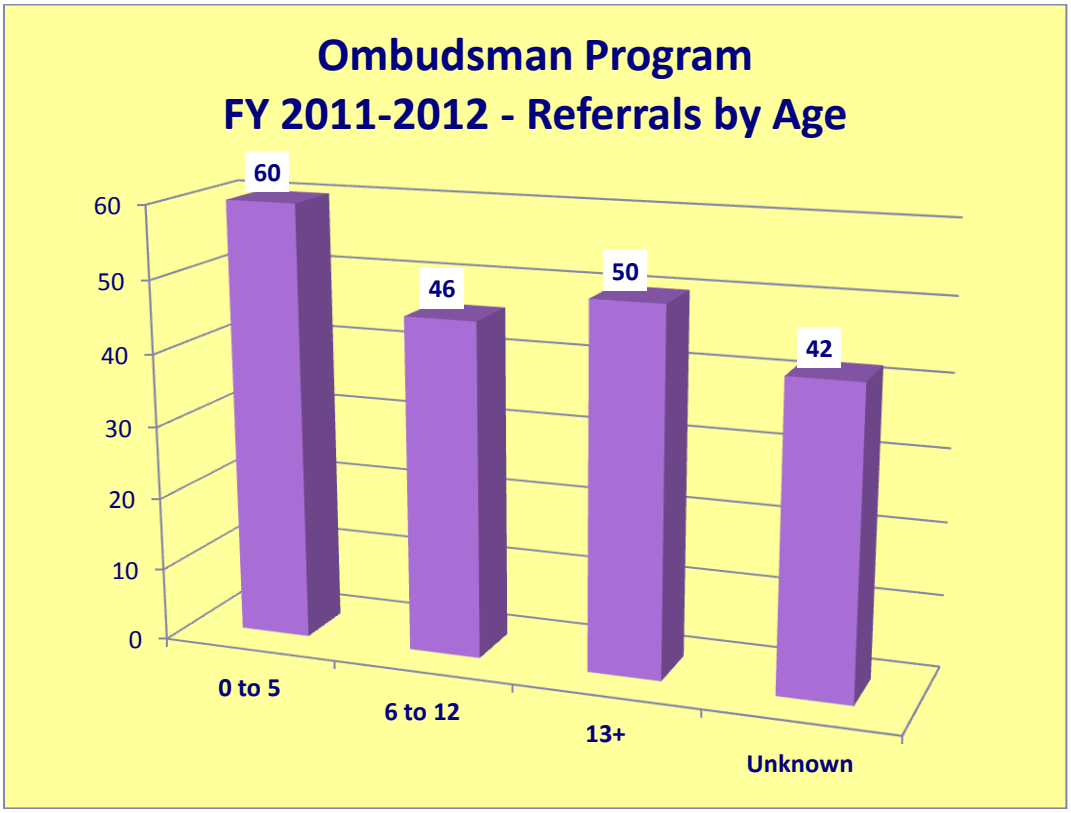

Ombudsman Program Referrals: FY 2006-2012
140
120
100
80
60
40
20
0
129
109
107
95
96
110
64
109
89
79
59
88
2006-2007
2007-2008
2008-2009
2009-2010
2010-2011
2011-2012
Open/Active Cases
Information-only Cases

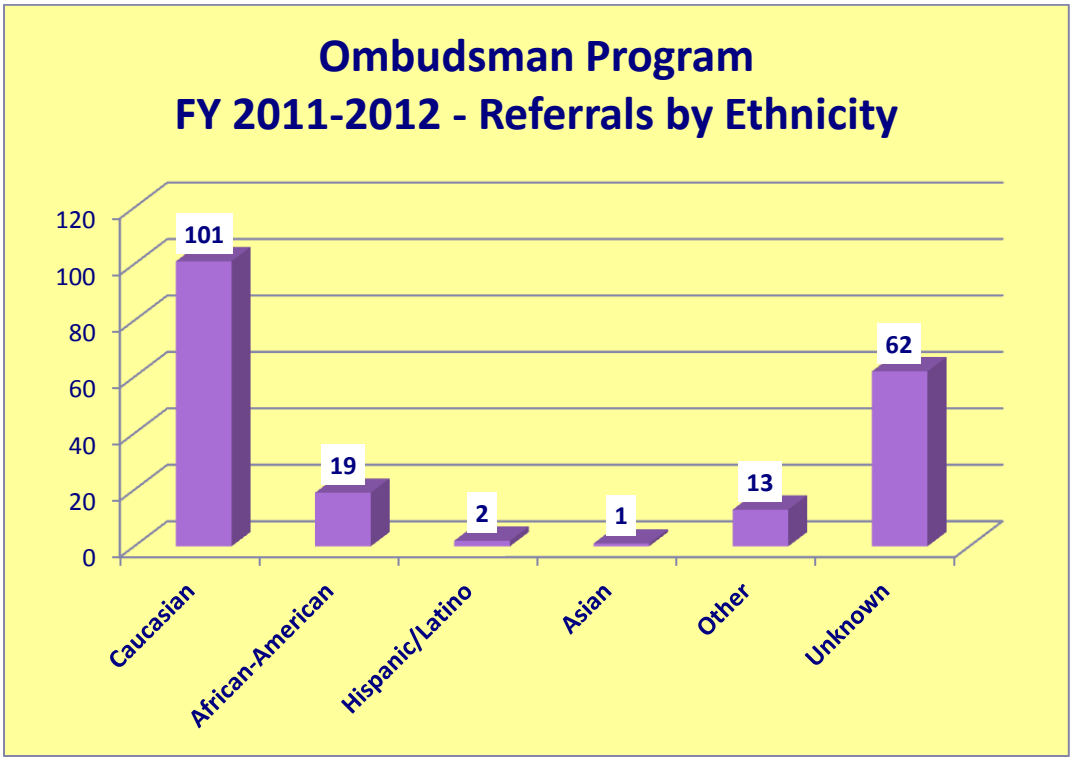

Ombudsman Program Referrals
FY 2011-2012 N=198
88
110
Open/Active Cases
Information-only Cases


Ombudsman Program
FY 2011-2012 - Regions of Cases
East
Southwest
Smoky Mountain
South Central
TN Valley
Northwest
Northeast
Upper Cumberland
Mid-Cumberland
Knox
Shelby
Davidson
21
4
18
18
7
6
12
14
30
21
15
32
0
5
10
15
20
25
30
35


Ombudsman Program
FY 2011-2012 - Case Classifications
70
60
50
40
30
20
10
0
16
26
6
19
7
6
55
63
Permanency
Placement Issue
Case Management
Safety Issue
Child's Needs
Parent Support
CPS
Other


Ombudsman Program
FY 2011-2012 - Referrals by Gender
89
79
30
90
80
70
60
50
40
30
20
10
0
Male
Female
Unknown


Ombudsman Program
FY 2011-2012 - Referrals by Age
60
46
50
42
60
50
40
30
20
10
0
0 to 5
6 to 12
13+
Unknown


Ombudsman Program
FY 2011-2012 - Referrals by Ethnicity
120
100
80
60
40
20
0
101
19
2
1
13
62
Caucasian
African-American
Hispanic/Latino
Asian
Other
Unknown