

Office of the Child Advocate
Report to
Oversight Commission on
Children's Services

Child Advocate, Cassandra Sanchez

September 16, 2022

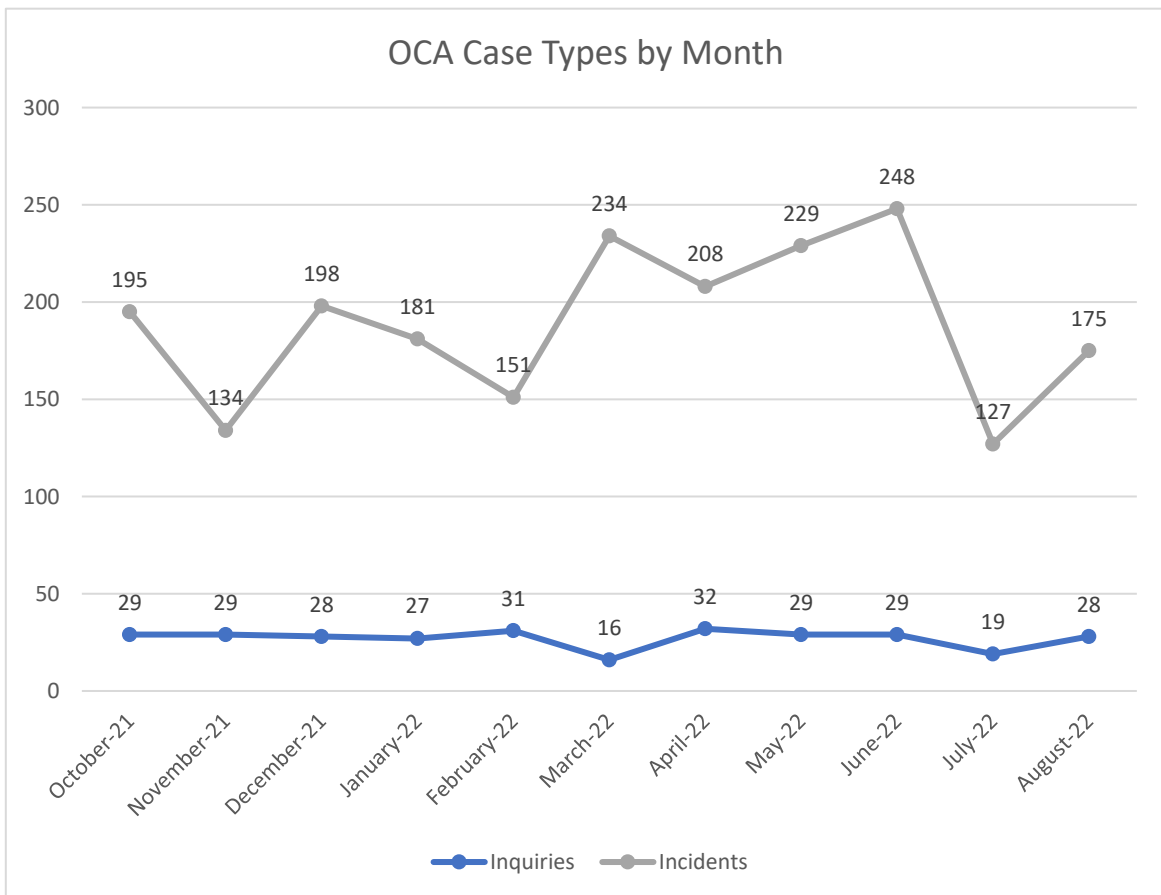
Total OCA Cases for the Reporting Year (Inquiries & Incidents)

10/1/21 - 8/31/22

Month	Inquiries	% Total Inquiries	Incidents	% Total Incidents
October-21	29	10%	195	9%
November-21	29	10%	134	6%
December-21	28	9%	198	10%
January-22	27	9%	181	9%
February-22	31	10%	151	7%
March-22	16	5%	234	11%
April-22	32	11%	208	10%
May-22	29	10%	229	11%
June-22	29	10%	248	12%
July-22	19	6%	127	6%
August-22	28	9%	175	8%

Total Inquiries: 297 Total Incidents: 2080

Total Cases: 2377



OCA Case Explanation

- Inquiries to the OCA include phone calls, emails, and cases opened from in-person meetings with children, providers, and stakeholders.
- Incidents include all critical incident reports from DCYF, and incidents documented by residential programs and SYSC, including restraints and seclusion.

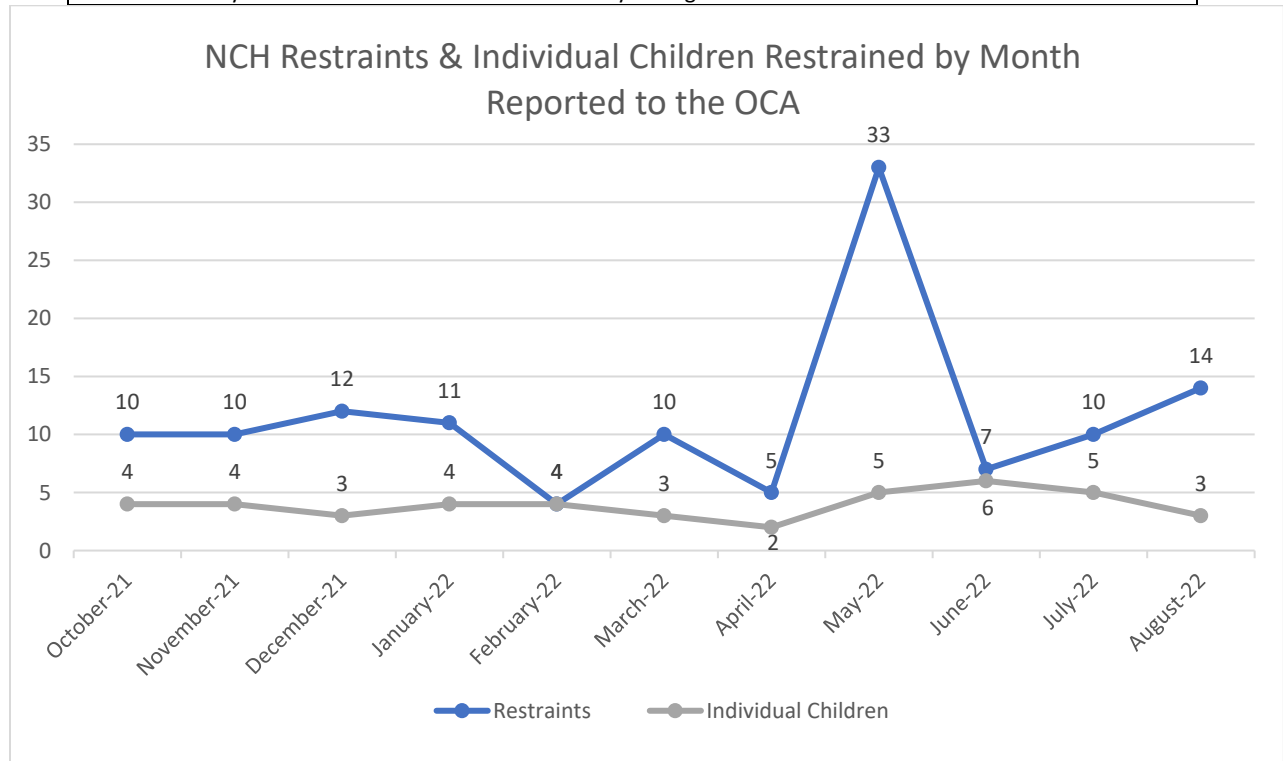
Nashua Children's Home Restraints Reported to the OCA

10/1/21 - 8/31/22

Month	Restraints	Individual Children	Est Population*	% Restrained Est
October-21	10	4	39	10%
November-21	10	4	36	11%
December-21	12	3	34	9%
January-22	11	4	33	12%
February-22	4	4	30	13%
March-22	10	3	32	9%
April-22	5	2	33	6%
May-22	33	5	33	15%
June-22	7	6	33	18%
July-22	10	5	30	17%
August-22	14	3	30	10%

Total: 126

*Population data estimated from DCYF Result Oriented Management (ROM) reports. Represents number of DCYF involved children placed at a facility on the last day of the period. Entries and discharges are not captured so this data may undercount total children in the facility during the month.



Nashua Children's Home (NCH)

- NCH is a level 2 program which indicates that children placed there should have lower-level acuity and therapeutic needs. The milieu staff ratio is 1:4.
- The Bureau of Children's Behavioral Health (BCBH) shared the Observation and Quality Assurance Audit of NCH with the OCA on August 17th. We are looking to schedule a time to meet with BCBH to discuss the report. We would also be happy to discuss the Office of the Child Advocate's response to the report with the Oversight Commission at a later date.
- Quiet room data was presented at the last meeting. This data is available to the OCA upon request to NCH or BCBH but is not shared with the OCA on a regular basis.

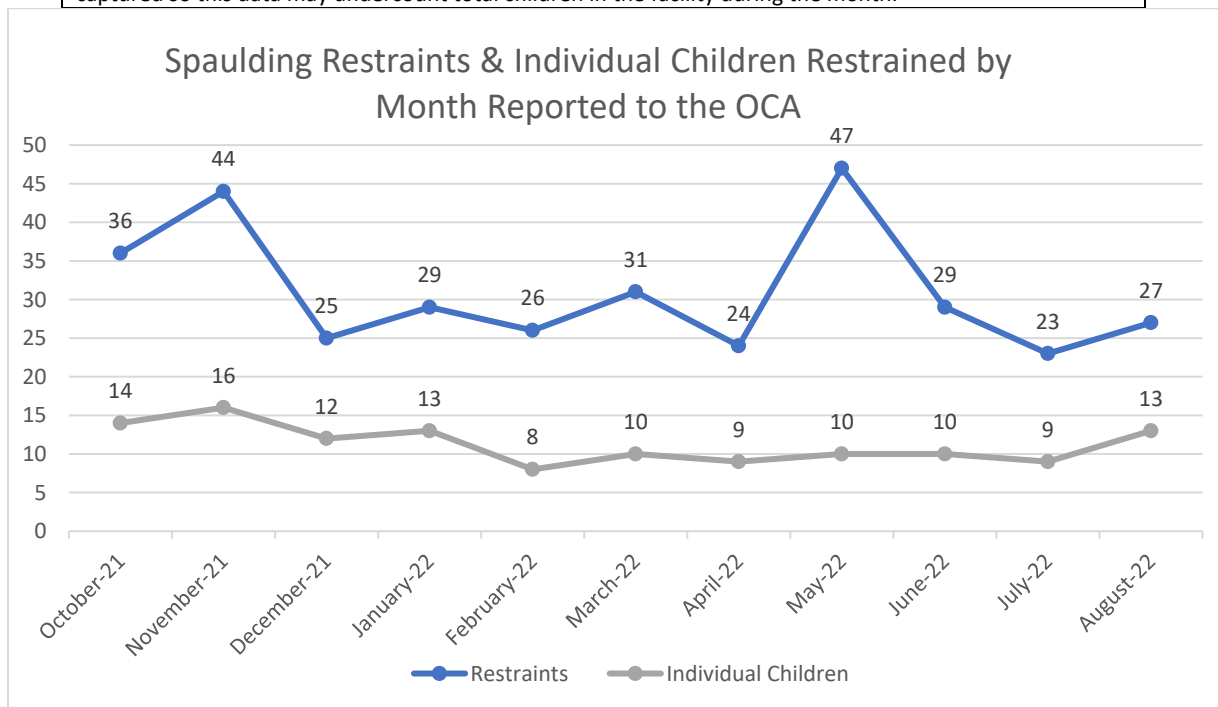
Spaulding Restraints Reported to the OCA

10/1/21 - 8/31/22

Month	Restraints	Individual Children	Est. Population*	% Restrained Est.
October-21	36	14	41	34%
November-21	44	16	40	40%
December-21	25	12	37	32%
January-22	29	13	34	38%
February-22	26	8	35	23%
March-22	31	10	34	29%
April-22	24	9	34	26%
May-22	47	10	40	25%
June-22	29	10	42	24%
July-22	23	9	44	20%
August-22	28	13	43	30%

Total: 341

*Population data estimated from DCYF Result Oriented Management (ROM) reports. Represents number of DCYF involved children placed at a facility on the last day of the period. Entries and discharges are not captured so this data may undercount total children in the facility during the month.



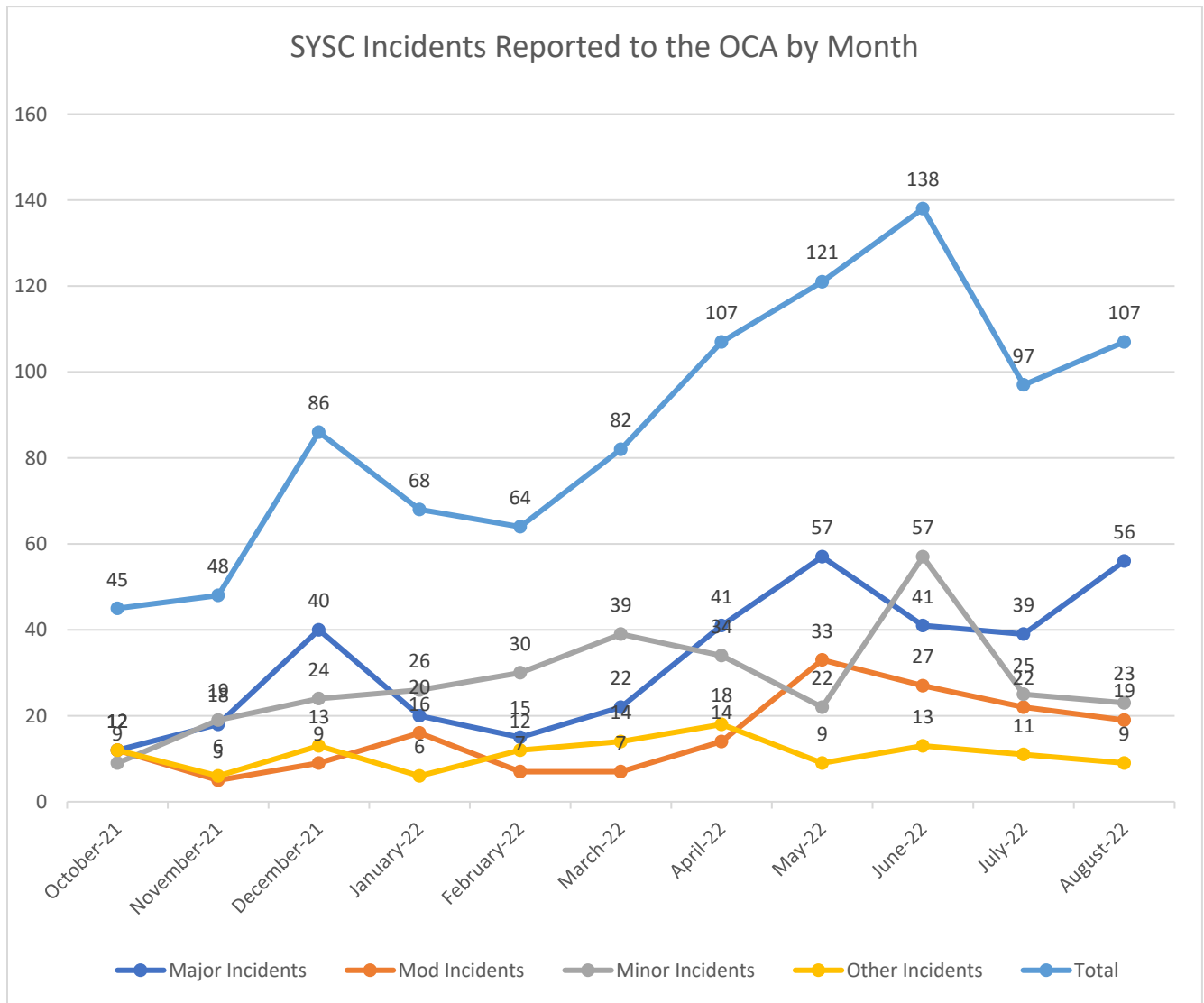
Spaulding Academy and Family Services (Spaulding)

- Spaulding restraints include all programs; Spaulding has one level 2 program and three level 3 programs. At this time the OCA does not have the ability to separate out data for each program given the format in which reports are shared and the limitations of our Case Management System (CMS).
- Per a DCYF August data report, the level 2 program accounted for 1 restraint, the Medically Intensive program accounted for 1 restraint, the Neurobehavioral Intensive program accounted for 22 restraints, and the Intensive program accounted for 14 restraints.

SYSC Incidents by Month Reported to the OCA

10/1/21 - 8/31/22

Month	Major Incidents	Mod Incidents	Minor Incidents	Other Incidents	Total
October-21	12	12	9	12	45
November-21	18	5	19	6	48
December-21	40	9	24	13	86
January-22	20	16	26	6	68
February-22	15	7	30	12	64
March-22	22	7	39	14	82
April-22	41	14	34	18	107
May-22	57	33	22	9	121
June-22	41	27	57	13	138
July-22	39	22	25	11	97
August-22	56	19	23	9	107
Totals:	361	171	308	123	963

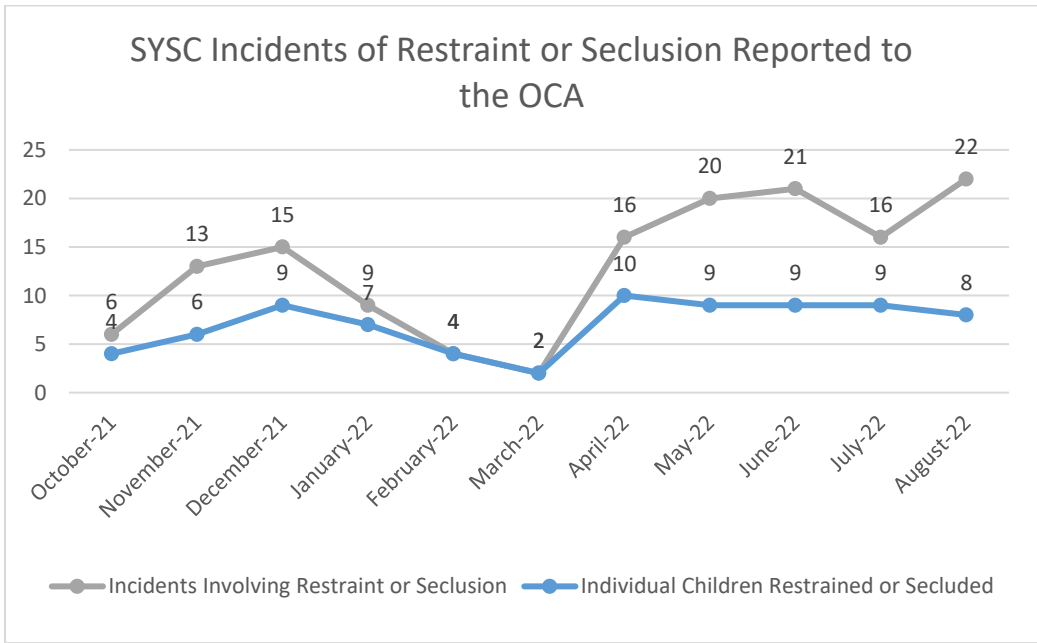


**SYSC Incidents Involving Restraints or Seclusions
10/1/21 - 8/31/22**

Type	# Of Incidents	% of Incidents
Restraints	89	9%
Seclusions	29	3%
Restraint & Seclusion	26	3%
Totals:	144	15%

**SYSC Incidents Involving Restraints or Seclusions by Month
10/1/21 - 8/31/22**

Month	Total Incidents	Restraint or Seclusion	Individual Children
October-21	45	6	4
November-21	48	13	6
December-21	86	15	9
January-22	68	9	7
February-22	64	4	4
March-22	82	2	2
April-22	107	16	10
May-22	121	20	9
June-22	138	21	9
July-22	97	16	9
August-22	107	22	8
Totals:	963	144	



Sunu Youth Services Center (SYSC)

- The OCA has requested for SYSC to share their definitions of the incident types. They are currently revising the Behavioral Management Guide which includes definitions of each incident. The OCA will share once completed.
- As highlighted in the media, there has been recent police response to SYSC to support staff during crises. Some interactions between kids and the local police department were concerning to the OCA. We have requested footage to further review these interactions. We will provide more details of our concerns and our response to the agency in October.
- SYSC has been informed of the OCA’s concern with an increase in police presence. We have discussed their plan to ensure adequate staffing at all times and to provide the kids with activities to help reduce negative behaviors.