



**Contra  
Costa  
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: June 7, 2016

Subject: Amend Contract with Child's Best Interest for Ombudsman Services

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract amendment with Child's Best Interest, effective May 1, 2016, increasing the payment limit by \$31,250 to a new payment limit of \$156,250 to continue to provide ombudsman services with no change in the term of September 1, 2015 through August 31, 2016. (10% County, 45% State, 45% Federal)

**FISCAL IMPACT:**

\$156,250 - Administrative Overhead: 10% County, 45% State, 45% Federal

**BACKGROUND:**

With this amendment, Child's Best Interest will continue to provide comprehensive ombudsman services for the Employment and Human Services Department (EHSD). The ombudsman will receive and investigate complaints, gather information, and work to resolve issues using various mediation skills. Complaints may be received from the Children and Family Services (CFS) Director, Division Managers, program applicants, recipients, other County departments, community based organizations, individual community members, elected officials and others. As systemic issues are identified, the ombudsman makes formal

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **06/07/2016** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I Supervisor

Candace Andersen, District II  
Supervisor

Mary N. Piepho, District III  
Supervisor

Karen Mitchoff, District IV  
Supervisor

Federal D. Glover, District V  
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: June 7, 2016

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Chris Heck, Deputy

Contact: V. Kaplan, 3-1514

cc:

recommendations to EHSD Director(s) to improve service delivery.

CONSEQUENCE OF NEGATIVE ACTION:

Participants and staff in Contra Costa County will not receive ombudsman services.

CHILDREN'S IMPACT STATEMENT:

The ombudsman services provided under this contract support all of the community outcomes established in the Children's Report Card: 1) "Children Ready for and Succeeding in School"; 2) "Children and Youth Healthy and Preparing for Productive Adulthood"; 3) "Families that are Economically Self-Sufficient"; 4) "Families that are Safe, Stable and Nurturing"; and 5) "Communities that are Safe and Provide a High Quality of Life for Children and Families". Through comprehensive ombudsman services and follow-up consultation, Employment and Human Services Department's Children and Family Services Bureau can improve its service delivery to children and families throughout Contra Costa County.