



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: September 13, 2016

Subject: 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 with Child's Best Interest, a California corporation, in an amount not to exceed \$125,000, to continue to provide ombudsman services to program applicants, recipients, community members, and staff for the period of September 1, 2016 through August 31, 2017. (10% County, 45% State, 45% Federal)

FISCAL IMPACT:

\$125,000.00 - Administrative Overhead: 10% County, 45% State, 45% Federal

BACKGROUND:

Under this contract, a Child's Best Interest will provide comprehensive ombudsman services for the Employment and Human Services Department. 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 recommendations to

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/13/2016** ☒ 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: September 13, 2016

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

By: Chris Heck, Deputy

Contact: Gina Chenoweth
3-1648

cc:

EHSD Director/s to improve service delivery. (19-892-4)

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 five of Contra Costa County's community outcomes: (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, EHSD's Children and Family Services Bureau can improve its service delivery to children and families throughout Contra Costa County.