



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: November 8, 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, a corporation of California, effective November 1, 2016 to increase the payment limit by \$31,250 to a new payment limit of \$156,250 for increased 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:

\$156,250.00 - Administrative Overhead: 10% County; 45% State; 45% Federal

BACKGROUND:

Under this contract, a Child's Best Interest, provides comprehensive ombudsman services for the Employment and Human Services Department (EHSD). The ombudsman receives and investigates complaints, gathers information, and works to resolve issues using various mediation skills. Complaints may be received from the Children and Family Services Director, Division Managers, program applicants, recipients, other County departments, community-based organizations, individual community members, elected officials, and

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY

☐ RECOMMENDATION OF BOARD

ADMINISTRATOR

COMMITTEE

Action of Board On: **11/08/2016** ☒ 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: November 8, 2016

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

By: June McHuen, Deputy

Contact: Gina Chenoweth

cc:

others. As systemic issues are identified, the ombudsman makes formal 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 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 through Contra Costa County.