



**Contra  
Costa  
County**

To: Board of Supervisors  
 From: Kathy Gallagher, Employment & Human Services Director  
 Date: March 21, 2017  
 Subject: Ombudsman Services

---

**RECOMMENDATION(S):**

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract amendment with Julie Peck dba Advocacy and Resolutions Services, effective January 1, 2017, to increase the payment limit by \$72,000 to a new payment limit of \$144,000 for ombudsman services with no change in term January 1, 2016 through December 31, 2017.

**FISCAL IMPACT:**

\$144,000: 10% County, 48% State, 42% Federal

**BACKGROUND:**

Contractor provides Employment and Human Services Department (EHSD) ombudsman services, as well as, support services to the Aging and Adult Services Bureau and Adult Protective Services Program. Services are provided countywide and include, but are not limited to ombudsman complaint resolution, Aging and Adult Program services support and resolution of EHSD staff and customer issues and complaints.

**CONSEQUENCE OF NEGATIVE ACTION:**

---

☒ APPROVE ☐ OTHER  
☒ RECOMMENDATION OF CNTY ADMINISTRATOR ☐ RECOMMENDATION OF BOARD COMMITTEE

---

Action of Board On: **03/21/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: Candace Andersen, District II  
 Supervisor  
 Diane Burgis, District III  
 Supervisor  
 Federal D. Glover, District V  
 Supervisor

ABSENT: John Gioia, District I  
 Supervisor  
 Karen Mitchoff, District IV  
 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: March 21, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Elaine Burres 313-1717

cc:

Ombudsman services will not be available to vulnerable populations.