



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: March 28, 2017

Subject: Amend and Extend 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, to increase the payment limit by \$43,125 to a new payment limit of \$199,375 and to extend the term from August 31, 2017 to November 30, 2017 for increased ombudsman services to program applicants, recipients, community members, and staff while the Department process a new Request For Proposal. (10% County, 45% State, 45% Federal)

FISCAL IMPACT:

\$199,375.00 - Administrative Overhead: % 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 maybe 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: **03/28/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: Candace Andersen, District
II Supervisor

Diane Burgis, 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: March 28, 2017

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

By: Rolanda Hartfield, Deputy

Contact: Gina Chenoweth
3-1648

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 throughout Contra Costa County