



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: March 28, 2017

Subject: Issue Request for Proposals (RFP) for Ombudsman Services

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to Issue Request for Proposals (RFP) #1155 for ombudsman services in an amount not to exceed \$175,000 for the period December 1, 2017 through December 31, 2018.

FISCAL IMPACT:

\$175,000: 10% County, 48% State, 42% Federal

BACKGROUND:

The ombudsman promotes and maintains positive working relationships between multiple parties associated with Children and Families Services including, but not limited to clients, Child Welfare Services, Public Benefits, Aging and Adult Services, Workforce Services, and Community Services & Head Start Programs. The ombudsman will receive and investigate issues and complaints referred by the Employment and Human Services (EHSD) Director, Child and Family Services Bureau Director, EHSD Division Managers, and other entities. Part of the role of the ombudsman is to assist clients in understanding the investigative process and their rights and responsibilities.

☒ 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: , Deputy

Contact: Elaine Burres,
313-1717

cc:

CONSEQUENCE OF NEGATIVE ACTION:

Ombudsman services would not be available to EHSD clients.