



**Contra
Costa
County**

To: Board of Supervisors

From: Kathy Gallagher, Employment & Human Services Director

Date: December 19, 2017

Subject: Ombudsman Services Contract

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract with Julie Peck dba Advocacy and Resolution Services in an amount not to exceed \$150,000 for ombudsman services for the period January 1, 2018 through December 31, 2019.

FISCAL IMPACT:

This action will result in expenditures over the course of two years of up to \$150,000. The expenditures will be covered by 42% Federal, 48% State and 10% County general funds.

BACKGROUND:

Inquiries and issues can, and do, arise between various parties in relation to Employment and Human Services Department (EHSD) programs. Common issues include communication, respect, accessing public benefits and other available resources. In addressing and helping to resolve issues and inquiries, the ombudsman acts as an impartial intermediary between EHSD and other parties. The ombudsman gathers information from all parties to the issue and works to resolve those issues using various mediation skills. The main purpose of the ombudsman is to promote and maintain good working relationships

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **12/19/2017** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
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: December 19, 2017

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

By: June McHuen, Deputy

Contact: Elaine Burres
608-4960

cc:

between all involved parties.

Mediation services rendered by the ombudsman will provide conflict resolution between employees, as well as between supervisors and employees. In addition, the ombudsman will serve as a mentor to supervisors and managers as deemed necessary by the EHSD Personnel Department. Mediation and mentoring services will be used as preventative measures in EHSD to assist with organizational development and staffing issues.

CONSEQUENCE OF NEGATIVE ACTION:

Countywide ombudsman services and mediation services would be curtailed.