

**For more
information
call the DCFAS
Office of the
Ombudsperson**

**Susan Kopp
(916) 875-2000**

**DIVISION 21
CIVIL RIGHTS**

If you believe that you were treated inappropriately or differently solely because of your National Origin, Color, Race, Ancestry, Ethnic Group, Age, Sex, Gender Identity, Gender Expression, Sexual Orientation, Marital Status, Domestic Partnership, Medical Condition, Genetic Information, Religion, Political Affiliation, Citizenship, Immigration Status, or Disability. State and Federal regulations allow for you to file a civil rights complaint directly with the Civil Rights Coordinator for the Department of Child, Family, and Adult Services at:

(916) 875-2000.

Sacramento County
Department of Child, Family,
and Adult Services

Ombudsperson/Civil Rights Coordinator
Susan Kopp
Phone: (916) 875-2000
Fax: (916) 854-9443
DCFAS-Ombudsperson@saccounty.net

**Sacramento
County
Department of
Child, Family,
and Adult
Services**

**OFFICE OF THE
OMBUDSPERSON**



A guide to
understanding
the complaint
process in the
Department of
Child, Family,
and Adult Services

Tel: (916) 875-2000

The Ombudsperson Program

What is an Ombudsperson?

The Sacramento County Department of Child, Family, and Adult Services (DCFAS) Ombudsperson is a neutral party who helps resolve complaints or answer questions about DCFAS agency policies and procedures.

What does the Ombudsperson do?

- Conduct independent reviews of complaints regarding agency policies or practices.
- Assure policies and procedures are consistent with the goals and missions of the Department.
- Ensure individuals are treated fairly, respectfully, and with dignity.
- Make recommendations and referrals when appropriate.

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How can the Office of the Ombudsperson help you?

- We will provide information, answer questions and/or identify staff or resources to address your issues.
- We will research agency policies and procedures to assist you in resolving your complaint.
- We will assure matters are treated confidential as appropriate.
- We will facilitate prompt complaint resolution in an independent, impartial, objective and professional manner.

Is there anything the Office of the Ombudsperson cannot do?

There are certain areas not within our jurisdiction:

- We cannot overturn a court order or make recommendations to the court.
- We cannot give legal advice.
- We cannot investigate matters when appeals or law suits are pending against the County.
- We cannot ensure implementation of any recommendation made following investigation.
- Personnel and disciplinary matters are referred to an Agency manager for appropriate action.

Who can call the Office of the Ombudsperson?

Anyone can call: children, parents, grandparents, relatives, foster parents, attorneys, physicians, therapists, social workers, teachers, related agencies, or community organizations, etc.

What should I do before calling the Ombudsperson?

Please consider these steps when dealing with the DCFAS:

- Keep good records, take notes, and save all documents. Keep names of agency staff you contacted.
- Contact the following staff in the order listed prior to calling the Office of the Ombudsperson:
 - 1- Social Worker or Case Manager
 - 2- Supervisor
 - 3- Program Manager
- If there is no resolution, contact the Office of the Ombudsperson.

What if I disagree with the Ombudsperson's findings?

The Ombudsperson's report of findings concludes departmental actions.

Disagreement with the Ombudsperson's findings for Child protective Services (CPS) may be directed to the California Department of Social Services, Children's Services Operations and Evaluations Branch, 744 P Street, M/S 8-12-91, Sacramento CA 95814

Disagreement with the Ombudsperson's findings for In-home Supportive Services (IHSS) may be directed to the California Department of Social Services, IHSS Quality Assurance Program, 744 P Street Sacramento, CA 95814