

**CALIFORNIA DEPARTMENT OF  
SOCIAL SERVICES  
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:

**Phone: (916) 875-2000**

**Sacramento County  
Department of Child, Family,  
and Adult Services  
Office of the Ombudsperson**

**Ombudsperson/Civil Rights Coordinator**  
**Tracy Trinh**  
**She, Her, Hers**  
**Phone: (916) 875-2000**  
**Fax: (916) 854-9443**  
**[DCFAS-Ombudsperson@saccounty.gov](mailto:DCFAS-Ombudsperson@saccounty.gov)**

**[https://dcfas.saccounty.net/Pages/  
Ombudsperson.aspx](https://dcfas.saccounty.net/Pages/Ombudsperson.aspx)**

**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

**SACRAMENTO COUNTY  
BOARD OF SUPERVISORS**

District 1, Honorable Phil Serna  
District 2, Honorable Patrick Kennedy  
District 3, Honorable Rich Desmond  
District 4, Honorable Rosario Rodriguez  
District 5, Honorable Patrick Hume

**County Executive**

**David Villanueva**

# 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.

## Who can call the Ombudsperson?

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

## What does the Ombudsperson do?

- Provide information, answer questions and/or identify staff or resources to address your concerns.
- Conduct independent complaint reviews regarding agency policies or practices.
- Assure policies and procedures are consistent with Department goals and missions of the Department.
- Assure individuals are treated fairly, respectfully, and with dignity.
- Assure matters are treated confidential as appropriate.
- Make recommendations and referrals when appropriate.
- Facilitate prompt complaint resolution in an independent, impartial, objective and professional manner.

## Is there anything the Ombudsperson cannot do?

There are certain areas not within our jurisdiction:

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

## What should I do before calling the Ombudsperson?

Please consider these steps when dealing with the DCFAS:

- Keep 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
  - 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.

If you disagree with the Ombudsperson's findings you may contact the following agencies:

### Child Protective Services (CPS):

California Department of Social Services, Children's Services Operations and Evaluations Branch, 744 P Street, M/S 8-12-91, Sacramento CA 95814

### In-home Supportive Services (IHSS):

California Department of Social Services, IHSS Quality Assurance Program, 744 P Street, Sacramento, CA 95814

### Adult Protective Services (APS):

California Department of Fair Employment and Housing, 2218 Kausen Drive, Suite 100, Elk Grove, CA 95758