

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

**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

**Ombudsperson/Civil Rights Coordinator
Susan Kopp
She, Her, Hers
Phone: (916) 875-2000
Fax: (916) 854-9443
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 Sue Frost
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