



ADDRESSING CONCERNS WITH CHILD AND FAMILY WELL-BEING

The County of San Diego Child and Family Well-Being Department (CFWB) takes your concerns seriously and handles them with the utmost diligence. Depending on the nature of your concern, we have three options to handle the issue most effectively.

What is an Ombudsman?

“Ombudsman” means one who investigates complaints and protects citizens’ rights.

The Ombudsman is a selected individual who oversees complaint investigations.

They listen and document your concerns, and gather relevant information to conduct an independent review of your concerns while remaining neutral and impartial. Every attempt is made to respond within one business day from an initial contact.

Who Do I Talk to About Concerns?

- ☞ CFWB Office of the Ombudsman
- ☞ Resource Parent Ombudsman
- ☞ Health and Human Services Agency (HHSA) Business Assurance and Compliance





CFWB OFFICE OF THE OMBUDSMAN

☞ The Office of the Ombudsman investigates concerns and conducts internal reviews related to CFWB policy, procedure and social work practice.

☞ The Ombudsman elevates findings and recommendations to management to ensure policies and practice meet state and federal laws, and are consistent with the mission and goals of CFWB.

☞ Contact the Ombudsman for issues such as lack of consistency with visitation, insufficient communication with social workers, placement concerns, and any other practice and customer service related concerns.

Please contact (619) 338-2098

CFWB.OOO.HHSA@sdcounty.ca.gov

HHSA BUSINESS ASSURANCE AND COMPLIANCE (BAC)

☞ Business Assurance and Compliance within HHSA may assist when addressing concerns after a referral or case has been closed, specifically regarding potential violations of policy or procedure by CFWB staff.

☞ If the referral case is closed and the concerned party has already attempted to resolve the matter though the assigned CFWB staff of their supervisor, BAC may review the concern to determine if further action is warranted.

☞ A complete and thorough independent review will be conducted, including interviewing the individual who elevates the concern, the staff involved, and reviewing any relevant documentation.

Please contact (619) 237-8571

Compliance.HHSA@sdcounty.ca.gov

RESOURCE PARENT OMBUDSMAN

☞ The Resource Parent Ombudsman is specifically dedicated to responding to caregivers' (resource parents and relatives) inquiries regarding visitation, policy and procedures, transitions of children leaving the resource parent home, or issues with social worker communication.

☞ Applicants who are going through the Resource Family Approval process to become caregivers to children in foster care may also contact the office if they are facing any challenges or concerns.

Please contact (877) 792-KIDS (5437) and press 2

CFWB.RPOMBUDS.HHSA@sdcounty.ca.gov



If you are a foster youth and want to elevate your concerns while in foster care, please contact the California Foster Care Ombudsperson at (877) 846-1602, or fosteryouthhelp.ca.gov.