

CHILD AND FAMILY WELL-BEING

RESOURCE PARENT

OMBUDSMAN



WHAT IS THE RESOURCE PARENT OMBUDSMAN?

The Resource Parent Ombudsman is a position specifically dedicated to responding to all caregivers (resource parents & relatives) inquiries.



HOW CAN WE HELP?

The Resource Parent Ombudsman listens and documents your concerns, and gathers relevant information to conduct an independent review of your concerns while remaining neutral and impartial.



WHAT WE CAN'T DO.

The Office of the Ombudsman does not have the authority to make recommendations to the Court or overturn Court orders, investigate matters in which appeals or lawsuits are pending, change or make exceptions to State or Federal laws and regulations, investigate or make recommendations in personnel or disciplinary matters, or give legal advice.



WHAT YOU SHOULD KNOW:

Before calling the resource parent Ombudsman, try to resolve concerns by contacting the following individuals in the order listed: Social Worker, Supervisor, Regional Manager, and Regional Chief. If the complaint remains unresolved please contact the Office of the Resource Parent Ombudsman.



HOW CAN YOU CONTACT US?

You may contact us by phone or e-mail at:

1 (877)-792-KIDS(5437) Option 2

CWSRPOMBUDS.HHSA@sdcounty.ca.gov



COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY



LIVE WELL
SAN DIEGO