



STATE OF CALIFORNIA

HEALTH AND HUMAN SERVICES AGENCY

DEPARTMENT OF SOCIAL SERVICES



CONTACT:

Ombudsman for Foster Care
Department of Social Services
744 P Street, MS 8-13-025
Sacramento, CA 95814



Call: 1- 877-846-1602

FAX: (916) 651-6568



California State Office of the
OMBUDSMAN
for FOSTER CARE
744 P Street, MS 8-13-025
Sacramento, CA 95814

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Office
of the

OMBUDSMAN

for

**FOSTER
CARE**



CALL
1-877-846-1602
TOLL FREE

*An independent resource for
reviewing issues concerning
foster care youth*

THE FOSTER CARE OMBUDSMAN PROGRAM

- ✓ The Foster Care Ombudsman's Office is empowered to investigate complaints about state and local agencies regarding foster care.
- ✓ The Office has dedicated, caring staff located in Sacramento, California to help address your concerns.
- ✓ The California Legislature directed that a Foster Care Ombudsman's Office be established to provide an independent forum for review and resolution of concerns related to the care, placement or services provided to children and youth placed in foster care.
- ✓ The Foster Care Ombudsman Office is an autonomous entity with the California Department of Social Services.

"Ombudsman" is a Swedish term of long and honorable tradition. Ombudsmen help people resolve their difference with public officials.



CONCERNED?

Are you concerned about the care, treatment or services provided to children and youth receiving foster care services?

CALL THE FOSTER CARE HELP LINE

1-877-846-1602

THIS IS A FREE CALL
Fosteryouthhelp@dss.ca.gov
www.fosteryouthhelp.ca.gov

FOSTER CARE OMBUDSMAN

- ✓ Listens to your concerns
- ✓ Documents your complaints
- ✓ Gathers all relevant information
- ✓ Remains neutral and impartial
- ✓ Formulates a process for possible resolution and makes recommendations
- ✓ Gives feedback on actions and recommendations to every complainant.

It is the policy of this Office to maintain confidentiality of the information provided to the extent possible. Exceptions to this policy will be discussed with complainants and callers will be informed that all reports of child abuse or neglect must be reported by law.

