

Typical Ombuds Concerns

- Child Safety, Abuse, or Neglect
- Understanding Juvenile Dependency
- Communication Breakdowns & Conflict
- Delays, Disrespect, Unprofessionalism
- Child Removal
- Placement
- Case Plans & Legal Processes
- Visitation
- Foster Youth Issues
- System Resources
- Culture and Language Barriers
- Family Reunification Issues
- Guardianship & Adoption
- Identification of Systemic Issues

Role of Ombuds

The Ombuds works with individuals and groups to provide a safe, informal and confidential process to talk about issues or concerns, explore options to help resolve conflicts, decide on next steps, and bring systemic concerns to the attention of the organization.

The Ombuds Does Not:

- Make decisions for you
- Act as your attorney or advocate
- Act as an office of legal notice
- Maintain and provide records
- Investigate issues or concerns
- Participate in any formal process

Concerned? Frustrated? Need Help?

Contact the Juvenile Welfare Office of the Ombuds!



Social Services Agency

353 W. Julian St.

San Jose, CA 95110

(408) 993-4114

DFCS.Ombuds@ssa.sccgov.org

Call Us &

Let's Work Together!

Se Habla Español

Có Nói Tiếng Việt

Juvenile Welfare Office of the Ombuds



Neutral • Informal
Confidential • Independent

Building Bridges

Within The Santa Clara County

Juvenile Welfare System

(408) 993-4114

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The Ombuds Can Help ...

Listen and Validate

Explore Options

Improve Communication

Address Complaints

Provide Communication & Conflict Coaching

Enrich Social Worker-Client Relations

Manage & Mediate Conflict

Educate on Juvenile Welfare System

Improve the Juvenile Welfare System

Who The Ombuds Serves ...

Any individual with questions or concerns related to a current or past case with the Santa Clara County Juvenile Dependency System or Department of Family & Children's Services (DFCS / CPS), including:

- Parents
- Guardians & Relatives
- Foster Youth
- Resource Parents & Caregivers
- Social Workers & other DFCS Staff
- System Partners
- Community Members
- Other Government Agencies

What Makes the Ombuds Office Unique?

Our Ombuds Office adheres to the International Ombuds Association's (IOA) Standards of Practice and Code of Ethics.

Confidentiality: Information shared by any visitor* will not be disclosed without the visitor's permission except as required by law or when the Ombuds determines there may be an immediate risk of serious harm. The Ombuds Office does not maintain records that identify visitors to the office.

Neutrality: The Ombuds does not serve as an advocate for any party to a dispute. The Ombuds does advocate for productive communication and fair processes.

Independence: The Ombuds Office is independent in structure, function and appearance.

Informality: The Ombuds Office does not participate in any formal legal or administrative procedure.

**A visitor is any individual contacting the Ombuds Office for assistance.*

Contact the Juvenile Welfare Ombuds When...

You're feeling stuck, uncertain, frustrated or unheard in the juvenile dependency/child welfare system. Maybe you have already talked about your concerns with the other party and still feel unheard, or you want to talk to them, but feel unable to and you would like more options to deal with your concern.

Your work with the Ombuds will focus on identifying issues and needs, communication coaching, increasing understanding, and developing options so you can resolve the concern/conflict and move forward.

We're here for you!