



COUNTY OF SANTA CLARA
DEPT. OF EMPLOYMENT & BENEFIT SERVICES (DEBS)
OMBUDS OFFICE

*Are you having trouble with your benefits?
Have you already contacted your caseworker and their
manager, but have not received an answer?*

You may contact the DEBS Ombuds Office.



The DEBS Ombuds Office offers the following services:

- Provides impartial and confidential consultations to help resolve clients' misunderstandings, complaints, and grievances.
- Provides information on all DEBS benefit programs.
- Helps resolve problems regarding Medi-Cal, CalFresh, CalWORKs, and General Assistance.
- Assists in interpreting policies and procedures for Medi-Cal, CalFresh, CalWORKs, and General Assistance.
- Recommends actions to management to reduce or eliminate the re-occurrence of issues.
- Works for fairness but cannot change policies or create new policies.
- Does not have authority to reassign or discipline your case worker.
- Does not have authority to investigate personal complaints against your case worker.

*For more information or assistance, please email debs.ombuds@ssa.sccgov.org
or call (408) 755-7187. All services are free and will be handled confidentially.*