

Department: Community Services **Program Contact:** Kim Peoples
Program Offer Type: Innovative/New Program **Program Offer Stage:** As Requested
Related Programs:
Program Characteristics: One-Time-Only Request, Out of Target

Executive Summary

The Ombudsman conducts independent, impartial review of complaints received against administrative acts of the department and may recommend appropriate changes to promote equitable and transparent delivery of county services. The Ombudsman provides guidance and referral options to complainants on complaint resolution processes. As an Equity Lens Facilitator the Ombudsman can assist Departments with institutionalizing equity assessments of programs, policies and procedures to identify service delivery barriers which may lead to social or environmental injustice.

Program Summary

This program offer expands the scope of the Ombudsman to avail Ombudsman and Equity Lens Facilitation services to all County Departments. The Ombudsman is an advocate for equitable and transparent government through investigation of citizen complaints and upon substantive findings from the investigative process make corrective policy or procedural recommendations to Department leadership. In advance of a specific case investigation, the Ombudsman, using complaint tracking methods can identify potential trends in customer service complaints and can recommend policy revisions or process improvements that may preempt customer service issues later. As an Equity Lens Facilitator, program assessments utilizing the Equity Lens provides a level of quality control for program service delivery.

Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of complaint cases investigated	0	5	1	5
Outcome	Percent of complaint cases investigated resulting in a policy or procedure revision recommendation	0	50%	50%	50%
Output	Number of initiative, policy, or procedures reviewed through an equity lens assessment	0	3	3	5
Efficiency	Complaint cases investigated and report / recommendation issued within 15 days	0	100%	100%	100%

Performance Measures Descriptions

Complaint Investigations (Output) - The number of complaint cases referred to the Ombudsman for investigation.
 Complaint Investigations (Outcome) - The percent of complaint cases referred to the Ombudsman for investigation that result in a specific recommendation for a change to a policy or procedure.
 Equity Lens Assessments (Outcome) - Number of Equity Lens Assessments of service delivery, policy or procedural issues the Ombudsman will either conduct and/or assist with to meet an identified program goal.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$116,225	\$0
Contractual Services	\$0	\$0	\$4,000	\$0
Materials & Supplies	\$0	\$0	\$4,000	\$0
Total GF/non-GF	\$0	\$0	\$124,225	\$0
Program Total:	\$0		\$124,225	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was:

The Ombudsman program was funded as a one time only program in the Department of Community Services to serve the Divisions of the Department. The program is fully implemented. Due to limited utilization for the services of the Ombudsman in DCS the program was expanded to include Equity Lens facilitation support to the Department as well as other County departments. Subsequently, other County departments are either planning or currently utilizing the services of the Ombudsman.