



**County of Los Angeles
Children's
Group Home Ombudsman
1-888-445-1234**



We are here for you while you are in Group Home placement. What we do when you call:

- ◆ **Offer assistance**
- ◆ **Maintain a toll-free telephone number**
- ◆ **Be independent and neutral**
- ◆ **Understand and listen**
- ◆ **Document and look into issue(s)**
- ◆ **Seek and suggest solutions**
- ◆ **Maintain confidentiality, to extent possible**
- ◆ **Advocate for your personal rights**
- ◆ **Negotiate a resolution**



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

**Children's Group Home
Ombudsman**

**County of Los Angeles
Department of Auditor-Controller**
350 S. Figueroa Street, 8 Floor
Los Angeles CA 90071
Phone: 1-888-445-1234

Email: afriend@auditor.lacounty.gov
Website:

<http://grouphomeombudsman.lacounty.gov>

**County of Los Angeles
Department of
Auditor-Controller
Children's Group Home
Ombudsman**



**DO YOU HAVE A
GROUP HOME PROBLEM
YOU CAN'T RESOLVE
ON YOUR OWN?**

**1-888-445-1234
It's a FREE call!**

Children's Group Home Ombudsman Program

The Los Angeles County Board of Supervisors established a Children's Group Home Ombudsman within the Department of Auditor-Controller. The Ombudsman's role is to be an independent advocate for children placed in group homes by the Department of Children and Family Services (DCFS).

The **Children's Group Home Ombudsman responsibilities** include:

- Maintaining a toll free telephone number (1-888-445-1234) for DCFS group home residents to call from anywhere to express their concerns and complaints.
- Providing children information on their rights when placed in a group home.
- Providing a voice to speak and act on behalf of children residing in group homes.
- Creating an avenue for children to discuss their group home concerns without fear of retaliation from their providers and/or placement workers.
- Listening to concerns, gathering relevant Information, documenting complaints.
- Suggesting resolutions and offering recommendations that are reasonable and feasible.
- Working together with the County and service providers to benefit group home residents.



We invite you to visit our website!

<http://grouphomeombudsman.lacounty.gov>

You have Personal Rights Relating to:

Allowance



Clothing/Personal Property



Contact



Food



Living Conditions



Health/Medical, Dental, Mental Health Care



Respect



School and Community



Social and Family Contact



Work and Job Skills



Children's Group Home Ombudsman

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Other Phone Numbers

Attorney Information	1-323-980-1700
Child Protection Hotline (24 hours a day/7 days a week)	1-800-540-4000
Children's Court	1-323-307-8096
Community Care Licensing letusno@dcss.gov	1-844-538-8766 1-844 LET USNO
Independent Living Program (DCFS Youth Development Services)	1-877-694-5741
Probation Ombudsman	1-877-822-3222
Social Worker Information	1-213-351-5602
State Ombudsman Office (Foster Care Helpline)	1-877-846-1602