



# COUNTY OF YOLO

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**FOR IMMEDIATE RELEASE**

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## **Health & Human Services Agency Establishes Ombudsman Program**

(Woodland, CA) – The Health & Human Services Agency is partnering with the Public Defender’s Office to ensure the best possible delivery of services for Yolo County residents with the appointment of an ombudsman.

Through this partnership, the Public Defender’s Office will maintain the role of ombudsman for the Health & Human Services Agency with a position dedicated to filling this need. The Public Defender’s Office has appointed Bret Bandley to the position. Bandley has been working with the Yolo County Public Defender’s Office for nearly 40 years and has extensive experience working collaboratively with the Health & Human Services Agency to ensure the needs of Yolo County residents are met.

This effort establishes the first ombudsman for the Yolo County Health & Human Services Agency. The ombudsman will respond to complaints and assist individuals in resolving service-related issues. The Health & Human Services Agency anticipates a dedicated ombudsman will not only enhance client satisfaction, but also further strengthen service provision.

“Having a neutral party review complaints and identify potential areas for improvement will ensure that our residents receive the highest quality of care possible,” said Health & Human Services Agency Director Karen Larsen.

To contact the ombudsman, e-mail [HSA.Ombudsman@yolocounty.org](mailto:HSA.Ombudsman@yolocounty.org) or call (855) 835-4765. To file a complaint, visit: <http://www.yolocounty.org/health-human-services/agency-information/ombudsman-complaint-form>.

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