

**Matthews to Lead Ombudsman Office  
FOR IMMEDIATE RELEASE**

Pamela B. Matthews has been appointed as the new director of the Office of the Milwaukee Ombudsman for Child Welfare (OMOCW), a free public service that independently reviews case-specific concerns regarding the safety, permanence and well-being of children and families involved with the Bureau of Milwaukee Child Welfare (BMCW). The role of the Ombudsman is to act as a neutral fact finder and to determine if the BMCW has followed policy, procedure, and law.

The OMOCW is administered by the Planning Council for Health and Human Services, Inc., an independent, nonprofit organization, and funded by a grant from the State of Wisconsin Department of Children and Families.

Ms. Matthews has comprehensive experience in local, county and state levels of government. She has served as a Legislative Aide in the Wisconsin Assembly and Senate, a City Alderperson, and a Legislative Assistant to the Milwaukee County Board. She possesses expertise in child welfare policy analysis and development, and experience with diverse audiences and stakeholders.

Deborah Blanks, Planning Council Board President and member of the Milwaukee Child Welfare Partnership Council said, “The Office of the Ombudsman plays an important role in independently investigating concerns related to the safety, permanence and well-being of children in Milwaukee County. Working with state and local officials, Ms. Matthews has gained familiarity with the laws and regulations governing Milwaukee’s child welfare system, and a passion for the well-being of children and families”.

After reviewing a case, the Ombudsman may recommend alternative actions. The Ombudsman may also recommend ways that the BMCW can change policy to improve outcomes for children and families in the future.

For more information on the Ombudsman office, go to [www.ombudsmanmilw.org](http://www.ombudsmanmilw.org).

For information contact: Kathleen Pritchard, Executive Director, Planning Council for Health and Human Services, (414) 224-0404. [kpritchard@planningcouncil.org](mailto:kpritchard@planningcouncil.org)