

**Grand Jury Recommendations Status Update
December 31, 2009**

2006-07 Grand Jury Final Report

El Dorado County Information Technologies

GJ 06-050

Recommendation 1:

Contract with an independent professional IT consultant to evaluate the County's Information Technologies Strategic Plan and establish an ERP that meets the current and future business needs of the County. The consultant's Statement of Work shall include:

- evaluating and reporting on the County's ERP efforts
- assessing the efficiency of County IT Systems
- identifying the risks of continuing to operate in maintenance mode with current infrastructure and aging applications
- addressing IT budgetary challenges.

Original Response to Recommendation 1: The recommendation requires further analysis.

As indicated in the report any implementation of the recommendation will need funding in order to implement any modernization or replacement of systems in the future.

Funding in the amount of \$80,000 for the evaluation of the County's Financial System, to be conducted by an independent professional consultant, was requested by I.T. from savings in the Fiscal Year 2006-2007 budget request; however, due to budgetary constraints, funding was not appropriated. Additionally, funding in the amount of \$50,000 was requested in the Fiscal Year 2007-2008 budget request for consulting services for the Land Management Information System; however, due to budgetary constraints funding was not appropriated.

In the interim, I.T. is conducting further analysis as to the operational deficiencies of the various systems identified in the finding, and as to whether the appropriate action plan would be to replace or modify the systems. I.T. staff is currently meeting with key users of the systems, documenting the known deficiencies and shortcomings, along with recommendations for improvement, replacement or reengineering.

I.T. will continue to propose funding for fulfilling the recommendations in this report. However, given current budget constraints, funding is not expected until at least fiscal year 2009-10.

I.T. will continue to modify and/or enhance the systems to provide the best possible efficiency and effectiveness, given the available resources and budget constraints.

Status as of December 31, 2007: The recommendation requires further analysis. There is no change to the original response.

Status as of March 31, 2008: The recommendation requires further analysis. There is no change to the original response.

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Status as of June 30, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of September 30, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of December 31, 2008: The recommendation requires further analysis. There is no change to the original response.

Status as of June 30, 2009: The recommendation requires further analysis. It was stated that funding would not be available until FY 2009-10. Funding will not be available in the operation budget in FY 2009-10. However in FY 2009-10, alternate methods of funding will be pursued for implementation in future years.

Status as of December 31, 2009: The recommendation requires further analysis. The Information Technologies Steering Committee (ITSC) has become actively involved in reviewing the needs of the County's IT structure and capabilities. Consensus has been reached on the model for IT delivery: a hybrid model with certain functions delivered through central IT, and certain functions delivered at the department level. The next step is to agree on what aspects of the County's IT system need to be replaced first. It is anticipated that an independent consultant will be secured to assist in this review.

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2007-08 Final Report Part 1

**El Dorado County Juvenile Hall
Placerville**

Recommendation: It is recommended that the Board of Supervisors fund necessary work entailed in the expansion of the facility and updating the communication system during the 2008-2009 fiscal year.

Response to Recommendation: **The recommendation has not yet been implemented, but will be implemented in the future.** General Services has secured a contract to update the communication system, and should begin repairs/replacement of the system on or before August 4, 2008. General Services has secured a contract to expand the entrance and control room of the Juvenile Hall. Construction should begin on or before August 4, 2008.

Status as of September 30, 2008:

A) Communication System: **The recommendation has been implemented.** A new communications system is in place and is currently being fine tuned by the contractor for optimum performance.

B) Expand the entrance and control room of Juvenile Hall: **The recommendation has not been implemented, but will be implemented in the future.** Upon further research, it was determined that funding was not adequate to complete the project. Additional funding will be included in a budget addendum. With additional funding, the facilities staff expects to begin the project in the October/November 2008 timeframe.

Status as of December 31, 2008: **The recommendation has not been implemented, but will be implemented in the future.** Upon further research, it was determined that funding was not adequate to complete the project. Additional funding was not available in October of 2008. Staff will attempt to fund this project during the midyear budgeting cycle in 2009.

Status as of June 30, 2009: **The recommendation has not been implemented, but will be implemented in the future.** Facilities Engineering is currently working with Juvenile Hall staff on plans for a remodel and facilities improvements. Improvements are being planned for construction during the 2009-10 fiscal year.

Status as of December 31, 2009: **The recommendation has not been implemented, but will be implemented in the future.** Facilities Engineering is currently preparing plans and specifications for a remodel of the Juvenile Hall entrance and control room. Construction is planned to occur during the 2009-10 fiscal year.

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2007-08 Final Report Part 2

El Dorado County Sheriff's Building

Recommendation 1: It is recommended that the three areas listed in finding # 2 above be remedied immediately.

Response to Recommendation 1: The recommendation has not yet been implemented but will be implemented in the future. The administration section of the Sheriff's Office has been moved to a leased facility on Broadway in Placerville. Revenue from the Accumulated Capital Outlay fund will be used to remodel the Sheriff's Administration Building. The remodel plan is consistent with the substation design if and when a new primary administration building is constructed. Current plans call for a remodel of the locker-room/showers, briefing room, sergeants' office, report writing room and records rooms. Plans are presently in plan check. Once approved, the project will go out to bid for construction. This project will likely take upwards of eight months to one year. Parking lot repairs and evacuations signs will be addressed as part of the remodel effort.

Status as of September 30, 2008: No change to original response.

Status as of December 31, 2008: No change to original response.

Status as of June 30, 2009: The recommendation has not yet been implemented but will be implemented in the future. Facilities Engineering is currently working with the Sheriff's Office to move the remodel project to construction. Funding through the Sheriff's office is being examined due to budget constraints in the 2009-10 budget. Contract Documents are in final stages for project to be approved for bidding.

Status as of December 31, 2009: The recommendation to remedy most items in Finding 2 has been implemented. These include 1) Cluttered hallways, and 2) Posting of evacuation signs. Asphalt repair will be reevaluated following completion of the remodel project. Due to budget constraints the full remodel cannot be implemented at this time. Facilities Engineering is currently working with the Sheriff's Office to move a scaled back version of the remodel project to construction. The project will include creation of an expanded report writing area and relocation of the briefing room. Remodel plans are 95% complete and Facilities Engineering is seeking quotes for the work. Construction is planned to be complete in the 2009-10 Fiscal Year.

Recommendation 2: The sheriff's facilities upgrade is already in the El Dorado County capital improvement program, indicating a new main facility in Placerville, and sub-station in El Dorado Hills. This Grand Jury, however, agrees with the sheriff's current recommendation identified in the background section of this report, specifically a new main facility in El Dorado Hills, and converting the current main facility in Placerville for use as a sub-station.

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Response to Recommendation 2: The recommendation has not yet been implemented but will be implemented in the future. The administration section of the Sheriff's Office has been moved to a leased facility on Broadway in Placerville. Revenue from the Accumulated Capital Outlay fund will be used to remodel the Sheriff's Administration Building. The remodel plan is consistent with the substation design if and when a new primary administration building is constructed. Current plans call for a remodel of the locker-room/showers, briefing room, sergeants' office, report writing room and records rooms. Plans are presently in plan check. Once approved, the project will go out to bid for construction. This project will likely take upwards of eight months to one year.

Status as of September 30, 2008: The recommendation requires further analysis. The Sheriff's Office has entered into a five year lease on a building in Placerville to use as their main facility. An analysis should be conducted in year three or four of the lease to determine the feasibility of continuing the lease or relocating the Sheriff's Office main facility to an alternative location.

Status as of December 31, 2008: No change to original response.

Status as of June 30, 2009: The recommendation requires further analysis. The Sheriff's Office has entered into a five year lease on a building in Placerville to use as their main facility. An analysis will be conducted in year three or four of the lease to determine the feasibility of continuing the lease or relocating the Sheriff's Office main facility to an alternative location. Additional information and potential changes in circumstances will require a complete review of the optimum space plan for the Sheriff as well as the County as a whole. For example, the County has recently been awarded a very large grant to facilitate the construction of a new full-service main court facility on the justice center complex. If this complex continues to become reality, then the Sheriff could benefit from having their main facility on this site. These issues will be addressed in the future investigation. Since the analysis of the current lease arrangements is not warranted for three to four years, this item will no be included on future Grand Jury Status Report updates.

Status as of December 31, 2009: The recommendation will not be implemented because it is not reasonable. Due to budget constraints it is not feasible at this time to construct a new Sheriff's Administration facility in El Dorado Hills. In addition the full remodel of the current Sheriff's Administration building cannot be implemented at this time. Facilities Engineering is currently working with the Sheriff's Office to move a scaled back version of the remodel project to construction. The project will include creation of an expanded report writing area and relocation of the briefing room. Remodel plans are 95% complete and Facilities Engineering is seeking quotes for the work. Construction is planned to be complete in the 2009-10 Fiscal Year. In addition, since the June 30, 2009 update, the County has been informed that the new full service main court facility has been approved by the State Public Works Board. This will have implications as to where the Sheriff main Administrative offices should be and will be closely reviewed as a part of the facilities need analysis. Certain fiscal and administrative staff have been relocated back to County Building A from the Broadway facility. The lease for Broadway has been amended to reduce the square footage and monthly rent.

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Use of El Dorado County Vehicles

Case No. 07-030

Recommendation 4: The management of “Department 99” vehicles should be consolidated under the Fleet Management process to insure that effective oversight and efficiency is achieved.

Response to Recommendation 4: **The recommendation has not yet been implemented but will be implemented in the future.** Currently Fleet Management is only tracking department owned vehicle smog checks. By providing oversight of individual department owned vehicle services, safety inspections, and other required maintenance needs, the county will ensure vehicles are safe, reliable, and remain cost effective. With the expected addition of a third vehicle lift, Fleet will be able to accommodate those “Department 99” vehicles currently not on a routine maintenance schedule. A timeframe for full implementation of this recommendation is difficult to establish, but the county expects this to be a priority when a new Facilities and Fleet Management Directors is hired.

Status as of December 31, 2008: **The recommendation has not yet been implemented but will be implemented in the future.** This recommendation has been partially implemented with complete implementation expected by July, 2009.

Status as of June 30, 2009: **The recommendation has not yet been implemented but will be implemented in the future.** On March 7, 2009 the Department of Transportation assumed the responsibility of managing Fleet Services from the General Services Department. There were numerous deficiencies that DOT was required to address. Since that time Fleet has focused on operational improvements that have resulted in efficiencies and enhanced customer service. The issue with the “Department 99” vehicles has also been at the forefront.

As stated in the report dated December 31, 2008 Fleet has completed the installation of a vehicle lift that can accommodate some of the larger heavier “99” vehicles. Fleet has contacted many Departments about the vehicles that they own and has had a good response in getting their vehicles to Fleet for routine maintenance and safety inspections. The number of vehicles that have had delinquent service maintenance has been reduced from a high of 24 to 4.

Fleet is working with the Auditors office to compile a comprehensive list of Department owned vehicles. Some of these vehicles have not been accounted for in the past and do not even have a “99” vehicle number. Upon completion, these vehicles will be entered into a database and assigned a preventive maintenance program. Fleet services will then generate a report monthly that will be provided to the Departments with compliance schedules.

DOT is developing an appropriate revision of the Vehicle Use policy which will grant the authority to the Fleet Manager to have jurisdiction over the Department owned vehicle maintenance. This will be a key component in encompassing all County owned vehicles into a scheduled maintenance and safety inspection program.

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Status as of December 31, 2009: The recommendation has been partially implemented. Fleet has contacted all of the Departments requesting a list of all the “99” vehicles that they own. We have received a response from over 90% of the Departments. We are in the process of contacting the Departments that have not responded to ensure that Fleet is overseeing the maintenance of their “99” vehicles. We expect this to be completed by 2/28/10. Fleet sends out monthly notices of due dates and is currently overseeing the safety checks, preventive maintenance, repairs and smog checks for all the “99” vehicles that have been identified.

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Roadside Memorials

Case No. GJ-08-002

Recommendation: The Grand Jury recommends that the County Department of Transportation have [the departmental policy on roadside memorials] reviewed and implemented by June 30, 2009.

Original Response to Recommendation: **The recommendation has not yet been implemented but will be implemented in the future.** The Department of Transportation will bring a Roadside Memorial Policy to the Board of Supervisors for review in September 2009. The date of implementation will be determined pending the Board's discussion of the policy.

Status as of December 31, 2009: **The recommendation has been implemented.** The Department of Transportation implemented the "Roadside Memorial Signs Program" on December 1, 2009. Under this program, following a fatality on a County maintained road, a family member may submit an application for a roadside memorial sign that if approved, will be installed by County staff and will be in place for a period of one (1) year. On December 15, 2009 the Board of Supervisors approved an ordinance authorizing the Department of Transportation to charge an application fee of \$265.00 to recover the cost of the installation of the signs. In addition, roadside memorials that have been in place for more than one (1) year will be removed and disposed of by Department of Transportation staff.

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El Dorado County Zones of Benefit

Case No. GJ-08-021

Recommendation 1: The Department of Transportation should achieve a consistent and frequent (quarterly) dissemination of accounting information, with an improved level of detail to allow ZOB's to better understand their costs and manage their organizations effectively.

Original Response to Recommendation 1: **The recommendation has not yet been implemented but will be implemented in the future.** The Department of Transportation will work with staff to automate a process that will allow for the dissemination of detailed accounting information on a quarterly basis. Expected timeframe of implementation is December 31, 2009.

Status as of December 31, 2009: **The recommendation has not yet been implemented, but will be implemented in the future.** Zone administration staff is working with Information Technologies staff in DOT to develop a database that will allow detailed, timely reporting of financial information to ZOBs. The specifications of the database have been developed, the elements are in place, and are currently being tested. It is anticipated that the program will be available for reporting purposes as of March 31, 2010.

Recommendation 3: The volunteer program process needs to be reviewed, with the goal of minimizing restrictions so that homeowners can more easily take care of simple tasks on their own.

Original Response to Recommendation 3: **The recommendation has not yet been implemented but will be implemented in the future.** The Department of Transportation will submit the approved Volunteer Work Program for review by County Counsel and Risk Management. DOT will report on that review by December 31, 2009 through the Grand Jury Status Report provided to the Board of Supervisors.

Status as of December 31, 2009: **The recommendation has not yet been implemented, but will be implemented in the future.** The Department of Transportation will submit an additional Request for Legal Services asking County Counsel and Risk Management to review the restrictions of the Program by January 31, 2010.

Recommendation 5: The Board of Supervisors should help facilitate a path for disgruntled ZOB's to exit the system and re-organize under an entity that best suits their needs. This issue is currently being discussed by County Counsel and DOT. We recognize that this is not a simple issue. Both the transition out of a ZOB to another road maintenance entity, and the adjustment from "public access to private roads" to "private roads only" needs to be addressed as part of this solution. We would urge that this recommendation produce a solution by the end of this calendar year.

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Original Response to Recommendation 5: The recommendation requires further analysis. The Department of Transportation and County Counsel are working on revisions to the Policy and Procedure Guidelines for the zones of benefit in which the process for dissolution of a zone is contained. The Board of Supervisors cannot commit to facilitating a new process without additional information. If a need for a new exit and reorganization process is identified, and a strategy is identified that provides agreeable solutions, the Board will take appropriate action at that time.

Status as of December 31, 2009: The recommendation requires further analysis. The Department of Transportation completed the recommended revisions to the Policy and Procedure Guidelines for the zones of benefit. The document was sent to County Counsel for further review on September 4, 2009 and is pending completion of that review.

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**Response Review Report—Grand Jury Report 07-06 Audit of Human Services and Mental
Health Medi-Cal Revenue Department Responses**

Case No. GJ-08-025

Recommendation 1: The taxpayer dollars lost due to fiscal mismanagement were huge, and every effort needs to be made by the Board of Supervisors to prevent a recurrence. The Grand Jury recommends that the BOS authorize an audit for next fiscal year to ensure that the purported progress being made by the Mental Health Department is real, and continues. The Grand Jury certainly recognizes the budget constraints that currently exist. However, if the recommended improvements in billing practices had been implemented last fiscal year the audit would have paid for its cost by a multiple of many times. The County taxpayers lost over \$3,000,000 due to poor fiscal management in the Mental Health Department and the audit cost less than \$50,000.

Original Response to Recommendation 1: The recommendation requires further analysis. During fiscal year 2008-09, newly assigned management staff in the Health Services Department (now including both the Public Health Division and Mental Health Division) conducted a substantial review of the fiscal processes and billing practices in the Mental Health Division. Through this comprehensive internal review, staff identified several areas where changes were needed to improve cost accounting, billing systems and processes, and a variety of other factors that contributed to previous operating losses. It is important to clarify that not all of the fiscal problems in the Mental Health Division were related to uncollected Medi-Cal payments or other billing issues. There were numerous factors that contributed to prior losses; reports have been prepared describing key issues and recommendations for restructuring. Steps to implement necessary corrections have been, and are continuing to be, put into place within the Mental Health Division. The findings of internal reviews by Health Services management, as well as reports addressing steps taken or planned to address findings, have been documented and shared with the Board of Supervisors, as well as the Auditor's Office. The Health Services Department agrees with the recommendation of the Grand Jury that continued close monitoring of the Mental Health operations and fiscal status is essential. The Health Services Department will support, and fully cooperate with any monitoring/auditing process determined necessary by the Board of Supervisors.

Status as of December 31, 2009: The recommendation requires further analysis. At this time, the Health Services Department management is continuing its internal monitoring/auditing process to not only uncover areas of needed improvement, but also to develop and implement strategies to effectively address such areas. The following provides an updated status of steps being taken by the Department to improve cost accounting and billing systems/processes, and to address other factors that contributed to prior operating losses.

The Department continues to install new software systems and implement new processes in order to strengthen its fiscal controls, particularly for the Mental Health Division (MHD). Although this work is on-going and there is still more to accomplish, the core systems are now in place. Also, as part of a County-wide requirement of the Chief Administrative Office and Board of

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Supervisors, the MHD provides quarterly fiscal reports setting forth expenditures/revenues to-date and projecting expenditures/revenues to fiscal year-end. The reports provide information necessary to closely monitor the results of previously implemented cost savings measures (including significant staffing reductions, facility downsizing, etc.), as well as implemented and planned fiscal changes/controls to improve revenue production. At this time, projections indicate that MHD will remain within its approved budget for the current fiscal year.

The previous Harvey M. Rose audit obtained by the Grand Jury identified two key issues from their review of FY 07-08: 1) lack of documentation to support adult Medi-Cal billings, and 2) unbilled services. Updated information relative to these issues is addressed below.

Documentation to Support Billings: In early 2009, MHD implemented a more comprehensive approach to quality assurance to address issues raised in the audit. Previously, client charts were audited by Utilization Review/Quality Assurance (UR/QA) staff on only a limited, sample basis. Now, all adult client charts are being reviewed by UR/QA staff every six months as part of the service reauthorization function, and the findings are being shared with affected staff in order to address any corrective actions required. Following this process change, more errors were initially discovered due to the larger number of charts being reviewed; however, the UR/QA unit is now finding improvement in the quality of the charts. Also, personnel tasked with filing medical records are now responsible for verifying that client treatment plans and progress notes reflect required signatures, one of the problems noted in the Harvey Rose audit.

Unbilled Services: The in-house software application and prior manual data entry processes used to transfer information from the InterTrac clinical documentation database to the AVATAR billing system had structural flaws that did indeed result in some unbilled services as reported in the audit. MHD Information Technology staff and County Information Technologies Department staff have worked together to redesign/correct software flaws and to automate the process of transferring the clinical service information into the AVATAR system to enable billing. Automated management reports now identify services performed/documented, but not yet billed, to ensure resolution of issues and subsequent billing, where appropriate. Additional steps have been taken to support and expedite the development and submittal of monthly billings to Medi-Cal, as well as billings to third party payers or self pay clients, as applicable.

The Harvey Rose audit explained that, given the limited time to perform the review, there was a need to narrow the focus of the audit. As such, the issues that were revealed through the audit, while helpful, were only symptoms of broader fiscal and organizational problems that contributed to prior operational losses. The findings of internal reviews by Health Services Department management, as well as reports addressing steps taken or planned to address findings, have been documented and shared with the Board of Supervisors, as well as the Auditor's Office. It is important to note that central to many of the fiscal problems that previously existed in the MHD was the fact that a viable cost accounting system was not in place. A new Health Cost Accounting System (HCAS) has been installed and implemented for FY 09-10. This system is a critical tool that gives management the capability of monitoring clinical staff's performance (by individual or program area) and revenue generation, specifically in terms of Medi-Cal revenue and use of Mental Health Services Act (MHSA) funding. Equally significant, the Division has restructured service delivery to ensure appropriate types and levels

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of services and to optimize use of available MHSA funding, thereby reducing the reliance on diminishing Realignment revenue (derived from sales taxes and vehicle license fees). With new tools in place to monitor and evaluate activity, management can now make more informed business decisions that will result in optimizing operations and fiscal performance.

However, even with the implementation of substantial cost savings measures, creation of new monitoring/management tools, programmatic restructuring to optimize use of available funding, improvements in clinical and fiscal documentation/processing, and other system improvements, MHD will continue to face serious fiscal challenges due largely to issues at the State level. In FY 09-10, the State deferred significant amounts of funding for Mental Health programs (such as that associated with the AB 3632 children's services program) and there are indications that further program/funding changes and reductions are likely to be forthcoming in the future. Health Services Department management concurs with recommendations of the Grand Jury that continued close monitoring of MHD operations and fiscal status is essential, particularly in view of the need to plan and implement timely and effective changes in response to State actions. The Health Services Department is committed to aggressively continuing internal monitoring, management, and corrective action processes.

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**Response Review Report—Grand Jury Report 07-19 Purchasing Department – County
(CAO Office) Response)**

Case No. GJ-08-025

Recommendation 1: The Grand Jury recommends that the CAO's office conduct a confidential County and partial vendor survey. This survey should attempt to determine if recent changes made in the organizational structure have affected the performance standards, measurements and processes of the Purchasing Department with improved levels of service to both internal customers and vendors.

We are not recommending a costly survey or project. This could be done internally with a one or two page document with a series of questions that asks for feedback on department performance objectives and measurements. Feedback by users and suggestions should be included. This survey could be done via email and should not take users or vendors a lot of time or any significant expense, however it is conducted. Results of the survey should be evaluated by the CAO's office to determine the relative success of the recent organizational changes.

Original Response to Recommendation 1: The recommendation requires more analysis. The Procurement and Contracts Division remains under the management of a Principal CAO Analyst, and the Chief Administrative Officer is still serving as the Purchasing Agent. Review of ordinances, policies and processes is ongoing. The Chief Administrative Office has considered the development of a survey tool or other feedback mechanism in order to gain a clearer understanding of user satisfaction and interaction with the Procurement and Contracts Division. However, no formal feedback mechanisms had been developed prior to the recent changes within the Division. Consequently, any data generated as a result of a new survey would more appropriately be viewed as baseline feedback on recent changes, not strictly comparable to past performance. The Chief Administrative Office will consider the recommendation with the intent of implementing a survey or other feedback tool by December 31, 2009.

Status as of December 31, 2009: The recommendation will not be implemented because it is not reasonable. The Procurement and Contracts Division remains under the management of a Principal CAO Analyst, and the Chief Administrative Officer is still serving as the Purchasing Agent. As part of the last reduction in force implemented to meet budget targets in the FY 2009-10 Final Budget, the Chief Administrative Office lost a key staff member in the Procurement and Contracts Division. Due to the reduction in force, the Chief Administrative Office does not plan to implement a survey at this time.

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Response Review Report—Victim Restitution

Case No. GJ-08-025

Recommendation 1: The Grand Jury recommends that the task force referenced above address a centralized victim restitution program to be completed and implemented by the end of 2009.

Original Response to Recommendation 1: The recommendation requires further analysis.

A task force team is in the development stage. County Departments; District Attorney, Courts, Child Support Services and the Probation Department have met to begin the process. Data has been gathered and the task force will meet on a regular basis to review the current process of restitution collection. The task force timeline for gathering all required facts and data and reporting the findings to the Grand Jury is December 31, 2009.

Risk factors include the purchase and implementation of program applications, staffing, laws that govern the collection of restitution, disbursement of collections to include the hierarchy of fines or distribution priority for fees and fines, work space, and the operating funds for centralizing the collection of restitution. In addition, Courts, a non-County agency must agree and work with the County should the conversion of responsibility be feasible. Other county departments must also agree and contribute to the effort.

Status as of December 31, 2009: The recommendation requires further analysis.

Discussions on centralized Victim Witness collections continue. Obstacles reported above remain and are not resolved. The Probation Department is in agreement with a centralized collection process. The automation obstacle will require funding. A meeting is set for February 10, 2010 to discuss the transfer of accounts with the Courts.

Recommendation 2: The Grand Jury recommends that the Child Support Services Revenue Recovery Department be responsible for victim restitution collection. This department has the desire, tools and expertise in revenue recovery to handle this responsibility.

Original Response to Recommendation 2: The recommendation requires further analysis.

The responsibility of the collection of restitution by one agency requires further evaluation by the task force. Should the laws, funding, staffing and efficiency of the program support the “one agency” concept, Child Support Services, Revenue Recovery Division is willing to accept the responsibility for collection of restitution for El Dorado County and the courts. The task force timeline for gathering all required facts and data and reporting the findings to the Grand Jury is December 31, 2009. A cost analysis will be developed and reviewed. Funding is an issue. Courts and other departments must agree to the switch in responsibility.

Status as of December 31, 2009: The recommendation requires further analysis.

Victim Restitution is being collected by Courts. A meeting is scheduled for February 10, 2010 to discuss possible transfer, funding options, etc.

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El Dorado County Jail, South Lake Tahoe, California

Case No. GJ-08-026

Recommendation 1: It is recommended that the Sheriff initiate an inspection to assess the structural integrity of the cinder block wall located in the “B” and “C” pods of the jail and report any safety concerns to the appropriate entity.

Original Response to Recommendation 1: The recommendation has not yet been implemented, but will be implemented in the future. The Facilities Engineering Division will work with Sheriff’s department to determine potential safety concerns and appropriate actions. A facility inspection was held on July 16, 2009. Analysis set to be complete by December 2009.

Status as of December 31, 2009: The recommendation has not yet been implemented, but will be implemented in the future. The Facilities Engineering Division, working with Sheriff’s Department SLT Jail Staff, has determine an appropriate correction for the cracking and wall vibration. A Contractor to implement the correction has been selected and a contract is being prepared. Implementation of the correction will be completed during the 2009-10 Fiscal Year.

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El Dorado Senior Day Care Center

Case No. GJ-08-007

Recommendation 5: We [the Grand Jury] recommend that a video monitoring system be installed to ensure client safety.

Original Response to Recommendation 5: The recommendation requires further analysis. Senior Day Care is 100% funded through fees for services and donations. A video monitoring system was submitted as a fixed asset purchase in the FY 09-10 budget with the notation that the equipment would be purchased if donations are sufficient to cover the cost of the equipment. FY 09-10 revenues were estimated based on anticipated average daily attendance, average daily rate and donation trends and may not meet budgeted revenues. Additionally, it is anticipated that State funding budgeted for the Senior Day Care Program will be reduced in FY 09-10. While a video monitoring system may provide beneficial secondary monitoring of Senior Day Care participants, providing direct services to the clients, including maintaining a staff-to-client ratio that meets the State requirements, must take priority over purchasing equipment that is not required by regulation.

Prior to implementation of a video monitoring system, further analysis will be required to determine the legal requirements, system requirements, equipment specifications and the required ongoing expenditures. Said analysis would be performed by County staff from the Department of Human Services, Department of Transportation, IT, Purchasing and other departments as necessary. Final purchasing of the equipment would follow the procedures set forth in County purchasing policies. The analysis would occur once it has been determined that the budget for Senior Day Care can support the purchase of a video monitoring system. This determination may not occur until late in the fourth quarter of FY 09-10.

Status as of December 31, 2009: The recommendation has not yet been implemented, but will be implemented in the future. The facility at 935A Spring Street has been added to the Department Security System upgrade that will be complete by 6/2010. DOT is currently working on releasing the bid.

Recommendation 6: The facility should not rely on the El Dorado County Fire Marshall to schedule fire inspections on a timely basis, but should request inspection on a more frequent basis to decrease fire danger to vulnerable adults.

Original Response to Recommendation 6: The recommendation has not yet been implemented but will be implemented in the future. The Department of Transportation facilities staff will create and automated Preventive Maintenance Service Request for necessary fire inspections within the new Building and Grounds WINCAMS systems. Automated Service Request scheduled to be completed within 6 months.

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Status as of December 31, 2009: The recommendation has not yet been implemented, but will be implemented in the future. The Department of Transportation is in the process of hiring personnel to fill the vacant Service Operations Coordinator (SOC) positions in the Department that will manage the WINCAMS System. (Offers have been made and accepted for 2 of the 3 positions). Department staff will ensure that a task is placed in the WINCAMS System to call for an inspection of this, and other facilities, by the Fire Marshall at appropriate time intervals.

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Placerville Airport - Placerville

Case No. GJ-08-009

Recommendation 1: Efforts to sell additional aviation fuel by marketing to flight crews should be expanded. This program should be continued and evaluated to determine if it can be made even more attractive to aircrews.

Original Response to Recommendation 1: The recommendation has not yet been implemented but will be implemented in the future. Airport management and staff will work with the Placerville Airport Commission to evaluate alternatives and work to expand business during the next 6 months.

Status as of December 31, 2009: The recommendation requires further analysis. DOT Executive and Airport staffs are reviewing the entire airport business model which includes marketing of fuel and the airport in general. In addition the Airport management and staff are currently working with the El Dorado County Visitors Authority to explore different marketing options to promote the airport to air travel based tourism. Once alternatives, including budget numbers, for operating and marketing the Airport are developed they will be presented to the Placerville Airport Commission for evaluation and if necessary adoption of new policies by the Board of Supervisors.

**Grand Jury Recommendations Status Update
December 31, 2009**

2008-09 Final Report

**South Lake Tahoe Administration Facility
El Dorado Center, Community Services Division**

Case No. GJ-08-013

Recommendation 2: Replace stained ceiling tiles in the reception area.

Original Response to Recommendation 2: The recommendation has not yet been implemented but will be implemented in the future. Service Request 000289 has been issued to SLT Buildings and Grounds staff to correct this issue within 30 days.

Status as of December 31, 2009: The recommendation has been implemented. Under Service Request 000289, Building staff painted or replaced damaged ceiling tiles.

Recommendation 3: Correct the deficiency to maintaining acceptable office temperatures in individual offices.

Original Response to Recommendation 3: The recommendation requires further analysis. Recommendation will need further analysis. HVAC system consists of Boiler based base board heating, Chiller based cooler, and is the original El Dorado Center HVAC equipment. The system is activated based on outside air temp. The electronic energy management system has not been operational for some time. Buildings and Grounds to work with IT staff to correct the system issues. A functioning energy management system may improve office temperatures.

Status as of December 31, 2009: The recommendation will not be implemented because it is not reasonable. The difficulty of maintaining acceptable temperatures in individual offices is not isolated to the Community Services Division. For example, in its 2006-07 Final Report, the Grand Jury similarly found that, "temperature control throughout the building is inconsistent." At the time of this finding the heat and air conditioning systems were on-line and operating according to design specifications. In its 2007-08 Final Report, the El Dorado Center continues to have a myriad of problems and recommended replacement of the facility as already envisioned in the Capital Improvement Program. Facilities Engineering Division (FED) staff has developed a list of issues with the Building which includes the HVAC system in the building. FED staff will continue to address system issues as they arise with available resources. Working with Facilities Operations and Maintenance staff the FED staff are prioritizing necessary projects and determining funding needed for completion. These projects will then be included in the 5 Year Facilities Capital Improvement Program. It is not likely that temperature or other facility issues can be remedied to the satisfaction of all concerned without significant investment or replacement of the building. Current budget constraints render either option infeasible at this time.

**Grand Jury Recommendations Status Update
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Recommendation 4: Office should be evaluated for privacy issues and, if required, install additional soundproofing material.

Original Response to Recommendation 4: The recommendation requires further analysis. Facilities Engineering, assisted by Buildings and Grounds, to work with Community Service Staff to determine potential safety concerns and appropriate actions. Improvements will be coordinated with current projects to re-arrange staff and reconfigure spaces in this facility.

Status as of December 31, 2009: The recommendation will not be implemented because it is not warranted. No additional soundproofing is required at this time.

**Grand Jury Recommendations Status Update
December 31, 2009**

2008-09 Final Report

El Dorado County Branch Library, El Dorado Hills

Case No. GJ-08-014

Recommendation 3: The lighting in the main room needs to be reassessed to determine if lighting is adequate and meets building code.

Original Response to Recommendation 3: The recommendation has not yet been implemented, but will be implemented in the future. A reassessment of the lighting level in the library will be completed within 90 days by Buildings and Grounds in the Department of Transportation.

Status as of December 31, 2009: The recommendation has been implemented. Buildings staff inspected library main room and found some fixtures to be dimly lit. Staff issued service request 000589, replaced 23 bulbs and readjusted fixtures downward which increased lighting in an estimated 90% of the main room.