



County of San Diego

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SAN DIEGO
COUNTY GRAND JURY

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June 28, 2011

The Honorable Kevin Enright
Presiding Judge, San Diego Superior Court
220 West Broadway
San Diego, CA 92101

Dear Judge Enright,

The 2010-11 San Diego County Grand Jury issued six reports during their tenure that addressed findings and recommendations to the County of San Diego. Today, the County Board of Supervisors approved responses to these six reports and directed me to forward these responses to your office, as required by the California Penal Code.

The responses, which are enclosed, correspond to the following reports:

- In-Home Supportive Services: An Open Door for Abuse and Fraud
- Oh, For Critters' Sakes!
- County Supervisor Discretionary Funds: More Transparency Needed
- Detention Facilities Inspection
- Pertussis (Whooping Cough) Epidemic: Let's Get Educated!
- Hitting Back at Domestic Violence

If you have questions or need additional information, please contact me at (619) 531-5250.

Sincerely,

WALTER F. EKARD

Chief Administrative Officer

Attachment

cc: Board of Supervisors



COUNTY OF SAN DIEGO

AGENDA ITEM

BOARD OF SUPERVISORS

GREG COX
First District

DIANNE JACOB
Second District

PAM SLATER-PRICE
Third District

RON ROBERTS
Fourth District

BILL HORN
Fifth District

DATE: June 28, 2011
TO: Board of Supervisors
SUBJECT: RESPONSE TO 2010-11 GRAND JURY REPORTS (DISTRICT: ALL)
SUMMARY:

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Overview

The 2010-2011 San Diego County Grand Jury recently completed their term and issued 7 reports that address County programs under the purview of the Board of Supervisors. Six of those reports contained recommendations and one contained only commendations.

According to the California Penal Code Section 933(c), agencies that are the subject of Grand Jury reports must respond in writing to Findings and Recommendations addressed to them. Therefore, this is a request for your Board to review and approve the draft Finding and Recommendation responses prepared by the Chief Administrative Officer and authorize the Chief Administrative Officer to transmit your Board's responses to the Grand Jury, via the Superior Court Presiding Judge. The proposed responses address the recommendations and findings contained in following reports:

- In-Home Supportive Services: An Open Door for Abuse and Fraud
- Oh, For Critters' Sakes!
- County Supervisor Discretionary Funds: More Transparency Needed
- Detention Facilities Inspection
- Pertussis (Whooping Cough) Epidemic: Let's Get Educated!
- Hitting Back at Domestic Violence

Recommendation(s)

CHIEF ADMINISTRATIVE OFFICER

Approve the proposed responses and authorize the Chief Administrative Officer to transmit the responses to the Grand Jury via the Superior Court Presiding Judge.

Fiscal Impact

This recommendation will have no fiscal impact.

SUBJECT: RESPONSE TO 2010-11 GRAND JURY REPORTS (DISTRICT: ALL)

Business Impact Statement

N/A

Advisory Board Statement

N/A

BACKGROUND:

The 2010-2011 San Diego County Grand Jury recently completed their term and issued 7 reports that address County programs under the purview of the Board of Supervisors. Six of those reports contained recommendations and one contained only commendations.

According to the California Penal Code, agencies that are the subject of Grand Jury reports must respond in writing to Findings and Recommendations addressed to them. Therefore, this is a request for your Board to review and approve the draft Finding and Recommendation responses prepared by the Chief Administrative Officer covering these six reports and authorize the Chief Administrative Officer to transmit your Board's responses to the Grand Jury, via the Superior Court Presiding Judge.

The proposed responses address the recommendations and findings contained in following reports:

- "In-Home Supportive Services: An Open Door for Abuse and Fraud"
- "Oh, For Critters' Sakes!"
- "County Supervisor Discretionary Funds: More Transparency Needed"
- "Detention Facilities Inspection"
- "Pertussis (Whooping Cough) Epidemic: Let's Get Educated!"
- "Hitting Back at Domestic Violence"

The seventh report the County received was titled "Civic Successes: Public Service at its Best" and commended the County's Child Welfare Services, Commission on Children and Families, Polinsky Children's Center, Planning and Land Use Department, Medical Examiner, and Sheriff's Office Crime Lab. Commendations do not require a written response.

Individual elected officials who received Grand Jury recommendations, such as the San Diego County Sheriff and District Attorney, submit their responses separately, under the Penal Code. However, copies of all Grand Jury reports and the subject agencies' responses to them are posted on the Grand Jury website.

Linkage to the County of San Diego Strategic Plan

The Grand Jury reports listed above and the County's corresponding responses address issues associated with all three of the County of San Diego's 2011-16 Strategic Initiatives, which are to Improve Opportunities for Children and Families; Preserve and Protect the Environment and Promote Safe and Livable Communities. They also link to the County's eight Required Disciplines, which focus on the organization's commitment to: Fiscal Stability; Customer Satisfaction; Regional Leadership; a Skilled, Adaptable and Diverse Workforce; Essential

SUBJECT: RESPONSE TO 2010-11 GRAND JURY REPORTS (DISTRICT: ALL)

AGENDA ITEM INFORMATION SHEET

REQUIRES FOUR VOTES: Yes No

WRITTEN DISCLOSURE PER COUNTY CHARTER SECTION 1000.1 REQUIRED
 Yes No

PREVIOUS RELEVANT BOARD ACTIONS:
N/A

BOARD POLICIES APPLICABLE:
A-43 Response to Grand Jury Reports

BOARD POLICY STATEMENTS:
N/A

MANDATORY COMPLIANCE:
N/A

ORACLE AWARD NUMBER(S) AND CONTRACT AND/OR REQUISITION NUMBER(S):
N/A

ORIGINATING DEPARTMENT: Chief Administrative Office

OTHER CONCURRENCE(S): Community Services Group
 Health and Human Services Agency
 Public Safety Group
 Finance and General Government Group

CONTACT PERSON(S):

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allowed under current law. Further discussion will occur between the Sheriff and the Health and Human Services Agency to determine how best to proceed in order to enhance collaboration among agencies.

“OH, FOR CRITTERS’ SAKES!”

Issued April 20, 2011

Finding 01: The current complaint log combines calls for animal services as well as complaints against the department.

Response: Disagree. The department does not keep a “complaint log.” The department maintains a correspondence file entitled Chief Administrative Office (CAO) Referrals/City Route Slips, which are letters or electronic mail from members of the public to members of the Board of Supervisors (BOS) or the various City Councils in Department of Animal Services’ service area. These letters and emails may question or disagree with the department’s actions or policies in the field, shelter policies or actions, or the decisions made at administrative hearings by the department’s Hearing Officer. The BOS refers the inquiries to the CAO who then refers them to the department for a response. The City Councils send them directly to the department to respond to the constituent(s). “Calls” or requests for service come to the call center and are dispatched to animal control officers in the field. Records of those requests and actions are part of a permanent record in Chameleon, the Department of Animal Services’ integrated shelter software case management system.

Finding 02: Volunteers play vital role in the care and comfort of the animals in the shelters.

Response: Agree.

RECOMMENDATIONS- The 2010/2011 San Diego County Grand Jury recommends the San Diego County Department of Animal Services:

11-16: Develop a plan to increase public awareness of the benefits of spaying/neutering pets.

Response: The recommendation has been implemented. Since the early 1980s, the Department of Animal Services (DAS) has had a robust spay/neuter public awareness program in place that highlights the resources available to the public and the benefits of spaying or neutering pets. The department prominently features spay/neuter information on its website (www.sddac.com), blankets the community with news articles, flyers, brochures, newsletters and animal welfare journals. In addition, animal control officers go to schools and teach the Be Aware Responsible and Kind (BARK) Program, which educates children about responsible pet ownership — including the medical and behavioral benefits of altering pets, as well as combating pet overpopulation. The department also partners with hundreds of private organizations, including the Spay Neuter Action Project, House Rabbit Society, San Diego Humane Society, Humane Society of the United States, Rancho Coastal Humane Society and

San Diego County Veterinary Medical Association, all of which dedicate resources to inform and educate the public about the importance of spaying and neutering pets.

11-17: Develop a plan to increase public awareness of the coupons available for spay and neuter discounts.

Response: The recommendation will not be implemented because it is not reasonable. Public awareness of and, subsequently, participation in the department's coupon program already exceeds available resources. The County and client Cities fund the program by dedicating 5% of their respective dog licensing revenue to this program, which is currently funded at \$100,000 annually, beginning July 1 of each fiscal year. Over the last several years, requests for coupons have exceeded the budgeted amount by the second or third quarter of the fiscal year. This rate of usage and demand is not expected to diminish anytime in the near future, nor is the current funding level expected to increase, given the economic climate and the County's and contract Cities' inability to dedicate additional resources to the program.

11-18: Develop a plan to increase public awareness of microchipping services.

Response: The recommendation has been implemented. Since 2007, the department has had numerous programs in place to raise public awareness about microchipping pets and the related clinics/services DAS offers. The department also pays for advertising the clinics in local community newspapers and lists them on DAS' web site (<http://www.sddac.com/clinics.asp>).

In addition, the County Communications Office (CCO) routinely issues news releases and media alerts whenever the clinics are held in the community, and, on several occasions, draws wide news media coverage in particularly compelling cases of owners being reunited with their pets due to the presence of a microchip. Since Jan. 1, 2011, DAS has explicitly promoted microchipping in regular press releases on weekly and community microchipping clinics, and in three releases on exceptional pet reunions credited to microchips. The department has issued 11 such press releases to date:

- June 2: County offers Microchips at Two Great Weekend Events (Allied Gardens, Encinitas clinics)
- May 31: Microchips Achieve a "Three-peat"—dog missing for 18 months reunited with family
- May 24: Microchip reunites Cat, Owner After 17 Months
- May 19: Santee Microchipping clinic
- May 19: Dog Missing for Five Years Reunited with Owner
- May 13: County Considered Microchipping a Must: Gaines Street Clinic
- May 10: Legoland fireworks May Frighten Pets: Mentions weekly clinics
- April 15: Make Microchipping a Part of Disaster Preparedness: Alpine Clinic
- March 10: County Considers Microchipping a Lucky Charm: Gaines Street Clinic

- Feb. 11: Owners Urged to Microchip Pets Before Fire Season: Ramona Microchipping release
- Jan. 6: County Urges Pet Owners to Microchip for the New Year: Bonita Clinic

Since January 1, 2011, CCO has clipped 12 stories that specifically promote microchipping. These stories were in the *San Diego Union Tribune*, *North County Times* and on TV news websites. They also included Patch.com community news sites. In addition, about 72 “Pet of the Week,” features in *San Diego Union Tribune*, *North County Times* and Patch.com mention that the animals up for adoption will be microchipped. This repetition adds to public awareness that microchipping, like vaccinations and spaying/neutering, is a basic requirement of responsible pet ownership.

In addition, this year Lt. Dan DeSousa, DAS spokesman, has talked to approximately 10 media outlets about microchipping. These interviews included TV channels and KPBS radio. Some of the interviews probably resulted in on-air stories that did not make CCO’s clips, because the stories had no online counterpart, and CCO does not track broadcast stories.

Furthermore, all animals adopted into new homes or lost pets claimed by their owner are microchipped before leaving the shelter. The County Television Network produced a video about our clinics on their website and the County Communications Office uses social media such as Twitter and Facebook to increase public awareness about the clinics. All department brochures recommend that pet owners microchip their pets and include information about our weekly clinics. Staff also talks about the clinics at numerous disaster preparedness presentations throughout the community.

11-19: Divide the complaint logs into two parts, one for problems requesting help and one noting complaints against the department.

Response: The recommendation has been implemented. A file has been developed entitled “complaints against the department and staff” and the file that covers complaints regarding service already exists.

11-20: Provide all Animal Control Officers in the field with laptop computers as soon as fiscally possible.

Response: The recommendation has been implemented. All the computers for animal control officers have been ordered and installation in the vehicles is near completion.

“County Supervisor Discretionary Funds: More Transparency Needed”

Issued April 26, 2011