

*County of Lassen*  
**BOARD OF SUPERVISORS**

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October 23, 2018

The Honorable Tony Mallery  
Presiding Judge, Lassen Superior Court  
2610 Riverside Dr.  
Susanville, CA 96130

Dear Judge Mallery,

Pursuant to Penal Code section 933(c), please accept the Lassen County Board of Supervisors response to the 2017-2018 Lassen County Grand Jury report. Our response is attached.

While we may or may not be able to implement every recommendation as a result of other limitations, the Board of Supervisors welcomes the constructive criticism offered by the Grand Jury, considers it seriously, and takes to heart the recommendations brought forth.

We would like to take this opportunity to recognize the Court and the 2017-2018 Lassen County Grand Jury for a job well done.

Respectfully

**CHRIS GALLAGHER**  
Chairman

**RESPONSE PROCEDURE TO GRAND JURY**

**REPORTS SUMMARY OF PC §933.05**

The governance of responses to Grand Jury Final Report is contained in Penal Code §933 and §933.05. Responses must be submitted within 60 or 90 days. Elected officials must respond within 60 days, governing bodies (for example: the Board of Supervisors) must respond within 90 days. Please submit all responses in writing and digital format to the Presiding Judge, the Grand Jury Foreperson, and the CEO's office.

Report Title: Lassen County Child and Family Services

Date Received July 27, 2018

Response by: CHRIS GALLAGHER

Title: CHAIRMAN, LASSEN COUNTY BOARD OF SUPERVISORS

Findings

I (we) agree with the findings numbered:

1, 2, 3, 4, 5

I (we) disagree wholly or partially with the findings numbered:

3

Recommendations

Recommendations numbered: 1, 4, 5 have been implemented. (Attach a summary describing the implemented actions.)

Recommendations numbered: NONE require further analysis. (Attach an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer and/or director of the agency or department being investigated or reviewed; including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of publication of the Grand Jury Report).

Recommendations numbered: 2, 3 will not be implemented because they are not warranted and/or are not reasonable. (Attach an explanation.)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Total number of pages attached: 2

## **Introduction**

The California Grand Jurors Association states that the mission of a civil Grand Jury is to “help local government be more accountable and efficient.” They also state that their mission is to “facilitate positive change...” The Lassen County Board of Supervisors applauds that goal and would like to thank the citizens who have given of themselves to serve as Lassen County Grand Jurors. The Lassen County Board of Supervisors recognizes the considerable contribution of time and energy by private citizens for the benefit of Lassen County as a whole.

The Board of Supervisors welcomes the constructive criticism offered by the Grand Jury, considers it seriously, and takes to heart the recommendations brought forth by the Grand Jury. The Board of Supervisors joins the Grand Jury in trying to make local government more efficient and effective as possible.

Over the next pages, the Lassen County Board of Supervisors will be presenting its response to this year’s Grand Jury Report.

## **Lassen County Child and Family Services**

### **Grand Jury Report:**

*Finding Number 1:* “Since the 2016 Grand Jury Report it appears that the CFS has made improvements in following procedures and implemented the recommendations made.”

*Response/Comment:* The Board of Supervisors agrees and appreciates the positive feedback on the improvements made from the previous year.

*Finding Number 2:* “Based on information gathered, CFS could become more efficient with the acquisition and implementation of mobile electronic equipment.”

*Response/Comment:* The Board of Supervisors agrees with this finding. The Department is currently evaluating mobile electronic equipment options that may help CFS improve operational efficiencies.

*Finding Number 3:* “Through interviews it is our understanding that CFS has funds that could be used to upgrade and incorporate mobile technology.”

*Response/Comment:* The Board of Supervisors agrees in part and disagrees in part. While CFS has funds available to procure tools needed to conduct program business, including use of mobile technology, the Department is unable to confirm that there are sufficient funds available to procure mobile technology upgrades as well as fund other competing priorities.

*Finding Number 4:* “At times employees struggle with inputting documents and field notes into the CFS Data Storage System in a timely manner. This is due to an overwhelming number of caseloads per Case worker, the distant case workers must travel to perform the required client visits and with the historical staff turnover the insufficient staff to handle the case loads.”

*Response/Comment:* The Board of Supervisors agrees with this finding. CFS staff has not consistently entered caseload data into the CFS Data Storage System in a timely manner. In response, the Department added an additional full-time case worker position to CFS and is committed to expeditiously filling vacant positions. New hires are promptly trained on the data entry process and timeline expectations. Supervisors and staff now have access to weekly reports that assist with tracking and monitoring progress.

Finding Number 5: "Information gathered identified that employee performance evaluations are not being completed on an annual basis."

Response/Comment: The Board of Supervisors agrees with this finding. Employee evaluations are now being completed in a timely manner and on an annual basis.

Recommendation Number 1: "CFS continue to follow the guidelines set forth in the County and State Policy and Procedures Manuals."

Response/Comment: CFS will continue to implement and follow County policies, procedure manuals and State published guidance and policy instructions.

Recommendation Number 2: "CFS acquire some type of mobile technology, such as; but not limited to, voice recording devices, laptops, IPADs, or Tablets. It is anticipated that this type of mobile technology will streamline field investigation operations and data input."

Response/Comment: The recommendation will not be implemented because it is not warranted or is not reasonable due to privacy laws and the confidential nature of working with minors.

Recommendation Number 3: "Non-restrictive funds could be made available for purchasing the mobile technology identified in R2."

Response/Comment: The recommendation will not be implemented because it is not warranted or is not reasonable due to privacy laws and the confidential nature of working with minors.

Recommendation Number 4: "CFS should hire additional clerical employees to input data and assist with the creation of documents, which would allow more time for the other required duties performed by social workers."

Response/Comment: The recommendation has been implemented. Additional clerical temporary support has been assigned to assist CFS.

Recommendation Number 5: "Employee performance evaluations must be completed in a timely manner as identified in the Lassen County Employee Handbook."

Response/Comment: This recommendation is being implemented. Expectations and deadlines have been discussed with Supervisors to ensure timely completion of employee performance evaluations, as required by the Lassen County Employee Handbook.

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