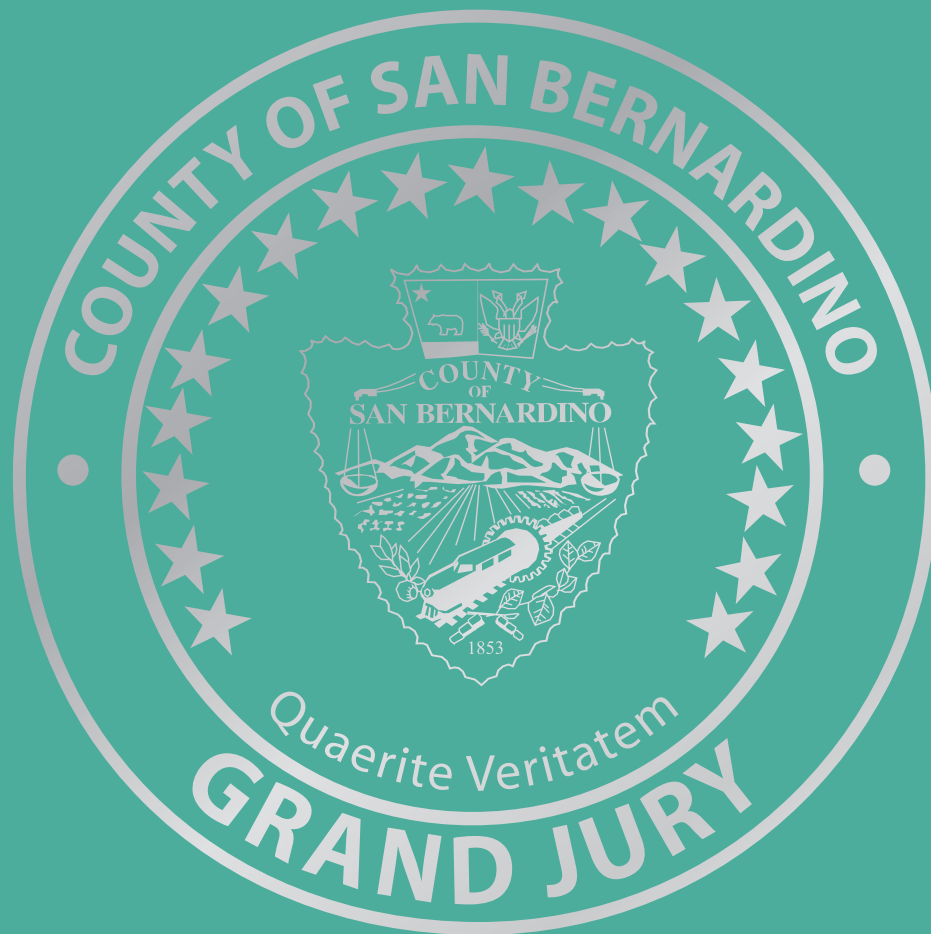


FINAL REPORT



SAN BERNARDINO COUNTY
CIVIL GRAND JURY
2022



December 16, 2022

Honorable R. Glenn Yabuno, Presiding Judge
Superior Court of California, County of San Bernardino
247 West Third Street, 11th Floor
San Bernardino, CA 92415-0302

Dear Judge Yabuno,

It has been my honor to represent this year's 2022 Civil Grand Jury. This Jury, which consist of 19 civic minded individuals, dedicated their time and efforts this past year to identify areas of improvement within the County for the benefit of its residents and governmental organizations. The results of their dedication, knowledge, and experiences are evident in this year's 2022 Civil Grand Jury report, which I am pleased to present to you and the Board of Supervisors, and the citizens of San Bernardino County.

This report is the result of countless hours of research, investigations, interviews, as well as numerous site visits. This process is only possible with the positive interface with many of the county's agencies and personnel. We would like to thank the San Bernardino County Counsel and the San Bernardino County Sheriff's Department for their valuable assistance. We would also thank the Innovation and Technology Department for their tireless support of the Civil Grand Jury throughout the year. This report wouldn't be complete without the valuable interaction with those private citizens and organizations who give their time and information.

The Civil Grand Jury would like to add a special thank you to the San Bernardino County Sheriff's Training Academy, who kindly invited and hosted the members of this Jury to a walk through and demonstration of their facilities and their training programs.

The Civil Grand Jury was also able to fulfill its PC §919b obligation as well as PC §925a by visiting the California Institution for Men and California Institution for Women and several county and municipal jails. These observations can be reviewed in the last section of this report.

This Grand Jury experienced a few unexpected events this year. First off in early June we were displaced from our Grand Jury room due to a structure fire. And thanks to a few dedicated individuals we only experienced a brief delay in our process. The second event was much more devastating. In November we suffered the loss of two Jurors. The first was Daniel Lowry. Daniel was the youngest juror and was very excited about serving in his first Civil Grand Jury, and his eagerness was obvious from the start. The second one we lost was David Hutson. David was a veteran of six Civil Grand Juries, and his contributions and guidance were valuable as well as timely. Both these gentlemen's commitment to serve their community is evident within these pages of this report. At this time, I would like to officially thank Daniel and David for their service.

In conclusion I along with the rest of the 2022 Civil Grand Jury would like to extend a special recognition to you Judge Yabuno, for your guidance and support throughout the year. To Kristie Armstead, for her support and leadership. A very special thank you to our Grand Jury Coordinator Valerie Silvas and former Legal Advisor Michael Dauber who worked with the Grand Jury every day sharing their knowledge, leadership, compassion, professionalism, as well a true commitment to helping us create the best report we can.

Sincerely,

Bruce McGuire
2022 San Bernardino County Civil Grand Jury Foreperson

THE 2022 SAN BERNARDINO COUNTY CIVIL GRAND JURY'S
FINAL REPORT IS
DEDICATED TO THE MEMORY OF

DAVID HUTSON



June 10, 1941 –
November 18, 2022

DANIEL LOWRY



November 23, 1982 –
November 02, 2022

*“Do not stand at my grave and weep;
I am not there. I do not sleep.
I am a thousand winds that blow.
I am the diamond glints on snow.
I am the sunlight on ripened grain.
I am the gentle autumn rain.
When you awaken in the morning's hush
I am the swift uplifting rush
Of quiet birds in circled flight.
I am the soft stars that shine at night.
Do not stand at my grave and cry;
I am not there.
I did not die.”*

-Mary Elizabeth Frye

SAN BERNARDINO COUNTY 2022 CIVIL GRAND JURY

OFFICERS:

BRUCE MCGUIRE	*	FOREMAN
BRUCE MINER	*	FOREMAN PRO TEM
MARGARET BREWSTER	*	SECRETARY
JOANNA HAMILTON	*	SECRETARY
DONNA JORDAN	*	SECRETARY
JESSE WEBSTER	*	SERGEANT-AT-ARMS

MEMBERS:

RICHARD BANASIAK	*	NONIE KLEINHANS
DAVID CEBALLOS	*	LIZA LOPEZ
WILLIAM CHAPMAN	*	DANIEL LOWRY
REGINALD CLARK	*	VICTORIA MEDLOCK
DAVID HUTSON	*	NANCY TEEGARDEN
EDWARD JABO	*	KAREN ZAGORSKY
DONNA KENNEY-CASH	*	

ADMINISTRATION:

PRESIDING JUDGE	*	R. GLENN YABUNO
GRAND JURY COORDINATOR	*	VALERIE SILVAS
AUTOMATED SYSTEMS ANALYST	*	GREG HENRY
GRAPHIC DESIGNER	*	OSCAR AGUIRRE

SAN BERNARDINO COUNTY 2022 CIVIL GRAND JURY



Back Row (left to right): Liza Lopez, William Chapman, Bruce McGuire, Joanna Hamilton, David Hutson, Daniel Lowry, David Ceballos, Reginald Clark, Bruce Miner

Front Row (left to right): Edward Jabo, Donna Jordan, Karen Zagorsky, Donna Kenney-Cash, Nancy Teegarden, Victoria Medlock, Jesse Webster, Richard Banasiak

Not Pictured: Margaret Brewster, Nonie Kleinhans



Honorable
R. Glenn Yabuno

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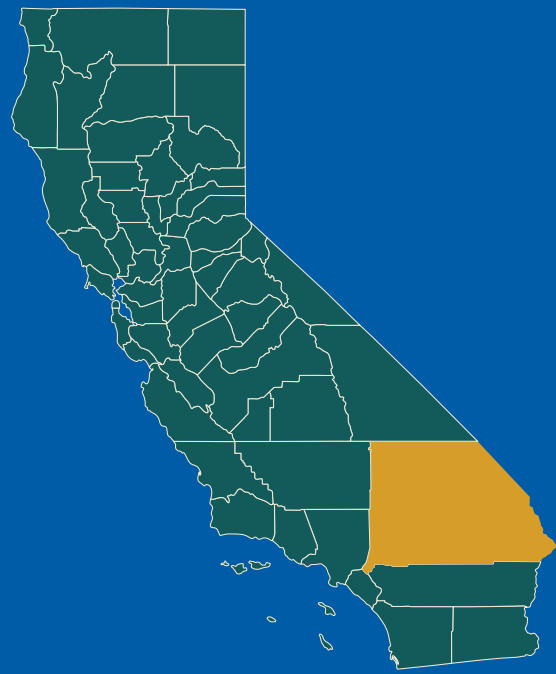
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Established April 26, 1853

Named in 1810 by Francisco Dumetz

20,105 Square Miles

2020 Population was 2,181,654

24 Cities

5 Native American Reservations

7 National Forests And Parks

35 Official Wildness Areas

8684 Acres of County Regional Parks

12 Airports (2 International)

12 Colleges and Universities

33 School Districts

50 Public Libraries

34 Museums

2500 miles of roads and 300 bridges



President Lyndon B Johnson at the age of 17 (1925) worked as an elevator operator in the San Bernardino's Plat Building



Home of the first McDonald's restaurant in 1940 at 1398 North E Street



The Rolling Stones first US concert tour started in San Bernardino on June 5, 1964 at The Swing Auditorium



The City of Colton's first Marshall (1887-1889) was Virgil Earp, the older brother of Wyatt and Morgan Earp



RESPONSE ACCOUNTABILITY



SAN BERNARDINO COUNTY
CIVIL GRAND JURY
2022

RESPONSE AND ACCOUNTABILITY

Review of Grand Jury Recommendations from report of 2021

Methodology

The 2022 San Bernardino County Civil Grand Jury was tasked with verifying the 2021 Grand Jury report recommendations directed toward several agencies. The verification was done by in-field visits, reviewing documents, along with analyzing the responses provided to the Grand Jury. The topics included: San Bernardino Department County Sherriff and Department Of Behavior Health Connection: Is The Bridge Strong Enough? Predatory Behaviors And Ignorance Within Redlands Unified School District: Has The School District Learned Its Lesson? , Doing Business With The City Of San Bernardino, A Guardian For The Public Guardians, Food Permits and San Bernardino County Lakes.

Background: Response and Accountability Committee

The Civil Grand Jury's primary role, as supported by the evidence, is to evaluate the performance of local government agencies and officials and to publish recommendations in its final report. The responsibility of the Response and Accountability (R&A) Committee is to follow-up on the previous year's recommendations of the Grand Jury Final Reports to evaluate the responses that are received for each listed recommendation. California State Penal Code Section §933.05, government entities identified by any Grand Jury investigation are required to respond to each recommendation made in the Grand Jury Final Report.

The area of focus for the 2022 Grand Jury R&A Committee is on the recommendations and how the response (s) complies to the (Penal Code) PC § 933.05(b) as noted below:

- (1) The recommendation has been implemented, with a summary regarding the implemented action.

- (2) The recommendation has not yet been implemented, but will be implemented in the future, with a timeframe for implementation.

(3) The recommendation requires further analysis, with 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 or head 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.

(4) The recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefor.

SUMMARY

The 2020 San Bernardino County Civil Grand Jury reviewed the five Final Reports in 2021 San Bernardino County Civil Grand Jury which included the following:

The 2022 San Bernardino County Civil Grand Jury reviewed the following: FY2021 Grand Jury Final Report: San Bernardino Department County Sherriff and Department Of Behavior Health Connection: Is The Bridge Strong Enough? Predatory Behaviors And Ignorance Within Redlands Unified School District: Has The School District Learned Its Lesson? Doing Business With The City Of San Bernardino, A Guardian For The Public Guardians, Food Permits and San Bernardino County Lakes.

San Bernardino Department County Sherriff and Department Of Behavior Health Connection: Is The Bridge Strong Enough?

Please find below, in every recommendation, the original recommendations given, the responses by San Bernardino Department County Sherriff and the Department Of Behavior Health, and the status review.

RECOMMENDATION R21-1:

Sheriff's Department to CIT train all deputies hired prior to 2013 who have not received the 40-hour CIT training. To be implemented by June 2022.

RESPONSE:

The Sheriff's Department DISAGREES in part with this recommendation, The Sheriff's Department will coordinate with the Department of Behavioral Health (DBH) to add additional 40-hour CIT classes to the Department training calendar for the next three years.

Both DBH and the Sheriff's Department will make efforts to train deputies who have not received CIT training, particularly those who are in assignments where the training will be beneficial. Additional 40-hour CIT classes will be open to all safety members regardless of assignment and to certain professional staff members. Commanders will be encouraged to send personnel to this training, when possible, given station staffing levels and the availability of backfill funding.

Not every deputy hired prior to 2013 is assigned to a position that would benefit from a 40-hour CIT class. Deputies are required to attend mandatory training on a variety of topics on an ongoing basis. Training all deputies hired prior to 2013 in CIT by June 2022 would severely impact the Sheriff's Department's mandatory training schedule and ability to provide Law Enforcement services.

In June of 2025, the Sheriff's Department will evaluate the progress of its efforts to train deputies who have not yet received CIT training.

The response complies with PC § 933.05 (b)(2).

RECOMMENDATION R21-2:

Sheriff's Department to CIT train all deputies hired prior to 2013 who have not received the 40-hour CIT classes to the Department training calendar for the next three years.

RESPONSE:

The Sheriff's Department and DBH DISAGREE in part and have concluded that this recommendation requires further analysis

If the analysis reveals that a refresher course is warranted the Sheriff's Department and DBH will need to develop curriculum, analyze the appropriate course length, and appropriate method of delivery. After conducting additional analysis, the Sheriff's Department and DBH will make a recommendation as to whether, and under what circumstances, refresher courses may be needed and the method of presentation and length of any needed refresher course. The Sheriff's Department and DBH will complete the analysis no later than June 2022.

The response complies with PC § 933.05 (b)(3).

RECOMMENDATION R21-3:

SBCSD and DBH develop virtual mental health/resource updates for deputies leaving the jail and entering patrol assignment to be implemented by June 2022.

RESPONSE:

The Sheriff's Department and DBH AGREE and have proactively implemented the following measures:

DBH has developed and released virtual/on-line resources and updated. DBH's CIT Community Recourses Guide is currently available to all Sheriff's Department members, including patrol deputies who can access the guide on the Mobile Data Consoles (MDC) In their patrol vehicles. The guide us is updated annually at a minimum,

DBH will continue to collaborate with and support the Sheriff's Department by updating the resource material available to deputies in the field and conducting regularly scheduled CIT trainings.

The response complies with PC § 933.05 (b)(1).

RECOMMENDATION R21-4:

SBCSD to unify all CIT personnel under the same division for the continuity of CIT chain-of-command. To be implemented by June 2022.

RESPONSE:

The Sheriff's Department AGREES and has created the Community Service and Reentry Division (CSRD).

The Captain and Lieutenant of the CSRD serve on the CIT Committee and are heavily involved in all aspects of the CIT program. The CSRD command team is in constant contact with DBH on various levels and will be integral to the continuity and continued success of the CIT program.

The Sheriff's Department and DBH will assess whether it would be appropriate to modify the existing MOU to place the CIT deputy under direct supervision of CSRD.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-5:

SBCSD to assign a minimum of two CIT Station Coordinators per patrol station. To be implemented immediately.

RESPONSE:

The Sheriff's Department AGREES and has implemented a policy requiring a CIT Coordinator (Sergeant) and an alternate (Corporal or higher) at each station. The creation of the CSRD will allow for a coordinated effort between

CSRD and CIT Coordinators to ensure that implementation of the policy is consistent across all patrol stations.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21- 6:

SBCSD to develop an accessible and continually updated CIT trained sheriff personnel roster. To be implemented by June 2022.

RESPONSE:

The Sheriff's Department AGREES and will implement a tracking system to accurately track attendance.

The Sheriffs Training Center will immediately begin tracking attendance in all future CIT courses. The Training Center will also contact each station/division to create a roster of deputies who have already attended the training.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-7:

SBCSD and DBH to revise and simplify the CIT form to be more deputy user-friendly to facilitate completion by law enforcement in the field. To be implemented by June 2022.

RESPONSE:

The Sheriff department and DBH AGREE and have proactively been working to review and revise the CIT form template.

The CIT Committee will continue to work diligently to simplify the and reorganize the CIT form to create a more user-friendly form. The new form will be available to deputies immediately upon completion, projected completion date of June 2022.

The response complies with PC § 933.05 (b)(1).

RECOMMENDATION R21-8:

SBCSD and DBH to make the CIT form a duplicate tear-off form with the tear-off portion given to the TEST staff at patrol station for immediate follow-up. This alerts and allows immediate notification to the station TEST personnel of clients without interrupting original CIT form processing to DBH. In the case of electronic transmission (email) provide a copy to TEST station person immediately. To be implemented immediately.

RESPONSE:

The Sheriff Department DISAGREES and has decided not to implement this recommendation for reasons outlined below:

The Sheriff's Department utilizes an automated report writing program. Reverting to a paper form would create unnecessary work for deputies in the field. The Department has a policy requiring Station CIT Coordinator to email the automated one-page CIT form to DBH within 48 hours. During business hours while TEST personnel are in the office, notifications are often made in person. TEST personnel attend patrol briefings, receiving case information and updates directly from station staff. Most TEST personnel are issued radios information and monitor radio traffic, responding to calls as necessary. The Department will remind Station Coordinator/ Alternates of existing policy and work to enforce reporting timeline.

The response complies with PC § 933.05 (b)(4).

RECOMMENDATION R21-10:

DBH to provide more vehicles for TEST personnel (preferably one per TEST person) at each patrol station. To be implemented by October 2022.

RESPONSE:

DBH will make efforts toward implementing this recommendation. DBH's goal is to fully equip programs, including TEST, with adequate vehicle availability, as funding permits. Each law enforcement agency (LEA) has an assigned

vehicle for TEST use - either a DBH vehicle or a vehicle provided by the host LEA per the agency's formal agreement with DBH. DBH is preparing a department-wide vehicle utilization analysis to ensure all programs are effectively and efficiently equipped with appropriate transportation resources.

The response complies with PC 933.05(b)(2).

RECOMMENDATION R21-11:

SBCSD and DBH to develop a formal and accessible system to track recidivism of the mentally ill. To be implemented by June 2022.

RESPONSE:

This recommendation will be implemented. DBH will collaborate with the Sheriff's Department to identify and/or develop a system to track recidivism and clinical management of persons with behavioral health concerns and frequent law enforcement contact.

The response complies with PC 933.05(b)(1).

RECOMMENDATION R21-12:

DBH to develop a collaboration among stakeholders for high desert accessible mentally ill hospital and/or procurement of land for a facility. To be implemented by October 2022.

RESPONSE:

This recommendation is in practice. DBH continues to seek and pursue opportunities to partner with agencies/organizations interested in developing and/or providing acute psychiatric inpatient services for all ages in this region of San Bernardino County.

The response complies with PC 933.05(b)(1).

CONCLUSION:

The San Bernardino County 2022 Civil Grand Jury concluded that the San Bernardino Department County Sherriff and the Department Of Behavior Health, responses 21-1 thru 21-12 comply with PC § 933.05.

Predatory Behaviors And Ignorance Within Redlands Unified School District: Has The School District Learned Its Lesson?

RECOMMENDATION R21-1:

During an employee's performance evaluation, District supervisors are to verify each employee's understanding of "reasonable suspicion", mandated reporting laws, predatory behaviors, grooming behaviors, and complaint processes. This information can be obtained via a written question and answer sheet, signed by the employee declaring their comprehension of the legal obligation. This recommendation is to be implemented no later than August 2022.

RESPONSE:

Each year, every employee undergoes mandated reporter training and is required to take a quiz confirming their understanding of reasonable suspicion, predatory behaviors, grooming behaviors and mandated reporting processes. These records, or a review thereof, can hypothetically be incorporated into the evaluation process. However, evaluation procedures fall within the scope of mandatory collective bargaining, and therefore the District cannot unilaterally implement this recommendation. Furthermore, not all teachers and staff are evaluated on a yearly basis, so this will impede a consistent application of the recommendation.

The District is willing to approach the subject in collective bargaining with the goal of implementing this recommendation to the extent possible. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that to the extent noted above, this recommendation will be implemented in the future through the collective bargaining process.

The response complies with PC § 933.05(b)(1), (b)(2).

RECOMMENDATION R21-2(a)-(b):

The District is to create an Administrative Regulation explaining the procedure for immediate mandatory parental notifications before interviewing or investigating students regarding possible suspected sexual abuse by staff. This recommendation is to be implemented no later than June 2022.

Immediate telephonic notification made to the legal guardian followed up by a written copy of notification to the parent/guardian with a document parent receipt of the notification. This recommendation is to be implemented immediately.

RESPONSE:

As noted above, the District must balance this recommendation with its commitment to cooperate with law enforcement on criminal investigations of serious sexual misconduct. This requires the District to balance parental notification with law enforcement directives not to interfere with criminal investigations. With these limitations in mind, the parental notification procedure regarding sexual harassment or abuse investigations can be found in the newly adopted Administrative Regulation 5145.71.

Accordingly, pursuant to Penal Code section 933.05(b), the District responds to the extent noted above, this recommendation will be implemented in the future.

The response complies with PC § 933.05(b)(2), (b)(3).

RECOMMENDATION R21-3:

Each school is to conduct training in conjunction with staff meetings throughout the school year, including but not limited to role-play scenarios. This will begin with the District Superintendent training school administrators, on a quarterly basis. This recommendation is to be implemented no later than August 2022.

RESPONSE:

This will be accomplished with the micro-trainings noted above, due to begin in the 2022-23 school year. The District is in the process of obtaining and assembling suitable materials. These micro-trainings will occur quarterly moving forward. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that this recommendation will be implemented according to the recommended timetable.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-4:

Provide school assemblies at least twice a year in these areas and invite teachers, staff students, school volunteers, and parents/guardians. Videotape these assemblies and make them available on the RUSD website for those unable to attend in person. Show the recordings in the students' homerooms twice a semester as student reminders. This recommendation is to be implemented no later than October 2022.

RESPONSE:

The District responds that the implementation of this recommendation will take further analysis related to issues of parental consent, determination of appropriate content for TK-12 students. This recommendation infringes on student instructional time as well as staff duty time, which is subject to mandatory collective bargaining.

While we recognize the Grand Jury's emphasis on parent and student training, we are not clear that the Grand Jury has contemplated the impediments to creating a training program appropriate to all these groups in a manner that respects other stakeholder rights and the educational program in the classrooms. RUSD agrees to explore the feasibility of implementing such a program, or something similar. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that this recommendation will not be implemented at this time because it is not warranted and is not reasonable for the reasons stated above.

The response complies with PC § 933.05 (b)(3),(b)(4).

RECOMMENDATION R21-5:

In addition to the Parent-Student Handbook, develop easy-to-read and user-friendly reference sources, with information explaining prohibited behaviors, reasonable suspicion of sexual abuse and grooming, mandated reporting, and the complaint process. This information can be incorporated into smaller pamphlets that are available in the District and school offices, and online. It is

also recommended that the English and Spanish versions be separate. This recommendation is to be implemented no later than November 2022.

RESPONSE:

The District has developed some related materials and will focus on developing informational pamphlets as described above. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that this recommendation will be implemented in the future according to the recommended timeline.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-6:

Revise the "Working Smart" tips to read, "Prohibited Behaviors, " and "Red Flags" to read, "Boundary Violations. " These listed "red flags " simply identify the past behaviors of staff that permitted the sexual abuse of students to thrive. Therefore, these behaviors should not be "red-flagged" but expressly prohibited, to protect the students. These recommendations are to be implemented immediately.

RESPONSE:

This document will be eliminated as this information now exists in a Board Policy on Professional Adult/Student Boundaries. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that to the extent noted above, this recommendation has been implemented.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION: R21-7:

Ensure that all students receive hall passes from office staff, not the teacher. This recommendation is to be implemented immediately.

RESPONSE:

As discussed above in response to Finding No. 7, the District's approach will focus on the difference between a student request for a bathroom pass, for example, and teacher requests for an individual student to leave another classroom. The district has implemented a protocol whereby any teacher or staff member calling a student out of another classroom requires administrator knowledge and consent. In some cases, a "third wheel" approach would be applied as suggested by the Grand Jury. Accordingly, pursuant to Penal Code section 933.05(b), the district responds that to the extent noted above, this recommendation has been implemented.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-8:

Ensure that "quadrant monitoring" is being completed daily and documented by school administrators throughout the school year, via a sign-in clipboard in each school's front office for completion verification. This recommendation is to be implemented immediately.

RESPONSE:

As discussed above in response to Finding No. 8, "quadrant monitoring" is not a Districtwide standard and instead was the method adopted at one school site in response to the district's mandate for a physical monitoring system. In response to this recommendation, RUSD will implement a daily logging system for each school's monitoring program. In addition, at the secondary level, campus safety officers may assist with this function. Further, the District is exploring verification of site monitoring using electronic software. Accordingly, pursuant to Penal Code section 933.05(b), the district responds that to the extent noted above, this recommendation is intended to be implemented by the start of the 2022-23 school year.

The response complies with PC § 933.05(b)(2),(b)(3).

RECOMMENDATION R21-9:

A "Third Wheel" rule to be instituted whereby an adult third party is always present when a student meets with staff and/or included in any electronic communication. This "Third Wheel" rule ensures the safety of students and

staff against misconduct and/or allegations of misconduct due to a witness always being present and/or included. This recommendation is to be implemented immediately.

RESPONSE:

Certain educational functions necessitate being one-on-one with a student (example, psychologist testing a student or confidential counseling), but every space should have at least one window and administration will be informed in advance of such activities.

Subject to the above understanding, BP 4019.1 already outlines rules consistent with this recommendation. Accordingly, pursuant to Penal Code section 933.05(b), the district responds that to the extent noted above, this recommendation has been implemented, and the district will continue to identify any necessary one-on-one circumstances to ensure third person knowledge and visibility.

The response complies with PC § 933.05(b)(4).

RECOMMENDATION R21-10:

The Superintendent is to perform short virtual training updates concerning staff sexual misconduct, mandated reporting, grooming, reasonable suspicion, the complaint process, etc., on a quarterly basis to all administrators and school personnel. These trainings are to be available on the RUSD website and available for check-out in all school libraries. This recommendation is to be implemented no later than October 2022.

RESPONSE:

As discussed above, the District is implementing a schedule of micro-trainings to adopt this recommendation. Whether it is feasible to arrange to record the trainings for inclusion on the website and for check out in the libraries is subject to further study, and the District reserves on this part of the recommendation. However, pursuant to Penal Code section 933.05(b), the District responds that to the extent noted above, this recommendation will be implemented according to the recommended timetable.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-11:

Electronic and hard-copy complaints and/or allegations of staff sexual abuse, grooming, etc. retained for a minimum of 10 years. Files of staff sexual misconduct complaints retained in the Superintendent's office, the Assistant Superintendent of Human Resources office, and the Assistant Superintendent of Education Services office at the District Office, both electronically and in hard copy for consistency, accountability, and transparency. This recommendation is to be implemented immediately.

RESPONSE:

This recommendation is not clearly stated. The District keeps complaints, which would include allegations of staff sexual abuse/grooming/etc. as permanent records. However, it is not reasonable to expect "files of staff sexual misconduct complaints" to be held in multiple locations and offices. This would have the effect of reducing consistency and transparency, compared to an appropriate central location for all such materials. and personnel files hard copy in the Human Resources division as it is confidential.

Personnel files are kept in one central location as required by law and are kept in physical format to allow for inspection as required. It is not reasonable or appropriate to expect duplication in electronic format of these files, which would include discipline files. Complaint records are not required in a particular format (paper vs. electronic) to avoid limiting or impeding the submission of complaints — we want students, parents, and staff to have multiple avenues for bringing complaints. Moving forward, the District will make all complaint files electronic as well as keeping them hard copy. The Superintendent, Title IX Coordinator and Assistant Superintendents of Human Resources and Educational Services, will have access to all such physical or electronic files.

As we understand this recommendation, RUSD believes its practices are in compliance. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that to the extent noted above, this recommendation has been implemented on a move-forward basis. To any further extent, this recommendation will not be implemented because it is not warranted and is not reasonable.

The response complies with PC § 933.05(b)(4).

RECOMMENDATION R21-12:

Develop and implement a visual flowchart of the complaint procedures and process, from receipt of complaint to conclusion. Flowchart to be distributed to every school front office in hard copies, put on the RUSD website and "Aeries, " in one of the handbook pamphlets, and placed in staff rooms, classrooms, assembly areas, etc. This recommendation is to be implemented no later than June 2022.

RESPONSE:

In combination with the above responses, a flowchart as suggested will be included in the easy-to-read pamphlet that is being developed. The District disagrees that the confidential Aeries student database is an appropriate or useful location for this information but will include it on the District's website for full community access. Accordingly, pursuant to Penal Code section 933.05(b), the District responds that this recommendation will be implemented according to the recommended timeline.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-13:

ACT Now Initiative rolled out again by the Superintendent to the District and the communities it serves by April 2022. To be presented to staff meetings, churches, school assemblies, teachers of English classes in Middle and High schools, elementary classrooms, Parent Teachers Association (PTA) or other parent meetings, and other community meetings. This implementation to be done annually and remain continuously.

RESPONSE:

The Superintendent will reprise ACT Now in the District and will also continue presenting in the community, when invited. The district will seek such opportunities. Accordingly, pursuant to Penal Code section 933.05(b), the

district responds that this recommendation will be implemented according to the recommended timeline.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-14:

Conduct an annual review of all board policies and administrative policies in these areas, preferably done by a taskforce headed by the Superintendent, and including, but not limited to, students, parents, staff, school volunteers, and community members. This recommendation is to be implemented no later than October 2022.

RESPONSE:

The district will explore forming a committee and working in conjunction with legal counsel on annual policy review on these subjects, separate from the ongoing universal policy review that is already in place otherwise. The district reserves on the reasonableness of this recommendation, depending on the ability to achieve community interest and involvement, and the appropriateness or the extent to which students may be included. This further analysis will occur within the timeline stated above. Accordingly, pursuant to Penal Code section 933.05(b), the district responds that this recommendation will be implemented in the future according to the recommended timeframe.

The response complies with PC § 933.05(b)(3).

RECOMMENDATION R21-15:

Working cameras to be installed in all locations where teacher and student meet, installations beginning in all classrooms. This recommendation is to be implemented by June 2022.

RESPONSE:

As discussed above, while this recommendation is certainly well-meaning, the Grand Jury is not fully cognizant of the statutory limitations on installing recording devices in classrooms and has not considered the pupil privacy

laws and collective bargaining requirements that are implicated here. Contrary to the Grand Jury's comment, the desire to do the right thing does not override legal requirements covering these subjects. Instead, these sometimes, conflicting interests must be harmonized, and the other protections already in place in RUSD, combined with the additional recommendations of the Grand Jury, provide sufficient preventative measures that would obviate the need for disregarding privacy laws and related rules.

Further, the Grand Jury has not considered the extreme cost of a wall-to-wall camera surveillance program as suggested in the report. Accordingly, for these reasons, pursuant to Penal Code section 933.05(b), the district responds that this recommendation will not be implemented because it is not warranted and is not reasonable. The district remains open to other suggestions that will enhance student safety that take these considerations into account.

The response complies with PC § 933.05(b)(4).

The San Bernardino County Civil Grand Jury finds that many of the Responses by Redlands Unified School District are within the parameters of PC933.05(b), but that the District is clearly putting the safety and welfare of their students on the back burner. The District states, in many of its Responses, that these Recommendations of the Grand Jury, meant to keep children safe from sexual assault by staff, are simply too expensive or too difficult to implement. For example, the District asserts that cameras everywhere are too costly. Yet the District has paid out over 40 million in settlements to its victims over the years. Cameras in all areas of campuses would be much less expensive. Furthermore, the District says it is bound by collective bargaining (aka The Redlands Teachers Association) issues. However, it is possible that most teachers and parents would trade privacy issues if it meant that children were safe. Another example is the District's assertion that the Student/Parent Handbook is read and understood by all students and parents and does not need to be revised. This is a false assertion, since parents/guardians MUST sign that they read and understood the handbook before their children are assigned to classes.

The 2022 San Bernardino Civil Grand Jury encourages the Redlands Unified School District to do the hard work needed to keep students safe from

predatory staff. Hopefully, in the future, the District will roll up its sleeves and do whatever it takes to keep our most precious resource, our children, safe.

CONCLUSION:

The San Bernardino County 2022 Civil Grand Jury concluded that Redlands Unified School District Responses 21-1 thru 21-15 comply with PC § 933.05.

The Grand Jury tasked the Redlands Unified School District to provide verification of Recommendation 2 (A) & (B), Recommendation 5 and Recommendation 6. Although lengthy, documentation was provided on each, an implementation date was not given. The 2022 Grand Jury will forward the data to the 2023 Grand Jury to insure said policies are implemented

The Grand Jury received an e-mail with the below pamphlet attached to further exemplify the current commitment of RUSD to educate the parents and students on defining professional adult / student boundaries.

Presented by the Redlands
Unified School District



DEFINING PROFESSIONAL ADULT / STUDENT BOUNDARIES



20 W. Lugonia Ave.
Redlands, CA 92374
www.redlandsusd.net
(909) 307-5300

Purpose of Pamphlet



The purpose of this pamphlet is to provide all staff, students, volunteers and community members with information to increase their awareness of their role in protecting children from inappropriate conduct and failure to maintain appropriate boundaries by adults. All adults are expected to maintain professional, moral and ethical relationships with students that are conducive to an effective, safe learning environment.

Topics to Cover ...

- Prohibited Interactions
- Boundary Violations
- Actions Create Trust (ACT) Now
- Call to Action
- Title IX
- Duty to Report
- Uniform Complaint Procedure (UCP)
- District Personnel Complaint Procedure

It addresses a range of behaviors that include not only obvious unlawful or improper interactions with students, but also boundary-blurring and grooming behaviors that undermine the professional adult/student relationship and can lead to misconduct or the appearance of impropriety.

Page 2

Prohibited Interactions



Employees are prohibited from engaging in social and other interactions with students which abuse the student/staff professional relationship.

Prohibited social and other interactions involving students include, but are not limited to:

1. Sending or accompanying students on personal errands unrelated to any legitimate educational purpose;
2. Furnishing alcohol, drugs or tobacco to a student, or being present where any student is consuming these substances;
3. Disclosing personal, sexual, family, employment concerns or other private matters to one or more students;
4. Sharing personal secrets with a student;
5. Unnecessarily invading a student's privacy;
6. Taking a student out of class without a legitimate educational purpose;
7. Giving a student a ride alone in a personal vehicle in a non-emergency situation without prior notification to and/or approval from the school principal.

Page 3

Prohibited Boundary Violations

Examples of prohibited employee conduct that violate professional adult/student boundaries include, but are not limited to, the following:

Singling out a particular student for *personal attention* and friendship beyond the professional staff-student relationship.

Encouraging students to *confide their personal* or family problems and/or relationships.

Maintaining personal contact with a student *outside of school* (by phone, e-mail, instant messenger, or Internet chat rooms, social networking websites, such as Facebook , or letters beyond homework or other legitimate school business) *without including the parent/guardian*.

This prohibition specifically includes "friending" or "following" students on social media. This also specifically includes the posting of student images or other personally identifiable information of students on an adult's personal website.

Page 4

Prohibited Boundary Violations

Exchanging personal gifts, cards or letters with an individual student for which it is suggested that a student is to say or do *something in return*.

Touching students or initiating *inappropriate physical contact* without a legitimate educational purpose (i.e., assisting with an injury/coaching).

Socializing or *spending time with students* outside of school-sponsored events, except as participants in organized community activities or with the approval of and in the presence of parents/guardians.

Being alone with a student without a legitimate educational purpose.

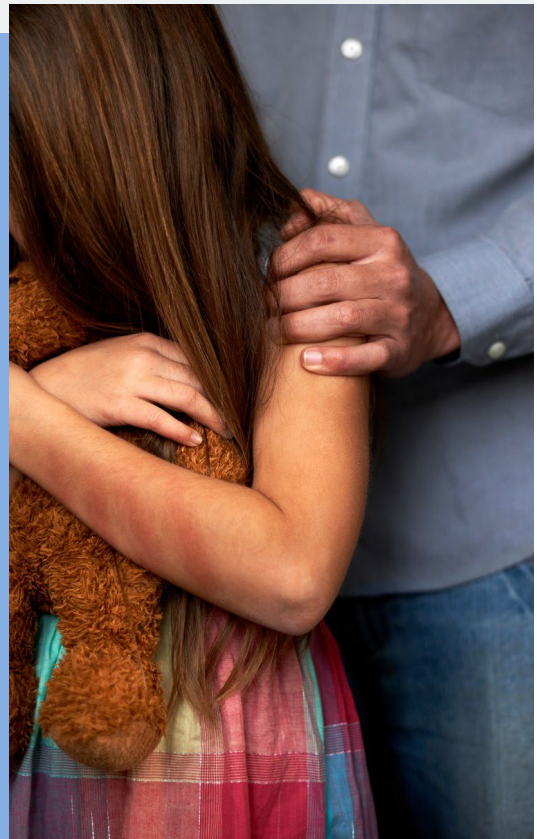
Addressing students with personalized *terms of endearment*, pet names or otherwise in an overly familiar manner.

Page 5

Actions Create Trust (ACT) Now

When an employee observes conduct or has knowledge of another employee violating this policy that creates a reasonable suspicion of child abuse (including sexual abuse), or when an employee has reasonable suspicion of an adult harming or endangering a child, the employee shall report the conduct to San Bernardino County Children and Family Services (CFS) and law enforcement in accordance with State law and District Board Policy and Administrative Regulation 5141.4-Child Abuse Prevention and Reporting.

Whenever the District receives a report concerning a possible boundary violation, the site supervisor and the assigned Human Resources Administrator will conduct a prompt investigation utilizing the procedures for investigations of allegations of serious misconduct. Immediate intervention shall be considered and implemented when necessary to protect student safety and/or the integrity of the investigation. Any incident of suspected child abuse will be reported immediately to law enforcement in accordance with State law.



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Call to Action



REDLANDS UNIFIED SCHOOL DISTRICT CALL TO ACTION



See something?
Hear something?
Sense something?

SAY SOMETHING.

Together, we can keep our children safe.

Report suspected child abuse or neglect to:
CFS 24-Hour Hotline:

1 (800) 827-8724

Within 36 hours, mandated reporters are required to send a written report

CA State Form 8572

Via Fax (909) 891-3545 or (909) 891-3560

BEST SOURCES FOR CREDIBLE DISTRICT INFORMATION



@RedlandsUSD
#ThisisRUSD

www.redlandsusd.net

School Safety Updates
<https://www.cityofredlands.org/post/school-safety-updates>



Available on the
App Store

GET IT ON
Google Play

Title IX

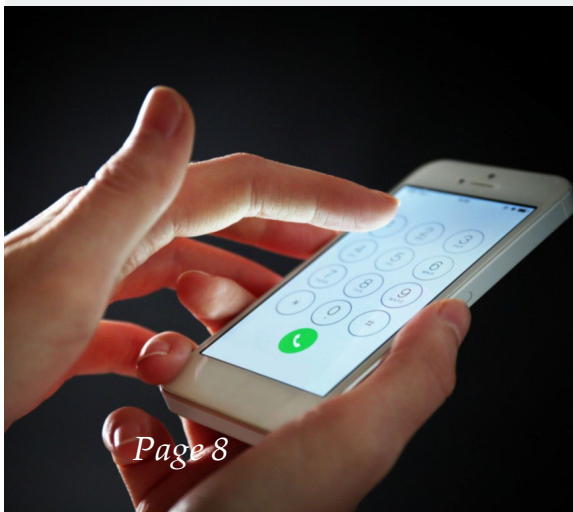


What is Title IX?

Title IX of the Education Amendments of 1972 prohibits discrimination based on sex in programs and activities of federally funded institutions.

Title IX Sexual Harassment Complaint Form

This form can be used for allegations of discrimination on the basis of sex occurring in the district's education program or activity, when a student is subjected to sexual harassment.

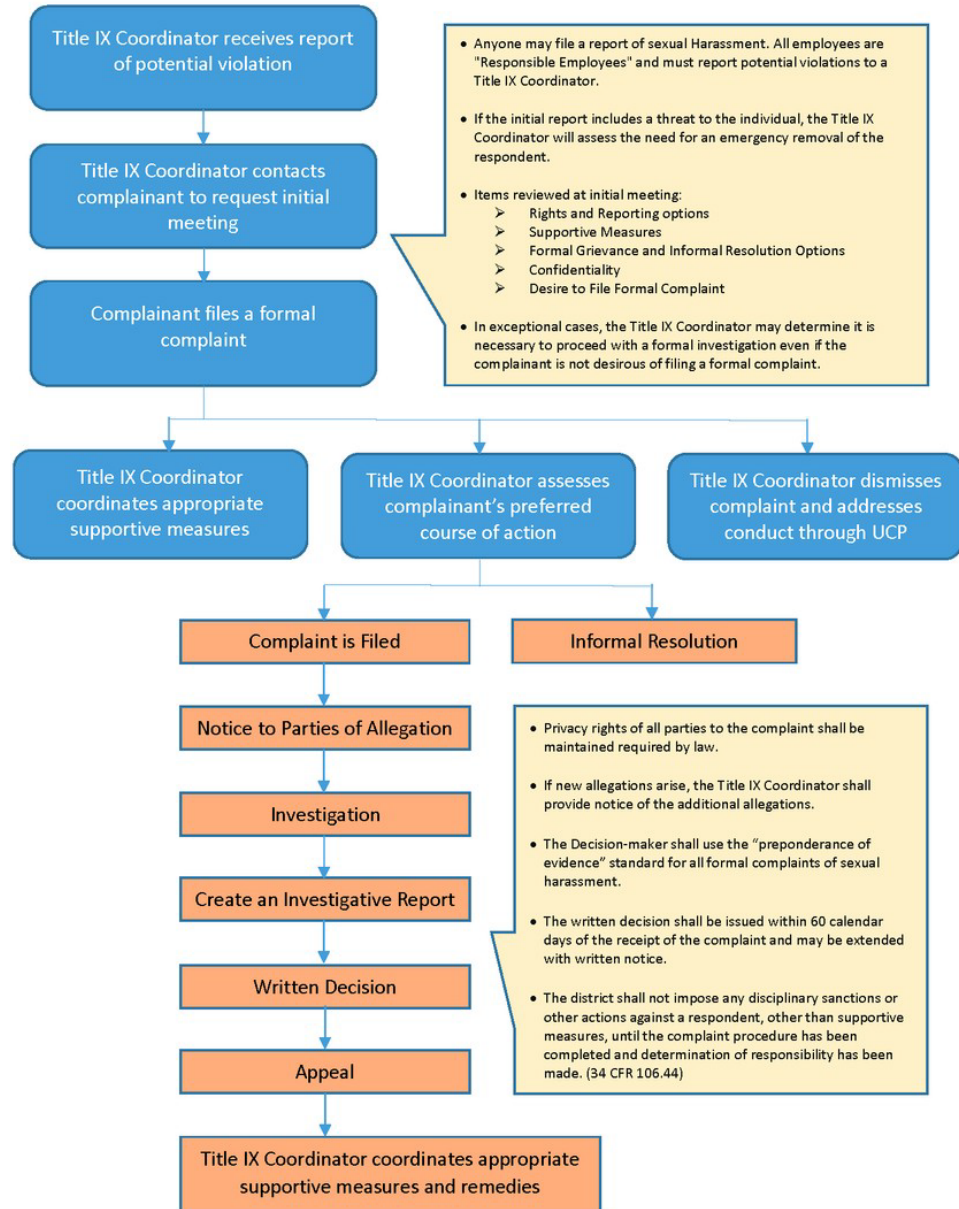


Contact Information

District Title IX Coordinator:
Assistant Superintendent,
Educational Services
Redlands Unified School District
20 West Lugonia Avenue
Redlands, CA 92373
(909) 307-5300 ext. 6761

Duty to Report

Title IX "Sexual Harassment" Reporting / Investigation Process



Uniform Complaint Procedures (UCP)

UCP is a written and signed statement alleging a violation of federal or state laws governing certain educational programs.



UCP Form

The form is to be used for allegations of unlawful discrimination targeting a student, including discriminatory harassment, intimidation, or bullying based on the protected groups/characteristics listed below. For bullying and other complaints not based on the protected groups/characteristics listed below, contact your site administrator, counselor, or the District's Student Services Director:

- *Age*
- *Ancestry*
- *Association with a person or group with one or more of the actual or perceived characteristics listed*
- *Color*
- *Ethnic Group Association*
- *Gender*
- *Gender Expression*
- *Gender Identity*
- *Genetic Information*
- *Immigration Status*
- *Marital Status*
- *Mental / Physical Disability*
- *National Origin*
- *Nationality*
- *Parental Status*
- *Pregnancy / Pregnancy Status*
- *Race or Ethnicity*
- *Religion*
- *Sex*
- *Sexual Orientation*

District Personnel Complaint Procedure

Complaint Form Concerning District Personnel



Complaints concerning district personnel should be made directly to the employee against whom the complaint is lodged. Complaints not resolved with the employee shall be directed to the employee's administrative supervisor. If the complaint, after review by the administrative supervisor, remains unresolved, the complainant may use the form, together with the administrative supervisor's report/decision, to submit to the Superintendent or designee.

Links to All District Complaint Procedures



[Uniform Complaint Procedures Form](#)

[Complain Form Concerning District Personnel](#)

[Title IX Sexual Harassment Complaint Form](#)

*(For any other forms of sexual harassment not listed above,
please use the UCP Procedures form)*



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The purpose of this pamphlet is to provide all staff, students, volunteers and community members with information to increase their awareness of their role in protecting children from inappropriate conduct and failure to maintain appropriate boundaries by adults.

All adults are expected to maintain professional, moral and ethical relationships with students that are conducive to an effective, safe learning environment.

@RedlandsUSD
#ThisisRUSD



Food Permits

RECOMMENDATION R21-1:

EHS to develop an online program to help Street and Sidewalk vendors learn how to obtain licenses, permits and certifications. This service would help to prevent future violations. The online program would ensure their success along with increasing the safety of food served to the general public. To be implemented by July 7, 2022.

RESPONSE:

The County's goal is to implement this recommendation by December 31, 2022. EHS and county Code Enforcement currently provide education to street and sidewalk vendors in the field, in County offices, and via the County website. EHS is committed to the long-term success of street and sidewalk vendors as well as ensuring that food served to the public is safe. It is anticipated that there will be little to no additional cost to develop and implement this specific aspect to the County's online training program as doing so would be within the scope of an existing contract EHS has with a vendor. The addition of a food safety training for sidewalk vending will require EHS to provide the vendor with a scope of work, design, review, and implementation

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-2:

EHS /County Code Enforcement Department to develop a joint program to identify Street and Sidewalk vendors. This shall include a task force patrolling the county to identify and track Street and Sidewalk vendors through the creation of a central database. To be implemented by July 7, 2022.

RESPONSE:

This recommendation is in practice. EHS and County Code Enforcement has developed and implemented a tracking mechanism that utilizes mobile phone and GIS applications to not only identify hot spots for street and sidewalk

vendors, but also to record information during field observations on vendors, repeat violations, and the intervention provided. This information is currently uploaded to a shareable dashboard that EHS and County Code Enforcement use to develop applicable educational materials and tailor additional interventions.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-3:

EHS to provide Street and Sidewalk vendors with resource materials (bulletins, flyers, websites) regarding mandated requirements. To be implemented by July 1, 2022.

RESPONSE:

This recommendation is in practice. Currently, Sidewalk Vending resource materials are available online at <https://wp.sbcounty.gov/dph/programs/ehs/food-facilities/>. EHS will update the website and materials to be more user-friendly and accessible.

The response complies with PC § 933.05(b)(1).

CONCLUSION:

The San Bernardino County 2022 Civil Grand Jury concluded that EHS Responses 21-1 thru 21-3 comply with PC § 933.05.

Doing Business With The City Of San Bernardino

RECOMMENDATION R21-1:

Routine City permits should be handled in-house for efficiency and timeliness. To be implemented by January 31, 2023.

RESPONSE:

In Fiscal Year 2021-2022 the City moved its plan review & permit services in-house for improved customer service, including efficiency and timeliness (also \$930,000 in annual savings).

The City is also working to procure and implement an Enterprise Resource Planning System (ERP), an integrated software system that integrates financial and document resources across all departments. Current systems do not communicate, causing delays, requiring duplicative record keeping, and opportunities for errors. Replacing these systems will be costly and take approximately 24 months but will enable the City to improve lead times for permitting and licensing, allow online tracking of permits and projects, and will save thousands of hours of staff time annually.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-2:

After the current Commercial Cannabis licensing process is complete, a lottery-type system should be utilized by the City to ensure transparency and fairness. To be implemented by April 30, 2022.

A lottery-type process should be considered in the City whenever a limited number of opportunities would be available as part of an application/permit process.

RESPONSE:

The City's application process for commercial cannabis permits is set forth in Chapter 5.10 of the City's Municipal Code, which was adopted by the City's voters. The voter-approved process anticipates detailed objective review

criteria, followed by the scoring and ranking of applications. The Mayor and City Council are required to adopt a resolution governing the application process, consistent with the voter-approved laws. To the extent permissible, the Mayor and Council may in the future choose to exercise their legislative discretion to assess the merits of incorporating a lottery component in the process. Ultimately, this is a policy matter and will be decided by the Mayor and Council consistent with the voter-approved laws.

The response complies with PC § 933.05(b)(4).

RECOMMENDATION R21-3:

The City should develop strategies to increase operational knowledge and understanding for elected officials through training. To be implemented immediately.

RESPONSE:

In the past year, the City of San Bernardino has held thirteen public budget, funding allocation, and strategic planning workshops and discussion sessions to provide updates, in depth training and information to the Mayor, Council and members of the public with the intent of educating and informing prior to decisions being made. Further, the City manager has instituted regular meetings with each council member to discuss, educate, and update them on city issues, as well as answer questions.

As mentioned in the Findings section of this response, Council members are provided extensive training when they take office. The city contracts with the law firm Best, Best, and Krieger to provide the following training sessions: 1) Local Government Survival Guide for Newly Elected Leaders (6 hours); 2) Sexual Harassment Avoidance Training for Supervisors (2 hours); 3) The Brown Act “Open Meetings Law” (1.5 hours); 4) Ethics Training for Public Agencies (2 hours).

In addition, all Council members are provided a City Council Handbook during a separate training session with the City Manager, Assistant City Manager, City Clerk, and City Attorney. This handbook has two sections that cover the annual budget, the process, and the role of the City Council members. The section “How City Government Works” includes subsections on: The City Charter, San Bernardino Municipal Code, California Codes,

Annual Budget, Capital Improvement Plan and General Plan. The section “Financial Management and Budget Process includes subsections on: City Revenue Projections, Budget Process, Mid-year/Year End Budget Review, Budget Control, Funds, Audits, and Additional Information Regarding City Finances.

The response complies with PC § 933.05(b)(1),(b)(4).

RECOMMENDATION R21-4:

The City should reconstruct its website to be user-friendly with current and regularly updated information. To be implemented by June 30, 2022.

RESPONSE:

The City’s website is currently under redevelopment with plans to deploy a new website by June 2022. The new design, in addition to being more user-friendly in general, will include an improved transparency portal with budget information with real-time data so that the City’s financial information and performance may be easily accessed. The data can be viewed in tabular or graphic form, and users will be able to manipulate it to analyze the City as a whole, or drill down to a more granular level to evaluate the performance of a department, division or specific program or project.

The response complies with PC § 933.05 (b)(2).

RECOMMENDATION R21-5:

The City should apply the current Commercial Cannabis Integrity Standards to all City application processes for the sake of integrity and transparency. The Integrity Standards should be posted in public view in all City facilities and on the City website. To be implemented by March 31, 2022.

RESPONSE:

There was no response to Recommendation R21-5.

RECOMMENDATION R21-5a:

Amend Integrity Standards so they apply to elected City officials as well as the applicants. To be implemented by March 31, 2022.

RESPONSE:

In June 2021, the Mayor and City Council adopted Ordinance No. MC1558, which established local campaign finance regulations. These regulations include restrictions on elected officials, candidates, and applicants. In addition, the City contracted with the Fair Political Practices Commission to assist with enforcement of the new regulations. To our knowledge, no other city in the County has such far reaching rules and utilizes an outside agency for enforcement purposes.

The response complies with PC § 933.05(b)(1),(b)(4).

RECOMMENDATION R21-6:

The Purchasing Department should complete the current update to the Purchasing Manual to ensure staff adheres to clearly defined policies for all procurement activities. To be implemented by March 31, 2022.

RESPONSE:

An update to the City's Purchasing Policy and Manual is underway. The update is extensive and requires updates to the Municipal Code, particularly Chapter 3.04, and is anticipated to be fully implemented by summer 2022.

The City is in the process of expanding the Purchasing Department from one to four employees. A Purchasing Manager was hired in May 2021. Prior to the hiring of the Manager, the City had only an Assistant Buyer to support purchasing activities city-wide. The City Council authorized the hiring of a Contract Specialist in December 2021. The City is adding a Disadvantaged Business Enterprise (DBE) Specialist to the team in the summer of 2022. This will bring the total staffing for the Division to four. This increased staffing, with each individual responsible for specific types of procurement, will work with departments and the City Attorney to ensure that procurement

activities are transparent, consistent, and comply with policy and state and federal laws and regulations.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-6a:

The Purchasing Department should continue to review and update the Purchasing Manual periodically (with most current revision date noted).

RESPONSE:

An update to the City's Purchasing Policy and Manual is underway. The update is extensive and will require updates to the Municipal Code. It is anticipated to be fully implemented by summer 2022.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-7:

The City should require a Development Review Committee meeting for all commercial development projects in which all involved departments participate with written acknowledgement of all project requirements. To be implemented immediately.

RESPONSE:

Contrary to the Grand Jury report, the City of San Bernardino has a Development Environmental Review Committee (DERC), which meets twice a month on the 2nd and 4th Wednesdays. The DERC includes members from Community and Economic Development, Building & Safety, Land Development, Public Works, Fire, Water, and Engineering. DERC agendas, meeting minutes, and audio recordings dating back to 2014 are available online. A review of the functions and scope of the City's existing Development Environmental Review Committee (DERC), which is established under Title 19 of the City's Municipal Code, will occur in connection with the City's current General Plan Update and review of the

City's Development Code. The city is currently in the process of filling the positions of Community and Economic Development Director and Deputy.

The response complies with PC § 933.05(b)(2).

RECOMMENDATION R21-8:

The City should establish a public method of risk assessment that protects the City from undue liability but does not unfairly overcharge or burden businesses or citizens with inappropriate bonding requirements. To be implemented by June 30, 2022.

RESPONSE:

Public contract bonding requirements are set by state law for many types of contracts. In other cases, bonds may be required by the City to protect the City from liability. The assessment of when bonds are appropriate will be made by the appropriate department in coordination with the Risk Division and the City Attorney's Office. The City has upgraded the position of Risk Manager to a Deputy Director level position and will be recruiting for the position in May 2022. The Risk Manager oversees, manages, monitors, and coordinates the City's Risk Division and assists in implementing policies and procedures that minimize City risk while increasing service and effectiveness. The City is also currently undertaking a comprehensive fee study that will evaluate fees city-wide to determine the appropriate fees for services. This study will enable to City to recover costs where appropriate and will ensure that fees are reasonable in consideration of the service and the community. It is expected Director/City Planner. The Community and Economic Development Director is responsible for directing, managing, and integrating the functions, programs, and activities of the Plan. The City is also currently undertaking a comprehensive fee study that will evaluate fees city-wide to determine the appropriate fees for services. This study will enable to City to recover costs where appropriate and will ensure that fees are reasonable in consideration of the service and the community. It is expected that the study and subsequent adoption by the council will be completed in fall 2022.

The response complies with PC § 933.05(b)(1), (b)(2), (b)(3), (b)(4).

RECOMMENDATION R21-9:

The City should develop a process for collecting required taxes from all unlicensed businesses. To be implemented by September 30, 2022.

RESPONSE:

The City contracts with a consulting firm to ensure that cannabis companies that are properly licensed to do business within the City of San Bernardino are remitting the proper tax to the City. In recent months, the City has been able to collect all back taxes due from cannabis businesses operating legally within the City.

The City cannot collect tax from unlicensed, illegally operated businesses, whether these businesses are related to cannabis or other businesses.

These are identified by the City's contractor or by Code Enforcement or Business Registration personnel, and depending on the circumstances may be ticketed, fined and/or shut down by law enforcement.

In Spring of 2022, the City Council approved expanding the Code Enforcement Division to 20 officers. It is anticipated that this action, when fully staffed in summer 2022, will enhance the identification of unlicensed and illegal businesses in San Bernardino, along with either shutting the businesses down or bringing them into compliance with applicable codes, permits, fees, and if applicable, taxes.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-10:

The City should develop policies and procedures for all departments and continue to review and update periodically with revision dates noted. To be implemented by June 30, 2022.

RESPONSE:

The City is working to update all policies and procedures. Below are examples of policies and procedures that have been updated since the city

was visited by the Grand Jury (this is not a complete list of updated policies and procedures):

- Investment Policy (Reso. 2021-117)
- Cash Handling and Revenue Control Policy (Reso. 2021-246)
- Travel Authority and Expense Policy (Reso. 2021-164)
- Reimbursement Policy (Reso. 2021-202)
- Procedure for Elected Officials to Place Items on the City Council Agenda (Reso. 2021-68)
- Elected Officials Interaction with City Staff and Involvement in Administrative Affairs (Reso. 2021-69)
- Hometown Heroes Military Banner Program Policy (Reso. 2021- 114)
- Administrative Policy Regarding Municipal Volunteer Program (Reso. 2021-114)
- Administrative Policy Regarding Use of City Equipment and Resources (Reso. 2021-162)

The response complies with PC § 933.05(b)(2).

CONCLUSION:

GRAND JURY RESPONSE:

The San Bernardino County Civil Grand Jury finds that regarding the response of Recommendation R21-2 from the city that states that the permit process in Chapter 5.10 of the City's municipal code adopted by the city's voters did not work. Municipal code states that there is a detailed objective review criteria followed by scoring and ranking of applications. There was no transparencies or fairness hence the Civil Grand Jury's recommendation for the lottery type process.

The 2022 San Bernardino Civil Grand Jury had serious concerns on how the responses were received by from the 2021 Grand Jury Recommendations. With the "Doing Business With The City Of San Bernardino". A response was

to be received by the Grand Jury office by March 17, 2022, as noted in the final report. Nothing was received by the Grand Jury until inquiries were made by the 2022 Grand Jury in April 2022. The Grand Jury finally received the response to the recommendations on May 12, 2022.

The San Bernardino County Civil Grand Jury finds that many of the Responses of the City of San Bernardino are within the parameters of PC § 933-05 (b) and commends The City for those responses.

San Bernardino County Lakes

RECOMMENDATION R21-1:

The Grand Jury recommends that San Bernardino County establish a bi-annual testing program to test the fish for mercury contamination that are available in the lakes at the County Regional Parks that have public fishing lakes. The results of these tests should be posted to the San Bernardino County Regional Parks website. These test results should also be handed out at the Regional Parks when the fishing fee is paid. To be implemented by May 2022.

RESPONSE:

Will not implement the recommendation as implementation is not necessary. There is no legal requirement for the testing of fish for mercury. The County's fish vendor conducts health checks of the fish prior to delivery and monitor the fish daily and weekly, conducting more-intense health checks of their fish, internally and externally.

The response complies with PC 933.05(b)(4).

RECOMMENDATION R21-2:

The Grand Jury recommends that San Bernardino County post the following fish consumption advisory, in a prominent location, on the San Bernardino County Regional Parks website (<https://parks.sbcounty.gov/activity/fishing>) and on webpages where San Bernardino County Regional Parks lake fishing information is obtained. The fish consumption advisories to be posted are "Statewide Health Advisory and Guidelines for Eating Fish from California's Lakes and Reservoirs without Site-Specific Advice" and the "Statewide Health Advisory and Guidelines for Eating Fish from Lake Gregory (San Bernardino County)" published by the California Office of Environmental Health Hazard Assessment. To be implemented immediately.

RESPONSE:

This recommendation has been implemented.

The response complies with PC 933.05(b)(1).

GRAND JURY RESPONSE:

The Grand Jury visited Yucaipa regional park. There was no signage in any of the parking lots but one. That sign was located way beyond the tiny parking lot that maybe had 6 spaces to park near lake #3. The Grand Jurors could not see this sign from the parking lot. The Grand Jurors had to go very close to the sign and bend down to see what it was. It was a very tiny, printed sign and the sign was located at knee level. There was no signage at any of the parking lots but the one referenced.

There was no sign at the entry to the park as the GJ requested. In our recommendations.

After our perusal of the grounds, the Grand Jury asked a park employee about the signage. The Grand Jury was informed that there were 3 signs placed near each lake. One of the signs was down completely, and one sign was near one of the lakes that we could not see. All the signs were placed at knee level.

After an informative conversation, the Grand Jury was assured that the park would order new, bigger signs, put them at eye level and put in at least 2 signs per lake so that they were visible to everyone

The Grand Jury also inquired about the flyers that were supposed to be handed out to anyone coming into the park for fishing regarding the consumption of the fish caught there. It was indicated that the park had handed out flyers in the beginning, but when the flyers were all used up the park did not print anymore. The Park will resume handing out flyers.

RECOMMENDATION R21-3:

The Grand Jury recommends that San Bernardino County post, on every informational board at each of the County Regional Parks' Lakes that provide recreational fishing, the - "A GUIDE TO EATING FISH from CALIFORNIA LAKES AND RESERVOIRS" poster, published by the California Office of Environmental Health Hazard Assessment. To be implemented immediately.

RESPONSE:

This recommendation has been implemented.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-4:

The grand Jury recommends that San Bernardino County post on every informational board at Lake Gregory the -" A GUIDE TO EATING FISH from LAKE GREGORY (SAN BERNARDINO COUNTY)" poster, published by the California Office of Environmental Health Hazard Assessment. To be implemented immediately.

RESPONSE:

This recommendation has been implemented.

The response complies with PC § 933.05(b)(1).

GRAND JURY RESPONSE:

The Grand Jury visited Lake Gregory Regional Park on June 27, 2022. There were two (2) signs posted on two of the lakes that were not in plain view. There were no signs at the entrance of the Park and there were no signs along where people were fishing. The signs that were posted were about 11x14 in size and the signs were posted at knee level. The Grand Jury observed a person reading the sign in which the patron had to bend over to read it. The water looked disgusting. (exhibit1 & 2).

RECOMMENDATION R21-5:

The Grand Jury recommends that San Bernardino County test the water in the lakes of the Regional Parks on a monthly basis, during the months of May through October, for harmful algae bloom. To be implemented by May 2022.

RESPONSE:

The County will not implement this recommendation as implementation is not necessary. In addition to testing the water before Memorial Day, the Fourth of July, and Labor Day, Regional Parks also tests the water in our lakes for algae when there are algae blooms or discoloration observed by staff. After the initial testing, Regional Parks tests the lakes every 10 to 14 days until the results are within an acceptable range. Regional Parks also works in partnership with the local Water Board to implement our testing program.

The response complies with PC 933.05(b)(4).

CONCLUSION:

The San Bernardino County 2022 Civil Grand Jury concluded that the San Bernardino Lakes Responses 21-1 thru 21-5 comply with PC § 933.05.

Exhibit 1



Lake Gregory Signage Guide to Eating Fish at Lake Gregory and Healthy Guide to Eating Fish from California Lakes and Reservoirs. The signage is posted at knee level, and this is one of the entrances to go down to the lake for fishing. There is only one signage and there is different ways to go down fishing, there are no signage where you actually fish.

Exhibit 2



A Guide to Eating Fish from Lake Gregory signage and Healthy Guide to Eating Fish from California Lakes and Reservoir signage only posted at one entrance at Lake Gregory.

Exhibit 3



Guide to Eating Fish from California Lakes and Reservoirs Signage at Yucaipa Regional Park. The sign is at adult knee level and is very difficult to read from the Lake parking lot. There is only one sign at this lake, and it is not where people fishing access the lake.

Exhibit 4



The same sign shown above, only seen close-up. This sign was one of only two signs seen at Yucaipa Regional Park.

A Guardian For The Public Guardians

RECOMMENDATION R21-1:

The Human Services Department, specifically the Administrative Services Division shall audit the entire Public Guardian Organization (OPG) with specific focus on Conservatees post-death accounting. To be completed by June 30, 2022.

RESPONSE:

This recommendation will not be implemented. The Administrative Services Division does not have the legal background and training to audit OPG accounting. The accounting process is a multi-step process, which includes comprehensive legal review by multiple agencies, including, but not limited to sworn officers of the court, County Counsel, and the Superior Court. OPG has seen sweeping improvements in processing all court accounting, including post-death, with the implementation of the recently established Terminated/Deceased Unit and the Accounting Unit.

The response complies with PC 933.05(b)(4).

RECOMMENDATION R21-2:

The Human Services Department, specifically the Administrative Services Division, shall oversee the restricting of the Public Guardian to a Functional model of case management. To begin by April 1, 2022.

RESPONSE:

This recommendation is in practice. As a result of Human Resources classification studies, conducted in 2019/2020, the Board of Supervisors approved twenty-one (21) positions across multiple classifications, including several new classifications. In 2021, OPG created several new units, including the Terminated/Deceased Unit, Accounting Unit and Clerical Support Unit, which facilitated the transition to and implementation of a “functional” model of case management.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-3:

If a backlog of any function, accounting or visitation occurs beyond a deficiency of 5% under the Functional model of case management, temporary additional manpower needs to be requested from the Human Services Department (specifically the Administrative Services Division), to resolve the issue. To be implemented immediately upon occurrence.

RESPONSE:

This recommendation will not be implemented. Human Services Administration Services Division personnel cannot be utilized to perform OPG tasks because OPG is a General Fund-supported function. Reduction of reported backlog is currently underway through the increased staffing levels recently approved by the Board of Supervisors to implement the “functional” model of case management.

The response complies with 933.05 (b)(4).

RECOMMENDATION R21-4:

The Public Guardian shall begin tracking the California Association of Public Administrator, Public Guardians, and Public Conservators (CAPAPGPC) Association training and continuing education units acquired. To be implemented by April 1, 2022 and continue on a quarterly basis.

RESPONSE:

This recommendation is in practice. As a result of recent CA PA/PG/PC statewide computer system upgrades, OPG Executive Leadership obtains individual training/certification data on a monthly basis, which is provided to OPG Leadership for monitoring and reporting in employee WPEs.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-5:

The Public Guardian shall provide training specifically on accounting duties. Training to begin by April 1, 2022.

RESPONSE:

This recommendation is in practice. OPG provided multiple in-house accounting trainings prior to and following its interaction with the Grand Jury. This practice will continue as part of the training of new employees and as refresher training when deemed necessary for existing staff. Additionally, CA PA|PG|PC has and continues to provide court accounting training.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-6:

The Public Guardian shall hire additional Deputy Public Guardians and other budgeted support staff. To be fulfilled by June 30, 2022.

RESPONSE:

This recommendation is in practice. OPG is actively recruiting and interviewing eligible candidates for the nine (9) vacant positions across all classifications.

The response complies with PC § 933.05(b)(1).

RECOMMENDATION R21-7:

The Public Guardian is directed to implement a Public Guardian specific Ombudsman program to provide advocacy services to Conservatees. The Ombudsman shall maintain records of Conservatees complaints and resolutions. This program to be implemented immediately.

RESPONSE:

The County disagrees with this finding. OPG staff are provided regular weekly training opportunities, including CA PAIPGIPC and County training, which includes core competencies and proficiencies. Efficacy of training is determined through one-on-one discussions, staff surveys, participation in case study sessions, supervisory review, and feedback, as well as on-the-job observation, which demonstrates core competencies and proficiencies.

The response complies with PC § 933.05(b)(2).

CONCLUSION:

The San Bernardino County 2022 Civil Grand Jury concluded that Public Guardian responses 21-1 thru 21-7 comply with PC § 933.05.

COMPLAINTS



SAN BERNARDINO COUNTY
CIVIL GRAND JURY
2022

COMPLAINTS

The San Bernardino County Civil Grand Jury receives numerous citizen complaints throughout the year. The 2022 Grand Jury received a total of 45 complaints. Every complaint is carefully reviewed by the Grand Jury for issues regarding appropriate jurisdiction and importance of the complaint topic.

After completion of the initial review of a citizen complaint, the Grand Jury may approve the complaint and assign it to an appropriate committee. The committee will conduct an investigation with appropriate oversight by the full Grand Jury. A written report of the committee's findings and recommendations regarding a specific complaint may or may not be included in the year-end Grand Jury's Final Report.

The process of submitting a citizen complaint is to obtain a Confidential Citizen Complaint form from either the Grand Jury's website or by calling the Grand Jury's office at (909) 387-9120. The website is <http://wp.sbcounty.gov/grandjury/file-a-complaint/>. Once the complaint form has been completed and signed, it can be returned to the Grand Jury's office for processing. Although the Grand Jury usually does not investigate anonymous complaints, it may conduct an investigation depending on the issue.

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REPORTS



SAN BERNARDINO COUNTY CIVIL GRAND JURY 2022



WORKING TOGETHER FOR THE ANIMALS REDLANDS ANIMAL SHELTER

SUMMARY

It has been said that a society can be judged by how it treats its most vulnerable. If that is true, the City of Redlands (the City/Redlands) can be judged harshly for its treatment of the animals at the Redlands Animal Shelter.

Since 1985, the City of Redlands Police Department (RPD) had maintained control over the Redlands Animal Shelter (RAS/the Shelter). The 2022 San Bernardino County Civil Grand Jury (GJ/the Grand Jury) became concerned as to what extent the City of Redlands and the Redlands Animal Shelter were caring for the animals.

As the investigation unfolded, the Grand Jury's evidence revealed severe issues regarding the Redlands Animal Shelter. The following issues for the Shelter were established by the evidence:

- No full-time Permanent Shelter Manager
- Facility Deterioration and Substandard Care of the Animals
- Organizational Dysfunction
 - Failure to Inventory Expired Medications
 - No Volunteer Program
 - Staffing Problems
- Lack of Training/Continuing Education
 - Training for Sexual Harassment and Adverse Working Conditions
- Lack of Standards for Foster Care of Animals
- No Outreach to Rescue Groups
- Refusing offers from Rescue Groups
- Lack of Adoption/Meet-and-Greet Events
- Budgetary Problems
- Lack of Oversight for the Shelter
 - Problems with Euthanasia Reporting
- Lack of Transparency/Accountability

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Volunteers were no longer welcome; the facility needed numerous repairs or possibly even a new building; there was little attempt to reunite lost animals with their owners. Adoptions were handled by appointment only during hours that many adults were working. The Redlands City budget sets aside money designated to the Shelter every year for salaries, operating expenses, and continuing education. However, there is little to no education for employees, no training manuals, no Policy and Procedures Manual and no incentives for employees to seek out training opportunities. Additionally, there is no preparation on how to work with other adults in creating and maintaining a work environment that is positive for the employees. The Shelter has no idea what the best practices for animal shelters are. If the City of Redlands was a family, and truly worked for the good of the animals, the Animal Shelter would not be forgotten.

BACKGROUND

After multiple complaints were received by the 2022 San Bernardino County Civil Grand Jury, the Grand Jury decided to investigate the operations of the Redlands Animal Shelter.

During a Grand Jury visit to the Shelter on July 1, 2022, the Grand Jury experienced the Shelter's still closed-to-the-public COVID-19 policy while other City offices were open. The Jurors also found that the Shelter building was old. The kennels were made of chain link, were outside, and had no shade. The cages in the cat room were small, overcrowded, and unclean. The Grand Jury discovered that the Redlands Animal Shelter was built in 1985, with three office renovations since then. The rest of the Shelter was in a sad and embarrassing state of disrepair.

For decades, the Redlands Animal Shelter had been under the direction of the Redlands Police Department. However, in July 2022, that was changed. It is now the Department of Facilities and Community Services (F&CS) of Redlands that oversees all Shelter operations.

As the investigation continued, evidence revealed that volunteers had always been welcomed at the Shelter, until recently. Even though the Shelter

was closed in March 2020, due to COVID-19, no volunteers were allowed into the facility even with protective equipment. At least one volunteer was escorted off the premises by the Redlands Police Department. Paid staff, needed to care for the animals, was at a bare minimum. Partnerships with local rescue groups and other shelters had ceased to exist. Even the number of families willing to foster animals had declined.

While people used to be able to walk into the Shelter and look for their lost pet, now they needed to make an appointment and have internet access to email a picture of their lost animal to the Shelter, or to even check for their lost pet online. The website used to provide information about Shelter animals is 24PetConnect.com. Evidence demonstrated that this website was complicated to use. It was very difficult to obtain information regarding the lost animal because the only easy search on the website was done by searching for the Animal Control number of the lost animal (which the pet owner would have no way of knowing). Beyond that, no one at the closed Shelter could assist them.

Instead of properly storing donated food so that it would not spoil or expire, the food sat uncovered in the hot summer sunshine, quickly spoiling, with the cardboard boxes fading in the 90+ degree heat. Thus, the donated food for the animals had to be thrown out. A less wasteful option would have been to offer it to either another shelter or a rescue. Knowledgeable staff, who among other things would have known where to store the food, were no longer employed by the Shelter, like the much-needed volunteers.



There were also concerns about where budgeted and donated monies were being spent. It was noted that donated money was not being spent on the Shelter or the animals.

The citizens of Redlands have donated thousands of dollars to the Shelter over the years. The Grand Jury was shocked to find out that not all that money has been used for the animals or the repair of the facility. Shelter staff, instead of the City Maintenance Department, had been tasked to make temporary repairs.

As of the Grand Jury's more recent visit on August 12, 2022, much had changed. Under the new management of the Shelter by F&CS, the City has put out a request on their job openings page for volunteers. They are also trying to hire Kennel Attendants (KAs) and Animal Control Officers (ACOs). There are new temporary front office personnel. The employees seem happy. The courtyard now has shade sails, and the dangerous, uneven asphalt has been replaced with new concrete. The temporary dog kennels are gone. The Grand Jury saw new cat cages, and a misting system for the dogs was working and was positioned so that it cooled the kennels. There is a new larger meet-and-greet area out front. Under the new department, adoption rates are rising again at the Redlands Animal Shelter. The Department of Facilities and Community Services is to be commended for these swift and positive changes.

Although these recent changes were necessary, these changes are not enough. And why did it take the City of Redlands so long for their animals to receive a better level of care?



Before



After

METHODOLOGY

The 2022 San Bernardino County Civil Grand Jury reviewed documents, receipts, contracts, budgetary records and forms regarding the City of Redlands Animal Shelter. The Grand Jury also read the Veterinary Standards report which is referred to as the *Guidelines for Standards of Care in Animal Shelters* (Guidelines).

The investigative research included reading the websites of many national animal groups including those of Best Friends Animal Society, the University of California at Davis, and Cal Animals.

The Grand Jury interviewed some complainants, multiple witnesses including former and current employees of the City of Redlands, employees of the Redlands Police Department, and staff at the Shelter, along with staff of other shelters in the Southern California area. The Grand Jury also questioned former RAS volunteers and many rescue group members. Some Redlands citizens were interviewed. The Jurors talked to interviewees about modern, humane and effective ways of managing animal shelters. The Grand Jury found many helpful viewpoints and ideas of how a modern shelter should be run.

The Grand Jury visited multiple shelters in the area for different perspectives on managing an effective and humane animal shelter. Best practices were researched for current ideas of modern sheltering of animals. Finally, the Grand Jury observed the City of Redlands Animal Shelter facility and reviewed the Redlands City website for more information.

DISCUSSION

Hayden's Act and Standards of Care

Hayden's Act (SB 1785) was enacted in 1998 to codify how shelter animals in California are treated, adopted out and returned to owners. It includes an explicit provision that shelters, including public shelters, are depositories of

living animals (Civil Code § 1815, 1816) responsible for treating those animals kindly (Civil Code § 1834). Hayden's Act also has a requirement that California Animal Shelters release animals to Internal Revenue Code § 501(c)(3) animal rescue and adoption groups that have requested an animal prior to his/her euthanasia. (Food and Agricultural Code § 31108, 31752, 31752.5, 31753, 31754). Hayden's Act requires that shelters use all reasonable means of checking for owner-identification (Penal Code § 597.1).

Modern Concepts of Standards of Care in Animal Shelters

The *Guidelines for Standards of Care in Animal Shelters* (Guidelines) are intended as a positive tool for shelters and communities to:

- review animal care
- identify areas that need improvement
- allocate resources and implement solutions so welfare is optimized, euthanasia is minimized, and suffering is prevented

The *Association of Shelter Veterinarians* (ASV) wrote the Guidelines. ASV is an international organization whose mission is to improve the health and well-being of animals in shelters. The Guidelines were written by experts from many countries to provide information that will help any animal welfare entity meet the physical, mental and behavioral needs of animals in their care. The Guidelines were developed to identify minimum standards of care, as well as best and unacceptable practices.

The Five Freedoms and Animal Welfare

The American Veterinarian Medical Association (AVMA) has brief guidelines called *AVMA Animal Welfare Principles* (The Principles) for companion animals including some recommendations for humane societies. This organization wrote its report as an American model for the treatment of animals, using the international Guidelines referenced above. The AVMA stated in The Principles that animals should be treated with respect and dignity throughout their lives. These welfare principles are known as *The Five*

Freedoms (originally written by the Farm Animals Welfare Council). These principles provide a model that is applicable across species and situations including animal shelters. The Five Freedoms are broadly accepted as guidelines for welfare of all animals in the United States. The Five Freedoms are as follows:

1. Freedom from hunger and thirst. Have ready access to fresh water and a diet to maintain full health and vigor.
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5. Freedom from fear and distress. Ensure conditions and treatment which avoid mental suffering.

The Guidelines for Standards of Care in Animal Shelters has been written using the Five Freedoms for Animal Welfare as the basis for all sections in the document.

The 2022 San Bernardino Civil Grand Jury reviewed the Guidelines, the Five Freedoms, as well as California's Hayden's Act for this report. Standards of care referenced in the following discussion are based on the principles published in all three publications.

Under the Police Department

Historically, the Redlands Animal Shelter has been under the direction of the Redlands Police Department (RPD) which has reported to the Redlands City Council. Evidence established that under the RPD umbrella the Redlands Animal Shelter has been understaffed and that facilities had deteriorated. This is understandable in some ways, because the Police Department is charged with reducing crime, reinforcing the law in the City, serving the public and keeping everyone safe. Consequently, the needs of the Shelter had been ignored.

Before 1984, many animal shelters were considered more like a “pound” as depicted in old cartoons. Animals were caught and put in a jail-like setting. During the Redlands Police Department’s tenure, the Shelter was not fully staffed with people who were knowledgeable and highly trained in sheltering and managing shelter animals.

No Permanent Shelter Manager

For years, managing the shelter was rotated among different police officers in management. The Grand Jury was shocked to discover there has never been a permanent and full-time Shelter Manager. The Supervising Animal Control Officer (Supervising ACO) was also required to oversee ACOs (including sometimes going out on field calls), Kennel Attendants (KAs) and Customer Service Representatives (CSRs). The Supervising ACO was also in charge of managing medications, reaching out to rescue groups for help and planning community events.

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The Grand Jury strongly recommends a full-time Shelter Manager be hired whose **ONLY** job is overseeing the Shelter operations. A permanent Shelter Manager could track expired medications, oversee cleaning of animal cages and educate himself/herself and the Shelter staff in current standards of care.

In more recently constructed shelters in the local area toured by the Grand Jury, animals are now being housed in comfortable, inside kennels and cages that are air conditioned. The pets are exercised and socialized daily, cleaned, fed and watered constantly. Long term stays are discouraged. Shelters are fully staffed, and the employees are trained in animal care. Management, employees, rescue groups, foster families, community animal

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In more recently constructed shelters in the local area toured by the Grand Jury, animals are now being housed in comfortable, inside kennels and cages that are air conditioned. The pets are exercised and socialized daily, cleaned, fed and watered constantly. Long term stays are discouraged. Shelters are fully staffed, and the employees are trained in animal care. Management, employees, rescue groups, foster families, community animal

societies, non-profit groups, volunteers and the general public all work together to make sure the animal's stay is as comfortable and as short as possible. A permanent Shelter Manager, working full-time and not splitting the time with other responsibilities, would ensure all these actions occur. According to evidence reviewed during the investigation, this is the most important change needed immediately for the Redlands Animal Shelter.

Finally, as the Grand Jury discovered during its investigation, the Redlands Police Department had tried to operate the Redlands Animal Shelter as a for-profit business. An animal shelter is a community service designed to serve the public and the animals of the area. It must be run as such, and a permanent Shelter Manager must understand this. In other words, conducting a shelter like a business is incompatible with public service.

Facility Problems

Deterioration of the Facility of Redlands Animal Shelter

The Redlands Animal Shelter was built in the mid-eighties. Thirty-seven years later, the facility is in desperate need of renovations. Evidence revealed the only renovations done at the Shelter were to replace the front lobby floor (once) and renovate the Supervising ACO offices (twice!). The animals' quarters were not redone. The issues observed by the Grand Jury on its visit of 7.1.22 are as follows:

- Plugged drains
- Inoperable doors (guillotine-style) separating the two sides of the dog kennels
- A lack of shade for the dogs
- Hot outdoor kennels made of chain link
- Temperatures were above 94 degrees in the kennels in the late morning



- No air conditioning provided for the dogs when they are in the back half of their kennel
- Some of the misters for the dogs not working properly



- Some of the mister valves over the dog kennels were pointed away from the dog kennels and not providing cooling for the dogs
- The indoor cattery had small cat cages with multiple cats and kittens creating crowding



Before



After

- In the cattery, air conditioning did not work at least two times per week
- Cat feces observed in food, and cat food very close to cat litter



- Litter boxes not emptied

- Empty water and food bowls, some bowls dirty, and some bowls knocked over by dogs spreading the food over the kennel floor
- Dogs and cats ungroomed and some dirty and matted
- Dangerous opening in chain link dog kennel; potential injury to a dog



- Freezer for animal remains close enough to the front lobby for the odor to spread to the front office

Both dog and cat kennels need to be replaced. The cattery also needs to be replaced. The City of Redlands' multiple yearly budgets show goals for improvements to the Shelter and monies allocated for those improvements. Therefore, the City has recognized the problems with the Shelter. Evidence established to the contrary and the Grand Jury's observations of the Redlands Animal Shelter demonstrated that these improvements had not been completed prior to July 2022.

Finally in August 2022, some improvements were implemented at the Shelter, including the addition of shade sails, replacing asphalt with concrete, resetting misters and employing ServPro. Although there is still much to be accomplished, the Grand Jury recognizes and appreciates the work of the City of Redlands Facilities and Community Services Department for what they have done thus far.

However, there is still no air conditioning in the interior section of the dog kennels. This is Southern California where temperatures can reach well over 100 degrees. The interior section of the dog kennels does have a heater, which only works intermittently, for cold weather, according to multiple witnesses. Staff make necessary repairs to broken guillotine door ropes so the dogs can go from inside to outside without assistance. According to the Guidelines, inside/inside or inside/outside kennels are now the standard of care for sheltered animals. Redlands Animal Shelter is encouraged to build new facilities that conform to modern standards.

Recently, the Facilities and Community Services Department of Redlands finally contracted with ServPro to assist in cleaning kennels. This will continue, according to the management, until there are enough staff and volunteers to keep the Shelter clean. The Grand Jury notes, that as of August 12, 2022, there have been positive changes at the Redlands Animal Shelter.

Substandard Level of Care for the Animals

On more than one occasion, the evidence showed that dogs and cats who were confined without daily play, exercise or enrichment could be in various stages of distress. When dealing with the confinement or sheltering of animals for varying periods of time, the following concepts, paraphrased from the Guidelines, should be considered:

1. The concept of enrichment refers to a process for improving the environment and behavioral care of sheltered or confined animals to meet their emotional and psychological needs. This means to bring the cats and dogs out of their cages in order to interact with people and other animals. Enrichment reduces stress and will improve well-being by providing physical and mental stimulation. Shelters that have scheduled periods for enrichment are successful in helping to prevent the development of abnormal behavior in sheltered animals. Enrichment is as important as nutrition and veterinary care.

2. Even a short-term stay in a shelter can compromise the health of an animal by causing stress. When confined for days and weeks at a time, without being allowed out of their kennels to exercise, the animals can suffer from chronic anxiety, isolation, lack of mental stimulation and lack of physical exercise. Stress can lead to the development of abnormal behaviors. The behavior problems compromise the health and well-being of the animals and lessen the potential for adoption. Animals kept in shelter situations must be provided with exercise and enrichment daily to help reduce stress.

Lack of Documentation/Incomplete Identification

Animals housed at the Redlands Animal Shelter have no clear records on the outside of their cages to let the public know how long they have been housed at the Shelter. Some kennels/cages do not have any information posted about the animal. Information such as:

- Gender
- Breed (most of the dogs are a mixed breed)
- Age
- Date the animal entered the Shelter

It is unclear if the Chameleon Computer System used by the RAS has correct information on every animal in the Shelter, and how long each animal has been there. The Grand Jury requested “Outcome” (an indication of what happened to each animal) pages printed out from the computer system at the Shelter, but never received them. For example, during the Shelter visit of 8.12.22, one cat was not listed in the computer system used by Redlands Animal Shelter to track animals. The cat was deemed to be too old to be adopted and so had never been put into the system. The Grand Jury strongly recommends that every animal at the Shelter be entered into the system, and that every animal cage have information posted on the outside for the public to see.

Expired Medication

During the third visit to RAS the evidence showed there were several bottles of expired medications stored in the care room of the facility. The expiration dates of these medications ranged from three months out-of-date to three years out-of-date. Most of the medications were antibiotics. Also, several vials of prescription medication had expired. Expired medication can be hazardous to the health of the animals and should be disposed of properly.

Because of the potentially critical nature of this problem, the situation was brought to the attention of the head of F&CS via a letter from the Grand Jury. The Grand Jury is very pleased to note that within two weeks of receipt of the letter, the F&CS Department responded and assured the Grand Jury that the expired medications were removed from the facility. The F&CS Department is to be commended for their prompt response.



OFFICE OF THE GRAND JURY COUNTY OF SAN BERNARDINO

Michael Dauber
Grand Jury Legal Advisor

Valerie Silvas
Grand Jury Coordinator

September 7, 2022

Chris Boatman, Yvette Garcia
City of Redlands - Administration
35 Cajon Street, Suite 222
Redlands, CA 92373

Re: Redlands Animal Shelter's expired medication

Dear Mr. Boatman - Assistant City Manager of the City of Redlands and
Ms. Garcia – Counsel for the City of Redlands

On Tuesday, August 23rd, the Grand Jury inspected the Redlands Animal Shelter, and it was discovered that several of its medications that were stored in the controlled drug cabinet had expired. Some of these drugs had an expiration date of over 3 years.

The Civil Grand Jury feels that this is an urgent matter and for the sake of the animal's health and safety these medications should not be used and replaced with up-to-date medications.

Sincerely,

Bruce McGuire
2022 Civil Grand Jury Foreperson

San Bernardino Justice Center • 247 West Third Street • San Bernardino, CA 92415
(909) 387-9120 • Fax (909) 387-9124



FACILITIES & COMMUNITY
SERVICES DEPARTMENT

City of
REDLANDS

Incorporated 1888
35 Cajon Street, Redlands, CA 92373
909-798-7655
cboatman@cityofredlands.org

CHRISTOPHER BOATMAN
Assistant City Manager

TABITHA KEVARI
Assistant Director

September 9, 2022

Office of the Grand Jury
County of San Bernardino

RE: Redlands Animal Shelter's expired medication

Dear Mr. McGuire

In response to your letter dated September 7th, the Animal Services Division at the City of Redlands has removed all expired medications from the facility and had it properly disposed of through our contracted veterinarian service provider

Sincerely,

Chris Boatman
Assistant City Manager
City of Redlands



No Volunteer Program

Redlands Animal Shelter has had positive support from community volunteers and other local rescue groups. Redlands' citizens have been very generous to the Shelter, both monetarily, and with donations of food, blankets, cat litter and volunteer hours.

The Shelter was closed to the public from March 2020 to July 2022. The reason for the closure initially was the Covid Pandemic, but as time went on, City leadership decided the Shelter must remain closed after other Redlands City offices had reopened.

As of August 12, 2022, the volunteer program was still not up and running at the Redlands Animal Shelter. Lack of volunteers has caused multiple problems at the RAS: animals are not socialized/exercised, and staff are not freed up to do their assigned daily tasks. Volunteers had been cleaning cages/kennels, checking food and water, washing bowls and doing laundry, freeing up the staff to complete their daily routines. Volunteers are an essential part of the Redlands Animal Shelter.

The Department of Facilities and Community Services is commended by the Grand Jury for the recent postings for volunteer positions at RAS. The community, the Shelter, and the animals deserve a robust volunteer program. But the GJ was flabbergasted to find out that the new department is looking at hiring only 10 volunteers, and no Shelter Volunteer Coordinator. What? The evidence revealed that approximately 24 people had applied for a volunteer position as of August. The F&CS Department is strongly encouraged to hire as many volunteers as possible, as well as a paid Volunteer Coordinator specific to the Shelter to organize and train the volunteers.

Staffing Problems

Staffing problems are not unique to the last four years at the RAS. Evidence revealed that keeping staffing at a level where the animals could be adequately cared for has been a problem at the Shelter during most of its history. A fully staffed Redlands Animal Shelter would include:

- Three full-time Kennel Assistants
- Three full-time Animal Control Officers
- Two full-time Customer Service Representatives
- One full-time Shelter Supervisor

Being fully staffed would also include as many volunteers as possible and a paid Volunteer Coordinator specific to the Shelter.

However, in the last few years, the RAS has had a low level of staffing. In 2018, the Shelter endured months when there was no ACO Supervisor at the Shelter. Management from the Police Department stepped in to fill the gap for almost a year. At that time, volunteers were used to clean, feed, water, exercise and socialize the animals and organize events, since the staff level was low.

During the closure, the Shelter was trying to operate with a skeleton crew and no volunteers, which meant the cleaning tasks at the RAS were difficult to complete daily. Two Kennel Assistants were laid off at the beginning of the Pandemic and a Customer Service Representative was exchanged for an Animal Control Officer. ACOs were told to take over the duties of the Kennel Assistants, who were laid off. The staff became too small to get everything done (especially without volunteers) and the Redlands Police Department did not fill the empty positions nor allow volunteers back.

Volunteers could have reentered the Shelter with masks and vaccine requirements and/or negative Covid test results in place. However, evidence showed the Shelter remained closed while other Redlands' offices reopened.

Training highly experienced individuals and then offering them competitive wages and continuing training opportunities will help solve the staffing problems of the Shelter in the years to come. The Facilities and Community Services Department is encouraged to keep the Shelter always fully staffed.

Lack of Training/Continuing Education

The GJ found there is no Shelter or job-specific training programs, such as animal handling, zoonotic diseases, etc., for the employees at the Redlands Animal Shelter. The RAS also has no training manual nor a Policy and Procedures Manual. There are no volunteer training handbooks, training manuals and/or guidelines. All of these are essential to proper and effective staff operations. See below an example of a volunteer training program from Best Friends, online:

Sample volunteer training taken from network.bestfriends.org:

Level 1:	Level 2:	Level 3:
<p>Trained in cleaning and sanitation of all areas of the shelter: lobby, offices, outside, kennels, cattery, play/exercise area.</p> <p>Have a clear understanding of the animal shelter’s mission and duties of all volunteer positions.</p>	<p><u>Level 1 training</u> plus a script for talking to the public and answering questions with in-person visitors.</p> <p>Correctly answering telephones and taking messages. Washing and drying dishes, towels, bedding.</p> <p>Feeding and watering of all animals. Taking animals out from kennels and cattery to meet potential adopters at the shelter.</p>	<p><u>Levels 1 & 2 training</u> plus training on hygiene for all the animals, paperwork for fostering animals and adoptions.</p> <p>Putting together meet-and-greet events with the shelter and potential adopters.</p> <p>Setting up and running fundraising events for the Shelter in public areas around the city.</p>

Recommended 40-45 hours.	Recommended 40-45 hours.	Recommended 40-60 hours.
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However, volunteers and Kennel Assistants at the Redlands Animal Shelter receive very little training. Many Animal Control Officers are not trained adequately. Their only training consists of two days to two months as a ride-along with another ACO out in the field. Most ACOs at the Redlands Shelter are not certified to perform euthanasia, even though euthanasia is a part of their job. There is no training at all for Customer Service Representatives. Initial and continuing education offered to all leadership and staff will help train employees in areas such as updated laws, leadership, infectious diseases, animal behavior, how to inspect animals upon intake, cleaning techniques, and working with the public. The Department of Facilities and Community Services is encouraged by the Grand Jury to thoroughly train all employees and managers.

Training for Sexual Harassment and Adverse Working Conditions

Redlands Animal Shelter staff and management need additional and more effective training in the area of adverse working conditions. The employees would benefit from learning how to recognize and report sexual harassment. The Human Resources Department currently handles sexual harassment training for the City of Redlands. Evidence showed the Shelter needs more specific training in this area. Site-specific role-play scenarios and extensive training of all employees at the RAS will help clarify this issue. Those in leadership positions and staff alike will learn in-depth the meaning of sexual harassment and adverse working conditions. The Grand Jury recommends any staff member reporting harassment and/or adverse working conditions to report anonymously (if desired) and directly to the City Attorney, the Director of the F&CS, and Human Resources. The City needs to implement and inform the RAS personnel how they may report.

Foster Care of Shelter Animals

Fostering shelter animals is a method for the Shelter to provide care in a home environment. Foster families take shelter animals into their homes. The Shelter had no standardized procedure for foster care of the pets as of 8.12.22. There is no Policies and Procedures Manual for the RAS. When one is written, it is essential that it includes a section on the procedures used upon intake of animals, and how to find fostering situations for the pets.

Well-run foster care programs can increase the capacity of the Shelter and their ability to intake more animals, as foster animals can reside in homes rather than in the Shelter. A shelter can be a very stressful place for pets, and that stress can weaken immune systems and increase vulnerability to illnesses. Providing a less stressful housing option can often speed recovery, minimize behavioral deterioration, and increase chances for adoption.

The Department of Facilities and Community Services is to be commended for reinstating the Foster Care program at the Redlands Animal Shelter as of September 2022, according to the City's website.

No Reaching out to, and Refusal of Help from, Rescue Groups

Evidence showed during the last four years few or no non-profit/rescue organizations have been contacted for help at the RAS. Even more concerning, when organizations like The Redlands Humane Society, REDfosa and other non-profit rescue groups asked to help animals at the Shelter, the answer was that the animals and staff were fine and didn't need help.

The Grand Jury found that in prior years the Shelter had worked with dozens of local rescues. But in the last four years, the Shelter was working with a limited number of rescues, even going so far as to refuse offers from local

rescues. The Redlands Animal Shelter, as of August 2022, has a list of seven rescue groups to contact. The evidence revealed that other shelters in the area keep a list of, and contact with, over 100 of these groups for help in placing the shelter animals.

Reestablishing ties with REDfosa, the Redlands Humane Society, and as many local rescue non-profit organizations as possible will help the animals receive the medical care and rehabilitation needed to be adoptable. The F&CS Department is encouraged to strengthen these relationships, keep lists of all rescue groups in the area, and reach out to them at least monthly beginning immediately.

Lack of Adoption/Meet-and-Greet Events

Because the volunteer program at the Redlands Shelter was abruptly halted in March 2020, and three experienced employees were furloughed, the Shelter lost most of its ability to do Adoption/Meet-and-Greet events in the City. The experienced furloughed staff and volunteers had conducted a majority of these events.

The volunteer program has recently been reinstated as of September 2022, per the City of Redlands website. Hopefully, the Facilities and Community Services Department will hire as many volunteers as possible and a Volunteer Coordinator to organize them. These volunteers, along with management and staff, could begin to reinstate Adoption/Meet-and-Greet events.

Meet-and-Greet and Adoption events benefit both the animals and the public who would like to adopt animals. The Grand Jury finds that having at least six of these events per year would help animals find forever homes.

Following the Money/Budget Concerns

Donations to the Shelter

One of the functions of the Chameleon Computer system serves is to allow the Shelter to handle cash donations made by visitors at the Shelter. The donation amount received is entered into the computer program and the program generates a receipt for the donor. Evidence shows that, while a receipt is supposed to be generated for each donation (and a copy given to the donor), this does not always happen.

The City Treasurer also has access to Chameleon and can verify that the Shelter turns in all donations received to the treasurer. This is done on a weekly basis. However, evidence has shown that individual donations are rarely entered into the City's books. Weekly donations are shown as a total amount of donations received from the Shelter and are entered as one entry into the City's accounting software. Rarely is there a donation with its intended purpose entered into the system, ensuring that the donation is used as requested by the donor.

Thus, the Grand Jury finds that there is an inability for the public to verify how donations to the Shelter are used, indicating that there is a lack of transparency and accountability for donation money spent.

The Shelter also receives non-cash donations. Not all the donations received are used by the Shelter. Multiple interviews established that the Shelter received non-cash donations for which they had no use. These items included blankets or animal toys. Rather than refuse the donation or offer it to another shelter or rescue, the Shelter simply threw the items away.

Additionally, according to various yearly budgets, the Shelter has received multiple large donations of pet food. A tour of the Shelter on 7.1.22 by the

Grand Jury found pallettes of canned cat and dog food that had been sitting in the sun rather than in a protected location. At the subsequent visit on 8.12.22, the cans had been removed.

It is unclear to City residents as to whether all monies and supplies donated to the Shelter are used for the intended purposes.

Volunteers Spending Their Own Money

Evidence has established that some volunteers used their own money to buy supplies that were needed by the Shelter as the supplies were not always available when the volunteers came to work. Some of the items they purchased included tarps for shade, bleach and other cleaning supplies. Supplies should have been ordered and available at the Shelter, or the Petty Cash fund should have been used for these purchases. It is offensive to the Grand Jury that, in addition to donating their time and talent to the Shelter, the volunteers also ended up purchasing supplies with their own hard-earned money when they were told that no Petty Cash was available.

Bids for Veterinary Services

The City has a long-term contract with a veterinarian that exceeds the predetermined standard term between the City and its vendors. The current contract between the City and a veterinary service was agreed to when the Shelter was part of the Police Department. The contract was for three years, with an effective date of July 2018 through June 2021. It provided for a yearly renewal option for the two subsequent years (July 2021 through June 2022 and July 2022 through June 2023). The contract was renewed for both years. This exceeds the length of time for which the City normally signs contracts. Evidence revealed that City contracts are normally yearly and the longest term that most departments enter into is a contract for three years. This is a concern for multiple reasons including potential higher prices because of

favoritism or lack of competitive bids. Yearly bids for this contract need to be made, as is the standard, for other City departments.

Fundraising Events

Fundraising events are used to raise money for a shelter. Parades, parties and 5-K walk/run events are a few examples. Evidence has shown there have been no fundraising events coordinated by the Redlands Animal Shelter since 2018. Volunteers had previously helped with offsite fundraising events. The volunteers who had helped plan, coordinate and hold community fundraising events were no longer there. The Department of Facilities and Community Services is strongly encouraged to begin holding fundraising events for the Shelter.

Lack of Grant Writing Success

The City has been unsuccessful in obtaining grants for the Redlands Animal Shelter from any governmental or private entity, or from nonprofit organizations. The Grand Jury recommends the permanent full-time Shelter Manager be trained in grant writing. This would give the RAS an opportunity to obtain more money for the Shelter. Other shelters in the area have been able to obtain grants for help with extra staff, medicinal care, educational opportunities and other purposes.

Lack of Oversight/Accountability of the Redlands Animal Shelter

The City of Redlands Animal Shelter has no independent Animal Commission overseeing the operations of the Shelter, unlike many other agencies in the City. The Redlands City Council has appointed multiple ad hoc committees to watchdog different agencies in Redlands. For example: the Street Tree Committee, the Citrus Preservation Commission and the Traffic and Parking Commission, just to name a few.

There is an urgent need for an independent group (no one employed by the City of Redlands) to oversee the operation of the Animal Shelter. An Animal Oversight Committee appointed by and reporting to the City Council and the people of Redlands will inform the City and the public about problems/improvements within the Shelter.

An independent Animal Commission will observe the operations at the Shelter, and then report its findings to the City Council every quarter. The commission will make suggestions to the City Council about improving the facility, the staff training and the care of the animals, along with budgetary ideas. This commission would consist of local citizens, local veterinarians, national and local animal experts, animal rescue group members, a Redlands Humane Society member and others interested in helping the animals.

This ad hoc committee will set up a formal written system for answering complaints/concerns from the public. The system would include a method of receiving complaints, copying them, logging them, and answering them. Then the Animal Commission will present these to the City Council quarterly. Citizens will have more transparency about concerns regarding the RAS and the solutions proposed to address them.

Budgetary and donation concerns will also be addressed by this committee. The City website will be updated to reflect the new formal and written complaint procedure and system, along with the resolutions. The website will also explain the system that records and uses the donations given to the Shelter. The citizens and government of Redlands will have more transparency.

In addition, according to the City of Redlands webpage, the treasurer has the responsibility to report monthly to the City Clerk all revenue received and

money spent. There was nothing reported about the Shelter by the City Clerk to the City Council, per the minutes of the June and July 2022 meetings. The City has multiple Commissions and Boards, some of which provide financial information during City Council meetings. If this information was provided at Council meetings or on the website monthly, it would help with accountability, openness and trust.

Reporting of Euthanasia

The Redlands Police Department reports to the City Council concerning euthanasia have been brief and misleading. Instead of reporting out the “Asilomar Live Release Rate” of animals when reporting euthanasia, RPD reported the numbers of animals euthanized each year. (The “Asilomar Live Release Rate” is the percentage of animals that leave a shelter alive).

The raw numbers of animals euthanized has been dropping but the City Council and the public do not see the true picture and have no transparent facts if the Asilomar Live Release Rate is not reported. This is because the live release rate reflects the percentage of animals that leave the shelter alive verses just reporting several animals that were euthanized. The Department of Facilities and Community Services is encouraged to use the Asilomar Live Release Rate when reporting euthanasia to the City Council. Euthanasia facts including the live release rate at the Redlands Animal Shelter will be posted online as well, so the community has a better understanding of the facts.

The Shelter was keeping animals for many months at a time. Therefore, reporting just the number of euthanasia did not provide an accurate picture of Shelter outcomes. Some pets at the Shelter have lived in their cages for several months. No animal should be kept in a shelter for months or years waiting for adoption or fostering, according to the Guidelines. More effort needs to be made to make sure the pets’ stays in the Redlands Animal Shelter are short. The Grand Jury recommends that the Shelter keep and use extensive lists of foster families and rescue groups. These groups are to be contacted monthly to take animals who have been in the Redlands Animal Shelter. Digital and hard copy records of these contacts need to be kept and reported out.

Accountability

The new department in charge of the Shelter (F&CS) will help the oversight of the Redlands Animal Shelter in the future by:

- Updating the City of Redlands' website to include a dedicated Redlands Animal Shelter site with informational pages which include quarterly explanations about the City's budget for the Shelter as well as reports about quarterly revenue and expenditures for the Shelter.
- On this Shelter website, including a detailed quarterly account of RAS donations and where the donation monies were applied. These would be reported to the City Council quarterly as well.
- Requiring employees at the RAS to advise donors how to identify Shelter donations that are for a specific purpose when writing checks.
- Placing a formal complaint form on this RAS website will direct the public on how to lodge an official complaint. Include a Redlands Animal Shelter complaint form. (Complaints need to be kept in digital and hard copy which would be reported to the City Council quarterly).
- Keeping digital and hard copies of fostering and adoptee applications and reporting these to City Council quarterly.
- Keeping digital and hard copies of euthanasia records and Asilomar Live Release rate of the Shelter and reporting these to the City Council quarterly.
- Keeping digital and hard copies of the total months each animal has spent at the Redlands Animal Shelter, along with digital and hard copy written accounts of each animal being offered to non-profit groups, which would be reported out to the City and local newspaper(s) monthly.

The citizens of Redlands, who have donated tens of thousands of dollars and countless hours to the Shelter through the years, deserve no less. It is time to answer the community concerns in an open and transparent way. The Grand Jury is hopeful the F&CS Department and the Redlands City Council will do so.

COMMENDATIONS

The Grand Jury notes that the new department overseeing the Redlands Animal Shelter, Facilities and Community Services, has been eager to help the Grand Jury in its investigation. They are to be commended, as we are all interested in the health and well-being of animals.

Hope for the Future of the Redlands Animal Shelter

There is hope for the future of the animal shelter in Redlands and the pets who live there. The move from the Police Department to the Facilities and Community Services Department is a positive one. The Grand Jury has seen more improvements in the months of July and August 2022 than the Shelter has experienced the last four years.

Two new temporary front-desk workers and one new ACO have been hired. ServPro is on contract to clean and sanitize the kennels five days per week. There are plans to fix the drain in the feral cat area and expanding and adding new cages to the cattery, which will be larger and more modern. To make the Animal Control Officers and their vehicles look more friendly to the public, changes are being made. New uniforms are on order that consist of polo shirts and there will be new logos on the trucks. The building will get a new look to make it look less like “the pound” and more animal friendly. There are plans for an exercise area and new indoor kennels. The foster care program has also been restarted, per the City website. And, finally, the volunteer program is about to be up and running again since the city now has 20 plus applications for volunteer positions. All of this is good news for the animals.

The Grand Jury sincerely hopes these changes continue to come about, and that even more are on the way. This report contains multiple suggestions that will help the F&CS Department with some great new ideas for the budget and the Shelter. The citizens and animals of Redlands deserve it.

CONCLUSION

The Grand Jury came to several conclusions about the Redlands Animal Shelter. The Shelter has no full-time permanent Shelter Manager at the site daily. The facility needs to be replaced. The standard of care for the animals in Redlands Animal Shelter has been extremely low. Hard-working volunteers had kept the Shelter animals safe in the past by freeing up the employees to do their jobs. Stopping the volunteer program left the staff without enough hours to do their jobs, and the animals suffered.

The Shelter has also shown much organizational dysfunction through the years under the Redlands Police Department. However, the Grand Jury does see hope for the future. In the middle of the Grand Jury's investigation, the Shelter was moved to the Facilities and Community Services Department as of July of 2022. The Grand Jury has seen many improvements since this change. The Grand Jury hopes the Redlands Animal Shelter, the City Council and the Redlands citizens will go forward and work together for the animals.

FINDINGS

F 1: There have been no upgrades to the dog and cat cages at the Redlands Animal Shelter since 1985.

F 2: The kennels are outside and the guillotine doors (which let the dogs go into the shaded inner part of the kennel) are not working. Dog kennels do not have adequate drainage. The kennels are hosed down once per day, and the drains clog and feces cannot go down the drain as of 7.1.22.

F 3: The cats and kittens at the Redlands Animal Shelter are living in hot, crowded spaces and the food and water are placed next to the litter boxes.

F 4: On the visit of 8.12.22 evidence of controlled drugs being stored and locked up could not be located upon request.

F 5: There were expired medications at the Redlands Animal Shelter.

F 6: As of 7.1.22, the animals were lacking exercise, enrichment, and socialization with other animals and people. Also lacking at the Redlands Animal Shelter was shade for the animals. The animals were fed once a day and fresh water was not always available.

F 7: Redlands Animal Shelter is not using the Asilomar Live Release Rate to report to the City Council regarding euthanasia.

F 8: The Redlands Animal Shelter has not been reaching out to, and has been refusing offers of help from, local rescue groups such as REDfosa and the Redlands Humane Society.

F 9: As of August 2022, Redlands Animal Shelter had a list of seven rescue groups with which to work. Before 2018, the Redlands Animal Shelter had kept a list of forty-three rescue groups.

F 10: Redlands Animal Shelter has no permanent full-time Shelter Manager.

F 11: For months at a time, the Shelter had no on-site supervisor.

F 12: Staff level as of 8.12.22 was: two Kennel Assistants, two Animal Control Officers and two temporary Customer Service Representatives.

F 13: Redlands Animal Shelter had no volunteers as of 8.12.22.

F 14: There have been multiple reports of sexual harassment at the Redlands Animal Shelter. Lack of supervision and monitoring has provided an atmosphere where sexual harassment opportunities can occur.

F 15: Redlands Animal Shelter has had one Community Adoption and/or Meet-and-Greet event since 2018.

F 16: Redlands Animal Shelter does not have training manuals for volunteers and staff. The Shelter has no Policies and Procedures Manual.

F 17: The Redlands Animal Shelter currently has no training for staff nor Shelter Management in the basic operations of an animal shelter. For example, courses such as:

- leadership training
- record-keeping
- animal population management
- medical and behavioral health of animals
- euthanasia
- animal transport
- preventing infectious diseases
- zoonotic disease control
- sanitation practices
- animal behavior management
- identifying contagious diseases
- animal handling
- customer service techniques

F 18: As of 8.12.22, only one Animal Control Officer at Redlands Animal Shelter is certified by the State of California.

F 19: There is no tracking of specific individual donations that are made for a specific purpose.

F 20: The City of Redlands website does not inform the public if the money allocated for improvements at the Shelter is specifically spent on improvements for the Shelter.

F 21: Redlands Animal Shelter volunteers have spent their own money on shelter cleaning and other supplies.

F 22: Request for bids for veterinary services are not put out for competitive bids annually.

F 23: Redlands Animal Shelter has not been holding fundraising events for the Shelter to help fund medical care, adoption programs and improvements for the Shelter.

F 24: Redlands Animal Shelter has not successfully acquired grants and has no dedicated shelter grant writer and/or a Shelter Manager trained in writing grants.

F 25: There has not been an objective operational audit (evaluation) done by a qualified third party/agency regarding how to improve the operations at the Redlands Animal Shelter.

F 26: The Redlands City Council has no independent Animal Commission to oversee the Redlands Animal Shelter and report the Shelter's operations to the City Council.

F 27: The City of Redlands has not implemented a formal written complaint process for the public specific to the Animal Shelter.

RECOMMENDATIONS

R 1: The Grand Jury recommends that the City of Redlands plan a new building that will house the animals under their care. Dogs to be housed in double kennels in an indoor/outdoor or indoor/indoor configuration, with the indoor component being heated and air-conditioned. Cats and kittens to be housed in cages large enough to have fifteen-inch spaces between the litter boxes and the food and water; with an area in which to rest. Cats and kittens to be put in a large, continuously air-conditioned cattery room, feral room, and isolation room. Creation of a written action plan to be done by August 2023.

R 2: The Redlands Animal Shelter to keep a formal written and digital copy of all medications stored at the Shelter, and expired medications to be disposed of according to legal requirements. To be implemented by March 2023.

R 3: The Grand Jury recommends a checklist be attached to each animal's cage. Water and food bowls filled to be documented/recorded daily on the checklist. Exercise, enrichment activities, socialization with other animals and cage/kennel cleanings to be documented on the checklists. The checklists to be kept for three years. To be implemented by March 2023.

R 4: The Grand Jury recommends that cat litter boxes be cleaned at least three times per day. Dog kennels to be hosed down at least three times per day. Recorded by checklist on every animal's cage. Checklists to be kept three years. To implemented by March 2023.

R 5: Within 24 hours of intake, all animals to be bathed, groomed, and examined for issues such as external parasites, injuries, infection and zoonotic diseases. To be recorded on a digital and hard copy log. Designate an area within the Redlands Animal Shelter to bathe, groom and inspect animals. To be implemented by March 2023.

R 6: The Grand Jury recommends all euthanasia be reported as the Asilomar Live Release Rate to the City Council quarterly beginning March 2023.

R 7: Initiate/reestablish partnerships with all available rescue groups. Keep a current list of them in the Redlands Animal Shelter Chameleon computer system. RAS to call or email every month to let rescue groups know about newly available animals. Log these calls and e-mails and report them to Redlands City Council quarterly. To be implemented by March 2023.

R 8: The Grand Jury recommends that the Redlands Animal Shelter relinquishes an animal to a non-profit group for adoption if requested by that rescue group. To be implemented by March 2023.

R 9: Hire and train a qualified and permanent full-time Shelter Manager by August 2023, who is to make bi-monthly Shelter status reports concerning Shelter operations to the local newspaper(s), the City website and the Redlands City Council beginning August 2023.

R 10: The Grand Jury recommends that the Redlands Animal Shelter keep at least three full-time Animal Control Officers, three full-time Kennel Assistants, two permanent full-time front desk Customer Service Representatives, one Volunteer Coordinator and one full-time Shelter Manager continuously. To be implemented by August 2023.

R 11: Utilize twenty-five or more volunteers at the Redlands Animal Shelter. To be implemented by March 2023.

R 12: Redlands Animal Shelter to provide site-specific sexual harassment and adverse working conditions training using in-person role play scenarios to all staff at the Shelter on an annual basis. To be implemented by June 2023.

R 13: City of Redlands to set up anonymous (if desired) reporting of sexual harassment allegations at Redlands Animal Shelter. The report to go to the Director of Facilities and Community Services, the City Attorney and the Human Resources Department with a resolution required within two weeks. To be implemented by March 2023.

R 14: Cameras, with audio recordings, to be placed in all Animal Control Officers' City-owned trucks, operational and continuously activated. To be reviewed by Shelter Management weekly. To be implemented by August 2023.

R 15: Redlands Animal Shelter to conduct at least six community, Adoption and/or Meet-and-Greet events per year. Advertise and report these events to Redlands City Council and Redlands local newspaper(s) quarterly. To be implemented by March 2023.

R 16: City of Redlands, Facilities and Community Services Department, Shelter Manager, staff and volunteers to collaborate to develop formal, written and digital volunteer manuals, training manuals and policy and procedures manual for the Shelter. To be reviewed and updated annually. To be implemented by August 2023.

R 17: Every ACO to complete the Certified Animal Control Officer Program which includes 60 hours of training in Animal Care and State Laws. The program is administered by CalAnimals.org. State Certification to be completed within 90 days of hire date and paid for by the City of Redlands. To be implemented by March 2023.

R 18: Require all Shelter staff and Management to obtain continuing education through online sites such as CalAnimals.org. City of Redlands to pay for the training. Staff and Management required to complete at least four courses per year, as verified by certificates of completion given to Facilities and Community Services Department. To be implemented by March 2023.

R 19: The City Council and the Facilities and Community Services Department to post on the Redlands Animal Shelter website exactly what happens to donations and budget allocations and how the budget process works. To be implemented by March 2023.

R 20: Redlands Animal Shelter to make it mandatory for Shelter personnel to print out donation receipts, give a copy to the donor and keep the duplicate and provide it to the City Treasurer. A thank you form letter to be used when donation is above a predetermined dollar amount. A blank space to be left and used to explain donation usage (if usage was designated by the donor). Provide a copy of the letter to the City Treasurer to match with the donation receipt. To be implemented by March 2023.

R 21: Donation subaccounts to be set up for donations where the purpose is clearly designated. It is to be set apart in the yearly budget for the citizens' information and reported to the City Council and on the Redlands Animal Shelter website quarterly. To be implemented by July 2023.

R 22: The Shelter Manager to keep a written inventory of supplies and conduct a physical inventory of these items every month, informing the City when items need to be purchased. In cases of emergency the Shelter staff to use the Petty Cash fund. To be implemented by March 2023.

R 23: Request for quotes on veterinary service to be done, as part of the City's competitive bid process, annually for contracted veterinary service, with no automatic extensions included in the contract. To be implemented by June 2023 and/or end of current contract.

R 24: Use rescue groups and volunteers to help with fundraising activities (at least one every month). Ensure money is accounted for by Shelter staff and input into Chameleon. To be implemented by March 2023.

R 25: Permanent Shelter Manager to complete a grant writing class. Shelter Manager to apply for at least four grants per year and keep a documented account of those applications in digital and hard copy. Report applications for grants to the City Council quarterly. To be implemented by August 2023.

R 26: Redlands Animal Shelter to appoint an independent third party agency, such as Best Friends Animal Society, to conduct an operational audit of the Redlands Animal Shelter. Items evaluated by the third party will include such areas as management style; facilities; expired medications; records of drugs; improvements needed; adoptions and other outcomes, etc. The Shelter to report the results of the audit at the public portion of the City Council meeting. To be implemented by June 2023.

R 27: City of Redlands City Council to form an independent (not city employees) oversight group/commission/ ad hoc committee to oversee the Redlands Animal Shelter. This Animal Commission to include, but not be limited to, local citizens; members from local animal rescue organizations; veterinarians and animal shelter consultants/professionals. The group to meet a minimum of four times per year and report to the City Council quarterly. Committee to be formed by June 2023.

R 28: The Facilities and Community Services Department (F&CS) to create a process by which all complaints concerning the Redlands Animal Shelter are received, logged in, reviewed and answered in writing. The Grand Jury recommends creating a three-person panel (not City employees) to review and respond to all complaints within two weeks. Complaints and resolutions to be kept indefinitely by F&CS Department, and reported to the City Council, local newspapers and on the City website quarterly. The panel and process to be created by June 2023.

REQUIRED RESPONSES

Redlands City Council (All Findings and Recommendations)

Chris Boatman, Head of Facilities and Community Services Department (All Findings and Recommendations)

PERMITTED RESPONSES

Redlands Police Department

GLOSSARY

- **ACO: Animal Control Officer:** responsible for going out into the field, educating lost animals' owners etc.
- **Adoption event:** an event put on by a shelter or rescue group that encourages a high volume of pet adoptions. It involves a gathering of adoptable pets in one location.
- **Asilomar Live Release Rate:** this is a calculation. The calculation reveals the percentage of animals that leave the shelter alive. The calculation is arrived at by the following means: divide the number of animals that left the shelter alive by the total number of animals that entered the shelter, minus the owner requested euthanasia.
- **ASPCApro.org:** provides training, research, and resources to help animal welfare professionals.
- **Best Friends Animal Society:** largest animal sanctuary in the US. Its primary purpose is to advocate for the prevention of senseless killing of shelter animals. It has developed into a national network of like-minded partners with various educational components.

- **CA Civil Code § 1834.4a:** it is the policy of California that no adoptable animal should be euthanized if it can be adopted into a suitable home.
- **CAL Animals: California Animal Welfare Association.** this is the agency that administers the certification of Animal Control Officers in California.
- **Cattery:** a building that contains numerous cages/kennels to house cats in a climate controlled, sanitary, private and secure manner.
- **Chameleon Computer System:** Provides Technology solutions for Animal Control, Humane Societies, SPCA's and other animal rescue organizations. Helps with activities such as: licensing, shelter management, field ops, inventory, donations and veterinary record keeping.
- **Community Outreach event:** refers to efforts that connect an organization's ideas or practices to the public. It helps the organization connect with the local community.
- **The Crystal Project:** this rescue adopts "unadoptable" animals from shelters, rehabilitates them, or pays for their medical conditions, readies them for adoption, and then adopts them out to forever homes.
- **Financial audit:** an examination and inspection of an entity's financial statements for verification purposes.
- **Fostering:** shelter animals are given the opportunity to temporarily spend time in a safe and loving home environment while they wait for adoption.

- **Fundraising:** a process of collecting money as donations, for a cause, from individuals and businesses.
- **F&CS:** Department of Facilities and Community Services.
- **GJ:** 2022 San Bernardino County Civil Grand Jury.
- **Guillotine Door:** a barrier that keeps a pet from entering or exiting through a dog kennel door opening. It slides up and down, to open and close the opening, with the help of a cable system.
- **Highland Village Pet Hospital:** veterinarian who has a current contract to provide services to the Redlands Animal Shelter.
- **Kennel Attendant: KA** responsible for cleaning kennels and cages and keeping water and food supplied at an Animal Shelter, etc.
- **Infectious diseases:** diseases that is caused by an organism such as a bacteria, virus, fungi, or parasite.
- **Inside/inside:** the configuration of a kennel whereby both sections of an individual kennel are located in an air conditioned and climate-controlled building.
- **Inside/outside:** the configuration of a kennel whereby only the inside portion of the kennel is located in an air conditioned and climate-controlled building. The outside portion of the kennel allows the dog to be outside.

- **Maddie’s Fund:** (Maddie’s University) Champions for Animal Welfare (www.maddiesfund.org) This fund offers the pet/animal industry a national voice. It also provides important funding opportunities, learning resources and access to other networks to share ideas.
- **Meet-and-Greet:** a process of introducing an adoptable animal to your family and/or current pets.
- **Operational audit:** a review of an entity’s operations including policies, procedures, etc. to identify areas of weakness and to make recommendations to improve upon these weaknesses.
- **Outcome:** How an animal that enters the shelter, finally leaves the shelter. For example: return to owner, adopted by private party, adopted by rescue, euthanasia.
- **RAS:** Redlands City Animal Shelter
- **RCC:** Redlands City Council
- **REDfosa:** Redlands Friends of Shelter Animals Rescue Group
- **RHS:** Redlands Humane Society
- **RPD:** Redlands Police Department
- **San Diego Humane Society:** (Humane Law Academy) www.sdhumane.org Humane Law Enforcement Training Academy (San Diego Humane Society)

- **SB 1785:** Hayden’s Act. This California law provides the guidelines for animal shelters’ treatment of animals in California.
- **VSBP Document:** Veterinarian Standards and Best Practice Document. A report by the Association of Shelter Veterinarians that outlines best practices for animal shelters in the United States.
- **Zoonotic:** a disease that passes from an animal or insect to human.

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www.ASPCApro.org/training/grants/research

CAL FOR ALL ANIMALS

Animal Shelter Assistance Act

<https://leginfo.legislature.ca.gov/faces/codesdisplayText.xhtml?>

The initiative is administered by the Koret Shelter Medicine Program at the UC Davis Center for Companion Animal Health. This state funded initiative funds \$50 million in grant money to shelters.

For more information about grants: grants@californiaforallanimals.com

California Animal Welfare Association (CalAnimals)

<http://www.calanimals.org>

Certified Animal Control Officer Program

Animal Care Conferences

Online education

Education and Training Resources

Guidelines for Standards of Care in Animal Shelters

The Association of Shelter Veterinarians: 2010

Newbury, Blinn, Bushby et al

Keeping Controlled Drugs Under Control

Atlantic Coast Veterinary Conference 2001

Philip J. Seiber, Jt. CVT

Veterinary Practice Consultants

Maddie's Institute, 223 Santa Clara Ave, Suite B, Alameda, CA

94501

<http://www.university.maddiesfund.org>

Staff and Volunteer Training and Development Study

Caring for Animals, Caring for People

Summary Report

May 2013

UC Davis Koret Shelter Medicine Program

Facility design, Shelter Animal Housing and Shelter

Population Management

Last updated: 2019-03-07

Information sheet

Species: Canine, Feline

University of Florida, College of Veterinary Medicine

Maddie's Shelter Medicine Program

Design of Animal Housing

Information Sheet

Heather E. Lewis, AIA, NCARB

[Http://www.sheltermedicine.vetmed.ufl.edu](http://www.sheltermedicine.vetmed.ufl.edu)

University of Wisconsin-Madison, School of Veterinary Medicine

Facility Design, Shelter Animal Housing and Shelter

Population Management

Date: March 2019

Information sheet

Species: Canine, Feline

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For the Children,



**San Bernardino County
Children and Family Services,
Is It Too Broken To Fix?**

SUMMARY

When is something too broken to fix? That is the question asked by the 2022 San Bernardino County Civil Grand Jury (GJ), during its investigation into the San Bernardino County Children and Family Services (CFS). The CFS has been investigated multiple times by the San Bernardino County Civil Grand Jury in the last decade. However, the 2022 GJ found that even with changes forced by California State Law since 2018, the foster children of San Bernardino County CFS continue to be abused in Resource Family Homes (RFHs: formerly known as Foster or County Homes).

The Civil Grand Jury began its investigation by reading many articles and researching professional papers and books concerning the Foster Care system and CFS. The GJ also received citizen complaints and interviewed some of those complainants. The Grand Jury interviewed multiple witnesses in CFS. After many months delay, data was received from the County concerning the number of abuse cases substantiated in the years 2019, 2020, 2021 and 2022, all of which occurred while the foster children were in the care of CFS.

Sadly, substantiated foster children abuse cases have increased every year from 2019 through 2021. The GJ was looking for changes made since 2018 and determining if those changes have been effective. For example: less substantiated cases of foster children being sexually and physically abused while in county Resource Family Homes and other foster settings.

Significantly, the GJ has found during its investigation that the substantiated abuse cases continue. The revelation that there are significant amounts of substantiated sexual abuse and physical abuse cases is eye-opening. Additionally, the GJ learned that there are no temporary shelter facilities in San Bernardino County where already traumatized children could go to have a place to feel safe, instead of the offices of CFS where they are currently housed during the search for placement.

During multiple interviews, the GJ found some positive changes have come about since 2018 in San Bernardino County CFS. The GJ is aware the staff of CFS does not go to work with the attitude of allowing continual abuse of foster children. There are now numerous reactive measures, for example, the creation of the Open Case Investigations Unit (OCI), Risk Assessment

Meetings (RAMs), and social workers (SWs) no longer investigating their own cases. These measures help children AFTER the abuse has occurred.

However, the GJ found no proactive measures to keep foster children from entering abusive RFHs to begin with, and very little proactive efficient monitoring of these homes once the placement has been made. Foster children are put in danger in SB County. The data received from CFS demonstrates this. Some changes initiated since 2018 have been positive, but they are not enough! Children are still being abused in county Resource Family Homes and other foster settings.

However, the GJ also found the bureaucracy that permeates the San Bernardino County CFS is so extensive, complicated, secretive, and inefficient that the GJ strongly recommends CFS be abolished, and a new system be created to help raise and parent foster children in the county. The CFS is too broken to fix.

BACKGROUND

The 2022 San Bernardino County Civil Grand Jury decided to investigate the San Bernardino County Children and Family Services (SBC CFS). Complainants were interviewed, and research was performed. The investigation revealed to the GJ that foster children in SB County were still being abused in foster settings in alarming numbers. The Jurors pored over documents and noted new laws and changes made since 2018. The GJ questioned whether these changes were enough to keep foster children safe.

The GJ began interviewing employees, directors, and Social Workers in CFS. From the interviews, and from reading the CFS' Policy and Procedures Manual, it became apparent that all the measures and positive policies initiated since 2018 were REACTIVE, NOT PROACTIVE. It appeared it was more of a rebranding of the former Child Protection Services (CPS) to the new CFS had occurred. Many new policies and agencies had been put in place, but they were all addressing the abuse AFTER it happened.

There was no evidence of measures taken to ensure foster children were never put into abusive RFHs to begin with. There was no evidence of effective and ongoing checks or monitoring that abuse didn't start or

continue. There was no evidence of effective proactive measures that would prevent a foster child from being placed into an abusive RFH after being pulled out of one setting and placed into another foster setting.

Finally, after receiving data of substantiated abuse cases from the years 2019-2022, the GJ found the numbers show the problem is ongoing. Most significantly, substantiated abuse cases have increased every year from 2019 through 2021. The GJ concluded the problem has not been solved, and the reactive measures instituted since 2018 have been ineffective. Most importantly, no proactive measures have been put in place. The conclusion reached, after talking to experts in the field, is the San Bernardino County Children Family Services is too broken to fix and needs to be rebuilt from the ground up.

METHODOLOGY

The 2022 San Bernardino County Civil Grand Jury began its investigation by researching foster care in articles, documents, and professional papers and books. The GJ reviewed the laws concerning foster care in California. The GJ reviewed manuals provided by the CFS. Finally, after many requests were made for data of substantiated abuse cases of foster children for the years 2019 through 2022, the GJ was able to finally review that data. The GJ interviewed CFS social workers and administrators. The GJ questioned citizen complainants, medical personnel, Foster Family Agency (FFA) employees, experts on foster care systems, and a former foster care child who is now an adult. The GJ also visited sites where foster children are forensically interviewed, the Children's Assessment Center (CAC), CFS offices, group settings, and an out-of-county temporary care facility for foster children. Finally, the GJ summarized the data received and prepared a report. During the various interviews the GJ observed that some interviewees were reluctant to, and refused to, answer or claimed they had no knowledge in specific divisions even though they had been working in these particular areas for years.

DISCUSSION

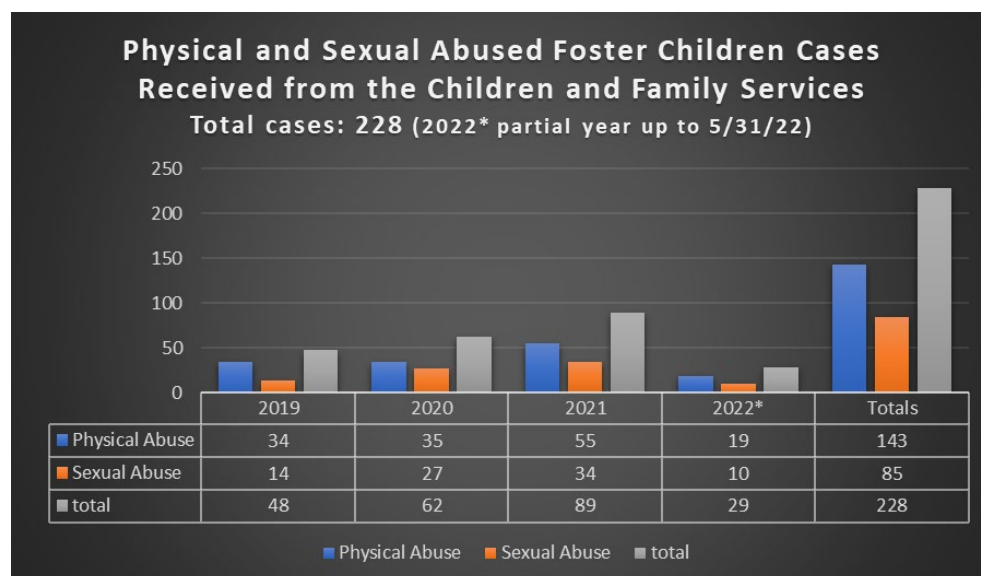
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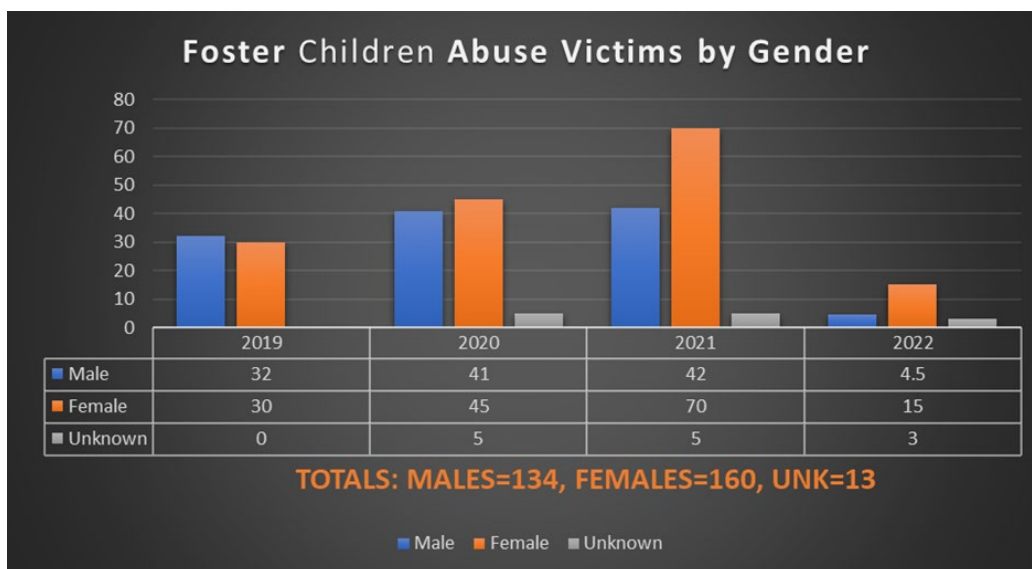
During the 2022 San Bernardino County Civil Grand Jury’s investigation, the GJ sought and obtained information from the San Bernardino County Children and Family Services that included the total number of substantiated cases. These cases involved sexual abuse, physical abuse, and deaths that occurred against foster children under the San Bernardino County CFS’s care, defined by the California Welfare and Institutions Code, for the years of 2019-2021.

CFS also provided substantiated abuse cases for the year of 2022 that included cases up to the end of May 2022. Since the GJ’s request involved confidential information, the GJ obtained a court order from the court that authorized the release of the requested information, with the appropriated legally redactions annotated.

Every one of the foster child abuse cases were investigated and substantiated by the CFS OCI unit responsible for these types of investigations. Substantiated, in these cases, means that there was sufficient evidence to support and prove the allegations occurred. In almost all the cases, they were cross-reported to the appropriate law enforcement agency with jurisdiction in the cases. The following graphs depict what the GJ received and what it extrapolated from the cases provided.

Graphs





Based on the review of the substantiated foster child abuse cases above, the GJ determined that there are significant and alarming number of cases involving already traumatized children that come into the care of the CFS who have been further physically or sexually abused by a system that was created to protect them. There were 307 foster child victims of substantiated physical or sexual abuses during the period of 1/1/2019 through 5/31/2022.

Of these numbers, 204 were physically abused foster children and 103 were sexually abused foster children. The abuses committed occurred to 134 foster children males, 160 foster children females, and 13 were unknown gender foster children. The data demonstrates that the abuses

crossed the range of the various age groups, but specifically they are listed as: 0-4 years old: 67 abused children, 5-9 years old: 100 abused children, 10-14 years old: 75 abused children, 15-18 years old: 46 abused children, and unknown age: 19 abused children.

Of special note, the review of the data provided by CFS included one physical abuse case resulting in the death of a child that was investigated in 2022. Additionally, the 2022 data only covers a portion of the year. It creates an imbalance in the ability to compare like data. Without a complete years' worth of results, the GJ recognizes that the 2022 data could indicate a decrease. However, no one is able to predict what will happen in future months.

Preventative Measures

Children and Family Services has assumed the role of parenting traumatized children who have been removed from their biological families. As such, the GJ found that CFS has made attempts at providing for the safety of those they have been entrusted to protect. However, the CFS of San Bernardino County does not have significant preventative measures to stop the abuse or minimize it within their care. Children are still at significant and unacceptable risk for continued abuse while under the care of CFS.

The following are some preventative examples CFS does practice:

- CFS conducts Live Scans (a fingerprint check for criminal history) on prospective resource foster parents
- completes a DMV check once per year
- conducts physical inspections of prospective settings
- carries out interviews

However, these preventative measures are not enough! The Live Scans, DMV checks, home inspections and interviews only reveal the history of the Resource Parent(s). The measures are not extended to visitors to the foster home, such as unknown family members, boyfriends/girlfriends and other residents not known to CFS. The GJ investigation revealed that these risk factors noted above have contributed to many of the substantiated sexual and physical abuse cases.

Reactive Measures

Open Case Investigation Unit (OCI)

The OCI unit was created in 2018 to investigate abuse cases. This CFS internal unit investigates 'open cases' of alleged abuse from the hotline, social workers, teachers, other adults, children, law enforcement, medical personnel, and others. An open case means that the foster child victim is already within the CFS system. As a result, the social worker no longer does his/her own investigation. Now there is a higher level of assessment and effectiveness than before. The OCI allows for more eyes on the alleged abuses. However, this is a reactive measure, and takes place only after there is an alleged abuse. It is not preventative.

Risk Assessment Meeting (RAM)

Another positive reactive change is the Risk Assessment Meeting (RAM). These meetings involve reviewing cases with multiple attendees, including two supervisors, one social worker, law enforcement (sometimes), upper manager at CFS, and the foster child, if appropriate. They discuss what went wrong, how things could have been done better, possible solutions, and a possible plan for going forward. But, again, this is a purely reactive measure, and is not preventative.

Foster Family Agency (FFA)

An FFA is a private non-profit agency that provides foster care services to the community, which contracts with CFS. The GJ learned that the FFA related services are another positive factor in the services provided for foster children. The FFAs have more services; smaller caseload ratios; perform more visits, announced and unannounced; demand more training and ongoing training to resource homes. They are able to spend more quality time with their foster children and they utilize more community-based resources. However, once again, these are not preventive measures within the CFS.

The Children's Assessment Center (CAC)

The CAC has been operating in SBC since 1980. CAC is a private and public agency where many community-based resources partner. The CAC task force consists of representatives from CFS, County Medical Center, Public Health, Behavioral Health, District Attorney's office, Sheriff's Office, Juvenile Court, Family Law Court, County Counsel, Children's Network, Children's Fund and Loma Linda University Children's Hospital.

The children are referred to them by law enforcement and/or Children and Family Services. CAC does forensic interviews and/or forensic physical examinations of the children of alleged child abuse. CAC also has Victims of Crimes Advocates and Mental Health personnel. In an effort to minimize that trauma, CAC provides forensic interviews and evidentiary medical exams in one child-friendly location for sexually abused children in San Bernardino County. This is a very positive one-stop shop where a traumatized foster child can be professionally interviewed. However, this is also a reactive measure, not a proactive one.

The Capture, Tracking, and Monitoring of Data

Whether the sexual or physical abuse allegation is criminal or not, CFS usually cross reports to law enforcement as well as provide other CFS sub-investigation units with the same database. However, this communication is not integrated, interoperable, or interconnected in a virtual environment for all participating partners. In an interoperable and interconnected environment, data collection systems kept by CFS and law enforcement would be updated to reflect and statistically track every foster child abuse allegation and investigation. Those allegations and investigations from Foster Family Agencies and other California counties should be looked at more closely, so that foster children are less likely to be placed in abusive settings.

Law enforcement in San Bernardino County does not separately identify or differentiate foster children abuse cases from other types of child abuse cases. Further, law enforcement cannot determine how many instances of actual abuse (physical and/or sexual) of foster children have occurred in SBC because the San Bernardino County Sheriff's Department does not

statistically track or classify it that way. According to the evidence, law enforcement would have to read every single investigation to determine which children have been abused while in foster settings. The GJ found that this is a critical function that law enforcement should perform as a separate measure of providing a resource for determining these foster children abuse cases.

Law enforcement needs to classify reports indicating that these reports are part of the foster children care system so they can be tracked and evaluated. Children and Family Services and law enforcement need to meet quarterly and review their alleged and substantiated foster child abuse cases together.

NO Oversight Group/Foster Children Commission to Oversee the CFS

Critical to the democratic process in San Bernardino County is the need for an independent 'checks and balances' system in the form of an independent oversight commission to monitor all foster children. Currently, there is no separate oversight group that oversees the Children and Family Services lack of accountability. The GJ found a need for a committee/commission who is authorized and empowered to ensure that foster children are provided the level of care expected by the people of San Bernardino County.

Presently, CFS has no local accountability, which allows them to operate behind an air of confidentiality. An oversight committee/commission would ensure a set of independent eyes to monitor the CFS's focus on protecting the foster children. With CFS operating under confidentiality, any accountability for their actions is extremely difficult. This watchdog committee/commission will operate under the same level of confidentiality as CFS.

The GJ recommends that this new oversight committee/commission includes, at the very least, former foster children, educational professionals, medical professionals and legal professionals. This new oversight group would monitor, investigate, and recommend actions to the Board of Supervisors, at least on a quarterly basis. The GJ finds that this new group would contribute to the prevention and minimizing of factors relating to abuses that occur in foster child settings.

VULNERABILITIES OF FOSTER CHILDREN

CFS Reactive not Proactive

The evidence established that foster children in San Bernardino County are vulnerable to significant risks that in an alarming number of instances have led to abuses and further traumatization. These vulnerabilities have been shown in the graphs above, the interviews completed, and the documents reviewed by the GJ. The GJ found that most measures taken were reactive not proactive. Children are still vulnerable to abuse. The vulnerabilities confirmed by the GJ include:

Before Initial Placement

Vulnerabilities after Placement in CFS

- Lack of sufficient law enforcement involvement
- Lack of thorough home inspection procedures including opening all doors and inspecting the yards and outer buildings
- Lack of oversight during unsupervised visits with biological family members
- Lack of communications between interdepartmental units within CFS
- Lack of local and community oversight accountability
- Inadequate medical and mental health services
- Overloaded social worker caseloads (70-90 each) which deter the SWs from proper monitoring of the foster children and Resource Family Homes and other foster settings
- Insufficient staffing levels to provide quality services
- Lack of transparent record-keeping by CFS; not reported to the public because of confidentiality rules, which inhibits openness and trust
- No standard number of times infants to four-year-olds are seen by social workers/nurses per week
- Delay in Medical cards and behavioral information passed to other foster placements, especially FFAs
- Lack of Social Worker visits that are unannounced at Resource Family Homes
- Social Workers becoming overly familiar with the Resource Family Homes and Resource Parents

- Lack of sufficient training of SWs
- Lack of training of foster children
- Inadequate training of resource parents

Additional Vulnerability Factors

- Overly regulated by California State guidelines (Big brother controls)
- Insufficient number of community-based resources and services
- Bureaucracy and rebranding. For example, the name, “Child Protective Services” to “Children and Family Services” did not change the approach to foster care as it has been business as usual
- Lack of funding sources/grants not tied to governmental regulations and controls

Help for the Biological Families

The Grand Jury found that for true proactive measures to occur, there needs to be resources and services for biological families who could use help but don't necessarily need involvement with any governmental agency like a foster care system. There is an urgent need for assistance to be provided to these families without governmental regulation and oversight as they only require a nudge or temporary help.

The evidence established that in one community, the foster care system actually interacted with almost 20% of the population in some form or another. The number of those that became part of the system was reduced to about 5%-7% of those needing long-term assistance.

The evidence suggested that if assistance was given to the biological family before the child was removed, the potential for coming into the foster care system would be reduced tremendously. The GJ recommends that community-based one-stop shops be set up to help biological parents who only need some temporary help, not governmental oversight and regulation.

The Grand Jury recommends that the new foster care system develop a proactive services division where they have community-based services available. The GJ believes that just as much money should be spent on proactive measures as on foster care services.

Lack of Temporary Sheltering Facilities

Currently, most foster children who are initially removed from their biological family and/or who are transitioning from one foster care setting to another are temporarily housed at a local CFS office. These office settings lack the basic needs of the traumatized children. The foster children could remain in these office settings up to 72 hours or more while permanent placement is sought. During their stay, they sleep on the floor, cots, and other locations. Their food comes from different providers, including fast food restaurants. There are limited bathroom facilities. Any special needs such as medications (which are currently administered by non-medical personnel) are non-existent. Likewise, safety and security efforts are minimized. There are security issues for the social workers and their work environments while these children are roaming the office. It is not uncommon for foster children to go through Social Workers' and others' desks where there is confidential material. Even thefts and assaults have taken place! It is an unsafe, unsanitary, and unacceptable environment for all involved.

CFS should create community-based temporary sheltering centers for foster children transitioning between their biological home and/or Resource Family Home, other foster settings, or Foster Family Agency. This is another traumatic event for the children who have already been removed. Sometimes the foster children sleep in the SW's office for days, weeks or even months at a time. This is just adding to the trauma they are experiencing. These children are placed with other unknown children who could possibly have behavioral issues or medical issues, thereby bringing more trauma. With the creation of regional community-based temporary sheltering centers, this would reduce some of the trauma these children have to experience.

These community-based temporary sheltering centers, to include additional regional centers, would resemble a home environment, and contain all the needs of the foster child. For example:

- a bed
- a shower
- bathroom facilities for all genders
- kitchen and dining room

- a dayroom
- an exercise/playground area,
- work areas that include computers, Wi-Fi, and other
- technologies for homework, school related activities, and
- educational and life-skill needs
- rooms for visitation by foster care social service, families, and other similar and related partners
- medical and infirmary services

These centers should also have ample supplies to provide for, at the very least, the basic needs of all foster children and their various ages and developments. These centers could also be joint ventures between foster care social services and other community-based service partners. The GJ recommends that these centers be managed by non-governmental providers such as those created under IRS Code 501(c)(3), non-profit and/or non-government organizations. Potential funding sources: major/minor foundations, grants, colleges/universities, and contributions from government, private, and other community-based partners.

Ongoing Vetting (Monitoring) of Resource Parents and Homes

CFS has no comprehensive and complete background check/vetting system for Resource Parents and foster care settings. (Definition of vetting: to examine, investigate, or evaluate in a thorough or expert way). Background checks of resource homes often miss unknown or undisclosed boyfriends or relatives who visit the home. Lack of complete and comprehensive vetting of resource parents and foster situations subject foster children to abusive settings.

This monitoring of Resource Families and their Resource Family Homes should occur often, as much as 4 times a month. During interviews, the GJ found that San Bernardino County Children and Family Services have not been conducting sufficient and consistent monitoring efforts, which has led to substantiated sexual and physical abuses to foster children.

Under the auspices of CFS, all foster children are supposed to be visited once a month when placed in Resource Family Homes or foster home settings. (This same visit occurs weekly under the care of FFA homes). SWs are not consistently making unannounced visits and are not doing a

thorough home inspections on monthly visits. Unannounced visits will help the SW identify regular visitors and changes to the home, which could indicate someone has moved into the home or is frequently visiting, who has not gone through a background check. The GJ evidence revealed that SWs prefer to announce the monthly visits because they can be sure that there will be someone home when they arrive.

However, this leads to the possibility that all adults, including unknown and unvetted visitors, could be missed by the SW. Moreover, SWs do not always check all rooms of RFH. If the door is closed to a room or closet, the SW does not always open all doors. Evidence showed that some SWs visit less than monthly and announce their visit ahead of time, allowing possible abusers to hide abuse problems.

Social Worker Interviews

The evidence showed the social workers' interviews with foster children and their resource families are not being conducted in an effective way. The SW does not always interview the child alone without the foster parents present. The SW does not spend enough time with the child. Also, there is no standardized written interview form for the SW to use while talking to the child. Sometimes, according to evidence, the SWs even do a "fly-by" visit. That means that SWs walk into the house and say hello to the foster family and do not interview the child or look into rooms or closets. They don't open closed doors or go out into the backyard. The evidence revealed that these brief interviews have led to substantiated abuse cases.

At least one visit per month should be unannounced. The social worker would then see the home in its natural state, not in a prearranged manner. That way, the SW may find adults in the home who are not supposed to be there, children put in closets, boyfriends/girlfriends visiting or living there without CFS approval or background checks, and other questionable practices. Evidence established the SW becomes too familiar with the resource family and assumes that everything is being done correctly, without checking to verify. The GJ recommends that SWs treat every monthly interview as an initial interview and investigate the resource family thoroughly during every visit.

There is currently no standard written report required after each interview of a foster child. A standard form would produce accountability for SWs and

provide baselines for the condition of the child. It would eliminate “fly-by” visits because certain questions would then have to be asked. It would take away the practice of forgoing interviews when the Social Worker is assuming that everything in a familiar home is okay. It would standardize all the reports turned in by SWs. The GJ recommends that a standardized written interview form be filled out for every foster setting visit. This would be turned in monthly.

Sometimes the SWs interview the foster child in a school setting. This creates a more friendly environment for the children without adults present. This can be appropriate and effective at times, but the SW should make sure they do a full home inspection also, at least once per month. Supervised and out-of-county home visits are very time consuming. Reducing the caseloads to no more than 40 would help the SW. Also, the SWs could use training specifically geared to time management and case management.

No Routine Medical and Mental Health Evaluation

Children are not medically and behaviorally examined before every placement in a Resource Family Home, Foster Family Agency Home, or any other foster setting. Newly placed children are only medically and behaviorally assessed when the SW determines that this is necessary. There might be bruises or injuries that a SW might not see. If examined every time before placement, a baseline would be established of the physical, emotional and behavioral condition of the children when they go into a new or different foster setting.

Caseloads too High to Manage

The average caseload for Social Workers in San Bernardino County, according to evidence, is 70 to 90 cases. There are only 20 working days per month. SWs are assigned at least 2 days per month, where they are on desk duty. Additionally, SWs must complete routine court reports. The SWs therefore only have about 15 working days per month to complete their required remaining duties which also include their monthly foster home visits. When the out-of-county interviews are factored in, some requiring hours of travel time, evidence established that monitoring 70 to 90 foster children and their resource families in 15 working days per month is

impossible. Evidence shows each SW's caseload should not exceed a total of 40 for each month.

However, the private Foster Family Agencies (FFAs) succeed in monitoring the foster children entrusted to their care. This is accomplished by a lower caseload of their SWs, (average caseload of twenty), and more resources at their disposal. The FFAs visit their resource families weekly while the San Bernardino County CFS settings are only visited monthly. The GJ determined that the San Bernardino County Social Workers should visit resource homes and other foster settings at least four times per month, two unannounced, interview the foster children, and thoroughly inspect those homes on each visit.

Not enough visits per month for ages Birth to Four

After a review of SBC CFS's Policies and Procedures Manual, the Grand Jury was surprised to find that there are no separate requirements specifically for visiting foster children ages birth to four years old. Babies and toddlers are the most vulnerable population because they are either non-verbal or have difficulty expressing themselves. Therefore, their safety is completely in the hands of the SWs assigned to them. SWs, however, are only required to visit these children once per month! Physical/sexual abuse could be easily missed, which is completely unacceptable! The GJ recommends that babies and toddlers be visited at least four times per week for the first thirty days, and then two times per week until they are four years old. Every visit to these vulnerable children should also have a nurse attending, so that these young ones can be examined thoroughly.

Training of Foster Children

Foster children are not significantly trained in recognizing grooming behaviors, predatory behaviors and child abuse reporting. Examples of grooming behaviors include inappropriate comments and sharing pornography. They are given a copy of Foster Children Rights, and a list of numbers to call, but not specifically trained on how to spot abuse and report on it. Child abuse of foster children may not always be reported by victims and their siblings due to foster children's lack of training. This training could give the foster child knowledge of how to address abuse before it starts as well as how and when to report it. The GJ recognizes that

in-person training using role-play scenarios would be the most effective. The GJ also recognizes that this does not limit the use of other various types of training and teaching tools.

Lack of Services

Mental Health Services

The Grand Jury has learned the current level of mental health services for foster children is severely lacking. Foster children are traumatized by their removal from their biological homes as well as throughout every step in the foster care system. The GJ recognizes the health and well-being of all foster children needs to be understood as a critical part of their development and success.

Currently, the CFS does not have sufficient nor effective mental health services and resources for foster children. There is a lack of evaluation tools, assessment guidelines, therapy services and experienced mental health professionals. CFS lacks sufficient community-based mental health resources.

The CFS system does not have enough mental health professionals called Child Life Specialists working with the county's foster children. These mental health professionals specialize in helping traumatized foster children.

Foster children who are new to the system do not have their own Child Life Specialists. Children separated from their homes are already extremely traumatized. They all need the services of these Child Life Specialists. Currently, there are an insufficient amount of these in the County of San Bernardino. The SW on the case decides if a foster child who just entered the CFS system needs a mental health assessment. The GJ strongly recommends that EVERY foster child receive the services of a Child Life Specialist. The children all need to be assessed by a mental health professional. The SW should not be the only evaluator of the emotional health of these vulnerable children.

The Grand Jury realizes that CFS might lack the funding and other resources needed to obtain and provide significant mental health services for foster children. The GJ understands there are a number of options to

assist in resolving this. The writing of grants to hire more of these specialists may help the problem, especially obtaining more funds for the Child Life Specialists and other therapists. The evidence has revealed that there are other sources of funding and resources that CFS could utilize. These include partnering with community-based service providers that either already have these services and/or are willing to partner with CFS to provide these services. There are also foundations, universities and colleges, and non-profit groups that could join with CFS to accomplish these goals. Another example of mental and medical services partnering could be a Memorandum of Understanding (MOU) with the Resilience Institute for Childhood Abuse (RICA). The evidence shows CFS has not committed, for years, to partnering with RICA as CFS has blocked efforts to agree with the MOU.

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Delay of Medi-Cal Cards and Information between Placements

San Bernardino County Children and Family Services does not share critical information, in a timely manner, for other foster settings or FFAs when a child is placed in a new location. There is currently a 30-day timeline for passing along Medi-Cal Cards and medical and behavioral issues to the new location. Evidence revealed that the timeline is rarely met. The new resource family home setting waits long past 30 days to receive Medi-Cal cards and other information for the child. Meanwhile, the new Resource Family Home or other foster setting cannot schedule medical and dental visits and has no idea about any behavioral/emotional issues of the foster child they are receiving! It is inexcusable.

THE SOLUTION

The Case for Dismantling the Current CFS system

It Takes a Local Community

It is time to realize that the current San Bernardino County Children and Family Services is too broken to fix. We, as the parents for all our children, demand that a new approach in parenting and raising foster children be created. Raising a child takes all our efforts and should not be left to the responsibility of a governmental agency or department. If we truly mean “one child, one family,” then it’s time to prove that these traumatized children are worth the effort, time, energy and money. We, as the San Bernardino County community, must prove and demonstrate the love that our foster children need so they can grow up with the best possible chance of a happy and successful life.

There needs to be a multiplayer approach to raising a foster child. Community homes, facilities, mentors, caregivers, families, and community-based service providers need to unify to meet this significant challenge. Do

we keep doing the same thing by using different labels, or do we commit to designing, developing, and implementing an interactive, integrated, and interconnected local community-based innovation that commits to treating and loving foster children the same way we should be treating all our children? These children are our future!

A new children and family services concept will be where partnership coalitions with community-based organizations and service providers are created. This concept will be the standard that reflects the culture and diversity of the communities they serve and where trust is earned and fostered. The bureaucracy of governmental agencies inhibits local community diversities and needs by administering them with regulations and conditions placed on it by state and federal controls. The care and one raising of our children must be a community effort, and if government must be a part of that effort, then it will be only a participating partner.

The current children and family services system resembles what it has always been for decades. The rebranding of the Child Protection Services into the Children and Family Services resulted in more controls, mandates, and regulations from the top all the way down to the county level. These controls have been so significant and stifling that they have suppressed the local community identity and culture. The San Bernardino County Community is responsible for its own children, including its foster children, no matter who they are.

ONE-STOP SHOP RECOMMENDATION

One-stop shop local community centers where foster children and their families can go to get everything the child needs done in one place are crucial to a new and reimagined way of running CFS in the future. These centers would be placed in local communities, easily within driving distance of Resource Family Homes and other foster settings.

Each one-stop shop local community center would provide all the services needed. These services include:

- medical and mental screening
- evaluations and treatment
- social worker/family office visits

- food, clothing, supplies and toys
- educational, after-school, and extracurricular programs
- other services and programs to be developed for foster children, resource parents, and social workers, as well as the other community-based partnerships

These centers would be a joint venture between foster care services and local communities, schools, churches, and other local resources. They would be managed by non-governmental community-based service providers such as those created under IRS Code 501(c)(3), non-profit and or non-government organizations. Potential funding sources include private foundations, grants, schools, colleges, universities, and contributions from government, private, and other community-based partners.

Social Workers from CFS would work out of these local community-based offices instead of huge regional offices for the entire county. This would reduce travel time for the Social Workers, as well as the Resource Parents (RP). This way, instead of the initial or relocation being handled by many agencies, the RP would take the foster child to the center to be “processed”. In other words, have a complete medical and mental exam, be signed up for therapy, and meet and be interviewed by their new Social Worker. Records would be kept at these community centers. Resource Parents would be given information about services in the community which provide help. There would be workers who provide much-needed respite care and/or babysitting for the foster children. There would be daycare, and even educational tutoring. Volunteers from the local community would help in these ways.

Community-based regional one-stop centers would give the power back to the local communities. The current CFS bureaucracy, so huge and ineffective, would be divided into many small and manageable parts. The GJ finds that these community centers are the solution to the broken CFS system in San Bernardino County.

CONCLUSION

In the beginning, the Grand Jury asked, “When is something too broken to fix?” The follow-up question asked, “When do you stop doing the same thing with the same results, even if you rebrand the organization?” These are the questions that have resonated with the 2022 San Bernardino

County Civil Grand Jury during its investigation into the San Bernardino County Children and Family Services. These are valid questions since CFS has already been investigated multiple times by the San Bernardino County Civil Grand Jury in the last few years.

Evidence revealed, even with changes forced by California State Law, the foster children of San Bernardino County continue to be abused in alarming and unacceptable numbers. All of these occurred while under the care of the Children and Family Services. Sadly, based on the 2022 San Bernardino County Civil Grand Jury's review of the substantiated abuse cases, it determined that there was a steady increase every year from 2019 through 2021.

The 2022 San Bernardino County Civil Grand Jury's investigation analyzed the changes made since 2018 to determine if those changes have been effective in minimizing the abuses committed against foster children while in the care of the Children and Family Services. Regrettably, the Grand Jury determined in its investigation that the substantiated foster children abuse cases have continued. The revelation that there are significant numbers of substantiated sexual and physical abuse cases is eye opening.

Additionally, the Grand Jury learned there are no temporary sheltering facilities in San Bernardino County. These already traumatized children need to have a place to feel safe after removal and during the search for placement.

There is hope for the future for the foster children in San Bernardino County. The Grand Jury found that this hope lies in small community-based one-stop shop centers where all services can be provided. The Grand Jury strongly recommends CFS be abolished, and a new system be created that is community-based to help raise and parent our foster children in the county. San Bernardino County Children and Family Services is too broken to fix. Let's all work together "For the Children".

FINDINGS

F1: San Bernardino County Children and Family Services has no proactive outreach unit with strategies or services to assist those families in need, so that they do not become part of Children and Family Services in the future.

F2: There is no independent watchdog group which oversees the San Bernardino County Children and Family Services.

F3: There are no proactive/preventive measures for effectively vetting and background checking San Bernardino County Children and Family Services Resource Family Homes and foster settings.

F4: There is no data interfacing between Children and Family Services and law enforcement which would capture, track, and maintain data on all foster child abuse allegations and investigations.

F5: Children and Family Services does not share information with a Foster Family Agency in a timely manner. This causes delays in foster children being evaluated by medical/behavioral health providers, and the 30-day requirement to see a primary care physician is delayed.

F6: Social workers do not visit all children monthly or make frequent unannounced visits and there are insufficient and inadequate home inspections during visits.

F7: There is insufficient, inconsistent, and a lack of continuous education and training for social workers, resource families, and foster children within the San Bernardino County Children and Family Services.

F8: There are insufficient mental health services and resources for the foster children.

F9: Children placed in any Resource Family Home or foster setting are not routinely evaluated mentally and physically before going into another foster setting. A baseline is not established for the new foster setting.

F10: The younger foster children, aged birth - four, have very limited access for reporting abuse.

F11: The requirement for how many times babies and toddlers, ages birth to four, are seen by their SWs is unclear and babies and toddlers are seriously at risk for abuse and neglect in Resource Family Homes or other foster settings.

F12: Children removed from a biological or foster setting do not have a Temporary Sheltering Center in which to stay while placement is determined. The children must sleep on a cot in the Social Worker's office or an area in the Children and Family Services building for days or weeks at a time.

RECOMMENDATIONS

R1: Disband the current San Bernardino County Children and Family Services organizational system and create, build, and implement community-based one-stop shop centers where all services are centralized, integrated, and interconnected for all foster care services. To be implemented by July 2023.

R2: Children and Family Services to create a community outreach proactive services unit to provide services and resources to those in-need families without any governmental intervention or regulation. Services provided to include food, babysitting services, clothes, respite care, parenting classes, child development classes, medical referrals, etc..., without documentation. To be implemented by July 2023.

R3: San Bernardino County Board of Supervisors to form an independent watchdog group/children commission to oversee Children and Family Services social workers in San Bernardino County. Members of this group would be authorized by the court and have full access to all confidential documentation. The commission would report to the County Board of Supervisors quarterly. To be implemented by July 2023.

R4: Before the initial placement of any child into the foster care system, or subsequent placement, there will be a mental and medical examination. To be implemented by June 2023.

R5: Law enforcement to classify reports indicating that they are part of the foster care system so they can be referenced. Children and Family

Services and law enforcement to capture, track and maintain data on all foster child abuse allegations and investigations. To be implemented by July 2023.

R6: Children and Family Services Social Worker to visit the Resource Family Home or foster setting four times a month, two announced and two unannounced, perform a complete home inspection, and interview foster children alone every visit. No field visit to be accomplished by any form of virtual technology. To be implemented by July 2023.

R7: All Resource Parents to have monthly mandatory training online. Children and Family Services to require resource parents to complete continuing education in the fields of child abuse, foster childcare and resource services at least two hours per month. To be implemented by July 2023.

R8: Children and Family Services to write, implement and maintain a checklist of mandatory attendees at all Children's Assessment Center child abuse interviews. Checklist to be maintained in the foster child's case file. To be implemented by July 2023.

R9: Children and Family Services to hire two additional mental health specialists per region, called "Child Life Specialists", for the foster children. To be implemented by July 2023.

R10: Every initial foster child to see a Child Life Specialist during the first 30 days of placement in a Resource Family Home or foster setting, two unannounced and two announced. To be implemented by July 2023.

R11: Children and Family Services and law enforcement to meet quarterly and review their child abuse allegations and investigations in order to easily identify and track all foster children abuse allegation cases, as a form of checks and balances. To be implemented by June 2023.

R12: Reduce the Children and Family Services Social Worker's caseload to no more than forty per month. For example, utilize one-stop shop to eliminate excess travel, hire support staff for Social Workers to reduce their collateral duties and hire more Social Workers. To be implemented by June 2023.

R13 Create a protocol and guidelines to ensure every child receives the same written review from their Social Worker during their monthly interviews, which should be included in the child's case file. Questions should focus on any potential child abuse indicators. For example, has anyone new visited or moved into the home, how have you been disciplined and how was your visit with your family. To be implemented by June 2023.

R14: Babies and toddlers to be seen four times a week for the first 30 days, after that twice a week while in foster care until the child is four years old. A nurse is required to attend every visit. To be implemented by July 2023.

R15: Create, build, and implement new innovative community-based temporary sheltering centers where all removed foster children can go and be housed during the transition time until suitable placement is located, vetted, and determined by foster care services. To be implemented by July 2023.

R16: Children and Family Services to train foster children in identifying grooming behaviors, predatory practices, child abuse, and how to report to officials. Training to include in-person role-play scenarios. Also, provide a list with all contact information to the child/children for their use when they need to call for help or support. To be implemented by June 2023.

R17: Implement a 20-day requirement to pass along medical cards and behavioral issues to the Foster Family Agencies, regarding foster children assigned to their care. To be implemented by July 2023.

R18: Children and Family Services to complete initial vetting process of any and all foster and visitation settings. Include in-person interviews of all extended adult family and friends, all potential adults who would come into contact with the foster child, and all adults who live or will reside in the Resource Family Home or foster setting. To be implemented by July 2023.

REQUIRED RESPONSES

1. San Bernardino County Children and Family Services
R1, R2, R4, R5, R6, R7, R8, R9, R10, R11, R12, R13,
R14, R15, R16, R17, R18

2. San Bernardino County Board of Supervisors
R1, R3, R11, R12

3. San Bernardino County Sheriff's Department
R5

GLOSSARY

CAAHL: Children and Adult abuse Hotline (the hotline)

CARF: Commission on Accreditation of Rehabilitation Facilities

CCL: Community Care licensing

CFS: Children Family Services

CHILD ABUSE/NEGLECT: Includes sexual abuse, sexual exploitation, and other physical or emotional abuse, severe or general neglect of the child's needs (food, clothing, shelter, medical care, and willful cruelty or unjustifiable punishment of a child).

CHILD LIFE SPECIALIST: They reduce the negative impact of stressful or traumatic life events and situations that affect the development, health and well-being of infants, children, youth, and families.

CLETS: California law enforcement telecommunication system

CMS: Case management system

CPS: Child Protective Services

CPU: Central Placement Unit

CSAR: California Sex and arson registry

CWS: Child welfare services

DOJ: Department of Justice
FFA: Foster family agency
FFH: Foster family home/Resource Home
GH: Group Home
NREFM: nonrelative extended family member
OCI: open case investigation
PRD: placement resource division
RAM: Risk assessment meeting
RAPBACK: An additional vetting tool that allows for the monitoring of any new arrests and or judicial information involve a Foster Parent.
RF: Resource Family/Foster Parent
RFA: Resource family approval
RFA SW: resource family approval social worker
RFH: Resource family home/Foster Home/County Home
SBC: San Bernardino County
SBCSD: San Bernardino County Sheriff Department
SBC CFS: San Bernardino County Children and Family Services
SDM Tool: Structured Decision-Making Tool
SIR: CFS Incident Report Form
STRTP: short-term residual therapeutic program
SSP: Social Service Practitioner
SUBSTANTIATED: Abuse Allegation Proven
SW: Social Worker/Carrier worker/ Case Manager
VETTING: to examine, investigate, or evaluate in a thorough or expert way.

WRAPAROUND SERVICES: provides a comprehensive, holistic, youth and family-driven way of responding when children or youth experience serious mental health or behavioral challenges.

BIBLIOGRAPHY

D. Roberts, Torn Apart, Basic Books, New York, 2022

APPENDIX

Mon - Thurs 8am - 5pm
Fri 7:30am to 4pm

(909) 558-6715

Medi-Cal, EHP & some managed care plans accepted

Follow Mark on Instagram @markthecadog

LOMA LINDA UNIVERSITY HEALTH

PEDIATRIC RESILIENCY CLINIC
SAN BERNARDINO National Forest

RICA
11374 Mountain View Ave
Dover Building, Suite A
Loma Linda, CA 92354

- Specialized healthcare for children who have experienced adversity, including those in foster care
- Medical care/nutritional assessments
- Vaccinations and preventive health services
- Dental/vision/hearing screenings
- Behavioral Health services for children and adolescents
- Caregiver education and support provided

WHAT MAKES US DIFFERENT?

- Our providers have a unique understanding of trauma and its effects.
- Using a holistic approach, we take time to develop relationships, offer support and help build resilience.
- We provide educational advocacy, mentorship and scholarship programs.
- Our fun, welcoming and friendly environment appeals to all ages.

DISCLAIMER This report was issued by the San Bernardino County Civil Grand Jury with the exception of one member of the jury who has a family member that works for Children and Family Services in San Bernardino County. This juror was excluded from all parts of the investigation, including interviews, deliberations, and the making and acceptance of the report.

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CONDITIONS WITHIN SAN BERNARDINO COUNTY JAILS (PC § 925)
and
CONDITIONS WITHIN SAN BERNARDINO COUNTY MUNICIPAL JAILS
(PC § 925a)

CONDITIONS WITHIN SAN BERNARDINO COUNTY JAILS (PC § 925)

SUMMARY

Per California Penal Code § 925: The 2022 San Bernardino County Civil Grand Jury shall investigate and report on the operations, accounts, and records of the officers, departments, or functions of the county including those operations, accounts, and records of any special legislative district or other districts in the county created pursuant to state law for which the officers of the county are serving in their ex officio capacity as officers of the districts.

METHODOLOGY

Using assessment categories from the Jail Inspection Observation Form provided by the California Board of State and Community and Community Corrections, as noted on the California Grand Jury Association website, www.cgja.org. San Bernardino County Civil Grand Jurors (GJ) obtained information from personal observations made by the Grand Jury and from jail administrative staff about the housing, grounds and functioning at two County jail facilities' premises. The administrative staff's responses to questions on the Jail Inspection Observation Form, and our personal observations, are listed below in bullet form and complete sentences. The information next to each bullet point is taken directly from the Jail Inspection Observation Form that was completed during the tours of two (2) jail facilities:

PC § 925 Glen Helen Rehabilitation Center (GHRC)
PC § 925 West Valley Detention Center (WVDC)

The statements below in Attachment 1 and Attachment 2 reflect what the GJ observed on the days of the visits to GHRC and WVDC facilities. The GJ believed it was important to inform the public of our point-in-time observations. The information about the inspection reports carried out at the facilities can be obtained from the Board of State and Community Corrections (BSCC) website, https://bscc.ca.gov/s_fsolocaldetentionfacilityinspectionreports/

The Grand Jury did not discuss other issues the GJ were told about by staff but did not observe. The GJ believes some of the issues touched on in this report may warrant further inquiry.

CONCLUSION

The 2022 San Bernardino County Civil Grand Jury greatly appreciated the staff at both locations' willingness to lead the GJ on an inspection of their facilities both inside and out. An assortment of administrative staff members and Sheriffs made themselves available for questions before the inspection, during the walkthrough, and at the end of the walkthrough. The 2022 San Bernardino County Civil Grand Jury would like to thank the Facility Administrators for their cooperation, professionalism, and hospitality.

ATTACHMENT 1

GLEN HELEN REHABILITATION CENTER DATE OF GRAND JURY VISITATION: JULY 19, 2022

GENERAL INFORMATION

On July 19, 2022, the 2022 San Bernardino County Civil Grand Jury conducted a walkthrough at the Glen Helen Rehabilitation Center, in the City of San Bernardino, to observe the conditions at the County jail facility.

INDIVIDUAL CELLS/ROOMS

- The general population (GP) of inmates are housed in separate units or sections based on their individual classifications when they are booked. The inmate classification system is based on the level of inmate security risk. Classification of an inmate is done before the inmate is assigned to a living area. Inmates with major medical or mental health issues are not housed at Glen Helen. Those inmates are sent to West Valley Detention Center to ensure they receive a higher level of care, and they have their own classification.
- Clean walls were observed in the facility and cells.
- The female section had two bunks to a cell, with one 4 bunk cell.
- The General Population cells for men had multiple bunk beds in each section.
- On the day of the visit, hallways were clear and cell doors were closed.
- Inmates have access to drinking water and toilets in each cell.
- Beds are metal bunk beds or singular beds.
- It was observed in the female housing section that inmates have access to mops and brooms to clean their cells.

LOCAL INSPECTIONS

- A fire inspection was conducted on 11/16/2021.
- A medical/mental health inspection was conducted on 2/23/2022.
- The Environmental Health Department inspection was conducted on 2/23/2022.
- The Nutritional Health Department inspection was conducted on 2/23/2022.
- The Corrections Standards Authority inspection was conducted on 4/15/2022.

STAFFING

- The staff and inmates displayed a good rapport. The Grand Jury witnessed several inmates all greeting a deputy who walked into the building.

CONDITION OF GROUNDS

- Lawns, recreation area, and asphalt are clean and well-kept.

EXTERIOR OF BUILDING

- There were no visible signs of housing in ill repair in the areas observed.

INTERIOR OF BUILDING

- A podular (pod) jail design has a master control area in the center with cells and program areas surrounding the perimeter in a circular or pie-shaped layout. This design eliminates staff's need to run down long corridors to see what's going on because there are clear sightlines for observation of inmates and activities at all times.

- When the Grand Jurors were on the premises for the inspection, the temperature was set at 75 degrees, the airflow was good, and the lighting was bright.

ORIENTATION OF INMATES

- The Grand Jury was given a demonstration by an inmate on how to use a computer kiosk to file commissary orders, grievances, and medical requests.

PERSONAL APPEARANCE OF INMATES

- Inmates observed looked clean and kept.
- The jail has a laundry facility that keeps clean clothing available to inmates.
- The Grand Jury observed inmates wearing color-coded clothing according to their housing classifications.

PROGRAMS FOR PERSONAL GROWTH

- Recreational activities and equipment were observed. Basketballs and volleyballs were being used by inmates. Other inmates were jogging or walking.
- There are inmate work programs at the jail, such as jobs in the kitchen.

GRIEVANCES

- Kiosks are used by inmates to file grievances.

ATTACHMENT 2

WEST VALLEY DETENTION CENTER DATE OF GRAND JURY VISITATION: AUGUST 17, 2022

GENERAL INFORMATION

On August 17, 2022, the 2022 San Bernardino County Civil Grand Jury conducted a walkthrough at the West Valley Detention Center (WVDC) in the City of Rancho Cucamonga, California to observe the conditions at the County jail facility.

INDIVIDUAL CELLS/ROOMS

- There are individual cells and dormitory units at the facility.
- Clean walls were observed in the facility and cells.
- Inmates have access to drinking water and toilets in the pods and cells.
- Cells have metal bunk beds or individual beds.
- Mops, brooms, and cleaning supplies for cell upkeep were observed.

LOCAL INSPECTIONS

- A fire inspection was conducted in February 2022.
- A medical/mental health inspection was conducted in February 2022.
- The Environmental Health Department inspection was conducted in February 2022.
- The Nutritional Health Department inspection was conducted in February 2022.
- The Corrections Standards Authority inspection was conducted in February 2022.

STAFFING

- Professional attitudes were observed during staff interactions with inmates.

CONDITION OF GROUNDS

- Lawns, recreation area, and asphalt were clean, well-kept, and no defects or areas of concern were observed.

EXTERIOR OF BUILDING

- There were no visible signs of housing in ill repair in the areas observed.

INTERIOR OF BUILDING

- A podular (pod) jail design has a master control area in the center with cells and program areas surrounding the perimeter in a circular or pie-shaped layout. This design eliminates staff's need to run down long corridors to see what's going on because there are always clear sightlines for observation of inmates and activities.
- When the Grand Jurors were on the premises for the inspection, the temperature was set at a comfortable level, the airflow was good, and the lighting was bright.

ORIENTATION OF INMATES

- The Grand Jury observed a computer kiosk that inmates use to file commissary orders, grievances, and medical requests.

PERSONAL APPEARANCE OF INMATES

- Inmates looked clean and kept during the visit.
- The Grand Jury observed a laundry facility and keeps clean clothing available to inmates.
- The Grand Jury observed inmates wearing color-coded clothing according to their housing classifications.

PROGRAMS FOR PERSONAL GROWTH

- No recreational equipment was observed during the visit.
- There are inmate work programs at the jail, such as jobs in the kitchen and laundry.
- The Grand Jury observed a classroom where inmates receive training in Culinary Arts and Food Handling.

GRIEVANCES

- Kiosks are used by inmates to file grievances.

EDUCATIONAL PROGRAMS

- The GJ observed a presentation in a classroom from a vocational instructor regarding Culinary Arts and Bakery Certification activities at the facility.
- The classroom was clean and orderly and had desks and books.

CONCLUSION

The 2022 San Bernardino County Civil Grand Jury greatly appreciated the staffs at Glen Helen Rehabilitation Center and West Valley Detention Centers' willingness to lead us on an inspection of their facility both inside and out. An assortment of San Bernardino County Sheriff's Department administrative staff members made themselves available for questions before, during and after the walkthrough. The 2022 San Bernardino County Civil Grand Jury would like to thank the Facility Administrators for their cooperation, professionalism, and hospitality.

CONDITIONS WITHIN SAN BERNARDINO COUNTY MUNICIPAL JAILS (PC § 925a)

SUMMARY

Per California Penal Code § 925a: The Grand Jury may at any time examine the books and records of any incorporated city or joint powers agency located in the county. In addition to any other investigatory powers granted by this chapter, the Grand Jury may investigate and report upon the operations, accounts, and records of the officers, departments, functions, and the method or system of performing the duties of any such city or joint powers agency and make such recommendations as it may deem proper and fit.

The Grand Jury may investigate and report upon the needs of all joint powers agencies in the county, including the abolition or creation of agencies and the equipment form or the method or system of performing the duties of the several agencies. It shall cause a copy of any such report to be transmitted to the governing body of any affected agency.

METHODOLOGY

The 2022 San Bernardino County Civil Grand Jury performed visitations to (3) jails within San Bernardino County using the Jail Inspection Handbook for the Grand Jurors provided by the California Board of State and Community and Community Corrections as noted in the California Grand Jury Association Web site: www.cgja.org. The 2022 San Bernardino County Civil Grand Jury was led on a tour of three jail facilities. The tours were led by administrative staff at the three jails. Grand Jury members notated the administrator's responses to the questions, and the GJ made their own observations. The information notated during the walkthroughs was listed on the Jail Inspection Observation Form, and is provided below on Attachments 3, 4 and 5 in bullet form and in complete sentences. The information on the attachments below reflects only what the Grand Jurors observed on the days of the visits. The GJ believed it was important to inform the public of the point-in-time observations. The only information in

these reports that was not observed is information about the inspection reports carried out at the facilities. This information can be obtained from the Board of State and Community Corrections (BSCC) website, https://bscc.ca.gov/s_fsolocaldetentionfacilityinspectionreports/.

The Grand Jury did not discuss other issues the GJ were told about by staff but did not observe. The GJ believes some of the issues touched on in this report may warrant further inquiry. The three (3) municipal jail facilities are:

PC § 925a Fontana City Jail (visited on June 21, 2022)

PC § 925a Ontario City Jail (visited on August 31, 2022)

PC § 925a Upland City Jail (visited on August 1, 2022)

CONCLUSION

The 2022 San Bernardino County Civil Grand Jury identified a few minor maintenance and upkeep issues, but no major issues during the visits to the three municipal city jails. The Grand Jury appreciated the organization, teamwork, and professionalism exhibited by the staff during the site visits. The Civil Grand Jury would like to thank the facility administrators for their cooperation.

ATTACHMENT 3

FONTANA CITY JAIL

DATE OF GRAND JURY VISITATION: JUNE 21, 2022

GENERAL INFORMATION

On June 21, 2022, the 2022 San Bernardino County Civil Grand Jury conducted a walkthrough inspection of the Fontana City Jail in Fontana, California.

STAFFING AT FACILITY

- The Grand Jury met three sworn officers and the civilian jail manager.

CONDITION OF GROUNDS

- The jail is in the basement of the Fontana Police station. The grounds observed were well-kept and clean.

EXTERIOR OF BUILDING(S)

- The building is made of concrete.
- The exterior of the police department looked well-maintained during the visit.

INTERIOR OF BUILDING(S)

- The walls in the jail cells contained some graffiti and the paint was peeling in at least one of the cells. The windows were in good condition with no visible cracks. The air vents and plumbing in the cells were in excellent working order on the day of the visit.
- The Grand Jury observed that cleaning fluids and chemicals were placed in two holding cells and locked.
- The entrance from the sally port has several lockers available for officers to use prior to their entry into the jail. The sally port is a secured area situated between an outside area and an area inside a jail or prison. A sally port allows officers to make a 2-step controlled

entry to a jail or prison to deter, defend, and delay against unwanted entry (or exit).

- The hallways were clear during the visit.
- Holding areas (cells) have access to drinking water and a toilet. Each cell has a faucet and a toilet. The faucet has a hot and cold dial. The water shoots up from the faucet like a fountain and can be used for drinking water. The toilets were in good working order.
- There were fifteen individual cells. Nine cells are available for use. The rest were used for storage. The holding cells can hold up to two detainees if necessary.
- Beds are metal single off the floor. Mattresses were seen in a separate cell, and could be provided when needed.

LOCAL INSPECTIONS

- The Board of State and Community Corrections (BSCC) indicated that Type 1 facilities such as municipal jails undergo annual and biennial inspections to ensure safety from fire, environmental and structural problems. The Board of State and Community Corrections (BSCC) conducts a biennial inspection of the facilities pursuant to Penal Code § 6031 and WIC § 209 to determine compliance with the minimum standards for local detention facilities.

ORIENTATION OF DETAINEES

- The Grand Jury observed a list of rules for detainees posted on a wall about phone use.
- Fontana police provided the Grand Jury with a form showing that when they perform medical screenings of detainees, there are a series of 15 questions that include their health history, prescribed medications (including psychiatric), and current state of being.

USE OF CELLS/ROOMS FOR DETAINEES

- The Fontana jail accommodates adult detainees.
- One cell is available for adult handicapped detainees.
- There were no detainees in the cells when visited.

DETAINEE TELEPHONE USE

- Each holding cell had a telephone available for use.
- Local calls are free and long-distance calls can be made “collect.”

CONDITIONS OF SECURE DETENTION

- Staff supervises detainees with audio-equipped closed-circuit cameras for monitoring.
- There is a cuffing rail in the intake area and the cell area. A cuffing rail is a long wooden or steel pole cemented into a wall that an detainee can be handcuffed to for safe and secure controlled movement.

ATTACHMENT 4

ONTARIO CITY JAIL

DATE OF GRAND JURY VISITATION: AUGUST 31, 2022

GENERAL INFORMATION

On August 31, 2022, the 2022 San Bernardino County Civil Grand Jury conducted a walkthrough at the Ontario City Jail in Ontario, California.

STAFFING AT FACILITY

- There was one male and one female staff member in the holding cell area.

INTERIOR OF BUILDING

- In the detainee holding area, the walls were dirty and needed cleaning. The floors were clean. The toilet and sink in the cells were checked and were in working condition. However, one toilet needed a thorough cleaning.
- Grand Jurors observed cleaning fluids and chemicals labeled and stored in a separate room away from detainees.
- No detainees were being held in the three holding cells and lavatory, so the doors were open for free and convenient examination of the cells.
- Detainees have access to drinking water and a toilet.

LOCAL INSPECTIONS

- The Board of State and Community Corrections (BSCC) indicated that Type 1 facilities such as municipal jails undergo annual and biennial inspections to ensure safety from fire, environmental and structural problems. The Board of State and Community Corrections (BSCC) conducts a biennial inspection of the facilities pursuant to Penal Code § 6031 and WIC § 209 to determine compliance with the minimum standards for local detention facilities.

ORIENTATION OF DETAINEES

- Detainees are booked when they are brought to the jail.
- The Grand Jury observed a list of rules for detainees posted on a wall about phone use.

USE OF CELLS/ROOMS FOR DETAINEES

- The Ontario jail accommodates adult detainees, as well as juveniles (ages 12-17).
- The facility has the capacity to hold up to 44 detainees.
- The jail has six (6) holding cells that can accommodate a capacity of up to 26 detainees. A sobering cell can hold up to eight (8) detainees. Another cell was designated to hold up to six (6) female detainees. One cell is available for adult handicapped detainees. The other three cells can each hold up to three detainees.
- The jail has a separate section of cells for juveniles. Those cells have the capacity to accommodate up to 16 juveniles.

DETAINEE TELEPHONE USE

- There is a phone in the hallway outside of the cells.
- Local calls are free and long-distance calls can be made “collect.”

CONDITIONS OF SECURE DETENTION

- Staff supervises detainees at the jail with a closed-circuit camera system with audio recording for monitoring.
- There is a cuffing rail in the intake area and the cell area. A cuffing rail is a long wooden or steel pole cemented into a wall that a detainee can be handcuffed to for safe and secure controlled movement.

- Lockers were observed where officers store their weapons before they enter the sally port area of the jail. The sally port is a secured area situated between an outside area and an area inside a jail or prison. A sally port allows officers to make a 2-step controlled entry to a jail or prison to deter, defend, and delay unwanted entry (or exit).

ATTACHMENT 5

UPLAND CITY JAIL

DATE OF GRAND JURY VISITATION: AUGUST 1, 2022

GENERAL INFORMATION

On August 1, 2022, the 2022 San Bernardino County Civil Grand Jury conducted a walkthrough at the Upland City Jail in Upland, California.

INTERIOR OF BUILDING

- Walls were in excellent condition without any visible marks. They appeared to have been recently painted. The floors were clean.
- The toilet and sink in the lavatory holding cell area were checked and were in working condition.
- Each holding cell was designed to hold an individual detainee.
- Hallways were clear. No detainees were present during the walkthrough. Therefore, the doors were open for free and convenient examination of the cells.
- Each cell had a toilet, sink and drinking water. One toilet needed cleaning as there was a dark brown ring around the toilet at the water level and the seat was dirty.
- Detainees' beds had a plastic unit-construction built-in bench along the back side of the cell.
- Bedding and blankets were observed in a storage room.

LOCAL INSPECTIONS

- The Board of State and Community Corrections (BSCC) indicated that Type 1 facilities such as municipal jails undergo annual and biennial inspections to ensure safety from fire, environmental and structural problems. The Board of State and Community Corrections (BSCC) conducts a biennial inspection of the facilities pursuant to

Penal Code § 6031 and WIC § 209 to determine compliance with the minimum standards for local detention facilities.

ORIENTATION OF DETAINEES

- The Grand Jury was provided a copy of the screening form they use to classify new detainees when they are brought to the jail. The screening assesses their health and mobility, arrest history, violence history, escape history, gang association or involvement, and victimization and abusiveness history.
- The Grand Jury observed a list of rules for detainees posted on a wall about phone use.

USE OF CELLS/ROOMS FOR DETAINEES

- The facility can hold up to 12 detainees at a time, four in each of the three cells they have.
- The jail accommodates adult detainees (age 18 and older).
- One cell is available for adult handicapped detainees.
- The holding cells had a combined toilet, sink, and fountain.

DETAINEE TELEPHONE USE

- A phone is in the hallway outside of the detainee's cell.
- Local calls are free and long-distance calls can be made "collect."

CONDITIONS OF SECURE DETENTION

- Staff supervises detainees at the jail with a closed-circuit camera system with audio recording for monitoring.
- A bank of weapon lockers is located outside of the holding cell area.

- There is a cuffing rail in the intake area and the cell area. A cuffing rail is a long wooden or steel pole cemented into a wall that a detainee can be handcuffed to for safe and secure controlled movement.

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