

DAVID ALLAN  
1<sup>st</sup> District

PATRICIA CULLINS  
2<sup>nd</sup> District

KATHIE RHOADS  
3<sup>rd</sup> District

JAMES WILLS  
4<sup>th</sup> District

GERI BYRNE  
5<sup>th</sup> District



TIFFANY A. MARTINEZ  
DEPUTY CLERK OF THE  
BOARD OF SUPERVISORS

204 S. COURT STREET  
ALTURAS, CALIFORNIA 96101

(530) 233-6201  
FAX (530) 233-2434

November 22, 2016

Honorable Francis W. Barclay  
Superior Court Judge  
205 S. East Street  
Alturas, Ca 96101

**RE: Response to 2015/2016 Grand Jury Report**

Dear Judge Barclay,

The Board of Supervisors responses to the Grand Jury Report for FY 2015/2016 are as follows:

**Law Enforcement Committee – Modoc County Jail**

F1. The jail facility requires repairs and remodeling in order to meet health and safety needs of both the inmates and jail staff. (See attached response)

R1. The Sheriff's Office request the Modoc County Supervisors increase the County budget directed to the repairs and incremental upgrade to the County Jail. (See attached response)

**Local Government – Modoc County Department of Social Services**

R2. The Board of Supervisors act as quickly as possible to complete the salary reclassification project. (See attached response)

**Local Government – Land Use Committee**

F2. The Board of Supervisors relies on two of its members and County staff to review and provide advice on current land use issues. They also consult with individuals, who have professional experience to prepare statements regarding a land use issue. (See attached response)

R1. The Board of Supervisors reinstate a Land Use Committee. (See attached response)

R2. The Board of Supervisors and County staff study the structure of the Groundwater Management Committee and adopt applicable aspects of this Committee's structure and formalities. (See attached response)

Please contact me with any questions or concerns at (530) 233-6201 or via e-mail at [kathierhoads@co.modoc.ca.us](mailto:kathierhoads@co.modoc.ca.us)

Sincerely,

Kathie Rhoads, Chair  
Modoc County Board of Supervisors

cc: Modoc County Office of Administration  
Modoc County Clerk of the Board

## RESPONSE PROCEDURE TO GRAND JURY REPORTS

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

**Report Title :** Law Enforcement Committee **Report Date :** Oct. 3, 2016

Response by : James S. Wills Title : Supervisor, District 4

### Findings

I (we) agree with the findings numbered:

I (we) disagree wholly or partially with the Findings numbered:  
F-1 and R-1

( attach a statement specifying any portions of the Findings that are disputed; include an explanation of the reasons therefore. )

### Recommendations

Recommendations numbered: F-1 and R-2  
have been implemented. ( attach a summary describing the implemented actions. )

Recommendations numbered: \_\_\_\_\_  
have not yet been implemented, but will be implemented in the future.  
( attach a time frame for implementation )

Recommendations numbered: \_\_\_\_\_  
require further analysis. ( attach an explanation and the scope and parameters of an analysis or study, and a time frame for the matter to be prepared for discussion by the officer and/or director of the agency or department being investigated or reviewed; including the governing body of the public agency when applicable. This time frame shall not exceed six (6) months from the date of publication of the Grand Jury Report )

Recommendations numbered: \_\_\_\_\_  
will not be implemented because they are not warranted and/or are not reasonable. ( attach an explanation. )

Date: Oct. 3, 2016 Signed: \_\_\_\_\_

Total number of pages attached: 3



**Modoc County**  
Department of Social Services

**RECEIVED**

OCT 06 2016

**BOARD OF SUPERVISORS**

Kelly Crosby, RN, BSN, PHN  
*Director*

Carole McCulley, BSW, MS  
*Public Guardian & Program Manager –  
IHSS, APS, CPS*

Patty Shirk  
*Program Manager – Eligibility*

Laura Shinn, BA  
*Program Manager – Fiscal &  
Administration*

September 27, 2016

To: Modoc County Grand Jury

Reference: Response to 2015-2016 Grand Jury Report: Modoc County Social Services  
Department

Dear Foreperson Clinton Davis,

Modoc County Social Services Director is submitting our agency's response to the Fiscal Year  
2015-2016 Grand Jury findings in pursuant to California Penal Code Section 933 et seq.,

Please find the enclosed response.

Respectfully,

  
Kelly Crosby

Cc: ✓ Chester Robertson, Modoc County Chief Administrative Officer  
✓ Tiffany Martinez, Modoc County Deputy Clerk of the Board  
Honorable David Mason, Assistant Presiding Superior Court Judge

# RESPONSE PROCEDURE TO GRAND JURY REPORTS

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**Report Title :** Social Services **Report Date :** 09/27/2016

Response by: Kelly Crosby Title: Director

## Findings

I (we) agree with the findings numbered:

F1 and F3

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

(Attach a statement specifying any portions of the Findings that are disputed; include an explanation of the reasons therefore.)

## Recommendations

Recommendations numbered: R1 and R 3(See attached response and action)  
\_\_\_\_\_ have been implemented. (Attach a summary describing the implemented actions.)

Recommendations numbered: \_\_\_\_\_  
have not yet been implemented, but will be implemented in the future.  
(Attach a time frame for implementation.)

Recommendations numbered: \_\_\_\_\_  
require further analysis. (Attach an explanation and the scope and parameters of an analysis or study, and a time frame for the matter to be prepared for discussion by the officer and/or director of the agency or department being investigated or reviewed; including the governing body of the public agency when applicable. This time frame shall not exceed six (6) months from the date of publication of the Grand Jury Report.)

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

Date: 9-27-2016 Signed: Kelly Crosby

Total number of pages attached: 2



**Modoc County**  
Department of Social Services

Kelly Crosby, RN, BSN, PHN  
*Director*

Carole McCulley, BSW, MS  
*Public Guardian & Program Manager – IHSS, APS, CPS*

Patty Shirk  
*Program Manager – Eligibility*

Laura Shinn, BA  
*Program Manager – Fiscal & Administration*

## **Finding:**

- F1.** It does not appear that MDSS is using their telephone system as effectively as possible to inform telephone callers regarding when they may expect a callback or when the employees will most likely be available for telephone contact.

## **Recommendation:**

- R1.** It is recommended that the MDSS review their telephone voicemail voice policies to see if voicemail messages could contain sufficient information to inform callers as to when they may receive a callback or when the employee is likely to be available for phone contact.

## **Response and Actions Implemented:**

All MCDSS personnel have received instruction on how to change their voicemail message with the below script. We will be conducting a survey to assess if this new process has improved the efficiency of customer service as it relates to calls, customer assistance, and timeliness of return calls.

➤ **Standard Script**

You have reached the desk of \_\_\_\_\_. I am either on the phone or away from my desk. Please leave your name, phone number, and a brief message. I will return your call within one business day. If you do not receive a return phone call within that time frame please call the front desk at 530-233-6501

➤ **Out of office script**

You have reached the desk of \_\_\_\_\_. I am currently out of the office and will return on \_\_\_\_\_. If you need immediate assistance please call 530-233-6501.

## **Finding:**

- F3.** A Certified Foster Care Agency and additional licensed Foster Care homes are desperately needed in Modoc County.

## **Recommendation:**

- R3.** The MDSS should move swiftly to assist non-profit organizations to become a certified Foster Care Agency, and to recruit more licensed Foster Care Homes.

## **Response and Actions Implemented:**

Modoc County Department of Social Services assisted our Community Based- Non-Profit Organization in their application efforts to become a Foster Family Agency (FFA). Support was provided in these areas; 1) Provided the Non-Profit with a Letter of Support in February 2015. 2) Provided the Non-Profit with funding for application and required trainings needed to become a FFA.

It has been reported to MCDSS that the Non-Profit organization has been approved and should be active as a FFA within a few weeks. During the current 2016/17 fiscal year MCDSS and our new FFA will be conducting outreach activities to help recruit and train Foster Parents/Families. Through this process we should see an increase in Foster Parents/Families.

## RESPONSE PROCEDURE TO GRAND JURY REPORTS

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Report Title: Modoc Co Land Use Committee Report Date: 10/30/16

Response by: Geri Byrne Title: Dist 5 Supervisor

### Findings

I (we) agree with the findings numbered:

F1, F2

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

( attach a statement specifying any portions of the Findings that are disputed; include an explanation of the reasons therefore. )

### Recommendations

Recommendations numbered: R1, R2 have been implemented. ( attach a summary describing the implemented actions. )

Recommendations numbered: \_\_\_\_\_ have not yet been implemented, but will be implemented in the future. ( attach a time frame for implementation )

Recommendations numbered: \_\_\_\_\_ require further analysis. ( attach an explanation and the scope and parameters of an analysis or study, and a time frame for the matter to be prepared for discussion by the officer and/or director of the agency or department being investigated or reviewed; including the governing body of the public agency when applicable. This time frame shall not exceed six (6) months from the date of publication of the Grand Jury Report )

Recommendations numbered: \_\_\_\_\_ will not be implemented because they are not warranted and/or are not reasonable. ( attach an explanation. )

Date: 10/31/16 Signed: Geri Byrne

Total number of pages attached: 1

**Additional Response to  
2015-16 Grand Jury Report  
Modoc County Land Use Committee**

Thank you for your time and due diligence on issues surrounding the Modoc County Land Use Committee. The Board understands the importance of the Land Use Committee and looks forward to a newly formed committee. We have taken the following steps:

- The Committee was recreated as the "Natural Resources Coordination Advisory Committee" at the August 9, 2016 Board of Supervisors meeting by a unanimous vote.
- County Counsel was tasked with coming up with draft bylaws using the Groundwater Advisory Committee's bylaws as a template.
- The bylaws were approved for the Natural Resources Coordination Advisory Committee" at the September 13, 2016 meeting by a unanimous vote.
- Applications are available in the Clerk of the Board's Office for the committee.

One note as to the report in where we differ. The background section of the report states that the LUC attempted to assume a larger role in land use decision making process and met with opposition by the incumbent BOS. For the record, what actually occurred is some members of the LUC attempted to work outside of their scope and assume responsibilities of the BOS. The authority we work under in Coordination is Government to Government and an appointed advisory committee does not meet this criteria. They are an excellent tool to advise the Board but cannot assume the legally given responsibilities of the Board.