

FORMAL FILE
GRAND JURY FINAL REPORTS
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GRAND JURY FINAL REPORT SAN LUIS OBISPO COUNTY

1985 - 1986

RESPONSES

IN THE BOARD OF SUPERVISORS
COUNTY OF SAN LUIS OBISPO, STATE OF CALIFORNIA

Tues day September 23, 19 86

PRESENT: Supervisors Jerry Diefenderfer, William B. Coy, Evelyn Delany,
Carl Hysen and Chairman Ruth Brackett

ABSENT: None

In the matter of departmental response to the 1985-86 Grand Jury Report:

Submittal of departmental responses to the 1985-86 Grand Jury Report are presented. Staff speaks outlining the staff report. Two members of the 1985-86 Grand Jury speak thanking the County and Board for their responses and to the need to expand the Child Protection Task Force past the December 1986 cut off date. Mr. William Briam, County Administrative Officer, thanks the Grand Jury for their work and the various departments have already implemented a majority of the suggestions. Supervisor Coy speaks to his concerns regarding drug abuse in the County and looking into the possibility of increasing the number of persons working for the Narcotic Task Force. Matter is fully discussed and thereafter, on motion of Supervisor Hysen, seconded by Supervisor Delany and unanimously carried, the Board adopts the response to the 1985-86 Grand Jury Report and extends their appreciation to the Grand Jury for the time and effort that they devoted to their recommendations.

cc: Administration
Superior Court
Grand Jury
9/28/86 vms

STATE OF CALIFORNIA, }
County of San Luis Obispo, } ss.

I, FRANCIS M. COONEY, County Clerk and ex-officio Clerk of the Board of Supervisors, in and for the County of San Luis Obispo, State of California, do hereby certify the foregoing to be a full, true and correct copy of an order made by the Board of Supervisors, as the same appears spread upon their minute book.

WITNESS my hand and the seal of said Board of Supervisors, affixed this 28th
day of September, 19 86.

(SEAL)

FRANCIS M. COONEY

County Clerk and Ex-Officio Clerk of the Board
of Supervisors

By Vice M. Shelling
Deputy Clerk.

County of San Luis Obispo



COUNTY GOVERNMENT CENTER • SAN LUIS OBISPO, CALIFORNIA 93408 • (805) 549-5011

TO: BOARD OF SUPERVISORS

FROM: WILLIAM E. BRIAM, COUNTY ADMINISTRATOR *W. E. Briam*

DATE: SEPTEMBER 23, 1986

OFFICE OF THE
COUNTY ADMINISTRATOR

SUBJECT: RESPONSE TO THE 1985-86 GRAND JURY REPORT

Summary

Attached for your Board's review and approval is the response to the 1985-86 Grand Jury Final Report. Section 933 of the Penal Code requires a response to the report within ninety days of its filing in Superior Court.

Recommendation

That your Board review the attached material, adopt it as the official response to the 1985-86 Grand Jury Report, and extend appreciation to the Grand Jury for the time and effort that they devoted to their recommendations.

Discussion

On June 30, 1986, the Grand Jury submitted its 1985-86 Final Report. Section 933 of the Penal Code requires a response to the report within ninety days.

In the attached response, each of the Grand Jury's recommendations is listed in the order it appears in the final report. Corresponding page numbers to the right of each recommendation are included for ease of reference. There is also a table of contents to the attached response, on pages i and ii, as well as a cross-reference table of contents by department, on pages iii and iv.

Following each recommendation is a response from the appropriate county department and when necessary, Administrative Office comments. If there are no comments from the Administrative Office, this office concurs with the departmental response.

The Grand Jury's final report is organized into several special committee reports with specific recommendations to improve county government operations. There are 138 recommendations in the final report which includes four interim reports and a consultant report.

The 1985-86 Grand Jury devoted a great deal of time and effort to make positive recommendations designed to improve county government operations. Many of the recommendations made by the Grand Jury have been or will be implemented by county departments. Implementation of these recommendations not only serve to respond to the Grand Jury, but serve to improve a portion of our County's operation. The jurors should be commended for their efforts, and for their work product.

Attachment

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RESPONSE TO THE 1985-86 GRAND JURY REPORT

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RESPONSE TO THE 1985-86 GRAND JURY REPORT

Administrative Committee Report

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3. CONTINUE TO PROVIDE REGULARLY SCHEDULED MEETINGS AMONG LEAD CUSTODIANS, CREW MEMBERS AND ADMINISTRATIVE PERSONNEL.	3

Department Response:

The Department of General Services is pleased to note that the Grand Jury did an extensive investigation and evaluation of the custodial functions and that many changes were implemented with their help during the course of the year. The final result is that the custodial function is currently of superb quality with excellent employees and all our efforts seem to have paid off with an excellent final product. We would like to thank the Grand Jury for their concern and interest during this upgrading of one of our most important functions.

II. COMBINED COLLECTION AGENCY FOR COUNTY DEPARTMENTS

1. CONTINUE TO INVESTIGATE THE FEASIBILITY OF CREATING A CENTRAL COLLECTION DEPARTMENT	3
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Department Response:

The Auditor-Controller is working closely with the Administrative Office to determine the staffing requirements, the equipment and software needs, as well as space and other necessities in order to organize and operate a central collection activity for San Luis Obispo County. Our goal is to make the central collection agency operational by July 1, 1987.

III. PORT SAN LUIS HARBOR DISTRICT

3-5

Department Response:

None required.

IV. COUNTY ADVISORY BOARDS AND COMMISSIONS

5

1. REQUEST THAT EACH ADVISORY GROUP PREPARE A PERIODIC REPORT SUMMARIZING ITS ACTIVITIES.	5
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County Administrator's Comments:

Staff agrees with the Grand Jury's recommendation calling for advisory groups to prepare periodic reports summarizing its activities. It is staff's suggestion that an annual report be presented to the Board of Supervisors at the end of each fiscal year.

2. INITIATE A PROCEDURE TO REVIEW THE MAKEUP AND PURPOSE OF EXISTING GROUPS WITH THE INTENT OF CONSOLIDATING THOSE WHICH OVERLAP AND RETIRING THOSE WHICH HAVE FULFILLED THEIR PURPOSES.

5

County Administrator's Comments:

Staff has completed a comprehensive evaluation of all County Boards and Commissions, with the idea of possibly consolidating some. The results of this evaluation were presented to the Board of Supervisors on July 22, 1986. Based upon staff's review of all County Boards and Commissions, it was recommended that no consolidation occur at this time, as it was not apparent that two Boards or Commissions served the same purpose. Staff will continue to monitor the situation and annually review Boards and Commissions, to ensure that there is not duplication of services or Boards serving beyond their useful life.

Audit and Finance Committee Report

16

I. SUMMARY OF ACTIVITIES

16

Department Response: None required.

II. COUNTY AUDITOR

1. CONTINUE TO MAKE PERIODIC MANAGEMENT AUDITS AS WELL AS FISCAL AUDITS. 16
2. EXPAND THE INTERNAL AUDITS TO INCLUDE THOSE PROGRAMS RECEIVING FUNDS PROCESSED THROUGH THE COUNTY AND NOT NOW AUDITED. 16
3. INITIATE AN ANNUAL AUDIT OF THE COUNTY NARCOTICS TASK FORCE. 16

Department Response:

We will continue to include both management and fiscal audits in our annual audit plan. We will add an annual audit of the Narcotics Task Force to our audit plan and we will also include audits of programs receiving funds that we do not now audit. These additional audits will be included as available audit staffing permits.

Health/Social Services Committee Report

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| I. | <u>SERVICES TO PROTECT CHILDREN, BUDGETARY CONSIDERATIONS</u> | 20 |
| 1. | SUBSTANTIALLY INCREASE COUNTY FUNDING LEVELS FOR CHILD PROTECTIVE SERVICES (CPS) AND THOSE RELATED AGENCIES PROVIDING SERVICES TO ABUSED AND NEGLECTED CHILDREN TO ALLOW THESE AGENCIES TO PERFORM THEIR DESIGNATED FUNCTIONS MORE EFFECTIVELY. | 20 |

County Administrator's Comments:

The Board of Supervisors, as part of the 1986-87 budget process substantially increased funding levels not only for Child Protective Services but also for all related agencies providing services to abused and neglected children including the departments of: Mental Health, Probation, District Attorney and County Counsel. The Board approved a \$961,184 budget increase in the Children's Protective Services area. This increase provided for twenty-two and one-half (22-1/2) new positions, of which ten and one-half positions are for the Child Protective Services Division of Social Services. Additionally, the increase allows for expansion of the six-bed emergency shelter facility for Social Services to ten beds and establishes a six-bed facility for Probation.

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| 2. | THE BOARD OF SUPERVISORS SHOULD TAKE A MORE ACTIVE ROLE IN SUPPORTING THE NEEDS OF COUNTY PROGRAMS OFFERING SERVICES TO ABUSED AND NEGLECTED CHILDREN AND MAKE THEIR SUPPORT KNOWN TO THE PUBLIC. | 20 |
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County Administrator's Comments:

The Board of Supervisors has demonstrated and taken a very active role in supporting the needs of county programs providing services to abused and neglected children, as evidenced through their formulation of the Children's Protective Services Task Force and approval of substantial budget increases for 1986-87. The Board's activities in the area of Children's Services have been publicized through hearings of the Board and the Children's Protective Services Task Force. The Board will continue to keep the public informed of their activities related to children's services as will the Children's Protective Services Task Force.

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| II. | <u>CHILDREN'S PROTECTIVE SERVICES TASK FORCE</u> | 20-21 |
| 1. | CONTINUE THE TASK FORCE, WITH THE ADDED GOAL OF ESTABLISHING A SYSTEM FOR CORRELATING AND INTEGRATING THE LIBRARIES, TRAINING, AND GRANT PROCEDURES OF THE AGENCIES PROVIDING SERVICES FOR THE PROTECTION OF CHILDREN. | 21 |

County Administrator's Comments:

The Children's Protective Services Task Force is scheduled to be continued through December 31, 1986. The Task Force feels that this will provide sufficient time to complete their objectives. The Task Force will address establishing a system for correlating and integrating the libraries, training, and grant procedures of the agencies providing services for the protection of children as one of its final issues.

2. INCREASE THE MEMBERSHIP OF THE TASK FORCE TO INCLUDE SEVERAL LINE EMPLOYEES WHO WILL BE ABLE TO PROVIDE INSIGHT INTO THE DAILY OPERATIONS OF SERVICES TO PROTECT CHILDREN.

21

County Administrator's Comments:

The Grand Jury's recommendation to increase the membership of the Children's Protective Services Task Force to include line workers was discussed at the July 18, 1986 meeting of the Task Force. It was the consensus of the Task Force that line workers are adequately represented through Gail West, the employees' union representative, and Tom Ganoie, the Director of Social Services. Additionally, it was the Task Force's feeling that due to the workload of the line workers, it would have a substantial impact on their schedules to attend Task Force meetings, and that their time would be more productively spent providing direct services. The Task Force did discuss the possibility of forming a subcommittee of the Task Force that would meet less frequently and would be composed of line workers for the purpose of providing input to Gail West for distribution to the Task Force. This issue will be discussed at a future meeting of the Task Force.

3. INVESTIGATE AND EVALUATE THOSE AREAS IN WHICH VOLUNTEER SERVICES CAN BE USED EFFECTIVELY. ONE SPECIFIC PROGRAM USED VERY SUCCESSFULLY IN OTHER JURISDICTIONS IS THE CASA PROGRAM.

21

County Administrator's Comments:

Staff will pursue with the appropriate departments, the evaluation of the use of volunteer services. Volunteer services can be a valuable resource with minimal expense to the county.

4. EXPLORE THE USE OF A COUNTY EMPLOYEE TO FACILITATE INTERACTION BETWEEN COUNTY AGENCIES AND ORGANIZATIONS AND ASSOCIATIONS IN THE PRIVATE SECTOR.

21

County Administrator's Comments:

Staff agrees with the Grand Jury's recommendation that facilitating interactions between county agencies and organizations in the private sector is important. Each of the county departments which deal with children's protective services will be encouraged to facilitate such interactions.

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| 5. | ESTABLISH A SYSTEM FOR FOLLOWING CASES THROUGH THE SEVERAL AGENCIES, AND SET UP PROCEDURES FOR PERIODIC CASE REVIEW. | 21 |
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County Administrator's Comments:

As part of the Children's Protective Services Task Force scope of activities, a review of the case management system will occur. An evaluation of the current methods for tracking cases and providing for periodic case review will be conducted and recommendations made for enhancing the system. A large part of the remaining time the Children's Protective Services Task Force will be in existence will be spent addressing this issue.

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| III. | <u>TRAINING FOR THOSE WHO PROVIDE SERVICES TO VICTIMS OF CHILD PHYSICAL AND SEXUAL ABUSE AND NEGLECT</u> | 21-23 |
| 1. | INSTITUTE IMMEDIATE IN-SERVICE TRAINING PROCEDURES FOR CPS WORKERS. | 23 |
| 2. | ORGANIZE SPECIAL TRAINING FOR COUNTY JUDGES IN TECHNIQUES FOR INTERVIEWING CHILDREN. | 23 |
| 3. | PROVIDE LAW ENFORCEMENT PERSONNEL WITH TRAINING IN INTERACTION WITH CHILDREN. PROVIDE UPDATED LEGAL INFORMATION AS IT PERTAINS TO CHILD ABUSE AREAS. | 23 |
| 4. | ENCOURAGE THE MEDICAL SOCIETY TO PROVIDE SPECIAL TRAINING IN THE TECHNIQUES OF DETECTING THE ABUSED AND NEGLECTED CHILD. | 23 |
| 5. | FACILITATE MULTI-DISCIPLINARY TRAINING AND MEETINGS AMONG CPS WORKERS, LAW ENFORCEMENT, LEGAL, MEDICAL AND MENTAL HEALTH WORKERS. | 23 |

Department Response:

The Department has appointed a Social Worker Supervisor to a new position with specific responsibility for in-service training of CPS workers in addition to facilitating ongoing training programs for all staff and agencies working in children's services.

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| IV. | <u>CHILD PROTECTIVE SERVICES, COUNTY DEPARTMENT OF SOCIAL SERVICES</u> | 23-25 |
| 1. | ASSIGN CHILD PROTECTIVE WORKERS TO CASES BY GEOGRAPHIC AREAS WITHIN THE COUNTY, e.g., NORTH, SOUTH, COASTAL, CENTRAL. | 24 |

Department Response:

This would not be conducive to the team concept or the networking we strive for in the delivery of services countywide. The recommendation could also lead to workload imbalances and diminish the efficiency a small workforce can achieve through centralization.

2. ENHANCE COMMUNICATION IN THE ASSIGNED LOCALE BY CHILD PROTECTIVE SERVICES WORKER MEETINGS WITH LAW ENFORCEMENT, MENTAL HEALTH AND EDUCATION OFFICIALS TO SHARE CASES, PROCEDURES, NEW LAWS, COMMUNITY RESOURCES, ETC. 24

Department Response:

This is related to the previous recommendation concerning regionalizing of services which we do not favor. Establishment of a County Inter-Agency Council on Child Abuse and Neglect (ICAN) would address these concerns.

3. UTILIZE STANDARDIZED FORMS TO BETTER FACILITATE REPORTING, INDEXING, AND SHARING CASE HISTORIES WITH OTHER AGENCIES. 24

Department Response:

State required forms are used to report alleged child abuse and neglect by mandated reporters. In July 1986, the Department began using a new form (DSS 290) to provide persons making reports with results of the Department's assessment. Sharing of case histories usually takes place in a manner not requiring a standardized written format.

4. CENTRALIZE THE FILES OF CHILD PROTECTIVE SERVICES IN THE SAN LUIS OBISPO OFFICE OF THE DEPARTMENT OF SOCIAL SERVICES. 24

Department Response:

This would be a convenience but space does not permit this recommendation to be implemented. Case delivery from the South County office, where closed files are kept, is available twice daily.

5. ESTABLISH PROGRAMS TO HELP MANAGEMENT RELATE TO THE DAY-TO-DAY FUNCTIONS OF THEIR DEPARTMENT. 24

Department Response:

Participation by management in various activities such as staff development, field visits with line staff, case staffing, joint unit meetings, and community organizations should meet the intent of this recommendation. These processes are already in place and functioning.

6. INVOLVE LINE WORKERS IN REGULAR CASE REVIEWS.

24

Department Response:

This has been occurring in most programs at the in-house and inter-agency levels between Department of Social Services, Probation, and Mental Health. Recently, the Department of Social Services Emergency Response Supervisor and case carrying Social Worker began participating in the post-SART triage conducted by Mental Health.

7. ESTABLISH A GRIEVANCE PROCESS FOR CLIENTS, FOSTER PARENTS AND GUARDIANS.

24

Department Response:

A formal grievance process for foster parents has been in place for many years. Clients also have access to an informal process of supervisory/management review when this is requested. The Department is evaluating the need for a more formal process in the area of social service clients. Parents, guardians, and clients involved in the judicial process also have a right to make their views known to the Juvenile Court.

8. INVESTIGATE THE USE OF TRAINED VOLUNTEERS TO SUPERVISE VISITATIONS AND ASSIST IN OTHER DUTIES.

24

Department Response:

To a large extent, this is now being done by Cal Poly interns. The Department is also planning to include this activity as part of the volunteer program slated for development this fiscal year.

9. WRITE CLEAR, CONCISE POLICIES TO PROVIDE FOR CONSISTENT PROCESSING OF CASES.

24

Department Response:

This will be part of the Department's management agenda for this fiscal year.

10. EXPLORE THE ESTABLISHMENT OF CASE REVIEWS AT THE TIME OF TRANSFER OR TERMINATION.

25

Department Response:

The Department does not see a need for such case reviews in all instances but agrees with the recommendation if implemented on a selected basis.

11. INVESTIGATE THE USE OF FLEXIBLE HOURS FOR MEETING THE NEEDS OF CLIENTS.

25

Department Response:

A Department task force composed of management, supervisors, and social workers will be appointed to review this issue and develop recommendations regarding wider use of flexible time than now exists.

12. CONTINUE TO IMPROVE THE PHYSICAL ASPECTS OF THE DEPARTMENT.

25

Department Response:

The Department will continue focusing on facility-related issues and problems with a view toward continued improvement in these areas.

13. MONITOR CHILD PROTECTIVE SERVICES AND THE MANAGEMENT OF THE DEPARTMENT OF SOCIAL SERVICES, BY THE COUNTY ADMINISTRATOR AND THE BOARD OF SUPERVISORS TO ASSURE THE CONTINUATION OF IMPROVEMENT AND TO MEASURE ACCOMPLISHMENTS.

25

County Administrator's Comments:

The Board of Supervisors has targeted the area of children's protective services as a high priority issue, as evidenced by their support of substantial budgetary increase for 1986-87. It is the Board's intention to continue to closely monitor all aspects of the children's protective services system to ensure that the resource delivery process is functioning at the highest level possible. Staff will assist the Board of Supervisors in keeping up-to-date on the activities of the Children's Protective Services Task Force and other issues relating to children's services for purposes of assessing how the system is operating.

14. ENCOURAGE THE COUNTY TO OBTAIN THE SERVICES OF THE CONSULTANT MRS. PATRICIA SCHENE, DIRECTOR OF AMERICAN ASSOCIATION FOR PROTECTING CHILDREN TO DISCUSS AND REVIEW THE FINDINGS OF HER REPORT DATED MAY 30, 1986.

25

County Administrative Comments:

Staff has reviewed the report completed by the American Association for Protecting Children and will work with the Department of Social Services on the recommendations set forth in the report. Should staff need further information on the report or chose to obtain the services of the consultant, the Director will be contacted.

V. CHILDREN'S CRISIS SHELTER/RECEIVING HOME

25-26

1. RETAIN THE TWO-BED HOME IN NORTH COUNTY. ESTABLISH A TWO-BED HOME IN SOUTH COUNTY IN ADDITION TO THE PROPOSED TEN-BED FACILITY IN SAN LUIS OBISPO.

26

Department Response:

While the Department would welcome the added resources which would result from this recommendation, sufficient funds do not exist at this time for implementation. The increase of emergency shelter care beds for 1986-87 represents a significant increase. Bed use will be monitored closely during the year.

2. REVIEW THE CHILDREN'S CRISIS SHELTER/RECEIVING HOME PROGRAM PERIODICALLY TO ENSURE THAT EMERGENCY CARE FACILITIES MEET THE NEEDS OF COUNTY CHILDREN IN CRISIS. 26

Department Response:

The Department's existing contract monitoring program is intended to meet this objective.

VI. TELEPHONE ACCESS TO CHILD PROTECTIVE SERVICES 26

1. ARRANGE FOR TOLL-FREE LONG DISTANCE CALLS OR THE ACCEPTANCE OF COLLECT CALLS BY THE DEPARTMENT OF SOCIAL SERVICE, CHILD PROTECTIVE SERVICES. 26

Department Response:

The Department has, since at least 1982, accepted collect calls of child abuse and neglect referrals. This is clearly stated in the Parent Resource Kit published by the Council for the Protection of Children and in the "Let's Protect Children" brochure published by the Department. The brochure is distributed to all mandated reporters, and the Parent Resource Kit is widely distributed throughout the County.

2. PUBLISH THE TOLL-FREE NUMBER IN TELEPHONE BOOKS AND COMMUNITY RESOURCES DIRECTORY LISTINGS. 26

Department Response:

The Department will implement this recommendation at the earliest opportunity.

3. DISTRIBUTE THE TOLL-FREE NUMBER TO SCHOOLS, PHYSICIANS, HOSPITALS AND OTHER ENTITIES LIKELY TO OBSERVE ABUSED, NEGLECTED, AND EXPLOITED CHILDREN. 26

Department Response:

The Department will implement this recommendation at the earliest opportunity.

VII. CHILD PROTECTIVE SERVICES NOTIFICATIONS TO LEGALLY MANDATED REPORTERS 27

1. ENSURE THAT MANDATED REPORTERS RECEIVE FEEDBACK IN ALL CHILD ABUSE CASES. 27

Department Response:

State required forms are used to report alleged child abuse and neglect by mandated reporters. In July 1986, the department began using a new form (DSS 290) to provide persons making reports with results of the department's assessment. Sharing of case histories usually takes place in a manner not requiring a standardized written format.

VIII. CHILD ABUSE/SEXUAL ASSAULT RESPONSE TEAM 27-29

1. EXPLORE THE ESTABLISHMENT OF A SEPARATE BUDGET UNIT FOR CHILD ABUSE/SART IN THE COUNTY HEALTH AGENCY TO HELP SOLVE BUDGET CONFUSION. 29

County Administrator's Comments:

Expenses are in two budgets based on whether the expense is expected to be covered in the cost of the exam. Total expenses are easily derived by adding the two units.

The area of confusion is the inability to track funds received for exams back to the Child Abuse/SART program. This is a problem in the hospital billing system and could only be resolved by a separate billing system with attendant increased costs of maintenance.

We will estimate cash received by SART through a periodic sampling of business office records to see if a separate billing system would be warranted.

2. CONTINUE TO SCHEDULE REGULAR MEETINGS OF THE TEAM TO EVALUATE THEIR WORK, STANDARDIZE PROTOCOLS AND FIX ACCOUNTABILITY. 29

Department Response:

The SART Board will continue to meet regularly. Protocols are currently being renegotiated and revised and will lead to greater definition and accountability for the roles and responsibilities of the various agencies involved in the SART process. Because each of these agencies has legal and/or administrative autonomy, the process of negotiation and consensus building has been and will continue to be a major responsibility of the SART Board.

3. REFER THE PHYSICALLY ABUSED CHILD TO THE MENTAL HEALTH VICTIM TREATMENT UNIT DURING THE WEEKLY CASE REVIEW. 29

Department Response:

The Child Abuse/SART team would support this recommendation. The underlying issue is defining the agency with primary responsibility for the management of these cases together with a method of appropriate treatment when one agency may be overwhelmed and unable to respond.

The Health Agency believes that this primary responsibility rests with Child Protective Services and when the Victim Treatment Unit can no longer accept clients because of resource limitations, cases are referred to Child Protective Services.

The Children's Task Force will continue to monitor this issue in light of the additional resources available to various children's services and will work to ensure appropriate referral for each child.

4. OBTAIN VIDEO EQUIPMENT FOR THE VERBAL TESTIMONY OF CHILDREN WHEN ADMISSIBLE. 29

Department Response:

The primary issue in the use of video equipment is the decision yet to be made - of whether the advantages to its use outweigh the disadvantages. There are complex legal and evidentiary issues as well as confidentiality issues which must be resolved. If, and when, the Child Abuse/SART Board makes a determination on these issues, the cost of equipment and operator will be evaluated. The acquisition of equipment would present the least problem.

5. PROVIDE WITH HEALTH DEPARTMENT FUNDS A ONE-WAY WINDOW FOR THE INTERVIEWING VICTIMS TO REDUCE THE NUMBER OF PEOPLE IN THE ROOM. 29

Department Response:

The Health Agency concurs with the need for a one-way window. The current location of the exam room presents some technical difficulties in implementation. We are seeking additional space for SART and this will be included in our plans.

6. CONTINUE TO PURSUE ALL AVENUES TO COLLECT MONIES DUE CHILD ABUSE/SART. 29

Department Response:

The Health Agency agrees completely with this recommendation, and the SART coordinator will continue her successful efforts to accomplish this.

7. PROVIDE A HANDBOOK TO EXPLAIN THE PROCEDURES TO VICTIMS AND FAMILIES. 29

Department Response:

The Health Agency concurs with this recommendation. These handbooks are currently in draft form and after review and modifications will be printed and utilized.

IX. SAN LUIS OBISPO COUNTY MENTAL HEALTH DEPARTMENT

29-32

1. INCREASE COUNTY FUNDING LEVELS FOR THE MENTAL HEALTH VICTIM TREATMENT UNIT TO ALLOW THE PHYSICALLY ABUSED CHILD INTO ITS SCOPE OF EARLY TREATMENT AND EXPAND ITS SERVICES TO MEET INCREASED NEEDS.

32

County Administrator's Comments:

The Board of Supervisors approved a significant budget increase for the Mental Health Department's Victim Treatment Unit for 1986-87. The increase provided for three additional therapist positions and one Senior Account Clerk. Additionally, the Board of Supervisors approved an increased general fund contribution to the Mental Health Department, altering the past funding policy. It is anticipated that the increase in funding will provide staff resources to address current caseloads. Additional treatment of victims will be added on a priority basis as resources become available.

2. PURCHASE NECESSARY EQUIPMENT TO AID IN THE COUNSELING SESSIONS IN THE VICTIM TREATMENT UNIT.

32

Department Response:

The Health Agency concurs with this recommendation and the equipment has been acquired and is or will shortly be available in all offices.

3. INCLUDE A MENTAL HEALTH LINE WORKER TO THE CHILD ABUSE/SART ADVISORY BOARD.

32

Department Response:

The Health Agency does not concur with this recommendation. The SART Board is made up of management representatives as its principal role is to deal with policy and procedural issues and commitments from involved agencies and departments. Satisfactory internal communication should allow for consideration of line worker concerns in the overall process. Line workers are invited on an ad hoc basis when their direct participation would be beneficial.

Because of the high degree of interaction between line workers dealing with cases of child abuse/sexual assault, and because of the high emotional content of these cases, a separate subcommittee under either the SART Board or the Task Force would be beneficial. This subcommittee could include line workers from all involved agencies or departments. This approach will be discussed with both Boards at future meetings.

4. APPOINT A MENTAL HEALTH LINE WORKER TO SERVE ON THE CHILDREN'S PROTECTIVE SERVICES TASK FORCE. 32

Department Response:

See response to #3 above.

5. DEVELOP FLEXIBLE WORK HOURS SO THAT COUNSELING SESSIONS CAN OCCUR OTHER THAN WITHIN THE 8:00 A.M. TO 5:00 P.M. SCHEDULE. 32

Department Response:

The Health Agency concurs with this recommendation. Mental Health will determine the extent of need and, within budgetary limitations, attempt to provide this flexibility in at least one location.

6. COOPERATE WITH THE CHILDREN'S PROTECTIVE SERVICES TASK FORCE TO DEVELOP A SYSTEM TO MONITOR AND TRACK CASES AS THEY ARE PROCESSED WITHIN THE COUNTY SYSTEM. THE MONITORING ALSO SHOULD FOLLOW FAMILIES WHO HAVE A VICTIM NOT RECEIVING ONGOING SERVICE FROM COUNTY AGENCIES. 32

Department Response:

An effective case management system will require the designation of the agency which is to do case management and the cooperation of all service programs. The Health Agency will cooperate in this endeavor.

- X. YOUTH SERVICES DAY TREATMENT PROGRAM AT TEACH SCHOOL 32-33

1. ESTABLISH STAGGERED AND/OR FLEXIBLE HOURS FOR THE COUNSELING STAFF. 33

Department Response:

The Health Agency concurs with this recommendation but current staff size and funding preclude implementation of this recommendation at this time.

2. PREPARE A COMPREHENSIVE HANDBOOK FOR FAMILIES. 33

Department Response:

The Health Agency concurs with this recommendation and will develop a handbook for families.

3. DEVELOP A PLAN TO SEPARATE THE CHILDREN BY AGES DURING PERIODS OF MEALTIME AND RECREATION. 33

Department Response:

The Health Agency does not concur with this recommendation. While some families may find the current practice of mixing to be a problem, the staff size precludes segregation. In addition, supervision is believed adequate to guard against adverse effects on younger children. Finally, those children live in the community and minimum restrictions compatible with safety are desirable to prepare them to deal with the problems that arise outside the school setting.

XI. HAZARDOUS CHEMICALS IN COUNTY SCHOOLS SCIENCE LABORATORIES

33

Department Response:

None required.

THIRD INTERIM REPORT: SERVICES TO PROTECT CHILDREN

35-38

1. COUNTY FUNDING LEVELS FOR CHILD PROTECTIVE SERVICES (CPS) AND THOSE AUXILIARY AGENCIES PROVIDING SERVICES TO ABUSED AND NEGLECTED CHILDREN SHOULD BE SUBSTANTIALLY INCREASED TO ALLOW THESE AGENCIES TO PERFORM THEIR DESIGNATED FUNCTIONS.

35

County Administrator's Comments:

The Board of Supervisors, as part of the 1986-87 budget process substantially increased funding levels not only for Child Protective Services but also for all related agencies providing services to abused and neglected children including the departments of: Mental Health, Probation, District Attorney and County Counsel. The Board approved a \$961,184 budget increase in the Children's Protective Services area. This increase provided for twenty-two and one-half (22-1/2) new positions, of which ten and one-half positions are for the Child Protective Services Division of Social Services. Additionally, the increase allows for expansion of the six-bed emergency shelter facility for Social Services to ten beds and establishes a six-bed facility for Probation.

2. THE BOARD OF SUPERVISORS SHOULD TAKE A MORE ACTIVE ROLE IN SUPPORTING THE NEEDS OF COUNTY PROGRAMS OFFERING SERVICES TO ABUSED AND NEGLECTED CHILDREN AND MAKE THEIR SUPPORT KNOWN TO THE PUBLIC.

35

County Administrator's Comments:

The Board of Supervisors has demonstrated and taken a very active role in supporting the needs of county programs providing services to abused and neglected children, as evidenced through their formulation of the Children's Protective Services Task Force and approval of substantial budget increases for 1986-87. The Board's activities in the area of Children's Services have been

publicized through hearings of the Board and the Children's Protective Services Task Force. The Board will continue to keep the public informed of their activities related to children's services as will the Children's Protective Services Task Force.

CONSULTATION REPORT: CHILD PROTECTIVE SERVICES

44-65

1. THERE NEEDS TO BE A COMMITMENT FROM THE COUNTY ADMINISTRATOR'S OFFICE TO IMPROVE THE COMMUNITY PERCEPTION OF THE DEPARTMENT OF SOCIAL SERVICES. THE DIRECTOR OF DSS SHOULD SUBMIT A PLAN TO THE COUNTY ADMINISTRATOR'S OFFICE WITHIN 30 DAYS FOR IMPLEMENTING THAT COMMITMENT. THE CHILDREN'S TASK FORCE SHOULD ASSIST THE COUNTY ADMINISTRATOR AND THE DIRECTOR OF DSS IN REVIEWING THAT PLAN. 61

County Administrator's Comments:

The County Administrator's Office has worked with and will continue to work with the Department of Social Services to ensure that the programs and services they provide are understood and utilized by those in need. We do not believe that a formal plan of this nature is necessary; however, we will continue to work with staff to improve community perception as well as to monitor achievement of service delivery goals.

2. WITHIN DSS THERE SHOULD BE A SET OF TASK FORCES ESTABLISHED, CHARGED WITH DEVELOPING AND IMPLEMENTING A SET OF RECOMMENDATIONS IN THE FOLLOWING AREAS: 61-62
 - a) TRAINING AND STAFF DEVELOPMENT FOR WORKERS AND SUPERVISORS
 - b) POLICY AND PROCEDURES HANDBOOK DEVELOPMENT INCLUDING ALL NECESSARY REPORTING FORMS AND CASE DOCUMENTATION FORMS
 - c) FOSTER CARE RECRUITMENT AND TRAINING
 - d) IDENTIFICATION OF WAYS TO EXPAND TREATMENT RESOURCES FOR CLIENTS FROM BOTH WITHIN DSS AND THROUGH CURRENTLY UNDER-UTILIZED OR UNTAPPED COMMUNITY RESOURCES
 - e) DATA MANAGEMENT ISSUES
 - f) COMMUNITY COORDINATION/PUBLIC EDUCATION
 - g) CASE REVIEW, CASE TRANSFER, CASE TERMINATION PROCESSES.

ALL TASK FORCES SHOULD REPORT TO THE DIRECTOR OF DSS ON A MONTHLY BASIS.

Department Response:

The Department utilizes task forces from time to time as needed. Typically, staff must be taken away from their regular assignments to serve on task forces which mitigates against frequent use of this technique. In view of the fact that the Department is already addressing all the areas encompassed within this recommendation, these task forces are not considered necessary by staff.

3. CLEAR DEFINITIONS, FORMS AND METHODS OF COUNTING REFERRALS, FORMAL REPORTS, AND CASE ACCEPTANCES NEED TO BE INITIATED IMMEDIATELY.

62

Department Response:

The Department has clearly delineated case intake criteria which is provided to all mandated reporters along with required State reporting forms. Referrals are counted and reported to the State using State required reports.

4. ALL OPEN CASES WITHOUT SOCIAL WORKER ACTIVITY WITHIN A 30 DAY PERIOD SHOULD BE BROUGHT TO SUPERVISORY REVIEW FOR DECISION-MAKING SUPPORT.

62

Department Response:

The Department agrees with this recommendation and has included it in the management agenda for this fiscal year.

5. THERE SHOULD BE BI-WEEKLY MEETINGS OF EACH UNIT, MONTHLY SUPERVISORY MEETINGS AND MONTHLY MEETINGS OF THE DIRECTOR, DIVISION MANAGERS AND SUPERVISORS.

62

Department Response:

Joint unit meetings are held each Thursday with management in attendance. The Division Manager meets each Wednesday with unit supervisors and the Director frequently participates in meetings with staff.

6. ALL WORKERS SHOULD LIST ALL CURRENT CASES ON A FORM INDICATING DATE OPENED (OR RECEIVED IN UNIT), LAST FACE TO FACE VISIT WITH CLIENT AND EXPECTED CASE CLOSURE DATE FROM CASE PLAN. THESE SHOULD BE REVIEWED WITH THE SUPERVISOR ON A REGULAR BASIS (EVERY WEEK TO 10 DAYS). ON THE BASIS OF THIS FORM, CASELOADS CAN BE REGULARLY MONITORED FOR EACH WORKER.

62

Department Response:

This practice is already being followed in most units. Steps are being taken to ensure uniformity throughout the child welfare services program.

7. DSS SHOULD CAREFULLY EXPLORE ESTABLISHING A TREATMENT UNIT WITH- 62-63
IN THE DEPARTMENT. THIS UNIT WOULD BE MADE UP OF WORKERS WELL
TRAINED AND EXPERIENCED IN COUNSELING CLIENTS, PARENT EDUCATION,
CHILD COUNSELING, ETC. THIS UNIT WOULD ENABLE DSS TO ITSELF BE
A TREATMENT RESOURCE FOR ITS CLIENTS.

Department Response:

Title XX of the Social Security Act, the primary source of funding for social service programs, does not include direct treatment as a funded activity. Even so, the Department would prefer to see such services provided on a countywide basis through appropriate agencies so that all in need could receive them.

8. A THREE YEAR PLAN SHOULD BE DEVELOPED AROUND EACH OF THE DSS TASK 63
FORCE AREAS AS WELL AS INCORPORATING OTHER ADMINISTRATIVE ISSUES.
IF NECESSARY, ALTERNATIVE PLANS SHOULD BE DEVELOPED REFLECTING
VARIOUS FUNDING LEVELS (INCLUDING MAINTENANCE FUNDING), VARIOUS
ESTIMATES OF CASE REFERRALS, AND VARIOUS LEVELS AND TYPES OF STAFF.

Department Response:

The idea of long-range planning is appealing. However, to a large extent, the ability to plan is contingent on resources and stability. The Department is now in a position to make long-range plans and is actively engaged in this process.

9. A TRAINING PROGRAM SHOULD BE INITIATED WITHIN 60 DAYS INVOLVING 63
CURRENT STAFF IN TEACHING ROLES AS PART OF AN INTEGRATED CUR-
RICULUM OF CPS INTERVENTION TRAINING.

Department Response:

The Department has appointed a Social Worker Supervisor to a new position with specific responsibility for developing and coordinating in-service training of CPS workers in addition to facilitating ongoing training programs for all staff working in children's services.

10. A LIST OF OUTSIDE RESOURCES FOR WORKER AND SUPERVISORY TRAINING 63
SHOULD BE PREPARED OUTLINING TRAINING SITES, SUBJECTS AND COSTS.

Department Response:

An inventory of outside training resources has been identified by staff, including a contract with the University of California for provision of on-site training for FY 1986-87.

11. HANDBOOKS OF POLICY AND PROCEDURES SHOULD BE DEVELOPED, DISTRI- 63
BUTED TO ALL STAFF, AND AMENDED QUARTERLY AS NEW POLICIES EMERGE
FOR DECISION. THESE HANDBOOKS SHOULD BE PREPARED WITHIN 90 DAYS.

Department Response:

The Social Services Staff Development Committee, in conjunction with Unit Supervisors, is developing handbooks for use of staff working in each child welfare services program.

12. DSS CHILDRENS SERVICES SHOULD BE ORGANIZED AROUND ONE DIVISION MANAGER. 63

Department Response:

The Department recently organized most of children's services under one Division Manager. The long-range goal of the Department is to create a Children's Services Division under a single Children's Services Administrator.

13. THE PHONE SYSTEM SHOULD BE REVAMPED OR REPLACED WITHIN 30 DAYS. 64

Department Response:

The Department is awaiting recommendations from the Department of Technical Services concerning the existing telephone system.

14. FOSTER HOMES SHOULD BE RECRUITED TO ADEQUATELY COVER ALL AREAS OF THE COUNTY WITHOUT INCURRING A HARDSHIP FOR PARENTAL VISITATION. 64

Department Response:

The Department has an active foster home recruitment program aimed at all areas of the County.

15. VOLUNTEERS SHOULD BE RECRUITED AND TRAINED TO SUPERVISE VISITATION. THESE MIGHT BE BEST PLACED UNDER THE DIRECTION OF THE NEWLY PROPOSED TREATMENT UNIT. 64

Department Response:

Establishment of a volunteer program is part of the management agenda for this fiscal year. Supervision of parental visitation will be included in volunteer activities.

16. THE COMMUNITY COORDINATION TASK FORCE SHOULD DEVELOP POLICIES AND PROCEDURES FOR JOINT INVESTIGATION, FORMS COMPLETION, EXCHANGE OF CLIENT DATA, PROCEDURES FOR REMOVAL (PLACEMENT) OF CHILDREN, AND TREATMENT FOLLOW-UP REPORTS. INTERAGENCY CASE STAFFINGS SHOULD OCCUR BI-WEEKLY. 64

Department Response:

The Department's recommendation to the CPS Task Force to establish an Inter-Agency Council on Child Abuse and Neglect would address this issue.

17. THERE SHOULD BE CONTINUED DSS REPRESENTATION ON ALL MAJOR COMMUNITY COORDINATION COMMITTEES AND TASK FORCES. THIS REPRESENTATION SHOULD BE PURPOSIVE, GOAL ORIENTED AND SUFFICIENTLY INTEGRATED IN THE JOB DESCRIPTION TO ENABLE AN ACTIVE LEADERSHIP ROLE FOR DSS IN ENLARGING AND ENRICHING THE COMMUNITY RESPONSE TO ABUSED AND NEGLECTED CHILDREN AND THEIR FAMILIES.

64

Department Response:

Department representatives actively participate in a wide variety of community committees and organizations, providing leadership in the area of child welfare services. The Department is committed to enhancing this role in every way possible.

18. THE EVALUATION OF THE DIRECTOR OF DSS SHOULD BE DONE ANNUALLY AROUND CRITERIA REFLECTING PROGRAM ACCOMPLISHMENTS.

65

County Administrator's Comments:

Annual evaluations of all appointed county department heads are conducted by the County Administrator. The Director of Social Services will continue to be evaluated through this process, and both program accomplishments and setting service delivery goals will be a priority.

Law And Justice Committee Report

I. SIZE OF COUNTY NARCOTICS TASK FORCE

69-70

1. LEADERSHIP SHOULD BE EXERCISED BY THE BOARD OF SUPERVISORS IN EXPANDING THE SIZE OF THE COUNTYWIDE TASK FORCE FROM 7 TO 12 PERSONS. COUNTY FUNDS SHOULD BE DESIGNATED TO PAY FOR 4 ADDITIONAL NARCOTICS INVESTIGATORS, TWO VEHICLES AND RELATED EQUIPMENT.

70

County Administrator's Comments:

The County has taken the lead role in the development of the Narcotics Task Force throughout the years. Of the current 7 person task force, five members are county employees. The Sheriff's Office provides two detectives and the District Attorney's Office provides 2 investigators and an attorney. In addition, vehicles and related equipment are used to support the task force operation. Also during the 1986-87 budget hearings, neither the Sheriff's Department nor the District Attorney's Office requested additional personnel for the Narcotics Task Force. Both departments stressed requests in other, higher priority areas, and received sizeable augmentations to their staffing in those areas.

2. FOLLOW UP WITH THE CITIES TO SEEK THEIR SUPPORT IN SHARING THE RELATED COSTS. 70

County Administrator's Comments:

Cities have been encouraged by the Task Force Supervisor to increase their support in sharing the related costs. The county supports the idea of increased city involvement by providing additional personnel, funds or equipment. Also, the recently enacted asset forfeiture law revenue should be utilized to partially fund existing operations and future expansion of the Task Force.

3. REQUEST FROM THE CALIFORNIA DEPARTMENT OF JUSTICE FOR A SECOND SUPERVISING AGENT FOR THE TASK FORCE. 70

Department Response:

It has been the practice of the California Department of Justice to provide a second supervising agent when a task force is composed of 12 or more members. The San Luis Obispo County Sheriff's Department provides two Detectives, two vehicles, commensurate overtime and use of the investigative funds to the Narcotics Task Force on a daily basis. In addition, support personnel are provided for detection of marijuana cultivation sites and eradication. With current staffing levels, we feel this is an appropriate contribution from this office. Should the membership be expanded to 12 through other agencies' contributions, the Sheriff's Department would support the request for an additional supervising agent.

- II. EXAMINATION OF MUNICIPAL POLICE DEPARTMENTS IN THE COUNTY OF SAN LUIS OBISPO 70-71

Department Response:

None required.

- III. CHILD DEATH PROCEDURES IN THE COUNTY CORONER'S OFFICE 71-72

1. ESTABLISH A CHILD DEATH REVIEW BOARD IN SAN LUIS OBISPO COUNTY. 72

Department Response:

The 1985-86 Grand Jury Final Report recommends the establishment of a multi-disciplinary review board to negate the possibility of misdiagnosis regarding the cause of death in child fatalities. The design of the review board is to provide a mechanism to insure an information flow for a correct assessment of a child's death. The Coroner's Office does not oppose the creation of an advisory only review board to evaluate questionable or complex death cases involving children age 10 years and younger.

The Coroner's Office is directed by Government Code 27491 and Health and Safety Code 10250 to inquire into and determine the circumstances, manner and cause of death in specified cases. As the Coroner's Office does not handle the investigations in criminal matters, the scope of inquiry by the review board would be limited. Law enforcement agencies handling criminal investigations under Government Code 6254(f), cannot release information regarding a criminal investigation, if the information would endanger the safety of a person or the successful completion of an investigation. It is also questionable as to whether or not Mental Health or the Health Department can release certain types of information regarding patient or patient history due to doctor/patient confidentiality privilege.

The determination as to which cases should be evaluated by the review board needs to be at the sole discretion of the Coroner's Office and the pathologist performing the autopsy. The interpretation of bruises and injuries on dead bodies is a highly specialized skill within the realm of forensic pathology and altogether different from clinical examinations of the living. The Coroner's Office will routinely contact representatives of Child Protective Services, Mental Health, Health Department and SART to determine if they have relevant information regarding the death of any child 10 years and younger.

If a Child Death Review Board is formulated, it is recommended that the Board consist of the following:

1. A representative of the Coroner's Office.
2. A representative of the District Attorney's Office.
3. A physician, preferably a pediatrician who was not involved in prior treatment of deceased.
4. A representative from the law enforcement agency involved in the investigation.

Representatives from Child Protective Services, Mental Health, Health Department and SART should be invited to participate on the Child Death Review Board, if they have relevant information.

County Administrator's Comments:

The County Administrative Office, in cooperation with the Sheriff's Department will continue to investigate and research the need for a special child death review board in San Luis Obispo County, in relation to other high priority needs and services of the department.

2. ESTABLISH UNIFORM AUTOPSY PROCEDURES FOR CORONER'S CASES OF CHILDREN 10 YEARS OF AGE AND UNDER.

Department Response:

The 1985-86 Grand Jury Final Report recommends that a specific autopsy protocol be developed involving Coroner's cases of children 10 years of age and under.

The Coroner's Office is currently, and has in the past, followed the same procedures as elaborated in ICAN Uniform Autopsy Procedures, involving deaths of children. The only exception in following ICAN Uniform Autopsy Procedures has been that not each and every child death has included full body X-rays. The decision to include X-rays has been made on a case-by-case basis due to fiscal constraints.

The Coroner's Office agrees with the Grand Jury statement that X-rays are the best, non-invasive procedure available, but fractures have been discovered during autopsies, that had been missed by an experienced radiologist. Full body X-rays are good investigative tools, but cannot replace the value of toxicology and serology test.

The use of full body X-rays would be implemented by the Coroner's Office, in all child death cases meeting the standards of uniform autopsy procedure guidelines, if the appropriate funds were allocated to handle the additional costs.

County Administrator's Comments:

The Administrative Office and Sheriff's Department will review autopsy procedures for coroner's cases of children ten years of age and under, in relation to the costs associated with changing or upgrading the procedures. However, it appears that if the situation warrants, more comprehensive procedures are being implemented.

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| IV. | <u>SAN LUIS OBISPO COUNTY JAIL:</u> | 72-80 |
| | <u>PERSONAL SECURITY</u> | 73-74 |
| | 1. PROVIDE IMMEDIATELY A RELIABLE MEANS OF COMMUNICATION IN BOTH THE MEN'S AND WOMEN'S JAILS FOR SAFETY AND CONFORMANCE WITH STATE CODE. | 74 |

Department Response:

The Board of Supervisors budgeted for a jail radio system in 1985. The equipment has been purchased and received. F.C.C. had allocated the frequencies, but the final license has not been received by County Communications to place the system in operation. This is expected any day.

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| 2. | INCREASE STAFFING OF CORRECTIONAL OFFICERS AT THE COUNTY JAIL. THERE SHOULD BE NO LESS THAN TWO FEMALE CORRECTIONAL OFFICERS ON EACH SHIFT IN THE WOMEN'S FACILITY. THERE SHOULD BE NO LESS THAN THREE CORRECTIONAL OFFICERS ON EACH SHIFT IN THE MEN'S FACILITY. | 74 |
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Department Response:

The Sheriff's Department requested additional staffing in the 1986-87 budget, the Board approved three (3) additional Correctional Officer positions. We are in the hiring process at this time.

3. PROVIDE A LOCKING SYSTEM THAT OPERATES PROPERLY; PROVIDE ONGOING TRAINING OF STAFF ON HOW TO USE THE LOCK SYSTEMS. 74

Department Response:

The on-going problem of the electronic locking system is being dealt with through County General Services, the department responsible for facility maintenance. We are confident the problems can ultimately be resolved.

4. PROVIDE SAFETY GLASS IN THE DRUNK TANK; RELOCATE THE LIGHTING FIXTURE TO THE CEILING. 74

Department Response:

The glass in the drunk tanks is safety glass. General Services has been sent a work order to correct the lighting fixture problem.

5. INSTALL A SECURITY GATE IN THE WOMEN'S FACILITY USED FOR INCOMING PRISONERS TO PROVIDE SEPARATION FROM THE COMMON/OPEN AREA. 74

Department Response:

A work order has been sent to General Services for a security gate in the women's facility. Depending on cost, the project will be addressed as an on-going maintenance, or a budget request. If additional funds are needed, a request will be sent to the Board at that time.

MORALE

1. MANDATE COUNSELING PROGRAMS FOR INDIVIDUALS WITH JOB RELATED PERSONAL PROBLEMS, INCLUDING ALCOHOL ABUSE. 75

Department Response:

The county provides an Employee Assistance Program for all employees. Employees have been referred to and have voluntarily taken advantage of this service.

2. DEVELOP A DOCUMENTED SYSTEM TO ENSURE COMMUNICATION BETWEEN ALL LEVELS OF STAFF FOR RECOMMENDATIONS AND/OR COMPLAINTS. SCHEDULE REGULAR MEETINGS FOR ALL SHIFTS. 75

Department Response:

Scheduled staff meetings are held to include all elements of the Department. Shift meetings, or briefings occur every day.

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| 3. | ENSURE THAT EFFECTIVE MEASURES ARE TAKEN TO DEAL WITH SEXUAL HARASSMENT AND PERCEPTIONS OF FAVORITISM. | 75 |
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Department Response:

Any time a grievance on any job related problem, including sexual harassment or favoritism, is brought to the attention of staff, it has been and will continue to be dealt with in accordance with County policy.

County Administrator's Comments:

It is the policy of San Luis Obispo County that all employees shall have a working environment free of unlawful discrimination. A businesslike work place assures courteous treatment for both employees and the public. Sexual harassment is employee misconduct that constitutes illegal sex discrimination and is grounds for disciplinary action. In the coming months the Personnel Department will be offering sexual harassment prevention training.

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| 4. | ESTABLISH A MERIT SYSTEM AT ALL LEVELS OF THE CUSTODY BUREAU TO RECOGNIZE JOB PERFORMANCE AND OUTSTANDING SERVICE. | 75 |
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Department Response:

The Sheriff's personal policy is to recognize employees for outstanding performance or extra effort. Letters of commendation are given to employees with a copy in their personnel file. The County has an Employee Recognition Program and one of our employees was so recognized this past year.

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| 5. | PROVIDE A MONITORING PROGRAM OF JAIL MANAGEMENT ON A PERIODIC BASIS BY ADMINISTRATIVE STAFF. | 75 |
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Department Response:

The Monitoring Program of Jail Management is done in several ways: The Courts, District Attorney, County Counsel, State Board of Corrections, County Health Department are all involved in jail management review. The Sheriff and Chief Deputies are monitoring the "day-to-day" operation.

<u>TRAINING OPPORTUNITIES</u>	76
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| 1. | PROVIDE A REGULAR, ROTATING SCHEDULE FOR A VARIETY OF TRAINING FOR ALL EMPLOYEES. | 76 |
| 2. | COORDINATE AND CONTINUE TO TAKE ADVANTAGE OF THE ADVANCED TRAINING COURSES OFFERED AT THE CALIFORNIA MEN'S COLONY. | 76 |

	<u>Page</u>
3. ELIMINATE ANY SUGGESTIONS OF FAVORITISM IN TRAINING OPPORTUNITIES.	76

<u>BOOKING</u>	76-77
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1. ON THE JOB TRAINING SHOULD BE COMPREHENSIVE AND THOROUGH AND SHOULD BE SUPERVISED BY A SENIOR BOOKING OFFICER.	77
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Department Response:

Our records indicate all personnel were afforded the opportunity for training as set forth in "Guidelines by California Board of Corrections". The Department has been commended by the State for the past three years for being in compliance with S.T.C. standards.

2. A NEW BOOKING OFFICER SHOULD NOT BE SCHEDULED TO WORK ALONE UNTIL THE SENIOR BOOKING OFFICER INDICATES THAT HE/SHE IS SUFFICIENTLY SKILLED IN BOOKING PROCEDURES.	77
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Department Response:

A new Booking Clerk is not to be scheduled to work alone until they are skilled in all phases of the Booking Office. If someone calls in sick, a Senior Correctional Officer will work with them during the shift.

3. THERE SHOULD BE NO LESS THAN TWO BOOKING OFFICERS ON DUTY AT ALL TIMES.	77
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Department Response:

We agree with the concept of two Booking Officers each shift. Priorities on personnel were not high enough to accomplish this during budget sessions. We will continue to put these requests into future budgets.

4. WORK SCHEDULES SHOULD BE ARRANGED SO THAT AN EXPERIENCED AND AN INEXPERIENCED BOOKING OFFICER ARE TEAMED TOGETHER.	77
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Department Response:

We feel all shifts are balanced, as best as possible, with the personnel we have to work with.

5. PROVIDE THE NECESSARY PERSONNEL AND OTHER MEASURES TO GET INMATE INFORMATION INTO THE COMPUTER.	77
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Department Response:

Priorities for personnel were not high enough to accomplish this during budget deliberations. Other internal measures are being taken to help alleviate the backlog.

6. REQUIRE MORE COMPREHENSIVE BACKGROUND CHECKS ON EMPLOYEES HIRED AS BOOKING OFFICERS. 77

Department Response:

A more complete background check is being completed on Custody personnel.

7. REQUIRE THAT RULE #19* IN THE CUSTODY BUREAU PROCEDURES BOOK FOR CORRECTIONAL OFFICERS AND DEPUTIES APPLY TO BOOKING OFFICERS. 77

* RULE #19-"OFFICERS' DUTIES NOT TO BE PERFORMED BY INMATES - INMATES ARE NOT ALLOWED TO PERFORM ANY DUTIES DESIGNATED OR DESIGNED TO BE PERFORMED BY AN OFFICER."

Department Response:

Departmental policy has been changed. Rule No. 19 now applies to the Booking personnel.

HEALTH CARE

77-78

1. INCREASE NURSING STAFF TO PROVIDE 24-HOUR NURSING COVERAGE. 78

Department Response:

The Health Agency concurs with this recommendation. Each year, we have managed to extend nursing coverage. In 1986-87, we will increase from 12 hours per day to 16 hours per day. The hours of coverage are geared to those most active booking and sick call times. As the population grows, we will attempt to extend coverage further. Funding limitations have limited the speed of this growth.

2. AUGMENT MEDICAL AND MENTAL HEALTH STAFF TO ACCOMMODATE THE INCREASED WORKLOAD. 78

Department Response:

The Health Agency will continue to attempt to meet the needs of the Jail. Mental Health has recently received funding under "section 18" for increased liaison between Jail and Community Mental Health programs. This will allow some modest increase in services this year. Adequate funding for jail services in the face of Federal and State reduction is a major problem.

3. JAIL ADMINISTRATION AND THE COUNTY HEALTH AGENCY (MENTAL HEALTH AND PUBLIC HEALTH) SHOULD WORK TOGETHER TO DEVELOP A SECURE PSYCHIATRIC UNIT FOR HOUSING COUNTY INMATES WHEN DEEMED NECESSARY. 78

Department Response:

The Health Agency concurs with this request. The number of inmates with significant psychiatric problems runs from 12-18 at any time. In addition, we rely on the kindness of Atascadero State Hospital to care for the most difficult patients. Planning for a secure unit will be initiated this year. Due to the technical program and structural requirements, this will take some time to develop. Preliminary analysis would indicate the need for a 14-bed unit.

4. PURCHASE MORE A.I.D.S. MASKS; IMMEDIATELY SET UP A TRAINING PROGRAM IN THE USE OF SAID MASKS 78

Department Response:

The mask referred to is probably "Brook Lifesaving Airway". The mask is available for use. It is our understanding that ten additional airways have been ordered, one for each deck. Its use is simple for anyone trained in CPR - no special training is required.

OTHER AREAS OF CONCERN

78-79

1. PROVIDE MEASURES TO PREVENT THE POSSIBILITY OF CONTRABAND BEING PASSED TO INMATES. 79

Department Response:

A second screen has been designed and is under construction.

2. RELOCATE THE SCALES FROM THE LAUNDRY AREA TO THE KITCHEN RECEIVING AREA. WEIGH AND INVENTORY ALL FOOD STUFFS RECEIVED FROM VENDORS. 79

Department Response:

Continuous spot checking has verified weight and quality of food received from vendors.

3. MAINTAIN A CONCISE HANDWRITTEN RECORD FOR EACH MEDIUM OR MAXIMUM CUSTODY INMATE AND MAKE SAID RECORDS READILY AVAILABLE TO CORRECTIONAL STAFF. 79

Department Response:

These records are complete and available to Correctional Staff. In addition, the total computer program, including inmate movement, and comments will be available in the near future.

4. ENSURE COMPLIANCE WITH THE PROCEDURE REQUIRING INMATES TO SIGN AND RECEIVE A RECEIPT FOR THEIR PERSONAL PROPERTY WHEN BEING BOOKED. 79

Department Response:

A recent audit by the County Auditor showed compliance with proper procedures.

5. PURCHASE OF COMMISSARY FIXED ASSETS SHOULD BE DONE THROUGH THE COUNTY PURCHASING DEPARTMENT. 79

Department Response:

All purchases of fixed assets with inmate welfare funds are handled by County Purchasing.

6. DEVELOP AND COORDINATE WITH AUDITOR-CONTROLLER DEPARTMENT A PERPETUAL INVENTORY SYSTEM FOR COMMISSARY ITEMS. 79

Department Response:

The inventory control is being worked on by Jail Staff and the Commissary Officer.

7. PROVIDE FOR INMATE USE OF COMMISSARY SLIPS TO ENSURE INVENTORY CONTROL; PROVIDE TIME FOR PROPER CONTROL AND RECONCILIATION OF COMMISSARY SLIPS TO INMATE ACCOUNTS. 79

Department Response:

The Commissary slips are being better utilized for cross check in accordance with County Auditor's guidelines.

8. ASSIGN DUTIES OF PURCHASING, RECORDING AND INVENTORYING TO SOMEONE WITHIN THE SHERIFF'S DEPARTMENT OTHER THAN THE COMMISSARY OFFICER. 79

Department Response:

A Senior Correctional Officer has been assigned, as additional duties, to oversee the operation and inventory control of the Commissary. A computer program is in the development stage for this purpose.

9. REVIEW PERIODICALLY THE PRICES CHARGED FOR COMMISSARY ITEMS; ENSURE THAT A REASONABLE MARK-UP RANGE OF COMMISSARY ITEMS BE ESTABLISHED. 79

Department Response:

Periodic price review is being done. A more uniform pricing schedule will be followed as outlined in the County Auditor's recommendation.

- V. USE OF PATROL UNITS BY THE SHERIFF'S DEPARTMENT 80-81
1. DISCONTINUE THE PRACTICE IN THE SHERIFF'S DEPARTMENT OF AUTHORIZING STATION COMMANDERS TO DRIVE PATROL UNITS TO AND FROM HOME AND WORK. 81

Department Response:

It is true that, on occasion, the Station Commanders use the new patrol units. This is done during the break-in process, thereby alleviating the problem of inconsistent break-in and possible Code 3 runs when a vehicle is new. This does not pose a safety problem for Deputies.

In spite of the Grand Jury's recommendation, it is necessary for Station Commanders to have a vehicle available. Contrary to what the Grand Jury says, they do respond to situations and check their personnel during off hours or days.

To assist the Department in adding more patrol units at less cost, the Department has been budgeted for three (3) unmarked sedans in the 1986-87 budget. These units will be assigned to the Station Commanders.

- VI. SHERIFF'S DEPARTMENT RESERVE UNIT FOR DEPUTIES ASSIGNED TO PATROL DUTIES 81-82
1. REVITALIZE THE RESERVE UNIT OF RESERVE DEPUTY SHERIFFS TO BE ASSIGNED TO PATROL AND OTHER LAW ENFORCEMENT DUTIES. INCLUDED IN THE REVITALIZATION SHOULD BE THE RECRUITMENT OF QUALIFIED INDIVIDUALS CURRENTLY WORKING OUTSIDE THE SHERIFF'S DEPARTMENT AND OTHER COUNTY AGENCIES. 82

Department Response:

The Sheriff's Department maintained a very good and vital reserve program for many years. Unfortunately, however, Penal Code Sections and 832.6, and 832.6, Peace Officer's Standards and Training Policy, and the Federal Labor Standards Act (FLSA) of which the County must subscribe to, have dramatically reduced the department's ability to maintain the reserve units. In fact, all law enforcement agencies have found it difficult if not impossible to abide by the training standards of Penal Code 832 and costs of FLSA in maintaining reserve units.

2. PROVIDE ENHANCED TRAINING AND LEADERSHIP FOR THE RESERVE UNIT. 82

Department Response:

As to providing enhanced training and leadership for the Reserve Unit, it is important to direct the Grand Jury's attention to Penal Code Sections, Peace Officer Standards and Training Policy and Fair Labor Standards Act. In summation, it is no longer cost effective to recruit, train and employ a large Reserve Unit.

It should be mentioned, this Department does maintain a large effective auxiliary force, i.e., Search and Rescue, Dive Team, Mounted Posse and Aero Squadron.

As to the recommendations for secure lockers and a fenced area, this will be requested in the 1987-88 budget.

VII. COUNTY SHERIFF'S DEPARTMENT COURT SERVICES HOLDING FACILITY 82-84

1. EXPANSION OF THIS FACILITY IS DEEMED APPROPRIATE AND TIMELY AND SHOULD BE A PART OF THE OVERALL PLANS FOR EXPANSION OF THE COUNTY CUSTODY BUREAU. 84

Department Response:

A project was submitted during the 1986-87 budget process. The "Jail Needs Assessment Study" is expected to be updated this year. The holding facility will be part of that overall study. The alternative of "video arraignment" must also be explored.

2. EXPLORE THE POSSIBILITIES OF STATE REMUNERATION IN VIEW OF THE LARGE NUMBERS OF STATE WARDS HELD IN THE COURT SERVICES HOLDING FACILITY. 84

Department Response:

Funds for holding State prisoners are paid to the County in accordance with existing State law.

VIII. COUNTY SHERIFF'S DEPARTMENT PROCEDURES MANUAL 84

1. CONTINUE UPDATING AND REVISING PROCEDURES MANUALS TO ENSURE THAT INFORMATION IS CURRENT. 84

Department Response:

The jail procedures are continually reviewed.

2. MAKE THE PROCEDURES MANUAL REQUIRED READING FOR ALL CUSTODY BUREAU PERSONNEL. ENSURE THAT THE MANUAL IS READILY AVAILABLE AT ALL TIMES. 84

Department Response:

All new employees are required to read the Procedures Manual.

IX. SAN LUIS OBISPO COUNTY SHERIFF'S DEPARTMENT DETECTIVE BUREAU 85

1. IMMEDIATE STEPS SHOULD BE TAKEN TO PROVIDE:

- a. SECURE FIREPROOF LOCKERS FOR STORAGE OF EVIDENCE;
- b. SECURE BUILDING OR FENCED AREA FOR STORING VEHICLES INVOLVED IN CRIMES. 85

County Administrators Comments:

The Sheriff's Department requested these improvements. Based upon overall county priorities for capital improvement projects it was not included in the 1986-87 budget. The Sheriff will request these improvements next year. We will continue to monitor overall priorities for necessary improvements.

- 2. PROVISION SHOULD BE MADE TO AFFORD SPACE FOR INTERROGATION ROOMS AND A ROOM FOR VIDEOTAPING. 85

Department Response:

These problems, along with heating, ventilation and air conditioning, are being addressed at the present time with construction and remodeling of the Detective Bureau.

X. CALIFORNIA MEN'S COLONY

Department Response: None required. 86

FIRST INTERIM REPORT: SIZE OF COUNTY NARCOTICS TASK FORCE 87-89

- 1. IT IS CONCLUDED THAT THE SIZE OF THE COUNTY NARCOTICS TASK FORCE SHOULD BE INCREASED TO TWELVE PERSONS AT THE EARLIEST POSSIBLE DATE. 89

Department Response:

The County has taken the lead role in the development of the Narcotics Task Force throughout the years. Of the current 7 person task force, five members are county employees. The Sheriff's Office provides two detectives and the District Attorney's Office provides 2 investigators and an attorney. In addition, vehicles and related equipment are used to support the task force operation. Also during the 1986-87 budget hearings, neither the Sheriff's Department nor the District Attorney's Office requested additional personnel for the Narcotics Task Force. Both departments stressed requests in other, higher priority areas, and received sizeable augmentations to their staffing in those areas.

SECOND INTERIM REPORT: EXAMINATION OF MUNICIPAL POLICE DEPARTMENTS
IN THE COUNTY OF SAN LUIS OBISPO

90-98

Department Response:

None required.

FOURTH INTERIM REPORT: CHILD DEATH PROCEDURES IN THE CORONER'S OFFICE

99

1. ESTABLISH A CHILD DEATH REVIEW BOARD IN SAN LUIS OBISPO COUNTY.

99

Department Response:

The 1985-86 Grand Jury Final Report recommends the establishment of a multi-disciplinary review board to negate the possibility of misdiagnosis regarding the cause of death in child fatalities. The design of the review board is to provide a mechanism to insure an information flow for a correct assessment of a child's death. The Coroner's Office does not oppose the creation of an advisory only review board to evaluate questionable or complex death cases involving children age 10 years and younger.

The Coroner's Office is directed by Government Code 27491 and Health and Safety Code 10250 to inquire into and determine the circumstances, manner and cause of death in specified cases. As the Coroner's Office does not handle the investigations in criminal matters, the scope of inquiry by the review board would be limited. Law enforcement agencies handling criminal investigations under Government Code 6254(f), cannot release information regarding a criminal investigation, if the information would endanger the safety of a person or the successful completion of an investigation. It is also questionable as to whether or not Mental Health or the Health Department can release certain types of information regarding patient or patient history due to doctor/patient confidentiality privilege.

The determination as to which cases should be evaluated by the review board needs to be at the sole discretion of the Coroner's Office and the pathologist performing the autopsy. The interpretation of bruises and injuries on dead bodies is a highly specialized skill within the realm of forensic pathology and altogether different from clinical examinations of the living. The Coroner's Office will routinely contact representatives of Child Protective Services, Mental Health, Health Department and SART to determine if they have relevant information regarding the death of any child 10 years and younger.

If a Child Death Review Board is formulated, it is recommended that the Board consist of the following:

1. A representative of the Coroner's Office.
2. A representative of the District Attorney's Office.

3. A physician, preferably a pediatrician who was not involved in prior treatment of deceased.
4. A representative from the law enforcement agency involved in the investigation.

Representatives from Child Protective Services, Mental Health, Health Department and SART should be invited to participate on the Child Death Review Board, if they have relevant information.

County Administrator's Comments:

The County Administrative Office, in cooperation with the Sheriff's Department will continue to investigate and research the need for a special child death review board in San Luis Obispo County, in relation to other high priority needs and services of the department.

2. ESTABLISH UNIFORM AUTOPSY PROCEDURES FOR CORONER'S CASES OF CHILDREN 10 YEARS OF AGE AND UNDER. 99

Department Response:

The 1985-86 Grand Jury Final Report recommends that a specific autopsy protocol be developed involving Coroner's cases of children 10 years of age and under.

The Coroner's Office is currently, and has in the past, followed the same procedures as elaborated in ICAN Uniform Autopsy Procedures, involving deaths of children. The only exception in following ICAN Uniform Autopsy Procedures has been that not each and every child death has included full body X-rays. The decision to include X-rays has been made on a case-by-case basis due to fiscal constraints.

The Coroner's Office agrees with the Grand Jury statement that X-rays are the best, non-invasive procedure available, but fractures have been discovered during autopsies, that had been missed by an experienced radiologist. Full body X-rays are good investigative tools, but cannot replace the value of toxicology and serology test.

The use of full body X-rays would be implemented by the Coroner's Office, in all child death cases meeting the standards of uniform autopsy procedure guidelines, if the appropriate funds were allocated to handle the additional costs.

The Administrative Office and Sheriff's Department will review autopsy procedures for coroner's cases of children ten years of age and under, in relation to the costs associated with changing or upgrading the procedures. However, it appears that if the situation warrants, more comprehensive procedures are being implemented.

County Administrator's Comments:

The Administrative Office and Sheriff's Department will review autopsy procedures for coroner's cases of children ten years of age and under, in relation to the costs associated with changing or upgrading the procedures. However, it appears that if the situation warrants, more comprehensive procedures are being implemented.

PLANNING AND ENVIRONMENT COMMITTEE REPORT

SAN LUIS OBISPO COUNTY PARKS: 109

BIDDLE PARK 109

1. POST A SIGN WARNING MOTORISTS ABOUT THE DUST PROBLEM. 109

Department Response:

The dust problem is minimal because of the short distance. The department is considering changing the surface material next winter to minimize any possibility of dust.

CAYUCOS BEACH PARK 109-110

1. ENFORCE EXISTING POSTED PIER REGULATIONS. 110

Department Response:

Park Rangers for the County enforce the posted pier regulations as much as practical. We are not budgeted nor staffed to place a full time person on the pier or in the Cayucos area to monitor the regulations. It is virtually impossible to stop overhead casting and keep dogs off the pier. Lifeguards, when on duty, can be very effective, but they are not authorized to leave the post of surveillance to venture out on the pier to prevent someone from overhead casting. Dogs are stopped as much as possible without affecting the lifeguard functions.

2. EXTEND LIFEGUARD HOURS. 110

Department Response:

Lifeguard hours are currently available during prime swimming time at the beach. This allows a reasonable amount of protection for ocean swimmers. Swimming before or after posted times of lifeguard service subjects the swimmer to swimming at their own risk. The County does not wish to imply that it can provide lifeguard services for the full realm of possible swimming conditions.

3. PROVIDE A SECOND LIFEGUARD STATION FOR THE NORTH SIDE OF THE PIER.

110

Department Response:

The location of the present lifeguard station was designed to facilitate a safe surveillance of the entire beach area south of the pier. The north side of the pier is posted to indicate to swimmers that no life-guard is on duty and swimming is not encouraged. The opportunities to swim at Cayucos are ample with the use of the south beach area. At this time it does not appear necessary to provide additional lifeguard service because the crowds do not warrant it.

EL CHORRO REGIONAL PARK

110

1. PROVIDE METERED ELECTRICITY FOR CAMPERS.

110

Department Response:

Plans to improve the camping area at El Chorro Park have been put on hold subject to a study being completed as to whether ample or adequate water supplies exist in the area to have utility hookups. The County has received a grant to improve the camping area, but is holding any development until the study is complete.

2. TAKE ACTION AGAINST UNAUTHORIZED USE OF ELECTRICAL HOOKUPS.

110

There is only one authorized electrical hookup in the park and that is for the resident host. We continually monitor the area to make sure that no one else is making the unauthorized hookups, and the host also helps us in this regard.

HARDIE PARK

110

1. RESURFACE THE TENNIS COURTS.

110

Department Response:

The tennis courts are scheduled to be resurfaced in the 1986-87 fiscal year.

2. PROVIDE METERED LIGHTS TO EXTEND THE USAGE OF COURTS.

110

Department Response:

The citizens group interested in providing lights for the tennis courts have put together a plan that is currently being reviewed by the County Planning Department. If all goes well, metered lights should be installed by this group in the very near future.

SHAMEL PARK

110-111

1. REMOVE THE WEAKENED STORAGE BUILDING.

111

Department Response:

The weakened storage building has been removed and a new building is under construction.

2. ESTABLISH OPENING AND CLOSING HOURS.

111

Department Response:

The park is considered a day use park, meaning it is open from sun up to sun down. Other parks in the County system are also under the same type of system. They are officially closed when the sun goes down. Also, Shamel Park is basically an unattended park. The Park Ranger who takes care of the park is not there on a full time basis, as he has many parks in the system to care for. The department agrees that vandalism is a major problem, however, Shamel Park is not the major target. We sympathize with the Sheriff's Department in trying to provide adequate patrols to prevent vandalism in the County parks system. We also recognize that they cannot be in all places at all times.

GENERAL RECOMMENDATIONS - SLO COUNTY PARK SYSTEM

111

1. EXTEND THE "HOST" PROGRAM TO OTHER COUNTY PARKS WHICH HAVE OVERNIGHT CAMPING.

111

Department Response:

The Host Program has been extended to other parks in the County that have overnight camping and has been very successful. We intend to keep this program in operation.

2. PROVIDE MORE VISIBLE PATROL BY SHERIFF'S DEPARTMENT; OCCASIONAL FOOT PATROL THROUGH THE PARKS WOULD BE BENEFICIAL, ESPECIALLY AFTER DARK.

111

Department Response:

We would desire more visible patrol by the Sheriff's Department as much as is practical by the heavily burdened department. Anything the Sheriff's Department can do to help us get more visible patrols would be greatly appreciated.