



Tuolumne County Human Services Agency

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Superior Court of California
County of Tuolumne

BY

E. Connolly
Clerk

September 18, 2013

TO: Honorable Judge, Donald Segerstrom

FROM: Ann E. Connolly, Director, Tuolumne County Human Services Agency *AC*

SUBJECT: Response to the Tuolumne County Grand Jury Report, 2012-13
Relating to the Social Welfare Department Fraud, Safety, and Services
Overview

This letter is submitted in written response to the 2012-13 Grand Jury Final Report as it relates to the Social Welfare Department (commonly known as the Tuolumne County Department of Social Services, or "TCDSS") fraud, safety, and services overview. Each of the Grand Jury Findings and recommendations is addressed below.

Findings

F-1. Reports or complaints of fraud are documented, investigated and handled appropriately within a timely manner.

Response: Agree.

F-2. At the time of this writing, minimal fraud cases exist in Tuolumne County in relation to the overall number of clients served.

Response: Agree.

F-3. The Director's and Management Staffs' professional and compassionate leadership extend to service staff, regarding customer service, problem solving and future planning.

Response: Agree.

F-4. Use of frequent staff conversations, meetings, and trainings, has resulted in cohesive and strong internal working relationships in the TCSWD.

Response: Agree.

F-5. Staff recognizes and is flexible with the ever changing regulations imposed by local, State and Federal funding sources. All changes to funding, whether increases or decreases, directly affect staffing and the ability to provide quality service. The TCSWD looks ahead to the immediate and long range impacts of State Assembly Bill 109 (AB109) and the Patient Protection and Affordable Care Act (PPACA) signed into law in 2010.

Response: Agree.

F-6. Safety is a top priority for staff, clients and the public at the physical location of the TCSWD which is located on Cedar Road North in Sonora. Specific precautions are taken to protect employees. Plexiglass separators and locked doors are in place between staff members and the lobby.

Response: Agree.

F-7. On two unannounced on-site visits, no easily visible posted escape or evacuation plan was displayed in the lobby to protect clients or the public during an emergency situation.

Response: Agree. See R.7 for explanation.

F-8. The lobby area was greatly improved over the four month period the Grand Jury reviewed the TCSWD.

Response: Agree.

Recommendations

R-1. No recommendation.

R-2. No recommendation.

R-3. No recommendation.

R-4. No recommendation.

R-5. No recommendation.

R-6. No recommendation.

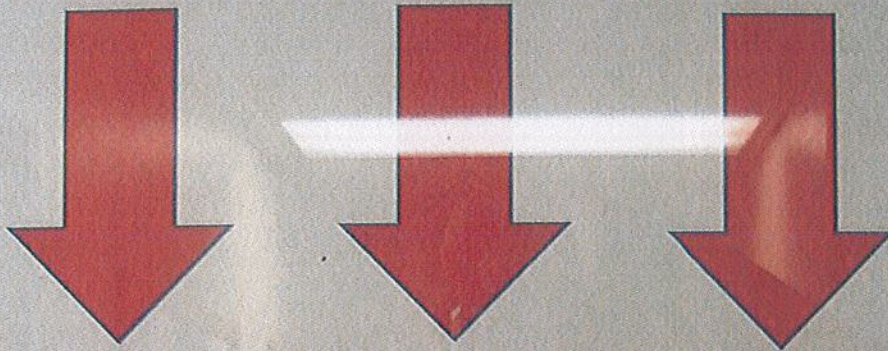
R-7. The Grand Jury recommends that the TCSWD immediately design and post an evacuation plan for the lobby of the TCSWD. A building safety plan should be visible and posted for clients, staff and the public in the event of an emergency evacuation pursuant to California Fire Code Sections 404.2 through 404.5.1. It is further recommended that the Grand Jury be provided documentation of such a plan. In addition, it is recommended that the 2013/14 Grand Jury review the status of the safety plan.

Response: The recommendation has been implemented. The evacuation plans that were previously posted in the TCDSS lobby were temporarily taken down when the walls were re-painted, around the time the Grand Jury made their visits. Thanks to the Grand Jury's observation that evacuation plans were not currently posted, evacuation plans were promptly re-posted in two locations in the lobby (near the front entrance and near the public restrooms; see Attachment). In addition, Emergency Procedures are posted on yellow clipboards throughout all staff areas of the TCDSS building for easy access in the event of an emergency evacuation, and DSS staff has responsibility for ensuring that all clients are safely evacuated from the building in the event of emergency.

R-8. The Grand Jury recommends that the TCSWD continue with the progress to complete the internal upgrade of the appearance of the TCSWD lobby. It is further recommended that the 2013/14 Grand Jury follows this project to completion.

Response: The recommendation has been implemented. The internal upgrade of the appearance of the TCDSS lobby included new floor carpet, new wall paint, appropriate signage, reconfigured seating, and a larger television used for viewing the required "Rights and Responsibilities" video.

In the event of an
EMERGENCY, use
evacuation route and
follow staff instructions.



EMERGENCY EVACUATION PLAN

Tuolumne County Department of Social Services (DSS)
20075 Cedar Road North, Sonora, California

