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## 19-20 Grand Jury Report Responses

1 message

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**David Brown** <David.Brown@santacruzcounty.us>  
To: "grandjury@scgrandjury.org" <grandjury@scgrandjury.org>

Tue, Oct 20, 2020 at 9:42 AM

Greetings Grand Jury,

Please find the County responses to the 19-20 Grand Jury Reports attached for your records.

Thank you,

Dave

David Brown

Senior Administrative Analyst

County Administrative Office

County of Santa Cruz

O: (831) 454-3490

C: (831) 227-1661

My pronouns are: he/him/his

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### 13 attachments

 **Fail in the Jail \_BoS\_Packet.pdf**  
181K

 **Fail\_in\_the\_Jail\_CAO\_Packet.pdf**  
184K

 **BOS FireInspection BOS Response Packet.pdf**  
181K

 **GSD FireInspection Response Packet.pdf**  
174K

 **BOS Response - Homelessness - Big Problem Little Progress - It's Time to Think Outside The Box.pdf**  
289K

 **CAO Response - Homelessness - Big Problem Little Progress - It's Time to Think Outside The Box.pdf**  
207K

 **CAO Response - Ready Aim Fire!.pdf**  
258K


 **SCCFD Response - Ready Aim Fire!.pdf**  
239K

 **BOS Response - Ready Aim Fire!.pdf**  
256K

 **2020.08.26 TangledWeb\_BoS\_Packet.pdf**  
222K

 **2020.08.26 TangledWeb\_CAO\_Packet.pdf**  
222K

 **Voter Data Clerk Response.pdf**  
179K

 **VoterData\_BoS\_Packet.pdf**  
180K



**The 2019–2020 Santa Cruz County Civil Grand Jury  
Requests that the  
Santa Cruz County Administrative Officer  
Respond to the Findings and Recommendations  
Specified in the Report Titled  
**The Tangled Web**  
Oh, What a Mangled Web We Weave...  
by September 14, 2020**

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When the response is complete, please

1. Email the completed Response Packet as a file attachment to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org), and
2. Print and send a hard copy of the completed Response Packet to

The Honorable Judge John Gallagher  
Santa Cruz Courthouse  
701 Ocean St.  
Santa Cruz, CA 95060

## **Instructions for Respondents**

California law PC §933.05 (included [below](#)) requires the respondent to a Grand Jury report to comment on each finding and recommendation within a report. Explanations for disagreements and timeframes for further implementation or analysis must be provided. Please follow the format below when preparing the responses.

### ***Response Format***

1. For the Findings included in this Response Packet, select one of the following responses and provide the required additional information:
  - a. **AGREE** with the Finding, or
  - b. **PARTIALLY DISAGREE** with the Finding and specify the portion of the Finding that is disputed and include an explanation of the reasons therefor, or
  - c. **DISAGREE** with the Finding and provide an explanation of the reasons therefor.
2. For the Recommendations included in this Response Packet, select one of the following actions and provide the required additional information:
  - a. **HAS BEEN IMPLEMENTED**, with a summary regarding the implemented action, or
  - b. **HAS NOT YET BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE**, with a timeframe or expected date for implementation, or
  - c. **REQUIRES FURTHER ANALYSIS**, with an explanation and the scope and parameters of an analysis or study, and a timeframe for that analysis or study; this timeframe shall not exceed six months from the date of publication of the grand jury report, or
  - d. **WILL NOT BE IMPLEMENTED** because it is not warranted or is not reasonable, with an explanation therefor.

If you have questions about this response form, please contact the Grand Jury by calling 831-454-2099 or by sending an email to [grandjury@scgrandjury.org](mailto:grandjury@scgrandjury.org).

## **Findings**

**F1.** County and City website information is sometimes missing, out-of-date, and inaccurate; links may be broken. Thus, many city and county departments aren't updating their websites often enough to keep citizens informed.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

Because the website can only be as current as the data on hand, the County partially disagrees. Each County department maintains its own website content and staff try to maintain the sites with current information. Many County department websites link to State and other sites. If these entities change their web links, the links on the County site will break and this can be difficult to restore until the new link location is identified. The report also identifies some instances where the website had not been updated, but not all of this information is out of date. For example, the County Administrative Officer newsletter is current. County departments can run software that looks for broken links and steps will be taken to make content management staff aware of these tools. Sometimes, once a broken link is identified, the most challenging part of restoring the link is deciding what to do about the new information and how to link to it in a way the best serves the public.

**F2.** County and City administrations lack a process to review content accuracy and currency and thereby assure timely correction and revision of content.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The County administration does not have a centralized process to review content accuracy and currency. The County website has a great deal of content, which changes with some regularity. County departments are expected to maintain their own website content because the departments possess the subject matter expertise necessary to determine which information needs to be updated.

**F3.** County and City goals for website redesign or quality improvement are not sufficiently “SMART”: Specific + Measurable + Attainable + Relevant + Time-Bound.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The County uses “SMART” (Specific, Measurable, Attainable, Relevant, and Time-Bound). The objective cited in the report meets the SMART criteria used by County departments in creating the Operational Plan.

**F4.** The County does not have a notification system by which users can be alerted to updated web content. The County's website would be enhanced by the addition of a site-wide notification system.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

The County Information Services Department has developed a web feature by which users can be alerted to updated web content. The new functionality is under review for how to deploy it in a way that is most useful to the public. It is anticipated that the new feature will go live before the end of the calendar year.



**F5.** County and City website content providers do not provide an explanation in content for incorrect or out-of-date information, even though they appear to know the reasons.

**AGREE**

**PARTIALLY DISAGREE** – explain the disputed portion

**DISAGREE** – explain why

**Response explanation** (required for a response other than **Agree**):

County staff do not add explanations to the websites as to why information may be out of date or incorrect. When content managers identify out of date or incorrect content, the practice is to remove the incorrect content and replace it with correct and current information.

## **Recommendations**

**R1.** The County Administrative Officer and the City Managers should establish a formal process by December 31, 2020 for their departments to validate and verify the accuracy and currency of website information. (F1, F2, F5)

**HAS BEEN IMPLEMENTED** – summarize what has been done

**HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe

**REQUIRES FURTHER ANALYSIS** – explain scope and timeframe  
(not to exceed six months)

**WILL NOT BE IMPLEMENTED** – explain why

### **Response explanation, summary, and timeframe:**

The County strives to provide current and accurate content on its websites. There are tools available and some departments already have protocols in place to look for broken links. For example, the Human Services Department runs monthly reports and gives them to the content manager. Departments without a formal protocol will be reminded to check their web content frequently and be made aware that tools exist to help them identify broken links.

**R2.** The County Administrative Officer and the City Managers should establish a protocol to be exercised quarterly, beginning January 2021, which requires department heads to confirm via documentation (initial a spreadsheet, for example) that they have verified the accuracy of their department's web information (F1, F2, F3)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

The County strives to provide current and accurate content on its websites. There are tools available and some departments already have protocols in place to look for broken links. For example, the Human Services Department runs monthly reports and gives them to the content manager. Departments without a formal protocol will be reminded to check their web content frequently and be made aware that tools exist to help them identify broken links.

**R3.** The County Administrative Officer and the City Managers should establish 'SMART' goals for website quality assurance and manage these goals beginning in 2021. (F3, F4, F5)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

The current County Operational Plan concludes in June 2021. A second Operational Plan, with new and continued objectives, will be implemented in July 2021. This suggestion will be considered for inclusion in the next Operational Plan, which will be developed between fall 2020 and spring 2021.

**R4.** County ISD should provide a notification system similar to the city of Santa Cruz by June 2021 whereby users receive email or text messages when updated web information is available. (F4)

- HAS BEEN IMPLEMENTED** – summarize what has been done
- HAS NOT BEEN IMPLEMENTED BUT WILL BE IMPLEMENTED IN THE FUTURE** – summarize what will be done and the timeframe
- REQUIRES FURTHER ANALYSIS** – explain scope and timeframe (not to exceed six months)
- WILL NOT BE IMPLEMENTED** – explain why

**Response explanation, summary, and timeframe:**

The County Information Services Department has developed a web feature by which users can be alerted to updated web content. The new functionality is under review for how to deploy it in a way that is most useful to the public. It is anticipated that the new feature will go live before the end of the calendar year.

## **Penal Code §933.05**

1. For Purposes of subdivision (b) of §933, as to each Grand Jury finding, the responding person or entity shall indicate one of the following:
  - a. the respondent agrees with the finding,
  - b. the respondent disagrees wholly or partially with the finding, in which case the response shall specify the portion of the finding that is disputed and shall include an explanation of the reasons therefor.
2. For purpose of subdivision (b) of §933, as to each Grand Jury recommendation, the responding person shall report one of the following actions:
  - a. the recommendation has been implemented, with a summary regarding the implemented action,
  - b. the recommendation has not yet been implemented but will be implemented in the future, with a timeframe for implementation,
  - c. the recommendation requires further analysis, with an explanation and the scope and parameters of an analysis or study, and a timeframe for the matter to be prepared for discussion by the officer or director of the agency or department being investigated or reviewed, including the governing body of the public agency when applicable. This timeframe shall not exceed six months from the date of the publication of the Grand Jury report, or
  - d. the recommendation will not be implemented because it is not warranted or is not reasonable, with an explanation therefor.
3. However, if a finding or recommendation of the Grand Jury addresses budgetary or personnel matters of a County department headed by an elected officer, both the department head and the Board of Supervisors shall respond if requested by the Grand Jury, but the response of the Board of Supervisors shall address only those budgetary or personnel matters over which it has some decision-making authority. The response of the elected department head shall address all aspects of the findings or recommendations affecting his or her department.
4. A Grand Jury may request a subject person or entity to come before the Grand Jury for the purpose of reading and discussing the findings of the Grand Jury report that relates to that person or entity in order to verify the accuracy of the findings prior to their release.
5. During an investigation, the Grand Jury shall meet with the subject of that investigation regarding that investigation unless the court, either on its own determination or upon request of the foreperson of the Grand Jury, determines that such a meeting would be detrimental.
6. A Grand Jury shall provide to the affected agency a copy of the portion of the Grand Jury report relating to that person or entity two working days prior to its public release and after the approval of the presiding judge. **No officer, agency, department, or governing body of a public agency shall disclose any contents of the report prior to the public release of the final report.**