

# **Appendix I**

## **Responses to *Grand Jury Report of San Benito County 2007***



## HOLLISTER SCHOOL DISTRICT SCHOOL BUS TRANSPORTATION SAFETY

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### RESPONSES RECEIVED

- Hollister School District





## HOLLISTER SCHOOL DISTRICT

October 23, 2007

San Benito County Grand Jury  
PO Box 1624  
Hollister, CA 95024

Dear Presiding Judge of the Grand Jury,

The Hollister School District is appreciative of the Grand Jury's time and the recommendations pertaining to the Hollister School District School Bus Transportation Safety System. We understand that the Grand Jury members are volunteers and applaud you for your services to the community.

In reference to your report regarding the Hollister School District School Bus Transportation Safety System, the District is in agreement with your findings on 1) Accidents and Accident Report; 2) Root Cause Analysis and Corrective Action; and, 3) Management, except where indicted below.

1) Clarification and Corrective Action:

The Hollister School District was informed by the mother the same day of the accident that the student was fine and watching TV. This information was given to the District by the mother after she took the student to the doctor. This was reported to the California Highway Patrol (CHP) on August 28<sup>th</sup>, 2006.

On September 15, 2006, a call was placed to the CHP by an individual other than the mother, the school district, or Tiffany Transportation that the child was injured. Thus, CHP contacted Tiffany Transportation and became more engaged.

The school district should have: 1) requested the parent to release to the District a medical report; 2) submitted a written accident/injury report to the CHP on August 23, 2006, the day of the accident.

2) Root Cause Analysis and Corrective Action:

Records kept by Tiffany Transportation pertaining to #2.a, 2.b, and 2.c will be shared in writing with the school district. The District will monitor the record keeping of Tiffany Transportation on items #2.a, 2.b and 2.c

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**Governing Board**

Margie Barrios  
Alice Flores, Ed.D. • Ronald L. Hatchett  
Randal Phelps • Beatrice Gonzales-Ramirez

**Superintendent**

Ronald E. Crates, Ed. D.

**District Administrative Office**

2690 Cienega Road • Hollister, CA 95023  
Telephone: (831) 630-6300  
Fax Number: (831) 634-2080

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Response to "Hollister School District School Bus Transportation Safety"  
by Hollister School District  
Page 1 of 2

3) Managerial Clarification:

The Chief Business Official is the operational side of management and reports directly to the Superintendent. The Transportation Coordinator reports to the Chief Business Official. This permits adequate supervision of the transportation system between the Hollister School District and the transportation contractor, Tiffany Transportation.

The Chief Business Official will be responsible to monitor the performance of the contractor. This procedure is currently in place.

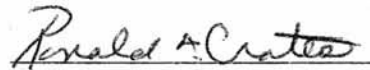
The Hollister School District is in agreement on the recommendation of 2) Management. The recommendations will be in place within 90 days.

The Hollister School District again thanks you for your contributions to the community.

Sincerely,



Alice Flores, Ed. D.  
Board of Trustees, President



Ronald F. Crates, Ed. D.  
Superintendent

## SAN BENITO HEALTHCARE DISTRICT IMPLEMENTATION OF MEASURE L AND PROVISION O QUALITY HEALTHCARE

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### RESPONSES RECEIVED

- San Benito Health Care District







San Benito Health Care District  
A Public Agency  
911 Sunset Drive  
Hollister, CA 95023-5695  
(831) 637-5711

November 13, 2007

Steve Ward, Foreman  
2006-2007 San Benito County Civil Grand Jury  
P. O. Box 1624  
Hollister, California 95023

Dear Mr. Ward:

The San Benito Health Care District Board has reviewed the findings of the San Benito County Grand Jury as reported in the 2006-2007 Grand Jury Report. We found the Grand Jury report to be very thorough, well researched and accurate.

Please note our response to these findings and recommendations:

**RECOMMENDATION #1:**

Plans and Schedules – Keep and present an up to date “current estimate” of the project budgets in addition to the line item budgets based on the original two year-old estimates.

**RESPONSE #1:**

The recommendation has been implemented. Project cost estimates are assessed and updated monthly at the District’s Finance Committee and Board meetings, and at all Measure “L” Community Oversight Committee meetings.

**RECOMMENDATION #2:**

Operations in Current Facilities – A. Consider alternate procedures to relieve some of the emergency room crowding and wait times as interim measures until the new facilities are available.

B. Develop interim procedures to relieve the crowding and ensure privacy in the customer billing and associated waiting area until the new facilities are available.

**RESPONSE #2:**

A. In August 2007, the hospital received approval from the California Department of Health Services to provide “overflow” patient care services for emergency patients in a four-bed outpatient care area adjacent to the emergency department. This “overflow” area is staffed with additional nurses and a physician or physician assistant. Patient wait times and patients leaving without being treated has been significantly reduced.

"A Family of Professionals Caring for You"

Response to  
“San Benito Healthcare District Implementation of Measure L and Provision of Quality Healthcare”  
by San Benito Healthcare District  
Page 1 of 3

Steve Ward, Foreman  
S.B. County Grand Jury  
November 13, 2007  
Page 2

B. The patient financial counseling area is in the front of a portable modular constructed temporary structure. To assist with patient privacy, the office has extended hours of service and will provide counseling in back offices with additional staff when privacy concerns are evident. Construction in 2008 of a new facility is designed to address these privacy concerns.

**RECOMMENDATION #3:**

A. Aggressively pursue quality improvements and record keeping in the three major areas (heart failure care, pneumonia care and surgical infection protection) defined by the accreditation agency, the Joint Commission on Accreditation of Healthcare Organizations. Consider having periodic independent rotating audits of areas of concern or substandard areas to measure the effectiveness of improvement programs. The results of these audits should be published.

B. In addition to the measurement metrics established by the Joint Commission, establish internal "stretch goals" and programs designed to exceed the performance of other accredited hospitals. The hospital staff should visit, study and benchmark superior performing hospitals within the state with the objective of implementing similar programs within the San Benito Health Care District.

**RESPONSE #3:**

A. The Medical Executive Committee has added quality improvement compliance education and scoring to its monthly agenda. This includes concurrent review of the heart failure care, pneumonia care and surgical infection protection measures by individual physicians. The Medical Executive Committee will review and recommend action to the practitioners or the Performance Improvement Coordinator to ensure compliance. We are currently seeing improvement in our data with these reviews.

B. The hospital is a member of the Institute of Health Improvement and Lumetra. Our staff and physicians attend workshops and programs that give state-of-the-art performance improvement education. Percentages in some categories are low due to our low sample size. Benchmarking is done quarterly with 40 other rural hospitals located throughout the United States and in conjunction with data supplied by the Association of California Healthcare Districts. The hospital's October 2007 Joint Commission survey was very successful.

Response to  
"San Benito Healthcare District Implementation of Measure L and Provision of Quality Healthcare"  
by San Benito Healthcare District  
Page 2 of 3

Steve Ward, Foreman  
S.B. County Grand Jury  
November 13, 2007  
Page 3

The San Benito Health Care District is proud to be a community-owned public agency, providing the only emergency, surgical, hospital acute inpatient and skilled nursing patient care services in San Benito County. We are pleased to be able to serve our community and fully implement the Grand Jury 2006-2007 findings.

On behalf of our approximately 540 employees, 105 physicians, and 400 volunteers, thank you for the opportunity to present our caring services, provided in our hospital, two skilled nursing homes, two rural health clinics, free-standing outpatient ambulatory surgical center, home health agency, outpatient lab clinic, and "Solutions" behavioral health center.

Sincerely,

Beth Ivey, President  
San Benito Health Care District Board

BI:lm



Cc: San Benito Health Care District Board  
Ken Underwood, CEO

Steve Ward SB Co Grand Jury 111307

Response to  
"San Benito Healthcare District Implementation of Measure L and Provision of Quality Healthcare"  
by San Benito Healthcare District  
Page 3 of 3



## SAN BENITO COUNTY BEHAVIORAL HEALTH DEPARTMENT

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### RESPONSES RECEIVED

- County of San Benito Board of Supervisors
- County of San Benito



**Board of Supervisors Response  
to the Grand Jury Report on Behavioral Health Department  
Issued July 31, 2007**

The Grand Jury report included five (5) recommendations addressing the needs the San Benito County Behavioral Health Department (SBCBHD).

**Recommendations**

**Grand Jury Recommendation 1:**

"SBCBHD aggressively pursue additional staff on a priority basis using appropriate incentives if necessary".

**Board of Supervisors Response:**

The County Board of Supervisors has approved a "Hard to Fill Position" program to address recruitment problems within certain county departments, including the SBCBHD. An evaluation of this program is on going with further development of bonuses and incentives to be presented to the Board of Supervisors if necessary.

**Grand Jury Recommendation 2:**

"SBCBHD updates its website to include comprehensive references and contact information for recognized organizations and programs that are known to be effective in the reduction and prevention of substance abuse and related problems".

**Board of Supervisors Response:**

Improvements are being pursued to the Substance Abuse Program website.

**Grand Jury Recommendation 3:**

"SBCBHD provide regular community mental health screening/case-review program on site at school locations to identify at-risk populations and that these cases remain active while school is out of session to focus on the prevention of stress-related behavioral health problems when school reconvenes".

**Board of Supervisors Response:**

The SBCBHD is confident that at-risk youth are being adequately served both during normal school hours and when school is out of session. Clinical staff is assigned to deliver services on-site at ten (10) school campuses in the county.

**Grand Jury Recommendation 4:**

"SBCBHD increases its community outreach and awareness programs to encourage at-risk populations to avail themselves of services and remove the societal stigma of mental/behavioral health treatment".

The Grand Jury further recommends, "...that improvements such as the proposed downtown walk-in center have reduced lead times and be put on a priority fast-track with aggressive stretch goals to insure that the benefits can be had at the earliest opportunity."

**Board of Supervisors Response:**

On May 2007 the new Esperanza Drop in Center opened in downtown Hollister to more readily provide services to the public. The Department disseminate written educational and program contact information at the Head Start Program, Family Resource Center, Prospect Villa Senior Apartments, Jovanes de Antano Center to name just a few. Additionally, a Spanish-speaking clinician provider implements Outreach and Engagement efforts in the community.

The Department is required to provide evidence of Outreach and Engagement efforts to the State Department of Mental Health during on-site program reviews.

**Grand Jury Recommendation 5:**

"The Director, staff and public input establish measurable performance goals and program schedules and present the department's results against those benchmarks to the public in a quarterly report."

"The establishment of non-political, no-health care professional citizen/oversight/review group especially from the at-risk sectors to act as an interface between the Mental Health Advisory Board, consumers, citizens and the SBCBHD."

**Board of Supervisors Response:**

The SBCBHD participates in multiple performance measurement exercises. Both the Mental Health and Substance Abuse Boards are comprised of a diverse cross section of the community including consumers and family members of consumers.



Furthermore, the SBCBHD participates in multiple program and fiscal audits performed by the State Department of Mental Health and the State Department of Alcohol and Drug Programs. The department reports regularly on department affairs that include performance measurement and goal attainment to its Advisory Boards and the Quality Assurance Committee. The departments "MHSA Implementation Progress Report" has been posted on the county's website since May 2007.

The existing Advisory Boards adequately provide for substantial community involvement and ensure the SBCBHD fulfills its mandated requirements spelled out in the California Welfare and Institutions Code.



**2007 COUNTY BEHAVIORAL HEALTH DEPARTMENT**  
**GRAND JURY REPORT RESPONSE**

As per California Penal Code 933.03 The County of San Benito responds to the Grand Jury Report "Findings and Observations" as follows:

1. *Clinicians/Caseworker Staffing*

a) The Grand Jury expressed concern that the department from December 2005 to June 2006 (a 7 month period) was authorized 16.8 FTE Clinician /Case Worker positions (These are Mental Health positions) but was staffed during that 7 month period at 14.8 FTE's. The Grand Jury further asserts that the vacant positions had a deleterious effect on the delivery of quality services.

County Response:

The County would most assuredly prefer to have all positions filled by qualified staff at all times for benefit of consumers. It is important to note however, that a normal attrition rate in this highly trained profession will regularly produce vacancies, and the departmental staff is committed to ensure consumer needs are met as fully as possible within the resources available. Not all consumer needs are immediate or emergent in nature and can be accommodated in reasonable timeframes.

Licensed Mental Health Clinicians are defined as hard to recruit across California. The problem is further exacerbated by the fact that so few Licensed or State Registered Intern level Clinicians live in San Benito County. The county continues to hold to the standard of seeking licensed individuals or Masters Degree level interns to serve our clients. The County Human Resources Division has developed a strategy to address "hard to fill" positions. Part of that strategy has been adopted by the Board of Supervisors and has been implemented. The results of that effort have yet to be determined but the process is in place. Furthermore, additional strategies are under consideration including retention bonuses and additional compensation for advanced degrees. These strategies will be recommended if current practices are not successful.

b) The Grand Jury expressed concern that the department was allocated an increase of 6 FTE Clinical/Case Management positions as a result of Prop-63, the Mental Health Services Act (MHSA) and these positions were not filled in total in a timely manner.

**County Response:**

The Behavioral Health Department has undertaken an unprecedented effort to transform the service delivery system with the infusion of new funding from the MHSA. In a relatively short time the department has done an exemplary job of filling MHSA related positions as well as keeping pace with normal attrition.

The implementation of Proposition 63 and the process to hire additional staff can be chronicled as follows:

- The State Department of Mental Health (DMH) approved San Benito County's MHSA, Community Services and Supports Plan for funding on June 14, 2006.
- MHSA funding authorization was received 2 weeks prior to the close of the FY 2005-06. On June 30, 2006 requests for authorization to fill new positions were included with the submission of the department's FY 2006-07 budget.
- County Budget Hearings occurred on August 10, 11, 2006. Hiring of new allocated positions cannot commence until the County Board of Supervisors has adopted a final budget.
- Final Board of Supervisor approval of the FY 06-07 budget occurred in September 2006 providing authorization to fill the MHSA positions. Between September, 2006 and August, 2007 the following positions have been filled:

- 1 MHSA Administrator (Deputy Director)
- 1 MHSA Administrator (Quality Improvement Supervisor)
- 6 MHSA Caseworkers
- 1 MHSA Office Assistant

The MHSA funding plan also included other positions that provide the administrative and clerical support required by new MHSA program expansions.

The County hired a total of 16 new staff from July 2006 to August 27, 2007.

<b>New Hires - July 2006 – August 2007</b>		
1. Juan Adorno	Sub Abuse Counselor	9/5/06
2. Trudy Willadson	MH Clinician	10/23/06
3. Patricia Ayers	Assistant Director	11/13/06
4. Soledad Muir	Sub Abuse Counselor	12/4/06
5. Esmeralda Sanchez	Secretary II	12/4/06

6. Yolanda Beltran	Office Assistant II	1/2/07
7. Rudy Sonne	Case Manager II	1/8/07
8. Lupita Guzman	Case Manager I	4/2/07
9. April Greig	Office Assistant II	4/2/07
10. Phylcia Mattos	Vocational Assistant	4/2/07
11. Corina DeLeon	Vocational Assistant	4/2/07
12. Lynda Yoshikawa	Quality Improvement Supervisor	5/14/07
13. Chio Saetern	Peer Mentor	6/4/07
14. Laurie Ellison	MH Nurse	1/9/07
15. Amanda Silva	MH Nurse	8/15/07
16. Jesus Rivera	Peer Mentor	8/27/07

## 2. Substance Abuse

- a) The Grand Jury was critical of the website for the Behavioral Department and specifically cited that the website "contains no links, contacts, or specific information concerning the availability of programs or aid for people with substance abuse."

### County Response:

While the improvement of all county web sites is a goal across all county departments, and is being pursued as funding availability permits, it is unlikely that anyone who seeks to contact the Behavioral Health Department to receive information about substance abuse treatment would be significantly hampered from doing so. The department's phone number (including toll free), department location address and a direct link to the Director's e-mail address are noted on the site.

When the Substance Abuse Program merged with the Mental Health Department in March of 2006, the immediate priority was to eliminate the old incorrect contact information and to get the new and correct contact information listed on the website.

The Behavioral Health Department has addressed the Grand Jury issue with updates to the department's web site including listing additional information on available substance abuse treatment programs both within the department as well as other treatment and recovery support resources offered in the community.

## 3. At-Risk Children, Youth and Young Adult Populations

- a) The Grand Jury was critical of the variance in average outpatient clinician caseloads from an average caseload per clinician of 38.14 clients during the school year to 26.9 during the summer when school is

not in session. The Grand Jury noted that it was doubtful that the mental health issues that initiate service involvement for school age clients “go away when school is not in session.” The Grand Jury recommended that the Behavioral Health Department “provide regular screening/case review programs on site at school locations and that cases remain active while school is out of session.”

County Response:

The Grand Jury is correct in that clinician’s caseload averages decrease when school is not in session. The County disagrees with the conclusion that the caseload decrease when schools are out is an indicator that the Behavioral Health Department is deficient in case finding and in assuring accessibility to service.

No one entitled to service, and willing to accept service is denied access due to the school summer break. Children/youth that continue to need/require treatment and who are willing to be involved in treatment during the summer break are never denied services. Accessibility to services does not change because of the summer break.

The Grand Jury recommendation will not be implemented, as it is not warranted or reasonable.

Services focused on children/youth comprise a large percentage of the clinic caseload. Historically this results from the fact that service growth is directly correlated to the categorical funding streams available to support specific services. Until recently (pre MHSA) the majority of available new funding streams have been directed to serve children/youth.

It is important to note that all of outpatient services are dependent on the client’s voluntary participation.

A much larger portion of children/youth referrals for service are generated or influenced by school staff (counselors, teachers, administrators) as compared to the children/youth or their parents/guardians independently seeking services of their own accord.

Sometimes children/youth do not exhibit the same degree of mental health problems at home as at school where the child is in an environment of peer pressures, more frequent and intensified social interactions and academic expectations and performance anxiety. This is particularly the case with transient disorders that may be environmentally influenced as opposed to a serious chronic mental illness. Often parents and children/youth don’t see the necessity to continue treatment when school is not in session due to

stabilization of symptoms and also the pressure and motivation to be in treatment is removed as the referring entities (school staff) are not present.

Fortunately early mental health treatment interventions with children/youth can prevent chronic and insidious mental illness. People do recover from mental health problems and may not have a life long need to be in treatment. Child/Youth caseloads do ebb and flow as acuity subsides, remission occurs and stressors decrease.

Behavioral Health Department staff deserves much credit for the building of the child/youth treatment services over the past 6 years. During this time an unprecedented level of clinical staff have delivered school based services (mental health counseling on campus). Clinical staff is assigned to deliver services on-site at 11 campuses in the County and some campuses with special education classroom projects implemented have multiple clinicians assigned at those schools. These special education class projects are supported through the use of grant funds and MediCal revenues to fund programs that are targeted specifically for those children with severe and persistent mental illness.

The following is a list school based MH Clinician assignments:

San Benito High School – 2 Mental Health Clinicians Assigned  
Marguerite Maze Middle School – 1 Mental Health Clinician Assigned  
Rancho San Justo Middle School – 1 Mental Health Clinician Assigned  
Sunnyslope School - 1 Mental Health Clinician Assigned  
Calaveras School - 1 Mental Health Clinician Assigned  
RO Hardin Education - 2 Mental Health Clinician Assigned  
Gabilan Hills School - 1 Mental Health Clinician Assigned  
Spring Grove School - 1 Mental Health Clinician Assigned  
Cerra Vista - 1 Mental Health Clinician Assigned  
Pinnacles Court and Community School - 1 Mental Health Clinician Assigned  
Santa Ana/San Andreas Alternative School - 1 Mental Health Clinician Assigned

#### 4. *Community Outreach*

- a) The Grand Jury expressed criticism about the present location of the main clinic as being isolated from the city/county and the amount of time that taken to open the new Drop-In Center (The Esperanza Center).

County Response:

Relocation of the main clinic is not a financially feasible option. Consumer needs are accommodated in several ways including local transit service and

case management staff can and do provide client transportation to the clinic when situations warrant that level of assistance. Mandated transportation is also available for our Substance Abuse Programs, Perinatal Program clients (pregnant or drug using mothers) as the County has a van available providing this transportation on a regular basis.

The Esperanza Center opened on May 10, 2007. A total of 6 months was consumed to complete this large and complex project from the start of the lease agreement on November 7, 2006.

Funds to enter into a lease agreement and to begin remodeling were included in the County FY 2006-07 budget approved by the Board of Supervisors in September 2006.

On November 7, 2006 negotiations for acquisition of the Esperanza Center site were completed and the lease approved. That agreement specified the landlord's responsibility to complete tenant improvements prior to our occupancy of the building. The building required extensive cleanup and refurbishing.

After the basic tenant improvement work was completed, phone and computer wiring was installed, as well as DSL lines for the linkage to our Telemedicine equipment. Concurrently, furnishings were selected and purchased. This project was complex as the center was designed to offer an alternative to traditional office setting. Kitchen equipment and recreational equipment was sourced and purchased. Other detail work involved hiring and training of new staff for the center, as well as refining the program designs that would be implemented at the center.

The State Department of Mental Health attended the Esperanza Center open house on May 10 and they were extremely complimentary of the project. The California Institute of Mental Health (CIMH) asked that that San Benito County Behavioral Health participate in a statewide training on MHSA programs by providing a presentation on the Esperanza Center. This recognition is quite gratifying to the staff and the Department.

b) The Grand Jury identified that "there was no listing in the San Benito County ATT/SBC telephone book white pages under mental health, however there is a good, eye catching listing in the yellow pages."

County Response:

In the ATT/SBC telephone book the department is listed in the yellow pages and in the white pages along with every other County department under the heading of San Benito County. There are a total of 5 different pages in the ATT/SBC phonebook listing department numbers.



In addition to the yellow pages listing and the white pages listings, the department's phone listings can be found on 3 additional pages under other headings in the yellow pages. This accommodation was made to ensure phone number accessibility because of the possibility that individuals may look under such headings as Drug and Alcohol Treatment rather than Substance Abuse Services for example.

- c) The Grand Jury expressed concern that that the department should increase community outreach efforts, and recommended that future improvements such as the walk in center be put on priority fast track to insure benefits can be had at the earliest opportunity.

County Response:

The Department engages in numerous outreach efforts and no funding is currently available to increase this effort at this time. The County Behavioral Health Department recognizes and supports that reduction of stigma for individuals seeking treatment for mental health and substance abuse disorders is crucial to ensuring that members of our community are encouraged and supported in their access to treatment. The Department understands that hard to reach populations require access to education about symptom recognition, treatment options and normalization of the need to request treatment for mental health and substance abuse disorders.

The Behavioral Health Department continues to distribute educational information through information booths set up at Health Fairs, the County Fair and various other community events occurring throughout the year. Outreach and Engagement efforts also include visits targeted to reach hard-to-engage populations at the migrant labor camps and the homeless shelter. Department staff also disseminate written educational and program contact information at the Head Start Program, Family Resource Center, Prospect Villa Senior Apartments, Jovanes de Antano Senior Center, etc.

In the past two years new Outreach and Engagement program efforts were implemented as part of our MHSA related service expansion at Esperanza Drop in Center and the Jovanes de Antano Senior Center.

A mental health clinician provides on-site consultation and ongoing program activities at the center. Additionally a Spanish speaking private clinician provider implements Outreach and Engagement efforts at the Center, specifically targeting the monolingual Spanish speaking population. Both clinician providers assigned to the project also do home visits required by homebound seniors whenever the meals on wheels program staff has identified a person that may require and accept a visit from Behavioral Health.

The Jovanes de Antano/San Benito County Behavioral Health project was recently identified as an example of an exemplary practice by APS Healthcare, the contractor chosen by the State Department of Mental Health to complete their federally mandated independent evaluation of all California Counties Managed Care Mental Health Systems.

Another Behavioral Health Department Outreach and Engagement project was recently made possible by the opening of a seasonal Homeless Shelter in San Benito County. A staff clinician to visit the shelter to promote opportunities for homeless individuals to discuss mental health and substance abuse issues and to provide information on how to receive ongoing services.

The Behavioral Health Department submits quarterly reports identifying the numbers of contacts made through the Outreach and Engagement initiatives to the State Department of Mental Health.

The following quarterly report data was submitted to the State DMH for FY 2006-07:

June 06 to September 06 – 28 Children, 9 Youth, 147 Adults,  
37 Older Adults

October 06 to December 06 - 12 Children, 53 Youth, 55 Adults,  
39 Older Adults

January 07 to March 07 - 9 Children, 6 Youth, 84 Adults,  
95 Older Adults

April 07 to June 07 - 1000 Children, 2 Youth, 126 Adults,  
72 Older Adults

The Behavioral Health Department is also required to present evidence of Outreach and Engagement efforts to the State DMH during on-site program reviews that occur every 2 years. The accepted form of evidence is a documentation file of event agendas, event announcements, sign-in sheets or other forms of documentation to identify where Outreach and Engagement efforts have taken place.

##### *5. Measurements and Management*

- a) The Grand Jury asserts, "It is difficult for a non-clinician to measure the effectiveness of the County Mental Health Program." The Grand Jury further asserts that "SBCBHD has not established, nor do they regularly report, publicly available measurement matrices at the local level." The Grand Jury also stated that in their interview with the Director" he did

not present any measurable goals.” The Grand Jury recommends that the director, staff and public establish measurable performance goals and program schedules and prepare a quarterly report.

County Response:

The County does not agree with the Grand Jury’s conclusions. Both the Mental Health and Substance Abuse Boards which are comprised of membership of a diverse cross section of the community, including consumer and family members of consumer’s receive regular reporting on a variety of performance indicators from which to measure Behavioral Health Department performance.

The Behavioral Health Department has also formed Cultural Competency and Quality leadership Committees with representation from consumers, family members, providers of other human services in the community and the faith based community. The Culturally Competency and Quality Leadership Committees are active participants in review and discussion of progress towards department objectives identified in the Behavioral Health Departments State DMH required Cultural Competency and Quality Improvement Plans.

The Grand Jury recommendations will not be implemented as it is already an implemented practice. The Behavioral Health Department places a high value on stakeholder input as the principle element to guide policy and program decisions.

There are many performance measurements of operations completed throughout the year. State and Federal requirements as well as internally driven initiatives evaluate the satisfaction of clients with services.

Oversight is several ways including annually in required program and fiscal audits of both Mental Health and Substance Abuse by the State Department of Mental Health (DMH) and the State Department of Alcohol and Drug Programs (ADP). These audits/reviews focus on many areas that measure fulfillment of program goals/requirements/performance. Whenever a program review from the State DMH, State Department of Alcohol and Drug Programs, or other review entity occurs final reports of review results are shared with the Mental Health and Substance Abuse Boards. The general public is welcome to attend Mental Health Board and Substance Abuse Board meetings where these reports are presented.

The measurement of the success of treatment particularly in the area of mental illness is inherently difficult. There are no lab tests or x-rays that offer visible proof of when a mental illness is successfully treated and cured. The measure of effective mental health treatment is for the most part reliant on subjective report of the absence of, or degree of emotional and psychological distress that an individual experiences.

For these reasons the mental health treatment field in particular has struggled in offering scientific proof of effectiveness of treatment. Because of the difficulty in determining quantifiable outcomes, mental health performance outcomes measurement has become a specialty area of research.

One of the most widely recognized and easiest to understand methods of measuring mental health treatment is through performance outcomes evaluations that utilize the measurement of client report on a variety of treatment satisfaction and quality of life measurement indicators. For this reason the Behavioral Health Department administers Consumer Perception Surveys every 6 months. Every 6 months for a 2 week period the Behavioral Health Department is required to offer every consumer who arrives for service a Consumer Perception Survey. Surveys are tailored to address specific age groups (Children/Caregivers, Transition Age Youth, Adults and Older Adults).

The completed surveys are sent to the State DMH for processing into summarized reports reflecting quantifiable measurement for each of the surveys outcome indicators (information designed to be elicited by each question). The processed survey information is also broken out to detail summarized results for each categorical age group surveyed. Summarized survey results are also batched by region to show survey result trends compared by geographical regions, such as the Bay Area Region, Statewide County comparisons and County specific breakout of the summary information are also produced. The general public is welcome to attend Mental Health Board and Substance Abuse Board meetings where these reports are presented.

The Department annually implements a similar Consumer Perception Survey process targeting both Mental Health and Substance Abuse services consumers. This added evaluation is prepared because the State DMH release of processed outcome survey results is slow. Additionally the Behavioral Health Department can tailor its own surveys to address measurement of specific performance areas of interest as the need arises.

All State DMH produced and Behavioral Health Department produced Consumer Survey results are distributed to the Mental Health and Substance Abuse Boards for review and discussion. Trends are analyzed and the opportunity for input from the boards can assist in making program resource, policy and budget decisions. These meetings are open for public attendance and agendas are publicly posted prior to each meeting.

Annually the Behavioral Health Department receives a review by an independent review organization contracted by the State DMH. The review is conducted in response to Medicaid Managed Care regulations mandating that the Department of Mental Health provide an annual external quality review of the

quality, outcomes, timeliness of services, and access to services provided by the County Mental Health Plan.

The review requirements are complex and for the most part data driven. A team of reviewers conduct an on-site review process. Data reflecting a variety of service delivery areas are reviewed and analyzed, including comparisons over time for the purpose of trend analysis. Part of the review process involves staff interviews as well as the conducting of consumer focus groups.

The Behavioral Department annually establishes "Strategic Initiatives." In FY 06-07 the Behavioral Health Department established the following Strategic Initiatives:

1. Expand mental health services to underserved and unnerved populations with serious mental illness
2. Improve access to mental health services to older adults through outreach activities and community based services
3. Transform the mental health system by offering services in community-based services
4. Develop a Full Service Partnership model for a select group of individuals to provide "whatever it takes" to meet their individual services and supports plans.

Additionally the State DMH requires the Behavioral Health Department to submit annually a "Cultural Competency Plan" and "Quality Improvement Plan". Both plans have requirements that the Behavioral Health Department identify Objectives for the coming year. The State DMH requires the Behavioral Health Department to submit annual reporting of progress on objectives identified in its "Cultural Competency and "Quality Improvement Plans" as a component of submitting the annual updated plans. Progress on objectives identified in both plans is presented for discussion at Quality Leadership and Cultural Competency Committee meetings. These committees meet on a quarterly basis and all meetings are open to the public.

The following are a sample of some of the objectives that the Behavioral Health Department identified in its Cultural Competency and Quality Improvement plans for FY 2006-07:

A. Ensure SBCBH Service Delivery Capacity

The SBCBH QI (Quality Improvement) program shall, on an annual basis, monitor services to assure service delivery capacity in the following areas:

1. **Utilization of Services** – Review and analyze reports from the Kingsview Anasazi program (i.e., Report MHS130) and utilization of data from the CA DMH Client Services Information system (CSI), as available. The data will include the current number of clients served each fiscal year and the types and geographic distribution of mental health services delivered within the delivery system. Data will be analyzed by age, gender, ethnicity, and diagnosis; it will be compared to the goals set by the QIC (Quality Improvement Committee) for service utilization.

2. **Service Capacity** – Staff productivity will be evaluated via productivity reports generated by the Kingsview Anasazi program. Managers/Supervisors will receive periodic reports to assure service capacity.

These issues will also be evaluated to ensure that the cultural and linguistic needs of consumers are met.

B. Monitor Accessibility of Services

The SBCBH QI program shall monitor accessibility of services in accordance with statewide standards and the following local goals:

1. **Timeliness of routine mental health appointments** – The goal for routine appointments is no more than sixty (60) working days between the initial request and the intake appointment. This indicator will be measured by analyzing a random sample of new requests for services from the Access Log. This data will be reviewed quarterly.
2. **Timeliness of services for urgent or emergent conditions during regular clinic hours** – The goal for urgent or emergent conditions is no more than one (1) elapsed hour from the initial request until an actual staff response is provided. In the case of requests for authorization by a provider, an authorization decision is rendered within one (1) hour. This indicator will be measured by analyzing a random sample of urgent or emergent requests for services from the Crisis Log. This data will be reviewed quarterly.
3. **Access to after-hours services** – The goal for access to after-hours care is no more than two (2) elapsed hours between the request for service and the actual face-to-face evaluation/intervention contact for emergency situations. Inpatient hospitalizations do not require authorization for services for the first 24 hours of admission for an emergency condition. Requests for authorization for urgent specialty mental health services will receive an authorization decision within one (1) hour. Non-emergency requests shall be referred for planned services during normal clinic hours. This indicator will be measured by analyzing a random sample of after hours requests for services from the Crisis Log and/or the Access Log, as well as the answering service's faxed reports of calls received. Data will be reviewed quarterly.
4. **Responsiveness of the 24-hour, toll-free telephone number** – During non-business hours, the answering service will answer the crisis line immediately and link urgent and/or emergent calls to the on-call mental health staff person. If required, an interpreter and/or the Universal Language Line will be utilized. This indicator will be measured by conducting random test calls to the toll-free number. Six timed test calls will be made: four calls per year in English and two calls per year in Spanish. This data will be reviewed twice per year, after the test calls have been conducted.

5. **Provision of culturally and linguistically appropriate services** – SBCBH strives to assure that the cultural and linguistic needs of consumers are met in all of the above situations. This indicator will be measured by random review of the Access Log and/or the Crisis Log, as well as the results of test calls. The focus of these reviews is to determine if a successful and appropriate response was provided which adequately addressed the consumer's cultural and linguistic needs. In addition, requests for the need for interpreters will be reviewed (via the Access Log) to assure that staff are aware of the need for an interpreter and that clients received services in their preferred language, whenever feasible. This information will be reviewed quarterly.
6. **Increasing client access** – SBCBH will endeavor to improve client access to mental health services through the following goals:
  - Increase the number of Latino clients served by one percent (1%) each year.
  - Increase the number of children served in the schools by one percent (1%) each year.

C. Monitor Client Satisfaction

The QI program shall monitor beneficiary satisfaction via the following modes of review:

1. **Client Survey** – Using the DMH Performance Outcomes and Quality Improvement (POQI) instruments in threshold languages, clients and family members will be surveyed annually to determine their perception of services. This indicator will be measured by annual review and analysis of at least a two week sample. Survey administration methodology will meet the requirements outlined by the CA DMH. This data will be reviewed two times per fiscal year, after the results of the POQI surveys have been released by DMH.
2. **Youth and/or family satisfaction according to statewide standards** – Utilization of the DMH POQI YSS (Youth Satisfaction Survey) and YSS-F measurement instruments assures the use of instruments that are accepted statewide as the basis for satisfaction surveys. The YSS and YSS-F will be collected from youth ages 12 and older and the children's families. Survey administration methodology will meet the requirements outlined by the CA DMH. This data will be reviewed two times per fiscal year.
3. **Beneficiary grievances, appeals, and fair hearings** – All processed beneficiary grievances, expedited appeals, standard appeals, and fair hearings will be reviewed at QIC (Quality Improvement Committee) meetings. Monitoring shall be accomplished by ongoing review of the Complaint/Grievance Log for adherence to timelines for response. In addition, the nature of complaints and resolutions will be reviewed to determine if significant trends occur that may influence the need for policy changes or other system-level issues. This review will include an analysis of any trends in cultural issues addressed by our clients. This information will be reviewed quarterly, as available.

4. **Requests to change practitioners/providers** – Annually, patterns of client requests to change practitioners/providers will be reviewed by the QIC. Measurement will be accomplished by review of QIC minutes summarizing activities of the Access Team and through annual review of the Change of Provider Request forms.
5. **Informing providers of satisfaction survey results** – The results of client and family satisfaction surveys are routinely shared with providers. Monitoring will be accomplished by review of the results of the POQI surveys as related to consumers who have received services from contract specialty mental health service providers. Survey results will be shared with staff, providers, the Mental Health Board, and the Children’s System of Care Policy Committee. This information is distributed on an annual basis and in the form of cumulative summaries to protect the confidentiality of consumers and their families. This process will be reviewed annually.
6. **Cultural sensitivity** – In conducting review in the above areas, analysis will occur to determine if cultural issues may have influenced results. Surveys will be provided in English and also in Spanish, San Benito County’s threshold language. The results of the POQI surveys are analyzed to determine if at least seventy-five percent (75%) of Spanish speaking clients had access to written information in their primary language. This process will be reviewed annually.

**D. Monitor the Service Delivery System**

The QI (Quality Improvement) program shall monitor the SBCBH service delivery system to accomplish the following:

1. **Safety and Effectiveness of Medication Practices** – Annually, meaningful issues for assessment and evaluation, including safety and effectiveness of medication practices and other clinical issues are identified. Medication monitoring activities will be accomplished via review of at least ten (10) percent of cases involving prescribed medications. These reviews will be conducted by a person licensed to prescribe or dispense medications. In addition, peer review of cases receiving clinical and case management services will occur at QIC meetings. An analysis of the peer reviews will occur to identify significant clinical issues and trends.
2. **Identify Meaningful Clinical Issues** – Quarterly, meaningful clinical issues will be identified and evaluated. Appropriate interventions will be implemented when a risk of poor quality care is identified. Monitoring will be accomplished via review of QIC minutes for satisfactory resolutions in the areas of grievances, medication monitoring, and peer chart review cases where plans of correction are requested. Re-occurring quality of care issues are discussed in staff meetings and at the QIC to address concerns in a timely manner.
3. **Implement and Maintain Efficient Work Flow Standards** – Office work flow



standards will be implemented and maintained to efficiently and consistently serve clients from first contact through discharge. Work flow processes will be documented in flowcharts and implemented through policies and procedures. Monitoring will be conducted through annual review of work flow processes and procedures.

4. **Assess Performance** – Quantitative measures will be identified to assess performance and identify areas for improvement, including the Performance Improvement Projects and other QI activities. For example, BH Director reviews data on revenue loss reports; productivity reports; and late service plan reports. These areas will be measured through the quarterly review of the timeliness of assessments and service plans, completeness of charts, consumer surveys, and productivity reports. The results of these reviews will dictate areas to prioritize for improvement.
5. **Support Stakeholder Involvement** – Staff, providers, consumers, and family members review the evaluation data to help identify barriers to improvement. As members of the QLC (Quality Leadership Committee), providers, consumers, and family members help to evaluate summarized data. This ongoing analysis provides important information for identifying barriers and successes toward improving administrative and clinical services. In addition, the MHSA Steering Committee provides input on access and barriers to services. Measurement will be accomplished via review of QIC and QLC minutes, and will occur annually.
6. **Conduct Frequent Peer Reviews** – SBCBH will evaluate the quality of the service delivery by conducting six (6) peer reviews every quarter. Reviews will be conducted by staff during staff meetings. Issues and trends found during these reviews will be addressed quarterly at the QIC meetings.

It should also be noted that the Behavioral Health Department annually submits to the State ADP a Substance Abuse Crime Prevention Act Plan (better known as Proposition -36) with very specific projected program outcome goals. Annually the progress toward achieving Proposition - 36 program goals are evaluated by the Behavioral Health Department and the outcomes are presented to the Substance Abuse Board and a Proposition - 36 Steering Committee consisting of a Superior Court Judge, District Attorney, Regional Parole Supervisor, Chief Probation Officer, Chair of the Substance Abuse Advisory Board and Behavioral Health staff.

Recently the Behavioral Health Department implemented an initiative to further expand public access to Behavioral Health Department information on achievement with goals completion through public posting of the MHSA Implementation Progress Report.

Public comment regarding the report was invited and information made available in the report as well as in purchased advertisement in the Freelance

- inviting public comment and providing contact information to submit public input.

A public hearing was also conducted to allow the opportunity for the general public and the Mental Health Advisory Board to provide comment on the MHSA Implementation Progress Report. The MHSA project implementation is undeniably the largest system change initiative to occur in County Mental Health systems throughout the State. The successful implementation of the MHSA is perhaps currently one of the Behavioral Health Departments most challenging and important goals to fulfill.

The aforementioned examples demonstrate that the Behavioral Health Department does identify objectives and shares evaluation results of progress with State Oversight entities and local committees representative of a diverse cross section of community stakeholders.

- b) The Grand Jury recommends the establishment of a citizen's oversight/review Committee to monitor the interaction of SBCBHD with the community, to suggest improvements in operations, or bring concerns directly to SBCBHD."

County Response:

The Grand Jury Recommendation will not be implemented, as it is duplicative and unwarranted.

The County is served by both a Mental Health Board and Substance Abuse Board. These boards fulfill all of the duties that the Grand Jury has described as a "Citizen's Review Committee". In fact, the Mental Health Board is mandated by statute to be convened in every California County and to consist of specific members representing consumers and family members as well as general public and mental health professionals. The Substance Abuse Advisory Board's membership is also a diverse representation of interested citizens of the community.

The duties fulfilled by the Mental Health Board can be referenced in the California Welfare and Institutions Code section 560.2 and the required membership representation can be referenced in section 5604.

The duties of the Substance Abuse Board and the required membership representation can be found in the State Department of Alcohol and Drug Programs, "Alcohol and/or other Drug Program Certification Standards" section 18015, Community Advisory Board.

COUNCIL OF SAN BENITO GOVERNMENTS/LOCAL  
TRANSPORTATION AUTHORITY

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RESPONSES RECEIVED

- None required



## INFRASTRUCTURE SUPPORT FOR COMPRESSED NATURAL GAS (CNG) FUELED BUS TRANSPORTATION

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### RESPONSES RECEIVED

- Aromas San Juan Unified School District





# Aromas - San Juan Unified School District

www.asjUSD.k12.ca.us

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Superintendent

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Tom Connolly  
"Mi Escuelita" Preschool

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Board of Trustees

Leslie Austin  
John Ferreira  
Jeff Hancock  
Bonnie Mahler  
Sylvia Rios Metcalf

September 21, 2007

San Benito County Grand Jury  
Law and Justice Committee  
P.O. Box 1624  
Hollister, CA 95024

To: Grand Jury

The following is the Aromas-San Juan Unified School District's (ASJUSD) response to the Grand Jury's recommendations regarding *Infrastructure Support for Compressed Natural Gas Fueled Bus Transportation Systems*. As required by California Penal Code 933.03, (a) ASJUSD "agrees with the findings", and (b) the recommendations have not been implemented, but will be analyzed for implementation in the future.

As the District's Manager of Transportation and the Superintendent were most recently informed of the Grand Jury's findings (received on September 18, 2007), the Management Team will contact the San Benito High School District and Local Transit Authority to schedule a meeting as soon as possible.

If you have questions or require further information, please contact me.

Sincerely,

Jacquelyn B. Muñoz  
Superintendent

Cc: Tamba Thayer, ASJUSD Transportation Manager  
Joseph Reyes, ASJUSD Manager of Maintenance and Operations

Response to "Infrastructure Support for Compressed Natural Gas (CNG) Fueled Bus Transportation"  
by Aromas San Juan Unified School District

Page 1 of 1





## UNINCORPORATED COUNTY PARCELS WITHIN THE CITY OF HOLLISTER

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### RESPONSES RECEIVED

- None Required



## HOLLISTER ANIMAL SHELTER

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### RESPONSES RECEIVED

- City of Hollister





## CITY OF HOLLISTER

375 Fifth Street • Hollister, CA 95023-3876

*rec'd by court com  
11/20/07*

November 5, 2007

The Honorable Harry Tobias  
Presiding Judge  
San Benito County Superior Court  
440 5<sup>th</sup> Street  
Hollister, CA 95023

Dear Judge Tobias:

The City of Hollister has received the 2006-2007 San Benito County Grand Jury Final Report. I am writing in response to the findings and recommendations set forth in that report.

*I. Hollister Animal Shelter – Complaint #1*

*Observations, Findings and Conclusions:*

**“From staff interviews, Shelter visits, and documents provided, the Grand Jury developed the following information:**

- 1. The shelter is open to the public 30 hours a week from 10 a.m. to 12 noon and 1 p.m. to 5 p.m. Monday through Friday. There are only two staff members. Sometimes both staff members are unavailable and the Shelter must be closed during normal operating hours.**

The City of Hollister partially agrees with the finding. At the time of the Grand Jury's investigation, this finding was correct. However, the Animal Control Bureau is presently fully staffed with one Animal Control Supervisor and three Animal Control Officers in accordance with its budget.

- 2. The Shelter has euthanasia procedures in place. Records of animals processed over the last three years appear to show some discrepancies. Between January 2004 and March 2007, of the 6620 animals processed by the Shelter, 48.2% were euthanized, 25.4% were adopted, 17.1% were returned to owners, and 9.3% died or were otherwise disposed of.**

City Attorney  
636-4306

City Clerk  
636-4304

City Manager  
636-4305

Finance  
636-4301

Management Services  
636-4324

Personnel  
636-4308

Fax (831) 636-4310 • TDD Line Only (831) 636-4319

Response to "Hollister Animal Shelter"  
by City of Hollister  
Page 1 of 5

The Honorable Harry Tobias  
November 5, 2007  
Page 2

The City of Hollister neither agrees nor disagrees with the finding, as there is no description or information about the reported discrepancies. The correct statistics for the time period of January 1, 2004 through March 31, 2007 indicate that 7755 animals were processed during this time period. Of that number, 47.8% were euthanized; 25.6% were adopted; 17.4% were returned to their owners; and 9.2% died or were otherwise disposed of (numbers are rounded to the nearest 1/10 percent).

- 3. Construction of a new Shelter facility is in process, but groundbreaking has been repeatedly delayed.**

The City of Hollister disagrees with the finding. Construction is not in progress, as the award of the bid has not yet been made

- 4. There are procedures in place for kennel cleaning, but Grant Jury visits indicate problems in following those procedures. There are no procedures governing care and use of the drop box.**

The City of Hollister partially disagrees with the finding in that there are no *written* procedures for the use of the drop box. The procedures for kennel-cleaning are written, and Animal Shelter staff follow those procedures.

- 5. The Shelter currently does not have enough staff to cover all of its responsibilities. There has been considerable staff turnover recently.**

The City of Hollister agrees with the finding.

*Recommendations:*

- 1. Shelter records on animals processed need to be audited to explain discrepancies.**

Although there is no information regarding reported discrepancies, this recommendation will be implemented. The audit will be conducted by the Hollister Police Department's Support Services Division Commander, and will be completed no later than March 1, 2008.

- 2. Procedures for use of the drop box should be developed.**

The City of Hollister will implement this recommendation. Written procedures will be developed and implemented no later than March 1, 2008.

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Response to "Hollister Animal Shelter"  
by City of Hollister  
Page 2 of 5

The Honorable Harry Tobias  
November 5, 2007  
Page 3

**3. Periodic physical audits of kennel cleaning and drop box use should be performed.**

This recommendation will be implemented. Periodic audits will be conducted by the Hollister Police Department's Support Services Division Commander. The first audit will take place no later than March 2008.

**4. The City of Hollister's Department of Human Resources should investigate reasons for the staff shortage and turnovers.**

This recommendation will not be implemented. Two Animal Control Officers resigned from their positions in 2007. One accepted employment as a Corrections Officer with the San Benito County Sheriff's Department; the other resigned for unspecified personal reasons. Prior to these resignations, there has been no turnover in regular employees in about 5 years.

*II. Hollister Animal Shelter – Complaint #2*

*Observations, Findings and Conclusions:*

**The Grand Jury observed several problems in this investigation, including disarray and disorder in and around the Shelter (junk stacked in back of the building and papers strewn about the office), lack of space both in the office and in the animal areas, understaffing and high staff turnover, and difficulty in getting or understanding financial and other information. A large amount of information was provided, but much of it was too late for the Grand Jury to process this term.**

**From the information provided it was not clear how Shelter funds collected for services related to Shelter expenditures. It appears that the City of Hollister lacks the capacity to generate complete and timely reports comparable to those available from Monterey County.**

The Hollister Police Department agrees partially with the findings. The City of Hollister agrees that the present Animal Shelter lacks space in both the office and animal areas. The City agrees that the Animal Shelter is understaffed, as are all City departments. The City disagrees that there is high staff turnover, as until the recent resignation by two Animal Control Officers for different reasons, there has not been turnover of regular staff for almost 5 years.

The Animal Shelter is part of a General Fund department. As such, expenditures are paid from the City's General Fund; likewise, revenue is deposited into the City's General Fund. The City partly agrees in that there *was* an inability to generate complete and timely reports comparable to

The Honorable Harry Tobias  
November 5, 2007  
Page 4

those available in Monterey County to the satisfaction of the Grand Jury. However, given time to do so, the software vendor provided the City with an increased reporting ability.

*Recommendations*

- 1. Audits of the Shelter should be done to ensure that it operates in accordance with its own procedures.**

This recommendation will be implemented. Periodic audits of compliance with shelter procedures will be conducted by the Hollister Police Department's Support Services Division Commander. The first audit will take place no later than March 2008.

- 2. A financial audit should be performed to ensure that funds collected for licensing, spay/neuters, adoptions, etc. are deposited and expended appropriately.**

This recommendation has been implemented. The financial audit was conducted by the City of Hollister's Finance Department in September 2007. No irregularities were noted.

- 3. A compliance audit should be done to ensure compliance with Food and Agriculture Code Section 32003 and related animal shelter laws.**

This recommendation will be implemented. The audit will be conducted by the Hollister Police Department's Support Services Division Commander, and will be completed no later than March 1, 2008.

- 4. An investigation of the possible existence of morale problems is needed. This should include comparison of the salary schedule with those of comparable jurisdictions, a review of grievances, and compliance with on-call compensation procedures.**

This recommendation will not be implemented. The City acknowledges that morale is affected in the Animal Control Bureau, as it is in all City Departments, by the on-going budget crises faced by the City of Hollister. This crisis affects staffing levels, and limits the availability of personnel to serve on-call. Subsequent to the Grand Jury completing its investigation, two Animal Control Officers were hired to fill the existing vacancies, and staffing is presently at the budgeted level. There are no pending grievances, the last having been withdrawn. The City acknowledges it cannot pay salaries comparable to nearby jurisdictions.

Response to "Hollister Animal Shelter"  
by City of Hollister  
Page 4 of 5



The Honorable Harry Tobias  
November 5, 2007  
Page 5

- 5. The San Benito County Board of Supervisors and their staff should update county ordinances and agreements relating to animal control.**

This recommendation does not apply to the City of Hollister.

- 6. An interview with the Hollister Police Department should be conducted to determine what procedures are in place to ensure proper management of the Shelter.**

This recommendation will be implemented. The interview will be conducted by the Hollister City Manager, and will be completed no later than March 1, 2008.

- 7. It is suggested that the 2007-2008 Grand Jury continue investigation to resolve issues not brought to completion during this term.**

This recommendation does not apply to the City of Hollister.

- 8. The City of Hollister should acquire the capacity to generate complete and timely reports.**

This recommendation has been implemented.

I would be glad to discuss any of these responses with you should you have any questions.

Sincerely,



Clint G. Quilter  
City Manager

cc: Foreperson, San Benito County Grand Jury  
Jeff Miller, Chief of Police  
Stephanie Atigh, City Attorney  
Geri Johnson, City Clerk

Response to "Hollister Animal Shelter"  
by City of Hollister  
Page 5 of 5



## SAN BENITO COUNTY JAIL

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### RESPONSES RECEIVED

- San Benito County Board of Supervisors
- San Benito County Sheriff's Office





COUNTY OF SAN BENITO  
BOARD OF SUPERVISORS

RECEIVED  
M. Alfaro

OCT - 9 2007

Superior Court of California  
County of San Benito

481 Fourth St • Hollister, CA 95023  
Phone: 831-636-4000 • Fax: 831-636-4010

Don Marcus, District No. 1  
Anthony Botelho, District No. 2  
Pat Loe, District No. 3  
Reb Monaco, District No. 4  
Jaime De La Cruz, District No. 5

October 9, 2007

The Honorable Harry Tobias  
Presiding Judge San Benito County Superior Court

Dear Judge Tobias:

This is the San Benito County formal response to the Grand Jury Report issued July 31, 2007. Also incorporated for the convenience of the Grand Jury is the response by the Chief Probation Officer and County Sheriff.

This response fulfills Penal Code Section 933 that mandates a response to the Grand Jury Report within 90 days of the report.

Please extend our appreciation to the Grand Jury for their continued dedication and service to the community.

Sincerely,

Don Marcus, Chair  
San Benito County Board of Supervisors

Attachment: San Benito County Response

Response to "San Benito County Jail"  
by County of San Benito Board of Supervisors  
Page 1 of 3

**Board of Supervisors Response  
to the Grand Jury Report on the County Jail  
Issued July 31, 2007**

The Grand Jury report included six recommendations addressing the needs of the County Jail.

**Recommendations**

Grand Jury Recommendation 1:

"Complete 2005-2006 Grand Jury recommendation of additional security cameras and installation of new Control panel."

Board of Supervisors Response:

This recommendation has been implemented. Additional security cameras and new central control panel have been installed.

Grand Jury Recommendation 2:

"Properly install the electrical cord for the refrigerator in the Nurse's station."

Board of Supervisors Response:

Relocating the refrigerator next to the wall outlet has satisfied this recommendation.

Grand Jury Recommendation 3:

"Provide in-depth classification training to more staff in order to have personnel available 27/7 for this critically important bilingual function."

Board of Supervisors Response:

Board of Supervisors Response:

This recommendation has been implemented with classification training of two Correctional Officers during FY 2006-2007. Additionally, in the FRY 2007-2008

budget, the Board approved funding for one new Correctional Officer specifically assigned to classification.

Grand Jury Recommendation 4:

"Provide space at the Jail facility for education and life skills programming."

Board of Supervisors Response:

This recommendation has not been implemented as the Sheriff has advised that the jail facility currently has adequate program space.

Grand Jury Recommendation 5:

"Increase the nursing staff at the Jail to provide coverage 24/7. This position could then be shared by both the Jail and Juvenile Hall which only has nursing during four hours a day."

Board of Supervisors Response:

This recommendation will not be implemented this fiscal year. The Sheriff has advised that he will discuss this recommendation with his staff, he does not feel additional nursing staff is necessary at this time.

Grand Jury Recommendation 6:

"Replace wooden box in in-take area with a more secure, safe writing area."

Board of Supervisors Response:

This recommendation will not be implemented. The Sheriff does not concur with this recommendation as a safety analysis







**SAN BENITO COUNTY SHERIFF'S OFFICE**

POST OFFICE BOX 700 • HOLLISTER, CALIFORNIA 95024-0700  
PHONE: 831-636-4080 • FAX: 831-636-1416

**CURTIS J. HILL**  
SHERIFF-CORONER

September 5, 2007

TO: San Benito County Grand Jury  
FROM: Curtis J. Hill, Sheriff/Coroner  
RE: **2006 – 2007 Grand Jury Report and Response, County Jail**

The following is my response to the conclusions and recommendations of the Grand Jury:

**1. Complete 2005 – 2006 Grand Jury recommendations of additional security cameras and installation of new control panel.**

As Sheriff of San Benito County and pursuant to Penal Code 933.05.(a)(2)(b)(1), the recommendation has been implemented. The budgeted and approved security cameras were installed as well as the touch screen control panel in central control.

**2. Properly install the electrical cord for the refrigerator in the Nurse's station.**

Pursuant to Penal Code 933.05. (a)(2)(b)(1), the recommendation has been implemented. The refrigerator was moved next to the wall outlet.

**3. Provide in-depth classification training to more staff in order to have personnel available 24/7 for this critically important bilingual function.**

Pursuant to Penal Code 933.05.(a)(2)(b)(1), the recommendation has been implemented. During fiscal year 2006 – 2007, two additional Correctional Officers were sent to classification training. For fiscal year 2007- 2008, a new Correctional Officer position was approved by the County Board of Supervisors to be dedicated to the classification function.

**4. Provide space at the Jail facility for education and life skills programming.**

Pursuant to Penal Code 933.05.(a)(2)(b)(2), the recommendation has not been implemented. I am not clear as to this recommendation. If space is the context, I have adequate space for this type of programming.

MISSION STATEMENT

TO SERVE THE PUBLIC BY ESTABLISHING A PARTNERSHIP WITH THE COMMUNITY; TO PROTECT LIFE AND PROPERTY,  
PREVENT CRIME AND SOLVE PROBLEMS

Response to "San Benito County Jail"  
by San Benito County Sheriff's Office  
Page 1 of 2

**5. Increase the nursing staff at the Jail to provide coverage 24/7. This position could then be shared by both the Jail and Juvenile Hall which only has a nurse during four hour shifts.**

Pursuant to Penal Code 933.05.(a)(2)(b)(3), the recommendation requires further analysis. I do not feel an additional nursing staff is warranted at this time, however, I will initiate discussion with staff and the medical provider to determine if the recommendation of the Grand Jury has merit.

**6. Replace wooden box in in-take area with a more secure, safe writing area.**

Pursuant to Penal Code 933.05.(a)(2)(b)(4), the recommendation will not be implemented. The pre booking area has been looked at for safety. I don't feel replacing the box is necessary.

## SAN BENITO COUNTY JUVENILE HALL

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### RESPONSES RECEIVED

- San Benito County Board of Supervisors
- San Benito County Probation Department – Response 1 of 2
- San Benito County Probation Department – Response 2 of 2



**Board of Supervisors Response  
to the Grand Jury Report on the Juvenile Hall  
Issued July 31, 2007**

**Findings**

The Grand Jury report included "observations, findings, and conclusions" with regard to the state of the juvenile hall facility.

The Board of Supervisors concurs with "observations, findings, and conclusions" with the exception of the following:

Paragraph 1: "The Juvenile Hall facility has the capacity to hold 28 detainees, and houses an average population of 15".

Board of Supervisors Response:

Although the Juvenile Hall has the capacity to hold 28 detainees, the California Corrections Standards Authority's rated capacity is 20 detainees.

Paragraph 2: "In talking to staff, it was found that there is no heating system".

Board of Supervisors Response:

The Juvenile Hall does have a heating system.

**Recommendations**

Grand Jury Recommendation 1:

"Make necessary health and safety repairs related to the swamp cooler and heating and air conditioning."

Board of Supervisors Response:

The FY 2007-2008 adopted budget includes appropriations for repairs and maintenance of the swamp cooler. Staff has been instructed on the use of the heating system.

Grand Jury Recommendation 2:

"Complete a comprehensive analysis of maintenance needs for the facility and request funding on an ongoing basis to make repairs/replacement of equipment, including the walkie-talkies and the control panel."

Board of Supervisors Response:

An assessment of the building conditions at Juvenile Hall was completed in FY 2006-2007. The Board included \$458,500 in general fund resources for repairs / replacement / additions of equipment in the adopted 2007-2008 budget, which includes replacement of the control panel. This amount is in addition to the adopted general fund resources for the swamp cooler repair referenced above. The two-way radios were replaced in June 2007.

Grand Jury Recommendation 3:

"Provide an emergency generator for back-up power."

Board of Supervisors Response:

As discussed, appropriations have been included in the FY 2007-2008 adopted budget for Juvenile Hall facility needs.



**San Benito County Probation Department**

400 Monterey Street  
Hollister, CA 95023  
831-636-4070  
831-636-5682 FAX

Mary Covell  
Acting Chief Probation Officer  
Officer

Christine D. Armer  
Assistant Chief Probation

**AGENCY RESPONSE TO GRAND JURY FINDINGS**

Grand Jury 2006 to 2007 Final Report

August 29, 2007

Name of Respondent: Christine Armer, Assistant Chief Probation Officer

Grand Jury Final Report Title: San Benito County Juvenile Hall

Agency agrees partially with the finding and below is the provided explanation:

The Juvenile Hall capacity is rated for a population of twenty. Over twenty is considered as over-crowded. The average daily population fluctuates.

The Public Works Department recently conducted an evaluation of the Juvenile Hall facility and their findings resulted in the appropriations of funds in Probations FY 2007/2008 budget to appropriately address this concern. The facility is currently slotted for receiving maintenance and equipment updates which includes painting, ventilation, back-up power, and a new control panel.

There is and has been a heating system at the Juvenile Hall facility.

There was a short time when the inside radios were missing and had to be replaced or needed new batteries. The wrong radios (outside radios to communicate with County Communications and Police) were inadvertently ordered and held-up the process. When the mistake was discovered, Probations Administrative Services Specialist

Response to "San Benito County Juvenile Hall"  
by San Benito County Probation Department – Response 1 of 2  
Page 1 of 2

brought in her own personal radios for the staff to use. The problem was quickly solved and four new radios were ordered.

A screen-mesh was installed on the Juvenile Hall back fence due to safety concerns of minors and staff due to controversy surrounding a detained minor. The mesh was later removed and replaced with a more permeable one to enable staff to visually detect any unwanted intruders behind it. This was also done for safety purposes as not being able to distinguish if someone is behind the mesh is just as dangerous as having the staff and minors visible to the outside.

The Juvenile Hall is still in the hiring process to replace the transportation officer. At this time there are two female positions vacant. Any vacancies result in the transportation officer position becoming vacant since it is the only one that is not mandated.





**San Benito County Probation Department**

400 Monterey Street  
Hollister, CA 95023

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Mary Covell  
Acting Chief Probation Officer  
Officer

Christine D. Armer  
Assistant Chief Probation

**AGENCY RESPONSE TO GRAND JURY RECOMMENDATIONS**

Grand Jury 2006 to 2007 Final Report

August 29, 2007

Name of Respondent: Christine Armer, Assistant Chief Probation Officer

Grand Jury Final Report Title: San Benito County Juvenile Hall

Response to Recommendation Numbers 1, 2 and 3.

1. There is and has been a functioning heating system at the Juvenile Hall facility. The staff person that was interviewed may not have been familiar with it. This was discussed at the June 2007, Juvenile Hall staff meeting, to ensure that all staff were familiar with the heating system. The swamp cooler will be evaluated during FY 2007/2008 and any necessary repairs will be made.

2. On April 20, 2007, the Assistant Director of Public Works met with the Interim Juvenile Hall Superintendent, a juvenile hall supervisor and the Assistant Chief Probation Officer to inspect the facility and compile a list of repairs. Following Public Works assessment, a prioritized list was established which included seventeen items as in need of repair. These findings resulted in the appropriation of funds in Probation's FY 2007/2008 budget to appropriately address these concerns. The facility is currently slotted for receiving maintenance and equipment updates which includes painting, ventilation, back-up power, and a new control panel. The radios were replaced on June 13, 2007.

3. As addressed in #2, the generator for back-up power will be pursued during fiscal year 2007/2008.

Response to "San Benito County Juvenile Hall"  
by San Benito County Probation Department – Response 2 of 2  
Page1 of 1



## **Appendix II**

# **How to File a Complaint**



## FILING A COMPLAINT

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The Grand Jury may receive and investigate complaints by private citizens, local government officials, and local government employees regarding the actions and performance of public officials. Complaints requesting an investigation must be submitted in writing with a legible signature, address, and telephone number, and must include any supporting evidence available. Members of the Grand Jury are sworn to secrecy and, except in very rare instances, neither minutes nor records of its meetings can be subpoenaed by any outside body, thus assuring that all complaints will be handled in an entirely confidential manner. If the Grand Jury believes that the evidence submitted is sufficient or within their jurisdiction, a detailed investigation may be conducted. Complaints requesting a Grand Jury investigation must be mailed to the following address. Complaints submitted to an address other than the one listed below will not be reviewed by the Grand Jury.

**San Benito County Grand Jury  
P.O. Box 1624  
Hollister, CA 95024**

A complaint form is included on the next page. This form and additional information may be found at <http://sanbenitocountygrandjury.org/>.

Communications from the public can provide valuable information to the Grand Jury. Receipt of all complaints will be acknowledged. If the Grand Jury determines that a matter is within the legally permissible scope of its investigative powers and would warrant further inquiry, additional information may be requested. If a matter does not fall within the Grand Jury's investigative authority, or the jury determines not to investigate further a complaint, no action will be taken, and there will be no further contact from the Grand Jury.

The findings of any investigation conducted by the Grand Jury can be communicated only in a formal final report, which is normally published at the conclusion of the Grand Jury's term of empanelment (June 30<sup>th</sup>).

The Grand Jury has no jurisdiction or authority to investigate federal agencies, state agencies, or the courts. Only causes of action occurring within the County of San Benito are eligible for review. The jurisdiction of the Grand Jury includes the following:

- Consideration of evidence of misconduct against public officials within San Benito County.
- The inquiry into the condition and management of the jails within the county.
- Investigation and report on the operations, accounts, and records of the officers, departments, or functions of the county including those operations, accounts, and records of any special legislative district or other district in the county created pursuant to state law for which the officers of the county are serving in their ex officio capacity as officers of the districts.
- Investigation of the books and records of any incorporated city or joint powers agency located in the county.

# SAN BENITO COUNTY GRAND JURY COMPLAINT FORM

**NOTICE TO CITIZENS WHO WISH TO ISSUE A COMPLAINT:** Among the many powers and responsibilities of the San Benito County Grand Jury is the investigation of citizen complaints to assure that all branches of county and city government are being administered efficiently, honestly and in the best interest of its citizens. It is not the function of the Grand Jury to help to settle disputes between private citizens and/or groups.

**CONFIDENTIALITY:** All complaints submitted to the San Benito County Grand Jury are required by law to be treated in the strictest of confidence.

**COMPLAINT PROCEDURE: ALL COMPLAINTS FORMS MUST BE COMPLETED AND MAILED TO:**

**SAN BENITO COUNTY GRAND JURY  
Post Office Box 1624  
Hollister California 95024**

**PHONE CALLS AND FAXES ARE NOT ACCEPTED. THIS PROCEDURE IS TO ASSURE THAT ALL COMPLAINTS REMAIN STRICTLY CONFIDENTIAL. PLEASE TYPE OR PRINT CLEARLY.**

NAME OF PERSON PRESENTING THIS COMPLAINT \_\_\_\_\_

PERSON OR AGENCY ABOUT WHICH COMPLAINT IS MADE \_\_\_\_\_

NAME \_\_\_\_\_ PHONE \_\_\_\_\_

POSITION OR OFFICE HELD BY PERSON NAMED IN COMPLAINT \_\_\_\_\_

IS COMPLAINT WITH A GOVERNMENT AGENCY AND NOT ONE PERSON? YES  NO

IF YES, WHAT GOVERNMENT AGENCY? \_\_\_\_\_

NATURE OF COMPLAINT \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Note: if you need more space, please use the back of this form or attach additional page(s).*

COMPLAINT CONTACTS: What other persons or agencies have you contacted about this problem?

\_\_\_\_\_

\_\_\_\_\_

ACTION REQUESTED: Please describe in detail, what action you would like the San Benito County Grand Jury to take.

\_\_\_\_\_

\_\_\_\_\_

*"This information is true, correct and complete to the best of my knowledge."*

NAME \_\_\_\_\_ DATE \_\_\_\_\_

ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

*Please see reverse side for additional instructions*

## **Appendix III**

# **How to Apply to Become a Grand Juror**





## **INFORMATION ABOUT THE GRAND JURY**

### **WHAT IS THE GRAND JURY?**

The California Constitution requires the appointment every year of a Grand Jury for each county. In San Benito County, 19 Grand Jurors are appointed to serve for a term of one (1) year, but not more than two (2) consecutive years. The Grand Jury is an official body of the Court with independent authority that is not answerable to administrators or legislators. Its principal purpose is to protect the public interest. Appointment to the Grand Jury provides citizens a means to participate in the affairs of the local governments.

### **WHO ARE THE MEMBERS OF THE GRAND JURY?**

California Penal Code section 893(a) states that a person is competent to act as a Grand Juror if that person possesses each of the following qualifications:

- Be "a citizen of the United States"
- Be "of the age of 18 years or older"
- Have been a resident of San Benito County for one (1) year immediately before being selected
- Be in possession of "natural faculties, of ordinary intelligence, of sound judgment, and of fair character"
- Be "possessed of sufficient knowledge of the English language."

California Penal Code section 893(b) states that a person is not competent to act as a Grand Juror if any of the following apply:

- "The person is serving as a trial juror in any court of this state"
- "The person has been discharged as a grand juror in any court of this state within one year" of being selected (although for ease of transition from one year to the next, Jurors may be held over for a second year at the discretion of the Court)
- "The person has been convicted of malfeasance in office or any felony or other high crime"; or;
- "The person is serving as an elected public officer."

The Grand Jurors are selected by lot after a screening process by the Court at the beginning of the County's fiscal year (July 1). Anyone interested in becoming a Grand Juror may submit an application to the Jury Commissioner at the above address.

### **WHAT DOES THE GRAND JURY DO?**

The Grand Jury serves a primary civil (non-criminal) function – namely the investigation of county and city government, special districts, and school districts. These civil investigations result in recommendations for improvements to save taxpayers' dollars and to improve services.

To do this, the Grand Jury is divided into committees, each of which concentrates on careful and diligent investigation of certain departments or functions of government. These committees study complaints submitted by citizens of San Benito County, visit various facilities, investigate records and documents, draw conclusions regarding the operation of local governments, and meet with officials.

The Grand Jury may subpoena witnesses to give testimony or deliver documents for study. The Grand Jury may seek advice from the District Attorney or County Counsel and may discuss problems with a Judge of the Superior Court. If these officials are unable to assist properly, the Grand Jury may request advice from the State Attorney General. After performing these activities, the Grand Jury submits recommendations for improvement of the operation of the county government to the Board of Supervisors.

## **WHO MAY ASK THE GRAND JURY FOR AN INVESTIGATION?**

The Grand Jury may receive and investigate complaints by private citizens, local government officials, and local government employees regarding the actions and performance of public officials. Complaints requesting an investigation must be submitted in writing with a legible signature, address, and telephone number, and must include any supporting evidence available. Members of the Grand Jury are sworn to secrecy and, except in very rare instances, neither minutes nor records of its meetings can be subpoenaed by any outside body, thus assuring that all complaints will be handled in an entirely confidential manner. If the Grand Jury believes that the evidence submitted is sufficient or within their jurisdiction, a detailed investigation may be conducted. Complaints requesting a Grand Jury investigation must be mailed to the following address. Complaints submitted to an address other than the one listed below will not be reviewed by the Grand Jury.

San Benito County Grand Jury  
P.O. Box 1624  
Hollister, CA 95024

## **DOES THE GRAND JURY INVESTIGATE CRIMES?**

In San Benito County most criminal complaints are handled through the Court. The Grand Jury may hear evidence concerning criminal activity and, where there is probable cause to bring charges, return an indictment. This happens infrequently. Information about the Grand Jury's work in this area is not included in the Grand Jury's Final Report.

## **THE FINAL REPORT**

A Final Report is prepared at the end of the Grand Jury's term, which contains each committee's recommendations. Copies of this report are distributed to the public officials, county libraries and news media. The County Board of Supervisors must respond to each of the Grand Jury's recommendations within 90 days. Should you want to know what your Grand Jury has investigated and recommended, read the local library's copy or ask to read a copy of the Report at

Clerk of the Superior Court  
440 Fifth Street, Room 205  
Hollister, CA 95023

# SAN BENITO COUNTY

## PROSPECTIVE GRAND JUROR QUESTIONNAIRE

*This questionnaire is to assist the Superior Court Judge in compiling a list of nominees which fairly represents a cross-section of our county. The information supplied on this questionnaire is confidential*

YOUR NAME \_\_\_\_\_ HOME PHONE \_\_\_\_\_  
YOUR ADDRESS \_\_\_\_\_ WORK PHONE \_\_\_\_\_  
CITY/STATE/ZIP \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_  
LENGTH OF RESIDENCY \_\_\_\_\_ DRIVER'S LICENSE  
IN SAN BENITO COUNTY \_\_\_\_\_ OR I.D. NUMBER \_\_\_\_\_

*If you are currently employed, please provide the following information:*

YOUR OCCUPATION \_\_\_\_\_ ADDRESS OF EMPLOYER \_\_\_\_\_  
EMPLOYER'S NAME \_\_\_\_\_ CITY/STATE \_\_\_\_\_

*If you are married or have children, please provide the following information:*

YOUR SPOUSE'S NAME \_\_\_\_\_ SPOUSE'S OCCUPATION \_\_\_\_\_  
AGE(S) OF CHILDREN \_\_\_\_\_ SPOUSE'S EMPLOYER \_\_\_\_\_

BELOW ARE THE STATUTORY QUALIFICATIONS FOR SERVICE AS A GRAND JUROR.  
PLEASE ANSWER EACH ONE BY CHECKING THE APPROPRIATE BOX:

- Are you a citizen of the United States?  YES  NO
- Are you at least 18 years of age?  YES  NO
- Have you resided in San Benito County for at least one year before being selected?  YES  NO
- Do you possess ordinary intelligence and good character?  YES  NO
- Do you possess a working knowledge of the English language?  YES  NO
- Are you presently serving as a trial juror?  YES  NO
- Have you been discharged as a Grand Juror within the last year?  YES  NO
- Have you been convicted of a felony or malfeasance in office?  YES  NO
- Do you possess ordinary intelligence and good character?  YES  NO
- Are you presently serving as an elected official?  YES  NO

*The following questions are to assist the court in ensuring that it selects individuals who are representative of the community and free of bias.*

NAMES AND LOCATIONS OF SCHOOLS YOU HAVE ATTENDED:

<u>NAME OF SCHOOL</u>	<u>LOCATION OF SCHOOL</u>	<u>GRADE LEVEL COMPLETED OR DEGREE ATTAINED</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

LIST ANY ORGANIZATIONS TO WHICH YOU BELONG, AND THE LENGTH OF YOUR INVOLVEMENT:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HAVE YOU EVER BEEN NOMINATED FOR OR SERVED ON A GRAND JURY?  YES  NO

*If yes, please state when and where:* \_\_\_\_\_

\_\_\_\_\_

WHY ARE YOU INTERESTED IN SERVING ON A GRAND JURY?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

HAVE YOU EVER HELD A PUBLIC OFFICE?  YES  NO

*If yes, what office and where?* \_\_\_\_\_

\_\_\_\_\_

ARE YOU NOW OR HAVE YOU EVER BEEN AN ELECTED OFFICIAL?  YES  NO

*If yes, please state what office and when it was held by you.* \_\_\_\_\_

\_\_\_\_\_

HAVE YOU EVER BEEN AN EMPLOYEE OF A PUBLIC AGENCY IN THIS COUNTY?  YES  NO

*If yes, what agency and when?* \_\_\_\_\_

\_\_\_\_\_

DO YOU HAVE RELATIVES EMPLOYED BY ANY PUBLIC AGENCY IN THIS COUNTY?  YES  NO

*If yes, please state relative's name, relation to you and by whom they are employed:* \_\_\_\_\_

\_\_\_\_\_

PLEASE SUMMARIZE YOUR EMPLOYMENT HISTORY FOR THE LAST 5 YEARS, INCLUDING EMPLOYERS, POSITIONS HELD, AND DURATION OF EACH:

<u>PLACE OF EMPLOYMENT</u>	<u>POSITION HELD</u>	<u>LENGTH OF EMPLOYMENT</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

PLEASE SUMMARIZE YOUR SPOUSE'S EMPLOYMENT HISTORY FOR THE LAST 5 YEARS, INCLUDING EMPLOYERS, POSITIONS HELD, AND DURATION OF EACH:

<u>PLACE OF EMPLOYMENT</u>	<u>POSITION HELD</u>	<u>LENGTH OF EMPLOYMENT</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

HAVE YOU EVER SERVED IN THE MILITARY?  YES  NO  
If yes, please state the dates, what branch, highest rank attained, and nature of employment:

<u>DATES OF SERVICE</u>	<u>BRANCH OF SERVICE</u>	<u>HIGHEST RANK</u>	<u>NATURE OF EMPLOYMENT</u>
_____	_____	_____	_____
_____	_____	_____	_____

PLEASE DESCRIBE ANY SPECIAL SKILLS OR ABILITIES YOU POSSESS THAT THE JUDGE SHOULD BE AWARE OF IN CONSIDERING YOUR APPLICATION:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

DO YOU HAVE ANY SUGGESTIONS, COMMENTS OR OTHER MATTERS YOU WOULD LIKE FOR THE JUDGE TO CONSIDER IN CONNECTION WITH YOUR APPLICATION?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***NOTE: Applications for nomination as a member of the San Benito County Grand Jury may be subject to background check and investigation as to the statutory qualifications for service and the applicant's ability and suitability for service.***

In support of my application for selection as a member of the San Benito County Grand Jury, I declare under penalty of perjury that the foregoing is true and correct. Executed at \_\_\_\_\_, California, on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
Signature

**The following questions are optional and will be used for statistical purposes only. The information provided will not be used as part of the grand jury selection process.**

1. Age at the time of this application:

- 18-25
- 26-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over

2. Gender:

- Male
- Female

3. Race or ethnicity (you may select more than one):

- American Indian or Alaska Native
- Asian
- Black or African-American
- Hispanic/Latino
- Native Hawaiian or other Pacific Islander
- White
- Other race or ethnicity (please state:\_\_\_\_\_)
- Decline to answer

Please visit the  
County of San Benito  
Civil Grand Jury  
Web site  
at

**<http://www.sanbenitocountygrandjury.org>**

There, you can read or download:

- a juror application
- a complaint form
- past and current reports

