



County of Orange
California

Thomas G. Mauk
County Executive Officer

March 20, 2007

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Honorable Nancy Wieben Stock
Presiding Judge of the Superior Court of California
700 Civic Center Drive West
Santa Ana, CA 92702

2005-2006

Subject: Status Update on Open Grand Jury Implementation Items

Dear Judge Stock:

Per your request, and in accordance with Penal Code 993, enclosed please find the County of Orange response to the subject report as approved by the Board of Supervisors. If you have any questions, please contact Theresa Stanberry at (714) 834-3727 in the County Executive Office who will either assist you or direct you to the appropriate individual.

Very truly yours,

Thomas G. Mauk
County Executive Officer

County Executive Office
10 Civic Center Plaza
Third Floor
Santa Ana, California
92701-62

Tel: (714) 834-2345
Fax: (714) 834-3018
Web: www.oc.ca.gov

2005 – 2006 Grand Jury Report Follow-up

Report: **Business Continuity: Can Orange County Stay Open for Business After a Disaster?**

Released: **February 10, 2006**

7.2 **Use of best practice processes and project structure:** The Board of Supervisors and CEO should require the use of best practice processes and project structure for further Business Continuity Plan development. (See Findings 6.1 and 6.2.)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Status: The CEO/IT Business Continuity Office has developed a Business Continuity planning model and detailed guidelines based on industry best practices. These documents have been distributed to Agencies and are currently available on the County Intranet. Business Continuity planning software from SunGard has been purchased, implemented and is current being used by County Agencies to create and store their Business Continuity Plan. Training continues to be provided to Agency staff as needed.

7.3 **Executive Steering Committee:** The Board of Supervisors should direct the CEO to establish an executive steering committee to carry out its policies and to guide the Business Continuity project. The committee, led by the CEO, will ensure a collaborative effort by the agencies and a uniform approach to plan development including: guidelines, training, and use of standard Business Continuity software tools. (See Findings 6.1 through 6.3.)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Status: A Business Continuity Steering committee consisting of Agency/Department Heads was formed and meets monthly. Membership based on priority process: Public Health, Public Safety, Criminal Justice, Public Works, Public Assistance, Revenue Collection, Payments, and Government Regulatory Compliance. Participating Agencies includes Auditor Controller, Assessor, District Attorney, Health Care Agency, Internal Audit, Probation Department, Public Defender, RDMD, and Social Services Agency. A charter was approved by the committee in August 2006. The committee is a collaborate effort that ensures a uniform approach to guidelines, training, tools, and plan development.

7.4 **Development of a County-level plan:** The Board of Supervisors and CEO should require the development of a County-level Business Continuity Plan. This plan should include prioritization of critical business functions across all county agencies and use of common support elements such as backup facilities for both people and computer systems (See Findings 6.3.)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Status: A Risk Analysis and Business Impact Analysis was performed and completed by December 2006 for each of the 21 participating agencies. The report defines the recovery time and point objectives for each critical asset and business process. Agencies are currently building their Business Continuity Plans and Recovery Strategies based upon the findings from the Risk Analysis and Business Impact Analysis. The target date to complete the Business Continuity Plans and Recovery Strategies is March 2007. Afterwards, agencies will begin to implement their Business Continuity Plans and Recovery Strategies. Resource needs will depend on the recovery needs per agency. The data from all reports are being organized to demonstrate commonalities and will assist in defining the recovery strategies. The Business Recovery Center continues to be operational and will be expanded to host over 20 workstations

Report: City Cops are Sharing Information – Why not the County?

Released: March 17, 2006

7.1 **County inclusion in a JPA:** The County Executive Office and the OCSD should reconsider and revisit the issue of becoming listed members of a JPA for Integrated Law & Justice by the second quarter, 2006.

Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Response: While the OCSD supports the idea of the JPA program, some of the structural issues initially identified still have not been resolved. Once those items are resolved, the CEO and the OCSD may become listed as members.

7.2 **County participation in COPLINK®:** The OCSD, the Probation Department, and the District Attorney should determine whether the concerns given for not participating in COPLINK® still exist and if not, reconsider their participation in COPLINK® by the fourth quarter, 2006.

Original Response: The recommendation has been implemented.

Current Response: At its February 6, 2007 meeting, the Board of Supervisors approved the participation of the Probation Department and District Attorney's Office in COPLINK. The OCSD is still conducting analysis pertaining to the department's participation in the program.

Report: Improving Child Abuse Response

Released: May 2, 2006

7.1 **Law enforcement agency acceptance of SSA Field Response Protocol:** All Orange County law enforcement agencies should consider agreeing to the SSA enhanced protocol as social worker capacity is increased to support law enforcement needs. (See Findings 6.1 and 6.2)

Original Response: Recommendation has not been implemented but will be implemented in the future.

Current Response: This recommendation has been implemented.

The Children and Family Services Division (CFS) has been phasing in the Field Response Protocol (FRP) with law enforcement jurisdictions, as increased staffing levels and regionalization of offices permits. Currently, there are three scheduled phases of implementation with law enforcement agencies within Orange County. The phases involve those jurisdictions in and around our Orange, Cypress, and Aliso Viejo CFS/Emergency Response offices. Approximately 90% of Child Abuse Registry (CAR) reports originate from the law enforcement jurisdictions identified and participating in FRP. Additional jurisdictions will be approached as further regionalization of offices occurs. Regionalization is a critical component to the FRP service to ensure a timely joint response between CFS and law enforcement agencies.

Phase 1 - The FRP procedure has been fully implemented with Santa Ana, Tustin, and Anaheim Police Departments and they have incorporated the FRP process in their departmental policies.

Phase 2 - The FRP process includes the Orange County Sheriff Department, Orange, Garden Grove, Laguna Beach, and Newport Beach Police Departments. Each of the Phase 2 law enforcement agencies have met with CFS and initiated the FRP process. These FRPs are scheduled for a six-month review in spring of 2007 and it is anticipated that each of these agencies will then fully incorporate the FRP in their departmental policies.

Phase 3 - These jurisdictions include La Palma, Cypress, Buena Park, and Los Alamitos Police Departments. La Palma met with CFS and initiated a FRP. The remaining departments have received invitations to participate in the FRP service. CFS is currently following up with those jurisdictions to discuss full implementation.

Report: **The Long-Term Care Ombudsman Program: Are We Ready for the Coming "Age Tsunami"?**

Released: **May 1, 2006**

7.2 Continue Monitoring/Evaluation and Increase Public Awareness: The OOA should continue its annual monitoring site visits and reports to ensure adherence to the core elements of the program. The OOA should implement planned strategies to increase public awareness.

Original Response: The recommendation to continue monitoring has been implemented. The recommendation to increase awareness has not yet been implemented, but will be implemented in the future.

Current Response: The recommendation to continue monitoring has been implemented. The recommendation to increase awareness has been implemented. In August 2006, the Council on Aging (CoA) hosted an orientation for interested individuals seeking to volunteer in the Ombudsman Program. The CoA conducted an Ombudsman Training

and certified 12 new Ombudsmen into the program in October 2006. The CoA hosted a second orientation in January 2007, with sixty eight attendees. A training session will be held on March 6, 2007.

Additional activities have also been undertaken or scheduled to increase the awareness of the Ombudsman program. Activities include: distribution of the Ombudsman pamphlet on "Senior Days" at the Orange County Fair; a featured article in the CoA's Fall newsletter, *The Advocate*; 134 public presentations which included Ombudsman Program Awareness; "Just Imagine Tour" hosted by the CoA in January, February and March; link volunteer information for the Ombudsman Program from the OoA website to the CoA site; announcements about the program and an interview of CoA staff to be conducted on Vietnamese radio;

- 7.5 Volunteer Ombudsman Recognition:** The BOS should participate in the recognition of volunteer Ombudsmen at public forums such as during official board meetings, Senior Citizen Advisory meetings, etc. (See Finding 6.4).

Original Response: This recommendation has not yet been implemented, but will be implemented in the future.

Current Response: This recommendation has been implemented. On Thursday, April 26, 2007 the CoA is scheduled to host its agency-wide Volunteer Recognition Luncheon. It is requested that a member of the Board of Supervisors attend this function to recognize the Ombudsman Volunteers. Council on Aging recognition for the Ombudsman Program will take place at a Board of Supervisors meeting on a date still to be determined.

Report: Safely Surrendered Unwanted Infants - No Shame! No Blame! No Names!
Released: June 27, 2006

- 7.2 Funding public awareness:** The SSA should seek tobacco tax funds and other state grants to promote public awareness about Safe Surrender (See Finding 6.3 and 6.4)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Response: This recommendation has been implemented.

The budget for this comprehensive, countywide campaign is \$80,000. The Raise Foundation is currently working to secure this funding. To date, the Raise Foundation has raised \$15,000. When they reach \$25,000, the film production portion of the campaign will be implemented. Meetings with potential funding sources have been scheduled for January 2007. The Raise Foundation hopes to have at least the \$25,000 secured by February 1, 2007. Tobacco tax funds and state grants have not been used; however, these funding sources are currently being pursued.

- 7.3 Educating students:** SSA should utilize the free state pamphlet titled "No Shame. No Blame. No Names;" should give available Safe Surrender materials to secondary school

district nurses; and, should develop additional Safe Surrender materials for educating students and other members of the public. (See Finding 6.3 and 6.4)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Response: This recommendation has been implemented. SSA has received the California Department of Social Services (CDSS) pamphlet titled "No Shame. No Blame. No Names" and will continue to work with the Orange County Department of Education (OCDE) liaison to distribute information to secondary school nurses. In addition, SSA has ordered, but has not yet received, DVDs that will be used to educate students and the community

- 7.5 **Public Education and Awareness:** The SSA should seek funds for a media campaign to educate females that there are alternatives to abandoning an infant without fear of arrest and/or prosecution. (See Finding 6.3 and 6.4)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Response: This recommendation has been implemented.

A Steering Committee composed of representatives from the Orange County Sheriff's Department, the Orange County Fire Authority, Children and Family Services (CFS) Division of SSA, Orange County Health Care Agency (HCA), the Children and Families Commission, the Raise Foundation, Waste Management, and others have chosen to create a comprehensive public awareness campaign about the Safe Haven law. To this end, they have approached Faubel Public Affairs to develop the campaign. The campaign will include the production of a six-minute short film (DVD) for dissemination to schools. Additionally, thirty-second Public Service Announcements will be played on local stations during at intermission of televised city council meetings and on the big screen at Regal Cinemas. Safe Surrender information will be placed in various city bus shelters around Orange County. A transit ad will be designed which gives the Safe Haven message and directs readers to a web site where they can find more information. Radio spots will be broadcast on 102.7 KIIS FM and other radio stations popular with teens and young adults. A web site will be developed with basic user-friendly information that will offer the public facts about the laws and regulations involved and "how to" information. The Steering Committee is currently seeking funding for this campaign, as described in the response to 7.2 above.

The SSA Internet home page includes a reference to Safely Surrendered Baby with an 800 number, fax number, and a link to the Orange County HCA's Children's Services Coordination Committee (CSCC) webpage. The HCA page offers the public the opportunity to download a two page brochure in English, Spanish, and Vietnamese, which includes the names of the County of Orange SSA, HCA, CSCC, the Orange

County Fire Chiefs Association, and the Children and Families Commission of Orange County on the back page as sponsors of the public awareness campaign.

- 7.6** **Statistics:** The SSA should set up official and public retrievable statistics on rescued Safe Surrender infants. The Chief Deputy Coroner should continue to act as the collection and reporting focal point for dead abandoned infants. (See Finding 6.5)

Original Response: The recommendation has not yet been implemented, but will be implemented in the future.

Current Response: This recommendation has been implemented.

CFS Child Welfare Service/Case Management System (CWS/CMS) staff has developed a query to track the rescued Safe Surrender infants based on a field that is in the CWS/CMS database. The statistics will be placed on SSA's web page and will be updated two to three times per year.

Report: The Homeless Crisis in Orange County
Released: June 28, 2006

- 7.3** **Distribute services for the homeless throughout the county:** The BOS should consider providing county services for the homeless in one-stop centers at strategic locations throughout the county to provide comprehensive assistance. (See finding 6.3)

Original Response: The recommendation requires further analysis.

Current Response: The recommendation requires further analysis. The Paul Company was retained to do an initial analysis. As a result, a report titled "Improving the Quality of Life Orange County – Multi-Service, Public/Private Partnership Center Best Practices Review Report" was prepared. CEO staff has been assigned to work on this project and Supervisor Campbell held a public hearing/town hall meeting on January 30, 2007 for the purpose of receiving community input regarding what services and population need to be targeted. The input from the public hearing/town will be used to develop a plan for a Multi-Service Center Facility to address the specified needs.