

RESPONSE ACCOUNTABILITY



RESPONSE ACCOUNTABILITY

INTRODUCTION

Each year the Grand Jury is required by California Penal Code §933(c) to submit a Final Report to the Presiding Judge of the Superior Court with appropriate recommendations and results from investigations conducted by the Grand Jury.

The Grand Jury chose to include a section of the Final Report this year to investigations which reviewed prior Grand Jury reports, recommendations and responses. A Response Accountability Report contains follow-up interviews and information gathered to determine if the agencies and/or departments are complying with the recommendations and responses given to these prior reports.

This section of the Final Report contains an update on the Public Administrator/Public Guardian investigation that was contained in the 2011-2012 Grand Jury Final Report, as well as Prehospital Emergency Medical Services and San Bernardino County Sheriff's Department Compliance for Handling Citizen Complaints investigations that were contained in the 2012-2013 Grand Jury Final Report.

PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN

FINAL REPORT YEAR 2011-2012

Recommendation Number: 12-39

Stated: The Public Administrator and Public Guardian implement a barcode system to better track estate property.

The County acknowledged the recommendation, stating:

The Public Guardian is securing cost estimates for implementing a barcode system and will proceed accordingly once cost estimates have been evaluated.

Question: Has the recommendation been implemented?

Answer: Yes.

The Property Division updated the Property Evidence Tracking System (PETS) to allow the Coroner's Division/Public Administrator's Office to use the barcode system. The system was updated shortly after the Grand Jury recommendation was made and it was implemented at the Coroner's Division, but not at the Public Administrator's Office.

The Public Administrator's Office has not implemented the barcode system to track estate property. Once PETS was implemented at the Property Division, the Public Administrator's Office attempted to implement the system, but felt it could not be utilized to the level necessary for the Public Administrator's Office needs. They continue to explore the market for a software program that will be able to track the stored property, the release of a portion of the property, or when property is being appraised.

The Coroner's Division will continue to work with the Sheriff's Department Property Division management team and the Public Administrator's Office to implement a barcode system by the end of fiscal year 2016-2017.

PREHOSPITAL EMERGENCY MEDICAL SERVICES

FINAL REPORT YEAR 2012-2013

Recommendation Number: 13-1

Stated: Continue to work toward achieving a standard response time measurement through adoption of the software package.

The County agreed to the recommendation, stating:

The County will implement this recommendation, which will create no additional cost to the County. The County is working with the Consolidated Fire Agencies (ConFire) of the East Valley Joint Powers Authority Communications Center to implement a pilot project for the City of Rialto, which is expected to begin in the fall of 2013.

Question: Has the recommendation been implemented?

Answer: Yes.

The County reported to the Grand Jury that the goal of achieving standardize response time measurement has largely been achieved by ConFire's adoption of one computer aided dispatch program that populates response data fields on the Inland Counties Emergency Medical Agency electronic patient care report system. This results in the ability to independently monitor and measure response times and other relevant patient information.

SAN BERNARDINO COUNTY SHERIFF'S DEPARTMENT COMPLIANCE FOR HANDLING CITIZEN COMPLAINTS

FINAL REPORT YEAR 2012-2013

Recommendation Number: 13-15

Stated: The Grand Jury recommends the department institute periodic in-service refresher training on departmental policies and procedures for handling citizen complaints.

Recommendation Number: 13-15

Stated: The Grand Jury recommends the department establish an annual internal audit process of division/substation handling of citizen complaints including a review of logs, written documentation and other information documenting procedural and policy compliance.

The County acknowledged the recommendations, stating:

The Sheriff's Department currently conducts periodic refresher training on policies and procedures for handling citizen complaints during bi-monthly department staff meetings and during the command staff management seminars.

The Sheriff's Department's Internal Affairs Division (IAD) currently conducts an annual audit of all division/substation citizen complaint logs. IAD also functions as the internal audit process for all citizen complaint investigations handled by divisions/substations. All of these investigations are routed through internal affairs for review to ensure compliance with existing policies and procedures.

Question: Has the recommendation been implemented?

Answer: Yes.

As noted in the response, the Sheriff's Department continues to conduct periodic refresher training on policies and procedures for handling citizen complaints during department staff meetings and command staff management seminars.

As noted in the response, the IAD currently conducts an annual audit of all division/substation citizen complaint logs. IAD also functions as the internal audit process from all citizen complaint investigations are handled by divisions and stations. All of these investigations are routed through IAD for review to ensure compliance with existing policies and procedures.