

Grand Jury Report

REQUESTED RESPONSE FORM

Grand Jury Report Title : In-Home Supportive Services

Report Dated : May 15, 2018

Response Form Submitted By:

Mendocino County Human Resource Director
501 Low Gap Road
Ukiah, CA 95482 (use address block as inserted on first page)

Your Response is REQUESTED no later than: July 15, 2018

I have reviewed the report and submit my responses to the FINDINGS portion of the report as follows:

I (we) agree with the Findings numbered:

I (we) disagree wholly or partially with the Findings numbered below, and have *attached* a statement specifying any portion of the Finding that are disputed with an explanation of the reasons therefore.

F1, F2, F7

I have reviewed the report and submit my responses to the RECOMMENDATIONS portion of the report as follows:

The following Recommendation(s) have have been implemented and **attached, as requested**, is a summary describing the implemented actions:

R1 and R2 as related to social workers, R5 - as it relates to HR

The following Recommendation(s) have not yet been implemented, but will be implemented in the future; **attached, as requested**, is a time frame for implementation:

R5 - as related to IHSS

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The following Recommendation(s) require further analysis and **attached, as requested**, is an explanation and the scope and parameters of the planned analysis, and a time frame for the matter to be prepared, discussed and approved by the officer and/or director of the agency or department being investigated or reviewed: (This time frame shall not exceed six (6) months from the date of publication of the Grand Jury Report)

The following Recommendations will NOT be implemented because they are not warranted and/or are not deemed reasonable; **attached, as requested**, is an explanation therefore:

R1 and R2 as related to IHSS workers

I have completed the above responses, and have attached, as requested the following number of pages to this response form:

Number of Pages attached: 1

I understand that responses to Grand Jury Reports are public records. They will be posted on the Grand Jury website: www.mendocinocounty.org/government/grand-jury. The clerk of the responding agency is required to maintain a copy of the response.

I understand that I must submit this signed response form and any attachments as follows:

First Step: E-mail in pdf file format to:

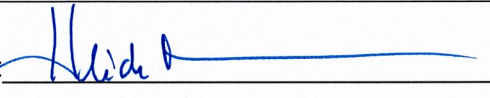
- The Grand Jury Foreperson at: grandjury@mendocinocounty.org
- The Presiding Judge: grandjury@mendocino.courts.ca.gov

Second Step: Mail all originals to:

Mendocino County Grand Jury
P.O. Box 939
Ukiah, CA 95482

Printed Name: Heidi Dunham

Title: Human Resources Director

Signed: 

Date: 05/23/18

Response to Grand Jury Report

Report Title: **In-Home Support Services**

Report Date: May 15, 2018

Response by: Heidi Dunham, Director Mendocino County Human Resources

FINDINGS:

F1. The continuous vacancies within all levels of IHSS impairs the ability of this department to function as intended and required.

Unable to Respond: The Human Resources Department (HR) is not involved in the operations of the Health and Human Services Agency (HHS) or In-Home Support Services (IHSS), therefore cannot offer a response to this finding.

F2. The non-competitive salaries are a major factor in the vacancies.

Partially Disagree: While salary may affect County vacancy rates, many other factors surely contribute as counties across the State have historically experienced a shortage of social workers, including IHSS social workers.

F7. The website does not provide adequate information, which is a barrier to anyone trying to access the program.

Partially Disagree: Human Resources was unable to find a link with IHSS employment information, however, the Mendocino County website's Human Resources pages have clear links to job openings for social worker positions.

RECOMMENDATIONS:

R1. All IHSS vacancies at the county level be filled in order to implement and manage this program effectively. (F1, F6)

The Mendocino County Human Resources Department actively recruits social workers as requested by HHS. HR is currently recruiting for three IHSS Social Workers.

HR is not involved in the operations of IHSS, nor do we participate in their recruitment or hiring process.

R2. Adjust salaries to be competitive with other rural counties. (F2, F6)

The social worker series was the subject of a major classification study and reorganization in November of 2017. The resulting changes along with salary increases approved by the Board of Supervisors brought the series from an average of 18% out of

market to within 8% of market. Social workers are now paid at a rate higher than both Lake and Humboldt Counties. These employees will have an additional 3% negotiated salary increase in July 2018.

IHSS salaries will be subject to the labor negotiation process with the IHSS employee's Labor Union.

R5. Change the website to include all pertinent contact information, forms, and complaint procedures and phone numbers. (F7)

HR has a functional web page on the County website with contact information, forms, complaint procedures and phone numbers.

If a functional, local IHSS webpage is developed, HR will create an affiliated agency link on the County's HR web page for job seekers to access IHSS hiring information.