



*County of Santa Barbara*  
**DEPARTMENT OF SOCIAL SERVICES**

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**Kathy M. Gallagher**  
**Director**

September 22, 2009

Santa Barbara County Civil Grand Jury  
Attention: Foreman  
1100 Anacapa Street  
Santa Barbara, CA 93101

Foreman Phillips:

Your letter of August 19, 2009 requested an update on the current status of our progress in assuring all staff are instructed in new policies and procedures. Following is the response from the Department of Social Services which we hope will fully answer your question.

Effective processes currently in place to assure dissemination of new policies and procedures include the following:

1. All changes in policies and procedures are thoroughly reviewed and discussed at unit meetings - Attachment B of our original Grand Jury response and attached again here is the policy review calendar showing which policies and procedures are reviewed at the monthly unit meetings. This calendar dates back to implementation in May 2009. This is an ongoing calendar in that new policies and procedures are added to the monthly lists as they are developed. Review calendars are periodically updated and extended as time passes.

In August 2008 supervisors reviewed all policies and procedures that existed at that time with their units and had each staff person verify they understood the policies. From August 2008 to May 2009 policies and procedures were reviewed in the units; however, the implementation of a policy review calendar standardized the review process throughout all units and throughout the County.

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**Terrie Concellos, M.B.A., C.P.A.**  
**Deputy Director**  
Systems, Finance & Program Development

**Vacant**  
**Deputy Director**  
Employee Support & Infrastructure

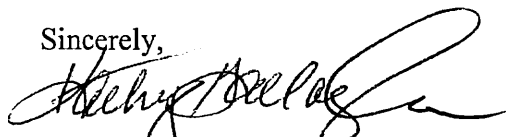
**Ken D. Jensen, Psy. D.**  
**Deputy Director**  
Social Service Programs

**Vacant**  
**Deputy Director**  
Client Services & Benefits

2. Policy and procedure reviews at the monthly unit meetings incorporate the use of a "quiz" developed for Child Welfare Services by our Staff Development personnel – Attachment C of our original Grand Jury response and attached again here is an example of such a quiz. This tool is utilized by the unit supervisors to help assure that staff understand the policies discussed. These study tools have been used to cover the policies and procedures listed on the policy review calendar from May 2009 through the present time. This format will continue to be utilized on future policies and procedures.
3. The CWS staff person verifies that they have read, reviewed, and understand the policies and procedures that were reviewed by signing a verification form. Different formats were utilized by the unit supervisors in 2009. The final version – Attachment D of our original Grand Jury response serves to standardize the format utilized and has been in place for use by the unit supervisors since July 2009. It is expected CWS Staff will continue to verify (with their signature) they have read, reviewed, and understand the policies and procedures.
4. Copies of these forms are also sent to Staff Development where they are used to verify that training has been provided. Managers also regularly monitor the completion of these forms during their monthly conferences with supervisors. Supervisors report on each workers training and understanding of policies and procedures in the annual performance evaluation, which must be discussed with and signed by both the worker and the manager.

If we can be any further assistance please feel free to contact me at 346-7101.

Sincerely,



Kathy M. Gallagher, Director  
Department of Social Services