

SUTTER COUNTY



DEPARTMENT OF CHILD SUPPORT SERVICES  
ENDORSED FILED

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OCT 05 2010

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SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SUTTER  
CLERK OF THE COURT  
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August 13, 2010

To: Chris Chandler, Presiding Judge, Superior Court of California, County of Sutter  
From: Jamie E. Murray, Director of Child Support Services  
Subject: Response to the 2009-2010 Grand Jury Final Report

The following are the responses of the Director of Child Support Services to the findings and recommendations of the 2009-2010 Sutter County Grand Jury Final Report.

Department of Child Support Services (pages 9-10)

**Findings:** *The grand Jury finds the interview rooms need to be reconfigured to ensure the safety of the staff.*

*The Grand Jury finds the sliding glass windows in the reception and "check-in" are in need of security modifications.*

*The Grand Jury finds the office procedures protect the identity and privacy of clients.*

*The Grand Jury finds the patio area is insecure and a safety concern.*

*The Grand Jury finds the office procedures to be comprehensive, thorough and highly commendable.*

**Recommendations:** *The Grand Jury recommends the interview rooms be reconfigured to provide a safety barrier between staff and clients.*

*The Grand Jury recommends replacement of the current sliding glass windows in the reception and "check-in" area with bullet-proof glass for security of the office and staff.*

*The Grand Jury recommends destroying the closed files located in the off-site rental storage.*

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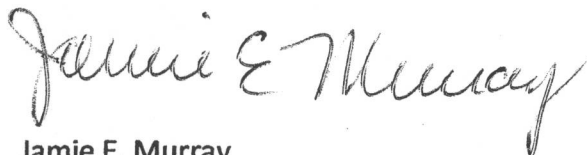
SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SUTTER  
TRAFFIC DIVISION

*The Grand Jury recommends the patio are be enclosed and secured as a top priority issue.*

**Response:** The Department of Child Support Services concurs with the findings of the Grand Jury. The following recommendations have been implemented:

- Two of the three interview rooms have been remodeled to provide a safety barrier including tempered glass with a speaker between the Child Support Services staff and clients. The third interview room remains in original condition to allow for phone access for clients and staff to utilize the language line interpretative services. This remodel was complete June 18, 2010.
- The three panels of glass in the reception area which included two sets of sliding glass doors have been replaced with solid tempered glass and speakers on each end of the counter. This work was complete June 18, 2010.
- The back patio has been enclosed with cyclone fencing and a locking gate. There is an emergency release bar on the interior side of the gate to allow staff to exit in the event of an emergency. We have also added a lunch table and chairs for staff to now enjoy the secure patio area. This was completed in March 2010.
- The Department of Child Support Services currently houses closed files in an off-site storage unit. We are required by State and federal law to retain these records for four years and four months CCR § 111450. We are currently in the process of imaging our open case files. Once this effort to image the open files is completed we may look into imaging of the closed files as funding and resources allow. At this time we currently store closed files off-site for the years 2009, 2008, 2007, 2006 and 2005.

Respectfully submitted,



Jamie E. Murray

Director, Sutter County Department of Child Support Services

Cc: Sutter County Board of Supervisors

Stephanie Larsen, County Administrative Officer