



county of Santa Cruz⁰¹⁷⁹

HUMAN RESOURCES AGENCY

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September 14, 1999

Agenda: September 28, 1999

BOARD OF SUPERVISORS

County of Santa Cruz

701 Ocean Street

Santa Cruz, California

COMMUNITY PROGRAM RESPONSES TO CORRECTIVE ACTIONS

Dear Members of the Board:

On August 20, 1996, your Board directed the Human Resources Agency to return on an annual basis to report on Community Programs' responses to corrective actions identified in the Human Resources Agency's annual monitoring reports. The purpose of this letter is to provide that report for Community Programs monitored in FY 98/99.

Responses to FY 98/99 Corrective Actions

As you are aware, the Human Resources Agency (HRA) monitors community program contractors on a biennial basis for compliance with their contracts with the County. The monitoring visits include a review of administrative, programmatic, and fiscal issues and records. Monitoring reports are provided to the contracting agencies, and HRA also provides your Board with copies of the monitoring reports. These reports include "corrective actions" which the contractor must carry out in order to bring the program into full compliance with the contract, as well as "recommendations" which are not issues of compliance, but rather represent non-mandatory changes that HRA recommends in order to enhance the contractor's functioning.

By July 31 of each year, community programs are required to report to HRA regarding their progress in addressing any corrective actions identified in the previous fiscal year. Attachment A provides a summary of the contractors' progress in addressing the corrective actions (i.e., issues of contract compliance) for FY 98/99. In addition, each contractor's progress report is attached. The contractor's performance is summarized in one of two ways:

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Community Program Responses to Corrective Actions

- “Completed/pending” indicates that the contractor has completed some items, and has developed a satisfactory plan and time line for other items. In some cases, the pending items are ongoing issues such as board recruitment and timely submission of required reports which cannot be fully evaluated until a later date.
- “Pending” indicates that the contractor has developed a plan and time line, but that more time is required for completion of the corrective action.

It should be noted that throughout the year HRA reviews each contractor's quarterly service reports, board agendas and minutes, insurance policies, and other documents in order to assess the contractor's performance in providing the contracted services. When concerns arise regarding material issues of compliance that would call into question a contractor's ability to fulfill the service requirements of their agreement with the County, HRA promptly communicates with the contractor to address these concerns. At any time during the year, HRA has the authority to withhold payment or recommend that your Board terminate a contract if problems cannot be adequately resolved, and HRA exercises this authority as circumstances require.

Summary of Responses

In FY 98/99, 27 agencies were monitored by HRA staff including a total of 39 programs. In addition to reviewing of administrative, programmatic, and fiscal records, programs were also monitored on adherence to the County's Standards of Accessibility for Latino Services. These monitoring reports were submitted to your Board on May 25, 1999.

The monitoring reports include details of each agency's major achievements and challenges during FY 98/99. Community Programs continue to do an outstanding job of providing high-quality, cost-effective and critically needed services to the residents of Santa Cruz County. The issues raised in the corrective actions point to continued improvement and operating efficiency.

The monitoring reports also include corrective actions and recommendations where appropriate. Corrective actions were identified for 27 programs

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Community Program Responses to Corrective Actions

monitored in FY 98/99. Recommendations were made to 37 programs
monitored in FY 98/99.

IT IS THEREFORE RECOMMENDED that your Board accept and file this
report on Community Programs' responses to corrective actions.

Very truly yours,

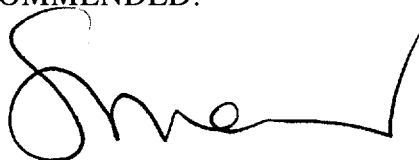


CECILIA ESPINOLA
Administrator

CE/THP

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RECOMMENDED:



Susan A. Mauriello
County Administrative Officer

cc: County Administrative Officer
Contractors

**COMMUNITY PROGRAMS MONITORED
FY98/99**

Agency/Program		Corrective Actions	Progress-To-Date	
			Pending	Completed/ Pending
1.	After School Day Care	3		✓
2.	Cabrillo College Stroke Center	None		
3.	Children's Center of San Lorenzo Valley	None		
4.	Citizen's Committee for the Homeless/ Interfaith Satellite Shelter Program	None		
5.	Community Action Board/ Santa Cruz County Immigration Project	None		
6.	Community Action Board/The Shelter Project	None		
7.	COE/Child Development Resource Center	None		
8.	Emeline Child Care Center	2		✓
9.	Family Service Association of the Central Coast/ I-You Venture Senior Outreach Suicide Prevention	1		✓
10.		2		✓
		None		
11.		None		
12.	Family Service Association of Pajaro Valley	None		
13.	Food and Nutrition Services/Administration	None		
14.	Food and Nutrition Services/Child Development Division	None		
15.	Food and Nutrition Services/Elderday	None		
16.	Food and Nutrition Services/Translation Services	None		
17.	Food and Nutrition Services/Transportation Division	None		
18.	Food and Nutrition Services/Women, Infants & Children	None		
19.	Glen Arbor School	1		✓
20.	Homeless Community Resource Center	None		

**COMMUNITY PROGRAMS MONITORED
FY98/99**

Agency/Program		Corrective Actions	Progress-To-Date	
			Pending	Completed/ Pending
21.	Homeless Garden Project	1	✓	
22.	Mid-County Children's Center	1		✓
23.	Ombudsman/Advocate	None		
24.	Pacific Pre-School	1		✓
25.	Pajaro Valley Unified School District/Healthy Start	2		✓
26.	Planned Parenthood Mar Monte/ Mariposa Clinic	2 None		✓
27.	Westside Clinic	None		
28.	Project Scout	2		✓
29.	Santa Cruz AIDS Project	1		✓
30.	Santa Cruz Community Counseling Center/ River Street Shelter	None		
31.	Santa Cruz Community Counseling Center/Si Se Puede	None		
32.	Santa Cruz Toddler Care Center	2		✓
33.	Second Harvest Food Bank	1		✓
34.	Seniors Council of Santa Cruz and San Benito Counties	1		✓
35.	Valley Resource Center	1		✓
36.	Walnut Avenue Women's Center/ Downtown Children's Center	1 None		✓
37.	TAM Infant Toddler Center	None		
38.	YWCA of Watsonville/ Day Care Division	2 None		✓
39.	YW Teens	None		
TOTAL		27	1	17