

DEPARTMENT OF HEALTH & SOCIAL SERVICES

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15 July 2025

Honorable Alesia Jones
Presiding Judge of the Superior Court
Solano County Superior Court
600 Union Avenue
Fairfield, CA 94533

RE: Response to Findings from 2024-2025 Grand Jury Report Entitled: Solano County WIC

Dear Honorable Presiding Judge Jones:

The report from the Solano County Civil Grand Jury inquiry into the Solano County Women Infants, and Children (WIC) Program had seven (7) findings (report dated June 10, 2025). Below is a summary of each finding with the response and action plan to correct the findings.

FINDING 1: *Telehealth Confidentiality and Privacy requirements are not met in the Rio Vista Program site where the WIC program shares a room with another Rio Vista agency. WPPM* 2024 Section 220-30 states: "Set up an appropriate workspace where staff can conduct telehealth services without confidential participant information being overheard or seen by others." WIC personnel must work in a secure room where conversations are not overheard.*

RECOMMENDATION 1: *Set up an appropriate workspace in Rio Vista so that the staff can conduct telehealth and in person services where confidential participant information is not being overheard or seen by others.*

Response to Finding 1: We Agree with the Finding. Rio Vista Care (RVC) is a non-profit counseling and family support center. WIC has a contract with RVC to lease space for use up to 8 hours per month. WIC services were established at RVC in July 2018. During the pandemic, WIC services were shutdown at RVC from April 2020 through August 2024 with staff resuming service on September 13, 2024. Note: RVC WIC clients were serviced remotely during the clinic closure. WIC has worked only 31 clinic days at RVC despite the longevity of the contract. Recently, RVC is conducting a remodel with the expected completion by the end July 2025. These circumstances contributed to the finding #1.

Action Plan to Finding 1: WIC will use the currently assigned room for counseling and telehealth appointments, and staff will utilize the door to the room to provide privacy during in-person appointments. If RVC staff are present in the WIC space, WIC staff will be discreet by using headphones during telehealth counseling sessions, and staff will display the computer screen to the client during in-person appointments to confirm confidential information. The WIC clinic Supervisor will conduct a site visit on August 8, 2025 to ensure the policy is being followed. After construction is completed, the Nutrition Services Manager will work with the Executive Director at RVC and the WIC clinic supervisor to ensure the space adheres to WIC policies and procedures. Additionally, WIC staff will receive training on August 1, 2025 on WPPM 220-30 to ensure counseling and telehealth appointments offer confidentiality to clients.

FINDING 2: *At the Rio Vista Program site, there is no private room where employees or participants can breastfeed. Per the Policy and Procedure Manual WPPM 2024 section 600-30, IV Employee Support, “a room with a door is necessary for facilities to have for breastfeeding mothers and staff.”*

RECOMMENDATION 2: *Provide a room at the Rio Vista site with a door which can be locked to enable privacy for breastfeeding mothers.*

Response to Finding 2: We Agree with the Finding.

Action Plan to Finding 2: Staff will provide a secluded room for breastfeeding clients during WIC clinic hours. After the construction is completed, WIC management will negotiate with the RVC Executive Director to designate a private breastfeeding space co-located within the WIC area. RVC WIC staff will receive training on WPPM 600-30 ensuring clients have a space to breastfeed. WIC staff will receive training on August 1, 2025 on WPPM 600-30 to ensure compliance. The WIC clinic Supervisor will conduct a site visit on August 8, 2025 to ensure policy is being followed by staff.

FINDING 3: *The Rio Vista program site does not have Hours of Operation displayed. Per Policy and Procedure Manual WPPM 2024 section 530-10, signage is required at the entrance to the facility.*

RECOMMENDATION 3: *Display Hours of Operation at the entrance to the site in Rio Vista.*

Response to Finding 3: We Agree with the Finding.

Action Plan to Finding 3: The "Hours of Operation" sign was posted on April 11, 2025 at the front entrance. Staff will receive training on August 1, 2025 on WPPM 530-10 to ensure “Hours of Operation” are posted.

FINDING 4: *Fairfield and Rio Vista program sites do not have the poster “WIC doesn’t routinely provide formula for the first 30 days after delivery” sign posted. Per SCWPPM WIC Policy Number 2-8 Breastfeeding Promotion and Support in WIC, signage is required.*

RECOMMENDATION 4: *Install required signs at the Fairfield and Rio Vista sites.*

Response to Finding 4: We Agree with the Finding. The Fairfield WIC clinic had “WIC doesn’t routinely provide formula for the first 30 days after delivery” posted in the classroom.

Action Plan to Finding 4: For Fairfield, the sign was moved from the classroom to the front station area on July 9, 2025. For Rio Vista, the sign was posted on July 11, 2025. All WIC staff will receive training on August 1, 2025 on WIC policy 2-8 to ensure compliance.

FINDING 5: *Rio Vista, Dixon, and Vallejo program sites do not have “No Smoking” signs at the entrances to their facilities. Per Policy and Procedure Manual WPPM 2024 section 160-10, “WIC sites and administrative offices must prominently display “No Smoking” signs during WIC operating hours in any area occupied by the WIC program.”*

RECOMMENDATION 5: *Install “No Smoking” signs at the entrance to Rio Vista, Dixon, and Vallejo sites.*

Response to Finding 5: We Agree with the Finding.

Action Plan to Finding 5: For Rio Vista, the "No Smoking" sign was posted on July 11, 2025. For Dixon, the "No Smoking" sign was posted on July 11, 2025. For Vallejo, the "No Smoking" sign was posted on July 11, 2025. All WIC staff will receive training on August 1, 2025 on WPPM 160-10 to ensure compliance to the policy.

FINDING 6: *Dixon, Vallejo, and Rio Vista sites do not have a "CA WIC Breast Feeding Vision Statement" sign posted. Per Policy and Procedure Manual WPPM 2024 section 600-30, "the site must include a display of the WIC Program's Breastfeeding Vision Statement in areas visible to employees and participants."*

RECOMMENDATION 6: *Include a display of the WIC Program's Breastfeeding Vision Statement in areas visible to employees and participants at the Dixon, Vallejo and Rio Vista sites.*

Response to Finding 6: We Agree with the Finding.

Action Plan to Finding 6: For Dixon, the "CA WIC Breast Feeding Vision Statement" was posted on February 19, 2025. For Vallejo, the vision statement was posted on a bulletin board located in the reception area on July 11, 2025. For Rio Vista, the vision statement was posted in the WIC space on July 11, 2025. All WIC staff will receive training on August 1, 2025 on WPPM 600-30 to ensure compliance to the policy.

FINDING 7: *Vallejo has a display marketing Similac™ formula in the waiting room of the facility. Per Policy and Procedure Manual WPPM 2024 section 600-30, "Refrain from displaying or providing magazines, books, educational materials, or incentive items that promote or market formula to participants."*

RECOMMENDATION 7: *Remove the Similac™ display in the Vallejo waiting room.*

Response to Finding 7: We Agree with the Finding.

Action Plan to Finding 7: On July 1, 2025, the Similac™ display in the Vallejo waiting room was removed from clinic. All WIC staff will receive training on August 1, 2025 on WPPM 600-30 to ensure compliance to the policy.

Thank you.

Respectfully,

A handwritten signature in black ink that reads "Bela T. Matyas". The signature is written in a cursive, flowing style.

Bela T. Matyas, MD, MPH
Health Officer, Solano County