

OFFICE OF THE AUDITOR-CONTROLLER

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July 9, 2018

The Honorable John B. Ellis  
Hall of Justice  
Department 306  
600 Union Avenue  
Fairfield, CA 94533

RE: 2017-18 Grand Jury Report Entitled: **In-Home Supportive Services Program Oversight and Management**

Dear Honorable John B. Ellis:

Pursuant to Penal Code §933(c) and 933.05, I am responding to the findings and recommendations in the FY2017/18 Grand Jury Report received on May 18, 2018 on the Solano County In-Home Supportive Services Program Oversight and Management which pertains to a matter under my control as the elected County Auditor-Controller.

**Finding 2** – Solano County’s IHSS program management and compliance oversight functions have failed to achieve minimum objective measures of program integrity over the last five years due to the lack of effective use of H&SS departmental resources.

**Recommendation 2** - The H&SS office of Compliance and Quality Assurance be placed under independent operational supervision such as the Solano County Auditor-Controller until the IHSS program achieves minimal QA/QI standards and earns a satisfactory follow-up Internal Control Audit by the Solano County Auditor-Controller’s Office.

**Response to Recommendation 2** – The Solano County Auditor-Controller agrees with the Grand Jury’s recommendation to re-locate the H&SS Compliance and Quality Assurance Unit (Unit) under the County Auditor-Controller’s supervision and control. The Auditor-Controller will work with the County Administrator’s Office and Health and Social Services Department to effectuate the change.

The following are the reasons why I believe the Unit should be placed under the Auditor Controller:

- The Solano County Auditor-Controller has attempted to obtain a work plan and risk assessment from the Compliance and Quality Assurance Unit for over three years without success. During monthly meetings with the Executive management of the department, I

have consistently asked for a work plan and risk assessment of the compliance areas to be reviewed. However, to date, I have never received either of them;

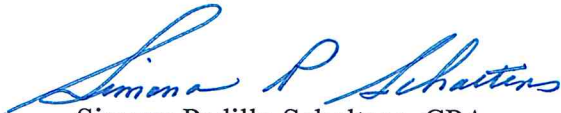
- We have been unable to obtain the specific compliance reviews completed by the Compliance and Quality Assurance Unit over the past three years; and
- Compliance unit staff encounters resistance by program staff in accessing program files.

Therefore, it is my opinion, moving this Unit under the Auditor-Controller's Department will increase accountability and transparency of the resources allocated to this Unit. The Auditor-Controller will demonstrate this by compiling an annual work plan and providing it to the County Administrator and Director of Health and Social Services. This will provide accountability and transparency of the resources in the Unit. In addition, moving this Unit to the Auditor's Office will provide the independence necessary to eliminate all resistance from program staff within the H&SS department in performing the required compliance reviews.

Therefore, I strongly support the Grand Jury's recommendation to move the H&SS Compliance and Quality Assurance Unit to the Auditor-Controller's Department.

I thank the Grand Jury for their report on the In-Home Supportive Services Program Oversight and Management.

Respectfully,



Simona Padilla-Scholtens, CPA  
Auditor-Controller