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**DEPARTMENT OF HEALTH & SOCIAL SERVICES**



**SOLANO  
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**Public Health  
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Dr. Bela T. Matyas, Deputy Director

June 24, 2024

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

RE: County Responses to FY2023/2024 Solano County Grand Jury Report entitled "Public Health Laboratory Systems Review"

Dear Honorable Presiding Judge Jones:

On June 21, 2024, the FY2023/2024 Solano County Grand Jury issued a report addressing the Solano County Public Health Laboratory. The Grand Jury Report identified two findings, and the responses to those findings by the Director of Public Health follow below.

Finding 1

The Public Health Laboratory has an antiquated billing system that is not secure and cannot process billing with credit cards and electronically, which may lead to security breaches as well as delays in payment processing.

Response to Finding 1

The Public Health Division of the Department of Health and Social Services agrees with the finding.

Recommendation 1

Purchase a new secure system which can process billings through credit cards or EFT. This Recommendation was noted in the 2012-13 Civil Grand Jury Report and has still not been completed. Establish a completion date and finalize the acquisition of the upgrade no later than June 30, 2025.

Response to Recommendation 1

This Recommendation has not yet been implemented but is in the process of implementation. The Public Health Division has formally requested that the Department of Information Technology identify an appropriate and secure billing system for the Public Health Laboratory that the Division may acquire and implement. We anticipate that this Recommendation will be implemented no later than June 30, 2025.

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## Finding 2

The accuracy of health information provided by CDC, NIH, WHO and Solano County Public Health Department to the general public greatly diminished community trust due to inaccurate information distributed by government agencies during the COVID pandemic.

## Response to Finding 2

The Public Health Division of the Department of Health and Social Services agrees with the finding.

## Recommendation 2

Re-establish public trust within the community regarding the accuracy of health information and their contribution to public health. The Solano County Public Health Department establish more aggressive displays of its services and functions through public outreach programs. Participate in activities such as regional television and radio networks, county newspapers, local churches, school programs, civic organizations, local markets and festivals, and public access channels.

## Response to Recommendation 2

This Recommendation has been implemented. The Public Health Division has implemented and improved its outreach and education efforts through its website, multiple social media outlets, collaboration with local community-based organizations and faith-based organizations, press releases and frequent contacts with county newspapers and with regional television and radio networks, presentations at schools, presence at local markets and festivals/fairs, and programs on public access channels.

Respectfully submitted,



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

CC: Grand Jury  
Bill Emlen, County Administrator