

FINAL REPORT

Del Norte County Grand Jury
2018-2019 Final Report



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COUNTY OF DEL NORTE
 GRAND JURY
 450 H STREET
 Crescent City, CA 95531



The Honorable Darren McElfresh
 Judge of the Superior Court of Del Norte County
 450H Street
 Crescent City, CA 95531

RE: Del Norte County 2018-2019 Grand Jury Report

Your Honor:

On behalf of the 2018-2019 Del Norte Grand Jury, we submit our final report to you, the citizens of the Del Norte county, the Del Norte county Board of Supervisors, and the City Council of Crescent City.

As the Foreperson for the 2018-2019 Grand Jury, I wish to thank you for the opportunity to work with the “Fortuitous Fourteen” fellow Jurors. As our original membership was to be nineteen (19) jurors, to be a fully functioning jury, we continued to be challenged with making a Quorum. This was due to a lack of recruitment to replace jurors whom determined they could not finish. It is with this experience we are requesting the recruitment process be reviewed and updated to function like most of the other Grand Juries in the state with similar demographics. Requesting volunteers to apply will increase the amount of potential jurors and also increase the level of commitment.

One role of the Grand Jury is to inform the public of their public custodians’ ability to respond to the policy and procedures identified and documented to assist in their efforts to protect and serve the public needs. Identifying noncompliance and/or process improvements is part of what the Grand Jury can provide the residents of Del Norte county and the governments agencies.

The 2018-2019 Grand Jury was able to investigate three agencies and review three detention centers within Del Norte county. The Grand Jury voted to report on the Airport, Parks District, Remi-Vista who is contracted by and performs an essential service for the Del Norte County Health and Human Services department, Juvenile Hall, Alder Camp and to inquire into but not report on Pelican Bay State Prison.

It is the intention of the Grand Jury to seek an understanding of the roles and responsibilities of the county and city government agencies and if needed, to assist in bringing alignment to their assignments through findings and recommendations and with a follow-up on the agency responses by a Continuity Committee.

As the foreperson for this year’s Grand Jury, I believe the formation of a Continuity Committee will assist in improving the public mis-perception that the Grand Jury is not taken seriously, understood, respected or noticed. It is my further belief that the public doesn’t just care about what the Grand Jury knows, they also want to know that the Grand Jury cares about the public enough to follow up on the previous years’ efforts and concerns.

“People are down on what they are not up on.”

I wish to bring to the attention of the public that we, the 2018-2019 Grand Jury have agreed there is a missing component of the Grand Jury process, feedback. Some citizens have expressed complaints that “nothing is done after the reports are published.”

Our response is that we have formed a 2018-2019 Continuity Committee that provided follow up and follow through on the previous years’ efforts and the responses of the responsible parties in their respective reports.

In addition, we were able to receive assistance from our county IT department and have the previous years Grand Jury reports posted on the county website for research and review by the public.

The 2018-2019 Grand Jury would like the website to also be updated with information about the application process approved by the court and the roles and responsibilities of a juror. We feel this added information will assist the community in making an informed decision about the needs of each citizen to apply themselves in seeking solutions and information that will improve the lives of all our citizens, those in federal, state, county and city roles and responsibilities. The conversation has already begun with the County’s IT department. They indicated that they have the ability to provide the language and the links needed to better inform the public and the potential volunteer applicants of the roles and responsibilities of a juror.

It is with great honor and respect we, the 2018-2019 Grand Jury, the “Fortuitous Fourteen”, present to you and the County of Del Norte this year’s report.

Sincerely,

ATROMBETTI

Anthony Trombetti
 2018-2019 Foreperson

Amy Campbell-Blair 

Anthony Trombetti 

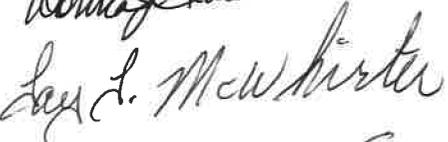
Brian G. Burlison 

Christina Hernandez 

David A. Slagle 

David Mason 

Donna J. Gladden 

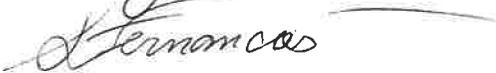
Gay G McWhirter 

Jessyca Garcia Levy 

John H. Degler, Jr. 

Juan Romero 

Nancy Chernak 

Silverio Fernandes 

Terri Buckskin 

Wendy Hinton 

Camp 20 - Alder Camp Report

Report of the 2017-18 Del Norte County Grand Jury California Department of Corrections and Rehabilitation Camp 20-Alder Camp Report

Summary

On November 28, 2018 nine (9) Grand Jury members made a scheduled visit to the California Department of Corrections and Rehabilitation (CDCR), Camp 20-Alder Camp, where we observed how the camp operates. We learned that it is an alternative custody program, what it means that it is specifically a fire camp, and that the inmates participate in many community service projects. The Grand Jury also gathered information on the services and programs that inmates have access to while there.

Background:

Alder Conservation Camp is a state facility that is owned and operated by Cal Fire. In the 70's it was the location of the Ecology Corps Program for Vietnam War conscientious objectors and the California Conservation Corps. It was re-opened in 1986 by Cal Fire and the CDCR. Their stated camp mission is to provide fire-fighting training to inmates in order to provide "a higher quality of life," job-training for the future, and service to the local communities.

Methodology:

Grand Jury members were given a presentation on the history and basic operations of the camp and then were provided with a tour of the facility by the Camp Commander, Assistant Camp Commander, Warden, Associate Warden, and the Cal Fire Administration Captain. Additional details about operations were obtained from the California Department of Corrections and Rehabilitation website.

Discussion:

The Grand Jury learned that the facility in most areas is self-contained to operate without outside assistance for up to 30 days and is jointly operated by Cal Fire and CDCR staff. There are 7 Cal-Fire full-time staff and 9 C.O.'s currently. There is also always at least 1 staff on call. Alder Camp is one example of an alternative custody program that allows currently housed state inmates to "serve up to the last 12 months of their sentence in the community in lieu of confinement in state prison." These programs are voluntary and some of the criteria for being eligible to go to an ACP is that the person can't have a history of arson, sexual violence, or escaping. The full capacity of this facility is 110 but at the time of our visit there were eighty-seven inmates being housed. The average length of stay for the inmates used to be several years when it was first operating but in recent years has gone down to around 8-10 months. When inmates go out to fight fires they are compensated at \$1 an hour, but the staff mentioned that may soon go up to \$2 an hour. Inmates also participate in other community service projects that include "fire fuel reduction, invasive species abatement, water erosion control, trail construction and maintenance."

There are three dorms and the inmates are divided into different crews. There is a kitchen crew and there are several fire crews who all work together and sleep in the same area. While we were touring the facility, they were in the middle of restoring one of the bathrooms and are in the process of replacing one of their generators. We also learned that while there is no in-house nurse or doctor because it is a state-run facility, they have access to medical services provided by medical staff that come every quarter from Susanville. For urgent attention, they will send inmates to Susanville or to the local ER. They are in the process of getting set up to provide tele-medicine to the inmates as well. There are also no in-house teachers but any inmate who wants to get their GED is provided with the necessary materials and process to make that happen, and teachers can be called in if inmates need educational assistance. Currently they operate on diesel but are in the process of changing to propane. All of their food is cooked from scratch by the kitchen crew. The facility has an on-site mill, library, game room, kitchen, dining room, auto repair shop, dorms, woodworking shop, storage facilities. They also provide many hours of community service. While we were touring, we had the opportunity to see multiple inmates working on wooden toys to be donated to local children for Christmas presents.

Findings:

F1: Alder Conservation Camp provided a total of 11,416 hours of community service during the fiscal year of 2016-2017.

F2: Alder camp provides a variety of training opportunities and building skills that are necessary to transition to life after being paroled.

Commendations:

C1: The staff at the facility is to be commended for their dedication to the training and rehabilitation of the inmates.

C2: The inmates of this facility are to be commended for their community service hours and the beautiful woodworking and the toys that they were diligently working on during the Grand Jury's visit that were going to be donated to local families for Christmas.

Del Norte County Juvenile Detention Facility Report

2018/2019 Del Norte County Grand Jury Del Norte County Juvenile Detention Facility Report

SUMMARY

On October 27, 2018, the Grand Jury visited and toured the Del Norte Juvenile Detention Facility in Crescent City with the facility administrator. We learned about the capacity of the facility, how the facility operates, what services and programs are offered to the youth who are there, and that the facility has been experiencing some ongoing consistent maintenance problems in the kitchen.

BACKGROUND

The Juvenile Detention Facility is under the jurisdiction of the County Probation Department. The current facility opened in 2001 after Del Norte County was able to obtain a 4.7 million dollar grant to help with the construction of a new building. Because the previous facility built in 1958 was smaller, the county would often have to send more serious offenders out of the county to be housed.

METHODOLOGY

Grand Jury members interviewed the facility administrator and then he gave us a tour of the whole facility. We inspected the housing units, the kitchen, the recreation area, the outdoor facilities, the gym, and saw the juvenile residents through their classroom windows. The Grand Jury also referenced an old triplicate article for some history of the facility. We also interviewed the Chief Probation Officer on a separate date.

DISCUSSION

During our interview and tour we learned that the facility has a maximum population of 44 but is currently only housing 9 residents. This constitutes a use of 20% of the facility's capacity. We learned that the population of juvenile hall facilities are declining all over the state as efforts to promote alternatives to incarceration are being promoted. There are three different pods that they call Pod A, Pod B, and Pod C. Pod A houses the general population, while Pod B is for juveniles that need higher security either because of exhibiting violence or are on suicide watch. Pod C is rarely used currently but has been used in the past for juveniles with drug problems.

The average length of stay is around 60 days and the typical longest length of stay is 180 days. For education, there is 1 full-time teacher that works on site and holds class from 7:30am-1:30pm. Also, the facility has an on-site medical room where a doctor comes once a week and a nurse who comes 3x a day to do check-ups. There is also a mental health practitioner who comes for 2 hours every day to do check-ins with juveniles who request or require it.

During our tour we were told that the facility has been dealing with a broken grease trap that keeps putting two kitchen sinks out of commission. The maintenance log confirms that this has been a continuing problem for the last year. We also discovered that the exterior of the facility is showing signs of wear and tear and mold growth. Currently, the state staff to juvenile ratio is 2 officers per 10 and the facility here usually has 3 or 4 officers during day. Additionally, the state minimum for night-time is 1 officer per 30 and this facility usually has 2 officers during the night. In Del Norte, the main alternative to being detained in the Juvenile Facility is to be put under house arrest or going straight to probation.

All the meals provided are cooked on site by 2 full-time cooks. Residents are provided with 3 meals and 2 snacks per day. Currently, the facility has a culinary and vocational construction program for juveniles who wish to participate. They also provide Moral Reconciliation Therapy and have begun a gardening program that includes a green-house and several planters.

FINDINGS

F1. The Grand Jury observed mold growth on the exterior of the facility which is a health hazard for staff, juveniles, and visitors.

F2. Maintenance over the last year in the kitchen has not proven effective in solving the problem of the malfunctioning grease trap.

RECOMMENDATIONS

R1. Grand jury recommends that the Probation Department clean the exterior of the facility and provide it with a new paint job within the next calendar year.

R2. Grand jury recommends that the Probation Department resolve within the next calendar year, the ongoing issue of the grease trap in the kitchen not functioning properly.

DEL NORTE COUNTY FAIRGROUNDS, RECREATION, and PARKS SPECIAL DISTRICT

THE 2018-2019 COUNTY OF DEL NORTE GRAND JURY CONTINUITY REPORT ON THE 2017-2018 *RESPONSE* OF THE DEL NORTE COUNTY FAIRGROUNDS RECREATION AND PARKS DISTRICT

It is with great pleasure and effort we bring this continuity report to the citizenry of Del Norte County, California. It is our hope and desire that future grand juries will include a continuity committee in its formation of committees so the citizenry of Del Norte can be informed of the accountability of the agencies addressed, for that given year.

In an effort to improve the Grand Jury's ability to respond to the public, the 2018-2019 Grand Jury requested the Del Norte county IT department website administrators post on the Del Norte county Grand Jury website, the **response** of the Del Norte County Fairgrounds Recreation and Parks District (herein after "Park District") to the 2017-2018 Grand Jury report.

The Del Norte county IT department has also generously provided past years reports for the review of the public.

On behalf of the Continuity Committee of the 2018-2019 Grand Jury we submit our response/findings and recommendations to the 2017-2018 response of the Parks District dated September 13, 2018.

It is the intention of this Grand Jury to provide the citizens of Del Norte county a follow-up response and invite further steps needed to assure the Parks District is transparent and their operations are also transparent.

SUMMARY

The 2018-2019 Grand Jury is aware that "not everything that counts can be counted, and not everything that is counted counts." (W.B.Cameron 1963)

There are many moving parts to this special district and there are collaborations with others that have been taken into consideration. The Grand Jury took into consideration the financial and staff interface and collaboration of the Park District with the 41st District Agricultural Association (herein after "41stDAA").

BACKGROUND

In 2011, the State of California's 41st DAA, who has maintained, funded and operated the Fairgrounds and the County Fair, would no longer receive \$200,000 in funding from the state. The monies were eliminated. The response of Del Norte county citizens and the Board of Supervisors was to seek tax revenues through the formation of the Park District by using the Local Agency Formation Commission (LAFCO). The Park District would be funded through a 0.25% sales tax which was approved by voters in 2014. This revenue tax started April 1, 2015 and will be in effect for seven (7) years and include a set-aside reserve fund of 30% of

collected sales tax revenue to assist in the future financial sustainability of the Fairgrounds and County Fair.

There are policies, procedures and a Memorandum of Understanding (MOU) dated September 26, 2016 that inform the public of the Park District's ability to respond to supports and services needed by the 41st DAA to keep the Fairgrounds and County Fair functional and accountable..

DISCUSSION

The 41st DAA is a state agency and therefore is not within the jurisdiction of the Grand Jury of Del Norte County. The Parks District is within the jurisdiction of the Del Norte County Grand Jury and is the focus of our 2018-2019 Continuity Committee and the prior year's Grand Jury reporting. The Financial Accounting Policy and Procedures (FAPP) dated November 17, 2015 were reviewed and it does not state any policy or procedure for withdrawals from their bank accounts. The hiring of a Parks District employee to handle the fiscal responsibilities took place during this Grand Jury session. The Del Norte County Fair Website has recently been posting the relevant Board data for both the 41st DAA and the Parks District.

METHODOLOGY

The Continuity Committee reviewed the following documents:

- * Memorandum of Understanding dated September of 2016
- * Bank statements of the Parks District and the 41st DAA
- * Minutes/ Agendas of the Parks District
- * Minutes/ Agendas of the 41st DAA
- * Financial Books made available for public review at the Parks District office.
- * Financial documents on line for the 41st DAA and the Parks district.
- * The website of the Fair at dnfair.org

The Continuity Committee of 2018-2019 reviewed agendas and minutes of both, the combined and separate meetings of the Park District and the 41st DAA which began in November of 2018, interviewed staff and public citizens and attended board meetings.

CONTINUITY COMMITTEE RESPONSES

The Park District could provide in writing on their Policies and Procedures, what the monies cannot be used for, which would inform the public of the Park District's level of competency and commitment to financial accountability. The FAPP document must identify for the public what is unauthorized and inappropriate expenditures.

R7. The Local Board should provide more detailed accounting of income, expenditures, and transfers to provide greater transparency and accountability to the public.

DEL NORTE COUNTY FAIRGROUNDS, RECREATION, and PARKS SPECIAL DISTRICT

District response: Recommendation has not yet been implemented, but will be implemented as follows: As stated in Response to R2, the District has created and will maintain a Financial Records Book containing financial information of the District, including the budget, record of transfers and payments, and other financial records, which will be made available to the public at the Fair office.

*Continuity response: When asked why there was not a heading in the Park District FAPP for **withdrawals** the response was that there are not any withdrawals being made and any withdrawal is for the purposes of making change (bills and coins) for various venues and shows. The Park District needs to establish a policy for specific requests from the 41st DAA to be used in operations of the fair.*

FINDINGS

F1. The 2018-2019 Grand Jury Continuity Committee found the Financial and Accounting Policies and Procedures (FAPP) dated November 17, 2015 to be incomplete.

F2. It was noted the meetings of the 41st District Agricultural Association (41stDAA) with the Parks District are now appropriately held at separate locations. Each agency schedule their own meetings.

F3. There was a state audit of the 41st DAA and their interface with the Parks District financial supports by the California Department of Food and Agriculture Audit Office. This became apparent during the follow-up investigation of this continuity committee. The Audit can be reviewed on the dnfair.org website.

F4. It is the conclusion of the Continuity committee that the current efforts of the Park District are with good intentions and in good standing with their ability to respond to the needs of the 41st DAA to keep our state fair operational and accountable to and for the citizens of Del Norte County, California.

F5. It was the belief of this Continuity Committee that the fiscal staff of the Park District are **still** in need of training and supervision as it relates to adherence to accounting internal controls and practices.

RECOMMENDATIONS

R1. Cash fund management needs to be included in the FAPP to provide better transparency.

R2. The FAPP needs to state when and how a withdrawal is to be performed from their bank.

R3. The posting of the Parks District Board meetings and Financials on the **dnfair.org** website are not the responsibility of the 41st DAA, therefore another means of sharing their data needs to be determined.

R4. Parks District should hire new staff and train current staff about the requisite experience and knowledge in and about financials, banking and accounting needed to be able to prevent errors, embezzlement, fraud and so they can communicate with transparency. This should decrease its vulnerability to fraud, embezzlement and false accusations.

Remi Vista, Inc. Youth and Family Services

2018/2019 Del Norte County Grand Jury Report Remi Vista, Inc. Youth and Family Services

SUMMARY

The 2018/2019 Grand Jury opened an investigation of the services and operations conducted by Remi Vista, Inc. as their operations relate to their contractual obligations with Del Norte County for mental health services. For the last 20 years, Remi Vista has been contracted to provide mental health services for Full-Scope Medi-Cal eligible children, youth and families on behalf of the Del Norte County Health and Human Services Department. The County pays the Contractor for Full Service Partner (FSP) fees associated with eligible clients. This Grand Jury investigation is authorized under Penal Code §933.6.

The Grand Jury found that Remi Vista of Crescent City is doing a good job of providing services to children and families, on Medi-Cal, needing lower level mental health counseling and support. The staff is dedicated to the children they serve. Remi Vista is handling a role for Del Norte County that allows Del Norte County Mental Health to focus on more serious and challenging mental health needs of children and adults. The findings and recommendations contained herein are presented to offer guidance to enhance the service Remi Vista provides to our community.

BACKGROUND

Del Norte County is not unique in its issues associated with children and mental health problems and concerns. The county has elected to contract with Remi Vista, Inc. a private nonprofit corporation that provides therapeutic services for youth and families. The budget for services provided by the organization to the County is administered by Del Norte County Department of Health and Human Services and their Mental Health Department.

Remi Vista was established in 1969 as a residential treatment program for inner city, at-risk teenagers in rural Shasta County. They now provide services in Shasta, Butte, Siskiyou, Humboldt and Del Norte Counties. The contract between Del Norte County and Remi Vista provides mental health counseling, therapeutic behavioral services, foster care, and WRAP (a team/community approach to meeting a child and family needs) services to local children and youth. Services are primarily provided to Medi-Cal recipients and are funded through Medi-Cal reimbursement. One of Remi Vista's primary roles in the community is the assessment and interaction with foster children. In other counties Remi Vista operates group homes for youth and children that have a higher level of treatment and supervision than traditional foster care. Remi Vista has a presence at local schools providing counseling and referral services. Approximately, 300 children/youth clients are seen by Remi Vista each year and 20 new referrals are received each month

Remi Vista recently opened an additional office in Crescent City to handle an increasing case load and provide additional space for counselling and therapeutic activities. The addition has allowed the staff to deal with a steady increase in clients and services the organization has encountered in the last six months.

Remi Vista and County Mental Health personnel meet every other week to discuss and coordinate issues and activities. The role of providing mental health care to juveniles is split between Del Norte County Mental Health and Remi Vista. Higher level mental health issues are handled at the county level. Del Norte County Mental Health is responsible for prescribing drugs to juvenile mental health clients as well as scheduling psychiatric appointments as needed by juvenile clients.

CONTRACTUAL REQUIREMENTS

The scope of services provided by Remi Vista to eligible clients, children, youth and families, per contractual agreement with Del Norte County include:

Assessment: Activities provided to assess medical, educational, social, pre-vocational, vocational, rehabilitative, or other needed community services.

Collateral: Contact with one or more significant support persons in the life of the individual; may include consultation and training to assist in better utilization of services and understanding mental illness. Family counseling or therapy which is provided on behalf of the individual is considered collateral.

Therapy: Interventions with the individual's goals and desired objective which focus primarily on symptom reduction as a means to improve functional impairments. This may be delivered to an individual or a group (may include family therapy with the individual present).

Rehabilitation: May include any or all of the following:

- Assistance in restoring or maintaining an individual's or group of individuals' functional skills, daily living, social skills, grooming and personal hygiene skills, meal preparation skills, medication compliance, and support resources.
- All rehabilitation services which involve a level of care higher than which is covered under case management.
- Training in leisure activities needed to achieve the individual's goals/desired results/personal milestones.

Remi Vista, Inc. Youth and Family Services

Plan Development: Plan development may include any or all of the following:

- Development of coordination plans, treatment plans or service plans.
- Approval of plans.
- Verification of medical or service necessity.
- Monitoring of the individual's progress.

Crisis Prevention: An emergency response service enabling the individual to cope with a crisis, while maintaining his/her status as a functioning community member to the greatest extent possible. A crisis is an unplanned event that results in an individual's need for immediate service intervention for the presenting problem.

Case management/Brokerage: Activities provided to access medical, educational, social pre-vocational, vocational, rehabilitative, or other needed community services for eligible individuals. Includes linkage and consultation, placement services, and plan development.

Therapeutic Behavioral Services (TBS): These services are a one-to-one therapeutic contact between a mental health provider and a beneficiary for a specified short-term period of time which are designed to maintain the child/youth's residential placement at the lowest appropriate level by resolving target behavior and achieving short-term treatment goals. A contact is considered therapeutic if it is intended to provide the child/youth with skills to effectively manage the behavior or symptom that is the barrier to achieving residence in the lowest appropriate level.

Intensive Care Coordination (ICC): These services are responsible for facilitation assessment, care planning and coordination of services, including urgent services for children/youth.

Intensive Home-Based Services (IHBS): These services are individualized, strength based mental health treatment interventions designed to relieve mental health conditions that interfere with a child's functioning. Interventions are aimed at helping the eligible child and their identified support network build and support the skills necessary for successful functioning in the home and community and improving the child's family ability to help him/her function successfully.

Full Service Partnership (FSP): With ongoing efforts to assist foster youth and other minors in danger of needing higher level of care, Remi Vista will begin offering opportunities for FSP through Mental Health Service Act Funding. This funding is designed to be a "Whatever it Takes" approach to help clients be stable and self-sufficient in their community.

METHODOLOGY

The 2018-2019 Grand Jury chose to investigate issues presented in the 2017-2018 Grand Jury Report pertaining to children's mental health and Remi Vista. Current and past Remi Vista employees were interviewed. Foster parents and other social workers involved with child

welfare were interviewed. A literature review of documents online and published was utilized to understand the system and the relationship of the Del Norte County child mental health services available in Del Norte County. Due to the subject matter and confidentiality concerns of a legal and ethical nature, sensitive information was difficult to adequately document and triangulate.

DISCUSSION

Staffing

The Del Norte Remi Vista office staff consists of roughly 40 full and part time employees. All employees are thoroughly vetted and screened prior to hiring.

There are 11 **Mental Health Therapists** on staff. Six of the therapists are licensed, five of the therapists are registered interns who have fulfilled their educational requirements and are completing their supervised clinical experience to achieve their license. The requirements to achieve the status of a licensed therapist or registered intern is the acquisition of a master's degree in a related field and pass a state licensure exam, two-year internship supervised by a licensed therapist.

Two additional therapists are needed to fully staff and handle the current and increasing case load. The initial role of the therapist is to interview and assess the needs of the child or youth client. The therapist's assessment is the first step in the process to determine the treatment plan. Policy dictates that the child must be assessed within a given time-period. A shortage of therapists results in a backlog of clients awaiting entry into the system for lack of an assessment and management plan for the child's treatment.

The therapists at Crescent City Remi Vista have a variety of backgrounds and interests. Management makes the decision to match the right therapist to the right client. Parents and foster parents can request to see a different care giver if they feel the relationship could be improved.

There are 10 **Rehabilitation Specialists** on staff. The role of a rehabilitation specialist is to assist the child/youth client in returning normal or nearly normal functioning in their daily activities based on the assessment provided by the therapist. The minimum requirement for this position is a bachelor's degree in a related field. The rehab specialist provides one-on-one guidance with youth with special emotional needs in school, home and community issues. Remi Vista provides specialists who are active and available at local schools and have had a significant effect on student lives. Services provided at schools are one of the few services that are not funded by Medi-Cal.

Additional Rehabilitation specialists are also needed and are being sought by the organization. The role of the specialist cannot be overstated as an essential element for the child's success. The financial compensation level is not commensurate with the importance of this position.

Remi Vista, Inc. Youth and Family Services

According to management, turn-over is not a significant factor. Attracting new qualified professionals with child mental health experience and skills is difficult in Del Norte County. Local pay rates are not competitive with more urban areas. The lack of social amenities and educational opportunities create recruitment problems for many professional fields in Del Norte County.

Other Duties

Any government agency receiving funds is mandated to produce a variety of reports delineating the use of government funds and activities. A non-profit receiving government funds, particularly working in a critical and highly confidential field involving minors and mental health has very strict reporting requirements. Reporting compliance is burdensome to management and professional staffers. A common theme among the professionals interviewed was the time associated with paperwork that reduced their time with children.

The funding process between the county and Remi Vista requires Remi Vista to bill the county for different services rendered to clients. The fees are broken down into **eight different** categories with varying rates from \$1.75 per **minute** to \$3.35 per **minute**. This situation, along with the organization's desire to maximize their ability to cover cost requires much detailed reporting and data entry. The time a therapist or specialist spends accomplishing these tasks is time they can not spend with their clients and or family.

Training

In addition to the educational, licensing and supervised intern work experience, the therapist is required to fulfill continuing education requirements to hone their skills and stay current in the latest developments in their field. Online courses and other programs presented by professional organizations fulfill these requirements. The lack of an upper-division college or university facility in the local area hinders local professionals from easy access to professional training and interaction. Other training opportunities, while limited in Del Norte County, are available. Del Norte County Mental Health Department occasionally offers training to their mental health workers. Court Appointed Special Advocates (CASA) provides training to their volunteers. Peer to peer evaluations and "coaching" program were mentioned by several interviewees as a way to spread knowledge about recent developments and techniques being used in the mental health field. Education and on-the job training for the rehab specialist could be enhanced by further utilization of therapists and other local resources sharing their knowledge and experience.

Timeliness

Lack of additional therapists, burdensome administrative requirements (paperwork), and unforeseen incidences have led to needed mental health services access being prolonged for periods beyond reasonable time limits. The need for timely intervention for a child in conflict is critical to their well-being. Interaction by a professional with family and community support can be a life changing event. Occasionally clients are dropped from the program for missing appointments after a period of

time. This creates a problem for staff scheduling as well as a concern for the client and the circumstances surrounding their situation.

Management

In recent years, management at the corporate level has had sudden changes, the result of the unexpected death of the CEO who had recently replaced the CEO who had been with the organization for many years. Corporate level management provides on the ground guidance to the Del Norte campus on a weekly basis. Managers at the local campus are practicing professionals providing services, supervision and training to staff. Management styles differ in all organizations. As is the case at Remi Vista, what one professional responds to, another professional may find abusive or uncomfortable. Guidance by upper management is responsible to make it work and work well for all participants. Respect and dignity for all are essential for an organization in order to have a high functioning team.

FINDINGS

1. More mental health therapists would elevate the ability of Remi Vista to provide quality and timely service to at-risk children/youth in need of counseling and support in Del Norte County.
2. The essential "paperwork" or administrative requirements to support and document treatment provided draws away from time available to spend with clients.
3. Additional training, coaching, and peer evaluations have the potential to edify and promote current skill sets of staff members.
4. Families and children have had problems accessing services within the required time-period. The situation of missed appointments and the associated circumstances are concerning.
5. Relations between different levels of management and staff have been strained at times.

RECOMMENDATIONS

1. Additional efforts, incentives and priorities should be implemented to acquire necessary professionals to fully staff the local Remi Vista organization.
2. Research and implement procedures using technology to reduce the time professional staff is required to expend time inputting data and other essential administrative functions.
3. Encourage and allow time for training, coaching and peer evaluation. Consider establishing training objectives to include new techniques and styles.
4. Implement a system to assure clients are assessed within the required time frame. Establish a point of contact or Ombudsman for clients and parents to be able to access a person that can check on their status as well as that person following up on the status of patients who have fallen out or left the system without notice.
5. An all employee and management training program emphasizing the dignity and respect aspects of the workplace culture should be established and monitored.

Border Coast Regional Airport Authority; Jack McNamara Field

THE 2018-2019 COUNTY OF DEL NORTE GRAND JURY BORDER COAST REGIONAL AIRPORT AUTHORITY; JACK MCNAMARA FIELD

SUMMARY/BACKGROUND

The 2018-19 Del Norte County Civil Grand Jury voted to take up an investigation and review of the Border Coast Regional Airport Authority, Jack McNamara Field. The grand jury noted that it had not investigated the airport since 2012. The grand jury toured the airport on 12/07/2018 and met with the management and staff. We toured the new terminal, runways, taxiways and hangars both private and commercial.

METHODOLOGY

The 2018-19 Del Norte County Civil Grand Jury took up an investigation and review of The Border Coast Regional Airport Authority, Jack McNamara Field in the following ways:

1. Multiple site visits
2. Interviewed airport staff
3. Interviewed airplane owners
4. Reviewed FAA regulations as they pertain to hangar usage
5. Reviewed BCRAA Hangar lease agreement (last edited 01/04/2017, verified 04/24/2018)

DISCUSSION

The hangars are located in a “secure” area at the airport. Access is via electric gate and card-holders. Card-holders are to be present during the pass-thru at the gate. More than one hangar at BCRAA, Jack McNamara Field is being used for non-aviation purposes. Commercial materials and equipment are being stored in at least one hangar. Private aircraft have had the taxiway blocked by commercial trucks accessing hangars for non-aviation purposes.

FACTS

BCRAA owns eight (8) of the twenty-seven (27) hangars that are leased out. The other nineteen (19) hangars are privately owned on land leased from the BCRAA. Rent for aviation use is \$0.10 per square foot for privately owner hangars and \$0.20 per square foot for hangars owned by Border Coast Regional Airport Authority. Fair market rent for non-aviation use of hangars \$0.30 to \$0.50 per square foot. The penalty for violation of use regulations is possible revocation of grant funding. The primary purpose of an airport is aviation commercial and private. Non-aviation use is permissible if certain conditions are met and Federal Aviation Administration (FAA hereafter) approval is given via a written agreement. There are currently no agreements with the FAA for non-aviation use of hangars at Jack McNamara field. Renting a hangar for non-aviation use is permissible with FAA approval (FAA rule 14 CFR Chapter 1). The grand jury interviewed multiple aircraft owners

regarding the availability of hangars at BCRAA.

FINDINGS

F1. The access to the non-commercial secure area is not as secure as it should be.

F2. There are aircraft owners in Del Norte County that would rent hangars if there were any available.

F3. Roofing materials and loose shingles clutters the taxiway and presents a hazard to aircraft operations.

F4. All hangars being used for non-aviation storage should be charged the fair market rate.

F5. Compliance with FAA regulations would generate more revenue for BCRAA.

F6. Compliance with FAA regulations would remove the risk of losing needed federal funding for Border Coast Regional Airport Authority.

F7. There are hangars leased that are being used in a manner contrary to FAA regulations.

RECOMMENDATIONS

Del Norte County Civil Grand Jury sets forth the following recommendations:

R1. Review all of the leases for hangars.

R2. Immediate inspections of all hangars for proper usage.

R3. Establish random hangar inspection to ensure compliance.

R4. Review use of access badges to prevent unauthorized persons access to airport facilities.

R5. Institute routine foreign object debris (FOD) inspection and remove debris

Lease agreement for aircraft hangar use, Del Norte County Regional Airport, Jack McNamara Field

Lease, section 3.

Use of premises. Lessee must use the Premises solely for maintaining a hanger for non-commercial purposes. The hanger so maintained must be used for the storage of airworthy aircraft, as defined below. Lessee further agrees that any activity, including but not limited to repair and maintenance of aircraft in the storage area, that violates Fire Codes, causes structural or other damage to Airport property including surfaces, or detracts from a clean and orderly appearance of the Airport or storage space is prohibited. Lessee must limit all repairs, maintenance, installation or other service performed on the aircraft to those types

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of activities permitted by the FAA. In the hanger Lessee must store and keep airworthy aircraft (those that have a current annual inspection certificate or deemed airworthy by the Aviation/Transportation Administrator) of aircraft undergoing repair or construction, (as determined by the Airport Director in his or her sole discretion) owned or leased by Lessee, and their associated parts.

Lease Section 26, subsection D:

Lessee's use of the Premises must at all times fully comply with this lease, all applicable federal, state, and local laws and regulations and all signs and lawful instructions of Airport staff.

**FAA, Policy on the Non-Aeronautical Use of Airport Hangars
Federal Register / Vol. 81, No. 115 / Wednesday, June 15, 2016 /
Rules and Regulations
pages 38906 - 38911**

DEPARTMENT OF TRANSPORTATION
Federal Aviation Administration
14 CFR Chapter I
[Docket No. FAA 2014-0463]
Policy on the Non-Aeronautical Use of
Airport Hangars
AGENCY: Federal Aviation
Administration (FAA), Department of
Transportation (DOT).

ACTION: Notice of final policy.

SUMMARY: This action clarifies the FAA's policy regarding storage of non-aeronautical items in airport facilities designated for aeronautical use. Under Federal law, airport operators that have accepted federal grants and/or those that have obligations contained in property deeds for property transferred under various Federal laws such as the Surplus Property Act generally may use airport property only for aviation related purposes unless otherwise approved by the FAA. In some cases, airports have allowed non-aeronautical storage or uses in some hangars intended for aeronautical use, which the FAA has found to interfere with or entirely displace aeronautical use of the hangar. At the same time, the FAA recognizes that storage of some items in a hangar that is otherwise used for aircraft storage will have no effect on the aeronautical utility of the hangar. This action also amends the definition of aeronautical use to include construction of amateur-built aircraft and provides additional guidance on permissible non-aeronautical use of a hangar."

DATES: The policy described herein is effective July 1, 2017.