

BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. 554-5184
Fax No. 554-5163
TDD/TTY No. 554-5227

October 15, 2019

The Honorable Garrett L. Wong
Presiding Judge
Superior Court of California, County of San Francisco
400 McAllister Street, Department 206
San Francisco, CA 94102

RE: Civil Grand Jury Report - Improving Continuity Review for Increased Public
Accountability: The 2018-2019 San Francisco Civil
Grand Jury Continuity Report

Dear Judge Wong:

The Board of Supervisors' Government Audit and Oversight Committee conducted a public hearing on September 19, 2019, to review the findings and recommendations of the 2018-2019 Civil Grand Jury report, entitled "Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report."

Prior to the Committee meeting, the following City Departments submitted responses to the Civil Grand Jury:


- Office of the Mayor:
Received September 16, 2019;
- Office of the Controller:
Received September 16, 2019; and
- Sheriff's Department:
Received September 12, 2019.

The Board of Supervisors was not required to respond to the findings and recommendations prepared in this Civil Grand Jury report. However, during the September 19, 2019 meeting, the Government Audit and Oversight Committee prepared a resolution responding to the report. The response was prepared by Resolution No. 423-19, enacted on October 11, 2019.

By this message, the Office of the Clerk of the Board of Supervisors is transmitting Resolution No. 423-19 to your attention.

If you have any questions, please contact John Carroll, Government Audit and Oversight Committee Clerk at (415) 554-4445, or via email to john.carroll@sfgov.org.

Sincerely,


f Angela Calvillo
Clerk of the Board

c:

Sophia Kittler, Mayor's Office
Kanishka Karunaratne Cheng, Mayor's Office
Andres Power, Mayor's Office
Sally Ma, Mayor's Office
Rebecca Peacock, Mayor's Office
Jon Givner, Office of the City Attorney
Ben Rosenfield, City Controller
Todd Rydstrom, Office of the Controller
Peg Stevenson, Office of the Controller
Tonia Lediju, Office of the Controller
Mark de la Rosa, Office of the Controller
Alisa Somera, Office of the Clerk of the Board
Debra Newman, Office of the Budget and Legislative Analyst
Severin Campbell, Office of the Budget and Legislative Analyst
Reuben Holober, Office of the Budget and Legislative Analyst
Jennifer Millman Tell, Office of the Budget and Legislative Analyst

Rasha Harvey, 2018-2019 Foreperson, San Francisco Civil Grand Jury
Ettore Leale, 2019-2020 Foreperson, San Francisco Civil Grand Jury
Naomi M. Kelly, City Administrator, Office of the City Administrator
Lynn Khaw, Office of the City Administrator
Brian Strong, Office of the City Administrator
Chief William Scott, Police Department
Rowena Carr, Police Department
Asja Steeves, Police Department
Deirdre Hussey, Police Department
Gregory Yee, Police Department
John Sanchez, Police Department
Sheriff Vicki Hennessy, Sheriff's Department
Johanna Saenz, Sheriff's Department
Katherine Johnson, Sheriff's Department
Nancy Crowley, Sheriff's Department



City and County of San Francisco

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Certified Copy
Resolution

190788 [Board Response - Civil Grand Jury Report - Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report]

Sponsor: Mar

Resolution responding to the Presiding Judge of the Superior Court on the findings and recommendations contained in the 2018-2019 Civil Grand Jury Report, entitled "Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report;" and urging the Mayor to cause the implementation of accepted findings and recommendations through his/her department heads and through the development of the annual budget. (Clerk of the Board)

10/1/2019 Board of Supervisors - ADOPTED

Ayes: 11 - Brown, Fewer, Haney, Mandelman, Mar, Peskin, Ronen, Safai, Stefani, Walton and Yee

10/11/2019 Mayor - RETURNED UNSIGNED

STATE OF CALIFORNIA
CITY AND COUNTY OF SAN FRANCISCO

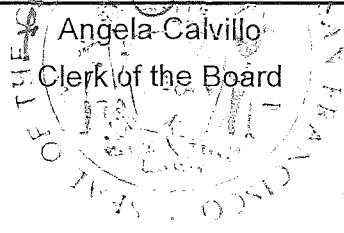
CLERK'S CERTIFICATE

I do hereby certify that the foregoing Resolution is a full, true, and correct copy of the original thereof on file in this office.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the City and County of San Francisco.

October 15, 2019

Date



1 [Board Response - Civil Grand Jury Report - Improving Continuity Review for Increased
2 Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report]

3 **Resolution responding to the Presiding Judge of the Superior Court on the findings**
4 **and recommendations contained in the 2018-2019 Civil Grand Jury Report, entitled**
5 **“Improving Continuity Review for Increased Public Accountability: The 2018-2019 San**
6 **Francisco Civil Grand Jury Continuity Report;” and urging the Mayor to cause the**
7 **implementation of accepted findings and recommendations through his/her**
8 **department heads and through the development of the annual budget.**

9
10 WHEREAS, Under California Penal Code, Section 933 et seq., the Board of
11 Supervisors must respond, within 90 days of receipt, to the Presiding Judge of the Superior
12 Court on the findings and recommendations contained in Civil Grand Jury Reports; and

13 WHEREAS, In accordance with California Penal Code, Section 933.05(c), if a finding or
14 recommendation of the Civil Grand Jury addresses budgetary or personnel matters of a
15 county agency or a department headed by an elected officer, the agency or department head
16 and the Board of Supervisors shall respond if requested by the Civil Grand Jury, but the
17 response of the Board of Supervisors shall address only budgetary or personnel matters over
18 which it has some decision making authority; and

19 WHEREAS, Under San Francisco Administrative Code, Section 2.10(a), the Board of
20 Supervisors must conduct a public hearing by a committee to consider a final report of the
21 findings and recommendations submitted, and notify the current foreperson and immediate
22 past foreperson of the civil grand jury when such hearing is scheduled; and

23 WHEREAS, In accordance with San Francisco Administrative Code, Section 2.10(b),
24 the Controller must report to the Board of Supervisors on the implementation of
25

1 recommendations that pertain to fiscal matters that were considered at a public hearing held
2 by a Board of Supervisors Committee; and

3 WHEREAS, The 2018-2019 Civil Grand Jury Report, entitled "Improving Continuity
4 Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury
5 Continuity Report" ("Report") is on file with the Clerk of the Board of Supervisors in File
6 No. 190787, which is hereby declared to be a part of this Resolution as if set forth fully herein;
7 and

8 WHEREAS, The Civil Grand Jury has requested that the Board of Supervisors respond
9 to Finding Nos. F1, F2, F5, F7, and F8, as well as Recommendation Nos. R1, R2, and R5,
10 contained in the subject Report; and

11 WHEREAS, Finding No. F1 states: "The elected officials, agency heads, and governing
12 bodies of the City and County of San Francisco are appropriately complying with the statutory
13 requirement for response to Civil Grand Jury Findings and Recommendations within 60/90
14 days;" and

15 WHEREAS, Finding No. F2 states: "There is significant lack of compliance by the
16 elected officials, agency heads, and governing bodies of the City and County of San
17 Francisco with the statutory requirements for designating timeframes for promised
18 implementation, providing the details of further analysis, and completing that analysis within
19 six months of the date of issuance of the Civil Grand Jury report. This is complicated by the
20 lack of a statutory requirement to bring the response to 'final status';" and

21 WHEREAS, Finding No. F5 states: "In their responses to Recommendation R.2.1 of
22 the 2016-2017 Civil Grand Jury report *The San Francisco Retirement System: Increasing*
23 *Understanding and Adding Voter Oversight*, the Mayor and the Board of Supervisors did not
24 take into account that the Retirement Board's fiduciary responsibility for investing the assets
25 of the Retirement System and maximizing the returns for the beneficiaries supersedes any

1 responsibility to the voters and citizens of San Francisco, nor acknowledge that it prevents the
2 Board, and possibly themselves, from acting with an appropriate fiduciary responsibility to the
3 voters and taxpayers of San Francisco;” and

4 WHEREAS, Finding No. F7 states: “Lack of consistent, sustained follow-up on Civil
5 Grand Jury reports undermines both the effectiveness and the value of the Civil Grand Jury
6 process;” and

7 WHEREAS, Finding No. F8 states: “The current process of Continuity follow-up has a
8 significant defect: the elected officials, agency heads, and governing bodies of the City and
9 County of San Francisco do not provide the Superior Court and Civil Grand Jury timely
10 information regarding the ongoing status of their responses across jury terms. To be effective,
11 the Continuity process needs to be continued until the response has reached final status
12 (either ‘implemented’, with summary of actions taken, or ‘will not be implemented,’ with
13 explanation);” and

14 WHEREAS, Recommendation No. R1 states: “For purposes of Penal Code
15 Section 933.05, the Superior Court and City Services Auditor should record this
16 Recommendation as ‘Implemented’;” and

17 WHEREAS, Recommendation No. R2 states: “The Board of Supervisors should adopt
18 an ordinance by no later than June 30, 2020, providing that the elected officials, agency
19 heads, and governing bodies of the City and County of San Francisco must continue providing
20 the Civil Grand Jury, across CGJ terms, with timely follow-up information regarding the
21 ongoing responses to the Recommendations in its reports, until the responses reach final
22 status, and amend SF Administrative Code Section 2.10 to add Subsection (c), specifying:

23 ‘Within three years of the publication date of a Civil Grand Jury report, the designated
24 respondents to the report’s Recommendations shall bring their responses to final status, i.e.,
25 either:

- Implemented, with a summary of the implementation action; or
- Not implemented because it is not warranted or is not reasonable, with an explanation thereof.” and

WHEREAS, Recommendation No. R5 states: “The Mayor and the Board of Supervisors should reconsider and resubmit their responses by no later than December 31, 2019, to Recommendation R2.1 of the 2016-2017 Civil Grand Jury report *The San Francisco Retirement System: Increasing Understanding and Adding Voter Oversight*, remedying the deficiencies in the previous responses that are noted in this report;” now, therefore, be it

RESOLVED, That the Board of Supervisors reports to the Presiding Judge of the Superior Court that they appreciate, commend, and recognize the investigative and analytical work of the Civil Grand Jury and the importance of the continuity review process to ensuring the effectiveness of that work; and, be it

FURTHER RESOLVED, That the Board of Supervisors agrees that recommendations should be continued until they reach final status, that improvements to this process can be made, and the Board of Supervisors looks forward to working with the Civil Grand Jury and Superior Court to identify and eliminate obstacles in the current Continuity process cycle and improve follow-up timeliness.



City and County of San Francisco

Tails
Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 190788

Date Passed: October 01, 2019

Resolution responding to the Presiding Judge of the Superior Court on the findings and recommendations contained in the 2018-2019 Civil Grand Jury Report, entitled "Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report;" and urging the Mayor to cause the implementation of accepted findings and recommendations through his/her department heads and through the development of the annual budget.

September 19, 2019 Government Audit and Oversight Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING SAME TITLE

September 19, 2019 Government Audit and Oversight Committee - RECOMMENDED AS AMENDED

October 01, 2019 Board of Supervisors - ADOPTED

Ayes: 11 - Brown, Fewer, Haney, Mandelman, Mar, Peskin, Ronen, Safai, Stefani, Walton and Yee

File No. 190788

I hereby certify that the foregoing Resolution was ADOPTED on 10/1/2019 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

Unsigned

London N. Breed
Mayor

10/11/2019

Date Approved

File No. 190788

I hereby certify that the foregoing resolution, not being signed by the Mayor within the time limit as set forth in Section 3.103 of the Charter, or time waived pursuant to Board Rule 2.14.2, became effective without her approval in accordance with the provision of said Section 3.103 of the Charter or Board Rule 2.14.2.



Angela Calvillo
Clerk of the Board

10/11/2019

Date



OFFICE OF THE SHERIFF
CITY AND COUNTY OF SAN FRANCISCO

1 DR. CARLTON B. GOODLETT PLACE
ROOM 456, CITY HALL
SAN FRANCISCO, CALIFORNIA 94102



VICKI L. HENNESSY
SHERIFF

September 12, 2019
Reference: 2019-107

Rasha Harvey, Foreperson
2018-2019 Civil Grand Jury
400 McAllister, Room 008
San Francisco, CA 94132

Dear Foreperson Harvey,

I am in receipt of your letter dated July 15, 2019. In that letter you provided me a copy of your annual report entitled, "*Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report*". Although you stated the Sheriff is not required to respond, I have offered my response below.

Reference Pages 45 and 46 of the report:

FY 2015-206 Responses Not in Penal Code Compliance:

Recommendation #1 –Individuals arrested and subsequently referred to the hospital prior to being accepted into the jail should be tracked and information communicated.

Sheriff's Response: Was not correct. Here is the current response: Agree – DPH who conducts medical triage prior to booking does track and communicate this information.

Recommendation #4 – The City should staff Jail Behavioral Health Services 24/7.

DPH Response: Further analysis of mental health services delivery overnight is currently underway.

Sheriff's Current Response: Disagree. While the Sheriff and the DPH Director agree we need more staffing, we must disagree as it is not a current priority. There have been many additional behavioral health staff added during who provide direct programmatic and therapeutic engagement of clients during regular hours. Jail Health Services covers all the jails 24/7 and there are behavioral health staff on-call at times who can be contacted if needed.

Phone: 415 554-7225 Fax: 415 554-7050
Website: sfsheriff.com Email: sheriff@sfgov.org

Recommendation #5 – The Sheriff's Department should provide jail data for inclusion on the SF OpenData website.

Chief Data's Officer Response: DataSF continues to be available to support departments in their publication process. Any department can start the publishing process. The Sheriff's Department must initiate the process. The Coordinator for the department is expected to identify the stewards and custodians to help make data available on the open data portal per policy.

Sheriff's Response: We are happy to work with DataSF and agree we need to post our data on the open portal. That data is unavailable due to our antiquated systems and lack of resources at our IT unit. The Sheriff has requested appropriate staffing for the SFSD IT Unit in the last two budget cycles. The Controller's City Service Auditors (CSA) completed an audit of our IT capability in 2018. Based on that audit we requested 3 recommended FTEs including a Chief Information Officer, for that unit. We were denied positions by the Mayor's Budget Office in the FY 18/19 budget. This year, FY 19/20 the CIO position was approved, and the hiring process is in full swing. In the meantime, we are working on a new jail management system that will allow us to extract and share relevant data more easily.
Estimated date is early 2021 for completion of this item.

Recommendation #6- Identify positions that might be reclassified as administrative support, i.e. civilian, rather than requiring sworn deputies to handle those duties.

Sheriff's Response: Will be implemented in the Future.

Sheriff's Current Response: Agree. In 2018/19 the CSA performed a staffing audit of our department. The final results indicated that the SFSD is severely understaffed with sworn personnel, and also recommended a number of positions that could be civilianized. Although the report was issued after our budget submission, we had some fore knowledge and requested 17 of the 37 recommended positions in our FY 19/20 budget. 11 of those were approved for a portion of the fiscal year and we plan to have those on-board by the end of this fiscal year. We will continue the process of requesting the identified civilian positions in the following budget years. The CSA report issued on 06.09.19 can be accessed here on the Controller's website:

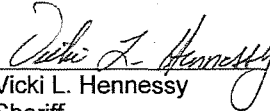
<http://openbook.sfgov.org/webreports/search.aspx?searchString=&year=1986&year2=2021&type=AU&index=0&index2=1&index3=0>

I hope this information is useful and provides closure to the items left open on our previous reports. I have also attached the completed Excel document you provided for the 2016/2017 Civil Grand Jury report as well as an excerpt from the original response on the items noted. The spreadsheet provided by you in your email would not allow an entry into the Agree/Disagree column so I included the determination in the Response Text column.

If you have any questions or concerns, please feel free to contact me.

Thank you for your service on the Civil Grand Jury.

Sincerely,


Vicki L. Hennessy
Sheriff

Cc: Mayor London Breed
Presiding Judge Garrett Wong

attachments

APPENDIX N – 2015-2016 RESPONSES NOT IN PENAL CODE COMPLIANCE

**2015-2016 Report: SF County Jails - Our Largest Mental Health Facility Needs Attention
Four Responses Not in Penal Code Compliance**

SF County Jails - Our Largest Mental Health Facility Needs Attention	
<p><u>Pending Recommendation #1:</u> R.A.1.a Jail intake should develop a system to communicate and track cases where the triage nurse determines that the arrestee must be taken to a hospital for emergency medical or psychiatric care before admission to Jail.</p>	<p><u>Last Response From:</u> Chief Deputy of Custody Operations The Recommendation has not been but will be implemented as part of an effort to improve the booking process, including enhanced documentation. The entire effort is anticipated to take approximately six months. While the Department of Public Health enters this information into their data system, federal law, specifically the Health Information Portability and Accountability Act (HIPAA), prohibits the sharing of the information contained in it with the Sheriff's Department.</p>
<p>Last Response Year:2016 Last Response Status: Will Be Implemented in the Future</p>	
<p>Action Required: Provide Timeframe for Implementation.</p>	

SF County Jails - Our Largest Mental Health Facility Needs Attention	
<p><u>Pending Recommendation #4:</u> R.C.2.a. The City should staff Jail Behavioral Health Services 24/7. The Sheriff and the Director of Health should determine the amount to be included in the 2017-2018 budget request.</p>	<p><u>Last Response From:</u> Director of Public Health Further analysis of mental health services delivery overnight is currently underway.</p>
<p>Last Response Year:2018 Last Response Status: Will Be Implemented in the Future</p>	
<p>Action Required: Provide Timeframe for Implementation</p>	

SF County Jails - Our Largest Mental Health Facility Needs Attention	
<p><u>Pending Recommendation #5:</u> R.C.5. The Sheriff's Department should provide jail data for inclusion on the SF OpenData website.</p>	<p><u>Last Response From:</u> Chief Data Officer DataSF continues to be available to support departments in their publication process. Any department can start the publishing process by visiting https://datasf.org/publishing/. The Sheriff's Department must initiate the process. The Coordinator for the Department is expected to identify the stewards and custodians to help make data available on the open data portal per policy. Furthermore, a 5-year roadmap for JUSTIS (the interdepartmental data sharing program for criminal justice agencies) is currently in planning. Data integrations with open data are on that roadmap and it will likely be more efficient and consistent to use that infrastructure for publishing data, pending approval from the Sheriff's Department.</p>
<p>Last Response Year:2018 Last Response Status: Will Be Implemented in the Future</p>	
<p>Action Required: Provide Timeframe for Implementation</p>	

**APPENDIX N: 2015-2016 RESPONSES NOT IN PENAL CODE
COMPLIANCE – Continued**

**2015-2016 Report: SF County Jails - Our Largest Mental Health Facility Needs Attention
Four Responses Not in Penal Code Compliance**

SF County Jails - Our Largest Mental Health Facility Needs Attention	
<p><u>Pending Recommendation #6:</u> R.D.1.b. Identify positions that might be reclassified as administrative support, i.e. civilian, rather than requiring sworn deputies to handle those duties.</p>	<p><u>Last Response From:</u> <u>Sheriff</u> The request for civilian staff - 3 positions including a Chief Information Officer was not approved by the Mayor's Office. In the meantime, we are working on converting some positions in Records to civilian ones.</p>
<p>Last Response Year: 2018 Last Response Status: Will Be Implemented in the Future</p>	
<p>Action Required: Provide Timeframe for Implementation.</p>	

2017-2018 CIVIL GRAND JURY FINDINGS, RECOMMENDATIONS, AND RESPONSES TO FINDINGS AND RECOMMENDATIONS

Report Title [Publication Date]	F#	Finding (text may be duplicated due to spanning and multiple respondent effects)	Respondent Assigned by CGJ [Response Due Date]	Finding Response (Agree/Disagree)	Finding Response Text
Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report [July 17, 2019]	F6	In the 2016-2017 Civil Grand Jury report Educational Parity in Custody (EPIC): Ensuring the Quality of Women's Education in the SF Jail System, an apparent transcription error citing the "Five Keys" program instead of the "Sister" program led to an inaccurate Recommendation and resultant erroneous response.	Sheriff		Agree- We have recently changed providers for the SISTER program. Measuring recidivism continues to be a challenge as there is no universal agreement on what constitutes a lack of recidivism. Instead we can measure whether or not someone who completes the SISTER program returns to custody in San Francisco, within one year, two or three.
Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report [July 17, 2019]					

2017-2018 CIVIL GRAND JURY FINDINGS, RECOMMENDATIONS, AND RESPONSES TO FINDINGS AND RECOMMENDATIONS

Report Title [Publication Date]	Recommendation (text may be duplicated due to spanning and multiple respondent effects)	Respondent Assigned by CGJ [Response Due Date]	Recommendation Response (Implementation)	Recommendation Response Text
Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report [July 17, 2019]				
Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report [July 17, 2019]	By no later than December 31, 2019, the Sheriff should respond to recommendation R10 as it appears in the body of the 2016-2017 Civil Grand Jury report Educational Parity in Custody (EPIC): Ensuring the Quality of Women's Education in the SF Jail System.	Sheriff		Agree- with caveats expressed in the finding column. We are able to determine if someone returns to our custody within certain time parameters from any of our programs however this is not automated at this time. We are currently testing a new jail management system that we hope will produce regular reports on this item and many others. Expect it to be fully operationation by the end of 2021.

2016-17	Educational Parity In Custody (EPIC) Report: Ensuring Equality of Women's Education in the SF Jail System	F9	Five Keys does not compile complete statistical information about its educational courses in terms of recidivism, change of behavior or success in re-entry. Therefore, we know little about the impact of these classes in terms of keeping women out of jail, changing their behavior to conform to the laws of our society, or how successful they are in re-entering civil society.	Sheriff's Department	agree with finding	While we agree with this finding, it is impossible for law enforcement agencies and programs that serve the incarcerated population to track individuals once they leave custody, much less measure with any precision generalized concepts such as "change of behavior" and "success in re-entry." For the most part, once individuals leave jail, they have little interest in or incentive to remain in contact with the criminal justice system. The fact of not returning to custody is a indicator of success.
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2016-17	Educational Parity In Custody (EPIC) Report: Ensuring Equality of Women's Education in the SF Jail System	F6	Housing for female inmates trying to study while in jail is not designed for maximum learning. The facilities are seismically compromised and a threat to the safety of inmates in the case of an earthquake. The building is old and poorly designed for modern theories about incarceration; furthermore, it does not meet modern qualifications for inmate's physical security, personal safety and appropriate visitation space.	Sheriff's Department	disagree with it, wholly (explanation in next column)	Women prisoners are housed in County Jail #2, at 425 7th Street, not the Hall of Justice, which is well beyond its useful life. Opened in 1994, County Jail #2 is not seismically compromised and features housing units in modern podular configurations, which maximize physical security and provide effective line of sight. There is ample open space for programs and group counseling inside each pod, as well as access to a variety of educational and treatment programs.
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2016-17	Educational Parity In Custody (EPIC) Report: Ensuring Equality of Women's Education in the SF Jail System	R10	We recommend that the Five Keys staff set up guidelines to measure the success of its charter school program in terms of recidivism, change of behavior, and success in re-entry for every participating inmates in the Five Keys program. We suggest this recommendation be implemented within the year (2017).	Sheriff's Department	The recommendation has been implemented (summary of how it was implemented in next column)	The Sheriff's Department supports Five Keys in measuring performance according to the metrics mandated by Five Keys' accreditation as a California public school, which is focused primarily on academic performance. Information about recidivism is always valuable, but it is difficult to acquire. There is no uniformity among jurisdictions and programs about what defines recidivism, and it is impossible to know the whereabouts of every individual who has taken classes or earned a diploma from Five Keys after they leave custody. It is also impossible to measure general concepts such as "change in behavior" and "success in re-entry" with any precision. The fact of not returning to custody is, on its own, a powerful indicator of success. Nevertheless, the Sheriff's Department and Five Keys continue to seek a system of measures beyond academic performance.
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OFFICE OF THE MAYOR
SAN FRANCISCO



LONDON N. BREED
MAYOR

September 16, 2019

The Honorable Garrett L. Wong
Presiding Judge, Superior Court of California, County of San Francisco
400 McAllister Street, Room 008
San Francisco, CA 94102

Dear Judge Wong,

The following is in response to the 2018-2019 Civil Grand Jury report, *Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report*. The Mayor's Office is appreciative of the Civil Grand Jury for their investigative efforts and careful analysis into the City's operations, ensuring officials, departments, and agencies are providing services effectively and economically. Also, we commend the Controller's Office for following up on outstanding recommendations annually. The Civil Grand Jury and Continuity Committee play an essential role in increasing public accountability, and we recognize the importance of facilitating action on identified issues.

The report indicated that responses are generally submitted within the guidelines set forth by the Penal Code. Additionally, it cited responses that did not specify a timeframe for implementation or completion of the analysis, or the provided timeframe had already expired without any public update to the recommendation. The Mayor's Office collaborates with executive branch departments throughout the response process, ensuring respondents are complying with the statutory requirements and addressing the intent of the report. However, improvements can be made in providing status updates as to progress on analyzing and implementing recommendations.

As the report noted, in order to be effective, responses to recommendations needs to be continued until they have reached final status. The current follow-up process has opportunities for improvement, especially in data management and clearly defining the roles and responsibilities of stakeholders. We are interested in working with the Civil Grand Jury and Superior Court to identify and eliminate obstacles in the current Continuity process cycle and improve follow-up timeliness.

Thank you again for the opportunity to comment on this Civil Grand Jury report.

Sincerely,

A handwritten signature in black ink that reads "London Breed".

London N. Breed
Mayor



OFFICE OF THE CONTROLLER
CITY AND COUNTY OF SAN FRANCISCO

Ben Rosenfield
Controller

Todd Rydstrom
Deputy Controller

September 16, 2019

The Honorable Garrett L. Wong
Presiding Judge, Superior Court of California, County of San Francisco
400 McAllister Street, Room 008
San Francisco, CA 94102

Dear Judge Wong,

The following is in response to the 2018-2019 Civil Grand Jury report, *Improving Continuity Review for Increased Public Accountability: The 2018-2019 San Francisco Civil Grand Jury Continuity Report*. The Office of the Controller (Controller) would like to thank the members of the Civil Grand Jury for exploring options to improve the Civil Grand Jury's continuity process, which helps ensure that departments implement the Civil Grand Jury's recommendations. We agree with the Civil Grand Jury's goal to improve the continuity system so it will better promote efficiency and effectiveness for city departments involved in the continuity process and for the new Civil Grand Jury members.

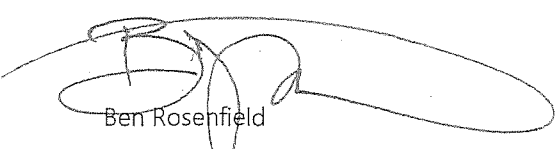
The report states that adopting a new database application to track Civil Grand Jury recommendations may improve the continuity process. We agree that the Civil Grand Jury's continuity process has opportunities for improvement and, if the recommended database application is adopted, look forward to collaborating with the Superior Court and the Civil Grand Jury to provide any input for the follow-up process in the new application. We will defer to the Superior Court and the Civil Grand Jury, as owners of the Civil Grand Jury process, to lead this effort.

As required by the San Francisco Administrative Code, Section 2.10, the Controller is required only to report to the Board of Supervisors on the status of the implementation of the Civil Grand Jury's recommendations. We post a tracking document of all Civil Grand Jury recommendations online and update open recommendations annually. We compile department responses to recommendations directly from documents submitted by the departments, and without editing the responses.

We will continue to follow up on open Civil Grand Jury recommendations annually and post departments' responses online until the Civil Grand Jury selects a new database application that will meet its needs for facilitating recommendation follow-ups.

We thank the Civil Grand Jury for its work on this topic. If you have any questions, please contact me or Deputy Controller Todd Rydstrom at 415-554-7500.

Respectfully submitted,


Ben Rosenfield

cc: Todd Rydstrom
Mark de la Rosa