



A Tradition of Stewardship  
A Commitment to Service

**Board of Supervisors**

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**Belia Ramos**  
Chair

August 15, 2017

The Honorable Mark S. Boessenecker  
Presiding Judge  
Superior Court of California, County of Napa  
825 Brown Street  
Napa, CA 94559

**FILED**

**AUG 21 2017**

Clerk of the Napa Superior Court  
By: C. Baerisa  
Deputy

Dear Judge Boessenecker:

As required by Penal Code Section 933(c), enclosed are responses to the Grand Jury's 2016-2017 Final Reports, "The Napa County Fairgrounds: The County's Orphan Asset," "Napa Child Abuse Hotline (707) 253-4261 or (800) 464-4216," "Juvenile Hall," "Napa County Jail - Where are we headed?" and "Napa Valley Transportation Agency Vision 2040 Plan."

Grand Jury activity takes place over the course of a number of months. The Board acknowledges the members of the 2016-2017 Grand Jury for the time they have devoted in preparing the reports.

Sincerely,

Handwritten signature of Belia Ramos in black ink.

Belia Ramos  
Chair of the Board of Supervisors

**RECEIVED**

**AUG 21 2017**

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Court Executive Office**

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NAPA COUNTY  
RESPONSE TO THE GRAND JURY FINAL REPORT ON  
NAPA CHILD ABUSE HOTLINE  
(707) 253-4261 OR (800) 464-4216

**Introduction**

The “Napa Child Abuse Hotline” Report of the 2016-2017 Napa County Grand Jury sets forth nine findings and three recommendations relating to the Napa County Health and Human Services Agency (HHSA) and its Child Welfare Services (CWS) Division. This Memorandum represents the response of the CWS Director and the HHSA Director to the Grand Jury.

We would like to take this opportunity to acknowledge the work of this year’s Grand Jury. Throughout our interactions with them, it was apparent they had an interest in the important work of the CWS Division and in making services better and more accessible to the community. They conducted their process in a respectful manner, and it was a pleasure working with them.

**Background**

To provide further context for Grand Jury’s report and the response of the CWS Director and HHSA Director, the following general information about the Napa Child Abuse Hotline (Hotline) is provided:

- The average number of Hotline calls per year is approximately 1,300. This number has remained relatively constant over the years.
- Approximately 28% of Hotline calls are received after-hours (i.e., between 5:00 p.m. and 7:59 a.m., Monday through Friday, and on weekends and holidays).
- The number of Hotline calls received after-hours that require an in-person immediate response averages one per week.

**Findings and Responses**

The nine findings below are taken directly from the Grand Jury’s report, followed by the response of the CWS Director and HHSA Director.

**Finding 1:** The on-call duty rotated among all social workers and supervisors requires answering calls overnight, on holidays, and on weekends, which contributes to burnout.

