

July 1, 2014

Honorable Lisa A. Novak
Judge of the Superior Court
c/o Charlene Kresevich
Hall of Justice
400 County Center, 2nd Floor
Redwood City, CA 94063-1655

Subject: Response to Grand Jury Report: "Partly Cloudy with a Chance of Information:
Investigating the Transparency of Independent Special Districts' Websites"

Dear Honorable Judge Novak:

Enclosed please find the Peninsula Health Care District's (PCHD) response to the recent Civil Grand Jury's May 2014 report. This response was approved at our Board of Directors meeting on June 26, 2014.

If you require any additional information, please do not hesitate to contact us.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "Lawrence Cappel", is written over a faint, larger version of the same signature.

Lawrence W. Cappel, PhD., Board Chair, Peninsula Health Care District

Cc: Board of Directors, Peninsula Health Care District
San Mateo County Board of Supervisors

BOARD OF DIRECTORS

Lawrence W. Cappel, Ph.D.
Chair

Rick Navarro, M.D.
Vice Chair

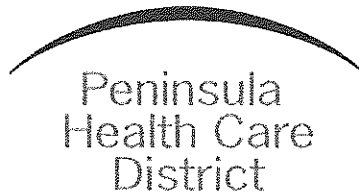
Helen C. Galligan, R.N.
Secretary

Dennis Zell, Esq.
Treasurer

Daniel J. Ulyot, M.D.
Director

CHIEF EXECUTIVE OFFICER

Cheryl A. Fama, MPA, BSN



BOARD OF DIRECTORS
RESPONSE TO THE 2013-2014 CIVIL GRAND JURY REPORT
**"PARTLY CLOUDY WITH A CHANCE OF INFORMATION:
INVESTIGATING THE TRANSPARENCY OF INDEPENDENT SPECIAL DISTRICTS'
WEBSITES"**

Grand Jury Report Filed: May 19, 2014
District Response Filed: July 1, 2014

The Board of Directors of the Peninsula Health Care District (PHCD) appreciates the Civil Grand Jury's recognition of the critical role websites play in carrying out Special Districts' obligations to be fully transparent in all of their activities. The Board also appreciates the Grand Jury's decision to use as its "yardstick" of compliance, tools and checklists developed by our State associations.

We are pleased to report that the PHCD website is in full compliance with the ten bullet points listed to be "fully compliant" noted on page 2 of the Grand Jury report, and the "required" four items listed on page 3 of the report. (Checklist attached)

Below, please find our specific responses to the seven recommendations made to all twenty three (23) independent Special Districts.

GRAND JURY FINDINGS AND PHCD RESPONSE

F1. Some districts are misinformed about the relative affordability of professionally created websites.

PHCD cannot agree or disagree as it has no basis for determining what information other special districts have about website affordability. PHCD is knowledgeable about the start-up and maintenance costs to support a robust website.

F. 2. Special districts lack trained in-house staff to regularly update website information.

PHCD cannot agree or disagree as it has no knowledge about the in-house staff competencies for all the other 22 special districts. PHCD has trained staff to manage updates to the website.

F.3. Privacy concerns of Boards of Directors or Commissioners result in a lack of readily accessible contact information.

PHCD cannot agree or disagree as it has no basis for determining the concerns of other elected officials. PHCD Director contact information for all members of the Board is included on our website.

F.4. Not all special districts recognize the benefits of transparency delivered through district websites.

PHCD cannot agree or disagree as it has no basis for knowing such information.

F5. No County independent special district has completed the District of Distinction program offered by SDLF.

PHCD cannot agree or disagree as it does not and is not required to monitor the implementation rate of this recently released certification program.

F6. No independent special district in the County has yet earned the SDLF transparency Certificate of Excellence.

PHCD cannot agree or disagree as it does not and is not required to monitor this activity.

F7. Only 2 of 23 independent special districts in the County have achieved SDLF Recognition in Special District Governance.

PHCD cannot agree or disagree as it does not and is not required to monitor this activity.

F8. No general manager or top management official of any County independent special district has received SDLF's Special District Administrator Certification.

PHCD cannot agree or disagree as it has no requirement for monitoring such information.

GRAND JURY RECOMMENDATIONS AND PHCD RESPONSES

R1. Each independent special district's website will conform to the accepted criteria listed in the Special District Leadership Foundation's (SDLF) transparency checklist on or before May 15, 2015.

The PHCD website is currently in full compliance.

R2. By December 31, 2014, independent special districts will consult with professional website developers if in-house staff is incapable of creating and/or managing their website as described above.

PHCD fully implemented this recommendation years ago and it has been continuously addressed since. A resource search was conducted in 2007 to identify local, low cost, responsive experts to back up District staff on matters related to IT and the website. We selected Scott Weiss, SomeThumb Company and David Fish, Tech consultant; both are currently available for website consultation, staff training, and troubleshooting IT issues. The Executive Assistant's Job Description's 'essential duties' include maintaining the website. And in late 2012, Perceptive Path Studios was engaged to review, refresh, and improve the look and functionality of the site. Their recommendations were implemented in early 2013.

R3. Each district will take the necessary steps to keep its website current.

PHCD fully implemented this recommendation as noted above in response to R2.

R4. Districts will complete the District of Distinction program offered by SDLF by June 30, 2015.

PHCD will fully implement this recommendation within the timeframe.

R5. Districts will seek to attain the SDLF Transparency Certificate of Excellence by June 30, 2015.

PHCD will fully implement this recommendation within the timeframe.

R6. Districts currently lacking staff or board members who have achieved the SDLF's Recognition in Special District Governance will seek the training available under this program by June 20, 2015.

This recommendation will not be implemented as a requirement. It will be highly recommended for all newly elected Directors and the District administrator. Of note, our current CEO did complete the Special District and Local Government Institute's Special District Leadership & Management Program October 23, 2009. [Certificate attached]

R7. District administrators will seek the SDLF Special District Administrator Certification.

This recommendation will not be implemented as it oversteps a fundamental responsibility of any board - to define the professional skills and experience required for its senior executive. By "not implementing" we mean it will not be a requirement; however, it will be encouraged and financially supported should the administrator wish to pursue this additional credential.

Website Requirements

MAINTAIN A DISTRICT WEBSITE WITH THE FOLLOWING ITEMS REQUIRED. (*provide website link*)

Required items available to the public:

- Names of Board Members and their terms of office
- Name of general manager and key staff along with contact information
- Election procedure and deadlines
- Board meeting schedule (Regular meeting agendas must be posted 72 hours in advance pursuant to *Government Code Section 54954.2 (a)(1) and Government Code Section 54956 (a)*)
- District's mission statement
- Description of district's services/functions and service area
- Authorizing statute/Enabling Act (Principle Act or Special Act)
- Current District budget
- Most recent financial audit
- Archive of Board meeting minutes for at least the last 6 months
- List of compensation of Board Members and Staff and/or link to State Controller's webpage with the data

ADDITIONAL ITEMS – *website also must include at least 4 of the following items:*

- Post Board Member ethics training certificates
- Picture, biography and e-mail address of board members
- Last (3) years of audits
- Reimbursement and Compensation Policy
- Financial Reserves Policy
- Online/downloadable public records act request form
- Audio or video recordings of board meetings
- Map of district boundaries/service area
- Link to California Special Districts Association mapping program
- Most recent Municipal Service Review (MSR) and Sphere of Influence (SOI) studies (full document or link to document on another site)



**SPECIAL DISTRICT AND LOCAL GOVERNMENT
INSTITUTE**

THIS IS TO CERTIFY THAT

Cheryl Fama

with

Peninsula Health Care District

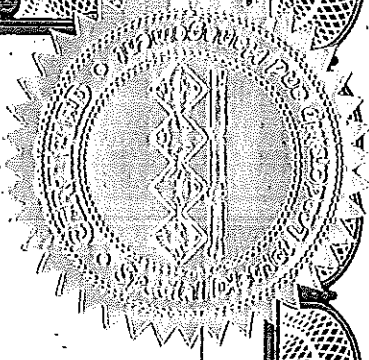
IS HEREBY AWARDED THIS

CERTIFICATE OF COMPLETION

IN

SPECIAL DISTRICT LEADERSHIP & MANAGEMENT

IN RECOGNITION OF SATISFACTORY COMPLETION OF A COURSE OF STUDIES CONSISTING OF:
SPECIAL DISTRICT GOVERNANCE
SPECIAL DISTRICT ADMINISTRATION, AND
SPECIAL DISTRICT FINANCE



Trish Ansell, Seminar Manager

Awarded this 23rd day of October, 2009