

## Sonoma County Board of Supervisors Response To “PRMD: Is Change Permitted” Grand Jury Report

### RECOMMENDATIONS

**Recommendation R-3:** *The Board of Supervisors and the PRMD Director support and advertise the Ombudsman role in assisting clients.*

**Board of Supervisors’ Response:** **The recommendation has been implemented.**

The Board of Supervisors frequently directs customers to the services of the Customer Service Ombudsman and has supported the addition and continuance of the position through the PRMD budget. PRMD also has and continues to promote the position to customers and the general public through press releases, distributed email campaigns, online via the PRMD website and other presentations to the public and interested parties.

**Recommendation R-4:** *The Board of Supervisors take the opportunity to hire a Director committed to making the culture of PRMD consistent with its mission to provide customer-focused services.*

**Board of Supervisors’ Response:** **This recommendation has been implemented.**

The Board supports customer-focused services and the Director in position at the time the report was released carried that mission forward. With the announced retirement of the Director, a nation-wide recruitment was conducted to find a successful replacement to fill this important position. The recruitment advertisement period has concluded and interviews will be held by the end of August 2013 with a new Director hired thereafter. Customer service has continued to be a focus throughout the recruitment and hiring process.