



KEN CAETANO
Assessor-Recorder

COUNTY OF TUOLUMNE

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EP 8/19/11

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August 12, 2011

The Honorable Eric L. DuTemple
Presiding Judge of the Superior Court
41 W. Yaney Street
Sonora, CA 95370

FILED
AUG 15 2011
Superior Court of California
County of Tuolumne
BY *Joyce Barnes*
Clerk

Re: Response to 2010-11 Grand Jury Findings & Recommendations –
Secured Property Assessment Value and Tax Collection Section

Dear Judge DuTemple:

The following is the response related to the Secured Property Assessment Value and Tax Collection section of the 2010-11 Grand Jury Report as requested and required pursuant to Penal Code Sections 933 and 933.05. Below you will find listed each Grand Jury finding or recommendation followed by my response to each.

Grand Jury Findings

1. There are no operational manuals with comprehensive work instructions and procedures for staff to follow in making workflow decisions nor are there written instructions on the proper method to enter data into the Crest property tax software system.

Response: *Agree. Although there are some written notes on some processes, there needs to be a concerted effort to expand these notes into a comprehensive office manual covering all of the various internal functions of the Assessor's office.*

Grand Jury Recommendations

1. It is recommended that detailed work instructions be created for each job position in the Assessor's Office. The instructions would include a general Statement of Work performed, a detailed explanation of "how to" perform each step in each employee's duties, and procedures to follow depending on the various scenarios presented.

Response: *Agree. This will be a time-consuming project to bring together what documentation is currently available, update and edit it, write procedures for other duties, and then compile them into a comprehensive office manual. I will make it one of my goals to have this project completed before June 30, 2012.*

I trust that the responses provided above are found to be fully responsive to the findings and recommendations contained in the FY 2010-11 Grand Jury Report.

Yours truly,



KEN CAETANO
Assessor-Recorder

cc: Board of Supervisors
Craig Pedro, County Administrator
Gregory Oliver, County Counsel