

**“ARE YOU OKAY”  
(RUOK)**

**WHY THE GRAND JURY INVESTIGATED**

Public interest

**AUTHORITY**

California Penal Code Section 925. The Grand Jury shall investigate and report on the operation, accounts and records of the officers, departments or functions of the County.

**METHOD OF INVESTIGATION**

Grand Jury members visited the Sheriff’s Dispatch Center facility and conducted on-site interviews. A question and answer session was held with staff members.

**BACKGROUND AND FACTS**

The Kings County Sheriff’s Office (KCSO) Dispatch Center is the birth place of Are You Okay (RUOK). The RUOK program is a stand alone computer system which automatically calls 55-60 recipients daily. This program is available to senior citizens or anyone of any age who is disabled or homebound. The system automatically calls participants up to three times, in approximately nine minutes, in their homes at a designated time set by the users. If there is no answer or there is a busy signal, the computer sends an alert to the dispatcher that action needs to be taken. The dispatcher attempts to contact the participant or a designee. If they are unable to reach the participant or a designee, a Sheriff’s Deputy or a City Officer, depending on the location of the user, is dispatched to check their welfare.

**FINDINGS AND RECOMMENDATIONS**

None

**COMMENTS**

The RUOK program is an asset provided to the residents of Kings County. The staff in the dispatch office at the Sheriff’s Department are dedicated employees that should be commended for making RUOK an effective and unique program.

**RESPONSE REQUIREMENT**

None