



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Sheriff's Office
Department No.: 032
For Agenda Of: April 4, 2017
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Sheriff Bill Brown 681-4290
Director(s)
Contact Info: Commander Charles Powell 681-4326

SUBJECT: 4th Quarter Grievance Oversight Coordinator Report

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence N/A

As to form: No

Recommended Actions:

- a) That the Board receive and file the 4th quarter report for 2016 from the Santa Barbara County Jail's Grievance Oversight Coordinator.
- b) That the Board receive and file the 2016 Annual report from the Santa Barbara County Jail's Grievance Oversight Coordinator.
- c) Determine this action is exempt from California Environmental Quality Act (CEQA) pursuant to Section 15378(b) (5), which are organizational or administrative activities of governments that will not result in direct or indirect physical changes to the environment.

Summary Text:

On February 16, 2016, the Board of Supervisors directed the Sheriff's Office to submit quarterly reports relating to grievance oversight within the jail. This 4th quarter and Annual report for 2016 from the Grievance Oversight Coordinator (Attachment A) will summarize the grievances related to medical and mental health.

Background:

For the 4th quarter, the Grievance Oversight Coordinator (GOC) reported an increase of just over 18% of medical related grievances from the previous quarter (141 up from 119). There was a total of 2,992 requests for medical related services, of which, 4.7% resulted in a grievance. During this same time period, there were 504 total jail grievances filed. The 141 medically related grievances filed represents 28% of the total number of grievances filed for the fourth quarter.

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The annual report represents our first full twelve (12) months (January through December 2016) of data collected by the Grievance Oversight Coordinator (GOC). This report shows that jail medical received 10,379 requests for medical services, of which 498, or 4.8%, resulted in a grievance. During this same time period, there were 2,189 total grievances filed. The 498 medical related grievances filed represents 22.8% of the total filed during 2016.

In addition to reviewing and overseeing Health Services grievances, Retired Lieutenant Mark Mahurin facilitates the monthly Community Corrections Input Group (CCIG). During the 4th quarter, the group convened on October 6th, November 3rd and December 1st (Attachment B-meeting minutes).

Through discussions with the Committee, Jail Administration and the Jail Medical Provider a number of positive actions toward improving client service and client responsiveness have taken place during this year.

1. We have revised the medical request slip to allow for an immediate response back to the requesting party indicating that the request was received and action is being taken.
2. The Intake Medical Questionnaire was revised to provide a more thorough review process for medical screening.
3. The Grievance Form was revised to include a HIPAA medical release on the form to resolve the HIPAA concerns addressed by jail medical. This has resulted in more thorough grievance responses, and has provide better access to information when investigating medical related complaints.
4. The Addition of a fulltime RN assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process has been a tremendous improvement. Medical has seen a reduced number of sick call requests, has improved the bridge time for continuation of medications, and has provided better emergency management at intake for clients coming into the facility.
5. Medical has experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening. This has resulted in starting protocol medications faster, initiating withdrawal therapies at intake, and bridging verifiable medications at intake. Currently the LVN's are passing about 600 medications each medication pass. In response, the Board funded the addition of 2.8 LVN positions in 2016 to accommodate the addition of one (1) LVN per shift to aide with the timely delivery of medications.
6. The Sheriff's Office and the American Civil Liberties Union of Southern California have established a Memorandum of Understanding to memorialize agreed upon procedures and processes related to the ACLU SoCal's assistance to ensure that inmates' needs are met and complaints are heard and resolved in a timely manner.
7. The American Civil Liberties Union of Southern California (ACLU SoCal) and the Sheriff's Office have agreed to increase access to the ACLU SoCal through expanding methods by which inmates can have access. This includes access to a free call phone number, access to a voice to

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text contact option, and the addition of a local P.O. Box specifically for Santa Barbara County inmate use.

8. Committee members provided input into the development of the new jail rule book and the new inmate information pamphlet.
9. The Sheriff's Office has worked with Families ACT to provide client families with regular access to information related to their family members who stay in our jail. To accomplish this, Families ACT volunteers man a table outside the jail lobby every weekend to answer questions, to provide general information, and to provide a means to address areas of concern for the family members. Issues reported to Families Act are provided to the Sheriff's Office so that an appropriate resolution can be reached.
10. As part of the Board approved 2016 enhancements, the Sheriff's Office has improved Mental Health coverage by increasing the Psychiatrist's hours from 24 hours per week to 40 hours per week, resulting in better coverage and a faster treatment response time for those needing mental health services.

Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- A. 4th Quarter Report
- B. 2016 Annual Report
- C. Meeting minutes of the Community Corrections Input Group

Authored by:

Charles Powell, Commander