

# Attachment B

Santa Barbara Sheriff's Office  
Grievance Review  
Annual Report 2022

To: Anthony Espinoza, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Fifty-four (54) Grievances (9.25%)**

There were fifty-four (54) grievances related to dental treatment for 2022. Thirty-one (31) of these were from SBJ and twenty-three (23) were from the NBJ facility. Each of these were related to pain due to dental issues and each was treated with pain medication and most received antibiotics. Each was treated by the dentist or is scheduled to be treated by the dentist. Zero (0) grievances required follow-up to determine a resolution. One (1) grievance was a duplicate to a previously filed grievance and one (1) grievance was resolved on appeal. Two (2) people refused the recommended treatment. Comparing the fifty-four (54) grievances filed for 2022 to the prior five year's average of fifteen (17), this is an increase of 217.6% in the number of dental grievances filed.

**Mental Health: Thirty-nine (39) Grievances (6.68%)**

During this period, there were thirty-nine (39) mental health or mental health medication grievances for review. Twenty-seven (27) of these were from SBJ and twelve (12) were from the NBJ facility. Most of the grievances were requests for mental health medications or adjustment of existing medication. Each received treatment with the Psychiatrist to address the specific medication issue. Two (2) of these grievances were duplicates to a previously filed grievance. Zero (0) grievances were resolved on appeal and one (1) grievance required follow-up to determine a resolution. Comparing the thirty-nine (39) grievances filed in 2022 to the prior five year's average of thirty-one (31), this is an increase of 25.8% in the number of mental health grievances filed.

**Medications: One hundred eight (108) Grievance (18.49%)**

I reviewed one hundred eight (108) grievances related to medications other than mental health medications during 2022. Seventy-two (72) of these were from SBJ and thirty-six (36) were from the NBJ facility. Treatment and medication adjustments resolved the majority. Seventeen (17) grievance were duplicates to a previously filed grievance. Zero (0) grievances were resolved on appeal and zero (0) required follow-up to determine an appropriate outcome. Zero (0) people refused the recommended medications. Comparing the one hundred eight (108) grievances filed for 2022 to the prior five year's average of eighty-three (83), this is an increase of 30.1% in the number of medication grievances filed.

**Medical: Three hundred fifty-eight (358) Grievances (61.30%)**

I reviewed three hundred fifty-eight (358) general medical grievances for 2022. Two hundred twenty-nine (229) of these were from SBJ and one hundred twenty-nine (129) were from the NBJ facility. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Forty-five (45) of these were duplicates to a previously filed grievance. Three (3) were resolved on appeal and zero (0) grievances required follow-up to determine a resolution. Zero (0) people refused the recommended treatment. Comparing the three hundred fifty-eight (358) grievances filed in 2022 to the prior five year's average of two hundred one (201), this is an increase of 78.1% in the number of medical grievances filed.

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**HIPAA Not Signed: Twenty-five (25) Grievances (4.28%)**

I reviewed twenty-five (25) grievances where the HIPPA release was not signed by the patient. Twenty-four (24) of these were from SBJ and one (1) was from the NBJ facility. This number was added to the information I track in 2020 and I only have the two-year average for comparison. Comparing the twenty-five (25) HIPAA issues in 2022 to the two year average of ten (10) , this is an increase of 150%.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period was 6.3 days. Thirty (30) Six grievances exceeded the fifteen (15) day response requirement. However due to the covid-19 outbreak situation and severe medical staffing shortages this policy was temporarily suspended due to the emergency situation. Medical staffing shortages continue to be a concern

In 2022, there were 7,737<sup>1</sup> requests for medical related services, of which five hundred eighty-four (584), or 6.3% resulted in a grievance. The total requests for service decreased by 40.8% when comparing the prior five year's average of 13,080 requests.

During 2022 there were 1,692 total grievances filed, of which five hundred eighty-four (584), or 34.5% were medical related.

During 2022, the Sheriff's Office received three (3) community inquiries. This small number is due to the COVID-19 restrictions on inmate and family visitation that began in March of 2020 and a second outbreak that occurred in mid-2022. Visitation at the SBJ facility has recently resumed, however, the community outreach table remains inactive at current due to a volunteer shortage.

Respectfully,



Mark V. Mahurin

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.

Grievances January 1, 2022 through December 31, 2022

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	54	9.25%	53	0	0	1	1	4	5
Mental Health Medication	39	6.68%	38	1	1	0	0	2	0
Medical	108	18.49%	108	0	0	0	5	17	0
HIPAA not signed	358	61.30%	354	1	1	3	8	45	4
	25	4.28%	0	0	0	0	0	0	0
<b>Total</b>	<b>584</b>	<b>100.00%</b>	<b>553</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>14</b>	<b>68</b>	<b>9</b>
Total SBJ	381								
Total NBJ	203								

Average Days for Response/Treatment:

Total Service Requests:	7,737	% Grievated:	6.3
SBJ Grievances:	1,172		7.5%
NBJ Grievances:	520		
Total Grievances:	1,692	% Medical Related:	34.5%
SBJ Avg. Annual Population:	491		
NBJ Avg. Annual Population:	277		

Community Inquiry

Dental	0
Mental Health	0
Medication	1
Medical	2
<b>Total Requests:</b>	<b>3</b>

**Resolution:** 3 **Awaiting Response:** 0 **Out of Custody** 0

Follow-up Needed:

**Out of Custody:** Response returned to Medical for additional details.  
**Duplicate:** Inmate was out of custody when the grievance was addressed.  
**Inmate Refused Treatment:** Grievance filed for the same issue before a response could be generated.  
**Psychiatrist:** Inmate refused to be examined, to follow recommendations, or to take prescribed medication.  
**Dentist:** Available in the Facility 5 days per week, with an on call RNP psychiatrist available.  
**Title 15- Grievance Time Limit :** Available in the Facility 16 hours per week.

Outside of Facility Appointments:

Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.  
 Dates for out of custody appointments are not provided prior to transport due to security concerns.