

# Santa Barbara Sheriff's Office Grievance Review Annual 2024

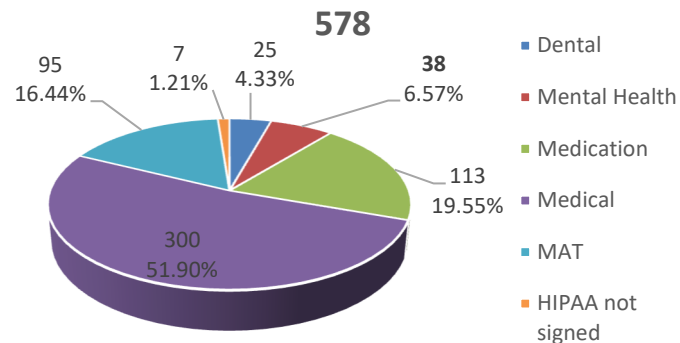
To: Cassandra Marking, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

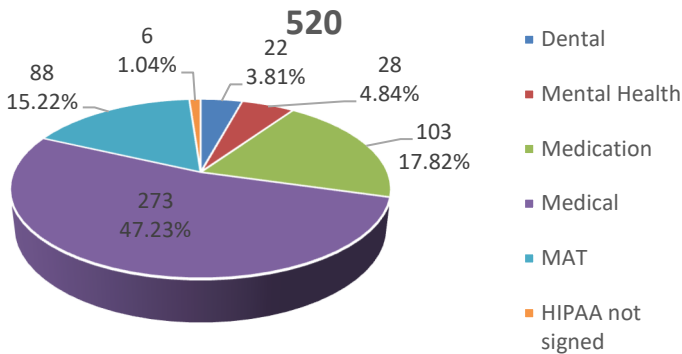
## Summary:

The total number of medical grievances filed for this year was five hundred seventy-eight (578). There were three hundred forty-three (343) filed from SBJ and two hundred thirty-five (235) filed from NBJ. When comparing the five hundred seventy-eight (578) grievances filed this year to the five years' average of three hundred seventy-eight (378), this is an increase of 52.91%.

## Total Medical Grievances Filed



## Unduplicated Medical Grievances Filed

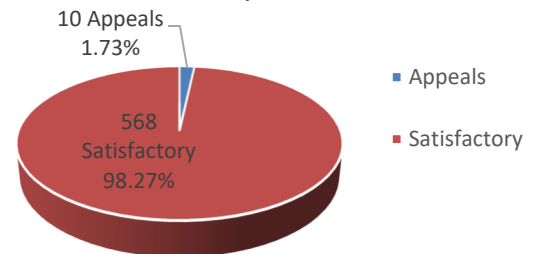


Of the five hundred seventy-eight (578) medical grievances filed during this year, fifty-eight (58) were duplicates or a continuation of a similar complaint by the same person. If the fifty-eight (58) duplicate grievances were removed from the equation, the comparison of five hundred twenty (520) unduplicated grievances filed to the prior five year's average three hundred seventy-eight (378), this is an increase of 37.56%.

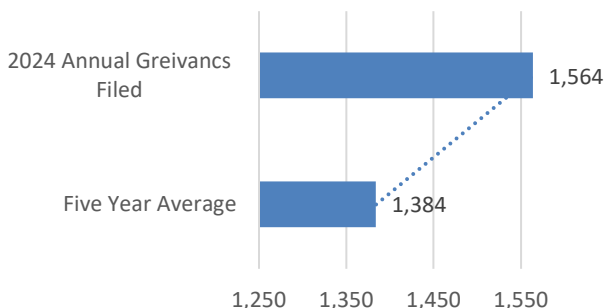
During this year I reviewed ten (10) appeals. This is an indication that 98.27% of the initial grievance responses were satisfactory. This is an increase of 4.16% when comparing the prior five years' average of 9.6 grievances filed.

During this year most grievances, 99.1%, received a response within an average of 3.8 days, with three (3) grievances and two (2) appeals exceeding the 15 day response limit.

## 98.27% Satisfactory Responses



## Five Year Average Comparison Shows a 13.00% Increase



During this same time, there were one thousand five hundred sixty-four (1,564) total grievances filed, of which five hundred seventy-eight (578), or 37%, were medical related. There were one thousand twenty-eight (1,028) grievances filed from SBJ and five hundred thirty-six (536) filed from NBJ. Several months ago, Custody Operations increased access to obtain grievance forms by keeping a supply in each housing unit. This process may be a contributing factor to the increase in the number of grievances over time. When comparing the one thousand five hundred sixty-four (1,564) grievances filed this year to the prior five year's average of one thousand three hundred eighty-four (1,384) grievances, this is an increase of 13.00%.

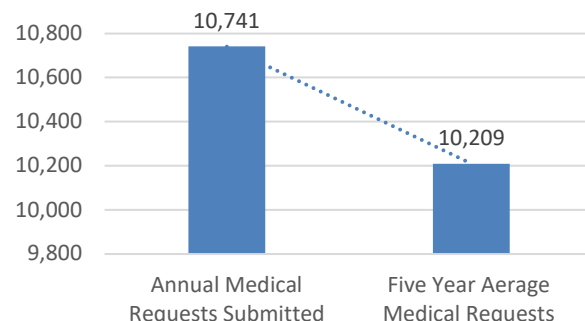
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Throughout this year, there were 10,741<sup>1</sup> requests for medical related services, of which five hundred seventy-eight (578) grievances, or 5.4% resulted in a grievance. The total requests for service increased by 5.21% when compared to the prior five years' average of 10,209 requests.

The ADP for this quarter for SBJ was 403 and the ADP for NBJ was 343.

The Sheriff's Office received two (2) community inquiries this year. One (1) person voiced a concern about a patient with ingrown toenails. Medical sent the patient to an outside specialist to treat this issue and they are following the specialists recommendations for care. One (1) person voiced concern about a person who is vegan, and our vegan food service not being consistent. This is not an issue that falls within my purview as vegan meals are not a medical diet. This concern was sent to the kitchen supervisor for review.

Annual Medical Requests Show  
A 5.21% Increase



### **Dental: Twenty-five (25) Grievance (4.33%)**

There were twenty-five (25) grievances related to dental treatment throughout the year. Eleven (11) grievances were from SBJ and fourteen (14) were from NBJ. Eight (8) grievances were complaints of oral pain or a need for the dentist to address a filling or a chipped tooth. The majority resulted in treatment by the dentist. Four (4) complaints were sustained, as there was a delay in receiving the treatment needed. One (1) grievance was a complaint of not getting a cleaning when he wanted it. Cleanings are scheduled annually and are not an at request procedure. One (1) grievance was the patient refused treatment from the dentist because he does not want an extraction. Rather, he is trying to hold out until his release to have a root canal done. One (1) patient refused to cuff up when staff came to take him to his dental appointment. One (1) grievance stated the patient has been in custody since July of 2022 and has not had an annual exam. This complaint is sustained. The patient had the exam July 22, 2024. One (1) grievance was for continued bleeding resulting from a tooth extraction. The patient was sent to the ER where the bleeding was controlled. The patient was returned to the jail and had a follow up with the dentist addressing his concerns. One (1) grievance was for continued pain due to dry socket caused by a tooth extraction. The patient also stated a need for antibiotics she said were ordered by the MD. The patient began ibuprofen for pain on 11/13/24 and was seen by the dentist for dry socket on 11/19/24. There is no order for antibiotics. Three (3) duplicate complaints were filed during this year. No appeals were filed during this year, and no grievances required follow-up to determine a suitable outcome.

### **Mental Health: Thirty-eight (38) Grievances (6.57%)**

During this period, there were thirty-eight (38) grievance related to Mental Health for review. Twenty-four (24) grievances were from SBJ and fourteen (14) were from NBJ. Seven (7) grievances were related to not getting their medication. One (1) complaint is that his medication was stopped. The medication was stopped at patient request. The psychiatrist treated the patient to clarify his intent. One (1) complaint was that the patient was not receiving his ADHD or seizure medications. The patient was referred to the psychiatrist to review his concern, as the patient has never taken any of the requested medications in prior incarcerations. One (1) was a complaint that the medications reported at intake never started. The patient prescriptions were not current and could not be bridged. The patient was scheduled to see the psychiatrist to restart the medications, but the patient refused the appointment. One (1) grievance states the patient has informed the Psychiatrist that he is not getting his meds as he should. He feels the med pass nurses are not documenting properly. The patient was treated by the psychiatrist on 7/18/24, however, there is no documentation of this conversation with the psychiatrist. One (1) grievance stated the patient had missed his medication. This complaint was sustained as Remeron medication was stopped on 12/1/24 and was not increased until 12/4/24. The patient had a lapse in medication for two days, 12/2 and 12/3/24. Two (2) grievances indicate the patient is not receiving his 450 mg of Wellbutrin. One (1) of these grievances is a duplicate grievance for the same complaint. Wellbutrin has not been approved due to active

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

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psychosis. Two (2) complaints were that the patient felt the medications were the wrong medications. Each resulted in treatment by the psychiatrist to review the medications and dosage. One (1) complaint was that medical services will not provide names and addresses for outside providers. The patient has been referred to discharge planning to address her concerns. One (1) grievance stated a need for treatment of PTSD and anxiety issues. This complaint resulted in treatment with mental health. Three (3) grievances were related to the patient wanting weekly individual meetings with mental health claiming that this was a requirement due to his special needs status. Two (2) of these were duplicates of the original complaint. This patient was treated on four (4) separate occasions addressing his concern. The minimum requirement for special needs mental health patients is a minimum of once every thirty days. One (1) complaint was that the patient claimed he was not treated after multiple requests. However, the only request submitted was received on 2/24/24 with the patient being treated by mental health on 2/29/24. The patient was also seen by the psychiatrist on 3/2/24. One (1) grievance stated that his appointment with the psychiatrist did not occur as scheduled. This complaint is sustained as the appointment was not scheduled in error. The patient is scheduled to see the psychiatrist at his first available appointment. Three (3) grievance stated that the patient should not have Inmate Disciplinary Reports (IDR) filed against him as he has a mental illness. Mental Health must make careful consideration to assess if the behavior related to the IDR is related to the patients mental illness. If it is not, then the IDR is upheld. Mental health schedules regular appointments with clinicians and the psychiatrist. The patient also stated he wants his commissary and tablet back and to have his medication adjusted. The patient has lost commissary and tablet due to multiple IDR'S. Two (2) of these were duplicates of the original complaint. The patient can discuss medication adjustments at his next scheduled psychiatry appointment. One (1) grievance indicates the patient medications have bad side effects. The patient received treatment with the RN on 5/17/24 and with the psychiatrist on 5/24/24 with all concerns being addressed. One (1) grievance was mostly about needing to change housing due to a fear of small spaces. Normally this would be a classification issue, but because of the patients behavior, the patient was referred to mental health for evaluation. The patient was released from custody 6/10/24. One (1) grievance was the need to have medications reviewed. This patient had a medication review with psychiatry. One (1) grievance was requesting Gabapentin 800mg three times a day. The patient met with the psychiatrist on 7/12/24. Gabapentin is not normally prescribed in this facility and can cause serious side effects when mixed with Suboxone. The patient has been prescribed other medications to manage the symptoms described. One (1) grievance was requesting Zoloft, Abilify and Wellbutrin, as this is what he had at CDCR. Patient records from CDCR do not include Zoloft, Abilify or Wellbutrin. Patient was treated by the psychiatrist on 8/12/24 and was started on Lithium at patient request. One (1) grievance states the patient has made several requests to see mental health for anxiety. The Patient was treated by mental health and is scheduled for a mental health evaluation. The psychiatrist has reviewed the results of the evaluation with the patient. One (1) grievance was requesting treatment by mental health. The patient was treated on 8/19/24. Nine (9) complaints were submitted by the same patient with seven (7) of these being duplicates of a previously filed complaint. Each of these grievances followed a trend of being spiked with invasive micro and nano particles that cause him great pain, blood flow restrictions to his hands and arms whenever he attempts to perform legal writing, and extreme pain in his frontal lobe and organs. Medical and mental health are monitoring this patient. One (1) grievance was concerning placement in a community program. This patient is a patient of Justice Alliance, and they are working towards finding placement in the community. Neither the Jail nor Wellpath mental health determines when a bed is available for the patient. One (1) grievance was related to getting extra food. The patient stated that the judge ordered double meals. The judge can only direct our providers to assess the need for increased nutrition. The psychiatrist ordered "double portion" meals for the patient on 12/11/24 due to issues with the medication. No appeals were filed, and no grievances required follow-up to determine a proper outcome. There were ten (10) duplicate grievances filed this year.

### **Medications:                    One hundred thirteen (113) Grievances (19.55%)**

I reviewed one hundred thirteen (113) grievances related to medications other than Mental Health medications this quarter. Sixty-nine (69) grievances were from SBJ and forty-four (44) were from NBJ. Appointments with the RNP, the MD and sick call or other similar actions addressed the majority by ensuring proper medications were provided. Thirty-one (31) grievances were related to not getting their medication or due to a missed dose of medication. Of these, ten (10) were sustained as a medication dose was not provided or the medication needed to be ordered. One (1) was a missed dose of methadone, as the patient was at court when Aegis came to administer the dose. One (1) was a missed dose because the medication was out of stock. One (1) complaint was that the patient stated that she was supposed to get her medications at night, not in the AM. This complaint was sustained as the medication was entered into the system as an

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AM medication in error. The medication has been changed to a PM delivery. One (1) complaint was that the patient was at court and missed his medication. The complaint was sustained, as the medication was not given upon his return. One (1) complaint was that his injections are not being given. Cabenuva is administered every 60 days, with the next dose scheduled for 5/21/24. Two (2) grievances were because the patient did not get the medication the specialist prescribed. This grievance resulted in a duplicate grievance of the first complaint. As the Accutane and creams are not standard medications, they needed to be ordered and will be provided once delivered. One (1) grievance states the patient only got a partial dose of his medication on 7/23/24. This complaint was sustained as Wellbutrin was documented as out of stock on 7/23/24. Three (3) were complaints about needing various medications. Each was resolved with an appointment with medical. Three (3) grievances were complaints of the wrong dose of medication. One (1) of these was a duplicate of a previously filed complaint. Both patients received adjustments to their medication. Four (4) grievances were related to obtaining medications with two of these being a duplicate of a previously filed complaint. Four (4) grievances were because the patient was asleep and did not report for med pass. The patient felt medical should give him his medication regardless of why he missed med pass. This complaint resulted in a duplication of the first complaint and an appeal. Two (2) complaints were that medical keeps running out of Accutane. One of these was a duplication of the original complaint. The patient feels medical should not run out. However, Medical cannot order this medication in amounts greater than that prescribed by the dermatologist. One (1) complaint was because the patient felt that diet and exercise should not be a treatment for diabetes. Although the patient agreed to this at his appointment with the MD and refused medications. Six (6) grievances were related to pain medication. Treatment and discussion with medical resolved each of these. Two (2) complaints were because the patient wants OTC medications available upon request during med pass. This same patient filed an appeal for the first grievance. The law requires that all medication provided by medical, including OTC medication, must have a doctors order for the specific medication and cannot be provided by medical without a current prescription. One (1) patient was grieving because he states he needs brand name medications. Brand name Lamictal needed to be ordered. The patient was offered the generic version of the medication in the interim, but the patient declined. This patient filed a second complaint indicating that his medication is out of stock again. The generic version of this medication is in stock and available, but the patient insists on name brand medication. There is no guarantee the pharmacy will send the name brand. Ten (10) duplicate grievances and four (4) appeals were filed this year. No grievances required follow-up to determine a proper outcome.

### **Medical:                      Three hundred (300) Grievances (51.90%)**

I reviewed three hundred (300) general medical grievances during this period. One hundred eighty-four (184) grievances were from SBJ, and one hundred sixteen (116) grievances were from the NBJ. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Four (4) grievances were related to infections with each resulting in treatment and antibiotics. One (1) of these was a duplicate complaint. Eighteen (18) complaints were related to a medical diet or extra meals. Two (2) of these complaints were sustained as the MTO was not sent to the kitchen. This has been corrected. Most of the double meal patients did not receive a double meal order as their BMI is within the healthy range. Three (3) of these were duplicates of a previously filed complaint. One (1) patient states his low salt diet is not being sent. Medical provided a low salt diet MTO to the kitchen on 9/16/24. The order was sent to the kitchen again. One (1) patient stated a need for a no dairy diet. A lactose free diet MTO was issued on 8/31/24. The order was sent to the kitchen again. One (1) patient is on weekly weight checks to monitor the need for extra meals. Fifty-one (51) grievances were related to obtaining special shoes. Fifteen (15) of these patients did not meet the criteria for orthotic shoes. Twenty (20) have had the shoes ordered or the shoes have been provided. Seven (7) have been referred to the MD or to podiatry for further evaluation. Three (3) patients did not meet the criteria for orthotic shoes. Six (6) of these were a duplicate of a previously filed complaint. One (1) complaint was sustained as the shoes were ordered 5/31/24 and were not received and provided until 9/17/24. One (1) grievance was to replace a broken shoe. When assessed by medical, the shoe remains functional, and a replacement was not indicated. Twenty (20) complaints were related to obtaining prescription glasses, contact lenses, or an optometry appointment. Early in the year, medical was working to find an optometrist who will take our patients, and this was resolved. Most patients were scheduled for an outside optometry appointment and have received their eyeglasses or contacts. One (1) patient is scheduled to be evaluated for optometry. Six (6) complaints are about getting an extra mattress. Three (3) patients were provided with an extra mattress. One (1) patient had made no request for an extra mattress, and two (2) patients did not establish a medical need for an extra mattress. Two (2) grievances were about getting a CPAP machine. One (1) patient was provided with the machine on



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7/1/24. This patient requested a larger mask, which was provided on 7/30/24. For the second patient, medical is awaiting medical records to obtain the correct equipment. Two (2) complaints were about having outside surgeries. The patient stated that the appointments were made prior to coming into custody. One (1) of these was a duplicate of the first. Appointments made prior to coming into custody cannot be accomplished due to transport safety concerns. The patient was treated by the MD and surgery for his elbow has been scheduled. Six (6) grievances were related to getting ice packs. Five (5) of these were duplicates of the previously filed complaint. Ice packs were discontinued and are not currently ordered. Three (3) complaints were related to a jaw issue for a patient who had his jaw wired shut. Two (2) of these were duplicates of the previously filed complaint. The off sight appointment was moved up and the hardware was removed on 8/28/24. Two (2) of the complaints were filed on 8/24/24 and one (1) was filed on 8/27/24, each of these were prior to the removal of the hardware on 8/28/24. Five (5) appeals were filed this year and there were twenty-seven (27) duplicate grievances filed. No grievances required follow-up to determine a proper outcome.

**MAT                      Ninety-five (95) Grievances (16.44%)**

During this period, there were ninety-five (95) grievances related to the MAT program for review. Fifty (50) grievances were from SBJ and forty-five (45) were from NBJ. SBJ has 100 MAT slots available and NBJ has 35 MAT slots available. Forty (40) of the grievances were related to being on the wait list for entry into the program. Most of these patients were admitted into the MAT program. Seven (7) grievances were related to getting Suboxone as the patients state they have a prescription from outside of the jail. One (1) patient stated that he was getting suboxone while on the streets. The patient records from Cottage show that the patient received a five day prescription from Cottage on 3/28/24, good through 4/1/24. The patient was booked on 5/4/25 and the prescription was not active at that time. The patient will have to begin the MAT acceptance process as a new patient. One (1) complaint was that Suboxone was not continued upon being booked into jail. The patient did not have an active prescription upon entering the jail. One (1) patient was taking suboxone in prison and felt he should have automatically been placed in the MAT program. One (1) patient stated that he was in the MAT program in LA County jail, but records from LA County did not show MAT medications. The patient was screened by the MAT coordinator on 10/11/24. The MD treated the patient on 10/14/24 and Suboxone was prescribed. All seven (7) have started MAT medication. Six (6) complaints indicated a need for lab work for the program. Lab work was completed for each. Thirteen (13) grievances were related to an increase in medication dosage. Each received a dosage adjustment. However, one (1) patient only received a small dose increase from 145mg to 150mg of methadone because Aegis clinic needs an EKG prior to adjusting the dose beyond 150mg. The EKG has been scheduled. Three (3) complaints state a need to be in MAT for Suboxone. For each of these, the patients did not have an active prescription for Suboxone, and the patients were placed on the wait list for participation. One (1) complaint was that the patient was screened for the program but has been denied participation. The patient was asked to provide a UTOX for the MAT program on 3/28/24. The patient tried to provide fake samples twice, once by pouring a bag of water into the cup and the second by dipping the cup into the sink for water. After the patient was caught by custody staff, he refused to provide a sample. One (1) grievance was because the patient was removed from the MAT program for circumventing the medication process. During a search of the patients housing, Deputies found multiple suboxone films in the patients belongings. When the patient was moved to SBJ he was seen taking the Suboxone from his mouth and giving it to another inmate. The patient signed a treatment agreement that states he will take his medication as prescribed with no diversion. The patient was given three choices to remain in MAT, (long acting injectable, Naltrexone or abstinence) and the patient declined all three. One (1) grievance was because the patient stated a need for methadone as he fears a potential overdose. The patient is in the MAT program and is taking suboxone. The jail is not licensed to dispense methadone. The patient is taking the safest medication to prevent overdose as it has an opioid blocker. Methadone does not have this blocker. One (1) was a request for MAT medication, but the patient reported Methamphetamine use only. There is no FDA approved MAT medication for stimulant use. One (1) patient states his suboxone was stopped and he wants it restarted. This patient assaulted a custody deputy during med pass in violation of his participation agreement for MAT. The patient is on a different medication and addiction counseling remains available to him. Three (3) patients have been offered alternate medications due to violating the terms of the participation agreement. One (1) appeal was filed this year and there were seven (7) duplicate grievances filed. No grievances required follow-up to determine a proper outcome.

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**HIPAA Not Signed: Seven (7) Grievances (1.21%)**

I reviewed seven (7) grievances where the patient did not sign the HIPAA release during this year. This is a 53.33% decrease when comparing the four years' average of fifteen (15) unsigned HIPPA releases. This is a welcome improvement.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping "M" and "V".

Mark V. Mahurin

**Grievances January 1, 2024 through December 31, 2024**

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	25	4.33%	25	0	0	0	0	3	5
Mental Health	38	6.57%	38	0	0	0	0	10	3
Medication	113	19.55%	108	0	0	4	3	10	2
Medical	300	51.90%	295	0	0	5	8	27	6
MAT	95	16.44%	94	0	0	1	1	7	0
HIPAA not signed	7	1.21%	0	0	0	0	0	1	0
<b>Total</b>	<b>578</b>	<b>100.00%</b>	<b>560</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>12</b>	<b>58</b>	<b>16</b>
<b>Total SBJ</b>	<b>343</b>								
<b>Total NBJ</b>	<b>235</b>								

Average Days for Response/Treatment:			3.8
Total Service Requests:	10,741	% Grievred:	5.4%
SBJ Grievances:	1,028		
NBJ Grievances:	536		
Total Grievances:	1,564	% Medical Related:	37.0%
SBJ Avg. Annual	403		
NBJ Avg. Annual	343		

**Community Inquiry**

Dental	0								
Mental Health	0								
Medication	0								
Medical	2								
MAT	0								
<b>Total Requests:</b>	<b>2</b>	<b>Resolution:</b>	<b>2</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>		

**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.