



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 and Probation  
**Department No.:** 032 and 022  
**For Agenda Of:** 07/03/18  
**Placement:** Departmental  
**Estimated Time:** 60 Minutes  
  
**Continued Item: If Yes, date from:** No  
**Vote Required:** No

---

**TO:** Board of Supervisors  
**FROM:** Bill Brown, Sheriff – Coroner & Tanja Heitman, Chief Probation Officer  
Contact Info: Lt. Shawn T. Lammer, (805) 681-4252 & Wendy J. Stanley, Probation Manager, (805) 692-1751  
**SUBJECT: California Forensic Medical Group (CFMG) annual report for healthcare services at Probation and Sheriff detention facilities.**

---

**County Counsel Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- a) Receive and file the annual report regarding the Agreement for Medical Services with the California Forensic Medical Group (CFMG); and
- b) Determine that the approval of the recommended action is not subject to the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15378 (b) (5), since the recommended action is a government administrative activity which does not involve commitment to any specific project which may result in potentially significant physical impact on the environment.

**Summary Text:**

On February 28, 2017, the Board of Supervisors approved the Sheriff and the Probation Department to contract with the California Forensic Medical Group (CFMG) for healthcare services (medical and mental health services) at the jail and for medical services only for Probation's juvenile facilities.

Pursuant to the agreement, CFMG is to present a detailed annual report to the Board of Supervisors containing a comprehensive review of the monthly statistical and program reports and examination of significant trends and issues.

At the February 28, 2017, Board of Supervisors hearing, the Probation Department and the Sheriff's Office presented the following key contract components:

- NCCHC Accreditation Requirements
- Service Level Agreements
- Mandatory Reporting
- Oversight
- Electronic Medical Records

These key contract components are further discussed in CFMG's annual report (Attachment B) and further detailed in all remaining Attachments.

**Background:**

On September 8, 2015, the Board of Supervisors directed the Sheriff and the Probation Department to initiate a Request for Proposal (RFP) for medical services at the jail and juvenile facilities, and mental health services at the Jail only, and further that the Sheriff and Probation Department utilize the services of an RFP consultant. On April 19, 2016, the Board of Supervisors approved the Sheriff and Probation Department to contract with consultant, Health Management Associates (HMA) to provide recommendations for a new health care RFP.

In a separate action on October 11, 2016, the current contract with Corizon Health, Inc. was amended by the Board to increase staffing as follows: 2.8 Licensed Vocational Nurses full time equivalents (FTE), 2 Licensed Clinical Social Workers FTEs, 1 Psychiatric Nurse FTE, and increase hours for the contracted Psychiatrist from 25 to 40 hours weekly at the jail. The goal of this amendment was to provide timely and effective prescription distribution and the appropriate mental health professionals to implement a de-escalation protocol for inmates housed in the jail's safety cells.

On December 13, 2016, after a lengthy and scrutinizing selection process, the Sheriff and Chief Probation Officer recommended to the Board that CFMG be invited to negotiate a contract to provide Inmate/Youth Medical Services at the Jail and Juvenile Facilities and Mental Health Services at the Jail. The Board approved this recommendation and meetings were held between members of the Sheriff's Office, the Probation Department and CFMG. The Board of Supervisors approved the five year, \$36M agreement with CFMG on February 28, 2017. Thereafter, CFMG quickly began preparing for the transition to provide medical care services commencing on April 1, 2017 at midnight.

As a result of the contract negotiation process, CFMG agreed to implement an Electronic Medical Record system that is compatible with the Sheriff's Jail Management System. Furthermore, CFMG agreed to current rates (with Cost Of Living Adjustments-COLA) if Sheriff is required to add staffing in response to litigation or other factors outside of the County's control, and to reopen the agreement to allow for amendments in order to provide health services at the Northern Branch Jail which is scheduled to begin operations in the Spring of 2019.

In the remaining portions of the background section, you will find additional information relating to CFMG, Sheriff's Grievance Oversight, Accreditation, Service Level Agreements, and Public Health and Behavioral Wellness Oversight.

### CFMG

One of the most important high points to CFMG is their move to their Collaborative Correctional Care which is further explained in their annual report (Attachment B). In essence, this is a patient-centered model of care which envelops primary care medical professionals, primary care providers, and behavioral health specialists into one care team to encompass Inmate/Youth detainee's healthcare needs. This notion of one care has been in place since the inception of the agreement. CFMG, Probation, Behavioral Wellness, Public Health and the Sheriff's Office have worked diligently together to ensure this type of model succeeds as we all value people we serve.

### Sheriff's Grievance Oversight:

CFMG has worked in concert with the Sheriff's Office Grievance Oversight Coordinator, Retired Lieutenant Mark Mahurin and the Community Corrections Input Committee. From this oversight and committee, we have implemented changes as outlined in Retired Lt. Mahurin's quarterly submittals to the Board of Supervisors. Should they have any concerns or questions, CFMG and the Sheriff's Office consistently make themselves available to this committee.

### Accreditation:

The juvenile facilities have completed a review of NCCHC Juvenile Standards and are developing an implementation plan that includes timelines (Attachment L). While working toward NCCHC accreditation, Probation and CFMG have applied for reaccreditation from the Institute of Medical Quality (IMQ).

Within the first year of the agreement, CFMG was to create a National Commission on Correctional Health Care (NCCHC) accreditation timeline for both Probation and the Sheriff's Office.

For the Sheriff's Office, a NCCHC accreditation timeline was created (Attachment M). Within this accreditation timeline, the Sheriff's Office had an in-house pre-NCCHC site audit completed by members of CFMG's corporate staff. This audit found that the Sheriff's Office and CFMG are meeting 55% of Essential standards and 50% of Important Standards. Once the audit was completed, a meeting with Custody Administration and CFMG corporate officials took place on April 11<sup>th</sup>, 2018. During this meeting, all standards were discussed as well as a plan to meet these standards. An action plan (Attachment M) was developed with deadlines assigned to everyone's respective areas.

CFMG developed NCCHC compliant policies and procedures. These policies and procedures will be adopted into the Sheriff's Office Custody policies and procedures. These policies will also be in place for the North Branch Jail. With the North Branch Jail, negotiations are underway for CFMG to provide healthcare services.

### Service Level Agreements:

As previously directed by the Board and as required by the agreement, CFMG has fully cooperated in all oversight and evaluation activities by the Departments of Public Health and Behavioral Wellness. For both Probation and the Sheriff's Office, Service Level Agreements (SLA's) were developed as performance measures to ensure CFMG was providing services within the agreement at an expected level of performance.

Pursuant to this agreement, new SLA's may be developed or Year One SLA's may be continued. Sheriff or Probation shall have sole and final decision making authority of the SLA's. Probation and the Sheriff's Office have developed new SLA's (found in Attachment B) as these service level agreements are applicable to current trends and for the Sheriff, ones where we would like to see improvement. These new SLA's do not change the components within the agreement.

In addition to the new SLA's, Probation will collaborate with Public Health and Sheriff's Office will collaborate with Public Health and Behavioral Wellness to develop additional performance measures.

#### Public Health and Behavioral Wellness Oversight:

Probation collaborated with Public Health in the development of performance measures in addition to the SLA's. Pursuant to the agreement and six months after CFMG's start date, Public Health started their quarterly audits and monitoring of the SLA's and these measurements. Public Health also participated in the quarterly Continuous Quality Improvement (CQI)/Medical Advisory Committee (MAC) where they were actively engaged and their recommendations were discussed. A summary of this oversight can be found in Attachments D and H.

Since CFMG provides medical and mental health care for those incarcerated within Sheriff's Office detention facilities, the Sheriff's Office collaborated with Public Health and Behavioral Wellness in the development of performance measures in addition to the SLA's. Pursuant to the agreement and six months after CFMG's start date, Public Health and Behavioral Wellness started their quarterly audits and monitoring of the SLA's and these measurements. A summary of this oversight can be found in Attachments C, D, I and J. Public Health and Behavioral Wellness not only conducted audits but were actively engaged in the monthly CQI/MAC meetings where their recommendations were discussed.

#### Conclusion:

CFMG, the Probation Department, and the Sheriff's Office will return to the Board of Supervisors within 60 days after July 1<sup>st</sup>, 2019, for the next annual report. This will allow the presentation to occur after budget sessions and on Fiscal Year statistics. By this time, a full year of new SLA measurements will be obtained, NCCHC accreditation status for both entities will be presented, and an update on the newly negotiated contract to include the North Branch Jail will be provided.

In closing, as you can see in the annual report, it is evident that the partnership between CFMG, the Probation Department, and the Sheriff's Office has been outstanding. This is due to the dedication, communication, and collaboration between all of the involved County departments and numerous community groups. Through these efforts, we have been able to develop an Inmate/Youth Detainee healthcare services program that meets or exceeds community healthcare standards. Together, we are changing the local perception of correctional healthcare by taking action, delivering on promises, and collaborating with community caregivers.

**Attachments:**

- A. PowerPoint Presentation
- B. CFMG Annual Santa Barbara County Detention Facilities Report
- C. Behavioral Wellness Review Summary
- D. Public Health Review Summary
- E. Santa Maria Juvenile Hall Statistics
- F. Los Prietos Boys Camp Statistics
- G. Sheriff's Main Jail Statistics
- H. Probation Continuous Quality Improvement (CQI)/ Medical Advisory Committee (MAC)
- I. Sheriff Continuous Quality Improvement (CQI)
- J. Sheriff CQI Studies
- K. Sheriff Medical Advisory Committee (MAC)
- L. Probation NCCHC Timeline
- M. Sheriff NCCHC Timeline
- N. Agreement Between Santa Barbara County and California Forensic Medical Group

**Authored by:**

Shawn T. Lammer, Lieutenant

Wendy J. Stanley, Probation Manager