



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:** March 19, 2019  
**Placement:** Administrative  
**Estimated Tme:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Sheriff Bill Brown 681-4290  
Director(s)  
Contact Info: Mark Mahurin, Lieutenant (EXH) 331-4551

**SUBJECT:** Fourth Quarter and Annual (2018) Medical Grievance Oversight Coordinator Reports

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**County Counsel Concurrence**

As to form: Yes

**Other Concurrence** N/A

**Auditor-Controller Concurrence**

As to form: N/A

**Recommended Actions:**

That the Board of Supervisors:

- a) Receive and file the fourth quarter and annual reports for 2018 from the Santa Barbara County Jail's Medical Grievance Oversight Coordinator; and
- b) 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 requested that the Sheriff's Office submit reports relating to grievance oversight within the jail. This annual report (Attachment A) and the fourth quarter report (Attachment B) for 2018 from the Medical Grievance Oversight Coordinator (MGOC) will summarize the grievances related to medical and mental health.

**Background:**

At the Board of Supervisors meeting on February 16, 2016, the Board recommended the creation of the Community Corrections Input Group (CCIG). The purpose of this group is to assist the Medical Grievance Oversight Coordinator (MGOC) in making recommendations for improvements concerning the grievance process, procedural practices, and/or service delivery related to the medical, mental health, dental, or

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vision care of those confined within the jail system. The CCIG supports the MGOC by providing input towards the development of potential solutions, as well as providing assistance in the form of research and/or materials in support of formal recommendations. This group continues to have monthly meetings and to provide recommendations for changes with various processes and procedures.

Through the efforts of the jail medical staff and the CCIG the annual report reflects significant reductions in virtually all areas of concern for the committee. The total number of medical related grievances filed in 2018 shows a decrease of 33.87% from the previous year (363 down from 549). Of particular note, the number of grievances that required follow-up in order to resolve a complaint reduced by 96.4% comparing the one (1) in 2018 to the twenty-eight (28) in 2017. Another significant reduction was that only six (6) total grievances resulted in an appeal for 2018. This is a 77.77% reduction comparing the 27 appeals that were filed in 2017. The average time between the grievance filing and a response from medical or mental health during this period was 4.3 days, down 6.52% from the average of 4.6 days in 2017. In addition, no grievances exceeded the fifteen (15) day response requirement in 2018.

Following input and recommendations from the CCIG, Families ACT began a Community Input project that became permanent on January 1, 2017. The purpose of the project is to provide general information to jail visitors to help them navigate the complex jail processes and to provide a mechanism for visitors to provide information to the jail. Additionally, the process provides a means for visitors to address issues of concern for their family member or friend. To accomplish these objectives, Families ACT volunteers operate an information table outside of the visitation registration area of the jail every Saturday and Sunday allowing them to provide information and accept community input. The information provided by community members has helped Jail Medical identify previously unknown medical conditions or provided information about needed medications. Overall, the project has proven to be highly successful and to be very useful for both our community members and the jail medical staff.

During 2018, the Sheriff's Office received twenty-five (25) community inquiries. Each of these were addressed by medical. In comparison to the seventy-seven (77) community inquiries received in 2017, this is a 67.53% decrease.

During the fourth quarter, the total number of medical related grievances decreased by 17.34% when comparing the eighty-one (81) grievances filed in the fourth quarter of 2018 to the ninety-eight (98) grievances filed in the previous quarter. During this period we had 4,066 requests for medical related services, of which, 2.0% resulted in a grievance, down from the 2.3% reported in the previous quarter. During this same period, there were 362 total jail grievances filed, of which 81, or 22.4% were medical related grievances. This is a decrease of 17.34% comparative to the 98 filed in the prior quarter.

During the fourth quarter, the MGOC received two (2) community input forms from Families ACT. Jail medical addressed each of these as necessary.

### **Performance Measure:**

None

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## **Fiscal and Facilities Impacts:**

Budgeted: No

## **Fiscal Analysis:**

N/A

## **Attachments:**

- A. Annual Report
- B. Fourth Quarter Report
- B-1. October Grievance Report and Detail
- B-2. November Grievance Report and Detail
- B-3. December Grievance Report and Detail

## **Authored by:**

Mark V. Mahurin, Lieutenant (EXH)