



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

2016 APR -7 PM 1:18

COUNTY OF SANTA BARBARA
CLERK OF THE
BOARD OF SUPERVISORS

Department Name: Sheriff's Office
Department No.: 032
For Agenda Of: April 19, 2017
Placement: Administrative
Estimated Tme:
Continued Item: Select_Continued
If Yes, date from:
Vote Required: Majority

16-00266

TO: Board of Supervisors
FROM: Department Name & Phone Sheriff Bill Brown 681-4290
Director(s)
Contact Info: Name & Phone Commander Kelly Hamilton 681-4326
SUBJECT: 1st Quarter Grievance Oversight Coordinator Report

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence: Select_Other

As to form: Select_Concurrence

Recommended Actions:

- a) That the Board receives and file the first quarter report from the jail's Grievance Oversight Coordinator.
- b) Determine that the above actions are government fiscal activities or funding mechanisms which do not involve any commitment to any specific project which may result in a potentially significant impact on the environment, and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA guidelines.

Summary Text:

On February 16, 2016, the Board of Supervisors directed the Sheriff's Office to submit quarterly reports as it related to grievance oversight within the jail. This 1st quarter report (attachment a), along with other recommended action items, will summarize the grievances related to medical and mental health for the first quarter of 2016.

Background:

On February 16, 2016, the Sheriff's Office presented an update on the progress of creating the position of a Grievance Oversight Coordinator (GOC). During that meeting, several suggestions were made by the Board. Specific to the GOC report, the Board recommended adding more clarity with respect to specific date that a service or medication was provided in response to a grievance. Additionally, the Board recommended adding a column to track the length of time it took to respond to the grievance. The attached 1st quarter report incorporates those recommendations.

To establish greater transparency with the process, a flow chart (attachment b) was created that demonstrates the interactions of the grievance process, Grievance Coordinator, Ombudsman and the Sheriff's Community Corrections Input Group.

The Board also had questions related to how these services are communicated to the inmate population. Inmates are notified of the grievance process and Ombudsman program through our Inmate Orientation and Jail Rules (attachment c). These rules are produced in both English and Spanish. In reviewing the current pamphlet, Sheriff Staff recognizes that the handbook is in need of improvement. As a result, a committee has been formed to create a more informative Inmate Rules and Regulations Handbook. This handbook will go into greater detail of the different services, programs, inmate rules, process and procedures while housed in our facility. Once completed, a copy will be included in future quarterly GOC reports.

The Sheriff's Office formed a Sheriff's Community Corrections Input Group that will initially meet monthly with the GOC. The purpose is to assist the GOC in making recommendations for process improvement concerning the grievance process, procedural practices and/or service delivery related to the Medical, Mental Health, Dental, or Vision care of those confined within the jail system. The Committee will support the GOC 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 any formal recommendation. The first meeting (attachment d) took place on March 9th and consisted of the following members:

Mark Mahurin, Grievance Oversight Coordinator
Rory Moore, Families Act Board Chair
Suzanne Riordan, Families Act, Alternate
Lynne Gibbs, National Alliance on Mental Illness
Ann Eldridge, Santa Barbara County Mental Health Commission
Julie Solomon, Mental Health Commission, Chair of Human Services Committee
Esther Lim, Jails Project Director, ACLU
*Eddie Perez, Community Member/ Formerly Incarcerated Representative

*Invited to attend the next meeting

The COG duties and responsibilities have been update (attachment e) to incorporate the objectives of these meetings. The next meeting is scheduled for April 7th.

Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- a. 1st Quarter Report
- b. Grievance Process Flow Chart
- c. Inmate Rules
- d. Sheriff's Community Corrections Input Group 03-09-16 Minutes
- e. Grievance Oversight Coordinator Responsibilities

Authored by:

Commander Kelly Hamilton