

## **Grievance Oversight Coordinator**

The Grievance Oversight Coordinator has the responsibility of providing oversight and review of the grievance process as it relates to medical grievances submitted by individuals confined within the Santa Barbara County jail facilities.

### **Authority:**

The California Code of Regulations, Title 15- Crime Prevention and Corrections, Division 1, Chapter 1, Subchapter 4 defines and requires the grievance process. Specifically, article 6 § 1073 states that the jail administrator shall develop written policies and procedures whereby any inmate may appeal and have resolved grievances relating to any conditions of confinement, included but not limited to medical care.<sup>1</sup>

### **Mission:**

The primary purpose of the grievance process is to provide resolution of the grievance at the lowest appropriate staff level and to allow appeal to the next level of review. The mission of the Grievance Oversight Coordinator as part of this process is to review each medical related grievance and/or appeal to ensure that the responses address the primary issues of concern and provides the appropriate resolution for the grieving party. The primary focus is on issues associated with the following:

1. Dental Care;
2. Mental Health;
3. Medications;
4. Medical Care

### **Objectives:**

The role of the Grievance Oversight Coordinator is to provide a positive impact with the overall process. As part of the process, the coordinator has the responsibility to make recommendations for improvement, with areas of consideration to include:

1. Improve professional communication;
2. Maintaining focus on core complaint;
3. Improvement with providing clients sufficient detail to address the core complaint;
4. Improve client and administrator satisfaction with the grievance process outcomes.

### **Community Corrections Input Committee:**

The Grievance Oversight Coordinator shall establish a community input committee, whose purpose is to aid the Coordinator in developing a resolution to identified issues or to make 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 Oversight Coordinator by affording input and direction for potential solutions and will provide assistance in the form of research and/or materials in support of any formal recommendation.

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<sup>1</sup> Authority cited: Section 6030, Penal Code.

The Grievance Oversight Coordinator is responsible for:

1. Establishing a monthly meeting schedule for the Committee;
2. Assisting the Committee with the development of a mission statement;
3. Participate in and chair the Committee meetings;
4. Providing meeting agendas and meeting notes;
5. Developing a formal presentation format and approval process for Committee recommendations;
6. Assisting in the development of the Committee recommendations;
7. Presenting Committee recommendations to the sheriff's Office for consideration.