

Service Level Agreement Audit Findings										Santa Barbara Jail 2025 Q3
Audit Measure		Description of Service Assessed	Source	Goal	Sample Cases		Rate	Met Goal?	Comments	
					Met	Not Met				
1	Intake Screening	Healthcare screening exam within two hours of arrival	Contract SLA 1.a.2	90%	29	1	97%	Yes		
2	Intake Referral Bundle	Timely addressing medical, mental health, and dental needs identified by intake screening	Contract SLA 6.a.1, 6.a.2, 6.a.3, 6.b.1, 6.b.2, 6.b.3, 6.c.1, 6.c.2, 6.c.3	95%	19	10	66%	No	Goal is 95% for emergent and urgent needs, and 90% for routine needs	
3	Medication Verification Bundle	Continuity of community prescription medications following intake	Contract SLA 3.a.1, 3.a.2	90%	9	3	75%	No	Small sample size	
4	Withdrawal Management	Appropriately monitoring and treating patients in, or at risk for, withdrawal	Contract SLA 1.a.3, 1.a.4	95%	10	0	100%	Yes	Small sample size	
5	Initial Health Assessment	Comprehensive healthcare assessment within 14 days of arrival	Contract Statement of Work	90%	21	9	70%	No		
6	TB Screening Bundle	Multi-step screening for tuberculosis within 14 days of arrival	Contract Statement of Work	90%	10	20	33%	No		
7	Problem List	Maintenance of a current and active diagnosis list	Contract SLA 5.a.1	90%	20	9	69%	No		
8	Chronic Care: Hypertension Bundle	Management of patients with high blood pressure	Contract Statement of Work	90%	29	1	97%	Yes		
9	Psychiatric Follow-Up	For patients under the care of a psychiatrist, adherence to visit schedule in the plan of care	Contract Statement of Work	90%	28	2	93%	Yes		
10	Healthcare Request Response	All requests for care are responded to with an in-person visit by a registered nurse	Contract SLA 6.a.4	90%	31	2	94%	Yes		
11	Sickcall Referral Bundle	Timely addressing medical, mental health, and dental needs identified by sickcall request	Contract SLA 6.a.1, 6.a.2, 6.a.3, 6.b.1, 6.b.2, 6.b.3, 6.c.1, 6.c.2, 6.c.3	95%	22	8	73%	No	Goal is 95% for emergent and urgent needs, and 90% for routine needs	
12	Restrictive Housing Interventions	Medical and mental health monitoring of patients in restricted or segregated housing	Contract Statement of Work	90%	4	23	15%	No		
13	Discharge Medications	Provision of a 30-day prescription for active prescription medications upon release	Contract SLA 4.1	90%	17	11	61%	No		
14	Discharge Warm Handoff	Completion of enhanced discharge coordination for patients receiving medication-assisted treatment (MAT)	Contract SLA 4.2	90%	2	34	6%	No	Note this is a new measure assessing performance under upcoming guidance under CalAIM. It reflects progress towards future processes and should not be interpreted as performance against current or prior obligations.	
15	Offsite Treatment Follow-Up	Acknowledging orders or other follow-up from offsite healthcare treatment including specialist providers within four hours of return	Contract SLA 4.3	95%	28	2	93%	No		
16	Safety Cell Monitoring	Medical and mental health monitoring of patients in safety cells	Contract Statement of Work	90%	7	8	47%	No	Small sample size	
17	Safety Cell Risk Assessment	Completion of risk assessment and safety plan for patients in safety cells	Contract Statement of Work	90%	7	6	54%	No	Small sample size	
18	Post-Suicide Watch Follow-Up	Appropriate mental health follow-up for patients released from suicide watch	Contract Statement of Work	90%	5	4	56%	No	Small sample size	
19	Safety Cell Escalation Bundle	Timely escalation of care for patients in safety cells at the 8-hour and 24-hour marks	Contract SLA 2.a.5, 2.a.6	95%	14	0	100%	Yes	Small sample size	

Service Level Agreement Audit Findings										Northern Branch Jail 2025 Q3	
Audit Measure	Description of Service Assessed	Source	Goal	Sample Cases		Rate	Met Goal?	Comments			
				Met	Not Met						
1	Intake Screening	Healthcare screening exam within two hours of arrival	Contract SLA 1.a.2	90%	30	0	100%	Yes			
2	Intake Referral Bundle	Timely addressing medical, mental health, and dental needs identified by intake screening	Contract SLA 6.a.1, 6.a.2, 6.a.3, 6.b.1, 6.b.2, 6.b.3, 6.c.1, 6.c.2, 6.c.3	95%	12	12	50%	No	Goal is 95% for emergent and urgent needs, and 90% for routine needs		
3	Medication Verification Bundle	Continuity of community prescription medications following intake	Contract SLA 3.a.1, 3.a.2	90%	5	2	71%	No	Small sample size		
4	Withdrawal Management	Appropriately monitoring and treating patients in, or at risk for, withdrawal	Contract SLA 1.a.3, 1.a.4	95%	4	3	57%	No	Small sample size		
5	Initial Health Assessment	Comprehensive healthcare assessment within 14 days of arrival	Contract Statement of Work	90%	25	5	83%	No			
6	TB Screening Bundle	Multi-step screening for tuberculosis within 14 days of arrival	Contract Statement of Work	90%	15	16	48%	No			
7	Problem List	Maintenance of a current and active diagnosis list	Contract SLA 5.a.1	90%	22	8	73%	No			
8	Chronic Care: Hypertension Bundle	Management of patients with high blood pressure	Contract Statement of Work	90%	30	0	100%	Yes			
9	Psychiatric Follow-Up	For patients under the care of a psychiatrist, adherence to visit schedule in the plan of care	Contract Statement of Work	90%	23	7	77%	No			
10	Healthcare Request Response	All requests for care are responded to with an in-person visit by a registered nurse	Contract SLA 6.a.4	90%	33	0	100%	Yes			
11	Sickcall Referral Bundle	Timely addressing medical, mental health, and dental needs identified by sickcall request	Contract SLA 6.a.1, 6.a.2, 6.a.3, 6.b.1, 6.b.2, 6.b.3, 6.c.1, 6.c.2, 6.c.3	95%	19	11	63%	No	Goal is 95% for emergent and urgent needs, and 90% for routine needs		
12	Restrictive Housing Interventions	Medical and mental health monitoring of patients in restricted or segregated housing	Contract Statement of Work	90%	7	0	100%	Yes	Small sample size		
13	Discharge Medications	Provision of a 30-day prescription for active prescription medications upon release	Contract SLA 4.1	90%	31	6	84%	No			
14	Discharge Warm Handoff	Completion of enhanced discharge coordination for patients receiving medication-assisted treatment (MAT)	Contract SLA 4.2	90%	0	32	0%	No	Note this is a new measure assessing performance under upcoming guidance under CalAIM. It reflects progress towards future processes and should not be interpreted as performance against current or prior obligations.		
15	Offsite Treatment Follow-Up	Acknowledging orders or other follow-up from offsite healthcare treatment including specialist providers within four hours of return	Contract SLA 4.3	95%	30	0	100%	Yes			
16	Safety Cell Monitoring	Medical and mental health monitoring of patients in safety cells	Contract Statement of Work	90%	11	19	37%	No			
17	Safety Cell Risk Assessment	Completion of risk assessment and safety plan for patients in safety cells	Contract Statement of Work	90%	24	4	86%	No			
18	Post-Suicide Watch Follow-Up	Appropriate mental health follow-up for patients released from suicide watch	Contract Statement of Work	90%	18	6	75%	No			
19	Safety Cell Escalation Bundle	Timely escalation of care for patients in safety cells at the 8-hour and 24-hour marks	Contract SLA 2.a.5, 2.a.6	95%	12	1	92%	No	Small sample size		