

# Attachment A

Santa Barbara County Sheriff's Office

Grievance Review  
Annual Report 2018

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Annual Report 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Fourteen (14) Grievances (3.86%)**

There were fourteen (14) grievances related to dental treatment for 2018. All of these involved pain due to dental issues. Each was treated with antibiotics and pain medication, and then by the dentist. One (1) grievance required follow-up to determine a resolution and one (1) grievance was a duplicate to a previously filed grievance. One (1) individual refused the recommended service.

**Mental Health: Twenty-two (22) Grievances (6.06%)**

During this period, there twenty-two (22) mental health or mental health medication grievances for review. The majority of the grievances were requests for Mental Health medications or adjustment of existing medication. Each received treatment with the Psychiatrist or Tele-psych to address the specific issue. No appeals were filed and no grievances required follow-up to determine a resolution. Two (2) patients refused the recommended treatment.

**Medications: Eighty-seven (87) Grievance (23.97%)**

I reviewed eight-seven (87) grievances related to medications other than Mental Health medications during 2018. Treatment and medication adjustments resolved the majority if these requests. Two (2) people refused the recommended medications because they did not get the drugs they were requesting. Nine (9) grievance were duplicates to previously filed grievances. Zero (0) grievances required follow-up to determine an appropriate outcome and zero (0) appeals were filed.

**Medical: Two hundred forty (240) Grievances (66.12%)**

I reviewed two hundred forty (240) general medical grievances for 2018. Sick call, MD and follow-up appointments or other similar actions addressed most of these complaints. Twenty-eight (28) of these were duplicates to previously filed grievances and six (6) were resolved on appeal. Zero (0) grievance required follow-up to determine a resolution.

**Observations & Recommendations:**

The average time between the grievance filing and a response form medical or mental health during this period was 4.3 days. No grievances exceeded the fifteen (15) day response requirement.

Of 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 and notable reduction is that there were six (6) total grievances that resulted in an appeal for 2018. This is a 77.77% reduction comparing the 27 appeals that were filed in 2017.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Annual Report 2018**

During this period, the total number of medical related grievances decreased by 33.87% when comparing the 549 grievances filed in 2017 to the 363 grievances filed in 2018.

In 2018, there were 13,946<sup>1</sup> requests for medical related services, of which three hundred sixty-three (363), or 2.6% resulted in a grievance. The total requests for service decreased slightly by 2.69% when comparing the 14,332 requests made in 2017. Also, the percent that resulted in a grievance reduced from 3.8% in 2017 to 2.6 % in 2018.

During 2018, there were 1,483 total grievances filed, of which three hundred sixty-three (363), or 24.5% were medical related.

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 in 2017, this is a 67.53% decrease.

Respectfully,



Mark V. Mahurin

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.

**Grievances January 1, 2018 through December 31, 2018**

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	14	3.86%	13	1	1	0	0	0	1
Mental Health	22	6.06%	22	0	0	0	1	0	2
Medication	87	23.97%	87	0	0	0	2	9	2
Medical	240	66.12%	234	0	0	6	0	28	6
<b>Total</b>	<b>363</b>	<b>100.00%</b>	<b>356</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>37</b>	<b>11</b>

<b>Average Days for Response/Treatment:</b>	<b>4.3</b>
<b>Total Requests:</b>	<b>13,946</b>
<b>Total Grievances:</b>	<b>1,483</b>
<b>% Grievated:</b>	<b>2.6%</b>
<b>% Medical Related:</b>	<b>24.5%</b>

**Community Inquiry**

Dental	1
Mental Health	2
Medication	4
Medical	18
<b>Total Requests:</b>	<b>25</b>
<b>Resolution:</b>	<b>23</b>
<b>Awaiting Response:</b>	<b>0</b>
<b>Out of Custody</b>	<b>2</b>

**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

# Attachment B

Santa Barbara County Sheriff's Office

Grievance Review  
Fourth Quarter Report 2018

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Fourth Quarter 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: One (1) Grievances (1.23%)**

There was one (1) grievance related to dental treatment for the fourth quarter. This patient was treated by the dentist to resolve the concern. There was no follow-up required and there were no appeals filed.

**Mental Health: Six (6) Grievances (7.41%)**

During the fourth quarter, there were six (6) mental health grievance for review. Five (5) of these were related to receiving mental health medications with each patient being treated by the Psychiatrist to prescribe medication or adjust the existing medications. One (1) grievance was related to receiving mental health treatment and the patient was treated by the Psychiatrist. There was no follow-up required and there were no appeals filed.

**Medications: Seventeen (17) Grievances (20.99%)**

I reviewed seventeen (17) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved the majority of these. Most of these were related to specific medications and dosages. Three (3) of these were for missed medication doses and two (2) patients do not want the medication liquefied. One (1) grievance was a duplicate of a previously filed complaint. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Medical: Fifty-seven (57) Grievances (70.37%)**

I reviewed fifty-seven (57) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Seven (7) grievances were duplicates of previously filed complaints. No grievances required follow-up to determine an appropriate outcome and there were two (2) grievances were resolved on appeal.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period is 5.5 days. No grievances exceeded the fifteen (15) day response requirement.

During this 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Fourth Quarter 2018**

In the fourth quarter, there were 4,066<sup>1</sup> requests for medical related services, of which eighty-one (81) or 2.0% resulted in a grievance. This is a decrease in the requests for service of 5.39% comparative to the 4,298 requests filed in the previous quarter.

During this quarter, there were three hundred sixty-two (362) total grievances filed, of which eighty-one (81), or 22.4% were medical related.

During this quarter, the Sheriff's Office received two (2) community inquiries. Each of these were addressed by medical.

Respectfully,



Mark V. Mahurin

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.

### Grievances Fourth Quarter 2018

Type	Total	Percentage of Total Medical/ Mental Health Grievances Filed	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	1	1.23%	1	0	0	0	0	0	0
Mental Health	6	7.41%	6	0	0	0	0	0	0
Medication	17	20.99%	17	0	0	0	1	1	0
Medical	57	70.37%	55	0	0	2	0	7	3
<b>Total</b>	<b>81</b>	<b>100.00%</b>	<b>79</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>3</b>

<b>Average Days for Response/Treatment:</b>			<b>5.5</b>
<b>Total Requests:</b>	<b>4,066</b>	<b>% Grievd:</b>	<b>2.0%</b>
<b>Total Grievances:</b>	<b>362</b>	<b>% Medical Related:</b>	<b>22.4%</b>

### Community Inquiry

Dental	0						
Mental Health	0						
Medication	1						
Medical	1						
<b>Total Requests:</b>	<b>2</b>	<b>Resolution:</b>	<b>2</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>

### Definitions & Information

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.



# Attachment B-1

Santa Barbara County Sheriff's Office

Grievance Review  
October Grievance Report 2018

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**October 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: One (1) Grievances (3.45%)**

There was one (1) grievance related to dental treatment for October, which resulted in direction to follow the process for obtaining a dental care, as no requests for such care were on file. No follow-up to determine an outcome was needed, and there were no appeals filed for dental care.

**Mental Health: One (1) Grievance (3.45%)**

During this period, there was only one (1) mental health grievance for review. The patient is currently under mental health care and has been treated seven (7) times in eighteen (18) days. There was no follow-up required and there were no appeals filed.

**Medications: Five (5) Grievances (17.24%)**

I reviewed five (5) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved each of these. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Medical: Twenty-two (22) Grievances (75.86%)**

I reviewed twenty-two (22) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. One (1) of these grievances did not have the HIPPA release section completed, preventing a response. Two (2) of these grievances were appeals to previously filed grievances and each was resolved under appeal. None of the grievances required follow-up to determine a resolution.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period is 3.9 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances increased by 6.89% comparing the twenty-nine (29) grievances filed in October to the twenty-seven (27) grievances filed in September.

In the month of October, there were 1,314<sup>1</sup> requests for medical related services, of which twenty-nine (29) or 2.2% resulted in a grievance. This is a decrease in the requests for service of 7.20% comparative to the 1,416 requests filed during the previous month.

During this same period, there were one hundred fifteen (115) total grievances filed, of which twenty-nine (29), or 25.2% were medical related.

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**October 2018**

During October, the Sheriff's Office received no community inquiries.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping flourish at the end.

Mark V. Mahurin

**Grievances October 1, 2018 through October 31, 2018**

Type	Total	Percentage of Total Medical/ Mental Health Grievances Filed	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	1	3.45%	1	0	0	0	0	0	0
Mental Health	1	3.45%	1	0	0	0	0	0	0
Medication	5	17.24%	5	0	0	0	0	0	0
Medical	22	75.86%	20	0	0	2	0	0	1
<b>Total</b>	<b>29</b>	<b>100.00%</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>

<b>Average Days for Response/Treatment:</b>	<b>3.9</b>
<b>Total Requests:</b>	<b>1,314</b>
<b>% Grievd:</b>	<b>2.2%</b>
<b>Total Grievances:</b>	<b>115</b>
<b>% Medical Related:</b>	<b>25.2%</b>

**Community Input**

Dental	0						
Mental Health	0						
Medication	0						
Medical	0						
<b>Total Requests:</b>	<b>0</b>	<b>Resolution:</b>	<b>0</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>

**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

Oct-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
				Yes	No	Yes		No	Yes	No									
10/4/18	15014	4	Needs special soles and a thicker mattress.	1	1										10/4/2018	0	Patient was treated on 10/4/18. special sole inserts and thicker mattress approved by FNP.		
10/4/18	15016	4	Wants a biopsy of lump in neck.	1		1				1					10/5/2018	1	Appeal to 14490. Patient was treated by FNP on 9/20/18 and directed to follow-up with primary care doctor upon release if discomfort continues. A biopsy is not medically indicated.		
10/5/18	15030	3	States missed medication, and that medication was not provided on the make-up med pass.	1	1										10/10/18	5	Patient refused medication on 10/5/18. Refused medication is not provided during the make-up med pass.		
10/6/18	15032	2	Requests to see mental health are being ignored.	1	1										10/6/18	0	Patient has been seen and treated by mental health on 9/19, 9/23, 9/24, 9/29, 10/3, 10/5, and 10/6/18.	<b>1-Dental</b>	1
10/10/18	15043	4	Fractured hand not being treated.	1	1										10/11/18	1	Patient was treated on 10/5/18, the date of injury. X-rays were ordered and occurred on 10/8/18. Results were received on 10/11/18 and a splint was placed on that date. Splint to remain for six weeks.	<b>2-Mental Health</b>	1
10/10/18	15044	1	States need for dental care.	1	1										10/15/18	5	Patient has no record of requesting dental services. Patient directed to submit the proper sick call request.	<b>3-Medication</b>	5
10/10/18	15046	4	States has a cold, a need for HIV/STD tests and has lump in back with to treatment.	1	1										10/11/18	1	Patient has been treated 9/6, 9/8, 9/19, 9/23, 10/2, 10/7, 10/11 and 10/15/18 to address each of the concerns listed.	<b>4-Medical</b>	22
10/13/18	15067	4	States need for double meals.	1	1										10/18/18	5	Patient has a BMI of 25.10. double meals are not indicated.		
10/14/18	15049	4	Wants to see an outside doctor for seizures.	1	1										10/17/18	3	Patient has no documented diagnosis for a seizure condition, neither with us or any of the outside providers that have been provided. An outside appointment is not warranted.		
10/14/18	15054	3	States need for pain medication and a wheel chair.	1	1										10/16/18	2	Patient has no requests on file for treatment of pain or for pain medication. A wheel chair is not indicated for patients condition and the patient has refused all appointments for physical therapy.		

Oct-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
10/15/18	15061	4	States need for hand surgery without treatment.	1	1										10/20/18	5	Patient was originally scheduled for surgery on 7/12/18. Patient provided new information about the injury date to the surgeon on that date, and this changed the type of surgery that is needed. The surgeon cancelled the surgery. The patient was then released on 7/19/18 and provided with follow-up instructions. The provider is gathering comparison reports to determine to proper course of action.
10/16/18	15065	4	States issues with toenails.	1	1										10/18/18	2	Patient was treated on 10/18/18 and provided anti fungal cream to be applied 2 X daily for 30 days.
10/16/18	15078	3	States cannot take liquid form of medication.	1	1										10/30/18	14	Patient is on liquid medication because he has been caught cheeking the meds several times. Liquid meds will not be changed.
10/16/18	15057	4	States need for surgery.	1	1										10/16/18	0	Patient was referred to a surgeon while in the community for the injury, but failed to follow up with the surgeon. Patient will receive would care while in custody, but will need to follow-up with his surgeon upon release.
10/16/18	15063	4	States treatment for STD's needed.	1	1										10/18/18	2	Patient was treated for STD'S on 10/18/18 and again on 10/30/18. Public Health was notified each treatment.
10/18/18	15070	3	States need for medications.	1	1										10/19/18	1	HIPAA not signed.
10/19/18	15073	4	States need for treatment of a "medical Problem".	1	1										10/20/18	1	patient was treated for Scabies twice in August. No symptoms are present and no further treatment was ordered.
10/23/18	15090	4	States need of treatment for scabies.	1	1										10/30/18	7	Patient was treated for scabies on 10/30/18 and again on 11/6/18.
10/23/18	15091	4	Needs treatment for a cold and asthma issues.	1	1										11/5/18	13	Patient is prescribed long term daily asthma control medication and albuterol breathing treatments as requested.
10/24/18	15097	4	Wants an outside optometry appointment.	1		1				1					11/5/18	12	Appeal to 14877. Patients vision is 20/70 in both eyes, which does not meet the criteria for an outside optometry appointment per wellpath policy.
10/25/18	15100	4	States need for a referral to a hand surgeon.	1	1										10/29/18	4	Patient is in a splint for a prior hand injury. Patient re-injured the hand on 10/21/18 by "accidentally" hitting it against a metal bunk. Hand re x-rayed on 10/29/18 and a new splint was applied. Referral to an outside surgeon is not medically indicated.

Oct-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
				1	Yes	No	1	Yes	No	Yes	No	1	0	0	0	1		0	3
					Yes	No		Yes	No										
10/27/18	15111	3	Indicates need for HIV medication adjustment.	1	1										10/30/18	3	Patient is being treated by an outside infectious disease specialist. The specialist has not ordered an adjustments to patients medication regimen.		
10/30/18	15114	4	States wounds are not being treated and have become infected.	1	1										10/31/18	1	Patient did not have wounds of any kind upon intake into the jail, and did not have any wounds documented at Cottage Hospital prior to our intake. Patient was treated wound care on 10/25/18 when the wounds were brought to the attention of medical. Patient was scheduled for a follow-up with the MD on 10/30/18, but was in court. Patient was released prior to the scheduled follow-up on 10/31/18.		
10/30/18	15115	4	States need for jacket, sweatshirt and an extra mattress. Also wants surgery on neck, shoulders and back.	1	1										11/5/18	6	No surgeries are medically indicated for patient. Medical does not provide treatment orders for jackets or sweatshirts. An extra mattress is not medically necessary.		
10/30/18	15132	4	States lack of care for all medical issues.	1	1										11/4/18	5	Patient was treated for foot issues on 10/14/18 and for an eye exam on 11/4/18. patient has been referred to the ophthalmologist on 11/5/18.		
10/30/18	15134	4	States medical is ignoring a court order to be treated by a hand surgeon.	1	1										11/9/18	10	Patients hand injury and subsequent re-injury has been treated several times including multiple x-rays and splints. The latest x-ray was completed 11/9/18. X-ray reports show fracture is healing normally. Surgery is not indicated.		
10/31/18	15124	4	States discoloration of legs and feet.	1	1										11/5/18	5	Patient has had uncontrolled diabetes for many years. This has caused changes to the color of the skin on the feet and lower legs. These conditions are not curable or reversible. Patient is following medication orders as prescribed.		
10/31/18	15126	4	States need for withdrawal medications.	1	1										10/31/18	0	Patient was placed on opiate withdrawal protocol on 10/31/18.		
10/31/18	15128	4	States need for glasses.	1	1									1	10/31/18	0	Patient refused to participate in a vision assessment on 10/31/18. A referral to the optomatrist cannot be completed without the vision assessment.		
				<b>Count</b>	<b>Response addresses Complaint</b>		<b>Follow-up Needed</b>	<b>Complaint addressed after Follow-up</b>		<b>Complaint addressed on appeal</b>		<b>out of Custody</b>	<b>Duplicate</b>	<b>Treatment Refused</b>		<b>Average Days for Response/Treatment</b>			
					<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>								
				29	27	2	0	0	0	2	0	0	0	1			3.9		

**Attachment B- 2**  
Santa Barbara County Sheriff's Office  
Grievance Review  
November Grievance Report 2018



**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**November 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Zero (0) Grievances (0.00%)**

There were zero (0) grievances related to dental treatment for November. There was no follow-up required and there were no appeals filed.

**Mental Health: Two (2) Grievances (7.69%)**

During this period, there were two (2) mental health grievance for review. Each of these were related to receiving mental health medications. One patient was treated by the Psychiatrist and was prescribed medication. The other patient is scheduled to see the Psychiatrist. There was no follow-up required and there were no appeals filed.

**Medications: Six (6) Grievances (23.08%)**

I reviewed six (6) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved five of these. One individual was requesting narcotic medications, but narcotics are not prescribed within this facility and a non-narcotic pain medication was prescribed. One grievance was founded as the individual missed receiving two doses because the medication was out of stock. One grievance was a duplicate to a previously filed complaint. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Medical: Eighteen (18) Grievances (69.23%)**

I reviewed eighteen (18) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. One (1) of these grievances did not have the HIPPA release section completed, preventing a detailed response, but I was told that the patient is receiving all necessary treatment. Two (2) of these grievances were founded, one (1) because the patient was rescheduled on more than one occasion causing a delay in receiving treatment, and the second because the treatment was delayed due to a misdiagnosis (Lice). Two (2) grievances were duplicates of previously filed complaints. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Observations & Recommendations:**

The average time between the grievance filing and a response form medical or mental health during this period is 6.6 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased by 10.34% comparing the twenty-nine (29) grievances filed in October to the twenty-six (26) grievances filed in November.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**November 2018**

In the month of November, there were 1,287<sup>1</sup> requests for medical related services, of which twenty-six (26) or 2.0% resulted in a grievance. This is a decrease in the requests for service of 2.05% comparative to the 1,314 requests filed during the previous month.

During this same period, there were one hundred fifteen (131) total grievances filed, of which twenty-six (26), or 19.8% were medical related.

During November, the Sheriff's Office received two (2) community inquiries. One (1) was related to medication and one (1) was related to medical treatment. Each of which was appropriately addressed by medical.

Respectfully,



Mark V. Mahurin

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.

**Grievances November 1, 2018 through November 30, 2018**

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint not Resolved After Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	0	0.00%	0	0	0	0	0	0	0	0
Mental Health	2	7.69%	2	0	0	0	0	0	0	0
Medication	6	23.08%	6	0	0	0	0	1	1	0
Medical	18	69.23%	18	0	0	0	0	0	2	1
<b>Total</b>	<b>26</b>	<b>100.00%</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>

<b>Average Days for Response/Treatment:</b>	<b>6.6</b>
<b>Total Requests:</b>	<b>1,287</b>
<b>% Grievated:</b>	<b>2.0%</b>
<b>Total Grievances:</b>	<b>131</b>
<b>% Medical Related:</b>	<b>19.8%</b>

Dental	0
Mental Health	0
Medication	1
Medical	1

<b>Total Requests:</b>	<b>2</b>	<b>Resolution:</b>	<b>2</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>
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**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

Nov-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
					Yes	No		Yes	No	Yes	No							Yes	No
11/2/18	15127	4	Needs treatment for lice.	1	1										11/11/18	9	Patient complaint founded. Patient was incorrectly diagnosed on 10/21/18. Patient was treated for lice on 11/11/18.		
11/4/18	15140	4	States need for an extra mattress.	1	1										11/11/18	7	Patients request for an extra mattress was granted on 11/11/18, with copies of the order provided to the module office and the patient to ensure compliance.		
11/6/18	15145	4	States severe allergic reaction over multiple days.	1	1										11/7/18	1	Patient was treated for allergies on several occasions over the past few weeks. On 11/7/18 a food allergy test was completed. The results indicated allergies to sesame seeds, wheat, peanuts, soy, scallops and tuna. A special diet was ordered and the patient was advised not to eat other inmates food and to check labels on all commissary items before ordering.		
11/6/18	15143	4	states broken finger and needs treatment after x-ray on 10/29/18.	1	1										11/15/18	9	Patient received an x-ray on 10/29/18 showing a fracture of the 5th finger on the right hand, with a recommendation for additional x-rays. The affected finger was splinted on 11/1/18. Additional x-rays were taken on 11/15/18, showing a healed fracture at the fifth metacarpal. No additional treatment is required.		
11/8/18	15148	4	Needs antibiotic cream and has been rescheduled several times.	1	1										11/9/18	1	Complaint is founded as patient has been rescheduled on more than one occasion, causing a delay in patient care. Patient was treated on 11/9/18 for the ointment request received on 10/31/18 and the complaint of a fever received on 11/8/18.	1-Dental	0
11/8/18	15152	4	States nausea and pain after dental procedure on 11/7/18.	1	1									1	11/9/18	1	Patient had an extraction of tooth #2 on 11/7/18 and was prescribed amoxicillin and Motrin. On 11/9/18 patient was scheduled to see the nurse regarding this complaint, but the patient refused to attend the appointment.	2-Mental Health	2
11/9/18	15160	4	States need for treatment of broken finger.	1	1								1		11/15/18	6	Duplicate to 15143. Additional x-rays were taken on 11/15/18, showing a healed fracture at the fifth metacarpal. No additional treatment is required.	3-Medication	6
11/10/18	15164	4	Patient states that a needle infected with HIV was used on him for his insulin shot.	1	1										11/20/18	10	The patient was not given an insulin shot with an infected needle. The nurse who gave the shot to the patient was stuck by the needle, causing exposure to this patients blood. The patient was asked to provide a blood sample so medical could test for HIV and Hepatitis C, to determine a treatment plan for the nurse who received the blood exposure.	4-Medical	18

11/10/18	15166	4	Patient feels disrespected because medical keeps asking for urine to test.	1	1										11/15/18	5	Patient's urine was taken on 11/7/18 and sent for testing. The test results were inconclusive. On 11/10/18 another sample was requested and given. The lab results received on 11/14/18 indicated a yeast infection. Patient was treated for this condition on 11/15/18.
11/11/18	15161	4	States need for a 14" catheter to prevent infection.	1	1										11/14/18	3	Patient is receiving clean catheters as prescribed, however the 14" catheter was out of stock. The size of the catheter does not cause bladder infection.
11/11/18	15194	2	States need for mental health medication.	1	1										11/20/18	9	Patient was treated by the Psychiatrist on 11/20/18 and was prescribed Gabapentin, Atarax, Inderal, Zoloft and Trazodone.
11/12/18	15172	4	Patient continuing to have allergy reaction.	1	1										11/12/18	0	Patient was treated for allergy symptoms on 11/12/18. The results of the previous allergy test taken on 1/7/18 indicated allergies to sesame seeds, wheat, peanuts, soy, scallops and tuna. A special diet was ordered and is being provided. The patient was again advised not to eat other inmates food and to check labels on all commissary items before consuming.
11/14/18	15176	4	States need to see outside hand specialist.	1	1										11/28/18	14	Patient received an x-ray on 11/8/18, with no indication of need to see an outside specialist.
11/16/18	15181	4	States need to see an outside Doctor for seizures.	1	1								1		11/20/18	4	This is a duplicate to 15049. Patient has repeatedly submitted grievances for this issue. All tests for a seizure issue have been negative. There is no evidence of a need for outside of the jail medical care.
11/16/18	15184	4	States medical services not being referred to inmates.	1	1										11/19/18	3	Patient has not stated a specific complaint or service that is not being provided. Attempts to clarify the specific concerns with the patient were not successful. Medical is not able to research such a vague complaint to provide a more definitive answer.
11/17/18	15187	3	States missed medication.	1	1										11/30/18	13	Patient medication records show that the patient has refused medications on several occasions during this month, and that delivery of the medication has either been attempted or provided daily.
11/17/18	15190	3	States need for stronger pain medication and wants Tramadol or Oxycodone.	1	1										11/20/18	3	Narcotic pain medication is not prescribed in this facility. Patient was prescribed Motrin on 11/15/18.
11/18/18	15189	3	States need for high blood pressure medication.	1	1										11/19/18	1	Patient refused to sign the HIPPA release. While I am told that the patient is receiving all necessary treatment, further detail cannot be provided.
11/18/18	15195	3	States missed medication.	1	1								1		11/30/18	12	Duplicate to 15187. Patient medication records show that the patient has refused medications on several occasions during this month, and that delivery of the medication has either been attempted or provided daily.
11/18/18	15196	4	States need for own shoes.	1	1										12/3/18	15	Patient is a Chronic Care patient. There is no order for special shoes on file. Patient was directed to request diabetic shoes at his next Chronic Care appointment.

11/19/18	15198	2	States need Gabapentin due to being manic.	1	1									12/3/18	14	Patient has been scheduled to see the Psychiatrist due to her stated manic condition.
11/20/18	15201	3	States need for Metformin, Keppra, Norco and Linsimprol.	1	1						1			12/5/18	15	Patient came into custody 11/19/18 and was started on regular blood sugar and high blood pressure checks and a Release of Information form was sent to CVS for medication confirmation. Medication profile from CVS was received on 11/21/18, but patient was released from custody on 11/22/18 prior to the start of treatment.
11/22/18	15210	3	States missed dose of medication.	1	1									11/24/18	2	Grievance founded. Patient was prescribed Gabapentin on 11/21/18 and was given the first dose. Gabapentin was out of stock on 11/22 and 11/23/18. Patient resumed dosage on 11/24/18 during the PM medication pass.
11/24/18	15216	4	States need for glasses.	1	1									12/8/18	14	Patient had a vision assessment on 12/8/18 and has been referred to the Optometrist.
11/29/18	15236	4	States need for treatment of a urinary problem.	1	1									11/29/18	0	Patient was diagnosed with a staph ulcer on his penis and was started on Keflex 11/29/18.
11/30/18	15237	4	States finger infection.	1	1									11/30/18	0	Patient was treated on 11/30/18 and was started on Bactrim.

Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment
	Yes	No		Yes	No	Yes	No					
26	26	0	0	0	0	0	0	1	3	1		6.6

# Attachment B-3

Santa Barbara County Sheriff's Office

Grievance Review  
December Grievance Report 2018

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**December 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Zero (0) Grievances (0.00%)**

There were zero (0) grievances related to dental treatment for December. There was no follow-up required and there were no appeals filed.

**Mental Health: Three (3) Grievances (11.54%)**

During this period, there were three (3) mental health grievance for review. Each of these were related to receiving mental health medications. Each patient was treated by the Psychiatrist and was prescribed medication or had the medication adjusted. There was no follow-up required and there were no appeals filed.

**Medications: Six (6) Grievances (23.08%)**

I reviewed six (6) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved each of these. One patient does not want the medication liquefied, but the order to float medication was made due to attempts to cheek the medications. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Medical: Seventeen (17) Grievances (65.38%)**

I reviewed seventeen (17) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. One (1) of these grievances was founded because the patient was rescheduled on more than one occasion causing a delay in receiving treatment. Four (4) grievances were duplicates of previously filed complaints. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

**Observations & Recommendations:**

The average time between the grievance filing and a response form medical or mental health during this period is 5.9 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances remained the same when comparing the twenty-six (26) grievances filed in November to the twenty-six (26) grievances filed in December.

In the month of December, there were 1,465<sup>1</sup> requests for medical related services, of which twenty-six (26) or 1.8% resulted in a grievance. This is an increase in the requests for service of 13.83% comparative to the 1,287 requests filed during the previous month.

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<sup>1</sup> This number does not include issues handled on scene or requests deemed to require immediate medical attention.



**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**December 2018**

During this same period, there were one hundred fifteen (116) total grievances filed, of which twenty-six (26), or 22.4% were medical related.

During November, the Sheriff's Office received no community inquiries.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping flourish at the end.

Mark V. Mahurin

**Grievances December 1, 2018 through December 31, 2018**

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	0	0.00%	0	0	0	0	0	0	0
Mental Health	3	11.54%	3	0	0	0	0	0	0
Medication	6	23.08%	6	0	0	0	0	0	0
Medical	17	65.38%	17	0	0	0	0	5	1
<b>Total</b>	<b>26</b>	<b>100.00%</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>

<b>Average Days for Response/Treatment:</b>	<b>5.9</b>
<b>Total Requests:</b>	<b>1,465</b>
<b>% Grievd:</b>	<b>1.8%</b>
<b>Total Grievances:</b>	<b>116</b>
<b>% Medical Related:</b>	<b>22.4%</b>

Dental	0
Mental Health	0
Medication	0
Medical	0

<b>Total Requests:</b>	<b>0</b>	<b>Resolution:</b>	<b>0</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>
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**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

Dec-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
					Yes	No		Yes	No	Yes	No								
12/1/18	15247	2	Wants to be seen for an unstated medical issue.	1	1										12/6/18	5	Patient was treated three times in November in an attempt to have him comply with his medication regimen. Patient was treated again by the Psychiatrist on 12/6/18, but patient continues to refuse many doses of his mental health medication.		
12/3/18	15250	3	Wants Prolixon and to have medication adjusted or changed.	1	1										12/12/18	9	Patient is prescribed Fluphenazine, the generic name for Prolixon. On 12/12/18 the MD increased Cogentin to 1mg to offset the side effect tremors of the Prolixon.		
12/4/18	15264	4	States need for better glasses.	1	1										12/7/18	3	Patient was provided glasses in August of 2018. Patient is currently on the list to be rechecked by the Ophthalmologist and will be seen as soon as possible.		
12/5/18	15258	3	States a need to have Depakote twice daily.	1	1										12/12/18	7	Patient is prescribed Dilantin and the dose was increased from 200mg daily to 200mg AM dose and 300mg PM dose.	1-Dental	0
12/6/18	15262	4	Patient states that a needle infected with HIV was used on him for his insulin shot.	1	1							1			12/9/18	3	This grievance is a duplicate to 15164. The patient was not given an insulin shot with an infected needle. The nurse who gave the shot to the patient was stuck by the needle, causing exposure to this patients blood. The patient was asked to provide a blood sample so medical could test for HIV and Hepatitis C, to determine a treatment plan for the nurse who received the blood exposure.	2-Mental Health	3
12/6/18	15267	4	States a need to receive test results.	1	1										12/10/18	4	Patient was treated on 12/10/18 and was provided with all lab results.	3-Medication	6
12/8/18	15268	4	States medical did not pick up sick call request that was placed on the bars for two days.	1	1										12/9/18	1	All medical requests are either to be placed in the medical request lock box that is checked and picked up several times each day by medical staff, or may be handed directly to the med pass nurse so the kite can be read and evaluated at that time. requests placed on the bars do not protect confidentiality and medical staff does not look for sick call requests placed on the bars.	4-Medical	17

Dec-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
12/9/18	15269	4	States allergies and having hives.	1	1										12/19/18	10	Patient received a food allergy test on 11/7/18. The results indicated allergies to sesame seeds, wheat, peanuts, soy, scallops and tuna. A special diet was ordered and the patient was advised not to eat other inmates food and to check labels on all commissary items before ordering. Patient was treated for allergy symptoms on 12/3, 12/6, and 12/7. Patient must adhere to the special diet and follow the direction given concerning commissary items.
12/12/18	15279	3	States that some medication was not provided during the afternoon med pass.	1	1										12/13/18	1	According to the med pass records, the patient was provided all prescribed medications on 12/12/18.
12/13/18	15283	3	States not receiving proper medication and wants to see an outside doctor for x-rays and an ultrasound.	1	1										12/17/18	4	Patient has been treated multiple time for his medical issues, with the last treatment occurring on 12/17/18. patient is compliant with medication treatment. There is no medical indication of any need for an x-ray or an ultrasound.
12/13/18	15284	4	States need for a pap smear.	1	1										12/13/18	0	Patient was treated for her concerns on 12/13/18 but was released from custody on 12/19/18 prior to receiving the results of the tests.
12/15/18	15287	4	Despite allergy tests and a special food diet, patient continues to have hives and rash incidents.	1	1								1		12/30/18	15	This grievance is a duplicate to 15269. The patient received a food allergy test on 11/7/18. The results indicated allergies to sesame seeds, wheat, peanuts, soy, scallops and tuna. A special diet was ordered and the patient was advised not to eat other inmates food and to check labels on all commissary items before ordering. Patient was treated for allergy symptoms on 12/3, 12/6, and 12/7. Patient must adhere to the special diet and follow the direction given concerning commissary items.

Dec-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
12/17/18	15293	4	Despite allergy tests and a special food diet, patient continues to have hives and rash incidents.	1	1								1		12/30/18	13	This grievance is a duplicate to 15269 and 15287. The patient received a food allergy test on 11/7/18. The results indicated allergies to sesame seeds, wheat, peanuts, soy, scallops and tuna. A special diet was ordered and the patient was advised not to eat other inmates food and to check labels on all commissary items before ordering. Patient was treated for allergy symptoms on 12/3, 12/6, and 12/7. Patient must adhere to the special diet and follow the direction given concerning commissary items.
12/17/18	15296	4	States need for blood work for an infection in the blood.	1	1									1	12/19/18	2	Patient was scheduled for treatment on 12/19/18, but refused to come to the appointment.
12/18/18	15298	3	States does not want medications liquefied.	1	1										12/18/18	0	Patient was caught cheeking his medication on 12/17/18. An order to crush medication for this patient was received from the MD on 12/18/18.
12/18/18	15304	4	States need for personal shoes.	1	1										12/20/18	2	Patient has been denied personal shoes on many occasions as there is no medically necessary reason for personal or special shoes.
12/18/18	15305	4	States need for sunglasses.	1	1										12/22/18	4	The MD reviewed all patient records received from Sansum clinic. There is no record of a need for sunglasses or special corrective lenses.
12/20/18	15311	4	States UTI medication not working.	1	1										12/22/18	2	Patient follow-up treatment by the MD on 12/22/18 for reoccurring UTI and the antibiotics were changed to a stronger type.
12/20/18	15312	2	States need for mental health medication.	1	1										12/28/18	8	Patient is on a variety of medications. Buspar 15mg, Gabapentin 300mg at PM pass and Zyprexa 10mg PM pass. These are the appropriate medications for the mental health diagnosis.
12/24/18	15331	4	States the need for steroids for treatment of MS.	1	1										12/25/18	1	Patient was sent to the E.R. on 12/25/18 for a series of diagnostic tests. Patient was released from the E.R. with a recommendation that no treatment is warranted at this time.
12/24/18	15335	4	States need for glasses.	1	1								1		1/7/19	14	Duplicate to 15264. Patient was provided glasses in August of 2018. Patient is currently on the list to be rechecked by the Ophthalmologist and will be seen as soon as possible.

Dec-18

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
12/25/18	15334	4	States the need for steroids for treatment of MS.	1	1								1		12/25/18	0	Duplicate to 15331. Patient was sent to the E.R. on 12/25/18 for a series of diagnostic tests. Patient was released from the E.R. with a recommendation that no treatment is warranted at this time.
12/26/18	15344	2	States need for antidepressants.	1	1										1/9/19	14	Patient was treated on 12/17/18 and was placed on list to see the psychiatrist. Patient was treated by psychiatrist on 1/9/19.
12/26/18	15377	3	States confusion as to why Mobic is being given. Would prefer Topamax.	1	1										1/9/19	14	Patient refuses to sign a release of information that would allow us to confirm prior use of Topamax, as this medication is not prescribed unless patient has been on this medication with good results.
12/29/18	15355	4	States need for urine test results for bladder infection.	1	1										1/13/19	15	Bladder infection treated on 1/13/19. Patient given instruction on catheter insertion technique to avoid future issues of infection.
12/31/18	15364	4	States need for treatment of stomach pain.	1	1										1/3/19	3	Patient was treated for his symptoms on 1/3/18.
				<b>Count</b>	<b>Response addresses Complaint</b>		<b>Follow-up Needed</b>	<b>Complaint addressed after Follow-up</b>		<b>Complaint addressed on appeal</b>		<b>out of Custody</b>	<b>Duplicate</b>	<b>Treatment Refused</b>		<b>Average Days for Response/Treatment</b>	
					<b>Yes</b>	<b>No</b>		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>						
				26	26	0	0	0	0	0	0	0	5	1		5.9	

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