



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: December 5, 2017
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Sheriff Bill Brown 681-4290
Director(s)
Contact Info: Lieutenant Shawn T. Lammer 681-4252

SUBJECT: First and Second Quarter Medical Grievance Oversight Coordinator Reports

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence N/A

Recommended Actions:

That the Board of Supervisors:

- a) Receive and file the 1st and 2nd quarter reports for 2017 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 asked the Sheriff's Office to submit quarterly reports relating to grievance oversight within the jail. This 1st quarter report (Attachment A) and the 2nd quarter report (Attachment A-1) for 2017 from the Medical Grievance Oversight Coordinator (MGOC), along with other recommendations by the Community Corrections Input Group (CCIG), 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

1st and 2nd Quarter Medical Grievance Oversight Coordinator Report

December 5, 2017

Page 2 of 3

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 (see Attachment B and B-1 for meeting minutes) and to provide recommendations for changes with various processes and procedures.

For the 1st quarter, the MGOC reported a decrease of just over 2% of medical related grievances from the previous quarter (138 down from 141). During this period we had 1,852 requests for medical related services, of which, 7.5% resulted in a grievance. This number is artificially low, as Corizon did not provide numbers for March, as their contract ended and a valid number was not available. During this same period, there were 520 total jail grievances filed. The 138 medically related grievances filed represents 26.5% of the total number of grievances filed for the fourth quarter. This is a 1.5% reduction from the 28% indicated in the previous quarter.

Following input and recommendations from the CCIG, Families ACT began a Community Input pilot project in November of 2016. Because of the value recognized by both community members and the Sheriff's Office, the project 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 the 1st quarter, the MGOC received thirty-three (33) information forms from Families ACT. Jail medical addressed each of these as necessary.

For the 2nd quarter, the MGOC reported an increase of just over 44.9% of medical related grievances from the previous quarter (200 up from 138). This number includes fourteen (14) grievances filed against issues left unattended by Corizon, the previous medical provider, who did not address these grievances prior to leaving. During this period we had 4,361 requests for medical related services, of which, 4.6% resulted in a grievance, down from the 7.5% reported in the previous quarter. This number includes well over 300 medical requests that Corizon failed to address prior to their departure. California Forensic Medical Group (CFMG) incorporated these older requests with the new requests and was able to treat everyone by the end of April. During this same period, there were 567 total jail grievances filed. The 200 medical related grievances filed represents 35.3% of the total number of grievances filed for the second quarter, or an increase of 8.8% comparative to the first quarter.

During the 2nd quarter, the MGOC received thirty-two (32) community input forms from Families ACT. Jail medical addressed each of these as necessary.

1st and 2nd Quarter Medical Grievance Oversight Coordinator Report

December 5, 2017

Page 3 of 3

Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- A. 1st Quarter Report
- A-1. 2nd Quarter Report
- B. 1st Quarter Grievance Review
- B-1. 2nd Quarter Grievance Review
- C. 1st Quarter meeting minutes
- C-1. 2nd Quarter meeting minutes
- D. Families ACT Community input form

Authored by:

Lieutenant Shawn T. Lammer