

Attachment C

Santa Barbara Sheriff's Office
Grievance Review
Annual Report 2021

To: Anthony Espinoza, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Twelve (12) Grievances (5.41%)

There were twelve (12) grievances related to dental treatment for 2021. All of these involved pain due to dental issues. Each was treated with antibiotics and pain medication, and then by the dentist. Zero (0) grievances required follow-up to determine a resolution. One (1) grievance was a duplicate to a previously filed grievance, One (1) grievance was resolved on appeal and Two (2) people refused the recommended treatment.

Comparing the twelve (12) grievances filed for 2021 to the prior five year's average of eighteen (18), this is a reduction of 33.3% in the number of dental grievances filed.

Mental Health: Twenty-five (25) Grievances (11.26%)

During this period, there were twenty-five (25) 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 to address the specific medication issue. One (1) of these grievances was a duplicate to previously filed grievance. One (1) grievance was resolved on appeal and zero (0) grievances required follow-up to determine a resolution. One (1) person refused the recommended treatment.

Comparing the twenty-five (25) grievances filed for 2021 to the prior five year's average of thirty (30), this is a decrease of 16.6% in the number of mental health grievances filed.

Medications: Sixty-five (65) Grievance (29.28%)

I reviewed sixty-five (65) grievances related to medications other than mental health medications during 2021. Treatment and medication adjustments resolved the majority. Six (6) grievance were duplicates to a previously filed grievance. Five (5) grievances were resolved on appeal and zero (0) required follow-up to determine an appropriate outcome. Four (4) people refused the recommended medications.

Comparing the sixty-five (65) grievances filed for 2021 to the prior five year's average of one hundred (100), this is a decrease of 35.0% in the number of medication grievances filed.

Medical: One hundred eight (108) Grievances (49.65%)

I reviewed one hundred eight (108) general medical grievances for 2021. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Seven (7) of these were duplicates to a previously filed grievance. Zero (0) were resolved on appeal and zero (0) grievances required follow-up to determine a resolution. Twelve (12) people refused the recommended treatment.

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Comparing the one hundred eight (108) grievances filed for 2021 to the prior five year's average of two hundred thirty-nine (239), this is a decrease of 54.18% in the number of medical grievances filed.

HIPAA Not Signed: Twelve (12) Grievances (5.41 %)

I reviewed twelve (12) grievances where the HIPPA release was not signed by the patient. Four (4) of these were medical related. One (1) was medication related. Four (4) were diet related. One (1) was mental health related. One (1) was dental related and one (1) was related to getting vitamins.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period was 5 days. Six grievances exceeded the fifteen (15) day response requirement, however due to the covid-19 outbreak situation and severe medical staffing shortages this policy was temporarily suspended due to the emergency situation.

Of note, the number of grievances that required follow-up in order to resolve a complaint reduced by 100%, comparing the 2021 number of zero (0) to the prior five year's average of eleven (11). This is a major improvement in the quality of responses being received.

Another notable reduction is that there were only seven (7) total grievances that resulted in an appeal for 2021. This is a 53.3% reduction comparing the prior five year's average of fifteen (15).

In 2021, there were 9,899¹ requests for medical related services, of which two hundred twenty-two (222), or 2.2% resulted in a grievance. The total requests for service decreased by 19.96% when comparing the prior five year's average of 12,368 requests. This is mainly due to the reduced inmate population created by the COVID-19 limitations. The percent that resulted in a grievance reduced by 25% comparing the 2020 average of 2.5% to the prior four year's average of 3.35%.

During 2021 there were 931 total grievances filed, of which two hundred twenty-two (222), or 23.8% were medical related.

During 2021, the Sheriff's Office received zero (0) community inquiries. This is due to the COVID-19 restrictions on inmate and family visitation that began in March of 2020 and currently remains in effect.

Respectfully,



Mark V. Mahurin

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

Grievances January 1, 2021 through December 31, 2021

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	12	5.41%	11	0	0	1	0	1	2
Mental Health Medication	23	10.36%	22	0	0	1	0	0	1
Medical	109	49.10%	61	0	0	5	1	7	3
HIPAA not signed	12	5.41%	0	0	0	0	2	7	12
Total	222	100.00%	203	0	0	7	3	15	18

Average Days for Response/Treatment:

Total Requests:	9,899	% Grievated:	5.0
Total Grievances:	931	% Medical Related:	2.2%
Avg. Annual Population:	679		23.8%
HIPPA Not Signed	12		

Community Inquiry

Dental	0
Mental Health	0
Medication	0
Medical	0
Total Requests:	0
Resolution:	0
Awaiting Response:	0
Out of Custody	0

Follow-up Needed:

Response returned to Medical for additional details.

0 Out of Custody

0

Out of Custody:

Inmate was out of custody when the grievance was addressed

Duplicate: Grievance filed for the same issue before a response could be generated.

Inmate Refused Treatment: Inmate refused to be examined, to follow recommendations, or to take prescribed medication.

Psychiatrist: Available in the Facility 5 days per week, with an on call RNP psychiatrist available.

Dentist: Available in the Facility 16 hours per week.

Title 15- Grievance Time Limit :

Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.

Outside of Facility Appointments:

Dates for out of custody appointments are not provided prior to transport due to security concerns.