

# Attachment A

Santa Barbara County Sheriff's Office

Grievance Oversight Committee  
4<sup>th</sup> Quarter Report

**Grievances Fourth Quarter 2016**

Type	Total	Percentage of Total Medical/ Mental Health Grievances Filed	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	6	4.26%	6	0	0	0	0	0	0	0
Mental Health	3	2.13%	3	0	0	0	0	0	0	0
Medication	49	34.75%	49	0	0	0	0	1	2	0
Medical	83	58.87%	77	4	3	1	2	2	3	7
<b>Total</b>	<b>141</b>	<b>100.00%</b>	<b>135</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>7</b>

<b>Average Days for Response/Treatment:</b>	<b>7.6</b>
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<b>Total Requests:</b>	<b>2,992</b>	<b>% Grievd:</b>	<b>4.7%</b>
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<b>Total Grievances:</b>	<b>504</b>	<b>% Medical Related:</b>	<b>28.0%</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 1.5 days 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Fourth Quarter 2016**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Six (6) Grievances (4.26%)**

I reviewed six (6) grievances related to dental treatment for the fourth quarter. These grievances addressed requests for dental service due to tooth pain. In all cases, the person received treatment with antibiotics and/or pain medications while awaiting the appointment with the dentist. Ultimately, the subjects received treatment by the dentist.

**Mental Health: Three (3) Grievance (2.13%)**

During this period, I reviewed three (3) mental health grievances. Most subjects indicated multiple requests to see the psychiatrist and the need for treatment. Each of the subjects received treatment by the RNP, the MD, and the Psychiatrist, ultimately resulting in prescribing of the necessary medications.

**Medications: Forty-nine (49) Grievances (34.75%)**

I reviewed forty-nine (49) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In forty-six (46) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. One (1) person was out of custody prior to being evaluated, and two (2) grievances were duplicates of previously filed complaints.

**Medical: Eighty-three (83) Grievances (58.87%)**

I reviewed eighty-three (83) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed seventy-seven (77) of these grievances. Of the eighty-three (83) grievances submitted, Four (4) required additional information to determine a resolution, of which one (1) could not be resolved as I could not confirm the follow-up appointment with the MD. Two (2) individuals were out of custody prior to obtaining a grievance response, three (3) grievances were replicative to previously filed grievances and two (2) were resolved on appeal. Seven (7) individuals refused the recommended treatment.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period is 7.6 days. Fifteen (15) grievances exceeded the fifteen (15) day response requirement, with one (1) exceeding the requirement by one (1) day, one (1) exceeding the limit by two (2) days, three (3) exceeding the limit by three (3) days and one (1) exceeding by four (4) days. There was one (1) exceeding by five (5) days, one (1) exceeding by seven (7) days, and two (2) were in excess of the limit by eight (8) days. We had one grievance exceed the limit by eleven (11) days, one (1) grievance and the associated treatment response was delayed fourteen (14) days, Two (2) were delayed fifteen (15) days and one (1) was delayed thirty-three (33) days. While some of this can be attributed to the fact that the nursing supervisor position is currently being filled only two (2) days per week. The more concerning issue is that the provider continues to have difficulty finding the necessary medical files. To address this jail administration has required Corizon to add staff to focus on the filing of medical records. Two (2) staff have been added to address this

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problem and while there is some minor improvement, more is needed. This issue speaks directly to the substantial need for an electronic medical records system.

During this period, the total number of medical related grievances increased slightly from the previous quarter, indicating an increase of just over 6.8% comparing the monthly average of 47 grievances for this quarter to the average of 44 grievances filed in the previous quarter.

In the fourth quarter, there were 2,992<sup>1</sup> requests for medical related services, of which one hundred forty-one (141) or 4.7% resulted in a grievance.

During this same period, there were 504 grievances filed, of which one hundred forty-one (141) or 28.0% were medical related.

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 October 1, 2016 through October 31, 2016**

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	1.89%	1	0	0	0	0	0	0
Mental Health	0	0.00%	0	0	0	0	0	0	0
Medication	22	41.51%	22	0	0	0	0	1	0
Medical	30	56.60%	29	0	0	1	1	3	1
<b>Total</b>	<b>53</b>	<b>100.00%</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>

<b>Average Days for Response/Treatment:</b>	<b>6.6</b>
<b>Total Requests:</b>	<b>866</b>
<b>% Grieved:</b>	<b>6.1%</b>
<b>Total Grievances:</b>	<b>202</b>
<b>% Medical Related:</b>	<b>26.2%</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 1.5 days 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**October 2016**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: One (1) Grievance (1.89%)**

I reviewed one (1) grievance related to dental treatment for October. This grievance addressed a request for dental service due to tooth pain. The person received treatment with antibiotics, pain medications, and a tooth extraction.

**Mental Health: None (0) Grievances (0.00%)**

During this period, there were no mental health grievances for review.

**Medications: Twenty-Two (22) Grievances (41.51%)**

I reviewed twenty-two (22) grievances related to medication. The majority of the issues related to either obtaining or continuing medications, with eleven (11) of these specific to either obtaining or adjusting mental health medications. For seven (7) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Four (4) grievances requested specific medications and a follow-up with the physician addressed these. One (1) grievance was a duplicate of a previously filed complaint.

**Medical: Thirty (30) Grievances (56.60%)**

I reviewed thirty (30) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Three (3) of these grievances were duplicative of previously filed complaints. One (1) complaint was resolved on appeal and one (1) individual was released prior to completion of treatment. One (1) individual has refused to comply with blood tests to address diabetic issues.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period is 6.6 days. Three (3) grievances exceeded the fifteen (15) day response requirement, with one being a duplicate of the same complaint, and each exceeding the requirement by three (3) days. The third exceeded the fifteen (15) day response requirement by two (2) days.

During this period, the total number of medical related grievances increased slightly from previous months, indicating an increase of 32.5% comparing the 53 grievances for this month to the average of 40 grievances filed in the previous quarter.

In the month of September, there were 866<sup>1</sup> requests for medical related services, of which fifty-three (53) or 6.1% resulted in a grievance.

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

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**Grievance Review**  
**October 2016**

During this same period, there were 202 grievances filed, of which fifty-three (53) or 26.2% were medical related.

The Medical, Mental Health, and Corrections Committee meeting did not occur in October due to the unavailability of staff to participate in the meeting.

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

Oct-16

Date	Log #	Type	Nature of Complaint	Service In Place		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								
10/1/16	10580	4	States no treatment for foot Issue, with multiple requests.	1		1										10/19/16	18	Subject has no requests on file. Treated on 8/17/16 for general physical, and on 10/19/16, with lab work ordered.		
10/1/16	10582	4	See Above.	1		1								1		10/19/16	18	Duplicate to 10580.		
10/1/16	10591	3	Needs mental health meds.	1		1										10/4/16	3	Subject was treated by mental health on 10/4/16 and has been referred to the Psychiatrist.		
10/2/16	10587	3	Needs mental health meds.	1		1										10/5/16	3	Subject was treated by mental health and the Psychiatrist on 10/5/16, with medications being prescribed.	1-Dental	1
10/2/16	10590	4	Injured Foot.	1		1										10/6/16	4	Subject was treated by medical receiving an x-ray. Results indicate osteoarthritis and an old injury that is healing. Subject is scheduled for follow-up with the MD.	2-Mental Health	0
10/2/16	10603	4	Tumor on spine & glasses.	1		1										10/10/16	8	Subject signed a HIPPA release on 9/30/16 and medical is awaiting records from outside provider. Follow-up with MD is scheduled.	3-Medication	22
10/3/16	10594	4	States has not received medical care for multiple issues resulting from being disabled.	1		1										10/5/16	2	Subject was treated by RN during receiving on 9/27/16 and was treated by the MD on 10/5/16. Medications have been ordered and follow-up care is scheduled.	4-Medical	30
10/3/16	10601	4	Not providing medications prescribed by public health.	1		1								1		10/5/16	2	Duplicate to 10559. Subject received the one-time injection and the topical gel as prescribed by public health. Follow-up occurred on 10/5/16.		
10/5/16	10609	4	Special diet request due to allergies.	1		1								1		10/6/16	1	Duplicate to 10493. Subject was treated 9/26/16 and medications from LA County were bridged. Allergies indicated in LA County records show allergy to dairy, but subject is requesting milk. Follow-up is scheduled.		
10/6/16	10615	3	Needs mental health and pain meds.	1		1										10/10/16	4	Subject was treated by mental health and the Psychiatrist with medications being prescribed, after pregnancy test results were negative. Follow-up with both medical and mental health are scheduled.		
10/6/16	10616	4	Subject states multiple requests for pain and eye treatment.	1		1										10/7/16	1	Three requests on file. Subject was treated by RNP on 10/7/16. Antibiotics and pain meds were prescribed, and subject has been referred to an outside eye specialist.		
10/7/16	10620	4	Subject states multiple requests for eye treatment.	1		1										10/12/16	5	No requests for eye treatment on file. Subject was treated 9/22, 9/28, 9/29, 10/5 and 10/12/16 for multiple medical issues. An appointment with the optometrist has been scheduled.		



Oct-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
10/7/16	10622	3	Needs mental health medications.	1		1										10/7/16	0	Subject was treated by RNP on 10/7/16. Subject was referred to the psychiatrist for re-evaluation for medications, and has been referred individual counseling.
10/8/16	10635	4	Indicates a tumor on spine and is requesting treatment.	1		1										10/12/16	4	Subject was treated on 9/30/16, signing a HIPPA release for medical records. Follow-up care has been scheduled pending receipt of medical records.
10/8/16	10636	3	Subject indicates need to change mental health medications.	1		1										10/12/16	4	Subject has been scheduled for a re-check by the Psychiatrist and will be seen as soon as possible.
10/10/16	10631	4	States multiple requests for change of diet.	1		1								1		10/16/16	6	Subject stated prison records indicate diabetic. Meals set accordingly, but subject has continued to refuse blood work. He is scheduled for an A1C test, and is encouraged to complete these test so additional treatments can proceed.
10/10/16	10634	4	Subject indicates multiple requests for treatment for eye issues, headache, and metal in face.	1		1										10/18/16	8	Subject was treated by RNP on 10/7/16. Subject was referred to the optometrist. Subject was treated by MD on 10/18/16 and is scheduled for follow-up.
10/12/16	10650	4	Indicates multiple requests for treatment of diabetic, ankle, knee and back pain and vision issues.	1		1										10/13/16	1	Subject has multiple requests on file and has been treated more than 10 times in the past two months. Blood test indicate high A1C and treatment was ordered accordingly. Further tests have been ordered. Pain medication has was ordered for knee, back and shoulder pain on 8/23/16. Records indicate compliance.
10/12/16	10654	4	Indicates need for pain medication and ensure.	1		1										10/26/16	14	Subject was ordered ensure on 10/6/16. Medical records do not show a prescription for hydrocodone. Subject is scheduled for follow-up.
10/13/16	10667	3	States MH medications are not effective.	1		1										10/26/16	13	Subject is scheduled for follow-up by Psychiatrist to re-assess medication.
10/13/16	10668	1	States need to see dentist for tooth pain.	1		1										10/25/16	12	Subject was treated by dentist on 10/25/16 with a tooth being pulled and pain meds being prescribed.
10/14/16	10624	3	indicates medication is not being given.	1		1										10/26/16	12	Subject received prescription for pain medications on 10/12/16 on an as needed basis.
10/15/16	10656	3	States pain meds are not being provided.	1		1										10/19/16	4	Subject was treated by RNP on 10/10/16 and by MD on 10/13, and 10/19/16. Medication records indicate
10/16/16	10659	4	Indicates need for medical treatment.	1		1										10/17/16	1	Subject was treated by RNP on 10/17 and by the MD on 10/24/16. Follow-up care and medications have been ordered.

Oct-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
10/16/16	10661	3	Needs Mental Health Meds adjusted.	1		1										10/26/16	10	Subject is scheduled to see the Psychiatrist for adjustment evaluation.
10/16/16	10664	3	Needs medications for various issues.	1		1										10/19/16	3	Subject was treated by psychiatrist on 10/19/16 and by MD on 10/26/16. Prescriptions were ordered and are pending arrival.
10/17/16	10673	4	Indicates need for medical treatment due to seizures.	1		1										10/18/16	1	Subject was treated by MD on 10/17/16, and was very hostile and threatening during the treatment. Subject is on medication for opiate withdrawal and is treated by the nurse routinely to monitor vitals.
10/17/16	10674	4	Indicates no treatment after several requests.	1		1										10/26/16	9	Subject was treated on 10/10/16 and indicated self treatment of arthritis by use of marijuana and alcohol. Subject is scheduled for follow-up for medication evaluation.
10/17/16	10742	3	States not getting medication.	1		1										10/27/16	10	Subject was treated by the psychiatrist and medication records indicate delivery compliance.
10/19/16	10594	3	indicates need for inhaler and pain medication.	1		1										10/23/16	4	Subject was treated at the hospital on 10/23/16. Results indicate no unstable findings and no order for medication was indicated. Subject is scheduled for follow-up care.
10/20/16	10681	4	states need for MRI and surgery on shoulder.	1		1										11/2/16	13	Subject was treated by MD on 10/4/16 and pain medications were ordered. Records from orthopedic doctor were obtained and the medication order was extended by the surgeon. Follow-up care with the surgeon has been scheduled.
10/20/16	10687	3	Needs MH medication adjusted.	1		1										10/26/16	6	Subject was treated by the psychiatrist on 10/26/16 and medications were adjusted. Subject was treated by the MD on 10/28/16 and additional medications were ordered.
10/21/16	10688	3	States multiple requests for MH medication adjustment.	1		1										10/25/16	4	two requests on file. Subject was treated by psychiatrist on 10/25/16 with medication being adjusted.
10/21/16	10689	3	Subject indicates multiple requests for MH medication.	1		1										11/3/16	13	Subject was treated by MH 9/15/16 with verifiable medications being bridged. On 11/3/16 subject was treated by psychiatrist with additional medications being ordered.
10/22/16	10691	4	Needs treatment for hep C.	1		1							1			10/23/16	1	Subject was treated by MD on multiple occasions with the last being 10/23/16. Subject was scheduled for follow-up, but was released prior to appointment.
10/21/16	10693	4	Low blood sugar issues.	1		1										10/21/16	0	Subjects blood sugar was 92 at time of appointment. No indication of need for special diet. Scheduled for follow-up.

Oct-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
10/21/16	10696	4	Indicates need to see the MD. Not specified.	1		1										11/7/16	17	Subject was provided compression socks as requested. Subject is on the wait list to see the MD and has refused to be treated by the RNP.
10/22/16	10694	3	indicates need for multiple medications and treatment.	1		1										10/26/16	4	Subject was treated by MD on 10/26/16 with medications being ordered. Records indicate delivery compliance.
10/22/16	10711	4	Indicates need for medical treatment for an unspecified issue.	1		1										10/31/16	9	Subject was treated by RNP on 10/31/16 with medications being ordered.
10/23/16	10714	4	Treatment for knee, neck, shoulder and back. Also eye issues.	1			1			1						10/26/16	3	Subject was treated on 10/20 and 10/26/16 with x-rays, labs, and medications being ordered. Follow-up is scheduled.
10/24/16	10727	4	As claimed in a prior stay, subject indicates need to remove right testicle.	1		1										11/2/16	9	Prior records do not indicate need to remove testicle as stated. Subject referred back to his counsel for the final resolution of his prior claim.
10/27/16	10749	4	States need for chemotherapy resulting from a positive cancer screening.	1		1										11/1/16	5	Subject was treated by MD on 11/1/16, but became very uncooperative, requiring intervention from custody staff. Subject has been referred to an outside provider for follow-up care.
10/27/16	10743	4	Several requests for service without action.	1		1										10/31/16	4	Subject has been treated multiple times, with the last occurring on 10/31/16. One request pending and subject is on list to be treated.
10/27/16	10744	3	Subject wants Neurontin rather than Motrin.	1		1										11/2/16	6	Subject was cleared by ER prior to booking. Neurontin is not a short term acute treatment for stated symptoms. Scheduled for follow-up.
10/27/16	10755	4	States no medical treatment.	1		1										11/7/16	11	Subject has been treated by MD 10/20, 10/26, 11/7 and 11/8/16. X-rays, Labs and medications have been ordered.
10/28/16	10761	4	states weight loss due to soy diet.	1		1										11/4/16	7	As of 11/4/16, subject has gained five pounds since 10/10/16. No indication of weight loss due to soy diet.
10/28/16	10766	4	Subject indicates multiple request for service, stating pain in leg indicating inability to walk.	1		1										11/5/16	8	Custody staff has not observed any mobility issues. Subject has been placed on list to be treated. No requests for treatment are on file.
10/28/16	10754	3	states 5 plus requests-needs pain meds.	1		1										11/1/16	4	medication was reviewed and continued for 14 days. Two requests on file.
10/28/16	10762	3	subject indicates need for Norco.	1		1										11/7/16	10	Subject was treated by MD and pain medications, Motrin and Mobic, were ordered. Norco was not prescribe. Medication records indicate delivery compliance. Public Health records indicate shoulder issue is chronic.

Oct-16

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				Yes	No	Yes	No		Yes	No	Yes	No							
10/29/16	10764	3	See Above.	1		1								1		11/7/2016	9	Duplicate to 10762. see above.	
10/29/16	10759	3	indicates medication is not being given.	1		1										11/9/2016	11	Medication records indicate delivery compliance for all medications as described.	
10/29/16	10763	3	subject believes alternate MH medications are needed.	1		1										11/7/2016	9	Subject has multiple medications ordered by the psychiatrist and records indicate delivery compliance. Follow-up to review medications has been scheduled.	
10/31/16	10782	4	states multiple request for treatment.	1		1										11/4/2016	4	Subject has been treated multiple times, with the most recent on 11/4/16. Medications have been prescribed and records indicate delivery compliance.	
				Service In Place		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	Yes	No							
				53	0	52	1	0	0	0	1	0	1	4	1		6.6		

**Grievances November 1, 2016 through November 30, 2016**

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	2	4.44%	2	0	0	0	0	0	0	0
Mental Health	2	4.44%	2	0	0	0	0	0	0	0
Medication	17	37.78%	17	0	0	0	0	1	1	0
Medical	24	53.33%	20	4	3	1	0	0	0	0
<b>Total</b>	<b>45</b>	<b>100.00%</b>	<b>41</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>

<b>Average Days for Response/Treatment:</b>	<b>9.0</b>
<b>Total Requests:</b>	<b>1,006</b>
<b>% Grievated:</b>	<b>4.5%</b>
<b>Total Grievances:</b>	<b>139</b>
<b>% Medical Related:</b>	<b>32.4%</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 1.5 days 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**November 2016**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Two (2) Grievance (4.4%)**

I reviewed two (2) grievance related to dental treatment for November. One grievance addressed a request for dental service due to tooth pain and the second requested outside care. An outside appointment with a specialist is scheduled and the other person received treatment with antibiotics, pain medications, and is scheduled for treatment by the dentist.

**Mental Health: Two (2) Grievances (4.4%)**

During this period, there were two (2) mental health grievances for review. Each requested treatment by the Psychiatrist and received appropriate medications. Follow-up for both is scheduled.

**Medications: Seventeen (17) Grievances (37.8%)**

I reviewed seventeen (17) grievances related to medication. The majority of the issues related to either obtaining or continuing medications, with nine (9) of these specific to either obtaining or adjusting mental health medications. For six (6) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Two (2) grievances requested specific medications, with one (1) of these being duplicative of a previously filed complaint, and follow-up with the physician addressed the other.

**Medical: Twenty-Four (24) Grievances (53.4%)**

I reviewed twenty-four (24) 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 not resolved, as the date for follow-up could not be verified. One (1) individual was released prior to completion of treatment.

**Observations & Recommendations:**

The average time between the grievance filing and a response for medical or mental health grievances during this period is 9 days. Nine (9) grievances exceeded the fifteen (15) day response requirement, with two (2) being in excess of thirty (30) days beyond the 15 day limit. Five (5) were in excess of ten (10) days beyond the limit and two (2) were in excess of five (5) days past the limit. Some of this can be attributed to the new staff coming on board after the resignation of the Health Services Administrator and the Director of Nursing, but the more concerning issue is that the provider was having difficulty finding several of the necessary medical files. This speaks directly to the substantial need for an electronic medical records system. To address this in the interim, jail administration has required Corizon to add staff with a focus on the filing of medical records. Two (2) staff have been added to address this problem.

During this period, the total number of medical related grievances increased slightly from previous months, indicating an increase of 12.5% comparing the 45 grievances for this month to the average of 40 grievances filed in the previous quarter.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**November 2016**

In the month of November, there were 1,006<sup>1</sup> requests for medical related services, of which forty-five (45) or 4.4% resulted in a grievance.

During this same period, there were 139 grievances filed, of which forty-five (45) or 32.4% were medical related.

The Medical, Mental Health, and Corrections Committee meeting was held on November 24, 2016. Both the Health Services Administrator and the Director of Nursing have submitted their resignations and are no longer working for Corizon. Interim nursing supervision and a temporary HSA have been appointed by Corizon.

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.

Nov-16

Date	Log #	Type	Nature of Complaint	Service In Place		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								
11/1/16	10786	4	Subject has pain in left eye.	1		1										11/1/16	0	Subject was treated by RNP on 11/1/16, with eye drops ordered. Subject has been referred to an outside specialist for follow-up care.		
11/2/16	10792	3	Subject indicates need for medication.	1		1										11/7/2016	5	Subject is on multiple medications including M/H, pain meds, and antibiotics. Medical is awaiting medical records from two outside providers concerning this patient.		
11/3/16	10794	4	Subject indicates need for medication due to hand issues.	1		1										11/3/16	0	Subject is currently on pain medication while awaiting the scheduled appointment with an outside hand surgeon.		
11/2/16	10797	3	Subject indicates need for pain medication.	1		1						1				11/2/16	0	Subject was prescribed Motrin 400 MG.		
11/2/16	10798	4	Subject indicates a broken thumb.	1				1	1							11/6/16	4	Subject was treated on 10/30, 11/6, 11/7 and 11/8/16 without mention of a thumb injury. Subject has been scheduled for follow-up and X-ray.	<b>1-Dental</b>	2
11/3/16	10799	4	Subject indicates hand pain as a result of hand injury sustained in custody and wants a second opinion.	1				1	1							11/14/16	11	Subject is on pain medications for 14 days. X-rays were negative. Subject has been scheduled to see an outside specialist.	<b>2-Mental Health</b>	2
11/3/16	10800	4	Hand injury and pain meds.	1		1										11/8/16	5	Subject was treated by RNP on 11/8/16. X-rays were scheduled and pain medications were ordered. X-ray results were negative.	<b>3-Medication</b>	17
11/4/16	10801	2	Subject indicates need for treatment for medical and mental health	1		1										11/14/16	10	Subject was treated by RNP on 10/10, the psychiatrist on 10/20, and the MD on 11/1/16. Follow-up for each is scheduled.	<b>4-Medical</b>	24
11/4/16	10805	3	Needs Antibiotics and other meds.	1		1										11/4/16	0	Subject was treated by RNP 11/4 and 11/7/16 and medications were ordered.		
11/5/16	10808	3	Subject indicates incorrect medication is being provided. Also indicates two requests for treatment.	1		1										11/14/16	9	Two requests on file. Subjects medications were bridged at receiving from prior incarceration. Subject is scheduled to see the MD on 11/15/16 for review.		
11/8/16	10820	4	multiple requests for glasses.	1		1										11/14/16	6	Several requests are on file, and the subject is scheduled to see optometrist. However the optometrist is only here in the facility once per month. Personal prescription eye glasses may also be brought in by a family member or friend.		
11/9/16	10825	4	Needs tape and gel caps to treat fingers following a surgery.	1		1										11/10/16	1	Subject was given the tape and vitamin E gel caps that were provided by the hospital on 11/10/16.		



Nov-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
11/9/16	10845	4	Subject indicates weight loss and need for more food.	1		1										11/14/16	5	During prior incarceration (9/12/16) subject weighed 164 lbs. Current weight is 167 lbs., with no indication of need for a special diet. M/H medications have been bridged and medical will monitor weight.
11/10/16	10830	4	Indicates no treatment is being provided and indicates need for treatment, stating bones hurt due to low red blood cell count in 2008.	1		1										11/14/16	4	Subject receives regular BP checks by nurse and was treated by the MD on 10/24/16. Medications were ordered and subject is scheduled for follow-up.
11/10/16	10833	3	Subject indicates need for M/H Meds with multiple requests.	1		1										11/13/16	3	Subject has three requests on file. Subject was treated by Psychiatrist on 11/13/16 with medications being ordered.
11/11/16	10831	4	Shoulder pain and need for medications.	1		1										11/14/16	3	Subject had shoulder x-rays taken 11/3/16. Results were normal. MD has ordered requested medication and blood work to determine effectiveness is scheduled.
11/11/16	10834	4	Subject is requesting a special diet and states multiple requests.	1				1	1							12/6/16	25	There are three requests on file, all submitted within 10 days. Subject is scheduled for follow-up with MD. While medical states a follow-up is scheduled, I could not confirm a date for that treatment. also the response is 10 days past our requirement of a 15 day response.
11/12/16	10836	4	Subject indicates wheel chair has been removed.	1		1										11/14/16	2	Subject has been provided with Left ankle brace and was referred to the ADA coordinator to address further needs. The ADA coordinator indicates the wheel chair has been returned.
11/12/16	10838	3	Subject wants medication delivery time changed	1		1										11/17/16	5	Medications time changed on 11/17/16. Follow up with psychiatrist is scheduled for 12/1/16.
11/13/16	10844	3	Subject indicates need for meds related to Lupus and need to see outside MD, (Dr. Barthels).	1		1										11/14/16	1	This is an appeal to 10792. Subject is on multiple medications including M/H, pain meds, and antibiotics. Medical is still awaiting medical records from two outside providers concerning this patient. Follow-up with MD is scheduled. MD will determine need for referral.
11/14/16	10850	4	Treatment for arthritis and back pain.	1		1										11/14/16	0	Subject was treated by a rheumatologist 11/14/16. This case is currently being reviewed by multiple specialists and their recommended course of action is pending.
11/14/16	10856	3	Subject indicates need for different medications	1		1										11/15/16	1	Subject was treated by MD on 11/16/16 and medications were changed.

Nov-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
11/16/16	10858	3	subject indicates need for his current medications due to preexisting injuries.	1		1										1/3/17	48	Subject is currently on medication and is on the MD list for follow-up. This response is 33 days past the required 15 day limit.
11/16/16	10860	3	Indicates does not need liquid medications.	1		1										11/23/16	7	Subject was placed on liquid medications due to suspicious behavior. The method of administration does not change the efficiency of the medication and is not considered a disciplinary action.
11/18/16	10862	1	Subject needs to be treated by dentist.	1		1										12/2/16	14	Subject is on the dental list to be treated. A specific date for treatment is not available.
11/18/16	10863	4	Needs inserts for shoes due to diabetic issues.	1		1										11/22/16	4	Subject was provided inserts on 11/22/16.
11/19/16	10868	4	Requesting medical records.	1		1										11/20/16	1	Subject was provided with necessary release forms on 11/20/16.
11/20/16	10875	3	Sates medications not given today.	1		1										11/22/16	2	Operations prevented access due to a security issue. Medications will be provided on the next pass.
11/21/16	10877	4	Requesting modification of special diet.	1		1										11/29/16	8	Subject records were reviewed and the diet was adjusted on 11/29/16.
11/21/16	10879	3	Subject insists that nursing staff are falsifying the med pass records.	1		1										11/23/16	2	Administration has initiated an investigation into the claim and is reviewing recordings to verify delivery of meds.
11/21/16	10882	4	Indicates multiple requests for treatment for open wounds on arm.	1		1										11/22/16	1	Subject has two requests on file. Subject was treated by MD on 11/22/16 and on 11/28/16. Medications and dressing changes have been ordered.
11/22/16	10884	4	Hand injury and pain meds.	1		1										12/6/16	14	Subject was provided pain meds and x-ray on 11/7/16, with physician review on 11/9/16. Follow-up treatment, x-ray review and extension of medication occurred with patient on 11/15/16.
11/22/16	10886	2	Subject indicates need for mental health care.	1		1										11/28/16	6	Subject was treated by the psychiatrist on 11/28/16 and medications have been ordered.
11/24/16	10891	1	Indicates dental veneers from an off-site dental group are ready to be placed.	1		1										12/14/16	20	Subject was treated by the dentist on 12/14/16 and the necessary forms to obtain offsite dental care were provided to the subject. Response exceeds our 15 day requirement by five (5) days.
11/25/16	10895	4	Indicates back pain and need for continued testing at county health clinic,	1		1										12/21/16	26	Subject was treated by MD with x-rays and medications being ordered. This response is 11 days beyond the required 15 day response limit.
11/25/16	10898	4	Needs special no soy, no fish diet.	1				1	1							12/6/16	11	Subject has an existing no soy/ no fish diet order. Kitchen records indicate compliance with this order.

Nov-16

Date	Log #	Type	Nature of Complaint	Service In Place		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													
11/27/16	10903	3	subject would like medications adjusted.	1		1										12/27/16	30	Subject is scheduled for follow-up for dosage review. This response is 15 days beyond the 15 day limit.							
11/27/16	10904	3	Indicates pain due to pins in hand and need for medications.	1		1										12/1/16	4	Subject was initially scheduled to be treated on 11/30/16, but was out at court. Subject was treated on 12/1/16, with surgery being scheduled on 12/3/16. Surgery was completed as scheduled.							
11/27/16	10905	4	States has dog bite and painful urination.	1		1										12/7/16	10	Subject was treated by MD on 12/7/16 with medications & lab work ordered. A dermatology consult has also been scheduled.							
11/28/16	10906	4	States need for a specific wheel chair.	1		1										12/28/16	30	Subject was treated by MD on 11/16/16 and was in a wheel chair. This response is 15 days beyond the required time limit.							
11/29/16	10911	3	Indicates meds need to be adjusted and should not be liquefied.	1		1										12/7/16	8	MD adjusted medications on 11/15/16 based on medical need. The method of administration does not change the efficiency of the medication and is not considered a disciplinary action.							
11/29/16	10912	4	Wants medical records released.	1		1										12/21/16	22	Subject was provided with a release of information form. This response is 7 days beyond the 15 day limit.							
11/29/16	10913	4	Subject wants copies of medical records	1		1										12/28/16	29	Subject was provided with a release of information form. This response is 14 days beyond the 15 day limit.							
11/29/16	10916	3	States needs heart medications.	1		1										12/3/16	4	Subject was treated on 12/3/16 with medications being ordered. Subject refused follow-up treatment on 12/6/16. Lab work was completed 12/6/16.							
11/30/16	10920	3	Duplicate to 10916.	1		1								1		12/3/16	3	See 10916.							
				Service In Place		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														
45		0		41		0		4		3		1		0		0		1		1		0		9.0	

**Grievances December 1, 2016 through December 31, 2016**

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	3	6.98%	3	0	0	0	0	0	0
Mental Health	1	2.33%	1	0	0	0	0	0	0
Medication	10	23.26%	10	0	0	0	0	0	0
Medical	29	67.44%	28	0	0	1	1	0	6
<b>Total</b>	<b>43</b>	<b>100.00%</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>

<b>Average Days for Response/Treatment:</b>	<b>7.2</b>
<b>Total Requests:</b>	<b>1,120</b>
<b>% Grieved:</b>	<b>3.8%</b>
<b>Total Grievances:</b>	<b>163</b>
<b>% Medical Related:</b>	<b>26.4%</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 1.5 days 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**December 2016**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Three (3) Grievance (7.0%)**

I reviewed three (3) grievance related to dental treatment for December. Two (2) grievances addressed general requests for dental service due to tooth pain and the third received outside care from an oral surgeon. Follow-up with the outside specialist is scheduled. Two received antibiotics and pain medications, and are scheduled for treatment by the dentist.

**Mental Health: One (1) Grievances (2.3%)**

During this period, there was one (1) mental health grievance for review. This person requested treatment by the Psychiatrist and was prescribed appropriate medications. Follow-up is scheduled.

**Medications: Ten (10) Grievances (23.3%)**

I reviewed ten (10) grievances related to medication. The majority of the issues related to either obtaining or continuing medications, with two (2) of these being specific to either obtaining or adjusting mental health medications. The Psychiatrist treated each and either adjusted or ordered the appropriate medications. For eight (8) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate.

**Medical: Twenty-nine (29) Grievances (67.4%)**

I reviewed twenty-nine (29) 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 resolved on appeal and one (1) individual was released prior to completion of treatment. During this period, six (6) individuals refused the recommended treatment. This is of particular interest as this is the highest number of refusals in any given month during the past sixteen (16) months. Jail administration is looking into this to determine the cause for the significant increase.

**Observations & Recommendations:**

The average time between the grievance filing and a response for medical or mental health grievances during this period is 7.2 days. Six (6) grievances exceeded the fifteen (15) day response requirement. Two (2) grievances exceeded the 15 day limit by eight (8) days, two (2) exceeded the limit by one (1) day, one (1) exceeded the limit by two (2) days, and one (1) grievance exceeded the limit by four (4) days. Some of this can be attributed to the fact that the nursing supervisor position is only being filled two (2) days per week. The other major issue is that the provider continues to have difficulty finding the necessary medical files. To address this jail administration has required Corizon to add staff to focus on the filing of medical records. Two (2) staff have been added to address this problem and while there is some minor improvement, more is needed. This issue speaks directly to the substantial need for an electronic medical records system.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**December 2016**

During this period, the total number of medical related grievances increased slightly from previous months, indicating an increase of 7.5% comparing the 43 grievances for this month to the average of 40 grievances filed in the previous quarter.

In the month of December, there were 1,120<sup>1</sup> requests for medical related services, of which forty-three (43) or 3.8% resulted in a grievance.

During this same period, there were 163 grievances filed, of which forty-three (43) or 26.3% were medical related.

The Medical, Mental Health, and Corrections Committee meeting was held on December 29, 2016. Interim nursing supervision is currently provided with RN's from other counties, and we have coverage only two days per week. This has proven to be less than effective and jail administration is working with Corizon to obtain full time coverage. A temporary HSA is on sight five days per week and is working toward improvement on the grievance responses.

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.

Dec-16

Date	Log #	Type	Nature of Complaint	Service In Place		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								
12/1/16	10929	4	Stomach pain and multiple requests for service.	1		1										12/12/16	11	Subject has two requests on file and received treatment by the MD on 12/12/16. Labs were taken, medication was prescribed and a referral to dental was made.		
12/3/16	10931	3	States mental health meds are causing issues with breathing and passing out.	1		1										12/6/2016	3	Subject has stopped taking one medication and follow-up with the Psychiatrist for medication review is pending.		
12/2/16	10933	4	Subject indicates bulge on spine.	1		1										12/5/16	3	Subject was treated by MD on 12/5/16. X-rays were taken on 12/8/16. MD is awaiting results of X-ray and follow-up has been scheduled.		
12/3/16	10936	4	Indicates left foot/heal pain.	1		1										12/6/16	3	Subject was treated 12/6/16 and provided pain medications. X-rays were scheduled and occurred 12/19/16.	1-Dental	3
12/3/16	10937	3	States medications have changed and does not like liquid medications.	1		1										12/6/16	3	Medications were changed on 11/15/16 as medically indicated. MD adjusted medications on 12/6/16 and records indicate delivery as ordered. Medication form does not affect efficiency.	2-Mental Health	1
12/3/16	10938	3	Needs blood pressure and other medications.	1		1										12/4/16	1	Subject was booked into custody 11/19/16. Medications were initiated 12/2/16 and additional medications were ordered and provided on 12/4/16.	3-Medication	10
12/3/16	10939	4	indicates lack of care and indicates staff was rude and had a belittling tone.	1		1										12/21/16	18	Subject has received ongoing treatment, with last occurring on 11/15/16. follow-up is scheduled. Staff complaint is under review by Admin.	4-Medical	29
12/4/16	10941	3	Indicates need for medications.	1		1										12/8/16	4	Subject was treated by MD on 12/8/16 and medications were ordered.		
12/4/16	10942	4	RT shoulder pain.	1		1								1		12/15/16	11	Subject received an X-ray, with negative results and was scheduled for follow-up on 12/15/16. Subject refused treatment on 12/15/16.		
12/4/16	10944	4	Requesting Glasses and indicates three requests.	1		1										12/7/16	3	Subject has two requests on file. Subject was treated by Optometrist on 12/7/16.		
12/5/16	10947	4	Indicates poor care for pregnancy and staff complaint.	1		1										12/28/16	23	Subject has been receiving care for pregnancy since 11/6/16, including special diet, lower bunk, and prenatal vitamins. Subject was treated at ER on 11/23/16. Subject refused pelvic exam, indicating MD hurt her feelings. Admin is reviewing staff complaint. Response is 8 days beyond the 15 day limit.		
12/6/16	10956	4	Indicates lack of treatment.	1		1								1		12/14/16	8	Subject was scheduled for treatment on 12/14/16, but refused to be seen. This is the second refusal since 9/27/16.		

Dec-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
12/6/16	10957	1	Subject indicates need for dental care.	1		1										12/7/16	1	Subject was treated by RPN with pain meds and antibiotics being ordered. Subject is on list to be treated by Dental.
12/7/16	10970	1	Exposed nerve on tooth.	1		1										12/12/16	5	Subject was treated by an outside oral surgeon on 12/12/16. Pain medications and special diet was ordered upon return to jail.
12/10/16	10973	4	Requesting Diabetic Check.	1		1										12/16/16	6	Subject was treated 12/16/16 and blood sugar checks, labs and medications were ordered. Follow-up occurred on
12/7/16	10977	4	Subject wants treatment for diabetic issues and mental health.	1		1								1		12/10/16	3	Subject refused diabetic testing on 12/10/16. Subject was treated by Psychiatrist 12/15/16, and refused medical treatment on 12/15/16.
12/10/16	10979	4	Wants treatment for hernia.	1		1						1				12/15/16	5	A pain meds and a hernia belt were provided. A referral to a for surgery was also ordered. Subject was scheduled for follow-up treatment on 12/15/16, but was out of custody.
12/12/16	10980	4	Requesting X-rays and pain meds for prior hip injury.	1		1										12/28/16	16	Subject is receiving Tylenol for pain. Medical is awaiting medical records from Dr. Kings office. The release authorization was re-faxed to Dr. Kings office 12/28/16. Response is one day late.
12/12/16	10990	4	Wants special diet and results of TB test.	1		1										12/13/16	1	Subject was treated on 12/13/16 for diet issues and was provided with negative TB results on that date.
12/12/16	10993	1	Subject is requesting dental services.	1		1										12/28/16	16	Subject is on the list for dental care. Response is 1 day beyond the 15 day limit.
12/12/16	10994	3	needs vitamin E gel caps.	1		1										1/4/17	23	Vitamin E caps continued on 1/4/17. This response is 8 days past the 15 day response limit.
12/12/16	10995	4	Shoulder injury needs surgery.	1		1										12/18/16	6	Subjects x-rays were reviewed 12/18/16. MD is awaiting records from Dr. Proctor and will refer to the orthopedic surgeon if indicated.
12/14/16	11000	4	Shoulder injury causing pain.	1		1								1		12/15/16	1	Subject has x-rays on 11/3/16 with negative results. Follow-up was scheduled for 12/15/16, but subject refused service.
12/14/16	11005	4	States many requests for service for brain tumor.	1		1								1		12/28/16	14	There are no current sick call slips on file. The only slip on file was on 9/30/16 and subject refused treatment. Subject is scheduled for follow-up.
12/15/16	11006	3	Indicates medications not given	1		1										12/15/16	0	Med pass records indicate delivery of meds as prescribed throughout December.
12/16/16	11007	4	Requesting X-rays and pain meds for prior shoulder injury.	1		1								1		12/19/16	3	Subject refused treatment on 12/15/16. Subject is scheduled for an X-ray on 12/19/16.



Dec-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
12/16/16	11008	4	States need for shoulder surgery	1		1										12/22/16	6	subject was treated by orthopedic MD and PA at public health on 12/22/16 Surgery not indicated at this time.
12/16/16	11011	4	Indicates treatment of allergy not adequate.	1		1										12/28/16	12	Subject was booked in on 12/5/16. A no soy diet was ordered on 12/5/16. Subject was treated for hives on 12/5/16. No further allergy issues have been noted.
12/15/16	11013	4	Indicates allergy to soy, beans and fish.	1		1										12/20/16	5	Subject has an existing no soy, fish or bean meal order. The kitchen confirms this diet is in place.
12/16/16	11014	4	Hernia issues and late response to grievances.	1		1										1/4/17	19	Subject has been scheduled to see an outside surgeon. The complaint about late grievance responses is substantiated, as evidenced by this late grievance reply being 4 days late.
12/17/16	11025	4	Pain from ingrown toenail. States two requests.	1		1										12/21/16	4	Subject was treated by MD on 12/21/16. Follow-up care provided on 12/27/16. Two requests on file.
12/18/16	11029	3	states need for mental health medications.	1		1										12/28/16	10	Subject is on multiple M/H medications and dosage is adjusted as determine medically necessary.
12/22/16	11044	4	Pain from a herniated disk.	1		1										12/28/16	6	Subject has received X-rays and CT scans. Pain medications have been ordered.
12/21/16	11049	4	States multiple requests for treatment.	1		1										12/28/16	7	There are no current sick call slips on file. Subject is scheduled for sick call to determine specific medical issues.
12/24/16	11056	3	states need for mental health medications.	1		1										1/4/17	11	Subject was evaluated by M/H staff on 12/20/16. Pharmacy verified medications, but indicated inactive for over four months. Subject is scheduled for evaluation by the Psychiatrist to initiate medications
12/24/16	11064	3	Needs withdrawal pack.	1		1										1/2/17	9	Subject was treated on 1/2/17 and medications were ordered.
12/28/16	11072	2	Subject needs M/H treatment.	1		1										12/30/16	2	Subject was evaluated on 12/30/16. Subject has been rescheduled due to inability to obtain information from subject. Provider is attempting to follow-up with County Mental Health for additional information
12/28/16	11073	3	Needs prescription filled.	1		1										1/1/17	4	Subject was provided a flex strip and medications. Subject has been referred to a surgeon.
12/29/16	11074	4	Subject claims not receiving any medical care.	1		1										1/3/2017	5	Subject has been treated 12/21, 12/23, and 12/24. Medications have been ordered and allergies have been documented.

Dec-16

Date	Log #	Type	Nature of Complaint	Service In Place		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							
12/29/16	11078	4	Request to see outside specialist.	1							1					1/4/2017	6	Medical is awaiting approval for the outside treatment. This will be scheduled upon approval.	
12/29/16	11079	4	States need for gall stone surgery.	1		1										1/3/2017	5	Subject was reated at ER for gall stones. The ER determined that surgery was not necessary at this time. Subject is on pain medications and is scheduled for follow-up care	
12/30/16	11081	4	Needs special shoes.	1		1										1/3/2017	4	X-rays did not indicate abnormalities and special shoes are not indicated.	
12/31/16	11090	4	Shattered wrist and thumb.	1		1										1/2/2017	2	Xrays have been taken and ice and pain meds have been ordered. Follow-up scheduled pending x-ray results.	
				Service In Place		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								
43		0		42		0		0		0		1		0		1		0	
						0						1		0		6		7.2	

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# Attachment B

Santa Barbara County Sheriff's Office

Grievance Oversight Committee  
2016 Annual Report

**Grievances January 1, 2016 through December 31, 2016**

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	28	5.62%	22	5	5	0	1	0	0	0
Mental Health	20	4.02%	16	4	4	0	0	0	0	0
Medication	151	30.32%	130	15	15	0	6	4	5	3
Medical	299	60.04%	257	28	27	1	14	7	19	10
<b>Total</b>	<b>498</b>	<b>100.00%</b>	<b>425</b>	<b>52</b>	<b>51</b>	<b>1</b>	<b>21</b>	<b>11</b>	<b>24</b>	<b>13</b>

<b>Average Days for Response/Treatment:</b>	<b>5.2</b>
<b>Total Requests:</b>	<b>10,379</b>
<b>% Grieved:</b>	<b>4.8%</b>
<b>Total Grievances:</b>	<b>2,189</b>
<b>% Medical Related:</b>	<b>22.8%</b>

<b>Definitions &amp; Information</b>	
<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 1.5 days 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Annual Report**  
**January 1, 2016 Through December 31, 2016**

To: Shawn Lammer, Lieutenant  
From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Twenty-Eight (28) Grievance (5.62%)**

I reviewed twenty-eight (28) grievance related to dental treatment during this year. Twenty-two (22) grievances were resolved during the initial complaint. Five (5) required additional follow-up to determine a resolution and one (1) was resolved on appeal. All twenty-eight (28) grievances were addressed by general treatment with pain medications and antibiotics, treatment by the dentist, or by referral to an outside specialist or oral surgeon.

**Mental Health: Twenty (20) Grievances (4.02%)**

During 2016, there were twenty (20) mental health grievances reviewed. The initial response resolved the issue for sixteen (16) grievances and four (4) required additional follow-up to determine a successful conclusion. Each of the twenty grievances was resolved by treatment with the psychiatrist and with medications being prescribed.

**Medications: One Hundred Fifty-One (151) Grievances (30.32%)**

I reviewed one hundred fifty-one (151) grievances related to medication during the year. The majority of the issues related to either obtaining, adjusting or continuing medications. The initial response resolved one hundred thirty (130) of these grievances. Fifteen (15) grievances required additional follow-up to determine a resolution, but ultimately each was brought to a successful outcome. An additional six (6) grievances were resolved on appeal. Four (4) individuals were out of custody prior to receiving or completing the scheduled medication treatments, five of the grievances were duplicative in nature to prior grievance filings, and three (3) individuals refused the medication treatments.

**Medical: Two Hundred Ninety-Nine (299) Grievances (60.04%)**

I reviewed two hundred ninety-nine (299) general medical grievances during 2016. The initial response resolved two hundred fifty-seven (257) of these grievances. Twenty-eight of the grievances needed additional follow-up, with twenty-seven (27) resulting in a successful resolution. One grievance was not resolved because I could not confirm that the follow-up treatment was provided. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Fourteen (14) of these grievances were resolved on appeal and seven (7) individuals were released prior to completion of treatment. During this period, ten (10) individuals refused the recommended treatment and nineteen (19) of these grievances were duplicative in nature to prior grievance filings.

**Observations, Recommendations and Accomplishments:**

The average time between the grievance filing and a response for medical or mental health grievances during 2016 is 5.2 days. Fifteen (15) grievances exceeded the fifteen (15) day response requirement, all within the past two months (November & December). With two (2) being in excess of thirty (30) days beyond the 15 day limit, five (5) were in excess of ten (10) days beyond the limit, two (2) grievances exceeded the 15 day limit by eight (8) days, and two (2) were in excess of five (5) days past the limit. One (1) grievance exceeded the limit by four (4) days, one

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**January 1, 2016 Through December 31, 2016**

(1) exceeded the limit by two (2) days and two (2) exceeded the limit by one (1) day. While some of this can be attributed to the fact that the nursing supervisor position is currently being filled only two (2) days per week. The more concerning issue is that the provider continues to have difficulty finding the necessary medical files. To address this jail administration has required Corizon to add staff to focus on the filing of medical records. Two (2) staff have been added to address this problem and while there is some minor improvement, more is needed. This issue speaks directly to the substantial need for an electronic medical records system.

In 2016, there were 10,379<sup>1</sup> requests for medical related services, of which four hundred ninety-eight (498) or 4.8% resulted in a grievance.

During this same period, there were 2,189 grievances filed, of which four hundred ninety-eight (498) or 22.8% were medical related.

The Medical, Mental Health, and Corrections Committee meeting was held monthly throughout 2016, with a variety of topics being discussed. The most notable recent change was that both the Health Services Administrator and the Director of Nursing submitted their resignations and are no longer working for Corizon. While interim nursing supervision and a temporary HSA have been appointed by Corizon, the transition process has not gone as smoothly as we had hoped, resulting in late grievance responses, frequent discussions on the Sheriff's Office and the Grievance Coordinator's expectations, and some disruption in service delivery.

Through discussions with the Committee, Jail Administration and the Jail Medical Provider a number of positive actions toward improving client service and client responsiveness have taken place during this year.

1. We have revised the medical request slip to allow for an immediate response back to the requesting party indicating that the request was received and action is being taken.
2. The Intake Medical Questionnaire was revised to provide a more thorough review process for medical screening.
3. The Grievance Form was revised to include a HIPAA medical release on the form to resolve the HIPAA concerns addressed by jail medical. This has resulted in more thorough grievance responses, and has provide better access to information when investigating medical related complaints.
4. The Addition of a fulltime RN assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process has been a tremendous improvement. Medical has seen a reduced the number of sick call requests, has improved the bridge time for continuation of medications, and has provided better emergency management at intake for clients coming into the facility.

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

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5. Medical has experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening. This has resulted in starting protocol medications faster, initiating withdrawal therapies at intake, and bridging verifiable medications at intake. Currently the LVN's are passing about 600 medications each medication pass. In response, the Board funded the addition of 2.8 LVN positions in 2016 to accommodate the addition of one (1) LVN per shift to aide with the timely delivery of medications.
6. The Sheriff's Office and the American Civil Liberties Union of Southern California have established a Memorandum of Understanding to memorialize agreed upon procedures and processes related to the ACLU SoCal's assistance to ensure that inmates' needs are met and complaints are heard and resolved in a timely manner.
7. The American Civil Liberties Union of Southern California (ACLU SoCal) and the Sheriff's Office have agreed to increase access to the ACLU SoCal through expanding methods by which inmates can have access. This includes access to a free call phone number, access to a voice to text contact option, and the addition of a local P.O. Box specifically for Santa Barbara County inmate use.
8. Committee members provided input into the development of the new jail rule book and the new inmate information pamphlet.
9. The Sheriff's Office has worked with Families ACT to provide client families with regular access to information related to their family member stay in our jail. To accomplish this, Families ACT volunteers man a table outside the jail lobby every weekend to answer questions, to provide general information, and to provide a means to address areas of concern for the family members. Issues reported to Families ACT are provided to the Sheriff's Office so that an appropriate resolution can be reached.
10. As part of the Board approved enhancements, the Sheriff's Office has improved Mental Health coverage by increasing the Psychiatrist's hours from 24 hours per week to 40 hours per week, resulting in better coverage and a faster treatment response time for those needing mental health services.

The Committee is currently working with the jail to develop a Safety Cell Cleaning Log and procedures to improve the documentation and tracking of Safety Cell maintenance and cleaning.

The Committee is looking forward to working with the Sheriff's Office to address and resolve areas of concern as they may be identified as we move into the new year.

Respectfully,



Mark V. Mahurin, Grievance Coordinator

# Attachment C

Santa Barbara County Sheriff's Office

Grievance Oversight Committee  
4<sup>th</sup> Quarter Meeting Minutes



**Sheriff's Community Corrections Input Group**  
**October 6, 2016**  
**1:00- 3:00 P.M.**  
**Main Jail Conference Room**  
**4436 Calle Real**  
**Santa Barbara, CA 93110**

**Participants:**

Mark Mahurin, Grievance Oversight Coordinator  
Rory Moore, Families Act  
Suzanne Riordan, Families Act, Alternate  
Deborah McCoy, Families Act, Guest  
Lynne Gibbs, National Alliance on Mental Illness  
Ann Eldridge, Santa Barbara County Mental Health Commission (absent)  
Jim Rohde, Santa Barbara County Mental Health Commission  
Julie Solomon, Mental Health Commission, Chair of Human Services Committee  
Eddie Perez, Community Representative  
Esther Lim, Jails Project Director, ACLU

**I. Discussion with Lieutenant Lammer, Jail Administration**

- a. Introduction of Lieutenant Lammer, who supervises Jail Medical and other relevant jail processes. Lieutenant Lammer expressed a desire to meet with the group to answer any questions from the committee.

1. Although I had originally scheduled Lieutenant Lammer for a thirty-minute time slot, the number of questions and the open discussion with the committee continued for an hour and forty minutes. The discussion encompassed a variety of topics surrounding jail processes. These topics included;
  - i. New medical practices:
    - a. Medication bridging,
    - b. Expanded mental health services and access to psychiatrist,
    - c. Expanded staff to accommodate medication delivery.
  - ii. Jail Cleanliness;
    - a. Safety cell cleaning,
    - b. Cleaning practices,
    - c. Supervision of cleaning crews.
  - iii. New safety cell step down units:
    - a. Purpose,
    - b. Better amenities, mattress, sink, etc.

Both the Committees questions and the responses by Lieutenant Lammer were thoughtful and informative.

**II. Discussion concerning the addition of an alternate Community Representative**

- a. All groups, excluding the Community Representative, have alternative representation to accommodate absences. The committee discussed the need for an alternate and the potential of adding John Piccirillo, a formerly incarcerated person. All agree that the addition will cover vacancy gaps and will add value to the committee.

**III. Update ACLU Inmate Access Options and MOU**

- a. We will have a brief discussion and update on the jail phone system and a minor issue with implementation of the voice to text option.

1. Apparently, the phone system cannot process responses coming from outside of the phone system, as we previously believed. The committee has agreed that the work around for this is that the ACLU will collect the complaints delivered via e-mail and will schedule the party to meet with them on their next visit to the jail. Urgent or critical complaints will be reported directly to the jail administration upon receipt by the ACLU to promote a faster response.

#### IV. Discuss issues identified during the Jail Tour

- a. I am working with Jail Administration to initiate processes to mitigate the inmate complaints we received during our recent jail tour and would like input from the group.
  1. I continue to work on the cleaning log that we discussed in our prior meeting. The committee discussed the potential to include regularly scheduled steam cleaning of the safety cells.
  2. I have followed up on the new grievance/sick call/request slip distribution process. While a few housing units reported that they are not seeing improvement of access to the forms, the majority did indicate significant improvement. Lieutenant Lammer will check on the distribution of forms to the single person cells.

#### V. August Grievance Report

- a. Committee review of the August report.
  1. No issues were identified.

#### VI. Wrap Up

- a. Action Items:
  1. Continue to work on the Safety Cell cleaning process- Mahurin.
- b. Next Meeting
  1. Our next meeting is scheduled for November 3, 2016 from 1:00 – 3:00 PM
  2. The call in number, 805-681-5400, access code **742469**, is available should members be unable to attend in person. **\*\* Please note the access code has changed\*\***

**Sheriff's Community Corrections Input Group**

**November 3, 2016**

**1:00- 3:00 P.M.**

**Main Jail Conference Room**

**4436 Calle Real**

**Santa Barbara, CA 93110**

**Participants:**

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate

Deborah McCoy, Families Act, Outreach Project

Rod Pearson, President, Families Act

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission- Absent

Jim Rohde, Santa Barbara County Mental Health Commission

Julie Solomon, Mental Health Commission, Chair of Human Services Committee

Eddie Perez, Community Representative

John Piccirillo, Community Representative Alternate

Esther Lim, Jails Project Director, ACLU- Absent

**I. Introduction of New Participants**

- a. Introduction of Deborah McCoy, Families Act, who will be overseeing the jail visitor outreach program.
  1. Community outreach process was well received by all.
- b. Introduction of John Piccirillo, Community Member, who has agreed to serve as the alternate for the Community Representative position.

**II. Presentation and Discussion with Tom Jenkins, Commander - Northern Branch Jail Medical Unit**

- a. Brief presentation of the Northern Branch Jail and the Mental Health Unit. Commander Jenkins will participate in discussion and will answer participant questions.
  1. All members participated with many good questions. Commander Jenkins will provide additional information for questions that needed further detail.

**III. Grievance Reports**

- a. Committee review of the 3<sup>rd</sup> Quarter report
  1. No issues were identified by the members.
- b. Committee review of the August report
  1. No issues were identified by the members.

**IV. Wrap Up**

- a. Action Items:
  1. Mahurin- continue to work on the Safety Cell cleaning process.
- b. Next Meeting
  1. Our next meeting is scheduled for December 1, 2016 from 1:00 – 3:00 PM
  2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

**Sheriff's Community Corrections Input Group**

**December 1, 2016**

**1:00- 3:00 P.M.**

**Main Jail Conference Room**

**4436 Calle Real**

**Santa Barbara, CA 93110**

**Participants:**

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission- Absent

Jim Rohde, Santa Barbara County Mental Health Commission

Julie Solomon, Mental Health Commission, Chair of Human Services Committee- Absent

Eddie Perez, Community Representative

Esther Lim, Jails Project Director, ACLU

**I. Introduction of New Participants**

- a. Introduction of Kathy Staples, Host of "IN FOCUS", Founder-Restorative Justice, and Community Advocate, who is interested in providing a platform for our group to provide information about our work to the community.

**II. Additional information from Northern Branch Jail Presentation**

- a. Committee review of additional information provided by Commander Jenkins.
  1. All members participated with many good questions. Commander Jenkins provided additional information to address the questions of the committee. A large focus was on the design of the safety cells. The additional information provided detail and answered the majority of the member concerns.

**III. Grievance Reports**

- a. Committee review of the October Grievance Report.
  1. No significant issues were identified.

**IV. Presentation and Discussion with Kathy Staples – Community Information**

- a. As host of IN FOCUS and a contributor to various news outlets, Kathy has a unique ability to help us provide information about our work and accomplishments with the public.
  1. All appreciated the information provided by Kathy Staples. The opportunities presented may prove useful as we move forward.

**V. Wrap Up**

- a. Action Items:
- b. Next Meeting
  1. Our next meeting is scheduled for January 5, 2017 from 1:00 – 3:00 PM
  2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.