



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: March 24, 2020
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: Mark Mahurin, Lieutenant (EXH) 331-4551

SUBJECT: Annual and Fourth Quarter (2019) Medical Grievance Oversight Coordinator Reports

County Counsel Concurrence

As to form: Yes

Other Concurrence N/A

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions:

That the Board of Supervisors:

- a) Receive and file the fourth quarter and annual reports for 2019 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 requested that the Sheriff's Office submit reports relating to grievance oversight within the jail. This annual report (Attachment A) and the fourth quarter report (Attachment B) for 2019 from the Medical Grievance Oversight Coordinator (MGOC) 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

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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 and to provide recommendations for changes with various processes and procedures.

Through the efforts of the jail medical staff and the CCIG, the annual report reflects significant reductions in virtually all areas of concern for the committee. To provide an accurate appraisal of the longer term impact of these combined efforts, the comparison numbers used for this annual report are a three year average of the yearly totals encompassing 2016, 2017 and 2018.

The total number of medical related grievances filed in 2019 shows a decrease of 41.27% from the three year average (276 down from the 470 average). Of particular note, the number of grievances that required follow-up in order to resolve a complaint reduced by 100% comparing the 2019 number of zero (0) to the three year average of twenty-seven (27). Another significant reduction was that only fifteen (15) total grievances resulted in an appeal for 2019. This is a 16.6% reduction comparing the three year average of eighteen (18) appeals. The average time between the grievance filing and a response from medical or mental health during this period was 4.2 days, down 10.63% from the three year average of 4.7 days. In addition, no grievances exceeded the fifteen (15) day response requirement in 2019.

In 2019, there were 12,524 requests for medical related services, of which two hundred seventy-six (276), or 2.2% resulted in a grievance. In addition, the percent of requests that resulted in a grievance reduced 41% comparing the three year average of 3.73%.

Following input and recommendations from the CCIG, Families ACT began a Community Input project that 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 2019, the Sheriff's Office received thirty-eight (38) community inquiries. Each of these were addressed appropriately by medical staff. In comparison to the two year average of fifty-one (51) community inquiries received, this is a 25.49% decrease.

During the fourth quarter, the total number of medical related grievances decreased by 14.8% when comparing the sixty-nine (69) grievances filed in the fourth quarter of 2019 to the eighty-one (81) filed in the fourth quarter of 2018. During this period there were 3,660 requests for medical related services, of which sixty-nine (69) or 1.9% resulted in a grievance. This is slight decrease of 5% when comparing the 2% reported in the fourth quarter of 2018. During this same period, there were three hundred twenty-five (325) total grievances filed, of which sixty-nine (69) were medical grievances, accounting for only 21.2% of the total. This is a slight reduction of 5.4% when comparing the 22.4% reported in the fourth quarter of 2018.

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The average time between the grievance filing and a response from medical or mental health during this period was 3.5 days. No grievances exceeded the fifteen (15) day response requirement. This is a reduction of 18.6% when compared to the 4.3 days in the fourth quarter of 2018.

During the fourth quarter, the MGOC received seven (7) community input forms from Families ACT. Each of these were appropriately addressed by medical.

Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- A. Annual Report
- B. Fourth Quarter Report
- C. October Grievance Report and Detail
- C-1. November Grievance Report and Detail
- C-2. December Grievance Report and Detail

Authored by:

Mark V. Mahurin, Lieutenant (EXH)