

Attachment A

Santa Barbara County Sheriff's Office

Grievance Review
Third Quarter 2017 Combined Statistics

Grievances Third Quarter 2017

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	7	6.54%	7	0	0	0	0	1	1
Mental Health	11	10.28%	11	0	0	0	0	0	1
Medication	20	18.69%	15	1	1	4	0	2	0
Medical	69	64.49%	67	1	1	1	0	7	1
Total	107	100.00%	100	2	2	5	0	10	3

Average Days for Response/Treatment:	4.7
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Total Requests:	5,265	% Grievated:	2.0%
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Total Grievances:	388	% Medical	27.6%
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Definitions & Information

Follow-up Needed:	Response returned to Medical for additional details.
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:	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available. This position is currently vacant and is under recruitment. Tele-Med, an on call Psychiatrist and a psychiatric RNP are in use.
Dentist:	Available in the Facility 1.5 days 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.

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To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

During the third quarter, I reviewed one hundred seven (107) medical related grievances. Of these, one hundred (100) were resolved on the initial grievance. Two (2) required additional follow-up to determine a resolution, but were ultimately resolved. Five (5) grievances were resolved on appeal and two (2) inmates refused the recommended treatments.

Dental: Seven (7) Grievance (6.54%)

I reviewed seven (7) grievances related to dental treatment for the third quarter. All seven of these were resolved through receiving the needed dental treatment, with none requiring additional follow-up to determine a resolution.

Mental Health: Eleven (11) Grievance (10.28%)

I reviewed eleven (11) mental health grievance, indicating issues with the mental health care or concerns with either obtaining or adjusting mental health medications. No (0) grievances required follow-up to determine a resolution.

Medications: Twenty (20) Grievances (18.69%)

I reviewed twenty (20) grievances related to medication. Fifteen (15) of these were resolved on the initial grievance, one (1) required follow-up to determine a resolution, and four (4) were resolved on appeal. Two (2) grievances were replicative to previously filed grievances.

Medical: Sixty-nine (69) Grievances (64.49%)

I reviewed sixty-nine (69) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed sixty-seven (67) of these grievances. Of the sixty-nine (69) grievances submitted, one (1) required additional information to determine a resolution, one (1) was resolved on appeal, and seven (7) grievances were replicative to previously filed grievances. One (1) inmate refused the recommended treatment.

Observations:

The average time between the grievance filing and a response from medical or mental health during this period is 4.7 days. This is well within the fifteen (15) day response requirement. In addition, only one (1) single response exceeded the fifteen (15) day response policy because the document was misplaced by Operations. However, the written response was provided by CFMG one (1) day after being received by them.

During the third quarter, there were 5,265¹ requests for medical related services, of which one hundred seven (107) or 2.0% resulted in a grievance.

During this same period, there were 388 grievances filed, of which one hundred seven (107) or 27.6% were medical related.

During this quarter, the Sheriff's office received nineteen (19) community inquiries. These inquiries included two (2) dental inquiries, eight (8) mental health & mental health medication inquiries, three (3) common medication inquiries and six (6) general medical inquiries. I have received responses providing a resolution to the stated concerns for nineteen (19) inquiries. One (1) person was out of custody, one (1) inquiry was replicative to previously filed inquiry, and one (1) person refused the recommended treatment. This is a reduction of thirteen

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

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(13) inquiries, or 40.6%, comparative to the 32 inquiries submitted in the previous quarter. This is due in large part to the education provided to visitors concerning how to navigate the jail processes and the ability of family members and friends to direct their love ones in the proper processes for obtaining service or filing a grievance. The information provided by community members continues to help Jail Medical identify previously unknown medical conditions or provided information about needed medications.

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Respectfully,



Mark V. Mahurin