

# Exhibit A

Santa Barbara County Sheriff's Office

Grievance Review  
First Quarter Combined Statistics

**Grievances 1st Quarter 2016**

Type	Amount	Percentage of Total 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	9	6.87%	4	4	4	1	0	0	0
Mental Health	10	7.63%	7	3	3	0	0	0	0
Medication	25	19.08%	15	7	7	2	1	0	0
Medical	87	66.41%	61	13	12	9	1	2	1
<b>Total</b>	<b>131</b>	<b>100.00%</b>	<b>87</b>	<b>27</b>	<b>26</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>1</b>

Average Days for Response: 4.2

<b>Definitions</b>	
<b>Service In Place:</b>	Services already in place before the grievance was filed.
<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, seen, or take their prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 3 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.

# Exhibit B

Santa Barbara County Sheriff's Office

Grievance Review  
January 2016

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

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Six (6) Grievances**

I reviewed six (6) grievances related to dental treatment for January. All of which addressed requests for dental service due to tooth pain or ongoing dental treatments. Treatment for each occurred within the jail and at least three (3) have additional treatments scheduled with the Dentist. Of the six grievances submitted, three (3) of the responses immediately resolved the issue, while three (3) required additional information to determine a resolution. Ultimately, I determined that all six of the grievances were resolved.

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

Two (2) mental health grievances were reviewed, indicating requests for services or treatment review. Each of these complaints was resolved by scheduling the appointments needed, and by prescribing the necessary medications. Of the two (2) grievances submitted, one (1) of the responses immediately resolved the issue, while one (1) required additional information to determine a resolution. Ultimately, I determined that both of the grievances were resolved.

**Medications: Nine (9) Grievances**

I reviewed nine (9) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In each case, the physician evaluated the party and either ordered or adjusted medications as appropriate. One individual was grieving because of an allergic reaction to a medication, which medical staff treated immediately. The physician also ordered the necessary medication adjustments. One individual indicated that they are not receiving their prescribed medications, and lodged a complaint about staff behavior. Records indicate delivery of the medications as prescribed. The staff complaint is under administrative investigation.

Of the nine (9) grievances submitted, four (4) of the responses immediately resolved the issue, while three (3) required additional information to determine a resolution. One (1) grievance was resolved on appeal, and one grievance, while answering the complaint, was undeliverable because the person is no longer in custody. Ultimately, I determined that all nine (9) of the grievances were resolved.

**Medical: Twenty-eight (28) Grievances**

I reviewed twenty-eight (28) general medical grievances for this period. Twenty-four (24) of these grievances were addressed by sick call, MD and follow-up appointments or other similar actions. One (1) grievance was resolved on appeal. Two (2) grievances were resolved by referral to outside specialists. Of the twenty-eight (28) grievances submitted, seventeen (17) of the responses immediately resolved the issue, while eight (8) required additional information to determine a resolution. One (1) grievance was resolved on appeal, one (1) ended in a refusal of service, and one (1) was a duplicate grievance. Three (3) grievances included a complaint about staff behavior. Each of the staff complaints are under administrative investigation.

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

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health is 4.2 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response requirement.

A reoccurring issue I have identified is the limited availability of dates for routine dental care, causing a delay in when the dentist can actually provide routine treatment. According to Jail Medical, the dentist is onsite 1 ½ days per week and dental appointments are triaged and scheduled by acuity of medical need and then by the order of the request.

I had significant problems with determining a conclusion with many of the grievances this month. 33% of the grievances needed additional clarification and more detail in order to reach a proper conclusion. Medical has indicated that they are limited as to how much detail they can provide due to HIPPA restrictions. We must explore practical ways to fix this issue, as more detail will help clarify the resolution for both the grieving party and for those who must later assess the grievance resolution.

I attended the Medical, Mental Health, and Corrections Committee on January 27, 2016. As you may recall, both jail administration and medical staff participate in the meeting with the purpose of the group being to review issues that are affecting jail medical and Mental Health services and to identify solutions to resolve these concerns.

The meeting content was very in-depth and quite informative concerning statistical information, discussions of jail and medical processes, discussion of inmates who present a challenge for medical/mental health to provide proper care, and other areas of concern.

I found the discussion related to reducing the 14-day sick call timeline very relevant to improving services within the jail. The proposed revision of the medical request slip and the medical intake questions will provide a more thorough review process for medical.

Respectfully,



Mark V. Mahurin

### Grievances January 1, 2016 through January 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	6	13.04%	3	3	3	0	0	0	0
Mental Health	3	6.52%	2	1	1	0	0	0	0
Medication	9	19.57%	4	3	3	1	1	0	0
Medical	28	60.87%	17	8	8	1	0	1	1
<b>Total</b>	<b>46</b>	<b>100.00%</b>	<b>26</b>	<b>15</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>

**Average Days for Response:** 4.2

#### Definitions & Information

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<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 3 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

Jan-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	Number of Days for Response	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No								
1/1/16	8973	4	Indicates Second Request. Surgery, Bone graft.	1											1	1/12/16	11	One request on file. Subject was referred to a specialist on 12/18/15 and was treated by the specialist on 12/30/15. Subject did not agree with recommended treatment and declined the procedure. Follow-up on 1/12/16.		
1/3/16	9003	2	Indicates multiple requests. Mental health meds.	1			1	1	1							1/8/2016	5	One request on file. Subject placed on list for M/H in December 2015, and was seen by the psychiatrist on 1/8/16. Ongoing treatment with M/H. Medications prescribed and continue. 1		
1/5/16	9009	3	Indicates multiple requests. Medication for headaches/ possible seizure.	1			1	1	1							1/8/16	3	One request on file. Seen by MD on 1-8-16. Meds prescribed. Seizures ruled out.		
1/6/16	9020	4	Indicates 15 plus requests. Blood in stool, Chest pain.	1			1	1	1							1/8/16	2	There are no medical requests on file. Treated by Medical and at the hospital on 1/3/16, and treated and medicated daily 1/3 through 1/6/16 for detox treatment. Sent to ER 1/8/16 for chest pain, and was treated for non specified heart burn at the hospital with medication ordered. Follow-up scheduled. Subject was booked on 1/3/16 and was released on 1/13/16.	1-Dental	6
1/6/16	9017	3	Pain meds & complaint about staff behavior.	1			1	1	1							1/7/16	1	Subject was seen multiple times to include 1/6, 1/7 and 1/14/16. Pain meds were ordered and are delivered on regular med pass. Staff behavior complaint is under administrative Investigation.	2-Mental Health	3
1/6/16	9013	4	Complaint about disciplinary diet/allergies.	1		1										1/17/16	11	Disciplinary diet meets Title 15 constraints. Allergy claim was reviewed by medical on 1/17/16.	3-Medication	9
1/7/16	9018	4	Shoulder Injury. Complaints about treatment prior to booking that subject believes to be the responsibility of SBPD.	1		1										1/11/16	4	Subject was seen by outside surgeon on a prior stay and was subsequently released before completing the treatment process. Told how to reinstate Previous treatments. Complaint is outside of SBCJ purview to resolve. Agency advised of complaint.	4-Medical	28
1/7/16	9022	4	Abnormal period. Does not agree with housing requirement to complete needed pad count.	1			1	1	1							1/20/16	13	Was seen 12/21 & 12/22/15 and refused to follow protocols. Treated again for same issues 1/20, 1/22 & 1/25/16. Lab results are within normal limits. Housing requirement is within the protocol and is necessary to ensure accuracy of pad count.		
1/7/16	9023	4	Indicates multiple requests. Light headedness.	1			1	1	1							1/18/16	11	Two kites on file for same issue. Seen by MD 12/22/15 and by RNP on 1/18 and 2/1/16. Directed as to the process should an emergency exist.		

Jan-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
1/9/16	9027	3	Does not believe current meds are working. Needs follow-up on	1			1				1					1/14/16	5	Seen by medical 1/14/16, meds reviewed. Test results pending.
1/10/16	9033	1	Dental request, complaint about timeliness of prior response.	1		1										1/12/16	2	This grievance was completed 11 days after the first request, which was completed during the New Years holiday. Original response indicated scheduled for appointment with dentist. Subject was treated by dentist 1/12/16 as previously scheduled. <sup>1</sup>
1/11/16	9040	4	Request for copies of all prior grievances. States treatment is inadequate.	1		1										1/15/16	4	Subject is seen weekly by the healthcare administrator. Subject has multiple health concerns and has been treated by specialists including Pulmonology, Audiology, Optometry and Ortho clinics. We also consult with Hematology and Oncology. All grievance responses are provided to the party.
1/12/16	9030	3	Not receiving medication	1		1										1/16/16	4	Charts indicate compliance on delivery of meds. Seen by MD on 1/16/16 with additional meds ordered.
1/12/16	9049	1	Tooth pain	1			1	1	1							1/16/16	4	Seen by RNP on 1/16/16. Pain meds provided. Scheduled for dentist. <sup>1</sup>
1/13/16	9051	4	Diet/No soy, Claim of staff interference	1		1										1/25/16	12	Subject has a current order for double meals & no soy beginning 11/22/15. On 12/1/15 subject was also given a No Peanut diet order. Kitchen has confirmed the orders. I was not able to identify any staff interference with the delivery of the prescribed meals.
1/13/16	9050	4	Indicates multiple requests. Rash, Nerve issue, Fungus	1			1	1	1							1/13/16	0	Two requests on file. Treated by MD on 12/30/15, 1/1/16, 1/9/16, 1/10/16 and 1/11/16 for multiple issues. Follow-up continues.
1/14/16	9056	4	Request for personal shoes, court order.	1		1										1/27/16	13	Subject was treated on 1/27/16 in response to the minute order requesting medical review for personal shoes. Did not have a medical need for own shoes in accordance with the prescribed policy.
1/14/16	9057	3	Allergic reaction to medication, Staff conduct complaint.	1			1	1	1							1/14/16	0	Subject had reaction after taking one dose of new med on 1/7/16 and was treated immediately by Medical with a shot of Benadryl. Meds were changed on 1/7/16 with no further issue. Staff complaint referred to Jail Administration for investigation.
1/15/16	9060	3	Hyper tension, high cholesterol	1									1			1/21/16	6	Subject was scheduled to be seen, but was released from custody on 1/21/16.
1/15/16	9064	3	indicates Pain meds stopped, while still in pain.	1		1										1/20/16	5	Seen by medical on 1/13/16 with meds being discontinued. Meds reinstated on 1/20/16, due to ongoing pain.



Jan-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
1/15/16	9062	4	Abscess, pain	1		1										1/19/16	4	Subject is seen regularly for dressing changes and has been prescribed antibiotics and pain medication. Treatment is ongoing and the abscess is regularly monitored with the most recent treatment occurring 1/19/16.
1/16/16	9067	4	food allergy	1		1										1/18/16	2	Meds prescribed on 1/18/16. Directed to advise medical if symptoms re-occur.
1/16/16	9070	4	Lice in Dorm- recommending different prevention processes.	1			1	1	1							1/16/16	0	The issue in the Dorm was addressed immediately upon discovery and delousing procedures continue in accordance with policy and health standards. Subject did not have Lice & was not treated for Lice.
1/18/16	9078	4	Earwax issues	1		1										1/20/16	2	Treated & earwax removed 1/20/16.
1/19/16	9082	4	Request for egg crate mattress, pain	1			1	1	1							1/25/16	6	Treated by medical 1/15, 1/18 & 1/25. Double mattress authorized, and pain meds continue as previously prescribed.
1/20/16	9085	1	Exposed root on tooth	1		1										1/27/16	7	Treated by dentist 1/27 & 2/2/16.1
1/20/16	9091	4	Treatment issues, staff conduct complaint.	1			1				1					1/25/16	5	Treatment issues have been ongoing since November of 2015, with last date of service being 1/21 & 1/22/16. Staff conduct issue referred to Jail Administration for investigation.
1/20/16	9090	4	Weight, extra meals, Court order	1		1										1/27/16	7	Seen by medical on 1/27/16 as requested by the minute orders received from the court. Height to weight proportion is within normal limits and extra meals are not medically necessary.
1/20/16	9087	4	Breathing treatment /Jail staff conduct complaint.	1		1										1/20/16	0	Transported to Hospital for treatment. Staff complaint has been addressed by Jail Admin.
1/22/16	9098	4	GI bleeding/ Medication	1			1	1	1							1/22/16	0	Treated 1/22 & 1/25/16. Sent to ER 2/2/16 for GI issues. Given medication and referred to GI specialist.
1/22/16	9106	3	Medication for acne	1		1										1/23/16	1	Medication prescribed on 1/15/16, and is being dispensed as of 1/23/16.
1/23/16	9103	4	general care requests & walker	1		1										1/24/16	1	Seen multiple times this incarceration, with treatment continuing, most recent 1/21/16. Subject was scheduled to be seen 1/24 and 1/25/16 but was at court. Seen on 2/2/16. Given instructions to notify if condition worsens.
1/24/16	9104	4	Cream for rash, glasses, Appointment w/ Psych.	1			1	1	1							1/26/16	2	Seen By MD multiple times, most resent 1/5/15, 1/26 & 2/15/16. Referred for psychiatrist appointment. 1 request for glasses outside of medical purview.
1/27/16	9119	1	Several requests for dental appointment.	1			1	1	1							2/2/16	6	One request on file. Treated by dentist on 2/2/16. Appointment scheduled prior to grievance.

Jan-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
1/27/16	9118	4	Hand infection and referral to dental	1		1										2/4/16	8	Hand issue treated on 2/4/16. Scheduled to see dentist . 1
1/27/16	9116	2	Requests to see mental health.	1		1										1/27/16	0	Seen by psychiatrist 1/27/16. Regular and routine follow-up is scheduled by M/H and will be ongoing.
1/27/16	9111	3	wants medications, providing a list of six.	1		1										1/27/16	0	Subject was treated by MD on 1/20/16 and on 1/27/16. Many of the meds requested are M/H meds, and subject has been scheduled to see the psychiatrist. 1
1/28/16	9123	4	Medical treatment for head pain, numbness on hands & feet.	1		1										1/29/16	1	Subject was seen on 1/8/16 and on 1/21/16. Lab results were received, and the necessary medications were prescribed on 1/29/16.
1/28/16	9193	4	Extra meals due to weight loss	1		1										2/2/2016	5	Subject was seen 1/27/16. Height to weight proportion is within normal limits and extra meals are not medically necessary.
1/29/16	9127	4	medical evaluation/ infection	1		1										1/29/2016	0	Seen by MD on 1/29/16. Issues treated and medications were provided.
1/30/16	9133	4	Could not determine the intent of the complaint	1		1										2/4/2016	5	While I was not able to determine the exact intent of the complaint, subject was treated by medical on 2/4/16, addressing the concerns presented during the visit.
1/30/16	9134	1	Indicates several requests for dental treatment with no response.	1		1										2/2/2016	3	Subject has been treated by dental on 12/8/15, 12/30/15 and is scheduled to be seen again. 1 Treatments will continue as condition indicates.
1/31/16	9140	2	Mental health meds	1		1										1/31/2016	0	Treated by M/H on 1/31/16, 2/6/16 and 2/7/16. Medications are prescribed.
1/31/16	9156	1	wants to see dentist	1			1	1	1							2/3/2016	3	Subject was seen by the MD on 2/3/16. Medications were prescribed and subject is scheduled to see the dentist. 1
1/31/16	9143	4	Hand infection, referral to dental	1									1			2/4/2016	4	Duplicate to 9118 filed on 1/27/16. Hand issue treated on 2/4/16. Scheduled to see dentist. 1
1/31/16	9142	4	request to be seen by neurologist	1		1										2/4/2016	4	Subject directed to fill out a medical request to initiate referral process. Subject was treated on 2/4/16 and 2/17/16, but refused to give urine for diagnostic testing on 2/21/16 and 2/29/16.
				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	
Yes	No	Yes	No	Yes	No	Yes	No		Yes	No	Yes	No						
46	0	26	17	15		15	0	2	0	1		1		1			4.2	

1. Mental Health and Dental appointments are triaged and scheduled by acuteness of medical need and then by order of request. Dates are not available until after the appointment has occurred.

# Exhibit C

Santa Barbara County Sheriff's Office

Grievance Review  
February 2016

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

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental:**

I reviewed two (2) grievance related to dental treatment for February. These addressed requests for dental service due to tooth pain. One (1) grievance required additional information to determine a resolution, as it lacked detail on when the subject received treatment by medical. The second grievance was an appeal to a prior grievance. In the end, I have determined that each grievance was resolved.

**Mental Health:**

I reviewed five (5) mental health grievances, each indicating requests for treatment by the Psychiatrist or other Mental Health services. Each of these complaints was resolved by scheduling the appointments needed, and by prescribing the necessary medications. Of the five (5) grievances submitted, three (3) of the responses immediately resolved the issue, while two (2) required additional information to determine a resolution. Ultimately, I determined that each grievance reached a proper resolution.

**Medications:**

I reviewed eight (8) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. Of the eight (8), four (4) were resolved by the physician or psychiatrist either ordered or adjusted medications as appropriate. Three (3) required additional information to determine a resolution, and one (1) was addressed under appeal. Ultimately, I determined that each grievance reached a proper resolution.

One individual indicated that they are not receiving their prescribed medications, and lodged a complaint about staff behavior. Records indicate delivery of the medications as prescribed. The staff complaint was addressed by administration.

**Medical:**

I reviewed twenty-five (25) general medical grievances for this period. Thirteen (13) of these grievances were addressed by sick call, MD and follow-up appointments or other similar actions. Five (5) grievance were resolved on appeal, and Five (5) grievances required additional information to determine a resolution. One grievance was a duplicate filing, and one grievance has been referred to administration for an investigation to determine a resolution.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health is 4.0 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response requirement.

I had significant problems with determining a conclusion with many of the grievances this month. Over 27% of the grievances needed additional clarification and more detail in order to reach a

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

proper conclusion. Medical has indicated that they are limited as to how much detail they can provide due to HIPAA restrictions. We must explore practical ways to fix this issue, as more detail will help clarify the resolution for both the grieving party and for those who must later assess the grievance resolution. This month had a 6% reduction from the 33% from last month that needed additional information, but a more significant solution for obtaining the information is still necessary.

I attended the Medical, Mental Health, and Corrections Committee on February 18, 2016. The meeting content continues to be very in-depth and quite informative concerning statistical information, discussions of jail and medical processes, discussion of inmates who present a challenge for medical/mental health to provide proper care, and other areas of concern.

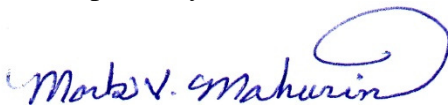
As with the previous month, the ongoing discussions related to reducing the 14-day sick call timeline and the proposed revisions of the medical request slip remain of interest and continue to be relevant to improving services within the jail.

I met with Rory Moore and Suzanne Riordan from The Families Act group on February 18, 2016 to begin the development of the Grievance Input Committee. The meeting was very productive and provided me with an overview of what Families Act would like to see.

I reached out to Ann Eldridge, Mental Health Commission, Lynn Gibbs, National Alliance on Mental Illness, and Esther Lim, ACLU to determine interest with participating with the committee. Each was very interested in participation.

We have scheduled our first meeting for March 9, 2016. I will be including the agenda and meeting notes with this report beginning with the March review and ongoing each month as we move forward.

Respectfully,

  
Mark V. Mahurin

### Grievances February 1, 2016 through February 29, 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	2	5.00%	0	1	1	1	0	0	0
Mental Health	5	12.50%	3	2	2	0	0	0	0
Medication	8	20.00%	4	3	3	1	0	0	0
Medical	25	62.50%	13	5	4	5	1	1	0
<b>Total</b>	<b>40</b>	<b>100.00%</b>	<b>20</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>0</b>

**Average Days for Response: 4.0**

#### Definitions & Information

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
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<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 3 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.

Feb-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	Number of Days for Response	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No								
2/1/16	9147	3	Indicates heart condition & no meds being provided.	1			1	1	1							2/1/2016	0	Subject treated by doctor on 1/5/16 and 1/19/16. BP medications not indicated, but charts indicate compliance on delivery of other meds beginning 1/5/16. Subject released 2/4/16.		
2/2/16	9158	3	Meds not working. Thinks they need to be given at different time.	1		1										2/2/16	0	Records from CVS were obtained and meds are prescribed accordingly. Charts indicate compliance on delivery of meds. Subject was treated by psychiatrist on 1/28/16.		
2/2/16	9162	4	Unspecified medical concern. Indicates 2 requests.	1			1	1	1							2/9/16	7	Subject received treatment on 1/29/16 and on 2/9/16. 2 medical requests on file.	<b>1-Dental</b>	2
2/4/16	9167	4	Request for walker.	1			1				1					2/4/16	0	Walker provided upon booking. Subject on medication since 1/19/16. Charts indicate compliance on delivery of meds.	<b>2-Mental Health</b>	5
2/5/16	9116	4	5 requests/ Rt eye issue	1			1	1	1							2/11/16	6	2 request on file. Scheduled to see doctor on 2/11/16.	<b>3-Medication</b>	8
2/7/16	9182	3	States not getting meds as prescribed by hospital.	1			1	1	1							2/8/16	1	Subject was treated by MD 1/29/16, 2/8/16 and 2/9/16. Charts indicate compliance on delivery of meds as prescribed.	<b>4-Medical</b>	25
2/7/16	9184	4	Treatment for rash.	1			1	1	1							2/15/16	8	Treated by MD 2/15/16 with meds being ordered.		
2/8/16	9189	4	Complaint about staff & lack of treatment.	1		1										2/10/16	2	Subject was treated by RNP 2/6/16. Staff complaint has been addressed by administration.		
2/8/16	9190	4	Indicates 2 requests. Foot Issue w/shoes requested.	1		1										2/16/16	8	Treated by MD on 2/16/16. Own shoes determined not medically necessary.		
2/10/16	9196	4	Weight loss.	1			1				1					2/19/16	9	Treated by RPN on 2/19/16. BMI is within normal range. Also treated again on 2/25/16.		
2/10/16	9197	1	Requesting Dental treatment.	1			1				1					2/16/16	6	Subject was prescribed pain meds on 1/26/16 and is scheduled to see the Dentist on 2/16/16.		
2/11/16	9202	4	Wants birth control removed and indicates that blood draw was not completed.	1			1				1					2/18/16	7	Lab and pad count was ordered on 2/18/16. Awaiting housing in accordance with the protocol to ensure accuracy of pad count.		
2/10/16	9203	3	M/H Medication.	1			1	1	1							2/18/16	8	Subject was treated by the psychiatrist on 12/9/15 with meds ordered. Charts indicate compliance on delivery of meds as prescribed. Subject is scheduled for follow-up		
2/11/16	9205	4	Indicates digestive condition and requests a diet change.	1			1				1					2/17/16	6	Treated by RN, with no indication of digestive condition. Should condition re-occur follow-up and appropriate tests will be scheduled.		
2/13/16	9211	2	Takes antidepressant and needs clearance from M/H.	1		1										2/14/16	1	Medications verified and have been started. Treated by M/H on 2/14/16.		
2/15/16	9215	4	Multiple requests for treatment. States sick for a week.	1			1	1	1							2/16/16	1	2 requests on file. Subject was treated by RNP on 2/16/16.		

Feb-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
2/15/16	9216	4	Cannot Walk. Requesting a motorized chair.	1									1			2/18/16	3	Subject was provided with a walker upon housing and is scheduled to be seen by RPN 2/18/16, but was released from custody 2/16/16. Motorized chairs are not used within the facility.
2/15/16	9217	4	PTSD treatment	1		1										2/15/16	0	Subject has been treated 1/12/16 & 2/9/16 and has been scheduled for the 90 day chronic care clinic.
2/13/16	9218	1	Requesting Dental care	1			1	1	1							2/18/16	5	Subject was seen by RN on 2/3/16 and is scheduled to see the Dentist on 2/24/16.
2/16/16	9223	2	Requesting Mental Health Meds.	1		1										2/16/16	0	Treated by M/H. Medications ordered as indicated.
2/16/16	9225	4	Bruising, ankle issue and M/H care.	1			1				1					2/17/16	1	Subject was treated by RNP on 1/15/16 and was referred to the psychiatrist. Treated by the psychiatrist on 1/21/16 with medications being started. Subject was treated by the MD on 2/17/16.
2/16/16	9227	4	Medical clearance for housing to MSF.	1		1										2/18/16	2	Chart is under review for appropriate clearance.
2/16/16	9228	4	Severe Pain in Rt. Side	1		1										2/17/16	1	Subject was treated by RNP and MD on 2/17/18. X-rays were taken on 2/18/16 and an Ultra Sound is scheduled.
2/17/16	9237	3	Medications not being given and are being held in property.	1			1				1					2/18/16	1	Subject was treated by MD on 2/16/16 with pain medications being ordered. Medical staff is not authorized to dispense medications placed in personal property.
2/18/16	9239	4	Abnormal period. Does not agree with housing requirement to complete needed pad count. Subject indicates a need for an unnamed procedure, and does not feel the established protocols are necessary.	1			1							1		2/18/16	0	Duplicate to 9202. Subject was treated for the same issues 12/21 & 12/22/15, 1/20/16, 1/22/16 and 1/15/16 and continues to refuse the established protocols. Labs were within normal limits. On 2/18/16 labs and pad count have been reordered. Subject does not agree with the housing protocols. The housing requirement is within the standard and is necessary to ensure accuracy of pad count.
2/19/16	9242	4	Multiple requests. Rash on upper body.	1		1										2/23/16	4	Subject treated by MD on 2/23/16 and 2/14/16. Medication were ordered and records indicate delivery compliance.
2/19/16	9243	2	Hearing voices and wants M/H meds	1			1	1	1							2/19/16	0	Subject is being treated daily by both medical and mental health, and was treated by the psychiatrist on 2/13/16. Meds ordered on 1/7/16 with charts indicate compliance on delivery as prescribed.



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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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
2/19/16	9245	3	Claims nurse is switching meds. and not giving the correct meds.	1		1										2/19/16	0	Chart records indicate compliance on delivery of Norco as ordered. A physical pill count matches the chart and indicates compliance.
2/20/16	9247	4	Indicates health care not meeting title 15. does not state specific issues	1		1										2/25/16	5	Subject was treated by RNP on 2/16 and 2/17/16. Medications were ordered with delivery beginning 2/25/16.
2/21/16	9252	4	Several medical issues including stomach, gall stones.	1		1										2/26/16	5	Subject was treated multiple times by MD and was sent to Cottage hospital for a scheduled surgery to remove the gallbladder.
2/21/16	9256	2	Needs mental health treatment. States 8 + requests.	1			1	1	1							2/25/16	4	4 requests on file. Subject was scheduled for the psychiatrist after the first request and was treated by the psychiatrist on 2/25/16.
2/21/16	9257	4	Anti fungal Cream	1		1										3/4/16	12	Directed to submit a request slip to be evaluated for anti fungal. As of 1/19/16 appointment no medical treatment for anti fungal had been requested. Grievance is not the proper method for initial request for service.
2/23/16	9260	2	Subject indicates mental health issues, and wants out of jail due to floor sleepers	1		1										2/25/16	2	subject was treated by Mental Health on 2/16 and 2/17/16, but declined to be evaluated by the psychiatrist. Subject was treated by the MD on 2/25/16 and medications were ordered.
2/23/16	9266	3	Meds missed on AM med pass./ Staff complaint	1		1										3/7/16	13	Meds resumed on next pass. Administration addressed staff issue.
2/24/16	9270	4	chronic burn on face	1		1										2/29/16	5	Treated by medical on 2/29/16. Medications were ordered and are being given. Follow-up is Scheduled for 3/1/16.
2/25/16	9279	4	Requesting follow-up on kidney issues	1		1										3/4/16	8	Subject was treated by RNP 1/12/16 with subject indicating no current kidney issues. Records form doctor ordered and received on 1/27/16. subject is scheduled for MD appointment on 3/8/16.
2/27/16	9282	4	Bowel issues	1		1										3/1/16	3	Subject was treated by jail medical and sent to the hospital on 3/1/16. Medications have been adjusted as direct by hospital.
2/27/16	9284	4	Indicates treatment was not correct.	1				1	1							3/3/16	5	Subject indicated that treatment for the condition was not correct. Subject was treated by medical 6 times between 12/24/15 and 2/27/16 for a skin condition. On 3/3/16 subject was transported and treated at ER. Administrative investigation is in process to review treatment protocol.

Feb-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
2/25/16	9288	4	Rash. Multiple Requests	1		1										3/8/16	12	Subject was treated & prescribed medications on 3/8/16. 2 requests on file, one submitted 2/28/16 and the other on 2/19/16.
2/29/16	9292	3	Recovery Medications.	1		1										2/29/2016	0	Subject returned from surgery on 2/28/16, and was already medicated. Charts indicate medications given beginning 2/29/16.
				Service In Place		Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused	Date of Response	Average Days for Response	
				Yes	No	Yes	No		Yes	No	Yes	No						
				40	0	20	18	11	10	1	7	0	1	1	0		4.0	

1. Mental Health and Dental appointments are triaged and scheduled by acuteness of medical need and then by order of request. Dates are not available until after the appointment has occurred.

# Exhibit D

Santa Barbara County Sheriff's Office

Grievance Review  
March 2016

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

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: One (1) Grievance**

I reviewed one (1) grievance related to dental treatment for March. This grievance addressed a request for dental service due to tooth pain. Treatment for this occurred within the jail by the jail Dentist. This response immediately resolved the stated issue.

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

Two (2) mental health grievances were reviewed, indicating requests for services or treatment review. Each of these complaints was resolved by scheduling the appointments needed, and by prescribing the necessary medications. Of the two (2) grievances, both were immediately resolved.

**Medications: Eight (8) Grievances**

I reviewed eight (8) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In each case, the physician evaluated the party and either ordered or adjusted medications as appropriate. One individual indicated that they are not receiving their prescribed medications over a period of five (5) weeks. However, records indicated that only one request was on file, and that the requested medications were provided within two (2) days of the request.

Of the eight (8) grievances submitted, seven (7) of the responses immediately resolved the issue, while only one (1) required additional information to determine a resolution. Ultimately, I determined that all eight (8) of the grievances were resolved.

**Medical: Thirty-four (34) Grievances**

I reviewed thirty-four (34) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed Thirty-one (31) of these grievances. Three (3) grievance were resolved on appeal. Of the thirty-four (34) grievances submitted, none required additional information to determine a resolution. Two (2) grievances included a complaint about staff behavior. Each of the staff complaints was investigated and was resolved by either Corizon or jail administration.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health is 4.3 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response requirement.

We held our first meeting of the Grievance Input Committee on March 9, 2016. I am attaching our meeting agenda and notes with this report for review.

To address the on-going problems with determining a conclusion with many of the grievances over the past two months, I meet with jail medical on average two (2) times per week to help

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

refine the responses provided for each grievance. As mentioned in prior reports, about 33% of the grievances need additional clarification and more detail in order to reach a proper conclusion.

The Grievance Input Committee has come up with a recommendation that may help resolve the HIPAA concerns addressed by jail medical. This recommendation is currently going through the review and approval process and will be included as part of next month's report.

I attended the Medical, Mental Health, and Corrections Committee on March 23, 2016. The meeting content continues to be very in-depth and quite informative concerning statistical information, discussions of jail and medical processes, discussion of inmates who present a challenge for medical/mental health to provide proper care, and other areas of concern.

I found the discussion related to the revision of the jail medical request form to be very relevant and timely to similar discussions occurring with the Grievance Input Committee. The Committee has input that is relevant to the revision process and I will be submitting a proposal within the next few weeks to include the Committee's suggestions in this revision process. This recommendation will also be included as part of next month's report.

Respectfully,



Mark V. Mahurin

**Grievances March 1, 2016 through March 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	2.22%	1	0	0	0	0	0	0
Mental Health	2	4.44%	2	0	0	0	0	0	0
Medication	8	17.78%	7	1	1	0	0	0	0
Medical	34	75.56%	31	0	0	3	0	0	0
<b>Total</b>	<b>45</b>	<b>100.00%</b>	<b>41</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Average Days for Response: 4.3**

**Definitions & Information**

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<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 3 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.

Mar-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	Number of Days for Response	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No								
3/1/16	9294	3	Medications due at bedtime.	1		1										3/4/16	3	Medication was discontinued 2/26/16 as prescribed. Subject directed to submit a medical request for reevaluation if the condition has changed.		
3/3/16	9301	4	Bronchitis, Asthma	1		1										3/3/2016	0	Subject was offered a breathing treatment on 3/3/16, but declined. Medications were ordered 3/4/16 and subject is treated by medical daily to monitor vital signs.		
3/4/16	9304	2	Mental Health review and meds from property.	1		1										3/4/16	0	Subject was treated by Psychiatrist on 1/29/16 and 2/25/26. Subject is scheduled for follow-up with mental Health. Medical staff is not authorized to dispense medications placed in personal property.		
3/4/16	9307	4	Foot brace & request for orthopedic Doctor.	1		1										3/8/16	4	Own shoes approved 3/8/16. Subject is being referred to an orthopedic specialist.		
3/5/16	9313	4	Back pain due to stroke. Multiple requests in past week.	1		1										3/7/16	2	Subject was treated by RNP on 3/7/16 as previously scheduled. There are multiple requests on file, but only one (1) for this same issue.	<b>1-Dental</b>	1
3/8/16	9321	4	States lack of response. Sickel Cell Anemia issues	1			1				1					3/9/2016	1	Chart indicate no prior requests from staff for aid or assistance. Subject was transported to ER on 2/20/16 and remained until 2/24/16. Treated by RPN on 2/29/16 and by MD on 3/17/16. Subject referred to an outside specialist-Hematologist and blood tests are scheduled.	<b>2-Mental Health</b>	2
3/8/16	9323	4	Allergies to beans. Lentils, and legumes.	1		1										3/17/2016	9	Charts for all prior stays do not indicate allergies as indicated, only "shellfish and Codeine. Subject was not able to provide information for any medical provider who diagnosed the specified allergies and no symptoms have been observed by medical staff. Medical will reassess should symptoms occur.	<b>3-Medication</b>	8
3/9/16	9324	2	10 + requests for Mental Health treatment & meds.	1		1										3/10/2016	1	5 requests on file, 3 for mental health and 2 for sick call. Metal Health meds were bridged on 3/10/16.	<b>4-Medical</b>	34
3/9/16	9325	4	multiple requests. Flu symptoms.	1		1										3/24/2016	15	2 requests on file, 1 on 3/5/16 and the second on 3/7/16. Subject was treated on 3/1/16 and again on 3/7/16. Subject directed to submit a request if symptoms continue.		

Mar-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
3/9/16	9330	4	Pain, left eye, side and ribs.	1		1										3/10/2016	1	Subject was medically cleared by Marian medical prior to booking on 2/10/16. Subject was given pain medications on 2/12, 2/23, and was provided Tylenol to take as needed on 3/14/16. Left Rib X-rays were taken on 3/10/16, and had normal results. Blood test completed 3/14/16-results came back normal.
3/9/16	9331	4	Tumor on face, claim of staff misconduct, and multiple requests.	1		1										3/9/16	0	Subject has already been scheduled for treatment by an outside specialist. Specific dates for transport are not provided prior to the scheduled date. Subject has two (2) requests on file for this issue.
3/10/16	9336	4	Needs double mattress, pain meds, and eye drops. Claims has not been treated.	1		1										3/24/16	14	Subject was treated by RNP on 3/24/16 and by the Psychiatrist on 3/25/16. Medications have been prescribed. Double mattress is not medically necessary. Eye drops provided and are carried by the person to be used as prescribed.
3/11/16	9341	1	Dental, Pain and multiple requests	1		1										3/15/16	4	Subject has three (3) requests on file for this issue. Subject was treated by RPN on 3/15/16 with pain meds and antibiotics being ordered. Scheduled for dentist the week of 3/28/16.
3/11/16	9407	4	Request for own shoes due to pain resulting from multiple surgeries.	1			1				1					3/23/16	12	subject was treated on 3/10/16, but assessment was not completed due to uncooperative and argumentative behavior. Subject treated by RNP on 3/23/16, and it was determined that own shoes are not medically necessary.
3/12/16	9346	4	Diabetic issues and blood tests.	1			1				1					3/16/16	4	This is an appeal to grievance 9282 because subject feels response was vague. Subject was treated by MD on 3/4/16, was sent to the E.R on 3/11/16 for treatment and was treated again by the MD on 3/16/16. Blood tests have been scheduled.
3/12/16	9348	3	Needs pain meds for broken rib.	1		1										3/14/16	2	Subject was cleared at Marian ER prior to booking on 3/12/16. Treated by RPN on 3/14/16, with lower bunk, pain meds and accucheck being ordered.
3/13/16	9350	3	subject states a need for many meds and has not received any for five (5) weeks.	1			1	1	1							3/15/16	2	First request was on 3/10. Subject received M/H meds on 3/12/16 and medications for medical needs on 3/15/16. No indication of a five (5) week delay.



Mar-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
3/12/16	9353	4	Subject indicates an ear issue. Also discusses withdrawal issues for another.	1		1										3/18/16	6	Subject was evaluated for withdrawal on 2/19/16. Subject received treatment and medication for his ear issue on 3/18/16. Medical staff cannot discuss another persons medical issues.
3/13/16	9356	4	Severe pain, Cyst and kidney issues.	1		1										3/16/16	3	Subject was treated by RNP on 3/11/16, given medication, with blood test being ordered. Subject was treated by MD on 3/16/16 with additional test being ordered.
3/14/16	9364	4	Skin issue, thought to be cancer.	1		1										3/23/16	9	Subject was treated by RNP on 3/11/16 and was provided with a 3 to 4 day supply of medication, Was given direction to submit for follow-up if condition was not resolved. Subject has been scheduled for follow-up.
3/9/16	9365	4	Rash	1		1										3/10/16	1	Subject was scheduled for treatment on 3/10/16, but was at court when service was attempted. Subject was rescheduled, and later on the same date of 3/10/16 was treated by the RNP. Medications were ordered.
3/14/16	9368	3	Multiple requests for medications.	1		1										3/15/16	1	Several requests submitted while medical was awaiting response from pharmacy. Pharmacy reports they have no valid prescriptions on file and indicated that last prescription was picked up on September of 2015. subject treated by RNP on 3/15/16, with medications ordered.
3/12/16	9374	4	Subject needs reading glasses.	1		1										3/23/16	11	Subject was seen by optometrist and glasses were provided on 3/23/16.
3/17/16	9379	3	States need for medication, and indicates not receiving them.	1		1										3/18/16	1	Subject was treated by MD on 3/15/16 with medications ordered. Charts indicate delivery as prescribed beginning on 3/15/16. Treated by RNP on 3/18/16 and provided topical solutions.
3/17/16	9380	4	Shoes and hernia.	1		1										3/17/16	0	Subject treated by RNP 3/14/16 and by MD 3/17/16. Hernia belt provided. Shoed not medically indicated.
3/18/16	9384	4	Skin cream, medical records	1		1										3/23/16	5	cream from hospital remained in your possession. Subjects records have been release, however Jail policy require that copies of the records be placed in the subjects property. Subject has been scheduled to see a specialist as of 3/17/16.
3/19/16	9391	4	Double portion meals	1		1										3/23/16	4	Treated by RNP on 3/23/16. BMI normal, double meals not indicated.

Mar-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
3/19/16	9392	4	Various illness issues. Lack of response/ staff complaint.	1		1										3/24/16	5	Treated by RNP on 3/24/16 and by MD on 3/25/16. Meds prescribed. Staff Complaints have been addressed with Staff.
3/20/16	9395	4	Multiple requests submitted for pain.	1		1										3/23/16	3	1 request on file. Subject treated and prescribed pain meds on 3/18/16. Subject was treated again on 3/23/16.
3/23/16	9406	4	Allergic reaction, or possible cancer.	1		1										3/30/16	7	subject was treated 3/11/16, with no mention of allergy or cancer. On 3/30/16 subject was seen for the reaction, with negative findings. A visual inspection indicated as unremarkable.
3/22/16	9416	4	Multiple requests for unspecified treatment	1		1										3/23/16	1	Between 3/21 & 3/25/16 subject submitted 7 requests. Subject was treated on 3/23/16. On 3/29/16 subject was treated for dental issues and has been scheduled for follow-up by dentist.
3/24/16	9414	4	States need for medical treatment fro heroin withdrawal.	1		1										4/4/16	11	Patients withdrawal scale does not indicate medical treatment at this time.
3/19/16	9417	4	STD tests	1		1										3/31/16	12	Subject was treated by RNP on 3/14/16 with no signs or symptoms of STD. Subject was directed to submit a request should any symptoms occur.
3/24/16	9415	4	Asthma issues.	1		1										3/24/16	0	Subject was treated by RNP for breathing treatments on 3/21/16 and again on 3/24/15. subject on medication and charts indicate compliance.
3/25/16	9420	4	Bone Spurs on feet. Request for soft shoes.	1		1										3/31/16	6	subject was treated by MD on 3/31/16. Soft shoes ordered.
3/25/16	9421	4	Wrist braces provided by medical are too small	1		1										4/4/16	10	Subject was treated by MD on 3/23/16 and proved universal one size fits all wrist splints and medications for the condition. Follow-up appointment is scheduled.
3/26/16	9425	4	Pregnancy & constipation- indicates no medical care.	1		1										4/4/16	9	Subject received treatment for her pregnancy & constipation on 3/15, 3/16, 3/18, 3/23, and 4/4/16.
3/26/16	9426	4	Wants to know if she is pregnant.	1		1										3/29/16	3	Hospital records from 3/29/16 indicate positive for pregnancy.
3/27/16	9431	4	Hernia & tail bone issues	1		1										3/29/16	2	Subject received treatment on 3/29/16. X-rays have been ordered and follow-up appointments have been scheduled.
3/27/16	9432	3	Restless Leg Syndrome. Medication being given too early.	1		1										3/28/16	1	Medication delivery time adjusted to 8:00 PM as per request.

Mar-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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
3/28/16	9436	4	Needs glasses.	1		1										3/30/16	2	Subject was seen by optometrist and glasses will be brought in on his next visit to the jail. The optometrist come into the jail monthly.
3/28/16	9435	4	Hand injury, surgeon.	1		1										3/29/16	1	Subject was transported to ER on 3/17/16 for treatment of a hand injury. X-rays were negative for a fracture or dislocation. A referral to an orthopedic surgeon was not indicated.
3/30/16	9442	3	Medication and staff complaint.	1		1										3/30/16	0	Subject was treated by MD on 3/29/16 and medications were ordered. Records indicate compliance for receiving meds from 3/29/16 to current. Staff complaint is being addressed by Corizon Admin.
3/30/16	9443	4	Hurt hip & pain.	1		1										3/30/16	0	Subject was treated by RNP on t3/25/16, the date of injury and was treated by MD on 3/29/16, with pain meds being ordered. Charts indicate medication delivery is in compliance beginning 3/30/16.
3/31/16	9446	3	States medication was stopped.	1		1										4/4/16	4	Original prescription began on 3/9/16. Medication was reviewed and reordered on 4/4/16.
				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	
				Yes	No	Yes	No		Yes	No	Yes	No						
				45	0	41	4	1	1	0	3	0	0	0	0			4.3

1. Mental Health and Dental appointments are triaged and scheduled by acuteness of medical need and then by order of request. Dates are not available until after the appointment has occurred.

# Exhibit E

Santa Barbara County Sheriff's Office

Community Corrections Input Committee

Agenda & Notes

March 2016

## **Sheriff's Community Corrections Input Group**

**March 9, 2016**

**1:00- 2:30 P.M.**

### **Participants:**

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act Board Chair

Suzanne Riordan, Families Act, Alternate

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission

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

Esther Lim, Jails Project Director, ACLU

### **I. Introductions**

- A. Everyone participated with introductions and brief discussion concerning their involvement with the group.

### **II. Overview of the Input Group**

- A. Discussion concerning the concept of the group.

1. Our intent is to provide unrestricted access to information concerning medical, dental, and mental health grievances to promote an open engagement in addressing identified issues and to promote process improvement.
  - a) To facilitate this open exchange of information it is critical that we maintain a level of confidentiality with regard to the data until the information is presented to the Board of Supervisors (BOS) and becomes publicly accessible information.
  - b) The purpose of this process is to allow the Sheriff the opportunity to address and resolve potential issues. Misuse of the information will impede the process and limit the opportunity of the group to provide input into potential resolutions and to provide a significant positive impact on the process.
  - c) Quarterly reports will be submitted to the BOS and will include statistic, responses, and other relevant data.
  - d) Lt. Mahurin will create email group to promote the exchange of information between the group members.

- B. We had a discussion concerning the development of a mission statement and identification of key objectives.

1. This item has been tabled until our next meeting to allow the group time to consider the process and think about the development of objectives, etc.

### **III. Membership / Participation**

- A. Discussion/identification of other groups who may have an interest in participation and who may bring benefit to the process.

1. We had a brief discussion- Suzanne Riordan indicated that other groups or individuals might have an interest in the process. It was decided that we would move forward with the current

participants, and will consider additional participants should the need arise. Several members voiced concern that having intermittent participation would be counterproductive to the process, as these participants would need made current with the processes in order for their participation to be effective. This would potentially cause delays.

#### IV. Other Discussions

A. The group requested a more detailed discussion concerning the grievance process.

1. I provided everyone with a grievance form and provided a detailed explanation of the entire process.
  - a) We discussed the submittal process, response timelines, and the appeal process.
    - i. Complaints not related to medical/dental/mental health are referred to the appropriate location. This would include staff complaints, etc.
  - b) Review of the Form
    - i. Esther Lim recommended adding the timeframe for Staff response to the form.
    - ii. We had a lengthy discussion of adding a ‘release of information’ signature box or check box to the form. This would allow for greater detail in the responses to specific complaints. Under the current practice, insufficient information is provided to address specific concerns, with the responses being limited by HIPPA limitations.
2. Esther Lim presented an overview of the ACLU process.
  - a) We discussed a concern about people who may be afraid to make a written request due to fear of retaliation, or the potential of being labeled an informant. We talked about various options to address this issue, including use of the Legal Mail process, and/or the use of an internal inmate phone mailbox.
    - i. Esther Lim indicated that there is a potential for a local PO Box to handle legal mail requests.
    - ii. Esther Lim discussed the phone mailbox concept. She said that this process is in use in Los Angeles County and has good success. She said that there is now a process with Santa Barbara for providing a summary of complaints to command staff. This same process can be used for complaints or requests received through a mailbox system. Esther will provide further detail concerning this concept.
3. We had a discussion of deficiencies within the system that may be identified. These included limited access to dental and mental health services.
  - a) I indicated that the Sheriff is completing a Request for Proposals (RFP) for a Jail Health Provider, and that recommendations concerning level of service issues may be best addressed as part of this process.
4. We discussed the process of how a family member can request a referral on behalf of the inmate.

- a) My recommendation is that family members make requests to either the Shift Commander or a Lieutenant, as line staff and civilian staff are generally not in the position to help resolve these types of requests.
  - i. Citizen complaints are generally handled through a formal process independent of this review, but general requests for services can be made through jail administration.
- 5. We had a brief discussion concerning how inmates are provided with information, rules, and procedures. I discussed the fact that our current rule pamphlet and information processes are currently under revision and that there is a committee who is completing this process.
  - a) The members are interested in seeing our current pamphlet. I will provide this for information purposes, but cautioned that we do not want to become bogged down in a process that is being addressed by another committee.
    - i. Rory Moore indicated that the group should review the final draft of the booklet, as there may be useful recommendations that affect the medical processes.

## V. Review of January Report

### A. Review of results.

- 1. Members received the January report and will be reviewing this information between now and the next meeting.

## VI. Wrap Up

### A. Action Items:

- 1. Rory Moore will provide detail regarding the Affordable Care Act mandate for electronic record keeping.
- 2. Esther Lim and Rory Moore will be considering potential wording for a “Release of Information” signature box.
- 3. Esther Lim will provide detail concerning how LA handles the mailbox system and will update on the potential for a PO Box.
- 4. Mark Mahurin to provide current rule pamphlet for review.
- 5. Mark Mahurin will schedule the Classification Sergeant to provide a brief overview of jail housing and address questions presented by the group.

## VII. Next Meeting

### A. Meeting format; Value of Call in number, etc.

- 1. It was determined that a call in number would be useful when a member cannot attend in person.
  - a) The call-in number is 805-681-5400, with the meeting access code being: 742469. This access code will remain valid for all future meetings.
- 2. Discussion of potential days / dates.

- a) We have selected the first Thursday of each month for the meeting.
  - i. I have scheduled this as a reoccurring meeting to be held at the Jail Administration Conference Room beginning April 7, 2016 from 1:00 to 3:00 PM.

Address:

Main Jail Facility

4436 Calle Real,

Santa Barbara, CA 93110