

# Attachment D

Santa Barbara Sheriff's Office  
Grievance Review  
Annual Report 2020

To: Anthony Espinoza, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Seven (7) Grievances (2.66%)**

There were seven (7) grievances related to dental treatment for 2020. All of these involved pain due to dental issues. Each was treated with antibiotics and pain medication, and then by the dentist. Zero (0) grievances required follow-up to determine a resolution. Zero (0) grievances were a duplicate to a previously filed grievance, zero (0) grievances were resolved on appeal and zero (0) grievances required follow-up to determine a resolution.

Comparing the seven (7) grievances filed for 2020 to the prior four year's average of twenty-one (21), this is a reduction of 66.6% in the number of dental grievances filed.

**Mental Health: Twenty-one (21) Grievances (7.98%)**

During this period, there were twenty-one (21) mental health or mental health medication grievances for review. The majority of the grievances were requests for mental health medications or adjustment of existing medication. Each received treatment with the Psychiatrist to address the specific medication issue. One (1) of these grievances was a duplicate to previously filed grievance. Zero (0) grievances were resolved on appeal and zero (0) grievances required follow-up to determine a resolution.

Comparing the twenty-one (21) grievances filed for 2020 to the prior four year's average of thirty-three (33), this is a decrease of 36.3% in the number of mental health grievances filed.

**Medications: Sixty-seven (67) Grievance (25.48%)**

I reviewed sixty-seven (67) grievances related to medications other than mental health medications during 2020. Treatment and medication adjustments resolved the majority. Two (2) people refused the recommended medications because they did not get the drugs they were requesting. Five (5) grievances were duplicates to a previously filed grievance. One (1) grievance were resolved on appeal and zero (0) required follow-up to determine an appropriate outcome.

Comparing the sixty-seven (67) grievances filed for 2020 to the prior four year's average of one hundred and nine (109), this is a decrease of 38.5% in the number of medication grievances filed.

**Medical: One hundred sixty (160) Grievances (60.84%)**

I reviewed one hundred sixty (160) general medical grievances for 2020. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Sixteen (16) of these were duplicates to a previously filed grievance. Five (5) were resolved on appeal and zero (0) grievances required follow-up to determine a resolution.

Comparing the one hundred sixty (160) grievances filed for 2020 to the prior four year's average of two hundred fifty-nine (259), this is a decrease of 38.2% in the number of medical grievances filed.

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**HIPAA Not Signed: Eight (8) Grievances (3.04%)**

I reviewed eight (8) grievances where the HIPAA release was not signed by the patient. Four (4) of these were medical related and four (4) were medication related. Five (5) Of these remained unsigned after a follow-up request and for the remaining three (3) I was not able to determine if a follow-up request was made. All of these were medical related grievance wanting an x-ray for a possible broken wrist.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period was 4.2 days. No grievances exceeded the fifteen (15) day response requirement. This is a decrease of 8.7% compared to the prior four year average of 4.6 days.

Of note, the number of grievances that required follow-up in order to resolve a complaint reduced by 100%, comparing the 2020 number of zero (0) to the prior four year's average of twenty (20). This is a major improvement in the quality of responses being received.

Another notable reduction is that there were only six (6) total grievances that resulted in an appeal for 2020. This is a 64.7% reduction compared to the prior four year's average of seventeen (17).

In 2020, there were 10,661<sup>1</sup> requests for medical related services, of which two hundred sixty-three (263), or 2.5% resulted in a grievance. The total requests for service decreased by 16.7% when comparing the prior four year's average of 12,795 requests. This is mainly due to the reduced inmate population created by the COVID-19 limitations. The percentage that resulted in a grievance reduced by 25% comparing the 2020 average of 2.5% to the prior four year's average of 3.35%.

During 2020 there were 1,292 total grievances filed, of which two hundred sixty-three (263), or 20.4% were medical related. This is a reduction of 17% compared to the prior four year's average of 24.6%.

During 2019, the Sheriff's Office received eight (8) community inquiries. Each of these were addressed appropriately by medical staff. This is due to the COVID-19 restrictions on inmate and family visitation that began in March of 2020 and currently remains in effect.

Respectfully,



Mark V. Mahurin

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



Grievances January 1, 2020 through December 31, 2020

Type	Total	Percentage of Total Medical Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	7	2.66%	7	0	0	0	0	0	0
Mental Health Medication	21	7.98%	21	0	0	0	0	1	0
Medical	67	25.48%	66	0	0	1	0	5	2
HIPAA not signed	8	3.04%	155	0	0	5	0	16	0
			0	0	0	0	0	0	0
<b>Total</b>	<b>263</b>	<b>100.00%</b>	<b>249</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>22</b>	<b>2</b>

Average Days for Response/Treatment:

Total Requests:	10,661	% Grieved:	4.2
Total Grievances:	1,292	% Medical Related:	2.5%
			20.4%

Community Inquiry

Dental	1								
Mental Health	2								
Medication	0								
Medical	5								
<b>Total Requests:</b>	<b>8</b>	<b>Resolution:</b>	<b>8</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Dentist:** Available in the Facility 16 hours per week.

**Title 15- Grievance Time Limit :** Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.

**Outside of Facility Appointments:** Dates for out of custody appointments are not provided prior to transport due to security concerns.