

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