



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: July 17, 2018
Placement: Administrative
Estimated Tme:
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Sheriff's Office Bernard Melekian 681-4290
Contact Info: Mark V. Mahurin, Lieutenant (EXH) 331-4551

SUBJECT: First Quarter Medical Grievance Oversight Coordinator Report

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence N/A

Recommended Actions:

That the Board of Supervisors:

- a) Receive and file the 1st quarter report for 2018 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 asked the Sheriff's Office to submit quarterly reports relating to grievance oversight within the jail. This 1st quarter report (Attachment A) 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 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

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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.

For the 1st quarter, the MGOC reported a decrease of just over 45% of medical related grievances from the previous year first quarter (87 down from 138). During this period jail medical received 2,244 requests for medical related services. This is an increase in service requests from the 2017 first quarter of more than 21% (2,244 up from 1,852). Astonishingly, despite the increase in service, only 3.8% resulted in a grievance. This is a reduction of 38% when compared to the 5.7% reported in the first quarter of last year.

During this same period, there were 477 total jail grievances filed. The 87 medical related grievances represent 18.2% of the total number of grievances filed for the first quarter. This is a reduction of 37% from the 26.5% reported in the 2017 first quarter.

Following input and recommendations from the CCIG, Families ACT began a Community Input project in November of 2016. 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 has provided information about needed medications. Overall, the project has proven to be highly successful and to be very useful for both our community members, the jail and medical staff.

During the 1st quarter, the MGOC received fifteen (15) information forms from Families ACT. Jail medical addressed each of these as necessary. Comparing the 33 information forms submitted in the first quarter of last year, this is a reduction of just under 55%.

Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- Attachment A: 1st Quarter Report
- Attachment B: January Grievance Report
- Attachment B-1: February Grievance Report
- Attachment B-2: March Grievance Report

Authored by:

Mark V. Mahurin, Lieutenant (EXH)