

Attachment A

Santa Barbara County Sheriff's Office
Annual 2019 Grievance Report

Grievances January 1, 2019 through December 31, 2019

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	10	3.62%	8	0	0	2	2	1	0
Mental Health	34	12.32%	33	0	0	1	0	3	0
Medication	75	27.17%	71	0	0	4	0	8	3
Medical	157	56.88%	149	0	0	8	0	8	5
Total	276	100.00%	261	0	0	15	2	20	8

Average Days for Response/Treatment:	4.2
Total Requests:	12,524
Total Grievances:	1,235
	% Grievied:
	% Medical Related:
	2.2%
	22.3%

Community Inquiry

Dental	1
Mental Health	9
Medication	10
Medical	18
Total Requests:	38
Resolution:	38
Awaiting Response:	0
Out of Custody	0

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.

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To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Ten (10) Grievances (3.62%)

There were ten (10) grievances related to dental treatment for 2019. 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. One (1) grievance was a duplicate to a previously filed grievance, two (2) grievances were resolved on appeal and two (2) individuals were out of custody prior to receiving the needed services.

Comparing the ten (10) grievances filed for 2019 to the prior three year's average of twenty-five (25), this is a reduction of 60% in the number of grievances filed.

Mental Health: Thirty-four (34) Grievances (12.32%)

During this period, there were thirty-four (34) 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. Three (3) of these grievances were duplicates to previously filed grievances and one (1) grievance was resolved on appeal. Zero (0) grievances required follow-up to determine a resolution.

Comparing the thirty-four (34) grievances filed for 2019 to the prior three year's average of thirty-three (33), this is a slight increase of 3.0%, or one (1) grievance.

Medications: Seventy-five (75) Grievance (27.17%)

I reviewed seventy-five (75) grievances related to medications other than mental health medications during 2019. Treatment and medication adjustments resolved the majority. Two (2) people refused the recommended medications because they did not get the drugs they were requesting. Eight (8) grievance were duplicates to previously filed grievances. Four (4) grievances were resolved on appeal and zero (0) required follow-up to determine an appropriate outcome.

Comparing the seventy-five (75) grievances filed for 2019 to the prior three year's average of one hundred twenty (120), this is a decrease of 37.5% in the number of grievances filed.

Medical: One hundred fifty-seven (157) Grievances (56.8%)

I reviewed one hundred fifty-seven (157) general medical grievances for 2019. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Eight (8) of these were duplicates to previously filed grievances and eight (8) were resolved on appeal. Five (5) patients refused the recommended treatment and Zero (0) grievance required follow-up to determine a resolution.

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Comparing the one hundred fifty-seven (157) grievances filed for 2019 to the prior three year's average of two hundred ninety-three (293), this is a decrease of 18.65% in the number of grievances filed.

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 11.9% comparing the prior three year average of 4.7 days.

Of note, the number of grievances that required follow-up in order to resolve a complaint reduced by 100%, comparing the 2019 number of zero (0) to the prior three year average of twenty-seven (27). This is a major improvement in the quality of responses being received.

Another notable reduction is that there were only fifteen (15) total grievances that resulted in an appeal for 2019. This is a 16.66% reduction comparing the 2019 number to the prior three year average of eighteen (18).

In 2019, there were 12,524¹ requests for medical related services, of which two hundred seventy-six (276), or 2.2% resulted in a grievance. The total requests for service decreased slightly by 2.8% when comparing the 12,886 prior three year average requests made. Also, the percent that resulted in a grievance reduced from the prior three year average of 3.73% to 2.2% in 2019.

During 2019, there were 1,235 total grievances filed, of which two hundred seventy-six (276), or 22.3% were medical related. This is a reduction of 12.2% comparing the prior three year average of 25.4%.

During 2019, the Sheriff's Office received thirty-eight (38) community inquiries. Each of these were addressed appropriately by medical staff.

Respectfully,



Mark V. Mahurin

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