

# Attachment B

Santa Barbara County Sheriff's Office  
Third Quarter Report

### Grievances Third Quarter 2019

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	3.39%	2	0	0	0	0	0	0
Mental Health	5	8.47%	5	0	0	0	0	1	0
Medication	12	20.34%	11	0	0	1	0	0	1
Medical	40	67.80%	39	0	0	0	0	2	3
<b>Total</b>	<b>59</b>	<b>100.00%</b>	<b>57</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>4</b>

<b>Average Days for Response/Treatment:</b>	<b>4.5</b>
<b>Total Requests:</b>	<b>3,547</b>
<b>% Grievied:</b>	<b>1.7%</b>
<b>Total Grievances:</b>	<b>323</b>
<b>% Medical Related:</b>	<b>18.3%</b>

### Community Inquiry

Dental	1
Mental Health	4
Medication	5
Medical	6
<b>Total Requests:</b>	<b>16</b>

<b>Resolution:</b>	<b>16</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>
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Definitions & Information	
<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>	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours 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.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**Third Quarter 2019**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Two (2) Grievances (3.39%)**

There were two (2) grievances related to dental treatment for the third quarter. Each of these patients were treated by the dentist for tooth pain. There was no follow-up required and there were no appeals filed.

**Mental Health: Five (5) Grievances (8.47%)**

During the third quarter, there were five (5) mental health grievances for review. Three (3) were related to mental health medications, with one (1) being a duplicate to previously filed complaint. Each patient was treated by the Psychiatrist to prescribe medication or adjust the existing medications. Two (2) grievances related to receiving mental health treatment and these patients were treated by the Psychiatrist. There was no follow-up required and there were no appeals filed.

**Medications: Twelve (12) Grievances (20.34%)**

I reviewed twelve (12) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved the majority. Most were related to specific medications and dosages. Two (2) grievances were founded, with the first being a missed dose because of an ordering error, and the second because the wrong medication was provided. One (1) grievance was resolved on appeal and there were no duplicate complaints filed. No grievances required follow-up to determine an appropriate outcome.

**Medical: Forty (40) Grievances (67.80%)**

I reviewed forty (40) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority. One (1) grievance was because of missed surgery appointments, however the patient was not in custody on the dates of the scheduled procedures. One (1) complaint was resolved on appeal and there were two (2) duplicate complaints filed. No grievances required follow-up to determine an appropriate outcome.

**Observations & Recommendations:**

The average time between the grievance filing and a response from medical or mental health during this period is 4.5 days. No grievances exceeded the fifteen (15) day response requirement. This is a slight decrease of 4.2% when compared to the 4.7 day response time in the second quarter of 2018.

During this quarter, the total number of medical related grievances decreased by 39.8% when comparing the fifty-nine (59) grievances filed in the third quarter of 2019 to the ninety-eight (98) filed in the third quarter of 2018.

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In the third quarter, there were 3,547<sup>1</sup> requests for medical related services, of which fifty-nine (59) or 1.7% resulted in a grievance. This is a decrease in the requests for service of 17.47% comparative to the 4,298 requests filed during the third quarter of 2018.

During this quarter, there were three hundred twenty-three (323) total grievances filed, of which fifty-nine (59), or 18.3% were medical related.

During this quarter, the Sheriff's Office received sixteen (16) community inquiries. Each of these were addressed by medical.

Respectfully,



Mark V. Mahurin

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