

Attachment A

Santa Barbara County Sheriff's Office

Grievance Review

First Quarter 2017 Combined Statistics

Grievances 1st Quarter 2017

Type	Amount	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	8	5.80%	7	1	1	0	0	0	0
Mental Health	13	9.42%	11	2	2	0	0	0	0
Medication	36	26.09%	32	2	2	1	0	1	2
Medical	81	58.70%	67	10	10	2	0	2	5
Total	138	100.00%	117	15	15	3	0	3	7

Average Days for Response/Treatment:		5.6
Total Requests:	1,852	% Grieved: 7.5%
Total Grievances:	520	% Medical Related: 26.5%

Total request number is artificially low, as Corizon did not provide the data for March as their contract ended and the information is no longer available.

Community Inquiry:

Dental	2						
Mental Health	8						
Medication	9						
Medical	14						
Total Requests:	33	Resolution:	33	Awaiting Response:	0	Out of Custody	4

Definitions

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, seen, or take their prescribed medication.
Psychiatrist:	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
First Quarter 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

During the first quarter, I reviewed one hundred thirty-eight (138) medical related grievances. Of these, one hundred seventeen (117) were resolved on the initial grievance. Fifteen (15) required additional follow-up to determine a resolution, but were ultimately resolved. Three (3) grievances were resolved on appeal, three (3) were duplicates to previously filed grievances and seven (7) inmates refused the recommended treatment.

Dental: Eight (8) Grievance (5.80%)

I reviewed eight (8) grievances related to dental treatment for the first quarter. All of these were resolved through receiving the needed dental treatment, with one (1) that required additional follow-up to determine a resolution.

Mental Health: Thirteen (13) Grievance (9.42%)

I reviewed thirteen (13) mental health grievance. This includes requests for Mental Health Medications. Eleven (11) of these were resolved on the initial grievance and two (2) required follow-up to reach a resolution. No appeals were filed for mental health during this quarter. One (1) grievance requested mental health records for court, and eight (8) grievances indicated the need for adjustment of current medications. Four (4) grievances indicated issues with receiving mental health care. Each was resolved through either treatment with the mental health RN or the Psychiatrist.

Medications: Thirty-six (36) Grievances (26.09%)

I reviewed thirty-six (36) grievances related to medication. Thirty-two (32) of these were resolved on the initial grievance, two (2) required follow-up to determine a resolution, one (1) was resolved on appeal, and one (1) was a duplicate of a prior grievance. Two (2) individuals refused the recommended treatment.

Medical: Eighty-one (81) Grievances (58.70%)

I reviewed eighty-one (81) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed sixty-seven (67) of these grievances. Of the eighty-one (81) grievances submitted, ten (10) required additional information to determine a resolution, two (2) were resolved on appeal, and two (2) grievances were replicative to previously filed grievances. Five (5) inmates refused the recommended treatment.

Observations & accomplishments:

The average time between the grievance filing and a response from medical or mental health during this period is 5.6 days. Seven (7) responses exceeded the fifteen (15) day response policy. One (1) exceeded by one (1) day, three (3) exceeded by two (2) days, one (1) exceeded the limit by five (5) days, one (1) exceeded by six (6) days and one (1) exceeded the limit by twenty-nine (29) days. The latter was discovered in a file by the new contractor (CFMG) and was answered upon discovery.

Santa Barbara Sheriff's Office
Grievance Review
First Quarter 2017

During this period, the total number of medical related grievances decreased slightly from previous quarter, indicating a decrease of 2.13% comparing the 138 grievances for this quarter to the 141 grievances filed in the previous quarter.

During the first quarter, there were 1,852¹ requests for medical related services reported. This number is artificially low since no request data was provided by Corizon in the month of March, despite multiple requests. This data is no longer available due to the transition from Corizon to the new contractor, California Forensics Medical Group. In any case, based on the data I have available, one hundred thirty-eight (138) or 5.6% resulted in a grievance.

During this same period, there were five hundred twenty (520) grievances filed, of which one hundred thirty-eight (138) or 26.5% were medical related.

During this quarter, thirty-three (33) community inquiries were provided to the sheriff's office. These inquiries included two (2) dental inquiries, eight (8) mental health inquiries, nine (9) medication inquiries and fourteen (14) general medical inquiries. I have received responses providing a resolution to the stated concerns for thirty-three (33) inquiries. Four (4) persons are out of custody. Only eight (8) of the parties of concern had filed a grievance prior to the community inquiry, and thirteen (13) had no request for treatment on file.

Respectfully,



Mark V. Mahurin

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

Attachment A-1

Santa Barbara County Sheriff's Office

Grievance Review
Second Quarter 2017 Combined Statistics

Grievances Second Quarter 2017

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	10	5.00%	10	0	0	0	0	0	1
Mental Health	23	11.50%	21	1	1	1	1	1	0
Medication	47	23.50%	42	1	1	4	0	2	2
Medical	120	60.00%	104	7	7	9	0	5	5
Total	200	100.00%	177	9	9	14	1	8	8

Average Days for Response/Treatment:	4.4
Total Requests:	4,361
% Grievanced:	4.6%
Total Grievances:	567
% Medical Related:	35.3%

Community Inquiry:

Dental	2						
Mental Health	6						
Medication	8						
Medical	16						
Total Requests:	32	Resolution:	32	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:	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available. This position is currently vacant and is under recruitment. Tele-Med, an on call Psychiatrist and a psychiatric RNP are in use.
Dentist:	Available in the Facility 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
Second Quarter 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

During the second quarter, I reviewed two hundred (200) medical related grievances. Of these, one hundred seven-seven (177) were resolved on the initial grievance. Nine (9) required additional follow-up to determine a resolution, but were ultimately resolved. Fourteen (14) grievances were resolved on appeal, eight (8) were duplicates to previously filed grievances and eight (8) inmates refused the recommended treatment.

Dental: Ten (10) Grievance (5.00%)

I reviewed ten (10) grievances related to dental treatment for the first quarter. All of these were resolved through receiving the needed dental treatment, with one (1) person who refused the recommended treatment. None of the dental grievances required additional follow-up to determine a resolution.

Mental Health: Twenty-three (23) Grievance (11.50%)

I reviewed twenty-three (23) mental health grievance. This includes requests for Mental Health Medications. Twenty-one (21) of these were resolved on the initial grievance. One (1) grievance was resolved on appeal, one (1) was a duplicate to a previously filed grievance, and one (1) was out of custody before treatment could occur. Fourteen (14) grievances indicated the need for new or adjustment of current medications. Nine (9) grievances indicated issues with receiving mental health care. Each was resolved through either treatment with the mental health RN, Tele-Psych or the Psychiatrist. One (1) grievance required follow-up to reach a resolution.

Medications: Forty-seven (47) Grievances (23.50%)

I reviewed forty-seven (47) grievances related to medication. Forty-two (42) of these were resolved on the initial grievance, one (1) required follow-up to determine a resolution, four (4) were resolved on appeal, and two (2) were duplicates of a prior grievance. Two (2) individuals refused the recommended treatment. The majority of the grievances were resolved through either treatment resulting in a new medication order or adjustment of existing medications.

Medical: One hundred twenty (120) Grievances (60.00%)

I reviewed one hundred twenty (120) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed one hundred-four (104) of these grievances. Of the one hundred twenty (120) grievances submitted, seven (7) required additional information to determine a resolution, nine (9) were resolved on appeal, and five (5) grievances were replicative to previously filed grievances. Five (5) inmates refused the recommended treatment.

Observations & accomplishments:

The average time between the grievance filing and a response from medical or mental health during this period is 4.4 days. None of the grievance responses exceeded the fifteen (15) day response policy.

Santa Barbara Sheriff's Office
Grievance Review
Second Quarter 2017

During this period, the total number of medical related grievances increased slightly from previous quarter, indicating an increase of 44% comparing the 200 grievances for this quarter to the 138 grievances filed in the previous quarter. Several of these grievances were remaining from the prior provider. Additionally, this increase has been driven largely due to CFMG's enforcement of medically necessary treatment. Issues such as extra mattress, personal shoes and similar complaints are now determined based on medical need, causing issues for those who want these items but do not meet the medical need threshold.

During the second quarter, there were 4,361¹ requests for medical related services reported. This number includes over 300 requests that were not addressed by Corizon. Only two hundred (200) or 4.6% resulted in a grievance.

During this same period, there were five hundred sixty-seven (567) grievances filed, of which two hundred (200) or 35.3% were medical related.

During this quarter, thirty-two (32) community inquiries were provided to the sheriff's office. These inquiries included two (2) dental inquiries, six (6) mental health inquiries, eight (8) medication inquiries and sixteen (16) general medical inquiries. I have received responses providing a resolution to the stated concerns for thirty-two (32) inquiries. None (0) persons are out of custody. Only five (5) of the parties of concern had filed a grievance prior to the community inquiry.

Respectfully,



Mark V. Mahurin

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

Attachment B

Santa Barbara County Sheriff's Office

1st Quarter Grievance Review

January 2017

February 2017

March 2017

Grievances January 1, 2016 through January 31, 2017

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	3	5.88%	2	1	1	0	0	0	0
Mental Health	6	11.76%	6	0	0	0	0	0	0
Medication	13	25.49%	12	0	0	0	0	0	1
Medical	29	56.86%	25	1	1	1	0	0	2
Total	51	100.00%	45	2	2	1	0	0	3

Average Days for Response/Treatment:			5.9
Total Requests:	1,115	% Grievd:	4.6%
Total Grievances:	178	% Medical Related:	28.7%

Community Inquiry:

Dental	1						
Mental Health	2						
Medication	4						
Medical	5						
Total Requests:	12	Resolution:	10	Awaiting Response:	0	Out of Custody	2

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 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
January 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Three (3) Grievance (5.9%)

I reviewed three (3) grievance related to dental treatment for January. All three (3) grievances addressed general requests for dental service due to tooth pain. Each received antibiotics and pain medications, and are either scheduled for or have received treatment by the dentist.

Mental Health: Six (6) Grievances (11.7%)

During this period, there were six (6) mental health grievance for review. This year I am making a concerted effort to track requests for Mental Health Medications under mental health rather than under medications, as this will provide a better method of tracking mental health issues within the jail. Three (3) grievances requested mental health treatment and three (3) indicated the need for medications with one specifically indicating the need to continue medications provided prior to arrest. In the latter case, the medications were bridged and in two cases, the medications were adjusted after Psychiatrist review. For the three remaining cases each party was treated by the psychiatrist with medications being initiated. In all cases follow-up is scheduled.

Medications: Thirteen (13) Grievances (25.5%)

I reviewed thirteen (13) grievances related to medications other than Mental Health medications. The majority of the issues related to either obtaining or continuing medications. In one case, the subject wanted medications other than what was prescribed by the doctor (Triplicate Narcotics). This resulted in a refusal by the party to take the prescribed medication. In two cases, the subject wanted the medications stopped. For the remaining ten cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate.

Medical: Twenty-nine (29) Grievances (56.9%)

I reviewed twenty-nine (29) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. One (1) of these grievances was resolved on appeal. During this period, two (2) individuals refused the recommended treatment.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 5.9 days. Two (2) grievances exceeded the fifteen (15) day response requirement. One (1) grievances exceeded the 15 day limit by three (3) days, and one (1) exceeded the limit by one (1) day.

During this period, the total number of medical related grievances increased slightly from previous months, indicating an increase of 8.5% comparing the 51 grievances for this month to the average of 47 grievances filed in the previous quarter.

Santa Barbara Sheriff's Office
Grievance Review
January 2017

In the month of January, there were 1,115¹ requests for medical related services, of which fifty-one (51) or 4.6% resulted in a grievance. This number includes thirty (30) requests for glasses, which was not included in previous reports. The committee felt that since this number is available it should be included as part of the requests for service.

During this same period, there were 178 grievances filed, of which fifty-one (51) or 28.7% were medical related.

The Medical, Mental Health, and Corrections Committee meeting did not meet in January.

Respectfully,



Mark V. Mahurin

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

Jan-17				Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
Date	Log #	Type	Nature of Complaint	Yes	Yes	No		Yes	No	Yes	No								
1/1/17	11105	2	Subject states M/H medication is in property.	1	1										1/3/17	2	Subject has been on M/H medications since 12/21/16. Meds in property are not authorized, and medical was not able to confirm medication for bridging.		
1/1/17	11110	4	Subject indicates "blood level" is not being checked.	1	1										1/3/2017	2	Subject was treated at Cottage on 12/22/16 and by jail medical on 12/31/16. A follow-up with a neurology specialist is scheduled.		
1/2/17	11111	2	Need for Mental Health treatment and meds.	1	1										1/2/17	0	A medical release was sent and has been received back from Dr. Wexler. The medications have been bridged. Follow-up with the Psychiatrist is scheduled.		
1/2/17	11112	4	States multiple requests for treatment of ear infection.	1	1										1/3/17	1	Subject has two requests on file and was treated on 12/1/16 for cough, and on 12/23/16 for tooth pain. Ear, Nose & Throat was completed with no indication of an ear infection and a referral to dental was completed.	1-Dental	3
1/3/17	11115	4	Cold/ flu	1	1										1/9/17	6	Subject was treated 12/19/16 and again on 1/9/17 with medications being started. Follow-up is scheduled for 1/19/17	2-Mental Health	6
1/3/17	11124	4	Indicates no receipt of grievance responses.	1	1										1/4/17	1	Responses for medical grievances were completed on 10/23 and 11/25/16. The grievances for 12/15 and 12/17/16 were completed by kitchen on 1/4/17.	3-Medication	13
1/3/17	11128	3	States multiple requests for pain medications.	1	1										1/4/17	1	Subject has one request on file. Subject was treated for multiple issues on 12/23/16 and was given orders for medication, including pain meds. A referral for dental was also completed. Med pass records show compliance as ordered.	4-Medical	29
1/3/17	11119	3	Subject wants to discontinue medications.	1	1										1/4/17	1	Medications have been ordered stopped and records indicate the two medications have been discontinued.		
1/4/17	11126	4	States blood draw was not done in correct manner.	1	1										1/4/17	0	Blood draw for labs was completed on 1/4/17. Subject indicated that they were a former IV drug user, and this complicates the blood draw process.		
1/4/17	11127	4	indicates abscess on butt. Open sore leaking and needs bandage.	1	1										1/4/17	0	Subject was treated on 1/4/17 for abscess issue. Medication and dressing changes ordered. Follow-up scheduled for 1/11/17.		
1/5/17	****	4	Needs treatment for injuries sustained prior to booking.	1	1										1/5/17	0	Subject was treated for injures on 1/5/17 with medications being ordered. Follow-up is scheduled for 1/19/17.		
1/5/17	11131	2	Needs M/H Meds adjusted.	1	1										1/23/17	18	Subject treated by Psychiatrist. New medications have been ordered and a follow-up has been scheduled.		
1/8/17	11143	3	Subject wants medication time changed. And indicated that the nurse attempted to give wrong medication.	1	1										1/24/17	16	Subject can request a delivery time change during the next appointment. Admin is looking into the complaint about the wrong medication being delivered.		
1/8/17	11148	4	Needs a vegetarian diet.	1	1										1/23/17	15	Request forwarded to operations, as vegetarian diet is not designated by Medical.		

Jan-17				Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal	Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No	Yes	No	Yes	No					
1/9/17	11149	4	indicates did not receive 14 day evaluation.	1	1									1/24/17	15	Subject was treated by MD on 12/18 and 12/20/16. Subject has been scheduled for follow-up to determine evaluation status.
1/11/17	11152	4	Knee pain. Indicates not treated by medical after they received records from Dr. Shepard.	1	1									1/12/17	1	Subject has received treatment for knee 11/21/16 and 12/15/16. No abnormalities have been identified. Subject continues on pain medications.
1/13/17	11156	4	Subject indicates "blood level" is not being checked. This is an appeal to 11010.	1	1					1				1/21/17	8	Subject was treated at Cottage on 12/22/16 and by jail medical on 12/31/16. Blood levels are within normal range. A follow-up with a neurology specialist is scheduled and we are awaiting the appointment with the outside provider.
1/13/17	11158	4	Cough, Cold, ear ache, hearing loss.	1	1									1/18/17	5	Subject was treated 1/18/17 receiving medications for cough, and ear issues. Follow-up and x-ray review is scheduled for 1/24/17.
1/14/17	11163	4	States need for diet increase requesting double diet.	1	1									1/19/17	5	Subject was treated by MD on 1/19/17 and received double diet order and medications. Follow-up scheduled in one month.
1/14/17	11165	2	Subject has panic attacks.	1	1									1/22/17	8	Subject was prescribed medications on 10/17/16 and continues to take them. Subject was treated by Psychiatrist on 1/10 and 2/13/17 and was treated by M/H staff on 1/22/17.
1/15/17	11173	4	States ill and needs help, became dizzy and fell.	1	1									1/15/17	0	Subject was treated on scene in housing at time of incident. Was treated by RNP on 1/18/17. Subject also referred to M/H and is scheduled for follow-up with RNP to review labs and x-rays on 1/24/17.
1/16/17	11177	3	wants medication delivery time adjusted.	1	1									1/24/17	8	Medications are delivered as ordered by the MD. You are scheduled for follow-up and can make request at that time. (subject Released prior to Follow-up.)
1/17/17	11184	3	Needs medication for ulcerated colitis.	1	1									1/18/17	1	Subject was treated on 1/18/17 with medications and a special diet being ordered.
1/17/17	11185	2	Needs M/H and high blood pressure medications.	1	1									1/23/17	6	Attempts to treat occurred on 1/10/17 and 1/11/17, but subject was in court. Subject is scheduled for follow-up.
1/17/17	11181	3	Subject needs medications and states none given for 10 days.	1	1									1/19/17	2	Subject was treated by MD on 1/19/17 and received an order for medications. A prior order was not in effect.
1/18/17	11192	3	Indicates medications are not in correct dosage.	1	1									1/24/17	6	Subject is on Dilantin and gabapentin for seizure treatment. Medication records show compliance. Treatment dosage is being
1/19/17	11196	1	States multiple requests for dental care.	1	1									1/20/17	1	Subject has four requests on file from 1/7/17 to current. Subject is on list for the dentist and received treatment on 1/20/17. Pain
1/19/17	11195	3	Subject states missing medication. Also complaint about Custody staff	1	1									1/24/17	5	Subjects "missing" medication is on order and will be given upon arrival. Staff conduct issue is being reviewed by Custody Admin.
1/19/17	11201	4	Cold & Sore throat.	1	1									2/1/17	13	Subject was treated by RNP on 2/1/17 with medications being ordered.

Jan-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes	No	Yes	No	Yes	No						
1/20/17	11206	4	Needs more "Depends", when requested, and has rash.	1	1										1/20/17	0	Subject was treated on 1/18/17 with urine and blood tests being ordered. Subject was treated 1/20/17 with blood draw being completed. Depends are provided by Custody Staff as requested.
1/20/17	11207	4	Heart medications needed.	1	1										1/24/17	4	Subject was transported to hospital 1/14/17 for chest pain. Returned to jail 1/15/17 and placed on medical observation. Medications provided as ordered by E.R. EKG completed 1/16/17. Follow-up with pulmonary care specialist scheduled.
1/20/17	11209	4	Needs C-Pas Machine when sleeping.	1		1	1	1							1/24/17	4	Machine issue referred to custody Operations for approval. Operations approved Machine and it has been provided to the person and the machine is kept in housing with the subject at all times for use as needed.
1/21/17	11213	4	Cough, Cold, etc.	1	1										2/2/17	12	Subject was treated for symptoms and prescribed Bactrim and cough syrup on 1/13/17. follow-up occurred on 2/2/17.
1/21/17	11212	2	Needs M/H medications.	1	1										1/22/17	1	Subject is on Hydrocodone, Lithium and Risperidone and administration records indicate these meds are given daily and subject is compliant with taking the medication.
1/22/17	11214	1	Subject is requesting dental treatment and states need for mental health treatment.	1		1	1	1							1/24/17	2	Subject was treated by dentist on 1/24/17 with two teeth being treated, Per M/H staff subject has shown no indication of need for M/H medication. M/H staff will continue to monitor.
1/22/17	11216	4	Multiple requests for service for back pain, a brace & extra mattress.	1	1										2/12/17	21	Subject has no requests on file. Subject was treated by RNP on 2/12/17.
1/22/17	11218	4	Needs treatment for ring worm.	1		1								1	1/24/17	2	Subject has refused treatment on 1/12/17 and 1/23/17. Subject must attend sick call when scheduled in order to obtain treatment.
1/23/17	11220	4	States waiting for blood test results.	1	1										2/6/17	14	RNP reviewed results with subject. No Hep C indicated per lab work.
1/23/17	11221	3	Issues with medication- states need for liquid Valium.	1	1										1/25/17	2	Subject out to court on 1/23/17 and was not seen by RNP. Treated by MD on 1/11/17 Kepra discontinued at patient request. Treated by Psychiatrist 1/18/17- Depakote ordered, Kepra discontinued as ordered.
1/24/17	11229	4	States weight loss due to low food quantity.	1	1										2/3/17	10	Subject has refused treatment on five (5) prior occasions. Subject was treated on 2/3/17 and is within normal Body mass index weight proportion.
1/24/17	11238	1	Tooth Pain.	1	1										1/31/17	7	Subject was treated by RNP on 1/31/17 and started on antibiotics and pain meds. Subject is scheduled to see the dentist.

Jan-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
1/28/17	11241	4	Subject indicates multiple requests for treatment of back pain.	1	1										2/2/17	5	Subject was treated for back pain on 11/7/16, x-rays were taken 11/18/16- Lumbar spine procedure tolerated well. On 11/21/16 follow-up X-rays were review with patient. Treated by MD on 2/2/17 for pain in feet. Own shoes and back stretching exercises ordered.
1/29/17	11245	3	Subject states need for five (5) plus pain medications.	1	1										1/30/17	1	Subject was treated and placed on pain medications 1/30/17.
1/29/17	11259	4	Indicates multiple requests-states rash and stomach issues due to soy in diet.	1		1								1	2/13/17	15	Subject refused RNP sick call 12/13, and 1/9/17. Also refused blood draw on 1/9/17. Treated by RNP on 1/5/17 for STD check as requested. Refused MD sick call on 2/13/17- Refusal form signed by subject.
1/29/17	11258	3	States lack of providing proper pain medications.	1		1								1	2/7/17	9	On 1/23/17 subject refused clinical services. Subject is prescribed ibuprofen 600 mg. and Mobic 15 mg, but will not take the prescribed medications.
1/29/17	11249	4	Subject indicates need for unspecified medical attention.	1	1										1/31/17	2	Subject was hospitalized for acute gall stone pancreatitis from 1/31/17 through 2/4/17.
1/30/17	11260	4	indicates need for lotion due to dry skin, needs own shoes and wants a	1	1										2/10/17	11	Lotion ordered for dry skin. Subject does not meet protocol for own shoes. TB test provided on 2/14/17.
1/30/17	11261	4	Complaint of nausea, vomiting and pain due to constipation.	1	1										1/31/17	1	Subject was treated by RN with normal bowel sounds and no pain upon palpitation. Subjects vitals are within normal limits.
1/31/17	11273	4	States need for "Galapentin" for nerve pain.	1	1										2/14/17	14	Subject was treated by MD on 2/14/17 and prescribed Gabapentine and clonidine X 90 days.
1/31/17	11266	3	Subject indicates need for pain medications.	1	1										2/6/17	6	Subject has an ongoing prescription for ibuprofen 600 mg x 2 daily. Medication administration records indicate compliance
1/31/17	11264	3	States has not been treated for weeks and needs water retention	1	1										2/13/17	13	Subject was scheduled for RNP sick call on 1/10 & 1/11/17 but was out to court. Subject was treated by MD on 2/13/17 for
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				51	45	6	2	2	0	1	0	0	0	3		5.9	

Grievances February 1, 2017 through February 28, 2017

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	1	2.27%	1	0	0	0	0	0	0
Mental Health	4	9.09%	3	1	1	0	0	0	0
Medication	18	40.91%	15	2	2	1	0	1	1
Medical	21	47.73%	14	6	6	1	0	0	3
Total	44	100.00%	33	9	9	2	0	1	4

Average Days for Response/Treatment:		4.2
Total Requests:	737	% Grieved:
		6.0%
Total Grievances:	165	% Medical Related:
		26.7%

Community Inquiry:

Dental	1						
Mental Health	0						
Medication	0						
Medical	3						
Total Requests:	4	Resolution:	4	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 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
February 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievance (2.3%)

I reviewed one (1) grievance related to dental treatment for February. The grievance addressed a general request for dental service due to tooth pain and infection. The person received antibiotics and pain medications, and is scheduled for follow-up treatment by the dentist.

Mental Health: Four (4) Grievances (9.1%)

During this period, there were four (4) mental health grievances for review. This year I am making a concerted effort to track requests for Mental Health Medications under mental health rather than under medications, as this will provide a better method of tracking mental health issues within the jail. One (1) grievance requested mental health treatment and three (3) indicated the need for medications. The one party received treatment with the Psychiatrist that resulted in medications being ordered. The other three cases resulted in the medications being adjusted after treatment with the Psychiatrist. In all cases follow-up is scheduled. One (1) grievance response required follow-up to reach a resolution.

Medications: Eighteen (18) Grievances (40.9%)

I reviewed eighteen (18) grievances related to medications other than Mental Health medications. The majority of the issues related to either obtaining or continuing medications. In two (2) cases, the individuals wanted medications other than what was prescribed by the doctor. In two (2) cases, the subject wanted the medications given at a different time. For the remaining fourteen (14) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Two (2) grievance responses required follow-up to reach a resolution.

Medical: Twenty-one (21) Grievances (47.7%)

I reviewed twenty-one (21) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Two (2) of these grievances were resolved on appeal. During this period, four (4) individuals refused the recommended treatment. Six (6) grievance responses required follow-up to reach a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 4.2 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased slightly from previous months, indicating a decrease of 6.3% comparing the 44 grievances for this month to the average of 47 grievances filed in the previous quarter.

Santa Barbara Sheriff's Office
Grievance Review
February 2017

In the month of February, there were 737¹ requests for medical related services, of which forty-four (44) or 6.0% resulted in a grievance.

During this same period, there were 165 total grievances filed, of which forty-four (44) or 26.7% were medical related.

During February a total of four (4) community inquiries were provided to the sheriff's office. These inquiries included one (1) dental, and three (3) for general medical concerns. I have received responses providing a resolution to the stated concerns for all four (4) inquiries. None of the parties of concern had filed a grievance prior to the community inquiry, and one had no request for treatment on file.

During the month of February, there were forty (40) people placed in the safety cells. This is a reduction of ten (10) people, or 20.0%, when compared to the February 2016 total of fifty (50) people. The average stay in the cells was twenty (20) hours and thirteen (13) minutes. Comparing this time to the twenty-three (23) hour and twenty-five (25) minute average for February of 2016, this is a reduction of three (3) hours and thirteen (13) minutes, or a 13.7% reduction.

The Medical, Mental Health, and Corrections Committee meeting did not meet in February.

Respectfully,



Mark V. Mahurin

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

Feb-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
					Yes	No		Yes	No	Yes	No								
2/1/17	10271	2	Needs medications, both MH and medical. States multiple requests.	1		1	1	1							2/12/17	11	Medications were discontinued pending results from pregnancy test. Results negative on 2/28/17. Two requests on file.		
2/2/17	11274	4	States need for hearing aids. Also indicates MH concern.	1	1										2/6/17	4	Subject was treated on multiple occasions, with ear wax removal 1/13/16 and consultation 1/31/16. Directed to have sister bring in his hearing aids. Subject was treated by Psychiatrist 2/6/17 and provided medication.		
2/2/17	11281	4	Left elbow injury.	1	1										2/6/17	4	MD notes indicate screws in subjects left elbow. No treatment needed. Subject received x-rays for left knee & ankle numbness on 2/6/17. Subject does not want pain medication.	1-Dental	1
2/3/17	11284	4	states multiple request for stomach issues.	1		1	1	1							2/4/17	1	Subject has one request on file and was treated for stomach issues on 1/23/17. Medications were ordered and chart indicates these are being taken as directed.	2-Mental Health	4
2/5/17	11296	1	Subject indicates tooth infection and pain.	1	1										2/5/17	0	Subject was treated 2/5/17 and was given medications for infection and pain. Scheduled for dental same day.	3-Medication	18
2/6/17	11301	4	States hernia issue.	1	1										2/13/17	7	Subject was treated on 2/13/17. No indication of hernia present during exam. Subject indicated follow-up with surgeon upon release.	4-Medical	21
2/6/17	11302	3	States medication issues and indicates unprofessional staff behavior.	1	1										2/8/17	2	Subject has multiple requests for concerns related to medication. Medication issues discussed on 2/8/17. Staff complaint is under review by Corizon.		
2/7/17	11303	4	Indicates need t see MD, not a nurse.	1		1	1	1							2/10/17	3	Subject was treated by MD on 1/19/17 and referred to hospital for left leg adema. No other information in file. Subject scheduled for follow-up. I will re-check on status of f/u.		
2/7/17	11309	2	Subject indicates multiple requests for M/H treatment.	1	1										2/10/17	3	Subject has two requests on file. Subject was treated by MD on 2/7/17 with medications being ordered. Subject was treated by Psychiatrist 2/10/17 with additional medications being ordered.		
2/7/17	11311	4	subject indicates need for supportive foot wear.	1	1										2/7/17	0	Treated by MD on 2/7/17. No definitive results of need for foot wear. Subject indicated need for foot wear for a condition that has been left untreated for 8 years by own admission. Medical is unable to confirm condition through outside provider.		
2/7/17	11312	4	states multiple requests for shoe issue.	1		1	1	1							2/12/17	5	Subject was treated on 2/12/17 with shoe request being approved. Subject has three requests on file.		

Feb-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
2/9/17	11316	4	States losing weight and needs more food.	1		1	1	1							2/12/17	3	Subject was treated on 2/12/17. Additional food not medically necessary as BMI is within normal range.
2/9/17	11317	3	States need for medications.	1	1										2/19/17	10	Subject prescribed 5 different medications and records indicate compliance.
2/9/17	11325	4	Numb feet and need for own shoes.	1	1										2/13/17	4	Treated by MD with medications and own shoes being ordered.
2/10/17	11318	4	States need for X-ray results and blood test for HIV and Hep-C.	1		1	1	1							2/18/17	8	Subject has been treated multiple times, 1/3, 1/9, 1/12 and 1/16/17. Subject is scheduled for follow-up and blood work for the HIV and Hep-C panel. Follow-up indicates blood draw was taken 2/18/17.
2/12/17	11328	3	Indicates need to know current medications.	1	1										2/21/17	9	Subjects medications, dosage and time frame were provided in the grievance response as requested.
2/14/17	11345	4	needs food adjusted to accommodate condition.	1	1										2/14/17	0	Subject was treated by MD on 2/14/17 with a special diet order being given.
2/15/17	11357	3	States need for medication and lower bunk due to shoulder and back pain.	1		1	1	1							2/21/17	6	Subject has been treated multiple times. Norco not authorized by regional director, but another appropriate pain medication is being provided. Lower bunk order provided.
2/15/17	11358	3	Missed medication due to 'out of stock'.	1		1	1	1							2/16/17	1	Medications were out of stock on 2/15/17 and were ordered. New stock available 2/17/17.
2/16/17	11362	3	Subject indicates side effects from medication. This is an appeal to 11302.	1						1					3/1/17	13	Subject treated 3/1/17 with medications being adjusted. Blood work completed on 3/6/17.
2/16/17	11363	3	Subject indicates medications not working, needs a medical mattress and extra blankets.	1	1										3/1/17	13	subject medication has been adjusted from Meloxicam 7.5 mg. to Meloxicam 15 mg. subject has own shoe order and is ambulatory without difficulty. Mattress and blankets not indicated.
2/16/17	11366	3	Missed medication due to 'out of stock'.	1	1								1		2/17/17	1	Duplicate to 11358. Medications were out of stock on 2/15 and 2/16/17 and were ordered. New stock from pharmacy available 2/17/17. Med pass records indicate same.
2/16/17	11368	4	Indicates no care for brain cancer.	1		1	1	1						1	2/18/17	2	Subject has been combative toward staff and has refused treatment since 11/9/16. Subject continues to refuse treatment and to threaten staff with physical harm. I will follow-up with Command staff to determine if another course of action is being pursued.
2/17/17	11367	3	indicates medication causing cramps.	1	1									1	2/23/17	6	Subject is on multiple medications but continues to refuse blood draw to allow for adjustment. Refused on 2/6/ and on 2/23/17.

Feb-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
2/17/17	11381	2	Needs mental health and sleep medication.	1	1										2/20/17	3	Subject has referral to mental health. Sleep medications are not prescribed, but MD is providing an alternative medication.
2/17/17	11382	3	needs pain medication for left shoulder.	1	1										2/24/17	7	Subject treated by RNP on 2/24/17 and was given Motrin 400 mg. twice daily. Subject scheduled for shoulder x-ray.
2/18/17	11369	3	Needs medication adjusted.	1	1										2/28/17	10	Subject was treated by RNP 2/28/17. medications adjusted to 3 X daily from 2 X daily.
2/18/17	11386	3	Subject needs various medications.	1	1										2/21/17	3	Subject treated by RNP on 2/21/17. Various medications prescribed.
2/20/17	11311	4	subject indicates need for supportive foot wear. Subject indicates that all treatments are with "over the counter methodes".	1		1				1					2/24/17	4	This is an appel to 11311. Treated by MD on 2/7/17. No definitive results of need for special foot wear. Subject indicated need for foot wear for a condition that has been left untreated for 8 years by own admission. Medical is unable to confirm condition through outside provider. No change has occurred, and subject cannot provide contact details for outside provider.
2/21/17	11395	3	Staff complaint during medication pass.	1	1										3/1/17	8	Staff conduct has been investigated by Corizon. Conduct was not acceptable and this issue is being addressed.
2/21/17	11396	3	Subject did not receive medication, indicating the meds were given to the wrong party.	1	1										2/23/17	2	Incident investigated by Corizon. Appropriate action has been taken. Thank you for brining this to our attention.
2/21/17	11397	4	State multiple request for skin infection.	1	1									1	2/23/17	2	Subject refused treatment and blood draw to help diagnose the skin issue.
2/22/17	11408	3	Medications stopped.	1	1										2/22/17	0	Treated by RNP, with medications oder continued.
2/22/17	11410	4	Subject has not recived his glasses.	1	1										2/23/17	1	Subject glasses received at facility 2/23/17. Provided to subject same day.
2/23/17	11411	4	Shoulder and arm pain. Mulples requests without treatment.	1	1										2/28/17	5	Subject has been treated 7 times since 9/21/16. We have sent two signed releases to the outside provider for records without response. Subject is on multiple medications and treatment continues. Subject has 8 requests for service on file.
2/23/17	11415	4	Needs a knee brace and pain meds.	1	1										2/24/17	1	Treated by MD for chronic pain. Knee brace provided.
2/23/17	11417	4	States multiple requests for treatment without receiving any and all treatment.	1	1									1	2/27/17	4	Subject has two requests on file, one on 2/18 and one on 2/23/17. Subject was pulled for treatment on 2/27/17, but refused treatment.
2/23/17	11418	3	indicates need for anti biotics and cough medication.	1	1										2/25/17	2	Subject treated on 2/25/17 and was provided multiple medications to address concerns.

Feb-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
2/24/17	11414	3	indicates not getting certain medications as ordered.	1	1										2/24/17	0	Subject is receiving two of the three medications ordered. We are still waiting for the third medication to be delivered by the pharmacy.
2/24/17	11422	3	medications not being given.	1	1										2/25/17	1	Medications will be picked up at pharmacy today and you will start receiving them on the PM medication pass.
2/24/17	11426	4	Infection in spine.	1	1										3/7/17	11	Subject is under treatment with multiple anti biotics and the case is being followed by MD, with follow-up scheduled.
2/27/17	11439	4	Subject has rash in thghs.	1	1										2/28/17	1	Sick call slip received 2/28/17. Subject is scheduled for RNP sick call 2/28/17.
2/27/17	11440	2	Indicates mental health meds not being given at the proper times.	1	1										2/28/17	1	Subject was treated on 2/19/17 with 5 MH medications ordered. all are being given as prescribed. Not sure what is meant by proper time. Follow-up scheuled with psychiatrist.
2/28/17	11442	4	left hip and shoulder pain.	1	1										3/1/17	1	Subject was treted for pain 3/1/17. X-rays taken 3/2/17.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused	Date of Response	Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				44	33	10	9	9	0	2	0	0	1	4			4.2

Grievances March 1, 2017 through March 31, 2017

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	4	9.30%	4	0	0	0	0	0	0
Mental Health	3	6.98%	2	1	1	0	0	0	0
Medication	5	11.63%	5	0	0	0	0	0	0
Medical	31	72.09%	28	3	3	0	0	2	0
Total	43	100.00%	39	4	4	0	0	2	0

Average Days for Response/Treatment:		6.7
Total Requests:	N/A	% Grievated: N/A
Total Grievances:	177	% Medical Related: 24.3%

No request data was provided by Corizon for March and the data is no longer available with their replacement by CFMG.

Community Inquiry:

Dental	0						
Mental Health	6						
Medication	5						
Medical	6						
Total Requests:	17	Resolution:	10	Awaiting Response:	5	Out of Custody	2

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 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
March 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Four (4) Grievances (9.3%)

I reviewed four (4) grievances related to dental treatment for March. Each grievance addressed a general request for dental service due to tooth pain and infection. Each person received antibiotics and pain medications, and was either scheduled for follow-up treatment by the dentist or received dental treatment by the dentist.

Mental Health: Three (3) Grievances (7.0%)

During this period, there were three (3) mental health grievances for review. This includes requests for Mental Health Medications. One (1) grievance requested mental health records for court, and two (2) indicated the need for adjustment of current medications. Each received treatment with the Psychiatrist that resulted in either medications being ordered or in the medications being adjusted. No follow-up was needed.

Medications: Five (5) Grievances (11.6%)

I reviewed five (5) grievances related to medications other than Mental Health medications. The majority of the issues related to either obtaining or continuing medications. In all cases, the individuals the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. No follow-up was needed.

Medical: Thirty-one (31) Grievances (72.1%)

I reviewed thirty-one (31) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Two (2) of these grievances were duplicates of a previously submitted grievance. Four (4) grievance responses required follow-up to reach a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 6.7 days. Five (5) grievances exceeded the fifteen (15) day response requirement. One (1) was addresses in sixteen (16) days, two (2) were addressed in eighteen (18) days, one (1) was addressed in twenty (20) days and one (1) was addressed in forty-four (44) days. The latter was discovered in a file by the new contractor (CFMG) staff and was answered upon discovery.

During this period, the total number of medical related grievances decreased slightly from previous months, indicating a decrease of 8.5% comparing the 43 grievances for this month to the average of 47 grievances filed in the previous quarter.

In the month of March, no request data was provided by Corizon despite multiple requests. This data is no longer available due to the transition from Corizon to the new contractor, California Forensics Medical Group.

Santa Barbara Sheriff's Office
Grievance Review
March 2017

During this same period, there were one-hundred seventy-seven (177) total grievances filed, of which forty-three (43) or 24.3% were medical related.

During March a total of seventeen (17) community inquiries were provided to the sheriff's office. These inquiries included six (6) mental health inquiries, five (5) medication inquiries and six (6) general medical inquiries. I have received responses providing a resolution to the stated concerns for ten (10) inquiries, and am awaiting responses for five (5) inquiries. Two (2) persons are out of custody. Only two (2) of the parties of concern had filed a grievance prior to the community inquiry, and six (6) had no request for treatment on file.

During the month of March, there were forty-eight (48) people placed in the safety cells. This is a reduction of six (6) people, or 11.1%, when compared to the March 2016 total of fifty-four (54) people. The average stay in the cells was eighteen (18) hours and twenty-one (21) minutes. Comparing this time to the twenty-four (24) hour and fifty-two (52) minute average for March of 2016, this is a reduction of six (6) hours and thirty-one (31) minutes, or a 26.2% reduction.

The Medical, Mental Health, and Corrections Committee meeting did not meet in March.

Respectfully,



Mark V. Mahurin

Mar-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
				Yes	No	Yes	No	Yes	No	Yes	No								
3/1/17	11444	4	Subject having weight loss.	1	1										3/6/17	5	Subject was treated by RPN on 3/6/17 and was ordered double meals. Target monthly weight is 154 LBS.		
3/1/17	11448	4	Cysts on ovaries and bleeding.	1	1										3/7/17	6	Subject was treated by MD on 3/7/17. Medications ordered. X-rays ordered and completed on 3/9/17. Follow-up scheduled in two weeks.		
3/2/17	****	4	Subject does not like special diet. Indicates meds not given.	1	1										3/11/17	9	Subject was treated on 3/1/17. Special soft diet was ordered. Clonidine .3 3 X daily for 40 days also ordered. Med pass records indicate compliance.		
3/3/17	11454	4	States request for full copy of medical records.	1		1	1	1							3/11/17	8	Medical staff is aware of request. Copies of records are place in personal property pursuant to jail policy. Records may be released to person of choice who is not in custody.		
3/4/17	11456	3	needs proper medication to help sleep.	1	1										3/17/17	13	Subject has multiple medications prescribed, with blood pressure checks daily. Subject also has a walker and takes Motrin 400 mg. 2 X daily.	1-Dental	4
3/4/17	11455	2	mental health meds are not being given.	1	1										3/7/17	3	Subject was treated 2/28/17 by Psychiatrist. Inmate feels need for lemertal 200 mg. Psychiatrist feels current medications and dosage are at therapeutic levels.	2-Mental Health	3
3/5/17	11459	4	request for medical records.	1	1										3/12/17	7	Medical staff is aware of request. Medical Release sent to inmate. Copies of records are place in personal property pursuant to jail policy. Records may be released to person of choice who is not in custody.	3-Medication	5
3/5/17	11457	4	states not receiving treatment.	1	1										3/5/17	0	Subject was treated by RNP on 2/23/17 for upper respiratory symptoms. Kite on file indicates "hearing voices"- treated by Psychiatrist on 3/3/17.	4-Medical	31
3/7/17	11467	4	Lupus, seizures and pregnancy.	1	1										3/9/17	2	Pregnancy test completed 3/9/17. test results negative. Other medical concerns are under review and testing.		
3/8/17	11475	3	Needs Motrin for knee pain.	1	1										3/12/17	4	Subject refused RNP sick call. Refusal form signed and on file.		
3/8/17	11478	4	Bowel issues- requesting special diet.	1	1										3/11/17	3	Subject treated for bowel issues on 2/27/17. Bowel sounds present 0 distention. Prescribed milk of magnesia X 3 daily and special diet. Follow-up occur on 3/1/17/		
3/8/17	11477	4	Skin infection.	1	1										3/13/17	5	Subject was treated for skin issues on 3/13/17.		
3/8/17	11474	1	severe dental issues.	1	1										3/11/17	3	Subject treated at intake on 2/18/17. MD referred to dentist- placed on antibiotics and anti seizure medication.		

Mar-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
3/8/17	11471	4	Asthmatic.	1	1										4/21/17	44	Grievance was discovered by new medical provider on April 21, 2017.- if symptoms occur please notify medical staff.
3/8/17	11476	4	Recent surgery- having complications.	1	1										3/9/17	1	Subject was treated 3/9/17 for surgical follow-up. Medications prescribed.
3/9/17	11496	4	Needs optometry appointment-states court order.	1		1	1	1							3/17/17	8	No Court order on file. Subject is scheduled for optometry appointment.
3/10/17	11486	4	States pain and need for treatment. Indicates multiple requests.	1	1										3/15/17	5	Subject was treated by RNP on 3/15/17- naproxen 500mg for 5 days ordered. Four requests on file.
3/10/17	11483	3	indicates vitamins were ordered, but not receiving them.	1	1										3/17/17	7	Subject chart reviewed. No order for vitamins on file. Chart referred to M/H for review and update as appropriate.
3/10/17	11482	4	blood test results.	1	1										3/13/17	3	Subject was treated by MD for numb feet, with own shoes ordered. On 3/14/17 subject was treated by MD and results of 3/2/17 blood tests were discussed.
3/10/17	11485	4	States cramps, mental anguish, and need for snack packs to help relieve.	1	1										3/28/17	18	MD order indicates snack pack X 2 daily. Kitchen confirms order is on file and indicates compliance.
3/10/17	11484	4	severe Pain and breathing issues.	1	1										3/15/17	5	Subject was ordered Claritin 10 mg X 5 days and Ibuprofen 400 mg X 15 days on 2/26/17. Treated by MD on 3/15/17 with Albuterol inhaler and Naproxen 250 mg ordered.
3/11/17	11488	4	subject states not getting treatment for upper respiratory issues.	1	1										3/15/17	4	Subject was treated by RNP on 2/26/17 and was again treated for upper respiratory and Kidney issues on 3/15/17. Subject was treated on 3/25/17 for back pain.
3/12/17	11497	4	Indicates need for blood work review and medication adjustment.	1	1										3/17/17	5	Subject on multiple medications, and has been scheduled for blood work and medication review.
3/13/17	11502	4	Needs treatment for unknown issues.	1	1										3/15/17	2	Subject refused RNP sick call on 2/28/17. Treated by RNP on 3/15/17 for injured shoulder. HIPPA request sent again to outside provider on 3/24/17.
3/14/17	11505	3	Indicates meds have stopped.	1	1										3/17/17	3	Subject was treated 2/21/17 by RNP with normal range of motion. Chest assessed showing no bruising on mass. Medication continuation not indicated.
3/14/17	11501	4	Shoulder surgery in 2016 not healing correctly.	1	1										3/17/17	3	Subjects records indicate dislocation in 2011. X-rays of RT shoulder and upper extremities 1/5/17. Surgery occurred 11/3/16 with outside MD. Follow-up occurred with outside MD on 11/18/16.

Mar-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes	No	Yes	No								
3/15/17	11511	2	States mental health medications and snack pack are not being given.	1		1	1	1							3/17/17	2	Subject was treated by Psychiatrist on 3/10/17 with lithium 900 mg each AM being ordered. Med pass records indicate compliance.
3/15/17	11509	4	Shoulder issue. Claims false X-ray report.	1	1								1		3/17/17	2	This is a duplicate to 11501. Shoulder surgery done 11/3/16 with follow-up x-ray done 1/5/17. Currently prescribed naproxen 500 mg. and a double mattress order.
3/17/17	11522	4	Indicates stomach issues, and getting worse.	1	1								1		4/2/17	16	This is a duplicate to 11478. Subject was treated for this issue on 3/1/17. On 4/2/17 subject was treated by RNP and a follow-up occurred on 4/3/17. Antacids and milk of magnesia prescribed. Increased fluid intake and exercise also ordered.
3/18/17	11528	4	states hep C.	1		1	1	1							3/24/17	6	Subject refused all assessment on 2/17/17 and was verbally abusive to staff. A follow-up appointment is scheduled to review the Hep C issues.
3/19/17	11536	4	Rt. Knee issues.	1	1										3/21/17	2	Subject was treated on 3/2/17 to address knee issue and was sent to an outside orthopedic appointment on 3/9/17. Subject prescribed Motrin 600 mg. for pain. Follow-up is scheduled.
3/19/17	11543	4	states lack of food causing fainting.	1	1										3/21/17	2	Subject treated for symptoms on 2/27/17. No current medical request on file. Subject directed to follow the request protocol.
3/19/17	11540	3	Subject requesting "neurological" medication.	1	1										3/21/17	2	Subject was treated on 2/22/17 for double portions and ankle issues. The only requests on file are for HIV test 2/18 and double meals 2/17. Subject directed to follow the request protocol.
3/20/17	11547	1	Subject indicates need to see dentist.	1	1										3/22/17	2	Subject was treated by the Dentist on 3/22/17 and was prescribed ibuprofen 400 mg. for pain.
3/22/17	11560	4	Back issues.	1	1										3/22/17	0	treated on 3/22/17 for back pain. Prescribed Motrin 400 mg X 14 days and off work X 2 days.
3/24/17	11577	2	Needs M/H records for court.	1	1										4/5/17	12	Subjects attorney can subpoena records for Court.
3/24/17	11576	4	Wants medical file.	1	1										4/13/17	20	Subject met with the new HSA and was seen by the MD on 4/13/17. by subject own statements no present medical issues. Subjects attorney can subpoena records if needed.
3/25/17	11585	4	states Pain and lack of treatment.	1	1										3/27/17	2	Subject was treated 3/27/17 by MD. Injuries are 1 year ago. Records of CAT scan and MRI requested to further assess issues. Pain management was offered.
3/25/17	11584	4	Pain and need for surgery on feet.	1	1										4/5/17	11	Subject was treated on 4/5/17. Own Shoes authorized and subject scheduled for dentist.

Mar-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				1	Yes	No		Yes	No	Yes	No						
3/26/17	11587	1	Tooth issues and infection.	1	1										4/3/17	8	Subject treated by RNP on 4/3/17. Scheduled to be treated by dentist. Treated by dentist on 4/5/17 with subject scheduled for tooth extraction on 4/11/17. Pain medication and antibiotics ordered.
3/29/17	11603	1	tooth ache and swelling gums.	1	1										4/2/17	4	Treated by RNP 4/2/17. Prescribed pain meds and antibiotics. Scheduled for follow-up with dentist.
3/30/17	11606	4	States paperwork from hospital was taken by jail Medical.	1	1										4/17/17	18	Subjects release orders are for Jail medical use as this allows for proper ER follow-up care. Medical records copies can be obtained at \$0.50 per page to copy.
3/31/17	11611	4	states liver issues and pain.	1	1										4/5/17	5	Subject was treated by RNP on 4/5/17. Additional education information was also provided.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				43	39	4	4	4	0	0	0	0	2	0		6.7	

Attachment B-1

Santa Barbara County Sheriff's Office

2nd Quarter Grievance Review

April 2017

May 2017

June 2017

Grievances April 1, 2017 through April 30, 2017

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	4	6.25%	4	0	0	0	0	0	0
Mental Health	6	9.38%	6	0	0	0	0	0	0
Medication	19	29.69%	18	0	0	1	0	1	1
Medical	35	54.69%	33	0	0	2	0	2	1
Total	64	100.00%	61	0	0	3	0	3	2

Average Days for Response:		4.0	
Total Requests:	1504	% Grievd:	4.3%
Total Grievances:	185	% Medical Related:	34.6%

Community Inquiry:

Dental	2						
Mental Health	0						
Medication	3						
Medical	9						
Total Requests:	14	Resolution:	10	Awaiting Response:	4	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 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
April 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Four (4) Grievances (6.2%)

I reviewed four (4) grievances related to dental treatment for April. Each grievance addressed a general request for dental service due to tooth pain and infection. Each person received antibiotics and pain medications, and was either scheduled for follow-up treatment by the dentist or received dental treatment by the dentist.

Mental Health: Six (6) Grievances (9.4%)

During this period, there were six (6) mental health grievances for review. All six (6) requests were for Mental Health Medications. Three (3) grievances indicated the need for adjustment of current medications and three (3) indicated the need for Mental Health medications. Each received treatment with the Psychiatrist that resulted in either the order of new medication or the adjustment of current medication. No follow-up was needed.

Medications: Nineteen (19) Grievances (29.7%)

I reviewed nineteen (19) grievances related to medications other than Mental Health medications. The majority of the issues related to either obtaining or continuing medications. One (1) grievance was resolved on appeal and one (1) individual refused to take the medication that as prescribed. One (1) grievance was a duplicate to a previously submitted grievance. In all cases, the individuals the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. No follow-up was needed.

Medical: Thirty-five (35) Grievances (54.7%)

I reviewed thirty-five (35) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Two (2) of these grievances were duplicates of a previously submitted grievance. Two (2) grievances related to obtaining medical records, two grievances were resolved on appeal, and one (1) individual refused to follow the medication regimen because of a desire to receive a "snack Pack" with the medication. No follow-up was needed.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 4.0 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances increased a bit from previous months, indicating an increase of 39.1% comparing the 64 grievances for this month to the average of 46 grievances filed in the previous quarter. Several of the early April grievances were carry over complaints from the prior provider and may account for the increase.

Santa Barbara Sheriff's Office
Grievance Review
April 2017

In the month of April, there were 1,504¹ requests for medical related services, of which sixty-four (64) or 4.3% resulted in a grievance.

During this same period, there were one-hundred eighty-five (185) total grievances filed, of which sixty-four (64) or 34.6% were medical related.

During April the sheriff's office received fourteen (14) community inquiries. These inquiries included two (2) dental inquiries, three (3) medication inquiries and nine (9) general medical inquiries. I have received responses providing a resolution to the stated concerns for nine (9) inquiries, and I am awaiting responses for five (5) inquiries. Only one (1) of the parties of concern had filed a grievance prior to the community inquiry.

The Medical, Mental Health, and Corrections Committee meeting did not meet in April.

Respectfully,



Mark V. Mahurin

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

Apr-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
				Yes	No	Yes		No	Yes	No									
4/1/17	11775	4	Gastro intestine issues.	1	1										4/3/17	2	Subject was treated 4/3, 4/7, and 4/21/17. Medications ordered, with increased fluid intake and exercise ordered.		
4/2/17	11624	1	Subject indicates need to see dentist for a month.	1	1										4/5/17	3	Subject was treated on 3/22/17. Pain meds were provided and subject was scheduled for treatment with the Dentist. Treatment with dentist occurred on 4/5/17.		
4/2/17	11619	4	Subject indicates need for regular diet.	1	1										4/5/17	3	Subject has been on a soft diet since 7/29/16. Treated on 4/5/17 to resume a regular diet.		
4/3/17	11649	4	states need for snack packs to take with medication.	1		1				1				1	4/10/17	7	Appeal to 11485. Subject has refused medications since 4/1/17. Scheduled for F/U with Psychiatric RN to address dietary concerns with medication use.	1-Dental	4
4/3/17	11626	3	Subject fell from bunk and went to ER. States no pain meds given.	1	1										4/5/17	2	Subject was treated upon return from ER on 4/1/17. Pain meds prescribed at ER and records indicate compliance. ER Medical records requested and will be reviewed.	2-Mental Health	6
4/4/17	11635	3	Subject indicates need for Gabapentin 300 mg.	1	1										4/4/17	0	Subject was treated 4/1/17 to evaluate migraines. On 4/4/17 subject was treated again with side effects being discussed. Some medications were discontinued.	3-Medication	19
4/6/17	11658	3	subject needs blood pressure monitored and blood pressure medication.	1	1										4/21/17	15	Subject was scheduled for routine blood pressure checks and medications were continued.	4-Medical	35
4/7/17	11664	4	subject needs glasses.	1		1				1					4/10/17	3	Appeal to 11591. Subject is scheduled to be treated by on-site optometrist.		
4/7/17	11668	3	subject states medications have stopped.	1	1									1	4/11/17	4	Subject has refused medications 4 times since 4/1/17. Treated by Psychiatric RN on 4/11/17 with direction to follow prescribed regimen. Subject also scheduled to be treated at the chronic care clinic.		
4/7/17	11626	3	states information provided in response are not correct.	1		1				1					4/7/17	0	Appeal to 11626. Records indicate information provided is accurate. Subject was treated on 4/3/17 for abdominal pain. Treated again on 4/7/17 to complete 10 day evaluation. All issues of concern have been addressed.		
4/8/17	11670	4	back injury that needs treatment. States multiple requests.	1	1										4/10/17	2	Subject was last treated on 2/25/17. Subject has one (1) request on file- submitted 3/10/17 for dry cracked feet. Subject needs to submit a request for treatment of back and shoulder pain.		

Apr-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes	No	Yes	No	Yes	No	Yes	No				
4/8/17	11667	4	states head pain, and is requesting a cerebral biopsy. Indicates second request.	1	1										4/20/17	12	A cerebral biopsy is not conducted while in a jail setting. Is symptoms continue or worsen, please submit a treatment request.
4/8/17	11672	2	states need for several psych medications.	1	1										4/14/17	6	Subject was treated by Psychiatrist 4/14/17 with medications being ordered.
4/8/17	11669	3	indicates meds are different.	1	1										4/11/17	3	Subject was treated by MD on 4/11/17 and medications were ordered.
4/9/17	11676	2	Subject states Paxil medications stopped.	1	1										4/24/17	15	Subject was treated by Mental health MD 4/24/17. Paxil renewed for 90 days.
4/9/17	11677	1	Subject had tooth extraction 4/5/17 and indicates antibiotics have run out.	1	1										4/11/17	2	Subject has a follow-up with dentist scheduled for 4/11/17. Subject has been treated 4/1, 4/3, and 4/5/17 for tooth issues.
4/9/17	11680	4	Subject needs Reading glasses. States multiple requests.	1	1										4/14/17	5	Medical does not provide reading glasses. These can be purchased from commissary or are provided through the chaplain. If you need an eye exam, please submit a request.
4/10/17	11681	4	States need for 14 day evaluation and treatment for STD's.	1	1										4/19/17	9	Subject received history exam on 7/7/16. Subject was treated 4/3/17 with no indication of STD's. If symptoms are present please file a request.
4/10/17	11683	4	Sates need for 14 day evaluation.	1	1								1		4/19/17	9	Duplicate to 11681. See above.
4/10/17	11682	4	Indicates hand issues.	1	1										4/19/17	9	Subject was treated 4/3/17, but did not indicate a hand issue. If symptoms continue, please submit a medical request as none are on file.
4/10/17	11685	4	Toenail issues. No follow-up treatment.	1	1										4/11/17	1	Subject was treated by RN for toenail issue on 4/11/17. On 4/21/17 the PA ordered pain medications and foot soaks.
4/11/17	11668	2	Needs medications for pain, sleep and mental health.	1	1										4/14/17	3	Subject was treated 4/4/17 with adjustments to medication. Subject has refused medications for past ten (10) days because they do not like of the time of med pass.
4/11/17	11690	3	States needs one medication stopped and the other to be given in AM.	1	1										4/14/17	3	Trazadone stopped and prosaic will be provided in AM dosing.
4/11/17	11604	4	States need for blood pressure medication.	1	1										4/19/17	8	Subject was treated 4/10/17. Blood Pressure checks X 5 days ordered. No medications prescribed at that time.
4/12/17	11691	2	needs pain and mental health medications.	1	1										4/20/17	8	Subject has been treated by both medical and mental health on 4/7/17. Mental health medications started and blood work ordered.

Apr-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes	No	Yes	No	Yes	No						
4/12/17	11692	3	States missed medications for two days.	1	1										4/13/17	1	Medications were continued on 4/1/17 and were renewed 4/13/17. No medication changes ordered.
4/12/17	11694	4	State multiple requests for treatment- face infected.	1	1										4/13/17	1	Subject was treated on 4/6, 4/13 and 4/15/17. Medications have been ordered.
4/12/17	11693	2	Needs Psychiatric medications.	1	1										4/15/17	3	Subjects chart reviewed 4/1/17 with medications being ordered. Information from prior doctor received 4/15/17 and subject was treated by psychiatrist on the same date. New medications ordered and diagnostic tests completed.
4/12/17	11884	3	Needs medication.	1	1										4/25/17	13	Subjects chart reviewed by MD. Scheduled to see RN on 4/25/17 for follow-up.
4/12/17	11695	3	states having issues with medications.	1	1										4/13/17	1	Subject has been treated 4/6, 4/9, 4/11 and 4/13 for chronic issues. Medications adjusted 4/13/17 and subject is scheduled to see dentist for mouth issues.
4/13/17	11667	4	Infection/ bug bite on abdomen.	1	1										4/17/17	4	Subject was treated on 4/12/17 for bug bite. Treated with ointment. On 4/17/17 subject was treated by PA, with Abscess incised and packed. Antibiotics prescribed and cultures sent to lab. Follow up scheduled.
4/13/17	11696	4	Wants copies of medical records.	1	1										4/20/17	7	subject can sign a release for attorney to obtain records.
4/13/17	11699	4	needs glasses and states denial because of being indigent.	1	1										4/20/17	7	Subject is scheduled for eye chart exam and will be referred to MD based on results.
4/13/17	11698	3	subject indicates cannot take ibuprofen due to Hep C	1	1										4/20/17	7	Small doses of ibuprofen can be given with Hep C. Long term use of ibuprofen with Hep C would not be indicated.
4/14/17	11716	3	Medications stopped 4/13/17.	1	1										4/15/17	1	Subject was treated by MH on 4/15/17 and by Psychiatrist on 4/17/17. medications were updated and prescribed.
4/15/17	11700	4	indicates sick call slips are not being provided or picked up.	1	1										4/25/17	10	Issues with disbursement of slips forwarded to operations. PM evening med pass nurse is the person who is to pick up the request.
4/16/17	11703	4	States need for special toenail clippers.	1	1										4/16/17	0	Subject referred to operations for clipper issue. Not a medical issue.

Apr-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
				Yes	No	Yes		No	Yes	No							
4/16/17	11707	4	Allergy issues with Soy.	1	1										4/20/17	4	Subject has no indication of soy allergy. Treatment for other issues occurred 4/6, 4/9, 4/14 and 4/15/17. Allergy to fish and Risperidol indicated in charts.
4/16/17	11706	1	tooth pain.	1	1										4/22/17	6	Subject was treated on 4/1/17 by RN with pain meds ordered and scheduled to see dentist. On 4/22/17 subject was treated again by RN with pain meds ordered, No infection noted. New referral to dentist ordered.
4/16/17	11702	4	Subject indicates diabetic.	1	1										4/20/17	4	Subject records do not indicate diabetic. Treated by M/H on 4/4/17. Subject directed to file a request for Diabetic check.
4/16/17	11708	4	Back Pain.	1	1										4/20/17	4	Subject treated for back pain 4/3/17 with medications prescribed. Subject scheduled for follow-up with MD.
4/16/17	11705	3	indicates having issues with medications.	1	1										4/16/17	0	Subjects medications changed on 4/8 and 4/4/17. MD will review.
4/17/17	11713	3	indicates meds not correct, as color is different.	1	1										4/19/17	2	A new pharmacy is in use. Medication shapes and color may vary by manufacturer.
4/18/17	11711	1	States tooth messed up by dental RN.	1	1										4/20/17	2	Subject scheduled for follow-up with dentist on 4/25/17.
4/20/17	11723	3	Provided a list of needed medications.	1	1										4/20/17	0	On 4/19/17 your medications were received as prescribed. Inhaler was placed in property,
4/20/17	11849	4	Subject needs dentures and weight check.	1	1										4/22/17	2	Subject scheduled for assessment on 4/22/17.
4/20/17	11726	4	States medical diet was changed.	1	1										4/21/17	1	There is no documented need for a medical, special or soy free diet in your medical records.
4/21/17	11731	4	Indicates a hernia and pain.	1	1										4/21/17	0	A hernia is not an emergency unless it is incarcerated.
4/22/17	11739	4	Needs special shoes and glasses.	1	1										4/22/17	0	Seen by RN 4/22/17. Scheduled for evaluation and eye test within 14 days.
4/22/17	11740	4	Wants copies of medical records. Indicates 3rd request.	1	1										4/25/17	3	Subject can sign a release for attorney to obtain records. Personal copies at \$.50 per page will be placed in your property.
4/23/17	11749	4	states severe pain.	1	1										4/24/17	1	Subject was treated 4/1/17 and again on 4/21/17. Medications have been ordered.
4/24/17	11761	4	states skin condition.	1	1										4/27/17	3	Subject has received treatment for this issue 4/6, 4/13, 4/15, and 4/23/17. Medications have been ordered each visit. Scheduled for follow-up with RNP.

Apr-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
					Yes	No		Yes	No	Yes	No						
04/24/17	11754	4	Allergies to soy. Needs kosher no soy diet.	1	1										4/25/17	1	On 4/25/17 subject denied any allergies to food or medications. A non-soy kosher diet is not an options, unless a documented allergy to soy is available from an outside provider.
04/26/17	11774	4	need for a special no onion diet.	1	1										4/27/17	1	Current order is for a no peanut diet. Medical will discuss onion allergy with you directly.
04/26/17	11765	3	Subject indicates medications have stopped.	1	1										4/26/17	0	Subject has been treated 7 times since 4/25/17. And has been rated by an RN 2-3 times daily since arrival in SBCJ.
04/28/17	11781	4	states leg infection.	1	1										4/28/17	0	Subject was treated 4/28/17 and medications were ordered.
04/28/17	11785	3	Needs seizure medications.	1	1										5/5/17	7	Subject was treated by RNP on 5/5/17 with medications updated. Medications are crushed and floated by MD order.
04/28/17	11786	3	Duplicate to 11785.	1	1						1				5/5/17	7	Subject was treated by RNP on 5/5/17 with medications updated. Medications are crushed and floated by MD order.
04/29/17	11790	4	Needs denture cream.	1	1										5/2/17	3	Denture cream provided 5/2/17.
04/29/17	11787	3	needs pain medications.	1	1										5/2/17	3	Subject was treated by RNP on 5/2/17 with pain medications being ordered.
04/29/17	11789	4	requesting double meals.	1	1										4/29/2017	0	Subject was treated 4/29/17. BMI based on height and weight is within normal limits. Double meals are not medically indicated.
04/30/17	11797	4	Cyst on spine.	1	1										5/7/2017	7	Subject has been treated by 3 RN's and two MD's for this issue. Treatment that has been ordered is appropriate.
04/30/17	11792	2	States missed Dose of M/H medication.	1	1										5/7/2017	7	Subject was not in housing during med pass. One missed dose will not effect medical effectiveness.
04/30/17	11793	4	Duplicate to 11790.	1	1						1				5/2/2017	2	Denture cream provided 5/2/17.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				64	61	3	0	0	0	3	0	0	3	2			4.0

Grievances May 1, 2017 through May 31, 2017

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	3	3.80%	3	0	0	0	0	0	0
Mental Health	7	8.86%	6	1	1	0	1	1	0
Medication	18	22.78%	15	0	0	3	0	0	0
Medical	51	64.56%	40	5	5	6	0	1	1
Total	79	100.00%	64	6	6	9	1	2	1

Average Days for Response/Treatment:		4.9
Total Requests:	1,246	% Grievred: 6.3%
Total Grievances:	208	% Medical Related: 38.0%

Community Inquiry:

Dental	0						
Mental Health	2						
Medication	4						
Medical	5						
Total Requests:	11	Resolution:	11	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 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
May 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Three (3) Grievances (3.8%)

I reviewed three (3) grievances related to dental treatment for May. Each grievance addressed a general request for dental service due to tooth pain and infection. Each person received antibiotics and pain medications, and was scheduled for follow-up treatment by the dentist or received dental treatment by the dentist. No follow-up was needed.

Mental Health: Seven (7) Grievances (8.7%)

During this period, there were seven (7) mental health grievances for review. Three (3) requests were for Mental Health medications and four (4) were to receive a mental health evaluation. This includes one (1) duplicate request. Two (2) of the requests for medication indicated the need for Mental Health medications and one (1) requested a change to a different medication. Each received treatment with the Tele-Med Psychiatrist that resulted in either the order of new medication or the adjustment of current medication. One (1) grievance required follow-up to resolve the stated issue.

Medications: Eighteen (18) Grievances (22.8%)

I reviewed eighteen (18) grievances related to medications other than Mental Health medications. The majority of the issues related to either obtaining or continuing medications. Three (3) grievances were resolved on appeal, with one person still not happy with the resolution, as the requested medications are not medically necessary based on the conclusions of two MD's. One (1) grievance was a request to stop all but pain medications and one (1) was a request for a schedule change. In all cases, the physician or RNP evaluated the party and either ordered or adjusted medications or schedules as appropriate. No follow-up was needed.

Medical: Fifty-one (51) Grievances (64.6%)

I reviewed fifty-one (51) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. One (1) of these grievances was a duplicate of a previously submitted grievance. Six (6) grievances were resolved on appeal, and one (1) individual refused to cooperate with medical staff- refusing to answer any assessment or treatment questions. Five (5) grievances required follow-up to determine a resolution, but were ultimately resolved.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 4.9 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances increased significantly from previous months, indicating an increase of 71.7% comparing the 79 grievances for this month to the average of 46 grievances filed in the previous quarter. Many of the grievances are in direct response to policy enforcement related to medically necessary treatment. Many previously

Santa Barbara Sheriff's Office
Grievance Review
May 2017

granted non-medically necessary provisions have been reassessed and stopped. These include special diets, own shoe orders and extra blanket or mattress orders, etc. that do not have a specific medical need.

In the month of May, there were 1,246¹ requests for medical related services, of which seventy-nine (79) or 6.3% resulted in a grievance.

During this same period, there were two-hundred eight (208) total grievances filed, of which seventy-nine (79) or 38.0% were medical related.

During May the sheriff's office received eleven (11) community inquiries. These inquiries included two (2) mental health inquiries, four (4) medication inquiries and five (5) general medical inquiries. I have received responses providing a resolution to the stated concerns for eleven (11) inquiries. Only three (3) of the parties of concern had filed a grievance prior to the community inquiry.

The Medical, Mental Health, and Corrections Committee meeting was held on May 25, 2017. This meeting covered the April stats and treatment information. Of particular note was that the prior provider left over three-hundred (300) medical requests un-attended. CFMG included these requests for service along with the new requests in April and is now completely caught up.

Respectfully,



Mark V. Mahurin

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

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
				Yes	No	Yes		No	Yes	No	1-Dental								
5/1/17	11796	4	Rash on private parts.	1	1										5/11/17	10	Subject was treated on 5/11/17. Symptoms addressed, with no new concerns noted.		
5/1/17	11795	2	Indicates need to see Mental health.	1	1										5/10/2017	9	Subject was treated on 5/10/17. Psychiatrist prescribed mental health medications.		
5/1/17	11808	4	Needs TB test to be on work crew.	1	1										5/13/17	12	Subject was treated and received TB test.		
5/2/17	11817	3	Subject indicates need for steroids.	1	1										5/17/2017	15	Subject letter was reviewed by director and MD. Subject was provided information as to why steroids are not medically indicated.		
5/2/17	11812	3	Subject wants med pass schedule changed.	1	1										5/6/17	4	Medication pass times are scheduled for the benefit of all inmates. Personal or special medication schedules are not possible.		
5/2/17	11804	4	Having reaction to Soy.	1	1										5/7/17	5	Subject ordered no soy diet (vegetarian).	1-Dental	3
5/3/17	11815	4	tissue stuck in ear.	1	1										5/7/17	4	subject has no request on file. Directed to submit request, and scheduled to be seen by medical.	2-Mental Health	7
5/3/17	11814	2	Subject indicates m/h meds stopped.	1	1										5/4/17	1	Subject has been treated by Psychiatrist on 4/14, and 4/16 with medications being adjusted. On 5/4/17 the psychiatrist adjusted medications again.	3-Medication	18
5/3/17	11816	1	Subject indicates a bad tooth ach for past three weeks.	1	1										5/10/17	7	Subject was already on the schedule to be treated by dentist. Subject was treated on 5/10/17 and medications were prescribed.	4-Medical	51
5/3/17	11813	4	Sores on feet.	1		1	1	1							5/8/17	5	Response indicates subject scheduled to treatment on 5/8/17. F/U confirmed treatment on 5/8/17.		
5/3/17	11789	4	Requesting Double Meals.	1	1								1		5/4/17	1	Duplicate filing. Subject was treated 4/29/17. BMI based on height and weight is within normal limits. Double meals are not medically indicated.		
5/4/17	11820	4	Subject has infection on feet.	1	1										5/9/17	5	Subject was not seen as scheduled due to court. Response indicates rescheduled to next sick call. F/U shows treatment on 5/9/17.		
5/4/17	11822	4	Indicates need for soy free diet.	1		1			1						5/5/17	1	Appeal to 11831. A soy free diet is not medically indicated.		
5/4/17	11823	4	Subject states need for treatment of STD's.	1		1			1						5/15/17	11	Appeal to 11681. Subject was treated 4/3/17 with no indication of STD's. As of 5/15/17 there are Still no indications of symptoms of STD's. Treatment is not medically necessary.		

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
5/4/17	11824	4	Numbness in hands.	1		1				1					5/12/17	8	Appeal to 11682. Subject has been treated 4/3, 4/25, and 5/12/17. The stated issues were assess each time and were treated accordingly.
5/4/17	11825	4	Treatment for STD's, Hand issues and claims no proper response.	1	1										5/15/17	11	Subject filed grievances 11681, 11682, and 11683 all on 4/10/17. These were each appealed in turn on 5/4/17. Subject has been treated for his concerns 4/3, 4/25 and 5/12/17.
5/4/17	11826	4	States head pain, and is requesting a cerebral biopsy "exam".	1		1				1					5/10/17	6	Appeal to 11667. Subject has been treated four (4) times for tis same issue between 4/17 and 5/20/17. There is no medical indication for a neurology consultation at this time. The request for a cerebral biopsy can not conducted while in a jail setting and is not medically indicated.
5/4/17	11828	2	Indicates need for a mental health evaluation.	1	1							1			5/7/17	3	Subject was treated on 5/1 and 5/7/17. Subject was scheduled to see the psychiatrist, but was released prior to that treatment.
5/4/17	11829	1	states need for dental treatment, abscesses and nerve issue.	1	1										5/10/17	6	Subject was treated 5/10/17 and ordered a liquid diet X 7 days. Subject is scheduled to be treated by dentist within that time.
5/4/17	11830	3	States no need for medications that are being given. Wants pain meds only.	1	1										5/9/17	5	Subject was treated 5/2 and 5/9/17. Pain meds ordered on 5/2/17 and continued on 5/9/17.
5/5/17	11831	4	wants kosher diet changed to no soy diet.	1	1										5/5/17	0	a no soy diet is not medically indicated.
5/5/17	11832	2	States has fistula and is withdrawing from muscle relaxers.	1	1										5/8/17	3	Subject was treated by M/H on 4/20/17 with medications being ordered. No request for treatment of Fistula on file. Subject direct to submit a sick call request.
5/5/17	11833	2	States has fistula and is withdrawing from muscle relaxers.	1	1							1			5/8/17	3	Duplicate to 11832. See above.
5/5/17	11834	4	states no treatment for left ear issue.	1	1										5/7/17	2	Subject was treated by the RN on 4/24/17 and on 5/1/17. Treated by the PA on 5/1/17.
5/5/17	11877	4	Pain in foot and broken little finger. States no treatment provided.	1	1										5/7/17	2	Subject received an X-Ray on 4/27/17. treated on 5/3/17 with pain medications prescribed.
5/6/17	11869	4	Fell in yard and hurt shoulder and tail bone.	1	1										5/17/17	11	Subject was treated 5/17/17. X-rays and pain medications ordered.

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
5/6/17	11835	4	States Onion allergy.	1	1										5/8/17	2	There is no documentation of Onion allergy in the medical records.
5/6/17	11841	3	Indicates need for a specific pain medication.	1	1										5/8/17	2	Subject was treated by MD on 4/21/17 with pain medications being ordered x 15 days. Pain medications may be continued at RN sick call.
5/7/17	11843	4	Wants hernia surgery.	1	1										5/8/17	1	A hernia is not an emergency unless it is incarcerated. Subject has been treated three (3) times for this issue and has a follow-up scheduled with the RNP.
5/9/17	11851	4	States need for eye glasses.	1	1										5/15/17	6	Subject has been scheduled for an eye exam and will be referred to optometrist if indicated.
5/9/17	11857	4	Requesting an MRI on shoulder and Hip and wants to see an orthopedic specialist.	1	1										5/15/17	6	Subject has been treated and assessed. There is no medical indication for the treatment requested. Subject may request, at own expense, a special transport to a specialist their own choice.
5/9/17	11860	4	Subject state need for hernia surgery.	1	1										5/15/17	6	Subject was treated for this issue by MD on 4/12/17. Hernia is reducible and is not emergent. Surgery is not indicated.
5/9/17	11856	4	States soy allergy and indicates nurse will not treat.	1		1				1					5/15/17	6	Subject has no indication of soy allergy. Allergy to fish and Risperdal indicated in charts. Diet will not be changed at this time.
5/9/17	11850	4	Subject indicates need for special shoes and states medical refusal.	1	1										5/15/17	6	There is no medical indication for special shoes.
5/10/17	11865	4	States need for glasses. This is third grievance for same.	1		1	1	1							5/15/17	5	Subject filed original complaint (11591)in March 2017, and appeal (11664) on 4/7/17 and now this appeal. Response indicates scheduled for Optometrist later this month. Follow-up Indicates treated on 5/25/17.
5/10/17	11861	3	States pain medication stopped.	1	1										5/15/17	5	Subject treated 5/17/17 by RNP with medications continued.
5/10/17	11866	3	States medications were stopped.	1		1				1					5/16/17	6	Subject had allergy medications ordered on 4/1. The medications were continued for 30 days on 4/21/17. Records indicate compliance and show 5 days remaining.
5/10/17	11862	3	Needs Prilosec X 3 Daily	1	1										5/22/17	12	No request for treatment on file. Please submit a request and you will be seen.

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No	Yes	No								
5/11/17	11874	4	Bad back and allergies	1	1									1	5/20/17	9	Subject was treated on 5/20/17 and refused to answer the medical staff questions. Should subject wish further treatment they must submit a request and cooperate with the medical staff.
5/11/17	11871	3	States needs medication to coat stomach lining.	1	1										5/15/17	4	Subject was treated by RNP on 5/1 and by the MD on 5/15/17. The requested treatment is not medically necessary.
5/12/17	11885	3	States need for Seizure meds.	1	1										5/17/17	5	Subject was treated 5/17/17. Referred to chronic care clinic.
5/13/17	11880	4	Pain from sores and bowel issues M/H Issues.	1	1										5/17/17	4	Subject was treated by RNP and hydrocortisone cream continued. Treated by telecare with medications prescribed.
5/13/17	11883	4	indicates scabies and other medical issues.	1		1	1	1							5/17/17	4	No Scabies indicated. Other medical issues reviewed by MD on 5.17/17.
5/13/17	11892	4	Wants a wheat and gluten free diet.	1	1										5/15/17	2	Subject was treated by RNP on 5/15/17. Awaiting records from outside provider.
5/13/17	11889	3	Indicates many request without action. Needs pain medications.	1	1										5/22/17	9	Subject treated on multiple occasions: 4/2, 4/17 and 4/21/17. Pain medications ordered by RNP.
5/14/17	11890	4	Eye infection.	1	1										5/17/17	3	Subject was sent to ER on 5/17/17 for treatment of eye infection. Subject has had several treatments with an ophthalmologist. Continuing follow-up appointments with the outside ophthalmologist are schedule.
5/14/17	11891	4	Stomach pain- Pain meds.	1	1										5/16/17	2	Subject treated by RN on 5/16/17. Scheduled for follow-up with MD & Medication Order.
5/15/17	11897	4	Needs own shoes.	1	1										5/22/17	7	Subject was treated for swelling feet. Diabetic shoes ordered, awaiting delivery. Needs special diabetic shoes, not personal shoes.
5/16/17	11901	4	Abscess on thigh.	1		1	1	1							5/22/17	6	Subject was treated by MD on 5/22/17 with medications being ordered.
5/17/17	11905	4	Needs kick pack.	1		1	1	1							5/30/17	13	Subject was treated on 5/30/17. Subject has passed withdrawal time frame. No medical benefit will be derived from kick pack.
5/17/17	***	3	Needs seizure medication.	1	1										5/25/17	8	Medications ordered 5/25/17 my MD.
5/17/17	11908	4	States pain in head due to metal plates in jaw.	1	1										5/19/17	2	Subject treated 5/12 and 5/19/17. Pain medications given X 10 days. Referred to Dentist on first available appointment.

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
5/17/17	11914	4	Wants hernia surgery.	1		1				1					5/18/17	1	Appeal to 11843. A hernia is not an emergency unless it is incarcerated. Subject has been treated four (4) times for this issue and was last treated 5/15/17.
5/18/17	11912	4	States broken ribs.	1	1										5/21/17	3	Subject was treated at the ER on 5/21/17 and received stitches and x-rays. F/U on 5/23/17 with pain medications ordered.
5/18/17	11917	3	Reaction to medication.	1	1										5/18/17	0	Subject was treated by M/H RN. Medications adjusted.
5/18/17	11911	4	States need for special treatment by Dr. Schooler (own Doctor).	1	1										5/22/17	4	Subject treated by MD on 5/15 and 5/16/17. Outside treatment by own doctor requires transport by Jail staff at own cost. Directed to set up with jail operations.
5/18/17	11924	4	States has STD's	1	1										5/22/17	4	Subject has been treated four (4) times since 4/1/17 with no indications of STD's.
5/18/17	11920	4	Pain in abdomen. States many requests without care.	1	1										5/22/17	4	Subject has been treated as requested 4/26, 5/4 and 5/11/17. Follow-up is scheduled on RN sick call.
5/19/17	11932	4	States allergy to Soy.	1	1										5/30/17	11	Subject has no record of soy allergy. Proof of allergy requested. Special diet is necessary.
5/19/17	11935	1	States dentures lost by jail.	1	1										5/22/17	3	Dental does not provide dentures. Request referred to Operations. Subject may also have dentures brought in.
5/20/17	11944	3	States lack of treatment for pain.	1	1										5/20/17	0	Subject was treated for pain 5/20 and 5/22/17. Medication provided.
5/20/17	11938	4	States pain after traffic accident while returning from court.	1	1										5/22/17	2	Subject was treated on 5/22/17. Pain medications provided.
5/21/17	11936	3	HRT Hormone therapy.	1		1				1					5/22/17	1	Appeal to 11817. Subject has been treated by two separate physicians, both indicating hormone therapy is not medically necessary.
5/22/17	11947	4	Pain in finger after re-injury.	1	1										5/25/17	3	Subject was treated on 5/25/17 with pain medication provided. Advised to submit a request for treatment before submitting a grievance.
5/23/17	11955	2	Needs M/H medication.	1	1										5/26/17	3	Treated by RNP with medications prescribed. F/U with psychiatrist scheduled.
5/23/17	11952	4	States need for bandages for Dialysis treatment and eye drops for glaucoma.	1	1										5/25/17	2	Subject treated by optometrist with eye drops being ordered. Dialysis treatment 3 X per week with fresh bandages.

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes		No	Yes	No							
5/23/17	11951	4	illness and lung pain.	1	1										5/23/17	0	Subject was treated 5/23/17. Medications prescribed.
5/24/17	11959	4	Indicates pain after traffic accident.	1	1										5/30/17	6	Subject was treated on the date of accident and provided pain medication.
5/24/17	11957	4	Treatment for stroke and medication.	1	1										5/30/17	6	Subject has been treated for his condition 5/12, 5/15, and 5/23/17 with medications being adjusted each time. Subject has follow-up scheduled with the chronic care clinic.
5/25/17	11966	4	Needs diapers and pads.	1	1										5/25/17	0	Subject provided a diaper and blue pads. Scheduled to receive 2 diapers and blue pads at each med pass. Records indicate delivery beginning 5/25/17.
5/25/17	11964	4	Hernia after falling out of van	1	1										5/31/17	6	Subject was treated by MD on 5/27/17. provided a hernia belt, pain medication and a stool softener.
5/26/17	11977	2	M/H medication prescription expired.	1		1	1	1							5/31/17	5	Subject was seen on 5/24/17. Subject scheduled to see Psychiatrist and receive updated prescription. (Treated 5/29/17 with medication- updated.)
5/26/17	11976	3	States medications given for 10 days, not 30.	1	1										6/2/17	7	Subject prescribed ibuprofen for 10 days. Longer term with this medication is not advised.
5/27/17	11983	4	no bean diet.	1	1										5/30/17	3	Outside medical records reviewed. There is no indication of a bean allergy. Special diet not indicated.
5/27/17	11981	3	Reaction to medication.	1		1				1					6/2/17	6	This is an appeal to 11917. Subject has been provided with all of the information available for this issue and the medications were adjusted and corrected. No other medical remedies are available.
5/29/17	11993	4	has Crones and has signed records release.	1	1										6/2/17	4	Outside medical records received 5/31/17. Treated by RNP on 6/2/17 with medications ordered.
5/29/17	11997	3	States need for pain medications.	1	1										6/2/17	4	Subject was treated by Psychiatrist 5/27/17. Medication records indicate compliance. Subject is also treated at chronic care clinic.
5/29/17	12001	4	Pain in right leg.	1	1										6/2/17	4	Subject treated 5/25, and 5/29/17. Antibiotics prescribed starting on 5/25/17. Follow- up is scheduled on 6/5/17.

May-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
5/31/17	12007	3	States need for stroke medications.	1	1										6/2/17	2	Subject has been treated six (6) time in the past three weeks for same request. Subject is receiving a special diet and medications appropriate for this condition.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment	
					Yes	No		Yes	No	Yes	No						
				79	64	15	6	6	0	9	0	1	2	1		4.9	

Grievances June 1, 2017 through June 30, 2017

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	3	5.26%	3	0	0	0	0	0	1
Mental Health	10	17.54%	9	0	0	1	0	0	0
Medication	10	17.54%	9	1	1	0	0	1	1
Medical	34	59.65%	31	2	2	1	0	2	3
Total	57	100.00%	52	3	3	2	0	3	5

Average Days for Response/Treatment:	4.2
Total Requests: 1,611	% Grievd: 3.5%
Total Grievances: 174	% Medical Related: 32.8%

Community Inquiry:

Dental	0		
Mental Health	4		
Medication	1		
Medical	2		
Total Requests: 7	Resolution: 7	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:	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available. This position is currently vacant and is under recruitment. Tele-Med and on call Psychiatrist is in use.
Dentist:	Available in the Facility 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
June 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Four (4) Grievances (7.0%)

I reviewed three (3) grievances related to dental treatment for June. Each grievance addressed a general request for dental service due to tooth pain and infection. Each person received antibiotics and pain medications, and was scheduled for follow-up treatment by the dentist or received dental treatment by the dentist. One (1) grievance required follow-up to determine a resolution, but was ultimately resolved.

Mental Health: Ten (10) Grievances (17.5%)

During this period, there were ten (10) mental health grievances for review. Four (4) requested medication, two (2) requested mental health treatment, and four (4) requests were for Mental Health medications or adjustment of medication. Each received treatment with the Tele-Med Psychiatrist that resulted in either the order of new medication or the adjustment of current medication. No follow-up was needed.

Medications: Nine (9) Grievance (15.8%)

I reviewed nine (9) grievances related to medications other than Mental Health medications. The majority of these requests resulted in treatment and medication being ordered. One was a duplicate to a prior grievance and one (1) was a refusal of the medication. Two individuals were referred to the chronic care clinic. No follow-up was needed.

Medical: Thirty-four (34) Grievances (59.7%)

I reviewed thirty-four (34) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Three (3) of these grievances were duplicates of a previously submitted grievance. Two (2) grievances were resolved on appeal, and one (1) individual refused to cooperate with medical staff- refusing to answer any assessment or treatment questions. Two (2) grievances required follow-up to determine a resolution, but were ultimately resolved.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 4.2 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances increased from previous months, indicating an increase of 23.9% comparing the 57 grievances for this month to the average of 46 grievances filed in the previous quarter. Many of the grievances are in direct response to policy enforcement related to medically necessary treatment. Many previously granted non-medically necessary provisions have been reassessed and stopped. These include special diets, own shoe orders and extra blanket or mattress orders, etc. that do not have a specific medical need.

Santa Barbara Sheriff's Office
Grievance Review
June 2017

In the month of June, there were 1,611¹ requests for medical related services, of which fifty-seven (57) or 3.5% resulted in a grievance.

During this same period, there were one hundred seventy-four (174) total grievances filed, of which fifty-seven (57) or 32.8% were medical related.

During June the sheriff's office received seven (7) community inquiries. These inquiries included four (4) mental health inquiries, one (1) medication inquiry and two (2) general medical inquiries. I have received responses providing a resolution to the stated concerns for seven (7) inquiries. Only one (1) of the parties of concern had filed a grievance prior to the community inquiry.

The Medical, Mental Health, and Corrections Committee meeting was held on June 29, 2017. This meeting covered the April and May stats and treatment information.

Respectfully,



Mark V. Mahurin

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

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
				Yes	No	Yes		No	Yes	No									
6/1/17	12009	2	States lack of treatment and needs M/H meds.	1	1										6/4/17	3	Subject was treated by RN on 5/3, with x-ray results discussed on 5/15/17. Psychiatrist continued M/H meds on 6/4/17.		
6/1/17	12011	4	Subject sates no x-ray of feet has been provided.	1	1									1	6/7/17	6	Subject was treated by MD on 4/19/17 with a repeat x-ray of feet being offered. Subject refused service- refusal form on file. Medical can re-evaluate with new request. No new request on file.		
6/1/17	12012	1	Subject indicates fractured teeth & infection.	1	1									1	6/2/17	1	Subject refused treatment from dentist on 5/23/17- signed refusal form on file. Subject was again treated for dental issue by RN on 5/31/17. Treated by DON on 6/2/17 and denied any issues or complaints of pain.		
6/2/17	12015	4	Reports green discharge from nipples.	1	1										6/6/17	4	Treated by MD on 6/6/17. Lab cultures and x-ray results are both normal. Medical will continue to monitor.		
6/3/17	12019	4	States need for medical care for withdrawal issues. Also complaint against custody staff-behavior.	1	1										6/3/17	0	Subject was treated on scene by RN- vitals normal. Treated by MD on 6/6/17, with Meds not being medically necessary. Staff conduct complaint referred to Operations for review.		
6/3/17	12025	4	Hernia Pain.	1	1										6/7/17	4	Subject has been treated for arm pain and hernia 4/5, 4/24, and 4/25/17. Treated by RNP again on 5/16/17- Hernia is non-emergent and surgery is not medically necessary.	1-Dental	3
6/4/17	12029	2	States medications wrongly stopped.	1		1				1					6/14/17	10	Appeal to 11977. Subject signed a refusal form on 5/23/17. With refusal withdrawn on 6/2/17, Psychiatrist has re-ordered medications.	2-Mental Health	10
6/4/17	12031	2	states many requests for M/H treatment with no response.	1	1										6/14/17	10	Subject has been treated by psychiatrist 4/18, 4/19, 6/3 and 6/14/17. Psychiatrist changed and adjusted medications on 6/14/17.	3-Medication	10
6/5/17	12033	4	Warfarin issues and blood draw checks not being addressed. Chest Pain.	1	1										6/5/17	0	Subject has been treated ten (10) times in May for claims of chest pains and was treated at Cottage ER on 6/1/17 for same. All tests indicate normal. Subject is currently on Warfarin as prescribed.	4-Medical	34
6/5/17	120334	4	Warfarin issues and blood draw checks not being addressed. Chest Pain.	1	1								1		6/5/17	0	Duplicate to 12033. See above.		

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
6/5/17	12036	4	Warfarin issues and blood draw checks not being addressed. Chest Pain.	1	1								1		6/5/17	0	Duplicate to 12033. See above. Subject continues to be assessed by medical for each occurrence, however, all vitals are normal and there is no indication of a medical issue. ER evaluation and tests have come back "normal".
6/6/17	12040	4	Needs treatment for Hemorrhoids.	1	1										6/7/17	1	Subject was treated on 5/16/17 with suppositories, and again on 6/7/17 with suppositories X 7 days.
6/6/17	12041	3	States no one picking up sick slips and needs dental.	1		1	1	1							6/7/17	1	Subject was treated on RN sick call scheduled as a result of a sick call slip. Subject is on list for dental. Follow-up indicates dental treatment on 6/14/17.
6/6/17	12035	4	Indicates Scabies not being treated.	1	1										6/6/17	0	Subject was assess and treated on 6/6/17 and again on 6/25/17. Scabies was not determined to be the issue.
6/7/17	12048	2	indicates court order M/H evaluation not done and medications were changed.	1	1										6/8/17	1	Subjects court paperwork was written on 5/24/17. Evaluation occurred 5/26/17. On 6/2/17 the Psychiatrist evaluated subject and prescribed two medications.
6/7/17	12056	4	Needs test results provided RN by subject at Receiving.	1	1										6/12/17	5	Original paperwork (test results) place in subjects property. Copy of test results returned wit grievance response.
6/9/17	12061	4	Bean Allergy.	1		1				1					6/12/17	3	Appeal to 11983. Subjects personal MD, Dr. Girgis, has nor record of a bean allergy in subject medical record. A bean allergy test was completed and the results were negative.
6/9/17	12064	4	Eye infection- indicates no treatment until sent to ER.	1	1										6/12/17	3	Subject was treated by RN for assessment on 6/1/17. Sent to Cottage for evaluation of eye infection on 6/9/17. Medications were ordered and are being provided. Follow up treatment with RN occurred on 6/12/17 with Labs being ordered.
6/9/17	12065	3	Eye medications not being given X 4 days.	1	1										6/12/17	3	Medication records indicate drops are being given exactly as prescribed by Dr. Katsev. Subject has a follow-up with Dr. Katsev scheduled. (outside appointment)
6/10/17	12066	3	Eye medications not being given X 4 days.	1	1								1		6/12/17	2	Duplicate to 12065. See Above.

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No	Yes	No	Yes	No	Yes	No				
6/10/17	12068	4	Rash- Claims directions contradict jail rules.	1	1										6/14/17	4	Subject was treated for rash on 6/10/17. directed to rinse out shirt to reduce soap irritation. Prescribed hydrocortisone for rash. Jail ops notified of instructions to preclude issues.
6/10/17	12072	4	Diabetic snack not being given.	1	1										6/11/17	1	Order for diabetic PM snack was issued on 6/6/17. Follow-up with Kitchen shows order on file. Records indicate snack provided beginning 6/7/17.
6/10/17	12073	3	States needs Norco.	1	1										6/22/17	12	Subject has been treated multiple times for pain, 5/21, 5/22, and 6/6/17. Subject referred to chronic care clinic for pain management on 6/6/17.
6/10/17	12074	2	Subject indicates need for M/H treatment- indicates no care for two weeks.	1	1										6/27/17	17	Subject has been treated by mental health 5/20, 5/24 and 6/27/17. Subject not in custody for appointment with psychiatrist.
6/12/17	12081	4	Foot in pain.	1	1									1	6/16/17	4	Subject was treated for foot issue on 6/16/17. Subject scheduled for follow-up on 6/30/17, but refused to attend.
6/12/17	12082	4	Requests for treatment being ignored.	1	1										6/14/17	2	Subject has been treated 4/11, 4/27, 5/17, 5/14/17. medications prescribed and awaiting lab results.
6/12/17	12084	3	Medications stopped.	1	1										6/22/17	10	Subject has been evaluated by MD. Medications not continued, as the symptoms indicating need are not present.
6/12/17	12085	4	Subject wants own shoes, and claims no treatment.	1	1										6/17/17	5	Subject treated 4/27, 5/6, 5/5/, 5/11, 5/26, 5/31 and 6/17/17. No medical need for special or own shoes.
6/13/17	12107	3	States needs pain medication.	1	1										6/27/17	14	Subject received pain medication orders on 5/11, 5/20 and 5/23/17. Last order active and medications continue.
6/15/17	11999	3	Needs pain medication.	1	1									1	6/17/17	2	Subject was treated on 6/17/17 for tooth pain. Subject refused Tylenol prescription- Refusal form on file.
6/16/17	12098	4	MS attack- No treatment.	1		1	1	1							6/19/17	3	Subject was treated on 5/3/17- reported MS, but no symptoms present. Treated on 6/19/17 and referred to MD. Follow-up- treated by MD on 6/23/17.

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No	Yes	No								
6/16/17	12099	4	Back Pain. Wants specialist, not jail nurse.	1	1										6/16/17	0	subject was seen by MD 4/12/17 and was referred to orthopedic surgeon. Subjects appointment is still pending. Subject provided pain meds and is being treated by RNP until seen by specialist.
6/16/17	12101	4	Have not received x-ray.	1	1									1	6/26/17	10	Subject received an x-ray on 4/11/17. Reviewed by MD on 4/19/17. MD requested follow-up x-ray, but subject refused- form on file. If issues have changed, subject directed to submit a requests to have x-rays re-scheduled.
6/18/17	12108	4	States broken arm not being treated.	1	1										6/20/17	2	Subject treated for broken arm (prior to arrest) on 4/7, 4/16, 4/22 and 4/28/17, with x-rays reviewed. Subject directed to compression tape X 6 weeks to help with pain from old fracture. No additional treatments for an old fracture are available while in custody.
6/19/17	12109	4	Taken off "no soy diet"	1	1										6/20/17	1	Blood test shows no soy allergy. No soy diet is not medically necessary.
6/19/17	12113	1	States multiple request for tooth pain.	1	1										6/21/17	2	Subject was treated for another issue on 6/13/17, but made no mention of tooth pain. Only one (1) request for toot pain on file dated 6/19/17. Treated by RNP on 6/21/17 for tooth pain. Follow-up with dentist scheduled.
6/19/17	12117	4	states ring worm.	1	1										6/27/17	8	Subject was treated by RNP on 6/15/17 and provided anti fungal cream for treatment of ring worm. Un clear as to why a grievance 4 days after treatment.
6/19/17	12124	4	Shoulder pain.	1	1										6/27/17	8	Subject was treated for shoulder pain on 6/2, and 6/5/17. Subject was scheduled for RNP appointment on 6/27/17, but refused stating "issue resolved".
6/20/17	12121	3	States eye drops discontinued.	1	1										6/20/17	0	Subject treated by RNP with drops continued X 10 Days until subject can be evaluated by ophthalmologist.
6/20/17	12125	2	Court order for mental health medication.	1	1										6/26/17	6	Subject was evaluated by Psychiatrist as requested by the court order. Medications were prescribed during that evaluation. Mental health continues care of subject.

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
6/21/17	12120	4	Subject indicates reaction to Soy.	1	1										6/27/17	6	Subject was tested for soy allergy. Blood tests X 2 are negative for soy allergy. Continued claims of a reaction cannot change the test results. Soy free diet not medically necessary.
6/21/17	12126	1	Subject has tooth pain.	1	1										6/28/17	7	Subject was treated on 6/28/17. Subject was initially treated at RN sick call on 6/16/17 and referred to the Dentist. Tooth was extracted by dentist on 6/28/17.
6/21/17	12127	2	Mental health medications stopped.	1	1										6/23/17	2	Subject was refusing to take all but one of the prescribed medications, thus these were stopped. Subject was reviewed by Psychiatrist 6/27/17 with medications re-instated.
6/21/17	12128	4	States not receiving care.	1	1										6/23/17	2	Subject has been receiving on going care for MS, 5/2, 5/16, 5/31, 6/23 and 6/27/17. Subject is also being treated in chronic care clinic.
6/21/17	12129	2	Mental health acting with deliberate indifference.	1	1										6/27/17	6	Subject prescribed M/H medications 5/3/17. When subject returned to custody on 6/16/17 all meds were restarted, excluding Lithium, as this could not be verified.
6/21/17	12131	3	Indicates pain medication expired 6/8/17.	1	1										6/28/17	7	Subject was treated at RN sick call on 6/9/17 and prescribed Ibuprofen for pain. On 6/28/17 subject was treated at RNP sick call and prescribed Mobic for pain.
6/21/17	12132	4	Wants a second opinion regarding hernia.	1	1										6/27/17	6	Subject has been treated on multiple occasions for hernia. RNP on 6/1/17, MD on 6/13 and on 6/27/17. each opinion was in agreement. Subject was prescribed a binder. Subject may make arrangements through jail operations to be treated by own physician at own expense.
6/21/17	12136	2	Does not like liquid form medication. States wants to see what is being given in pill form.	1	1										6/22/17	1	Medication was changed and updated per the Psychiatrist orders. The medications are the same whether in liquid or tablet form. You may discuss your medications with the M/H staff should you have concerns.
6/21/17	12147	4	Wants soft shoe order for heel pain and copies of medical records.	1	1										6/27/17	6	Subject was treated 4/18 and 4/20/17 for heel pain. Anti-inflammatory medications prescribed. Own shoes are not medically necessary. Medical records will be placed in personal property. Subject may also sign a release of records to a person of own choice.

Jun-17

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
					Yes	No		Yes	No	Yes	No						
6/23/17	12144	4	Ear infection. States requests over three weeks.	1	1										6/24/17	1	Subject has one request on file for ear issues dated 6/17/17. Treated by RN 6/24/17. follow-up treatment on 6/27/17 with medications prescribed.
6/25/17	****	2	Subject states they eat dirt and have worms. Claims no treatment.	1	1										6/27/17	2	Issue discussed with subject by both the RN and the MD on multiple occasions. No indication of treatment indicated. Subject is under care by mental health and psychiatrist and is receiving multiple psychiatric medications.
6/26/17	12176	4	did not receive withdrawal medications.	1	1										7/3/17	7	The clinical opiate withdrawal scale is implemented for each incarceration. Medications are given based upon each assessment and are not simply given automatically.
6/27/17	12168	4	Wants extra mattress for chronic back pain.	1	1										7/3/17	6	Subjects medical issues have been reviewed by the RNP, MD and psychiatrist. Each is in agreement that an extra mattress is not medically necessary for your condition.
6/28/17	12174	4	states multiple request for treatment of cold and pink eye.	1	1										7/3/17	5	Subject has two requests on file, dated 6/22 and 6/24/17. Subject was treated by RNP on 6/26/17 and prescribed eye drops for eye issue.
6/30/17	12183	4	Broken hand & diabetic.	1	1										7/2/17	2	Subject was treated by RNP on 6/15/17 with pain medications ordered. Subject received follow-up care on 7/2/17. Follow-up with RNP is scheduled.
6/30/17	12182	3	states medications are not being given.	1	1										7/3/17	3	Subject has no request on file. Treated on 7/3/17 by RNP. Diagnostic test ordered and completed on same date. As of 7/5/17- awaiting results of tests.
6/30/17	12184	4	States ear issue.	1		1	1	1							7/3/17	3	Subject was treated by RNP on 7/3/17 for ear infection.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment	
					Yes	No		Yes	No	Yes	No						
				57	52	5	3	3	0	2	0	0	3	5		4.2	

Attachment C

Santa Barbara County Sheriff's Office

Community Corrections Input Committee
First Quarter Meeting Notes

Sheriff's Community Corrections Input Group
January 5, 2017
1:00- 3:00 P.M.
Main Jail Conference Room
4436 Calle Real
Santa Barbara, CA 93110

Participants:

None

I. Meeting Canceled

- a. Due to multiple participant illnesses, the meeting scheduled for January 5, 2017 needed to be cancelled. Attempts to reschedule the meeting were not successful due to scheduling conflicts amongst the members. The members decided that it would be more productive to postpone the meeting until our regularly scheduled meeting in February.

II. Next Meeting

1. Our next meeting is scheduled for February 2, 2017 from 1:00 – 3:00 PM
2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Sheriff's Community Corrections Input Group

February 2, 2017

1:00- 3:00 P.M.

Cody's Cafe

4898 Hollister Avenue

Santa Barbara, CA 93111

Participants:

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission

Jim Rohde, Santa Barbara County Mental Health Commission

Eddie Perez, Community Representative

Esther Lim, Jails Project Director, ACLU- Absent

I. Grievance Reports

a. Committee review of the December Grievance Report.

1. No significant issues were identified.

b. Committee review of the 4th Quarter Grievance Report.

1. The committee had some discussion of the increase in the number of people who reportedly refused service, particularly in the months of November and December.

c. Committee review of the Annual 2016 Grievance Report.

1. Of particular interest to the committee was the comparison of the total number of requests for service, 10,379, to the number that resulted in a grievance, 498, or 4.8%.

II. Discussion of status with new medical contract

a. The committee has great interest in the progress of the new contract, as this will have long-term impacts on both jail medical and mental health treatment.

1. We discussed that the contract will be presented to the Board for approval later this month, and that the entire contract will be available to the committee once it is filed with the Board.

2. We discussed in general some of the enhancements included in the contract that includes an audit component, with Behavioral Wellness conducting regular mental health audits and Public Health conducting regular audits for the medical side. The committee is interested in having access to the results of these audits.

III. Wrap Up

a. Action Items: None

b. Next Meeting

1. Our next meeting is scheduled for March 2, 2017 from 1:00 – 3:00 PM

2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Sheriff's Community Corrections Input Group

March 2, 2017

1:00- 3:00 P.M.

Santa Barbara Main Jail

Conference Room

4436 Calle Real

Santa Barbara, CA 93110

Participants:

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act- Absent

Suzanne Riordan, Families Act, Alternate- Absent

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission

Jim Rohde, Santa Barbara County Mental Health Commission

Eddie Perez, Community Representative

Rod Pierson, President Families Act

Esther Lim, Jails Project Director, ACLU

I. Grievance Reports

- a. Committee reviewed the January Grievance Report.

1. No significant issues were identified.

II. Discussion of status with new medical contract

- a. The Board approved the new medical contract on February 28, 2017. Each committee member was given an electronic copy of the contract as agreed.

1. We discussed in general some of the enhancements included in the contract and will continue this discussion as we move forward. I have confirmed that the committee will have access to the results of the audits, as they are available. There is interest in having a representative from California Medical Forensic Group (CMFG) attend an upcoming committee meeting so that members can have discussion directly with them.

III. Discussion of Adding Data

- a. Several members are interested in having additional information included in the monthly report. These include:

1. Statistic related to Safety Cell usage; and
2. Data resulting from the weekly community outreach program.

- a. I will work with Lieutenant Lammer to determine what Safety Cell data is available.

- b. I am including data on the community inquiry information in the monthly report and will go back and adjust January and February so that we will have the data moving forward.

IV. Committee Members

- a. With the creation of the new Behavioral Wellness Commission, two of our members have resigned. I have asked that each member consider if replacements are needed, and if so, who should we consider. This issue will be discussed during our next meeting, after everyone has a chance to consider.

V. **Wrap Up**

a. Action Items: See Item III.

b. Next Meeting

1. Our next meeting is scheduled for April 6, 2017 from 1:00 – 3:00 PM
2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Attachment C-1

Santa Barbara County Sheriff's Office

Community Corrections Input Committee
Second Quarter Meeting Notes

Sheriff's Community Corrections Input Group

April 6, 2017

1:00- 3:00 P.M.

Santa Barbara Sheriff's Executive

Conference Room

4434 Calle Real

Santa Barbara, CA 93110

Participants:

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate- Absent

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission

Jim Rohde, Santa Barbara County Mental Health Commission- Absent

Eddie Perez, Community Representative

Rod Pearson, President Families Act- Absent

Esther Lim, Jails Project Director, ACLU- Absent

I. Grievance Reports

a. Committee reviewed the February Grievance Report.

1. The Committee has made a request for additional data to include information on the Community Outreach project and data on Safety Cell use. I have included a section with information on the Community Outreach project and have compiled information regarding the Safety Cell use and I am currently awaiting approval from County Counsel to include this information in my monthly report.

II. Discussion of status with new medical contract- Lieutenant Lammer

a. The Board approved the new medical contract on February 28, 2017.

1. This is CFMG's first week fully on site. Thus far, there have been notable improvements with the grievance response times and with general delivery of service. Beyond the normal transition process, the immediate challenge for the jail is to ensure that jail policies are more clear and consistent with CFMG's service delivery policies.
2. The on-sight Health Services Administrator for CMFG, Alan Bagby, provided a very general update on the transition process. Since this is only day 6 of the transition, Alan will be returning to spend more time with the group once the transition settles down. This will likely occur within the next meeting or two.

III. Discussion of Safety Cell & Step Down Cell Procedures- Lieutenant Lammer

a. Lieutenant Lammer discussed the process and policy related to the use of Safety Cells and the new step down observation cells. The Jail Policy was provided to the members, and this discussed at length. There was good participation from all, with no major issues with the process identified.

IV. Committee Members

a. With the creation of the new Behavioral Wellness Commission, two of our members have resigned. This is a follow-up discussion to our prior to consider if replacements are needed, and if so, who should we consider.

b. Should member additions occur, we should discuss the possibility of changing our meeting location, as seating space may be an issue with the current location.

1. This issue was not discussed at length, as the majority of our time was spent on the other items. I will move this item forward to the May meeting for further discussion.

V. Wrap Up

a. Action Items:

b. Next Meeting

1. Our next meeting is scheduled for May 4, 2017 from 1:00 – 3:00 PM

2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Sheriff's Community Corrections Input Group

May 4, 2017

1:00- 3:00 P.M.

Santa Barbara Main Jail

Conference Room

4436 Calle Real

Santa Barbara, CA 93110

Participants:

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Ann Eldridge, Santa Barbara County Mental Health Commission

Jim Rohde, Santa Barbara County Mental Health Commission- Absent

Eddie Perez, Community Representative

Rod Pearson, President Families Act- Absent

Esther Lim, Jails Project Director, ACLU- Absent

I. Grievance Reports

- a. Committee reviewed the March Grievance Report.

II. Discussion of status with new medical contract- Alan Bagby, MSA

- a. Update on the progress of the transition from Corizon to CFMG.
- b. CFMG has completed their first month on site with us.
 1. Mr. Bagby presented on the transition process and the value added services that are part of the new contract.
 2. All members had questions and received answers to their concerns.

III. Committee Members

- a. With the creation of the new Behavioral Wellness Commission, two of our members have resigned. This is a follow-up discussion to our prior to consider if replacements are needed, and if so, who should we consider.
 1. Rod Pearson, Behavioral Wellness Commission, has presented the openings to the Commission, and is awaiting their response and recommendations.
- b. Should member additions occur, we should discuss the possibility of changing our meeting location, as seating space may be an issue with the current location.
 1. Space and location discussion will continue upon appointment of new members.

IV. Wrap Up

- a. Action Items: None
- b. Next Meeting
 1. Our next meeting is scheduled for June 1, 2017 from 1:00 – 3:00 PM
 2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Sheriff's Community Corrections Input Group

June 1, 2017

1:00- 3:00 P.M.

Santa Barbara Main Jail

Conference Room

4436 Calle Real

Santa Barbara, CA 93110

Participants:

Mark Mahurin, Grievance Oversight Coordinator

Rory Moore, Families Act

Suzanne Riordan, Families Act, Alternate

Deborah McCoy, Families Act, Outreach Project

Lynne Gibbs, National Alliance on Mental Illness

Jan Winter, National Alliance on Mental Illness, Alternate- Absent

Ann Eldridge, Santa Barbara County Behavioral Wellness Commission- Absent

Eddie Perez, Community Representative

Rod Pearson, President Families Act & Behavioral Wellness Commission- Absent

Esther Lim, Jails Project Director, ACLU

I. Grievance Reports

a. Committee reviewed the April Grievance Report.

1. Esther Lim had follow-up questions on three grievances.

1. I will work with medical and Jai Operations to develop a process for follow-up on specific grievance responses.

a. Check on whether audit process can address, or if this will need to be separate.

II. Committee Members

a. With the creation of the new Behavioral Wellness Commission, two of our members have resigned. This is a follow-up discussion to our prior to consider if replacements are needed, and if so, who should we consider.

1. Rod Pearson, Behavioral Wellness Commission, has presented the openings to the Commission, and is awaiting their response and recommendations.

1. Two new members have been requested.

b. Should member additions occur, we should discuss the possibility of changing our meeting location, as seating space may be an issue with the current location.

III. Wrap Up

a. Action Items:

b. Next Meeting

1. Our next meeting is scheduled for July 6, 2017 from 1:00 – 3:00 PM

2. The call in number, 805-681-5400, access code 742469, is available should members be unable to attend in person.

Attachment D

Santa Barbara County Sheriff's Office

Community Corrections Input Committee
Families ACT Community Input Form

