



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

2016 JUL 29 AM 10:07

COUNTY OF SANTA BARBARA
CLERK OF THE
BOARD OF SUPERVISORS
SHERIFF'S OFFICE

Department Name: Sheriff's Office
Department No.: 032
For Agenda Of: August 23, 2016
Placement: Administrative
Estimated Time:
Continued Item: No
If Yes, date from:
Vote Required: Majority

16-00615

TO: Board of Supervisors

FROM: Department Sheriff Bill Brown 681-4290
Director(s)
Contact Info: Commander Kelly Hamilton 681-4326

SUBJECT: 2nd Quarter Grievance Oversight Coordinator Report

County Counsel Concurrence

As to form: Yes

Auditor-Controller Concurrence

As to form: N/A

Other Concurrence N/A

As to form: No

Recommended Actions:

- a) That the Board receive and file the 2nd quarter report for 2016 from the Santa Barbara County Jail's Grievance Oversight Coordinator.
- b) Determine this action is exempt from California Environmental Quality Act (CEQA) pursuant to Section 15378(b) (5), which are organizational or administrative activities of governments that will not result in direct or indirect physical changes to the environment.

Summary Text:

On February 16, 2016, the Board of Supervisors directed the Sheriff's Office to submit quarterly reports relating to grievance oversight within the jail. This 2nd quarter report for 2016 from the Grievance Oversight Coordinator (Attachment A), along with other recommendations by the Community Corrections Input Group (CCIG), will summarize the grievances related to medical and mental health.

Background:

At the Board of Supervisors meeting on February 16, 2016, the Board recommended the creation of the Community Corrections Input Group (CCIG). The purpose of this group is to assist the Grievance Oversight Coordinator (GOC) in making recommendations for improvements concerning the grievance process, procedural practices, and/or service delivery related to the medical, mental health, dental, or vision care of those confined within the jail system. The CCIG supports the GOC by providing input towards the development of potential solutions, as well as providing assistance in the form of research and/or materials in support of formal recommendations. This group continues to have monthly meetings

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(see Attachment B for meeting minutes) and provide recommendations for changes in the process and procedures.

On April 19, 2016, the Sheriff's Office presented the 1st quarter report for 2016 from the Grievance Oversight Coordinator. During that meeting, the Board was complimentary to the progress this position has achieved in providing transparency to the status of the medical and mental health service grievances being filed by the inmates. During this hearing, the Board recommended improving the communication between the GOC and the jail's health services provider, Corizon Health Inc., as it related to the lack of details provided to the inmates in the grievance response. The lack of details was created out of concern for potential Health Insurance Portability & Accountability Act (HIPAA) violations. With input from County Counsel and the CCIG, the GOC was able to modify the existing grievance form (Attachment C) to include a HIPAA waiver to be completed by the inmate. This modification allows for a more complete, detailed response from the Corizon Health Service Administrator to the inmate. The change to this form was approved and implemented on July 18, 2016.

The CCIG recommended a change to the inmate sick call request slip. The previous sick call request slip did not provide a mechanism for the nurse to communicate with the inmate that an appointment had been scheduled to address the inmate's medical concerns. Due to this lack of communication, the inmates would file multiple requests for the same issue, not knowing an appointment was scheduled or a remedy implemented. The CCIG, along with the GOC, submitted a proposal to modify the sick call request form (see Attachment D) to include a response sheet. This sheet will be returned to the inmate to let him/her know the request was received and is being addressed. This change was approved and is already implemented throughout the facility. This should reduce the amount of duplicate requests and provide for better communication between the health services provider and the inmate.

An additional suggestion from the CCIG was to see a comparison of the number of medical-related grievances to the number of requests for medical services. Additionally, they were interested in a comparison of medical-related grievances to the total number of grievances filed each month. The individual monthly, as well as the quarterly reports have been modified to reflect their suggestion.

The 2nd quarter grievance report noted a moderate decrease in the amount of grievances submitted. The GOC feels this decrease is directly related to a process change implemented by Corizon Health, Inc. Corizon divided the facility into quadrants and assigned a Registered Nurse (R.N.) to each one of these quadrants. One of these quadrants encompassed the Inmate Reception Center (IRC). A R.N. is now responsible for completing all intake health screening forms prior to an inmate entering the secure part of the facility. This removed the responsibility from the Custody Deputy and created a process in which an extensive health evaluation is completed prior to the inmate entering the secure part of the facility. This allows for an immediate triage of newly arrested individuals to include bridging any confirmed medications.

During the most recent CCIG meeting, Lt. Mahurin took the majority of the group on a tour of the facility. This tour was useful in providing insight to some of the physical challenges faced in delivering medical and mental health services to the inmate population. An additional tour is being planned in the near future for those in the CCIG who were unable to participate due to other obligations.

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Performance Measure:

None

Fiscal and Facilities Impacts:

Budgeted: No

Fiscal Analysis:

N/A

Attachments:

- A. 2nd Quarter Report
- B. Meeting minutes of the Community Corrections Input Group
- C. New Grievance form
- D. New sick call request form

Authored by:

Commander Kelly Hamilton