



BOARD OF SUPERVISORS      **Agenda Number:**

AGENDA LETTER

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

**Department Name:** Sheriff's Office  
**Department No.:** 032  
**For Agenda Of:** March 10, 2020  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

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

**SUBJECT:** **Second and Third Quarter 2019 Medical Grievance Oversight Coordinator Report**

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**County Counsel Concurrence**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: N/A

**Other Concurrence** N/A

**Recommended Actions:**

That the Board of Supervisors:

- a) Receive and file the 2<sup>nd</sup> and 3<sup>rd</sup> quarter reports for 2019 from the Santa Barbara County Jail's Medical Grievance Oversight Coordinator; and
- b) Determine this action is exempt from California Environmental Quality Act (CEQA) pursuant to Section 15378(b) (5), which are organizational or administrative activities of governments that will not result in direct or indirect physical changes to the environment.

**Summary Text:**

On February 16, 2016, the Board of Supervisors requested that the Sheriff's Office submit quarterly reports relating to grievance oversight within the jail. The 2<sup>nd</sup> and 3<sup>rd</sup> quarter reports (Attachments A & B) from the Medical Grievance Oversight Coordinator (MGOC) will summarize the grievances related to medical and mental health.

**Background:**

At the Board of Supervisors meeting on February 16, 2016, the Board recommended the creation of the Community Corrections Input Group (CCIG). The purpose of this group is to assist the Medical Grievance Oversight Coordinator (MGOC) in making recommendations for improvements concerning the grievance process, procedural practices, and/or service delivery related to the medical, mental health, dental, or vision care of those confined within the jail system. The CCIG supports the MGOC by providing input

## **2<sup>nd</sup> and 3<sup>rd</sup> Quarter 2019 Medical Grievance Oversight Coordinator Report**

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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 and to provide recommendations for changes with various processes and procedures.

For the 2<sup>nd</sup> quarter of 2019, the MGOC reported a decrease of just over 40% of medical related grievances from the 2018 second quarter (58 down from 97). During this period jail medical received 2,341 requests for medical related services. This is a decrease in service requests from the 2018 second quarter of 29% (2,341 down from 3,338). Only 2.5% of these requests resulted in a grievance. This is a reduction of 13% when compared to the 2.9% reported requests that resulted in grievances in the second quarter of 2018.

During this same period, there were 185 total jail grievances filed. The 58 medical related grievances represent 31.4% of the total number of grievances filed for the second quarter of 2019.

During the 2<sup>nd</sup> quarter, the MGOC received fourteen (14) information forms from Families ACT. Jail medical addressed each of these as necessary. Comparing the four (4) information forms submitted in the second quarter of 2018, this is an increase in forms submitted of 250%, showing a greater awareness and interest by family members and friends.

For the 3<sup>rd</sup> quarter of 2019, the MGOC reported a decrease of just under 40% of medical related grievances from the 2018 third quarter (59 down from 98). During this period jail medical received 3,547 requests for medical related services. This is a decrease in service requests from the 2018 third quarter of 17% (3,547 down from 4,298). Only 1.7% of these requests resulted in a grievance. This is a reduction of 26% when compared to the 2.3% reported requests that resulted in grievances in the second quarter of 2018.

During this same period, there were 323 total jail grievances filed. The 59 medical related grievances represent 18.3% of the total number of grievances filed for the second quarter of 2019. This is a reduction of 39% from the 3<sup>rd</sup> quarter of 2018 (18.3% down from 30%).

During the 3<sup>rd</sup> quarter, the MGOC received sixteen (16) information forms from Families ACT. Jail medical addressed each of these as necessary. Comparing the four (4) information forms submitted in the third quarter of 2018, this is an increase in forms submitted of 300%, again demonstrating a greater interest and awareness of the Families Act process by family members and friends.

### **Performance Measure:**

None

### **Fiscal and Facilities Impacts:**

Budgeted: No

### **Fiscal Analysis:**

N/A

### **Attachments:**

Attachment A: 2<sup>nd</sup> Quarter Report

Attachment B: 3<sup>rd</sup> Quarter Report

Attachment C: April Grievance Report

Attachment C-1: May Grievance Report

**2<sup>nd</sup> and 3<sup>rd</sup> Quarter 2019 Medical Grievance Oversight Coordinator Report**

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Attachment C-2: June Grievance Report

Attachment D: July Grievance Report

Attachment D-1: August Grievance Report

Attachment D-2: September Grievance Report

**Authored by:**

Mark V. Mahurin, Lieutenant (EXH)