

Attachment A

Santa Barbara County Sheriff's Office
Second Quarter Grievance Report

Grievances Second Quarter 2019

Type	Total	Percentage of Total Medical/ Mental Health Grievances Filed	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	2	3.45%	2	0	0	0	0	0	0
Mental Health	6	10.34%	6	0	0	0	0	0	0
Medication	20	34.48%	19	0	0	1	0	2	1
Medical	30	51.72%	30	0	0	0	0	1	1
Total	58	100.00%	57	0	0	1	0	3	2

Average Days for Response/Treatment:	4.0
Total Requests:	2,341
% Grievated:	2.5%
Total Grievances:	185
% Medical Related:	31.4%

Community Inquiry:

Dental	0
Mental Health	4
Medication	5
Medical	5
Total Requests:	14
Resolution:	14
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.
Dentist:	Available in the Facility 16 hours per week.
Title 15- Grievance Time Limit :	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
Outside of Facility Appointments:	Dates for out of custody appointments are not provided prior to transport due to security concerns.

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To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Two (2) Grievances (3.45%)

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

Mental Health: Six (6) Grievances (10.34%)

During the second quarter, there were six (6) mental health grievances for review. Four (4) were related to mental health medications with each patient being treated by the Psychiatrist to prescribe medication or adjust the existing medications. Two (2) grievances were related to receiving mental health treatment and these patients were treated by the Psychiatrist. There was no follow-up required and there were no appeals filed.

Medications: Twenty (20) Grievances (34.48%)

I reviewed twenty (20) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved the majority. Most were related to specific medications and dosages. Two (2) were because they didn't want the meds floated. Two (2) grievances were duplicates to previously filed complaints. No grievances required follow-up to determine an appropriate outcome and there was one (1) complaint resolved on appeal.

Medical: Thirty (30) Grievances (51.72%)

I reviewed thirty (30) 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) grievance was a duplicate of a previously filed complaint. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

Observations & Recommendations:

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

During this quarter, the total number of medical related grievances decreased by 40.20% when comparing the fifty-eight (58) grievances filed in the second quarter of 2019 to the ninety-seven (97) filed in the second quarter of 2018.

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In the second quarter, there were 2,341¹ requests for medical related services, of which fifty-eight (58) or 2.5% resulted in a grievance. This is a decrease in the requests for service of 29.80% comparative to the 3,338 requests filed during the second quarter of 2018.

During this quarter, there were one hundred eighty-five (185) total grievances filed, of which fifty-eight (58), or 31.4% were medical related.

During this quarter, the Sheriff's Office received fourteen (14) community inquiries. Each of these were addressed by medical.

Respectfully,



Mark V. Mahurin

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