2013-14 Inquiry into the Operation and Programs of the San Francisco Jail
R1a: The City’s policy for limited-time temporary disability payments should be followed for the Sheriff’s Department, thereby eventually moving any work injury claim to permanent disability status and financial closure of those claims, opening positions for new hires.

Sheriff’s Department
Requires Further Analysis
The Sheriff’s Department welcomes this recommendation and has taken steps with Workers’ Compensation director and San Francisco Retirement System representatives to discuss the problem and to streamline the process, including the possibility of pursuing shorter terms of disability status before retirement. Further, the department has requested, through the budget process, additional positions to address the deputy shortage due to the number of deputies on workers’ compensation. Although 14 deputy positions were approved during this process, no additional funding was allotted for the additional positions. Therefore, the department is prevented from hiring those positions and remains powerless to hire additional deputies and ease the negative effects of overtime costs and increased workloads. Partly in response to a reduced in custody population, the sheriff’s department closed the housing portion of County jail 45 in November 2013. This closure resulted in the redistribution of sworn staff and provided some mitigation to current staffing constraints. However, the benefits are only temporary and a long term plan is needed to correct the problem. Further, it is important to note that approximately one third of department sworn staff is assigned to non-custody duties. Staffing shortfalls persist in those assignments.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail
R1b: The Board of Supervisors should request an audit conducted by the Budget and Legislative Analyst of payments made on behalf of the Sheriff’s Department for workers compensation claims and related overtime costs.

Board of Supervisors
Has been implemented
At the Government Audit and Oversight Committee meeting on September 21, 2014, Supervisor London Breed requested the Budget and Legislative Analyst to prepare a report on the payments made on behalf of the Sheriff’s Department for the workers compensation claims and related overtime costs during the last several years. As the Department of Human Resources notes, it and the Sheriff’s Department may be able to correlate workers’ compensation claims with increases in overtime costs and quantify the impact.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail
R1c: The Sheriff’s Department should review its safety programs with the Workforce Development Division, analyze the cause of worker injuries, and update safety education programs for both staff and inmates.

Sheriff’s Department
Requires Further Analysis
The department continually reviews and updates its safety programs in order to reduce worker injuries and improve safety for all personnel and inmates in department facilities. Specifically, the department’s safety committee reviews hazards and makes recommendations regarding safety issues and related training. The department addresses safety and training through such programs as safety videos, the existence of an annual safety hotline to report safety issues in the workplace, and an annual injuries prevention program. The sheriff’s department has begun an evaluation of workers’ compensation payment sustained in the first six months of 2014 as compared to injuries for the first six months of 2013 to determine the cause and types of injuries so that a more thorough understanding of safety issues can be determined and addressed. Additionally, there is continuing review of department plant and facility design and maintenance issues that will address safety and training in these areas. Recent examples of repairs that have been made to reduce workplace injuries and improve safety include new correctional rated cell doors including food and cuff ports, new correctional shower doors, retrofitting anti-riot signs, implementation of an earthquake anchoring program for all cabinets over 5’ tall, installation of a water tanks by-pass system at CVI to gain access to additional water in an emergency, and an updated design for the ADA ward. The Workforce Development Division will be contacted to review this information.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail
R1d: Communication between the Sheriff’s Department and the appropriate City personnel in the Worker’s Compensation Division who adjust workers’ compensation claims should occur on a regular basis to review ongoing status of all outstanding claims.

Sheriff’s Department
Requires Further Analysis
The DHR Workers’ Compensation Division (as opposed to the Workforce Development Division) is well-suited to work with the Sheriff’s Department on analysis of work injuries and development of safety education programs for staff. The DHR Workers’ Compensation Division will further analyze the cause of worker injuries and proactively assist the Sheriff’s Department with this analysis. Neither the DHR Workers’ Compensation Division, nor the Workforce Development Division have the necessary expertise in the specialized area of inmate health and safety to assist the Sheriff’s Department in reviewing and updating safety education programs for inmates.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail
R1e: The Sheriff’s Department should review and update all policies and procedures for conducting daily activities, and planning and preparing for emergencies every 2 years.

Sheriff’s Department
Implemented
The sheriff’s department reviews and updates all recommended policies and procedures every two years as required by the Board of State and Community Corrections (BSCC) and Title 15. This department currently meets or exceeds the requirements of Title 15 in related policies. In the last BSCC biennial facility inspection in July, 2013, BSCC reviewed the San Francisco Sheriff’s Department Policy and Procedure Manual, the San Francisco Sheriff’s Department Custody Division Manual, facility specific manuals, the Jail Psychiatric Services (JPS) Manual and the Jail Health Services Manual. BSCC found that the manuals were easy to use and that there were no findings of noncompliance with the Title 15 Regulations. Further, BSCC found that “the sheriff’s custody policy and procedure manual is consistently reviewed and updated to ensure best practices in the custody setting.”
Inmates admitted to general wards at San Francisco General Hospital must be guarded. Procedures for both nighttime and daytime staffing should be immediately reviewed and updated.

**Department of Public Health**

**Recommendation already implemented**

**Response Required**

**2014 Responses**

**2014 Responses (Implementation)**

**2014 Response Text**

All inmates admitted to general wards of San Francisco General Hospital are guarded, with new exceptions, such as those situations provided for pursuant to Penal Code Section 4012.7 and 4012.9. Policy and procedures are reviewed and updated every two years as required by BSCC and Title 15. All inmates admitted to locked jail wards of San Francisco General Hospital (Wards 70 and 7L) are under the supervision of the sheriff’s department personnel. A designated sheriff’s sergeant is assigned to these wards and in continuous contact with SFGH administration to determine and implement staffing and policy needs. However, Ward 70 does not always remain open. For the period of February - August, 2014, Ward 70 was only open for 16 days. During the times when 70 is closed, as determined by the Department of Public Health (DPH), inmates are moved to other open hospital wards for medical care. A minimum of one deputy is assigned to guard each inmate. Additional deputies are required to guard an inmate when the inmate has been determined to pose an increased public safety risk. When the jail ward is closed, the cost of the deputies to guard inmates in the open ward is usually paid on overtime, due to the changed staffing needs that this assignment requires. County Jail #5 is the newest jail facility for San Francisco inmates and houses a medical unit that is not adequately utilized. Additional medical services should be administered through this facility which would reduce the number of inmates requiring transport to, and supervision at SFGH. Providing enhanced services at the facility level would mitigate the staffing challenges required to transport an inmate to SFGH. As the BSCC confirmed in their July 2013 inspection, “with staffing levels very low it becomes challenging to carry out everyday duties when staff is called upon unexpectedly to transport inmates.”
2014-14 Inquiry into the Operation and Programs of the San Francisco Jail

R4: During transfers, inmates may be intoxicated or needing minor medical care. Procedures for handling this situation should be clarified with the Department of Health to establish a policy and procedure document.

Department of Public Health

Recommendation already implemented.

Policy and Procedure No. 110(1) DPPHR’s Jail Health Services section identifies patients who have medical conditions that could put them at risk, including the withdrawal from alcohol. Nurses follow standardized procedure for alcohol detoxification. Additionally, Policy and Procedure No. 302 addresses inmates needing minor medical care. Arrestees entering the County Jail for booking and/or housing are seen and evaluated by Jail Health Services staff before being housed in any area of the jail. Arrestees who have medical problems beyond the scope of the facility’s medical staff to manage safely are referred to San Francisco General Hospital Medical Center. (Policy and Procedure Nos. 111 and 302 were attached to response).

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail

R3a: The Sheriff’s Department should review and revise its written Orientation Guide for incoming inmates regarding safety, behavior standards, and daily routines.

Sheriff’s Department

Requires Further Analysis.

The lieutenant of the Custody Division has been assigned to review and update the current general orientation booklet. The San Francisco Sheriff's Department is home to a one of a kind facility, the Reentry Pod. The Reentry Pod is a facility for local inmates and inmates transported from state prison who are to be released into the community, following their sentences. In collaboration with the San Francisco Adult Probation Department, the Reentry Pod provides a myriad of reentry services and counseling for those individuals soon to be released into the community. In response to AB 109 - Realignment, the Reentry Pod furthers the goal of reducing prison populations, providing services for reentry and reducing recidivism. The inmates housed in this pod also receive an orientation guide specific to reentry services. This guide was recently prepared specifically for the Reentry Pod.

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R3b: Appropriate reading level should be ascertained and applied to the guidelines in Recommendation 3a.

Sheriff’s Department

Requires Further Analysis.

The lieutenant of the Custody Division has been assigned to coordinate efforts to determine the appropriate reading level of the orientation guide. Education professionals will be included in this evaluation and update of the orientation guide.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail

Mr: An Advisory Committee of educators and industry professionals should be organized to advise each Five Keys program on further development of goals and practices to expand student attendance, academic studies, and job preparation.

Sheriff’s Department

Requires Further Analysis.

The Five Keys Charter School has a board of directors, including the sheriff and community members, who develop the program including the development of goals and practices to expand student attendance, academic studies, and job preparation. Other programs have their own advisory committees. As an example, The Women’s Resource Center, which provides services to women post release, is advised by the Gender Responsive Blueprints. In addition to the varied educational programming offered by the Five Keys Charter School, the department is home to the following educational and newly implemented vocational programs: Solar Design and Installation Training: - participants learn solar design and installation techniques. The curriculum teaches information allowing participants to study for and eventually take the California Solarcaptures Essentials Certification exam. San Francisco City College - City College, in a pilot program in collaboration with Five Keys Charter School, began offering two college courses in the Spring 2014. Current courses are prerequisites for their Drug and Alcohol Counseling and Prison Health Worker Certification programs. Roots of Success: - a new job readiness curriculum offered by Five Keys is being implemented which increases students' academic, professional, and leadership skills. This program is specifically designed for students who have barriers to employment and provides information about employment and social enterprise opportunities and provides training to increase job related search and interview skills. Construction Training: - a program is being created to provide training and a direct link to construction employment opportunities. Culinary Arts - currently, the Serve Safe certification program is offered to male and female inmates. A student is provided training to take the exam to become a state certified food handler. A program is being created to further provide vocational training and supported employment opportunities for women, post release. This program will be located in the Women’s Resource Center, a resource facility focused on assisting women post release. Urban Gardening - a program combining classroom study and hands on gardening experience at the sheriff’s San Bruno property. NoVA - No Violence Alliance. This program is an individual intensive case management program for males providing education, employment counseling, substance abuse counseling, therapy, and housing support. NoVA is offered at 70 Oak Grove, the post release facility for men. Further analysis and discussion is needed in order to determine whether an advisory board would be an effective tool to further the accomplishments already made by Five Keys, this department and the varied community partners.

2013-14 Inquiry into the Operation and Programs of the San Francisco Jail

Mr: Further outreach into the community should be accomplished to incorporate more and varied job opportunities for graduates of Five Keys after their release.

Sheriff’s Department

Requires Further Analysis.

The programs described in Recommendation 4a and the Five Keys Charter School continually seek the support of community based businesses and agencies to provide job opportunities to the graduates of Five Keys and the students of all the other programs offered by the San Francisco Sheriff’s Department. These efforts have resulted in the continued success of the Five Keys Charter School programs and the many educational and vocational programs now offered and being created for inmates and former inmates. This outreach is ongoing.
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<td>Board of Supervisors</td>
<td>Agree</td>
<td>The Board of Supervisors notes that the Sheriff's Department disputes the figure of 50 deputies, nothing that some employees included in this figure are actually out on FMLA, military or medical leave. The Civil Grand Jury is right to identify the workers compensation and disability retirement application processes as financial drains on the Department that impede its ability to fill positions. As the Department of Human Resources notes, most of the operative laws are beyond San Francisco’s authority, but practical improvements can be made by bringing employees back to work on modified duty, an effort the Board of Supervisors fully supports.</td>
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<td>Sheriff’s Department</td>
<td>Agree (with correction)</td>
<td>This finding confirms an ongoing problem the department has identified and has been taking steps to resolve. It is important to note that the frustration and resulting problems the department faces regarding the disability procedure is not a problem unique to the sheriff's department. The challenges caused by the workers’ compensation process and pending disability retirement process have been a continued drain on this department’s resources. It is a citywide problem affecting other departments as well. As such, it is going to take citywide participation to properly address the changes needed to correct this process. However, recognizing that the system is in need of repair and involving proper city representatives to address the problem is a positive step. The finding that the department has more than 50 deputies out on long term disability is in error. For the record, the department has approximately 20-25 deputies out on long-term disability relevant to this finding. The remaining deputies counted for in the 50 total include deputies out on FMLA, military, and medical leave, which put them in a different classification and not in the same group contributing to the problems associated with this finding. These positions do contribute to the need to backfill for staff duties, requiring overtime pay. The time and expense it takes to process these claims negatively impacts this department in many ways. First, employees awaiting a disability retirement determination occupy a position that cannot be filled by a new employee. Secondly, the department must utilize overtime to backfill the position of the staff member who is on disability. This causes both financial and operational impacts. The most recent Biennial Inspection in July, 2013, by the Board of State and Community Corrections (BSCC) confirmed that this department staffing levels are alarmingly low due to staff absences. The BSCC report realized that this causes significant stress in overall jail operations in that when staffing at minimum levels, there is no room for emergency or unscheduled situations or transports. It is clear that the safety of all personnel and inmates are compromised due to reduced staffing levels. The Sheriff's department situation is further compounded by the fact that the department lost approximately 70 positions which were deleted from our budget in 2010-2011 and 2011-2012 and have not yet been replaced. The frustration and resulting problems the department faces regarding the disability procedure is not a problem unique to the sheriff's department. The challenges caused by the workers’ compensation process and pending disability retirement process have been a continued drain on this department’s resources. It is a citywide problem affecting other departments as well. The Civil Grand Jury is right to identify the workers compensation and disability retirement application processes as financial drains on the Department that impede its ability to fill positions. As the Department of Human Resources notes, most of the operative laws are beyond San Francisco’s authority, but practical improvements can be made by bringing employees back to work on modified duty, an effort the Board of Supervisors fully supports.</td>
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<td>Department of Human Resources</td>
<td>Agree</td>
<td>The City and County of San Francisco (City) Department of Human Resources (DHR) agrees with this finding, with clarifications to Recommendations 1a and 1b as noted later in this response.</td>
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<td>Finding 2: Title 15 requires that jails establish policies and procedures for conducting daily activities and that it plans and prepare for emergencies. This is particularly necessary during times of transfer of custody or when custody duties are shared between departments.</td>
<td>Sheriff’s Department</td>
<td>Agree</td>
<td>Title 15 requires that jails establish policies and procedures for conducting daily activities and that it plans and prepare for emergencies. This is particularly necessary during times of transfer of custody or when custody duties are shared between departments.</td>
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<td>Department of Public Health</td>
<td>Agree</td>
<td>Transfers of custody patients from SFGH to Jail health or jail psychiatric services follow a very similar procedure to that followed when transferring patients to other hospitals or other units at SFGH. Once the clinical team has determined the custody patient is stable for discharge, jail medical or jail psych is contacted to coordinate the transfer. A clinical hand off is conducted and the patient is sent with the appropriate discharge paperwork. Policies and procedures within SFGH and Jail Health Services define the protocol for these transfers.</td>
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<td>San Francisco Police Department</td>
<td>Agree</td>
<td>The San Francisco Police Department (SFPD) has established policies and procedures for the handling of inmates that comply with California Board of Corrections, Title 15, California Code of Regulations; Booking and Detention Manual, DM-12, and Department Bulletin AZ-227, Prisoner Handling and Transportation (Issued 10/22/2012). In addition, all facilities governed by Title 15 under the control of the SFPD are audited by the State as required, and any discrepancies or notable violations cited in the audit are immediately remedied to remain in compliance.</td>
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<td>Finding 3: Title 15 requires that inmates at intake and upon transfer to another jail facility receive written orientation materials. Current guidelines for incoming inmates regarding safety, behavior standards, and daily routines need review for content and for appropriate level of reading ability.</td>
<td>Sheriff's Department</td>
<td>Agree</td>
<td>All inmates who will be housed in a jail facility receive an orientation booklet during the classification process. This booklet contains information regarding safety, behavior standards, and daily routines and is available in English, Spanish and Cantonese.</td>
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<td>Finding 4: Title 15 states that if other public provisions are not available to educate those held in custody that the Sheriff should develop education programs with whatever resources were available. The accomplishments of the Five Keys Charter School have proven noteworthy. The recidivism rate is 44 per cent, compared to 68 per cent for inmates who do not participate in the program.</td>
<td>Sheriff's Department</td>
<td>Agree</td>
<td>The department's Community Programs Division is renowned for its progressive and innovative programming for inmates and for formerly incarcerated individuals. The department continually seeks additional educational and vocational partners to provide programming. The Five Keys Charter School is the first program offering a high school diploma to jail inmates. It is a respected and progressive program that has been replicated in other jurisdictions. In fact, Los Angeles County, with the largest inmate population in the state, is now home to the appropriately named San Francisco Sheriff's Department Five Keys Charter School. The ability to earn a high school diploma, obtain vocational training, and obtain assistance in finding job opportunities and placement are available through the Sheriff's programs both in and out of custody.</td>
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