

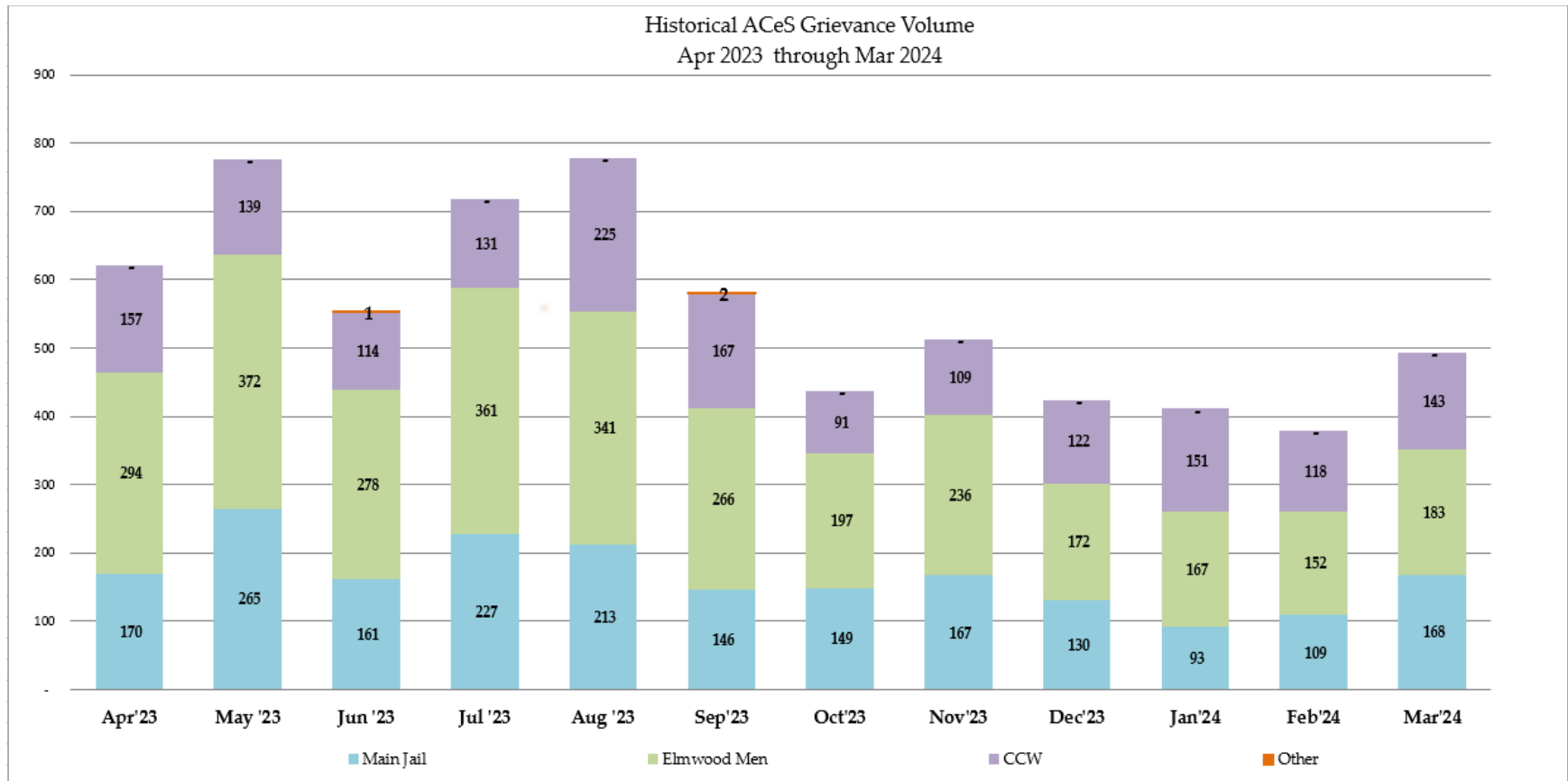


Sheriff's Office Custody Bureau
Grievance Dashboard
March 2024

Grievance Dashboard – March 2024

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - April 2023 through March 2024
 - Top Five Most Frequent Grievance Categories
 - March 2024 vs. March 2024
 - Average Monthly Grievances per Capita – Main Jail
 - April 2023 through March 2024
 - Average Monthly Grievances per Capita – Elmwood Men
 - April 2023 through March 2024
 - Average Monthly Grievances per Capita – Elmwood Women
 - April 2023 through March 2024
 - Grievance Totals by Category and by Facility
 - March 2024
 - Category Frequency Rank
 - March 2024

Grievance Dashboard – March 2024

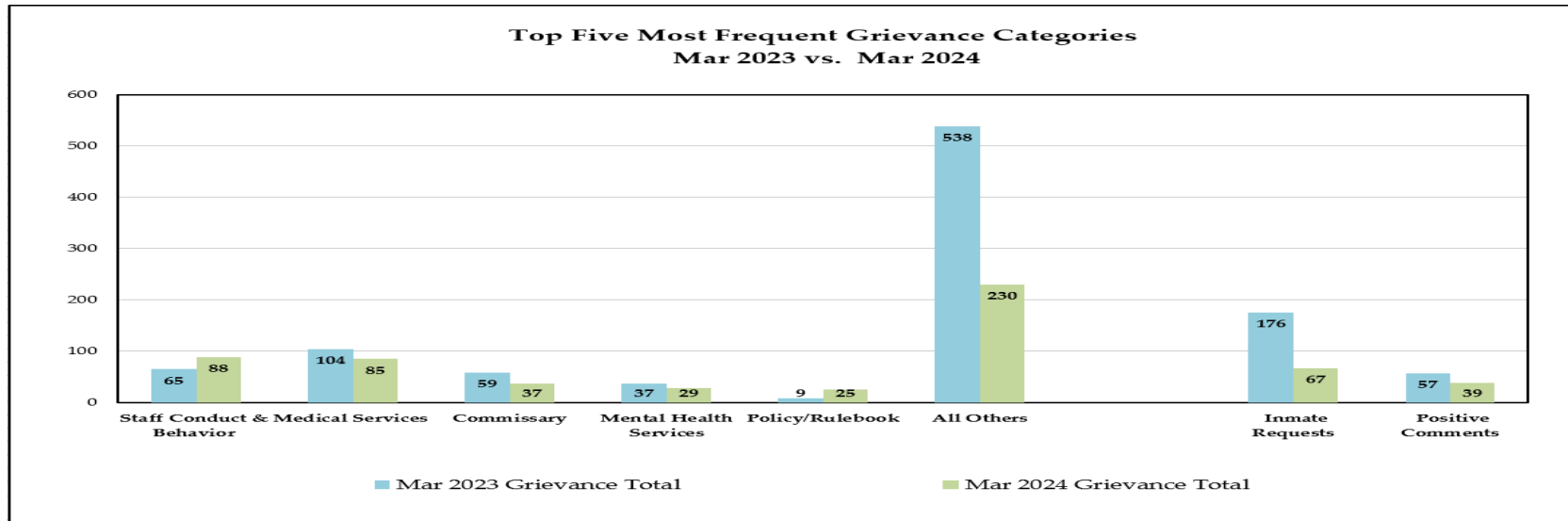


The data above compares the volume of monthly grievances over the last 12 months. For context, the data is segregated by each of our three jail facilities: Main Jail North, Elmwood Men’s Facility, and Elmwood Women’s Facility (CCW). Additionally, it includes data from “Other - Out of Facility” areas, such as the Courts or Alternative Supervision programs.

In March, the Sheriff’s Office received **30% more** grievance submissions compared to the previous month. This increase translates to an additional **115** grievances. Specifically, the Elmwood Men’s Facility saw a **20% increase** in their submission rate, the Elmwood Women’s Facility experienced a **21% increase**, and the Main Jail Facility had a substantial **54% increase**.

NOTE: “Inmate Requests” and “Positive Comments” have been subtracted from the overall monthly grievance totals for the last 12 months as they are not considered grievances.

Grievance Dashboard – March 2024



The data above compares the Top Five Most Frequent Grievance Categories for the current month with the same month from a year ago. In March, the most frequently grieved category was “Staff Conduct.” This category experienced a **35% increase** compared to the previous year. In terms of grievances, this category saw a **46% increase** compared to the previous month.

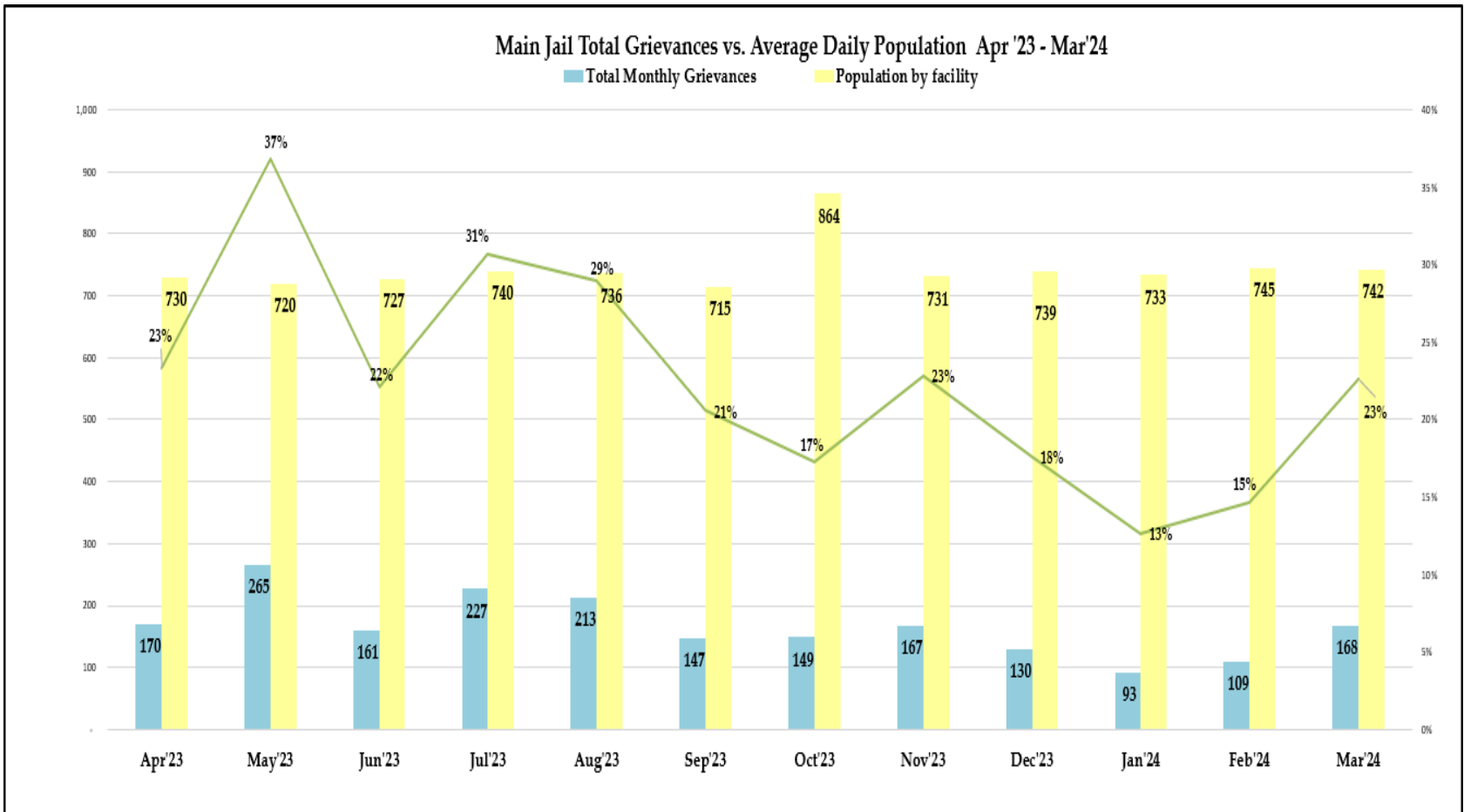
The Grievance Unit conducted an analysis of the submissions and found that two specific individuals were responsible for 23% of all grievances submitted in this category. Upon further examination, these grievances encompass complaints related to badge, professional, and civilian staff. These two individuals reside in Special Management Units and logged 20 grievance complaints for this category in the month of March. Despite the high submission frequency, the Sheriff’s Office remains committed to effective communication with these two individuals.

Additionally, the Grievance Unit found that a group of incarcerated individuals collectively filed a grievance against a Deputy at the Main Jail. The grievances in this category alleged that the Deputy was creating an uncomfortable and hostile environment within a dorm. The incarcerated population stated that they should feel comfortable within their housing unit and not fear “cruel and unusual treatment.” They also claimed that the Deputy was unprofessional and biased during cell searches, and that he had been making up his own rules and regulations.

However, after a review of Body Worn Cameras (BWC), overhead camera footage, and interviews, it was determined that these allegations were unsupported. Notably, the Deputy follows the policies specific to searches as they are written. The Deputy was found to be professional and carries himself as such. Regardless of the outcome, the Deputy was reminded to always maintain professionalism during all interactions with our incarcerated population.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

Grievance Dashboard – March 2024

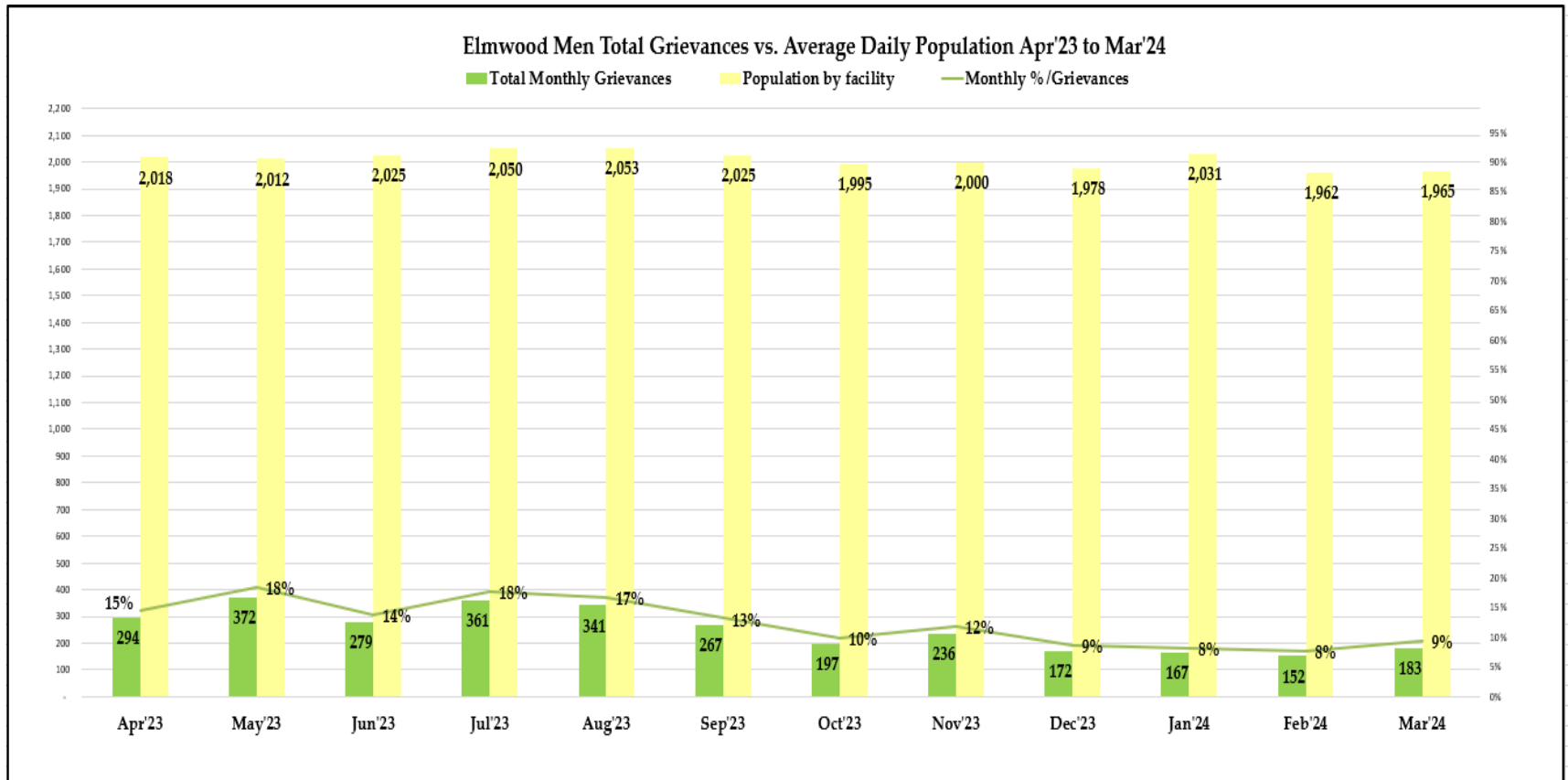


The data above compares the total grievances submitted by month for the last 12 months at the Main Jail Facility.

In March 2024, 168 grievances were submitted by individuals at the Main Jail, with an average daily population of 742 incarcerated persons. This would equate to 0.23 grievances submitted per individual in the month of March. However, in actuality, only 107 incarcerated persons from Main Jail submitted grievances in the month of March.

NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

Grievance Dashboard – March 2024

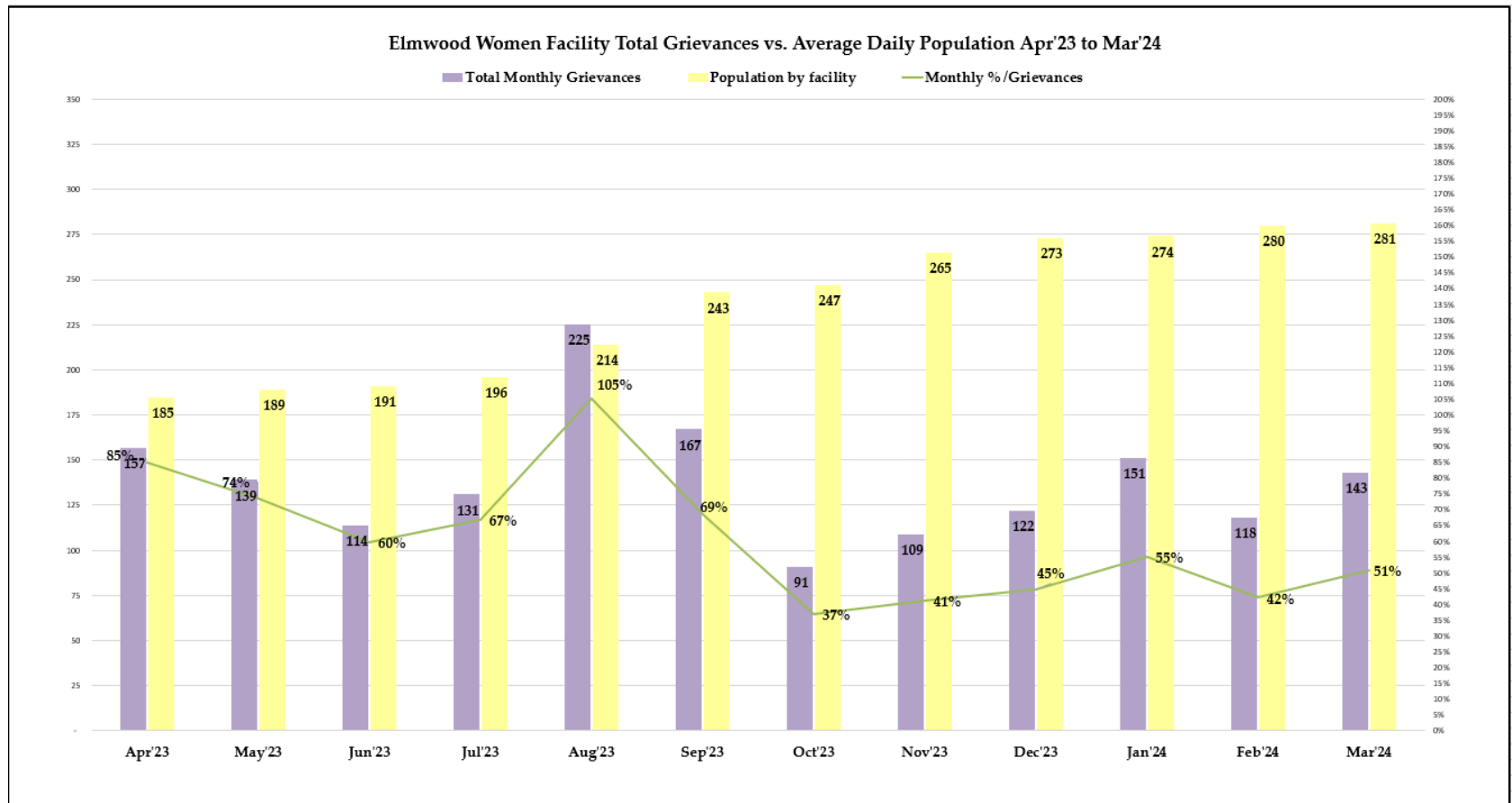


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Men’s Facility.

In March 2024, 183 grievances were submitted by individuals at the Elmwood Men’s Facility, with an average daily population of 1,965 incarcerated persons. This would equate to an average of 0.09 grievances per individual in the month of March. However, in actuality, only 146 incarcerated persons from Elmwood Men’s submitted grievances in the month of March

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

Grievance Dashboard – March 2024

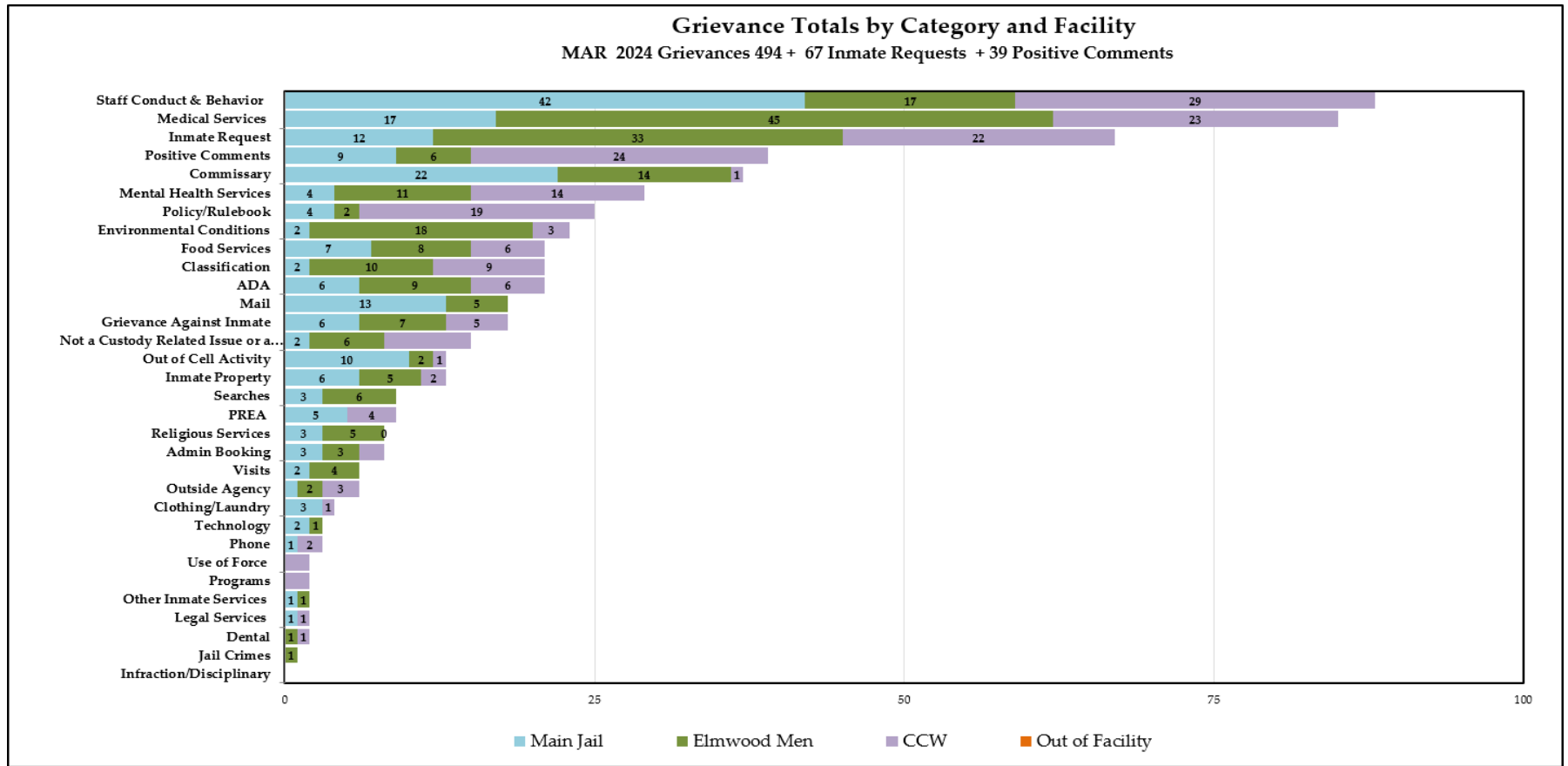


The data presented above compares the total number of grievances submitted by month for the last 12 months at the Elmwood Women’s Facility.

In March 2024, 143 grievances were submitted by individuals at the Elmwood Women’s Facility, with an average daily population of 281 incarcerated persons. This would equate to an average of 0.51 grievances submitted per individual in the month of March. However, in actuality, only 54 incarcerated persons from Elmwood Women’s submitted grievances in the month of March.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

Grievance Dashboard – March 2024



The data above presents a summary of all the grievances submitted for the month of March, categorized by grievance type. The chart also provides a breakdown of the number of grievances by location, including Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW), and out-of-facility locations such as Courts.

Based on the data, it has been observed that the Top 5 Most Frequent Grievance Categories accounted for 53% of all grievances submitted in March. The remaining 47% of grievances were attributed to various other categories. It is worth noting that there was one (1) grievance reported in the "Jail Crimes" category during the month of March.

NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been added to this report, but they are not considered true grievances.

Grievance Dashboard – March 2024

The chart below provides an overview of the grievances submitted by category for March 2024. This data is valuable for the Office of the Sheriff as it helps identify specific issues raised by the incarcerated population. Notably, there were several instances in the frequency ranking system where multiple categories reported the same number of grievances.

Compared to the previous month, the “Commissary” category ranked the 3rd most grieved category with a total of 37 submission for the month of March. Within this category, the Grievance Unit received multiple similar complaints spanning a range of concerns, including missing items, orders not processed, and untimely reimbursements. These issues contributed to the 23% increase in submission rates of grievances compared to February 2024.

The Grievance Unit conducted an analysis of the submissions and found 96% of the total grievances submitted were resolved by the vendor in a timely manner. Specifically, the Grievance Unit proactively contacted the vendor regarding the two items that were pending resolution. Despite the complicated nature of these remaining two complaints, the vendor successfully investigated and resolved the issues related to the missing purchased items.

NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances.

Mar'24	Category Frequency Rank					Total Grievances				
	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Staff Conduct & Behavior	1	1	4	1	0	88	42	17	29	0
Medical Services	2	3	1	3	0	85	17	45	23	0
Inmate Request	3	5	2	4	0	67	12	33	22	0
Positive Comments	4	7	11	2	0	39	9	6	24	0
Commissary	5	2	5	14	0	37	22	14	1	0
Mental Health Services	6	11	6	6	0	29	4	11	14	0
Policy/Rulebook	7	11	15	5	0	25	4	2	19	0
Environmental Conditions	8	13	3	12	0	23	2	18	3	0
Classification	9	13	7	7	0	21	2	10	9	0
ADA	9	9	8	9	0	21	6	9	6	0
Food Services	9	8	9	9	0	21	7	8	6	0
Grievance Against Inmate	10	9	10	10	0	18	6	7	5	0
Mail	10	4	12	0	0	18	13	5	0	0
Not a Custody Related Issue	11	13	11	8	0	15	2	6	7	0
Inmate Property	12	9	12	13	0	13	6	5	2	0
Out of Cell Activity	12	6	15	14	0	13	10	2	1	0
PREA	13	10	0	11	0	9	5	0	4	0
Searches	13	12	11	0	0	9	3	6	0	0
Admin Booking	14	12	14	13	0	8	3	3	2	0
Religious Services	14	12	12	0	0	8	3	5	0	0
Outside Agency	15	13	15	12	0	6	1	2	3	0
Visits	15	13	13	0	0	6	2	4	0	0
Clothing/Laundry	16	12	0	14	0	4	3	0	1	0
Phone	17	14	0	13	0	3	1	0	2	0
Technology	17	13	16	0	0	3	2	1	0	0
Programs	18	0	0	13	0	2	0	0	2	0
Use of Force	18	0	0	13	0	2	0	0	2	0
Dental	18	0	16	14	0	2	0	1	1	0
Legal Services	18	14	0	14	0	2	1	0	1	0
Other Inmate Services	18	14	16	0	0	2	1	1	0	0
Jail Crimes	19	0	16	0	0	1	0	1	0	0
Infraction/Disciplinary	0	0	0	0	0	0	0	0	0	0
						600	189	222	189	0