



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

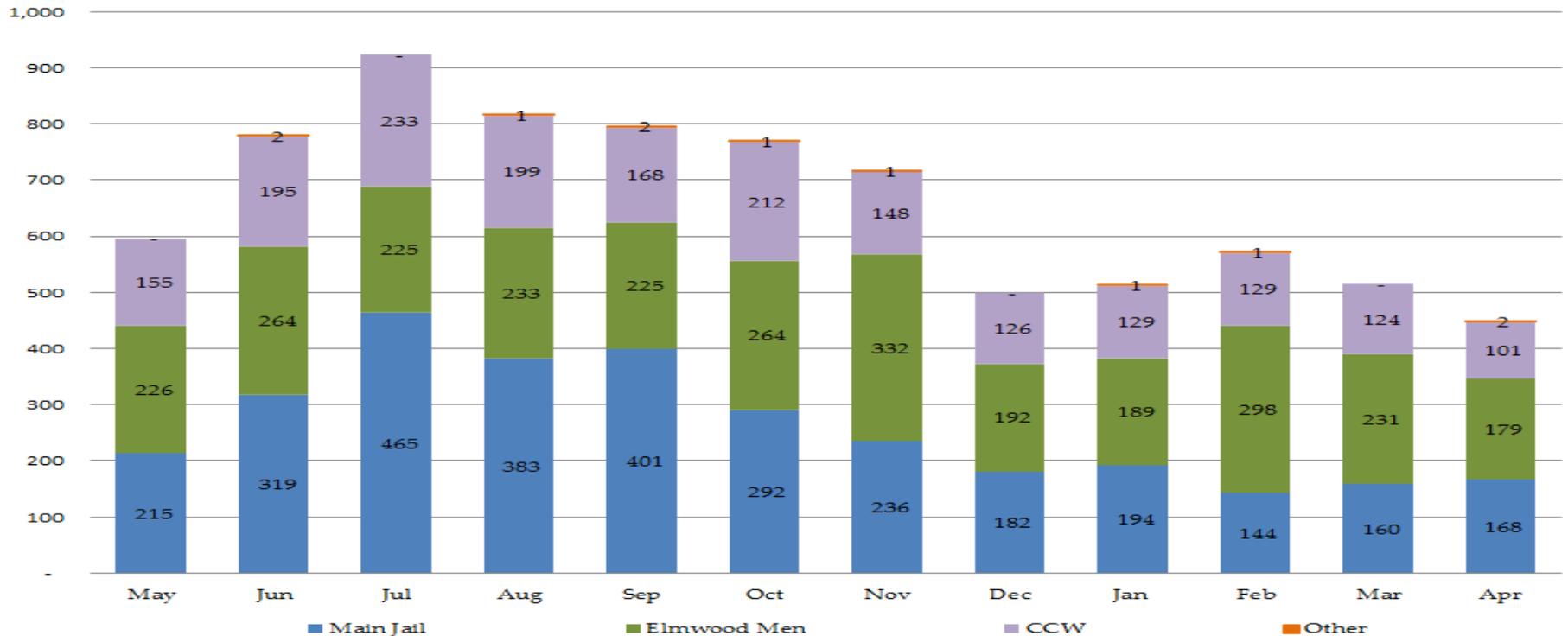
**April 2019**

# Inmate Grievances Dashboard – April 2019

- Executive Summary
  - The Grievance Unit Monthly Dashboard will include the following data:
    - Historical Grievance Volume
      - May 2018 through April 2019
    - Top Five Most Frequent Grievance Categories
      - April 2019 vs. April 2018
    - Grievance Totals by Category and by Facility
      - April 2019
    - Category Frequency Rank
      - April 2019

# Inmate Grievances Dashboard – April 2019

Historical ACeS Grievance Volume  
May 2018 through April 2019

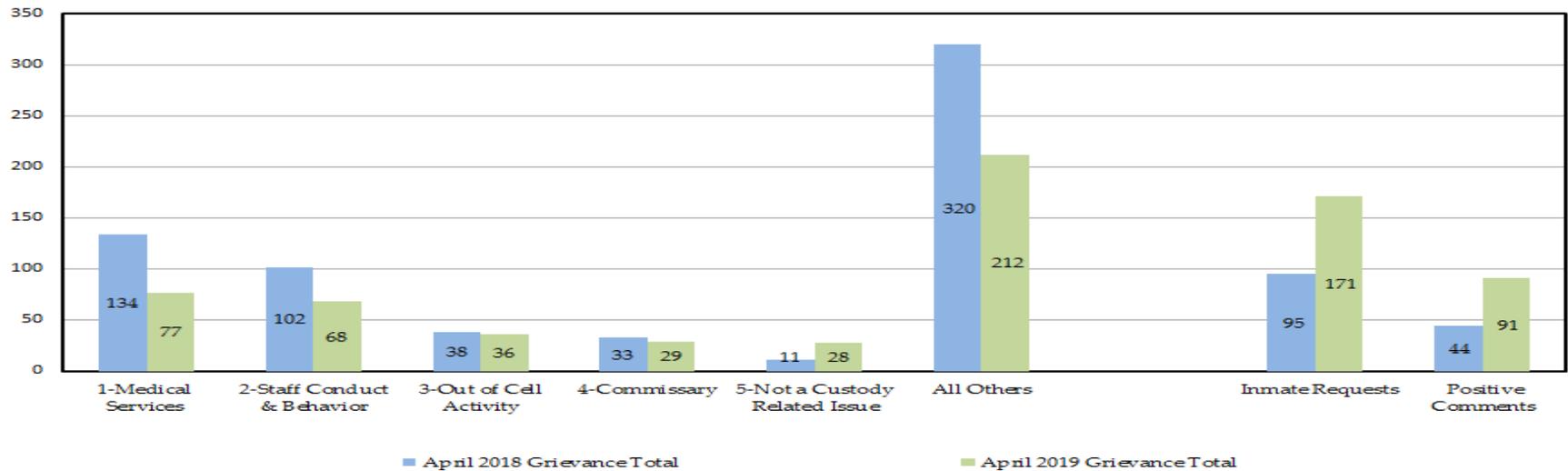


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as the Courts or Alternative Supervision programs. 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.

During the last 12 months, the number of grievances peaked in July 2018 with 923 submitted grievances. Last month, only 450 grievances were submitted which resulted in a -49% overall reduction rate. April 2019’s grievance submissions are the lowest total of true grievances recorded since the adoption of the ACeS Inmate Grievance Tracking System in 2017.

# Inmate Grievances Dashboard – April 2019

**Top Five Most Frequent Grievance Categories  
April 2019 vs. April 2018**



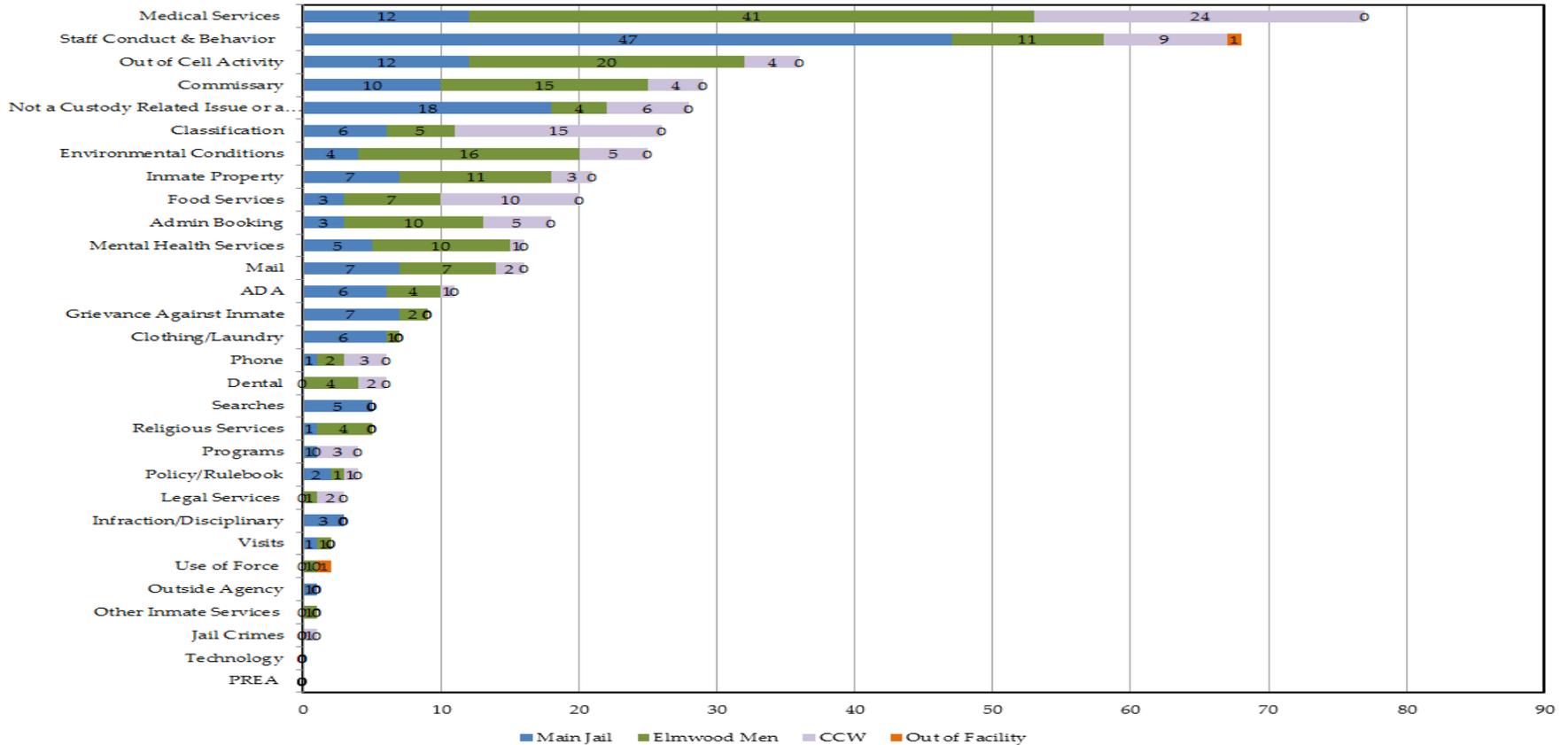
The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

The “Medical Services” Category is the #1 Most Frequent Grievance Category for the month of April. Besides the “Not a Custody Related Issue” Category, all Top Five Categories are producing less grievances than the previous year at this time. When inmates submit grievances outside the realm of the Sheriff’s Office control or when a grievance is deemed non-actionable, it is considered “Not a Custody Related Issue.” Even though grievances in this category provide no legitimate complaint, the Grievance Unit continues to process these grievances and provide a response to each inmate.

Although “Positive Comments” have been omitted as inmate grievances, there were more “Positive Comments” submitted by inmates than there were “Staff Conduct and Behavior” grievance complaints for April 2019.

# Inmate Grievances Dashboard – April 2019

Grievance Totals by Category and Facility  
 April 2019  
 450 Grievances



The above data shows all 450 inmate grievances submitted for the month of April 2019 by grievance category. The chart also depicts the number of inmate grievances by location; Main Jail North, Elmwood Men’s, Elmwood Women’s (CCW) and out of facility locations (such as Courts).

The Top 5 Most Frequent Grievance Categories accounted for 53% of all submitted grievances for April 2019. Inversely, all categories below “Phone,” contributed for only 10% of the total grievance submissions for April 2019.

# Inmate Grievances Dashboard – April 2019

The chart below ranks the frequency of inmate grievances submitted by category for April 2019. This data aids the Sheriff's Office in focusing attention to specific issues raised by the inmate population. Certain categories reported the same total number of grievances as another category, so there are several ties in the frequency ranking system for the month of April.

At the beginning of the Fiscal Year (July 2018), the "Staff Conduct and Behavior" category ranked #1 in overall category frequency with 186 total submitted grievances. Recently, the Grievance Unit performed an extensive audit of all "Staff Conduct and Behavior" grievances for the first half of the fiscal year and provided the report to the Sheriff's Office Command Staff. Although the "Staff Conduct and Behavior" category was still amongst the Top 2 most grieved category last month, the same category reduced its overall submission by -118 grievances or -68%. The audit analyzed each grievance and provided insight for each division to help set goals and reduce grievance submissions for this category.

Category	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
Medical Services	1	3	1	1	0	77	12	41	24	0
Staff Conduct & Behavior	2	1	5	4	1	68	47	11	9	1
Out of Cell Activity	3	3	2	7	0	36	12	20	4	0
Commissary	4	4	4	7	0	29	10	15	4	0
Not a Custody Related Issue	5	2	9	5	0	28	18	4	6	0
Classification	6	6	8	2	0	26	6	5	15	0
Environmental Conditions	7	8	3	6	0	25	4	16	5	0
Inmate Property	8	5	5	8	0	21	7	11	3	0
Food Services	9	9	7	3	0	20	3	7	10	0
Admin Booking	10	9	6	6	0	18	3	10	5	0
Mail	11	5	7	9	0	16	7	7	2	0
Mental Health Services	11	7	6	10	0	16	5	10	1	0
ADA	12	6	9	10	0	11	6	4	1	0
Grievance Against Inmate	13	5	10	0	0	9	7	2	0	0
Clothing/Laundry	14	6	11	0	0	7	6	1	0	0
Phone	15	11	10	8	0	6	1	2	3	0
Dental	15	0	9	9	0	6	0	4	2	0
Religious Services	16	11	9	0	0	5	1	4	0	0
Searches	16	7	0	0	0	5	5	0	0	0
Programs	17	11	0	8	0	4	1	0	3	0
Policy/Rulebook	17	10	11	10	0	4	2	1	1	0
Legal Services	18	0	11	9	0	3	0	1	2	0
Infraction/Disciplinary	18	9	0	0	0	3	3	0	0	0
Use of Force	19	0	11	0	1	2	0	1	0	1
Visits	19	11	11	0	0	2	1	1	0	0
Jail Crimes	20	0	0	10	0	1	0	0	1	0
Other Inmate Services	20	0	11	0	0	1	0	1	0	0
Outside Agency	20	11	0	0	0	1	1	0	0	0
PREA	0	0	0	0	0	0	0	0	0	0
Technology	0	0	0	0	0	0	0	0	0	0
						450	168	179	101	2