



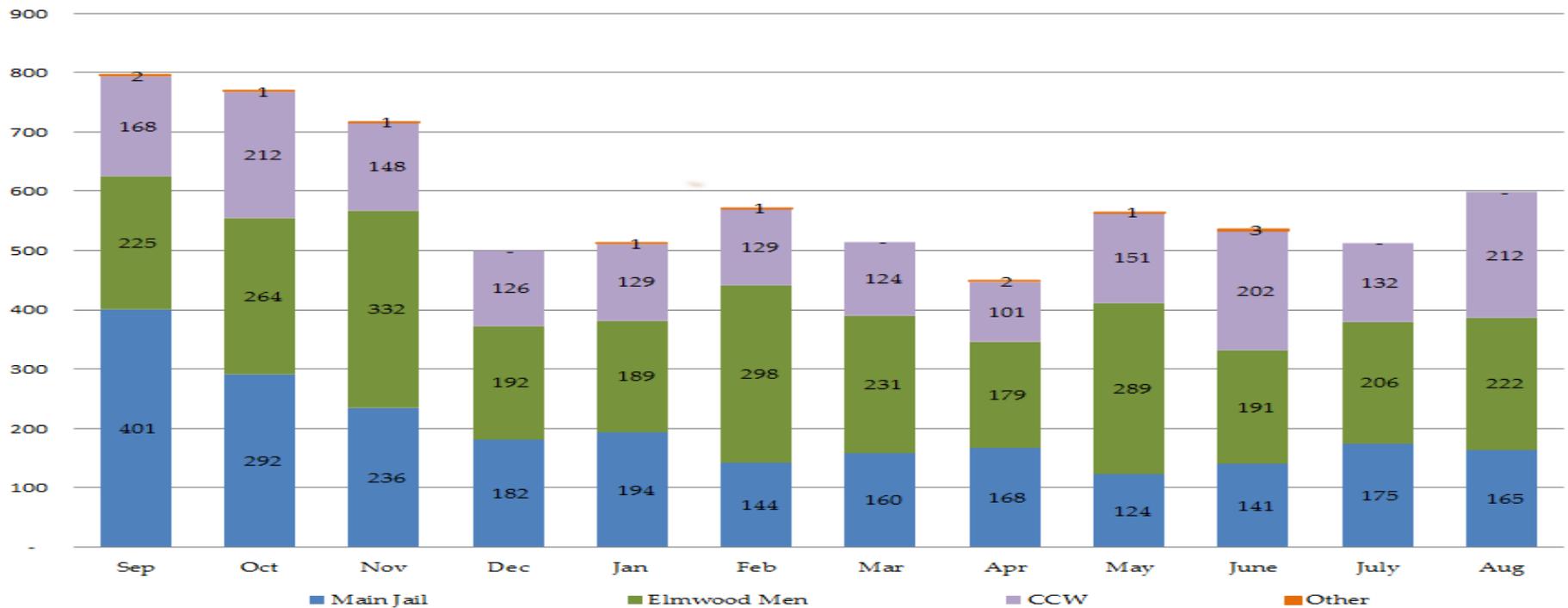
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
August 2019

Inmate Grievances Dashboard – August 2019

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

Inmate Grievances Dashboard – August 2019

Historical ACeS Grievance Volume
September 2018 through August 2019



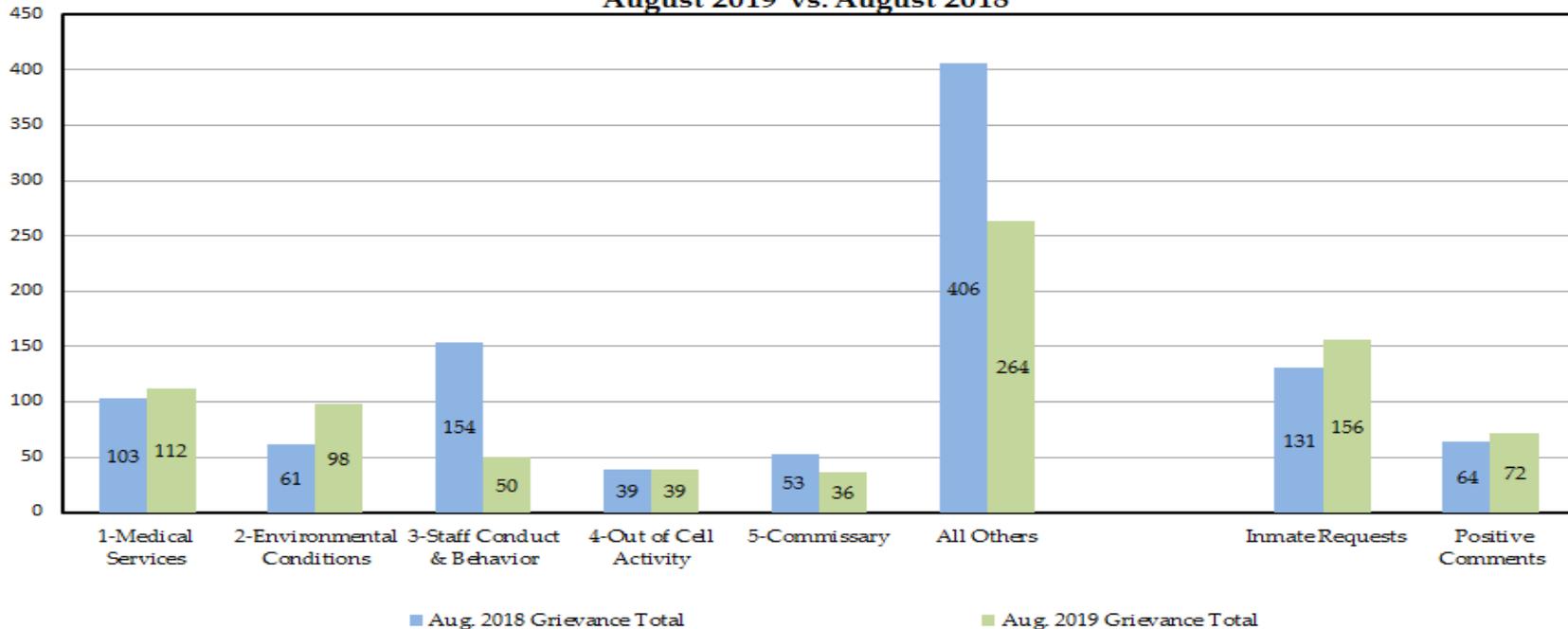
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

Last month, both the Elmwood Men’s and Women’s Facilities saw a rise in the amount of grievance submissions compared to the previous few months. Respectively, Elmwood Men’s witnessed a 14% increase while Elmwood Women’s experienced a 61% increase in grievances collected. A large part of the increase was due to an ant infestation at the Elmwood Facility.

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.

Inmate Grievances Dashboard – August 2019

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



The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago.

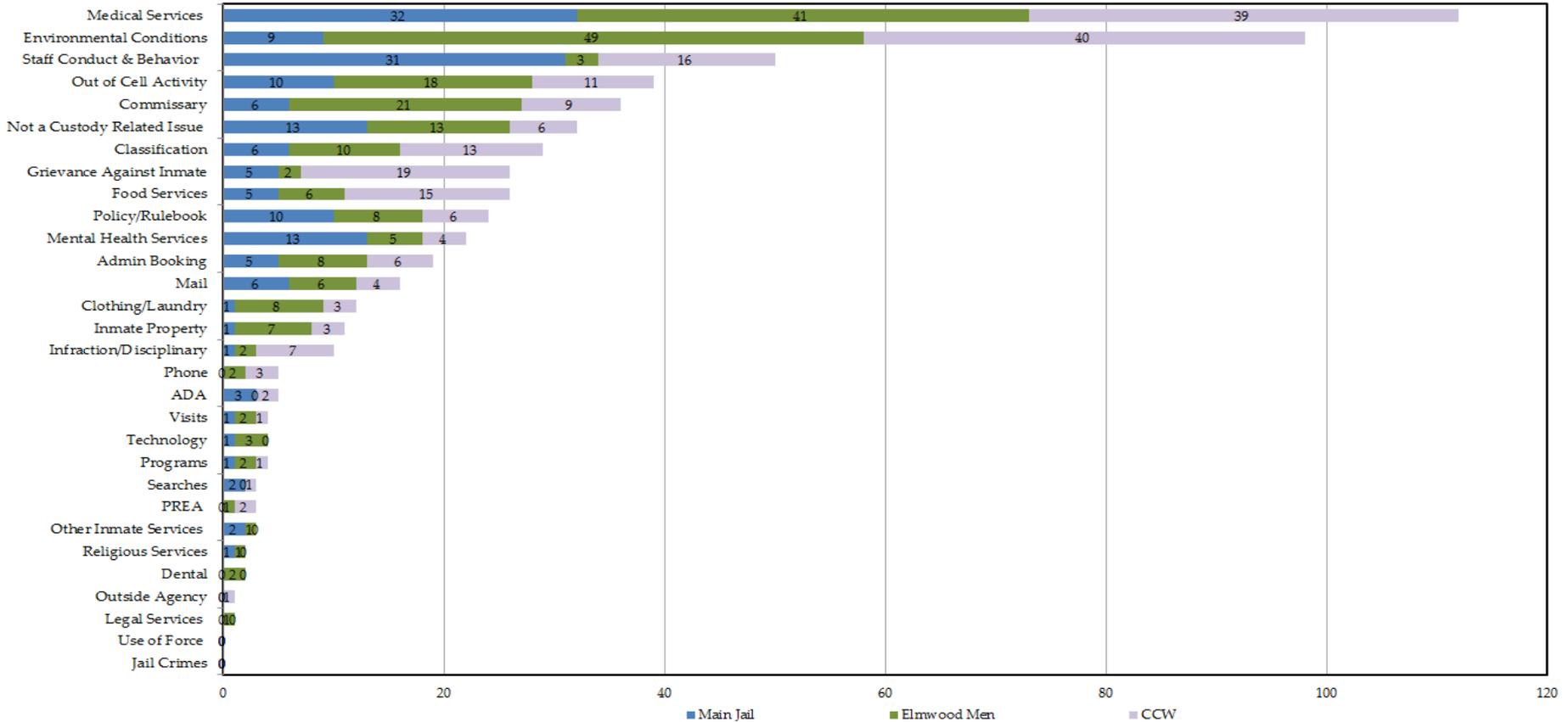
“Medical Services” remains the #1 most grieved category for the month of August and for the first time since publishing the Inmate Grievances Dashboard, the “Staff Conduct” category is not the 1st or 2nd most grieved category; it is the 3rd most grieved category.

Since the Grievance Unit provided the “Staff Conduct and Behavior” audit to the Sheriff’s Office Command Staff, the number of grievances in this category continue to decrease. The audit provided insight for every division and analyzed each grievance so the Business Unit Managers can set goals to reduce submissions in this category. During the last 5 months, the average monthly “Staff Conduct” grievance submission was 54.8 compared to the previous 5 months at 121.6.

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

Inmate Grievances Dashboard – August 2019

Grievance Totals by Category and Facility
August 2019, 599 Grievances



The above data shows all 599 inmate grievances submitted for the month of August 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 59% of all submitted grievances for August 2019. Inversely, all categories below “Inmate Property” accounted for less than 10% of all submitted grievances last month.

Inmate Grievances Dashboard – August 2019

The chart below ranks the frequency of inmate grievances submitted by category for August 2019. This data aids the Office of the Sheriff 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 August.

Last month, the department experienced a spike in the “Environmental Conditions” category. 91% of grievances in this category were produced by inmates from both the Elmwood Men’s and Women’s Facilities. A majority of these grievances stemmed from an ant infestation that was quickly resolved by immediate actions by our Operations Unit. The County’s contracted pest control company serviced those affected areas three times a week until the problem no longer existed and will continue to provide maintenance service for the facilities. All inmates were advised by staff to only eat in designated eating areas and to dispose all unsealed food in the trash to avoid future infestations.

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	1	2	2	0	112	32	41	39	0
Environmental Conditions	2	5	1	1	0	98	9	49	40	0
Staff Conduct & Behavior	3	2	11	4	0	50	31	3	16	0
Out of Cell Activity	4	4	4	7	0	39	10	18	11	0
Commissary	5	6	3	8	0	36	6	21	9	0
Not a Custody Related Issue or a Classification	6	3	5	10	0	32	13	13	6	0
Grievance Against Inmate	7	6	6	6	0	29	6	10	13	0
Food Services	8	7	12	3	0	26	5	2	19	0
Policy/Rulebook	8	7	9	5	0	26	5	6	15	0
Mental Health Services	9	4	6	10	0	24	10	8	6	0
Admin Booking	10	3	10	11	0	22	13	5	4	0
Mail	11	7	6	10	0	19	5	8	6	0
Clothing/Laundry	12	6	9	11	0	16	6	6	4	0
Inmate Property	13	10	7	12	0	12	1	8	3	0
Infraction/Disciplinary	14	10	8	12	0	11	1	7	3	0
Phone	15	10	12	9	0	10	1	2	7	0
ADA	16	0	12	12	0	5	0	2	3	0
Programs	16	8	0	13	0	5	3	0	2	0
Visits	17	10	12	14	0	4	1	2	1	0
Technology	17	10	11	0	0	4	1	3	0	0
PREA	18	0	13	13	0	3	0	1	2	0
Searches	18	9	0	14	0	3	2	0	1	0
Other Inmate Services	18	9	13	0	0	3	2	1	0	0
Dental	19	0	12	0	0	2	0	2	0	0
Religious Services	19	10	13	0	0	2	1	1	0	0
Outside Agency	20	0	0	14	0	1	0	0	1	0
Legal Services	20	0	13	0	0	1	0	1	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0