# Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

December 2018

Inmate Grievances Dashboard - December 2018

- Executive Summary

    - The Grievance Unit Monthly Dashboard will include the following data:
        - Historical Grievance Volume
            - January 2018 through December 2018
        - Top Five Most Frequent Grievance Categories
            - December 2018 vs. December 2017
        - Average Monthly Grievances per Capita
            - January 2018 through December 2018
        - Grievance Totals by Category and by Facility
            - December 2018
        - Category Frequency Rank
            - December 2018

Inmate Grievances Dashboard - December 2018

Historical ACeS Grievance Volume
January 2018 through December 2018
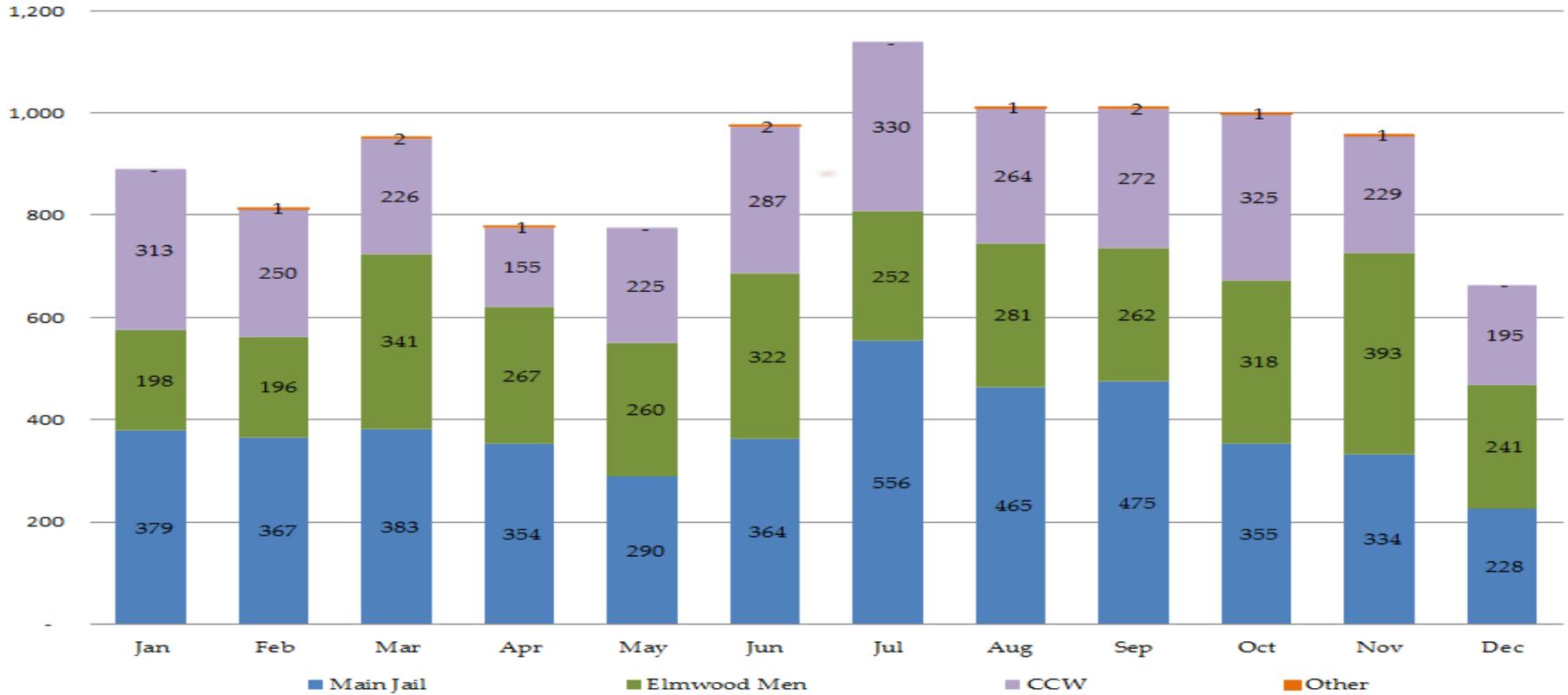
The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's, and the Elmwood Women's (CCW) Facilities, and also by "Other - Out of Facility" areas. This refers to areas such as the Courts or Alternative Supervision programs.

December 2018 yielded the lowest amount of grievances recorded since the adoption of the ACeS Inmate Grievance System. When compared to the previous month, there were 293 less grievances submitted in the month of December which resulted in a -30.7% overall reduction rate.

Inmate Grievances Dashboard - December 2018

Top Five Most Frequent Grievance Categories
December 2018 vs. December 2017

Dec 2017 Grievance Total   Dec 2018 Grievance Total
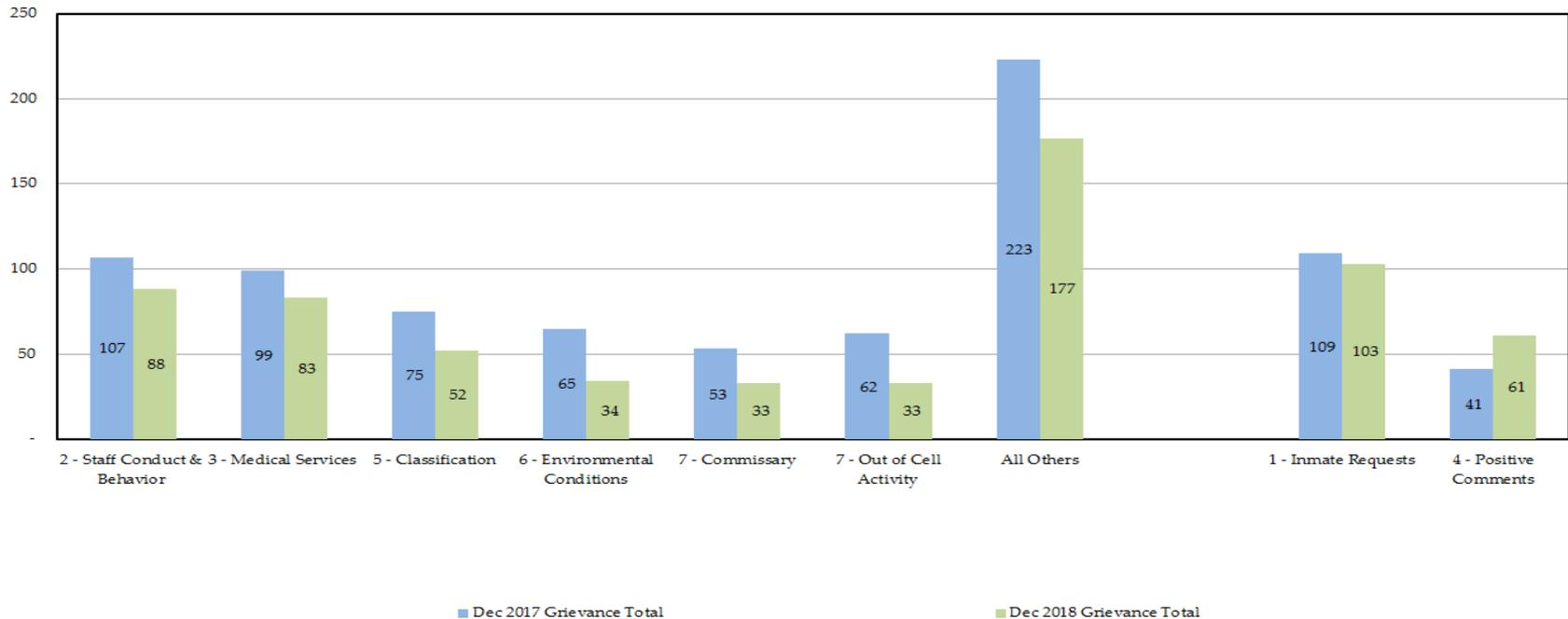
The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago.
NOTE: The two categories, "Inmate Requests" and "Positive Comments," have been omitted because they are not considered inmate grievances.

While the top two categories remain the same for the month of December with "Staff Conduct and Behavior" as the #1 and "Medical Services" as the #2 most frequent Grievance Categories, the amount of grievances per category were all lowered than the previous year at this time. The only exception is the "Positive Comments" category which increased by +49% when compared to the previous year. Both categories "Commissary" and "Out of Cell Activity" received 33 complaints each, therefore tying for 5th most frequent Grievance Category for the month of December.

Inmate Grievances Dashboard - December 2018

Average Monthly Grievances Per Capita
January 2018 through December 2018
All Grievances, All Facilities
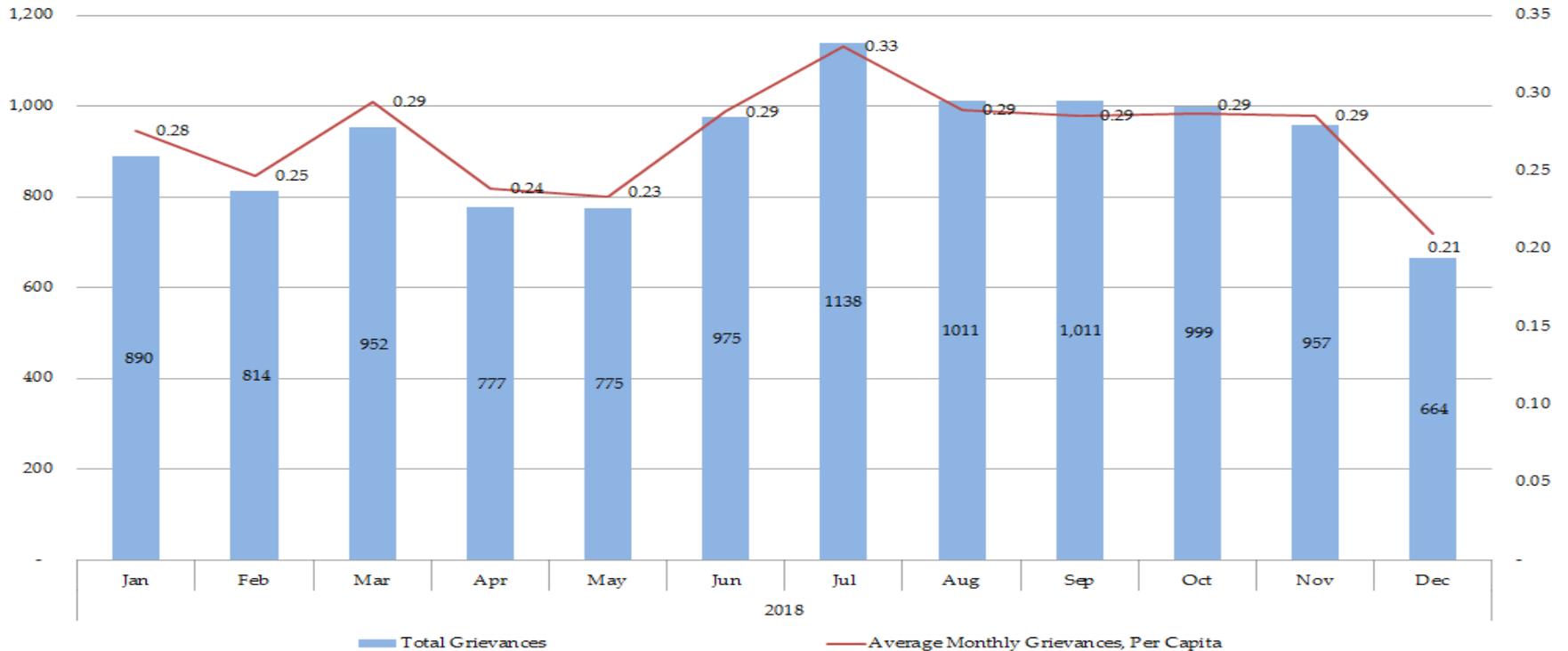
The data above compares the total inmate grievances submitted by month for the last 12 months. In December 2018, there were 664 grievances submitted by an average daily population of 3167 inmates. There were 0.21 grievances submitted per inmate in the month of December 2018.

Aside from December, the previous four months' grievance submission rate was consistent at 0.29 grievance submitted for every inmate in our custody. Both the inmate population and the amount of grievances submitted for the month of December are at its lowest point in the past 12 months.

Inmate Grievances Dashboard - December 2018

Grievance Totals by Category and Facility
December 2018
664 Grievances
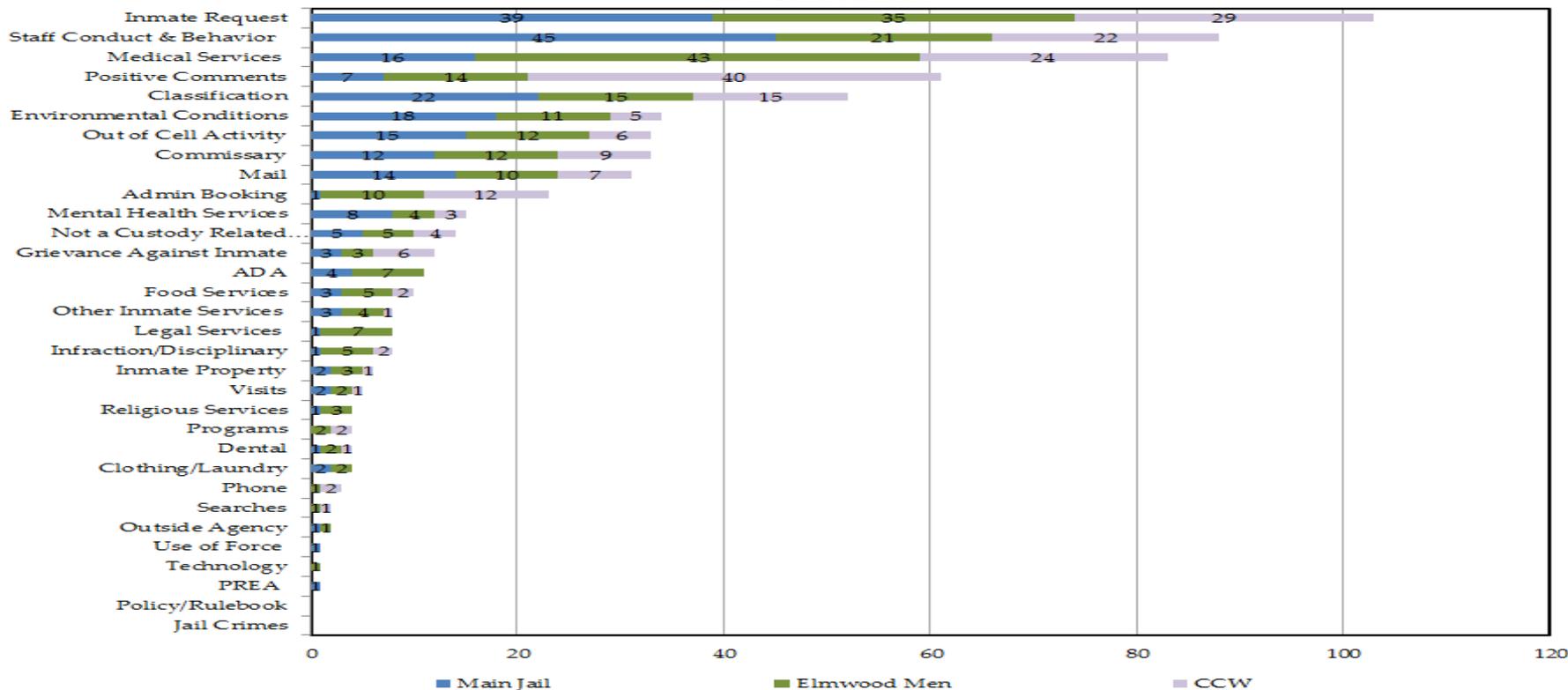
The above data shows all 664 inmate grievances submitted for the month of December 2018 by grievance category. The chart also depicts the number of inmate grievances by location; Main Jail North, Elmwood Men's, Elmwood Women's (CCW) and out of facility locations (such as Courts).

When omitting "Inmate Requests" and "Positive Comments," the Top 5 Grievance Categories make up 51.4% of the total grievances submitted for the month of December. Although "Inmate Requests" are not considered complaints or grievances, this is the first month where requests have surpassed other complaint categories with its submissions. The "Use of Force," Category along with "Technology" and "PREA" produced one grievance each in their respective category for the month of December.

Inmate Grievances Dashboard - December 2018

The chart below ranks the frequency of inmate grievances submitted by category for December 2018. 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 December.

In August, the "Policy/Rulebook" Category ranked #12 overall as the new inmate rulebooks were distributed to all inmates on August 20th with an effective date of August 31st, 2018. The department has seen less submissions since August as the inmates have become more acquainted with the new rulebook's up-to-date information on inmate rights, expectations, and responsibilities. For the month of December, the same category did not produce a single grievance. Since August, the "Jail Crimes" Category has only received three total grievances and none were submitted for the months of October, November, and December.

Category Frequency Rank

Category	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	1	2	2	2	0
Staff Conduct & Behavior	2	1	3	4	0
Medical Services	3	5	1	3	0
Positive Comments	4	10	5	1	0
Classification	5	3	4	5	0
Environmental Conditions	6	4	7	10	0
Commissary	7	8	6	7	0
Out of Cell Activity	7	6	6	9	0
Mail	8	7	8	8	0
Admin Booking	9	15	8	6	0
Mental Health Services	10	9	11	12	0
Not a Custody Related Issue	11	11	10	11	0
Grievance Against Inmate	12	13	12	9	0
ADA	13	12	9	0	0
Food Services	14	13	10	13	0
Infraction/Disciplinary	15	15	10	13	0
Legal Services	15	15	9	0	0
Other Inmate Services	15	13	11	14	0
Inmate Property	16	14	13	14	0
Visits	17	14	13	14	0
Clothing/Laundry	18	14	13	0	0
Dental	18	15	13	14	0
Programs	18	0	13	13	0
Religious Services	18	15	12	0	0
Phone	19	0	13	13	0
Outside Agency	20	15	13	0	0
Searches	20	0	13	14	0
PREA	21	15	0	0	0
Technology	21	0	13	0	0
Use of Force	21	15	0	0	0
Jail Crimes	0	0	0	0	0
Policy/Rulebook	0	0	0	0	0

Total Grievances

Category	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	103	39	35	29	0
Staff Conduct & Behavior	88	45	21	22	0
Medical Services	83	16	43	24	0
Positive Comments	61	7	14	40	0
Classification	52	22	15	15	0
Environmental Conditions	34	18	11	5	0
Commissary	33	12	12	9	0
Out of Cell Activity	33	15	12	6	0
Mail	31	14	10	7	0
Admin Booking	23	1	10	12	0
Mental Health Services	15	8	4	3	0
Not a Custody Related Issue	14	5	5	4	0
Grievance Against Inmate	12	3	3	6	0
ADA	11	4	7	0	0
Food Services	10	3	5	2	0
Infraction/Disciplinary	8	1	5	2	0
Legal Services	8	1	7	0	0
Other Inmate Services	8	3	4	1	0
Inmate Property	6	2	3	1	0
Visits	5	2	2	1	0
Clothing/Laundry	4	2	2	0	0
Dental	4	1	2	1	0
Programs	4	0	2	2	0
Religious Services	4	1	3	0	0
Phone	3	0	1	2	0
Outside Agency	2	1	1	0	0
Searches	2	0	1	1	0
PREA	1	1	0	0	0
Technology	1	0	1	0	0
Use of Force	1	1	0	0	0
Jail Crimes	0	0	0	0	0
Policy/Rulebook	0	0	0	0	0
Total	664	228	241	195	-