



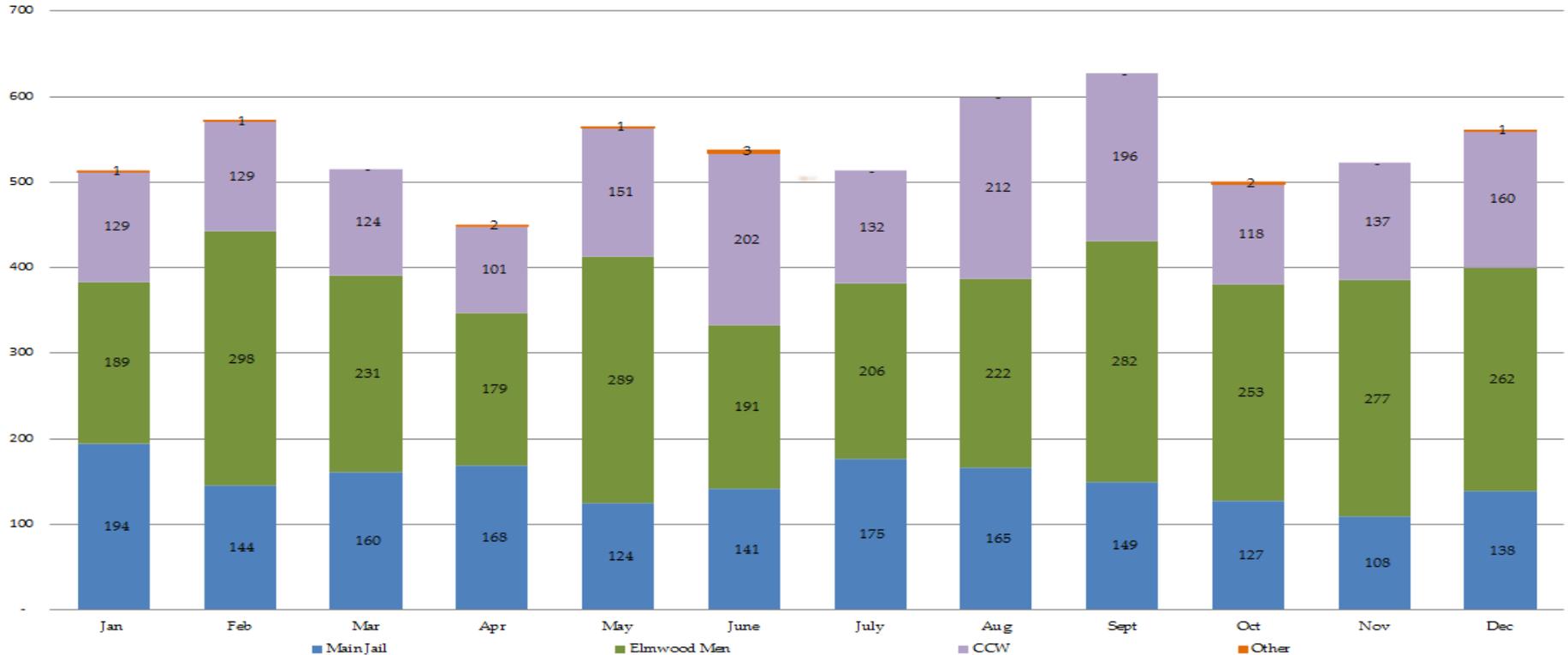
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
December 2019

Inmate Grievances Dashboard – December 2019

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

Inmate Grievances Dashboard – December 2019

Historical ACeS Grievance Volume
January 2019 through December 2019



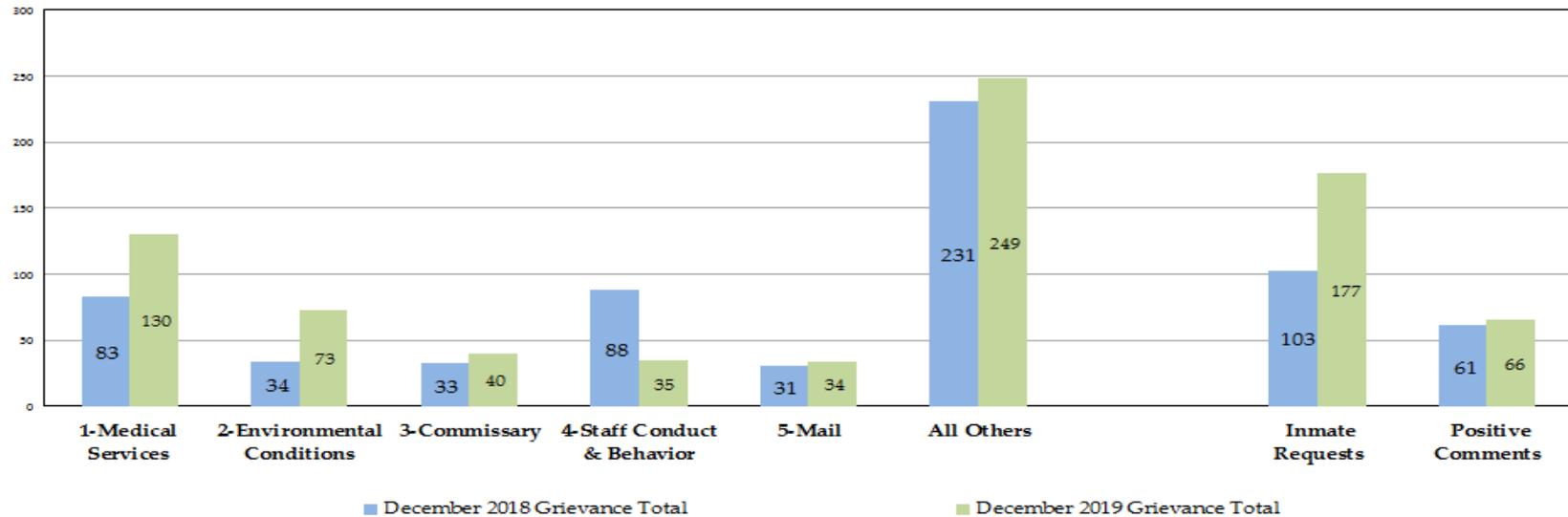
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

For the last month of 2019, December closed out the year with 561 total grievances. The amount of submitted grievances for the month of December increased by 38 grievances or 7.5% from the previous month. Elmwood Men’s decreased their grievances submissions by 5.5% while Elmwood Women’s increased by 17% and Main Jail Division by 28%. The monthly average of grievance submissions for the last 12 months is 540 grievances.

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 – December 2019

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



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

For the last three months, the Top 2 leading categories have not changed with “Medical Services” as the 1st and “Environmental Conditions” as the 2nd most grieved category.

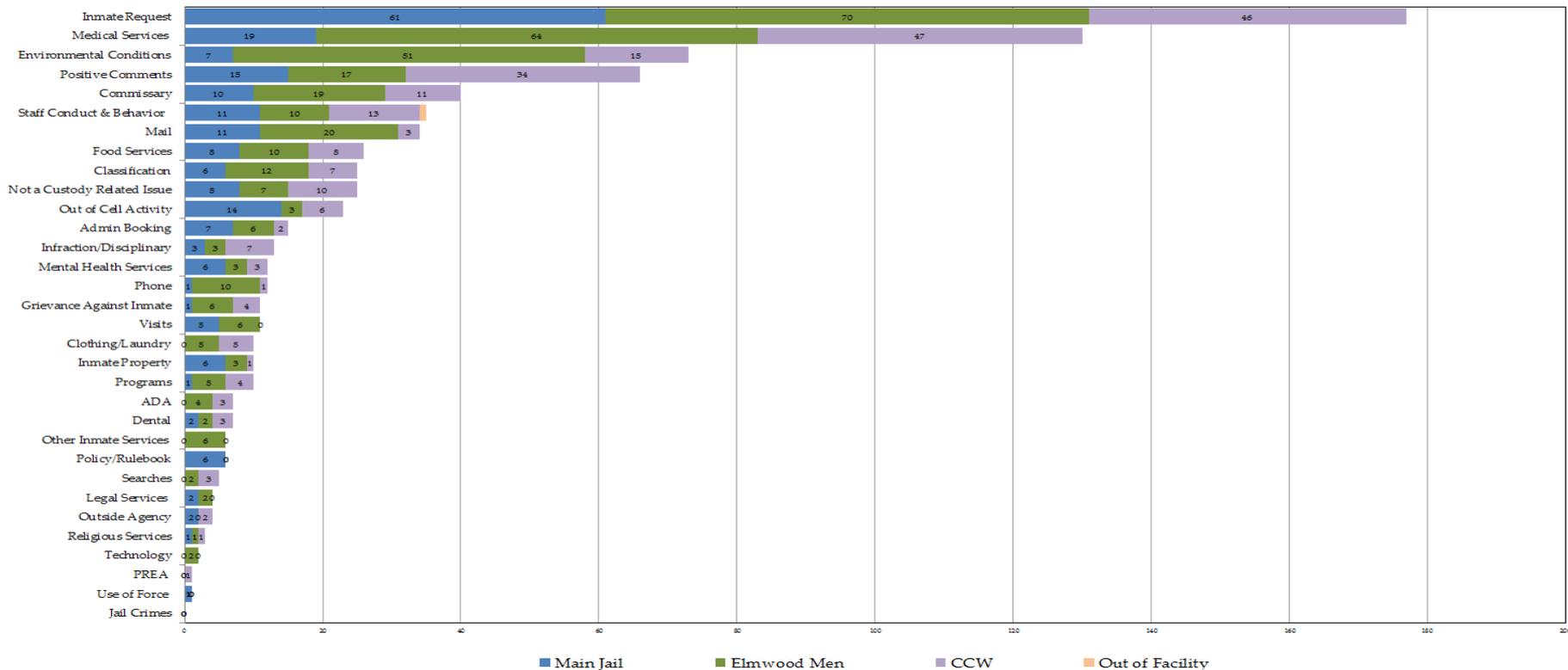
A large number of complaints from the “Environmental Conditions” grievance category stemmed from a broken bathroom fixture in a certain housing unit on the Elmwood Men’s Minimum Compound. Staff responded and inspected the affected area immediately to ensure inmates were afforded special accommodations if necessary. Staff confirmed that only one bathroom fixture was not working properly while the other twenty-two were functional. This allowed a acceptable number of usable commodes available while repairs were being made.

For the “Staff Conduct & Behavior” Category,” 35 grievances submitted in December is the lowest amount recorded in this category since the ACoS Grievance Tracking database was adopted in June of 2017. When compared to the previous year, the “Staff Conduct & Behavior” Category decreased by 60% (53 grievance submissions or 60%).

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

Inmate Grievances Dashboard – December 2019

Grievance Totals by Category and Facility
December 2019, 561 Grievances + 177 Inmate Requests + 66 Positive Comments



The above data shows all the inmate grievances submitted for the month of December 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 56% of all submitted grievances for December 2019. All other categories sum up the remaining balance or 44% of all grievances for the month of December. During the last twelve months, The “Jail Crimes” Category only received two total grievances the entire calendar year for 2019.

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

Inmate Grievances Dashboard – December 2019

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

As depicted on Page 4 of this report, the “Mail” Category placed itself as the 5th most frequently grieved category for December 2019. Our Mail Room staff are tasked with screening thousands of pieces of mail each month to ensure the safety and security of the jail facilities and all inmates and staff within the facilities. Mail that does not pass this security screening is generally returned to the sender. This usually results in a grievance. Although this process is explained in the Inmate Rulebook (Pages 37-41) further explanation is provide in the grievance response. The Inmate Rulebook is available for public viewing on-line on the Sheriff’s Jail Reforms website at: www.sccgov.org/sites/sheriff/jail-reforms/Pages/reforms.aspx .

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

| Category | Category Frequency Rank | | | | | Total Grievances | | | | |
|-----------------------------|-------------------------|-----------|-----|-----|----------|------------------|-----------|-----|-----|----------|
| | Overall | Elmwood | | | Out of | Overall | Elmwood | | | Out of |
| | Rank | Main Jail | Men | CCW | Facility | Count | Main Jail | Men | CCW | Facility |
| Inmate Request | 1 | 1 | 1 | 2 | 0 | 177 | 61 | 70 | 46 | 0 |
| Medical Services | 2 | 2 | 2 | 1 | 0 | 130 | 19 | 64 | 47 | 0 |
| Environmental Conditions | 3 | 8 | 3 | 4 | 0 | 73 | 7 | 51 | 15 | 0 |
| Positive Comments | 4 | 3 | 6 | 3 | 0 | 66 | 15 | 17 | 34 | 0 |
| Commissary | 5 | 6 | 5 | 6 | 0 | 40 | 10 | 19 | 11 | 0 |
| Staff Conduct & Behavior | 6 | 5 | 8 | 5 | 1 | 35 | 11 | 10 | 13 | 1 |
| Mail | 7 | 5 | 4 | 13 | 0 | 34 | 11 | 20 | 3 | 0 |
| Food Services | 8 | 7 | 8 | 8 | 0 | 26 | 8 | 10 | 8 | 0 |
| Classification | 9 | 9 | 7 | 9 | 0 | 25 | 6 | 12 | 7 | 0 |
| Not a Custody Related Issue | 9 | 7 | 9 | 7 | 0 | 25 | 8 | 7 | 10 | 0 |
| Out of Cell Activity | 10 | 4 | 13 | 10 | 0 | 23 | 14 | 3 | 6 | 0 |
| Admin Booking | 11 | 8 | 10 | 14 | 0 | 15 | 7 | 6 | 2 | 0 |
| Infraction/Disciplinary | 12 | 11 | 13 | 9 | 0 | 13 | 3 | 3 | 7 | 0 |
| Mental Health Services | 13 | 9 | 13 | 13 | 0 | 12 | 6 | 3 | 3 | 0 |
| Phone | 13 | 13 | 8 | 15 | 0 | 12 | 1 | 10 | 1 | 0 |
| Grievance Against Inmate | 14 | 13 | 10 | 12 | 0 | 11 | 1 | 6 | 4 | 0 |
| Visits | 14 | 10 | 10 | 0 | 0 | 11 | 5 | 6 | 0 | 0 |
| Clothing/Laundry | 15 | 0 | 11 | 11 | 0 | 10 | 0 | 5 | 5 | 0 |
| Inmate Property | 15 | 13 | 11 | 12 | 0 | 10 | 1 | 5 | 4 | 0 |
| Programs | 15 | 9 | 13 | 15 | 0 | 10 | 6 | 3 | 1 | 0 |
| ADA | 16 | 0 | 12 | 13 | 0 | 7 | 0 | 4 | 3 | 0 |
| Dental | 16 | 12 | 14 | 13 | 0 | 7 | 2 | 2 | 3 | 0 |
| Other Inmate Services | 17 | 0 | 10 | 0 | 0 | 6 | 0 | 6 | 0 | 0 |
| Policy/Rulebook | 17 | 9 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 |
| Searches | 18 | 0 | 14 | 13 | 0 | 5 | 0 | 2 | 3 | 0 |
| Legal Services | 19 | 12 | 0 | 14 | 0 | 4 | 2 | 0 | 2 | 0 |
| Outside Agency | 19 | 12 | 14 | 0 | 0 | 4 | 2 | 2 | 0 | 0 |
| Religious Services | 20 | 13 | 15 | 15 | 0 | 3 | 1 | 1 | 1 | 0 |
| Technology | 21 | 0 | 14 | 0 | 0 | 2 | 0 | 2 | 0 | 0 |
| PREA | 22 | 0 | 0 | 15 | 0 | 1 | 0 | 0 | 1 | 0 |
| Use of Force | 22 | 13 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Jail Crimes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |