

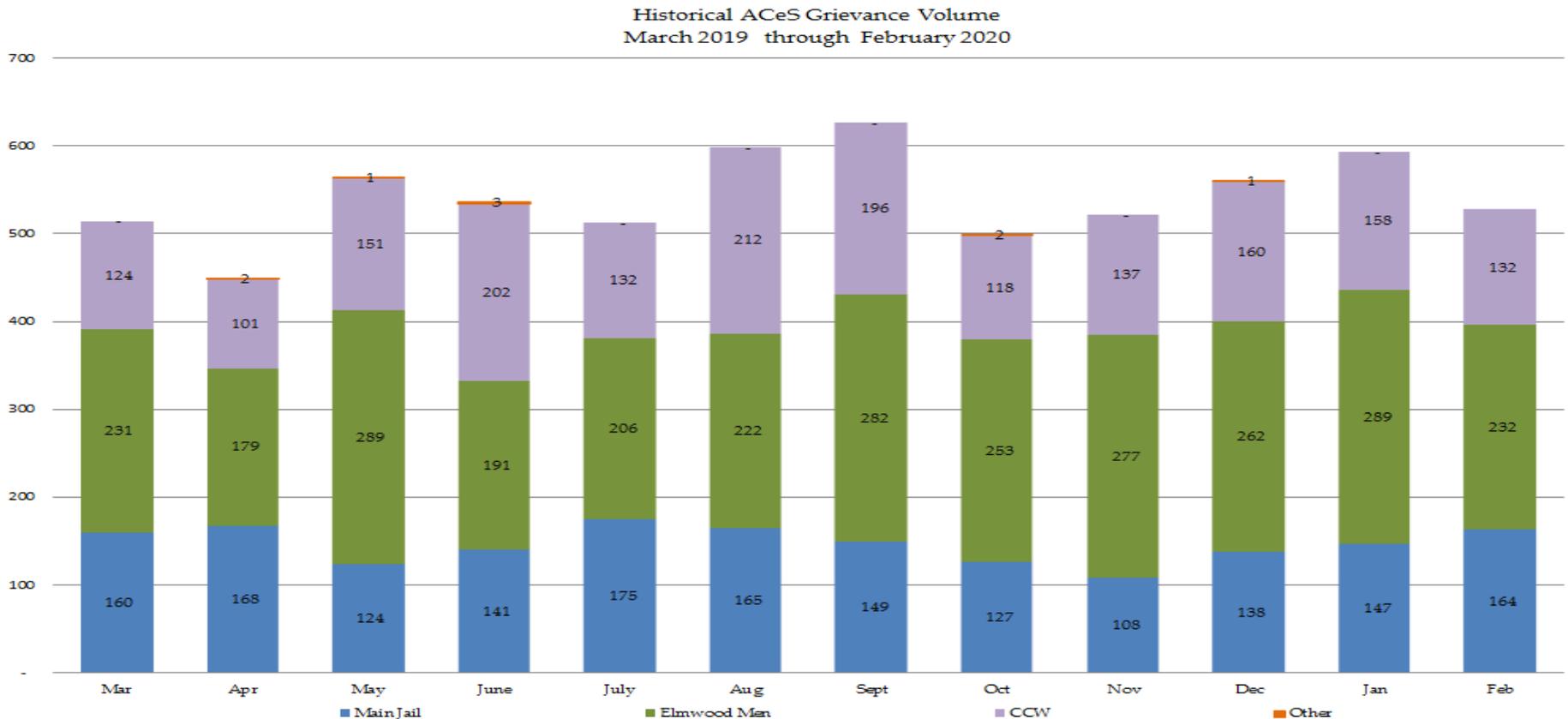


Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
February 2020

Inmate Grievances Dashboard – February 2020

- Executive Summary
 - The Grievance Unit Monthly Dashboard will include the following data:
 - Historical Grievance Volume
 - March 2019 through February 2020
 - Top Five Most Frequent Grievance Categories
 - February 2019 vs. February 2020
 - Grievance Totals by Category and by Facility
 - February 2020
 - Category Frequency Rank
 - February 2020

Inmate Grievances Dashboard – February 2020



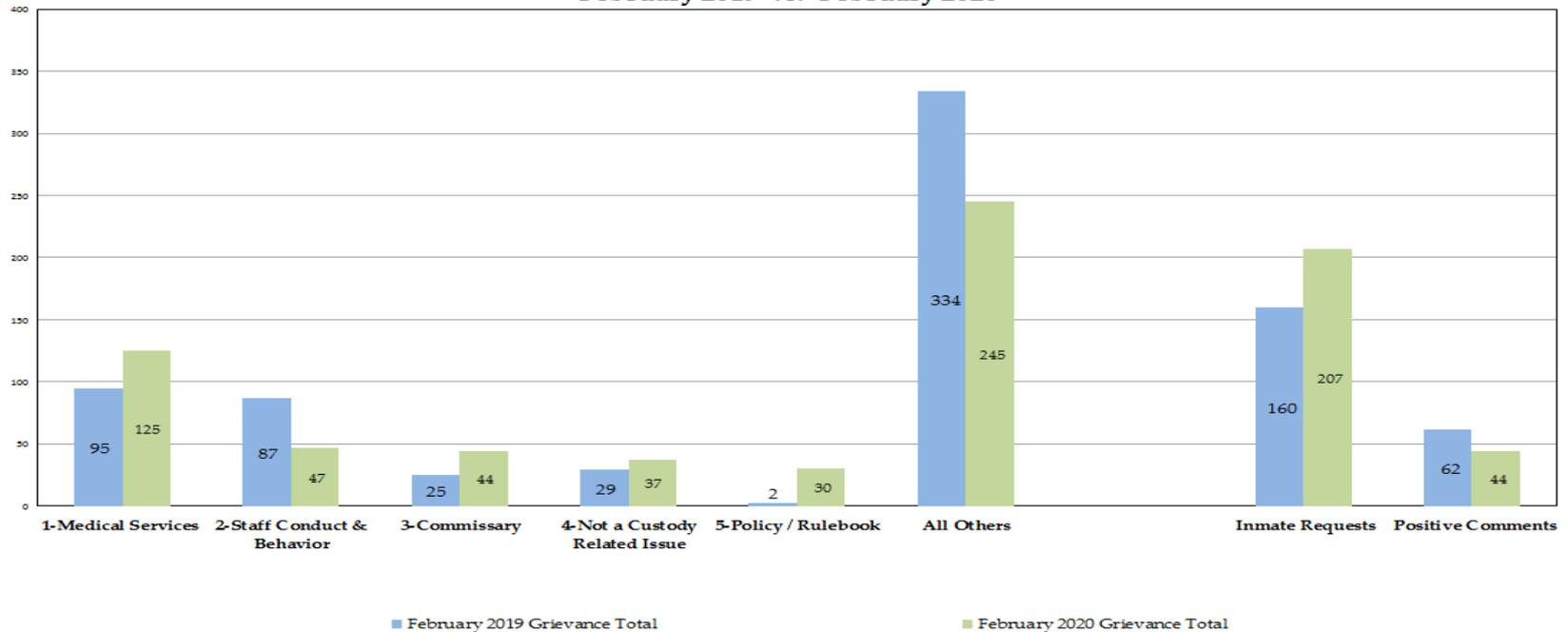
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

When compared to the previous month, there was a notable decline in grievance submission from January 2020 to February 2020. A decrease of 66 grievances or 11% occurred in the month of February while the inmate population remained relatively stable.

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 – February 2020

**Top Five Most Frequent Grievance Categories
February 2019 vs. February 2020**



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

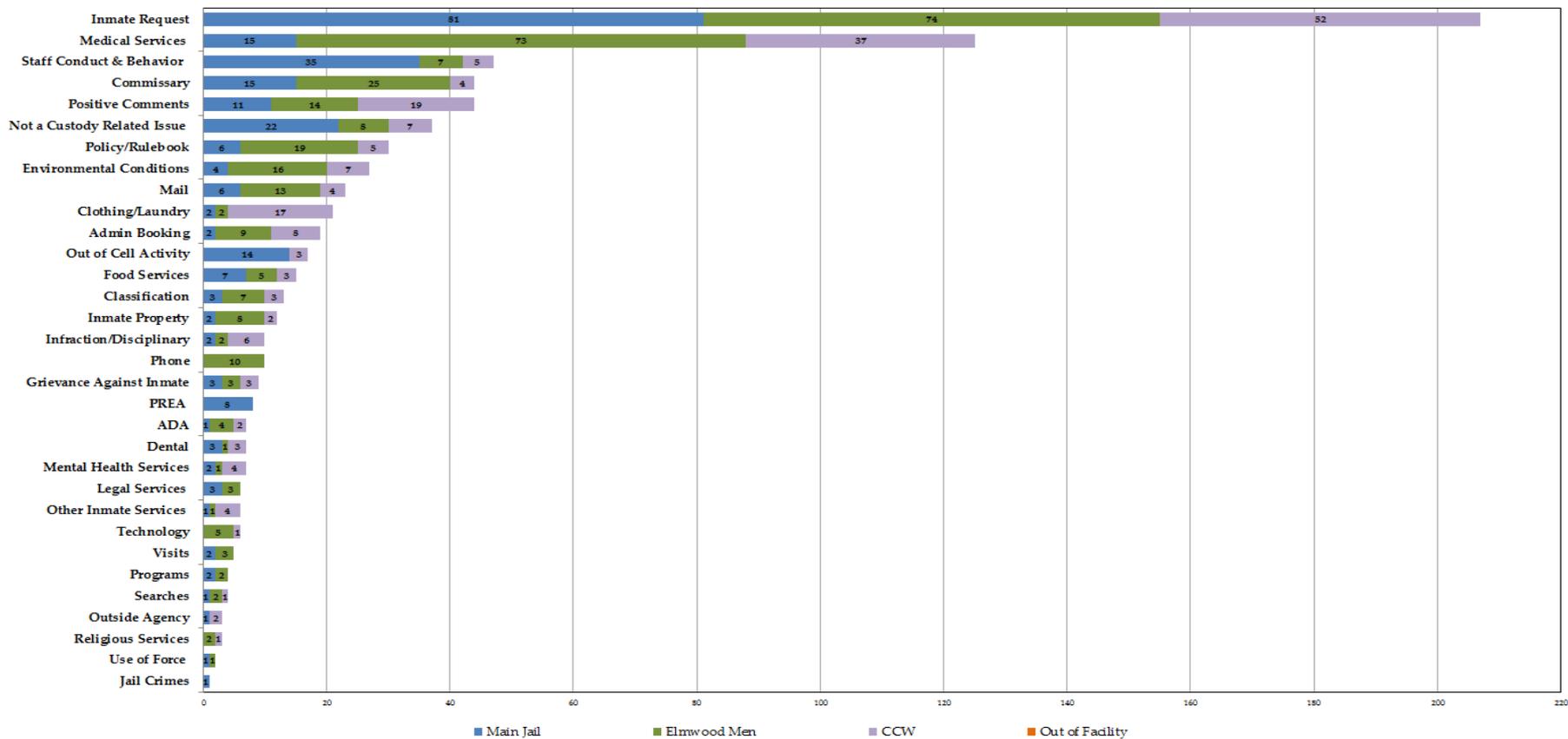
“Medical Services” continues to be the #1 Most Frequently Grieved Category for the month of February with “Staff Conduct” at #2.

As a standalone category, 30 grievance submissions for “Policy/Rulebook” is not out of the ordinary. The average submittal rate during the last 6 months is 26 grievances per month for the “Policy/Rulebook” category. When compared to the previous time last year, there was a significant amount of grievances that were submitted in February 2020 compared to February 2019. A large number of these grievances derived from groups of inmates from the Elmwood Men’s Facility. Inmates challenged the department’s policy for security searches. The inmates that submitted the grievances were advised that discovered contraband during security searches does indeed violate the policy and infractions can be issued by staff.

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

Inmate Grievances Dashboard – February 2020

Grievance Totals by Category and Facility
February 2020 Grievances 528 + 207 Inmate Requests + 44 Positive Comments



The above data shows all the inmate grievances submitted for the month of February 2020 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 54% of all submitted grievances for February 2020. All other categories sum up the remaining balance or 46% of all grievances for the month of February.

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 – February 2020

The chart below ranks the frequency of inmate grievances submitted by category for February 2020. 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 February.

Even though there was a 46% decrease in “Staff Conduct” grievances from the previous year at this time, “Staff Conduct” complaints have not been the 2nd overall ranked category anytime in the last 6 months. A majority of these grievances stemmed from an isolated incident that occurred at the Main Jail. Inmates enrolled in Structured Program Classes receive pizzas once a month as an incentive for good behavior, but mistakes were made and the pizzas were delivered to the wrong housing unit. The Main Jail Division has replaced the pizzas for all the inmates in the affected housing unit. The Sheriff’s Office has addressed the matter appropriately with all staff members involved.

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 Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	1	1	1	1	0	207	81	74	52	0
Medical Services	2	4	2	2	0	125	15	73	37	0
Staff Conduct & Behavior	3	2	11	8	0	47	35	7	5	0
Commissary	4	4	3	9	0	44	15	25	4	0
Positive Comments	4	6	6	3	0	44	11	14	19	0
Not a Custody Related Issue	5	3	10	6	0	37	22	8	7	0
Policy/Rulebook	6	9	4	8	0	30	6	19	5	0
Environmental Conditions	7	10	5	6	0	27	4	16	7	0
Mail	8	9	7	9	0	23	6	13	4	0
Clothing/Laundry	9	12	15	4	0	21	2	2	17	0
Admin Booking	10	12	9	5	0	19	2	9	8	0
Out of Cell Activity	11	5	0	10	0	17	14	0	3	0
Food Services	12	8	12	10	0	15	7	5	3	0
Classification	13	11	11	10	0	13	3	7	3	0
Inmate Property	14	12	10	11	0	12	2	8	2	0
Infraction/Disciplinary	15	12	15	7	0	10	2	2	6	0
Phone	15	0	8	0	0	10	0	10	0	0
Grievance Against Inmate	16	11	14	10	0	9	3	3	3	0
PREA	17	7	0	0	0	8	8	0	0	0
ADA	18	13	13	11	0	7	1	4	2	0
Dental	18	11	16	10	0	7	3	1	3	0
Mental Health Services	18	12	16	9	0	7	2	1	4	0
Legal Services	19	11	14	0	0	6	3	3	0	0
Other Inmate Services	19	13	16	9	0	6	1	1	4	0
Technology	19	0	12	12	0	6	0	5	1	0
Visits	20	12	14	0	0	5	2	3	0	0
Programs	21	12	15	0	0	4	2	2	0	0
Searches	21	13	15	12	0	4	1	2	1	0
Outside Agency	22	13	0	11	0	3	1	0	2	0
Religious Services	22	0	15	12	0	3	0	2	1	0
Use of Force	23	13	16	0	0	2	1	1	0	0
Jail Crimes	24	13	0	0	0	1	1	0	0	0