



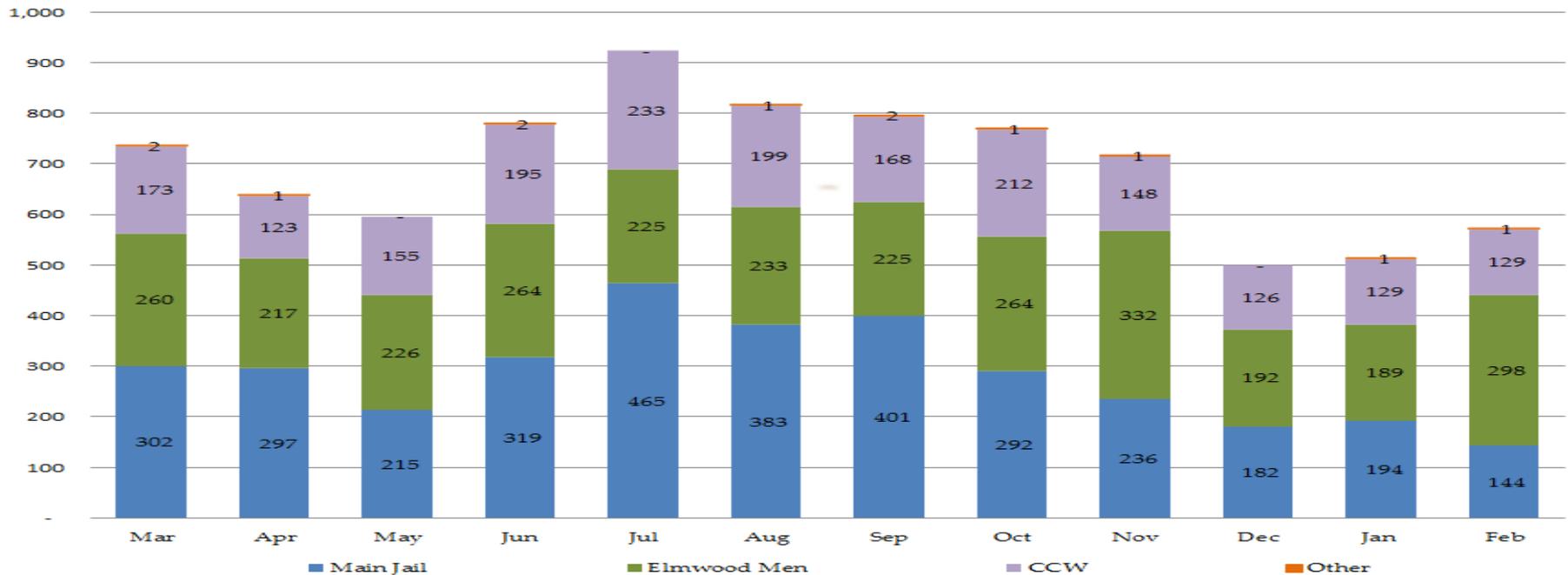
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
February 2019

Inmate Grievances Dashboard – February 2019

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

Inmate Grievances Dashboard – February 2019

Historical ACeS Grievance Volume
March 2018 through February 2019

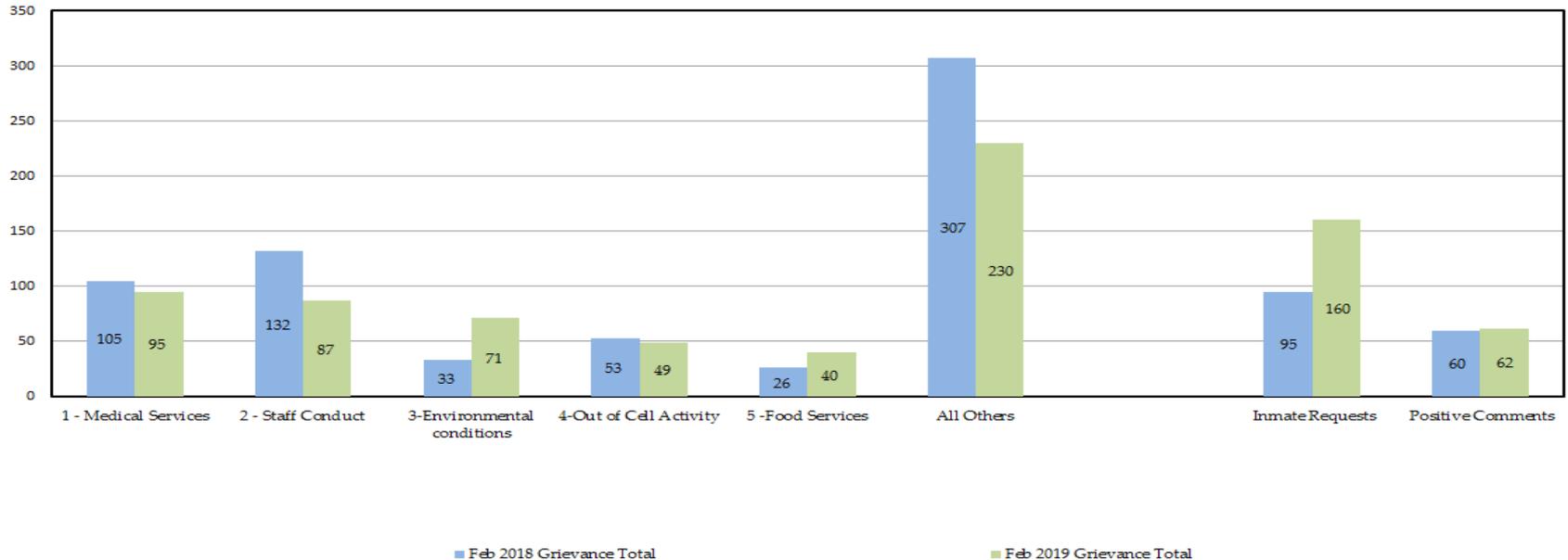


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas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

The number of grievances submitted for the month of February increased by 59 complaints when compared to the month of January. The Main Jail Facility saw a reduction of -26% of grievances submitted while the Elmwood Men’s Facility observed a +58% increase in grievance complaints. Due to a series of events, the Elmwood Men’s Facility required some unscheduled lockdowns over a short period of time. This factor attributed to the increase amount of grievances for that facility. The Elmwood’s Women Facility remained stagnant with 129 grievances submitted, matching the previous month.

Inmate Grievances Dashboard – February 2019

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

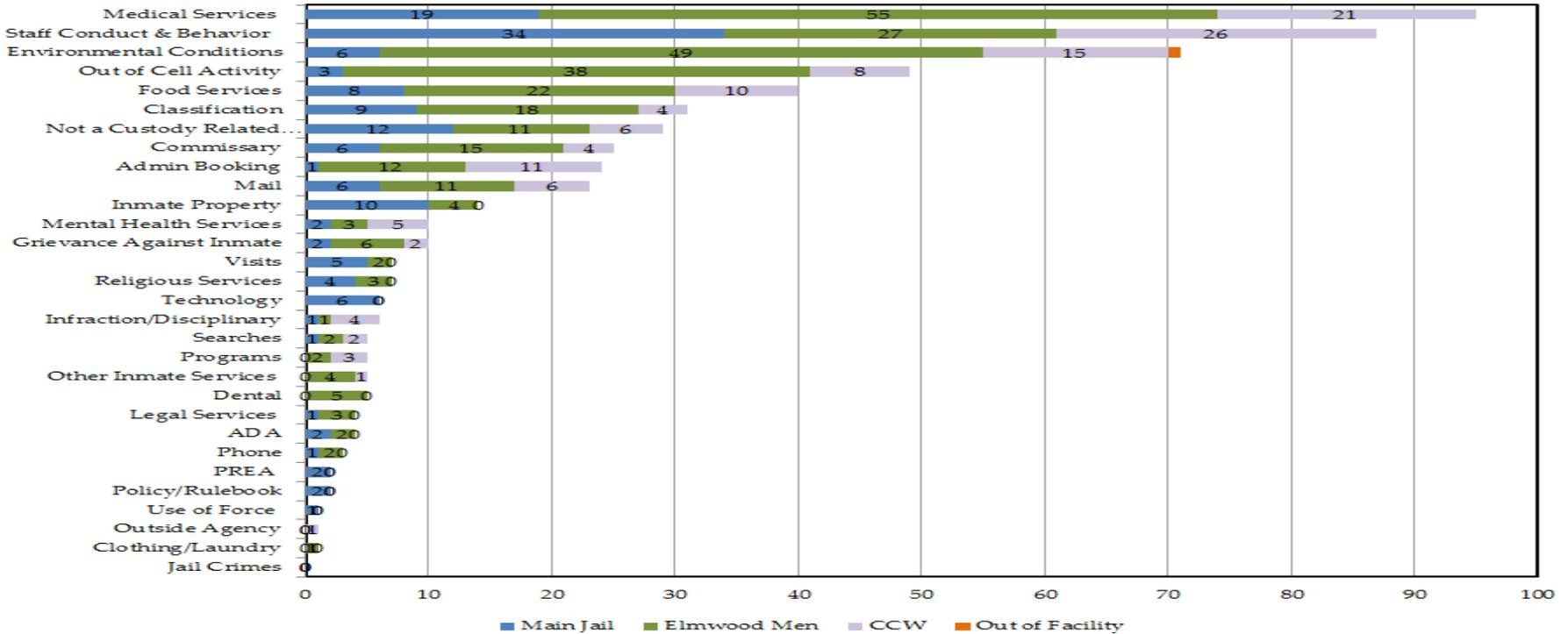


The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

Since the Grievance Unit has publishing the Monthly Grievance Dashboard, the “Staff Conduct and Behavior” Category has consistently been the #1 Most Frequently Grieved Category for the last seven months. In February 2019, “Medical Services” received more grievance complaints and outranked the “Staff Conduct and Behavior” category seating it at the #2 Most Frequent Grievance Category position. However, when comparing these two categories to February 2018, both the “Medical Services” Category and the “Staff Conduct and Behavior” Category are receiving less grievance complaints than the previous year.

Inmate Grievances Dashboard – February 2019

Grievance Totals by Category and Facility
February 2019
572 Grievances



The above data shows all 572 inmate grievances submitted for the month of February 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 60% of all submitted grievances for February 2019. All categories below “Classification” sum up the remaining balance or 40% of all grievances submitted for the month of February. Both the “Jail Crimes” and “Clothing/Laundry” Categories did not produce any grievances and ranked last when compared to the other categories.

Inmate Grievances Dashboard – February 2019

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

When comparing data from the previous months, the “Environmental Conditions” Category slowly climbed the ranks as the winter season started approaching. During the last couple months, the same category ranked #5 in December, #4 in January, and this month as the #2 most frequently grieved category at the Elmwood Men’s Facility. When inmates complain about the temperature being either too cold or too hot, staff takes immediate action to assess the conditions and create work orders to resolve the issues as necessary. A closer look at the grievances showed that our county partners, Facilities and Fleet resolved these issues less than 24 hours after the work orders had been created by staff.

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	2	1	2	0	95	19	55	21	0
Staff Conduct & Behavior	2	1	4	1	0	87	34	27	26	0
Environmental Conditions	3	7	2	3	1	71	6	49	15	1
Out of Cell Activity	4	10	3	6	0	49	3	38	8	0
Food Services	5	6	5	5	0	40	8	22	10	0
Classification	6	5	6	9	0	31	9	18	4	0
Not a Custody Related Issue	7	3	9	7	0	29	12	11	6	0
Commissary	8	7	7	9	0	25	6	15	4	0
Admin Booking	9	12	8	4	0	24	1	12	11	0
Mail	10	7	10		0	23	6	11	6	0
Inmate Property	11	4	12	0	0	14	10	4	0	0
Mental Health Services	12	11	13	8	0	10	2	3	5	0
Grievance Against Inmate	12	11	10	11	0	10	2	6	2	0
Religious Services	13	9	13	0	0	7	4	3	0	0
Visits	13	8	14	0	0	7	5	2	0	0
Infraction/Disciplinary	14	12	15	9	0	6	1	1	4	0
Technology	14	7	0	0	0	6	6	0	0	0
Programs	15	0	14	10	0	5	0	2	3	0
Searches	15	12	14	11	0	5	1	2	2	0
Other Inmate Services	15	0	12	12	0	5	0	4	1	0
Dental	15	13	11	0	0	5	0	5	0	0
Legal Services	16	12	13	0	0	4	1	3	0	0
ADA	16	11	14	0	0	4	2	2	0	0
Phone	17	12	14	0	0	3	1	2	0	0
Policy/Rulebook	18	11	0	0	0	2	2	0	0	0
PREA	18	11	0	0	0	2	2	0	0	0
Outside Agency	19	0	0	12	0	1	0	0	1	0
Clothing/Laundry	19	0	15	0	0	1	0	1	0	0
Use of Force	19	12	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
						572	144	298	129	1