



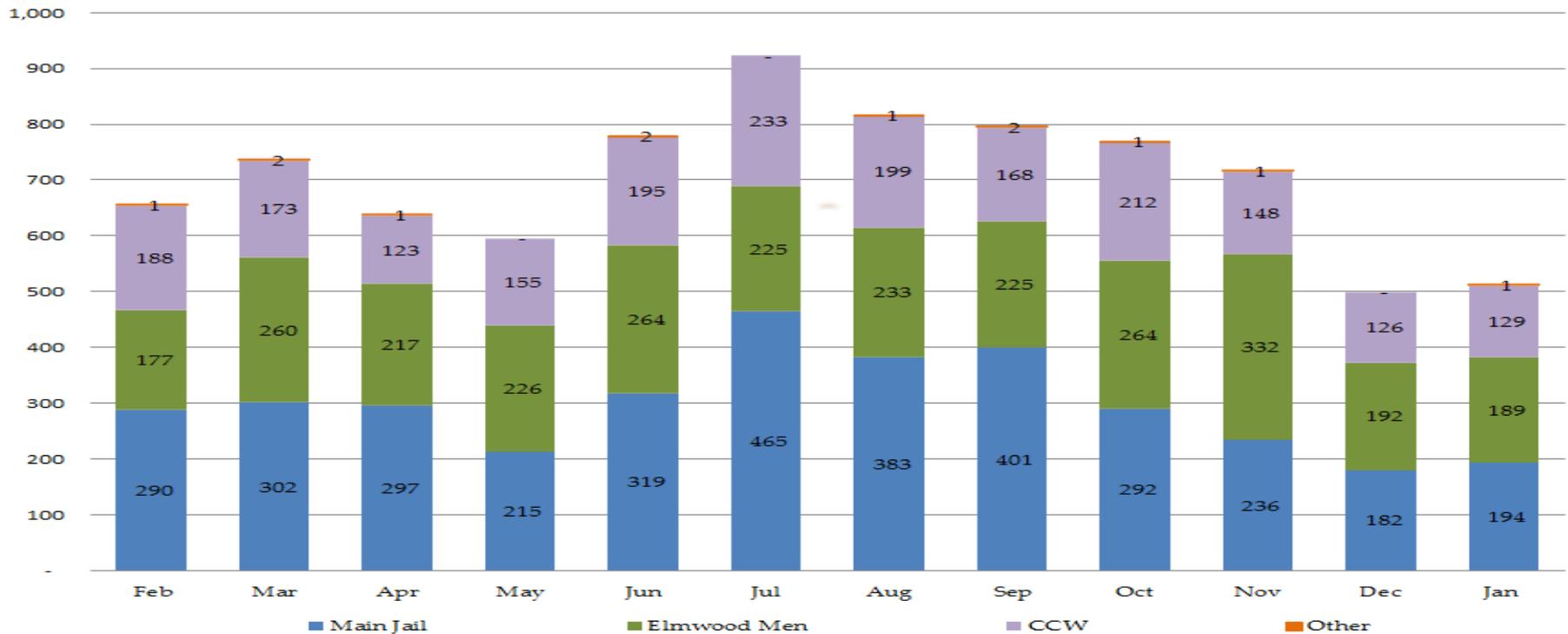
Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
January 2019

Inmate Grievances Dashboard – January 2019

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

Inmate Grievances Dashboard – January 2019

Historical ACeS Grievance Volume
February 2018 through January 2019

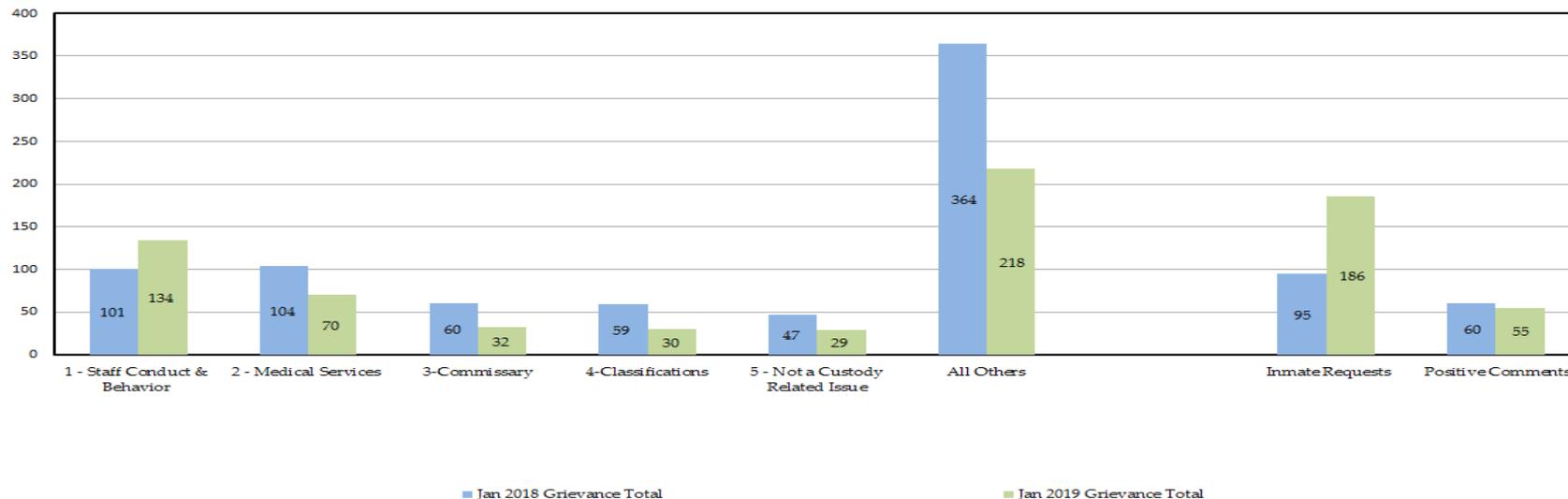


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas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

Since July 2018, the number of grievances submitted by inmates have been steadily declining. In January 2019, there were 513 grievances produced from all inmates in each of the above listed facilities. When comparing January to December, there was little disparity in the amount of grievances produced from each facility.

Inmate Grievances Dashboard – January 2019

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



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

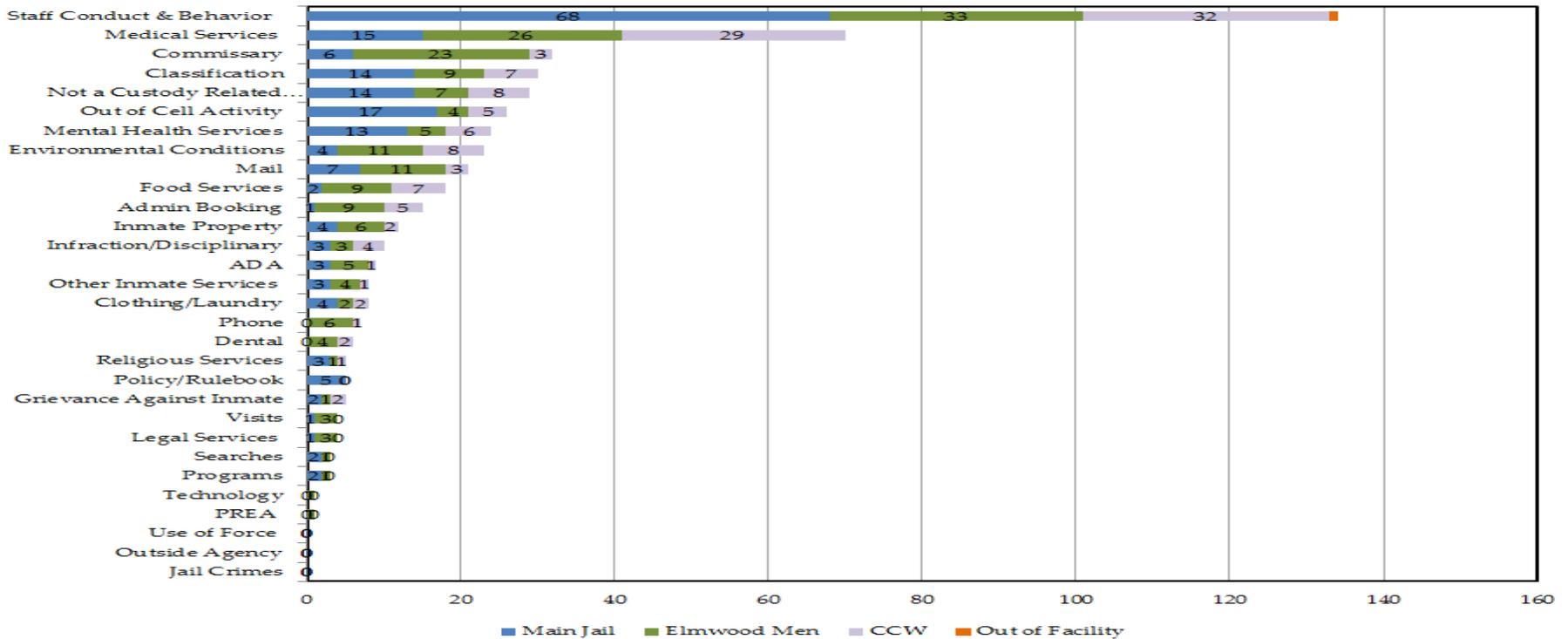
NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

Of the Top Five Most Frequent Grievance Categories for January 2019, “Staff Conduct and Behavior” ranks #1 and “Medical Services” ranks #2. *(It is important to note that Staff Conduct complaints can be generated about any classification of employee or volunteer assigned to the jail system, not just badge personnel)* Out of the 134 grievances in this category, 15 grievances or the equivalent of 11% were complaints made against civilian staff assigned to work in the facilities.

Inmates may grieve any condition of confinement that has a physical consequence on their health, safety, or well-being. When the complaint is made outside the realm of the Sheriff’s Office’s control or when a grievance is deemed non-actionable, it is considered, “Not a Custody Related Issue.” This category ranked #5 for the month of January.

Inmate Grievances Dashboard – January 2019

Grievance Totals by Category and Facility
January 2019
513 Grievances



The above data shows all 513 inmate grievances submitted for the month of January 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 58% of all submitted grievances for January 2019. All categories below “Not a Custody Related Issue” sum up the remaining balance or 42% of all grievances submitted for the month of January.

Inmate Grievances Dashboard – January 2019

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

At the beginning of Fiscal Year 2019 (July 2018), the “Not a Custody Related Issue” category ranked #13 overall in Frequency Rank with 17 total grievances submitted. This month, the same category increased by +70% with 29 total grievances submitted. A majority of these grievances stemmed from housing units with severely mentally ill inmates. Although some of these grievances are non-actionable or based on a careful analysis provide no legitimate complaint, the Grievance Unit continues to process these grievances and provide a response to the inmate. Mental Health Staff closely monitors these units and certain contents from these grievances may be shared to our Custody Health partners to provide better care for this population of inmates.

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
Staff Conduct & Behavior	1	1	1	1	1	134	68	33	32	1
Medical Services	2	2	2	2	0	70	15	26	29	0
Commissary	3	3	3	8	0	32	6	23	3	0
Classification	4	4	5	4	0	30	14	9	7	0
Not a Custody Related Issue	5	4	6	3	0	29	14	7	8	0
Out of Cell Activity	6	5	9	6	0	26	17	4	5	0
Mental Health Services	7	6	8	5	0	24	13	5	6	0
Environmental Conditions	8	7	4	3	0	23	4	11	8	0
Mail	9	8	4	8	0	21	7	11	3	0
Food Services	10	9	5	4	0	18	2	9	7	0
Admin Booking	11	10	5	6	0	15	1	9	5	0
Inmate Property	12	11	7	9	0	12	4	6	2	0
Infraction/Disciplinary	13	12	10	7	0	10	3	3	4	0
ADA	14	12	8	10	0	9	3	5	1	0
Other Inmate Services	15	13	11	9	0	8	4	2	2	0
Clothing/Laundry	15	12	9	10	0	8	3	4	1	0
Phone	16	14	7	10	0	7	0	6	1	0
Dental	17	14	9	9	0	6	0	4	2	0
Religious Services	18	9	12	9	0	5	2	1	2	0
Policy/Rulebook	18	6	13	11	0	5	5	0	0	0
Grievance Against Inmate	18	12	12	10	0	5	3	1	1	0
Visits	19	10	10	11	0	4	1	3	0	0
Legal Services	19	10	10	11	0	4	1	3	0	0
Searches	20	9	12	11	0	3	2	1	0	0
Programs	20	9	12	11	0	3	2	1	0	0
Technology	21	14	12	11	0	1	0	1	0	0
PREA	21	14	12	11	0	1	0	1	0	0
Use of Force	22	14	13	11	0	0	0	0	0	0
Outside Agency	22	14	13	11	0	0	0	0	0	0
Jail Crimes	22	14	13	11	0	0	0	0	0	0
						513	194	189	129	1