

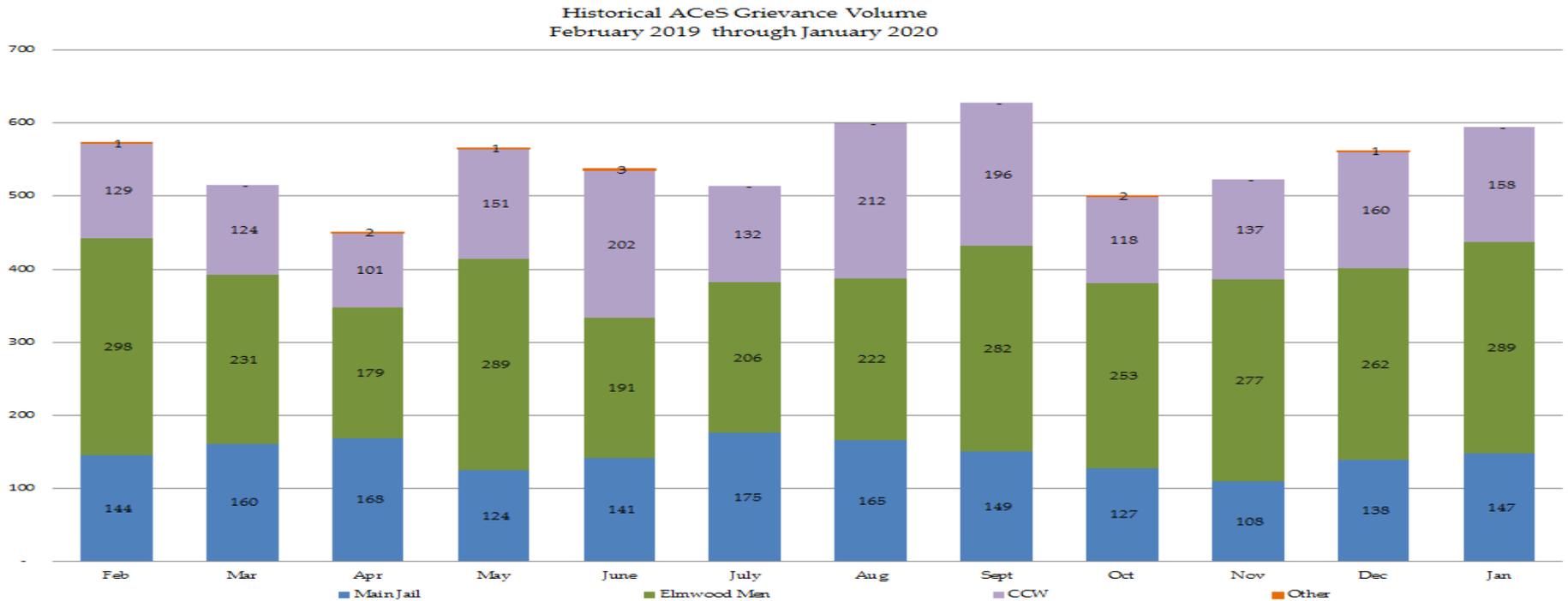


Sheriff's Office Custody Bureau
Inmate Grievances Dashboard
January 2020

Inmate Grievances Dashboard – January 2020

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

Inmate Grievances Dashboard – January 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.

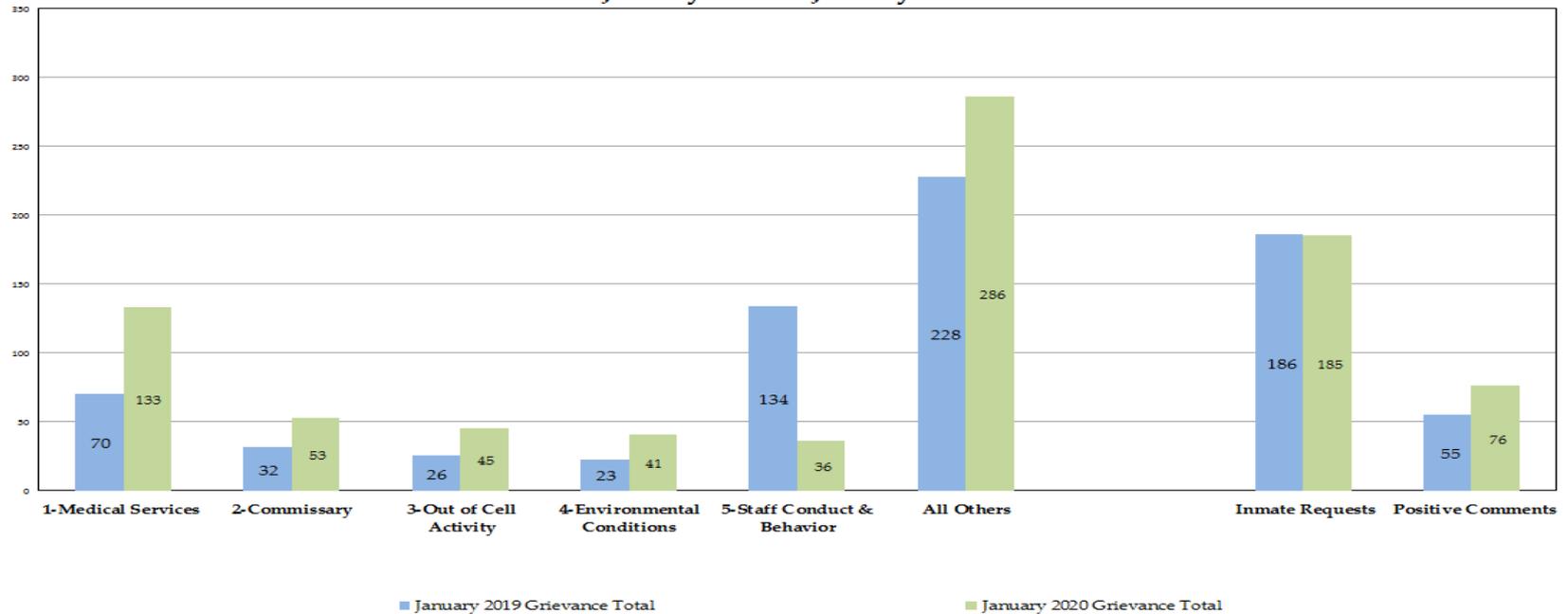
For the first month of 2020, there was a 5.9% increase in grievance submissions across all three facilities compared to the previous month.

Part of the inflation was due to a mass grievance from inmates from the Elmwood Men’s Facility complaining about frequent lockdowns affecting out-of-cell time. An extensive audit was performed and revealed that although there were frequent lockdowns due to unforeseeable circumstances such as medical emergencies and critical incidents, the inmates in the affected area received ample out-of-cell time exceeding the Remedial Plan requirements of 17 hours a week.

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 – January 2020

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



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

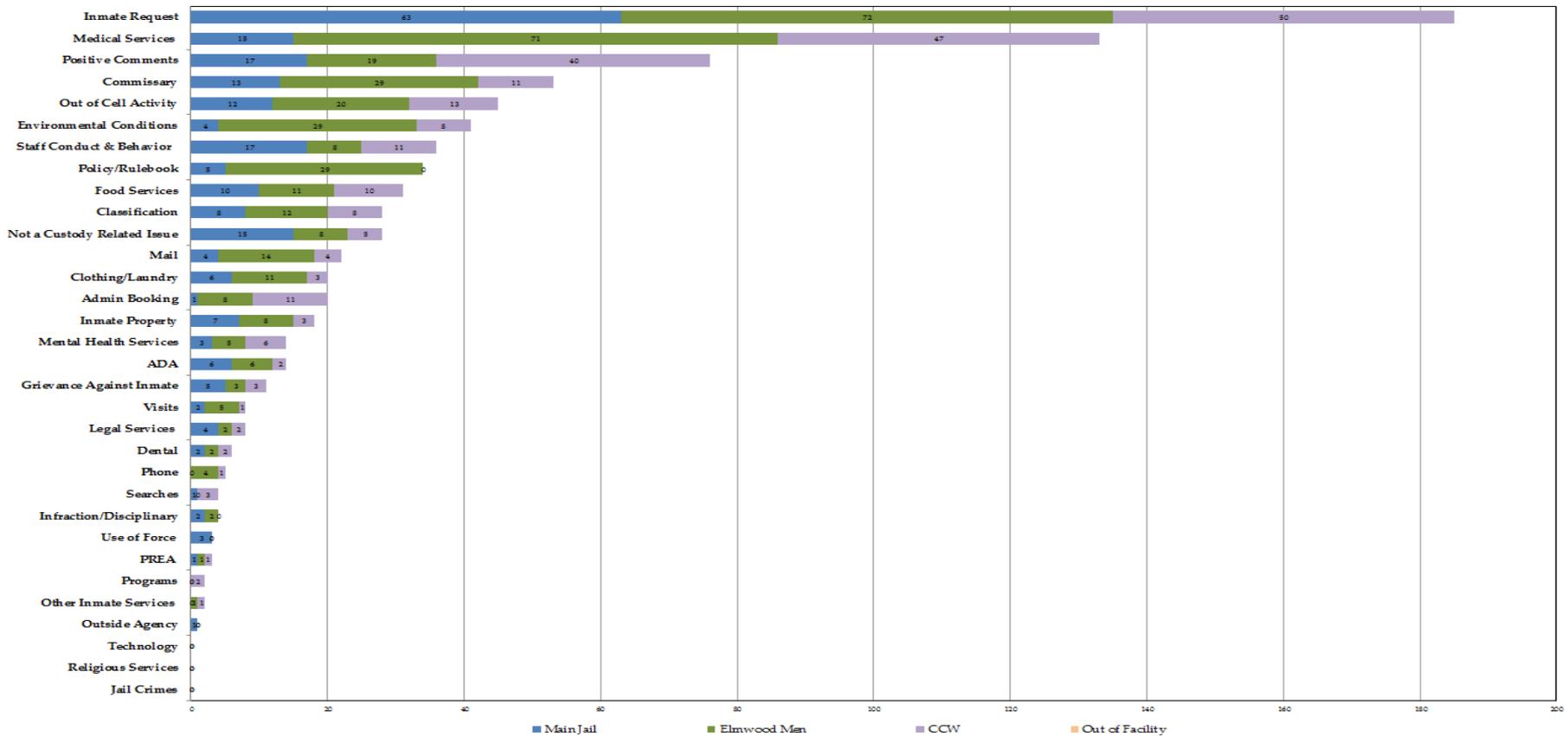
For the month of January, “Medical Services” retains the overall most grieved category while the “Commissary” category ranked 2nd place.

The “Commissary” category has consistently been one of the top five most frequently grieved categories since August 2019. For January, this category placed itself as the 2nd most grieved category replacing “Environmental Conditions” from the previous month. When this category was analyzed, it was determined that inmates were concerned about missing items and/or refund credits to their accounts. These complaints were submitted through all available avenues including Inmate Request Forms, Commissary Complaint Forms, and also through the Inmate Grievance Forms. In all instances, the commissary vendor reconciled the account and refunded any funds due to the inmates’ accounts within 10 days or less.

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

Inmate Grievances Dashboard – January 2020

Grievance Totals by Category and Facility
January 2020 Grievances 594 + 185 Inmate Requests + 76 Positive Comments



The above data shows all the inmate grievances submitted for the month of January 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 52% of all submitted grievances for January 2020. All other categories sum up the remaining balance or 48% of all grievances for the month of January. There were three categories that did not receive a single complaint last month: “Technology, Religious Services, and Jail Crimes.”

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 – January 2020

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

The Grievance Unit sends detailed monthly statistical reports to the Sheriff’s Command Staff and all business unit managers including our Custody Health partners. The “Medical Services” category has been steadily leading all other grievance categories for the last year. With the intention of addressing inmates’ medical concerns and increasing efficiency, electronic kiosks were recently installed at the Elmwood Women’s Facility. In late January, Custody Health Services began piloting a new electronic Medical Request System which allows inmate the ability to automate their medical requests/needs. Custody Health will triage, track, and monitor each medical request. Once Custody Health Services can gauge the effectiveness of this new electronic system they can determine the feasibility of implementing the same service at the Men’s Facility.

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					Out of Facility	Total Grievances					Out of Facility
	Overall Rank	Main Jail	Elmwood Men	CCW			Overall Count	Main Jail	Elmwood Men	CCW		
Inmate Request	1	1	1	1	1	0	185	63	72	50	0	
Medical Services	2	4	2	2	2	0	133	15	71	47	0	
Positive Comments	3	2	5	3	3	0	76	17	19	40	0	
Commissary	4	5	3	5	5	0	53	13	29	11	0	
Out of Cell Activity	5	6	4	4	4	0	45	12	20	13	0	
Environmental Conditions	6	12	3	7	7	0	41	4	29	8	0	
Staff Conduct & Behavior	7	3	9	5	5	0	36	17	8	11	0	
Policy/Rulebook	8	11	3	0	0	0	34	5	29	0	0	
Food Services	9	7	8	6	6	0	31	10	11	10	0	
Classification	10	8	7	7	7	0	28	8	12	8	0	
Not a Custody Related Issue or a	10	4	9	9	9	0	28	15	8	5	0	
Mail	11	12	6	10	10	0	22	4	14	4	0	
Admin Booking	12	15	9	5	5	0	20	1	8	11	0	
Clothing/Laundry	12	10	8	11	11	0	20	6	11	3	0	
Inmate Property	13	9	9	11	11	0	18	7	8	3	0	
ADA	14	10	10	12	12	0	14	6	6	2	0	
Mental Health Services	14	13	11	8	8	0	14	3	5	6	0	
Grievance Against Inmate	15	11	13	11	11	0	11	5	3	3	0	
Legal Services	16	12	14	12	12	0	8	4	2	2	0	
Visits	16	14	11	13	13	0	8	2	5	1	0	
Dental	17	14	14	12	12	0	6	2	2	2	0	
Phone	18	0	12	13	13	0	5	0	4	1	0	
Infraction/Disciplinary	19	14	14	0	0	0	4	2	2	0	0	
Searches	19	15	0	11	11	0	4	1	0	3	0	
PREA	20	15	15	13	13	0	3	1	1	1	0	
Use of Force	20	13	0	0	0	0	3	3	0	0	0	
Other Inmate Services	21	0	15	13	13	0	2	0	1	1	0	
Programs	21	0	0	12	12	0	2	0	0	2	0	
Outside Agency	22	15	0	0	0	0	1	1	0	0	0	
Jail Crimes	0	0	0	0	0	0	0	0	0	0	0	
Religious Services	0	0	0	0	0	0	0	0	0	0	0	
Technology	0	0	0	0	0	0	0	0	0	0	0	