



# Sheriff's Office Custody Bureau

## Inmate Grievances Dashboard

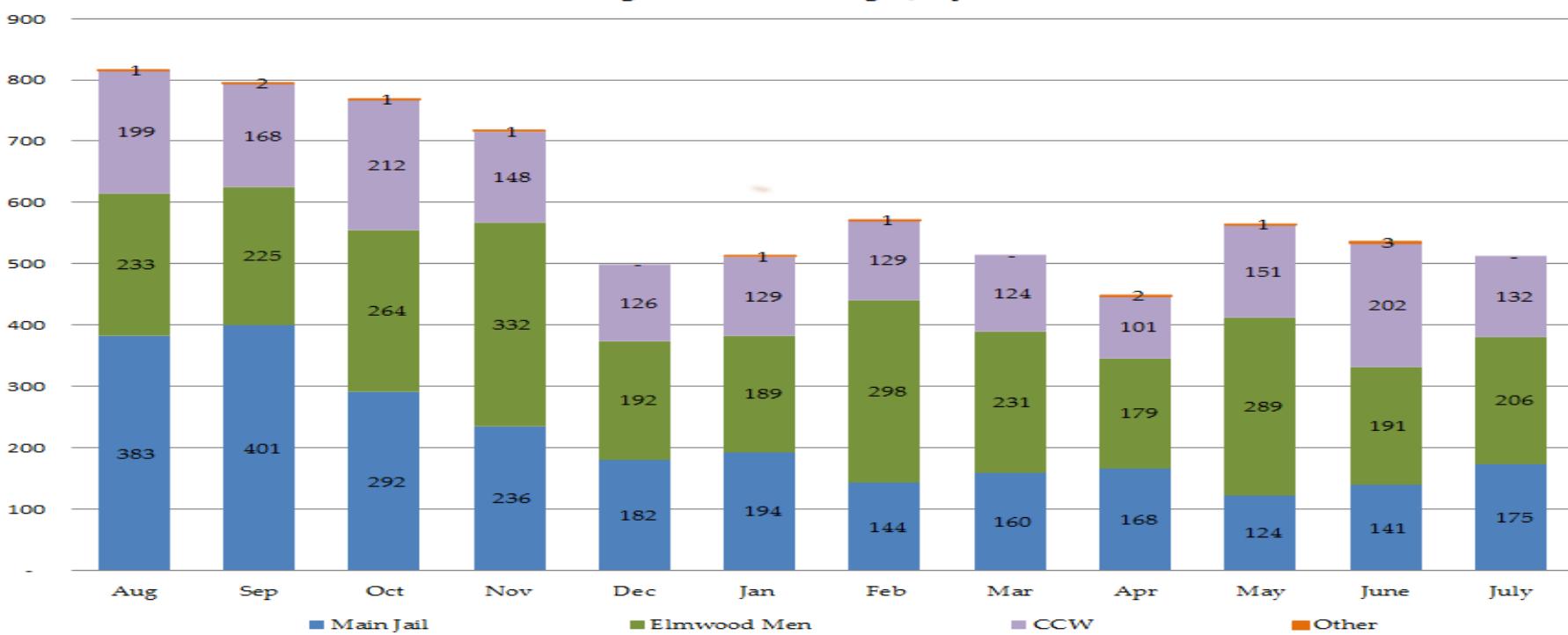
### July 2019

# Inmate Grievances Dashboard – July 2019

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

# Inmate Grievances Dashboard – July 2019

Historical ACeS Grievance Volume  
August 2018 through July 2019

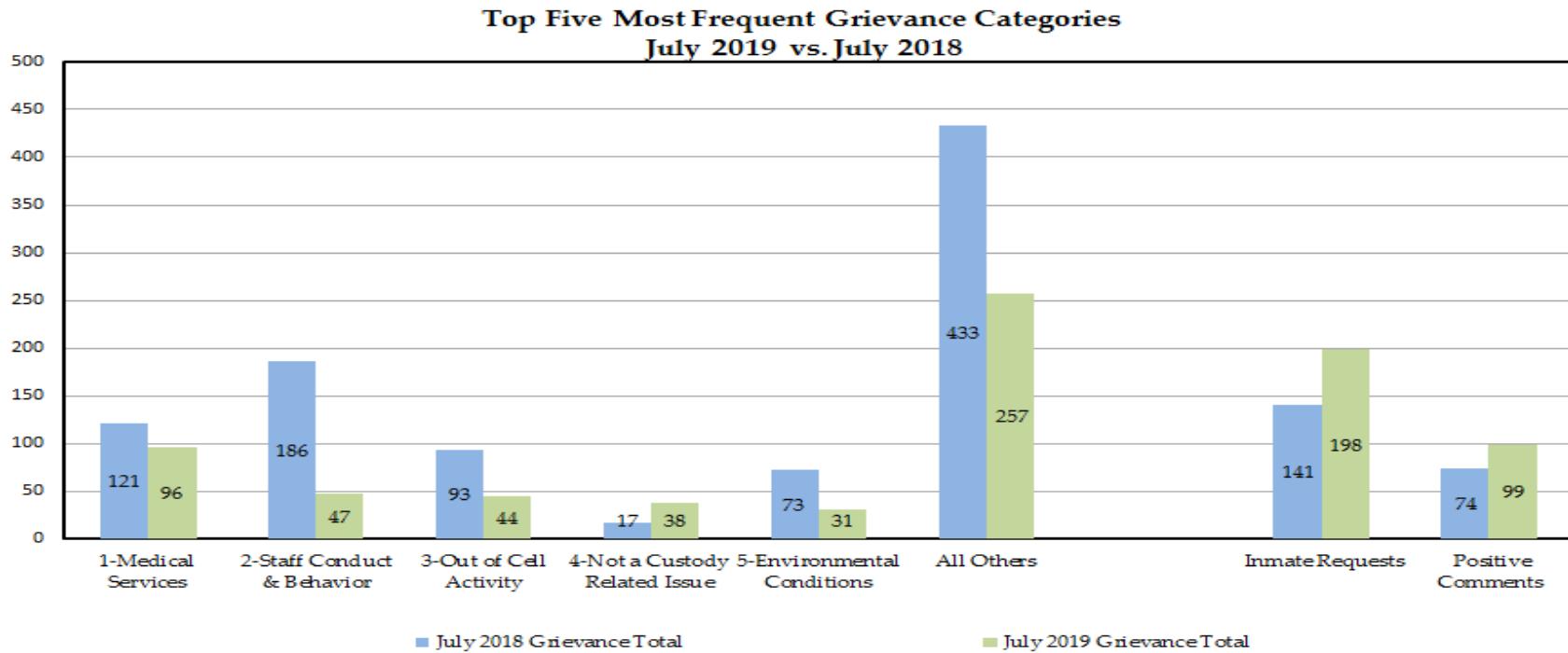


The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men's, Elmwood Women's Facilities (CCW), and also by "Other - Out of Facility" areas. This refers to areas such as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

When compared to the previous month, there was a slight decline in grievance submission from June 2019 to July 2019. A decrease of 24 grievances or 4.5% occurred in the month of July while the inmate population remained 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 – July 2019



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

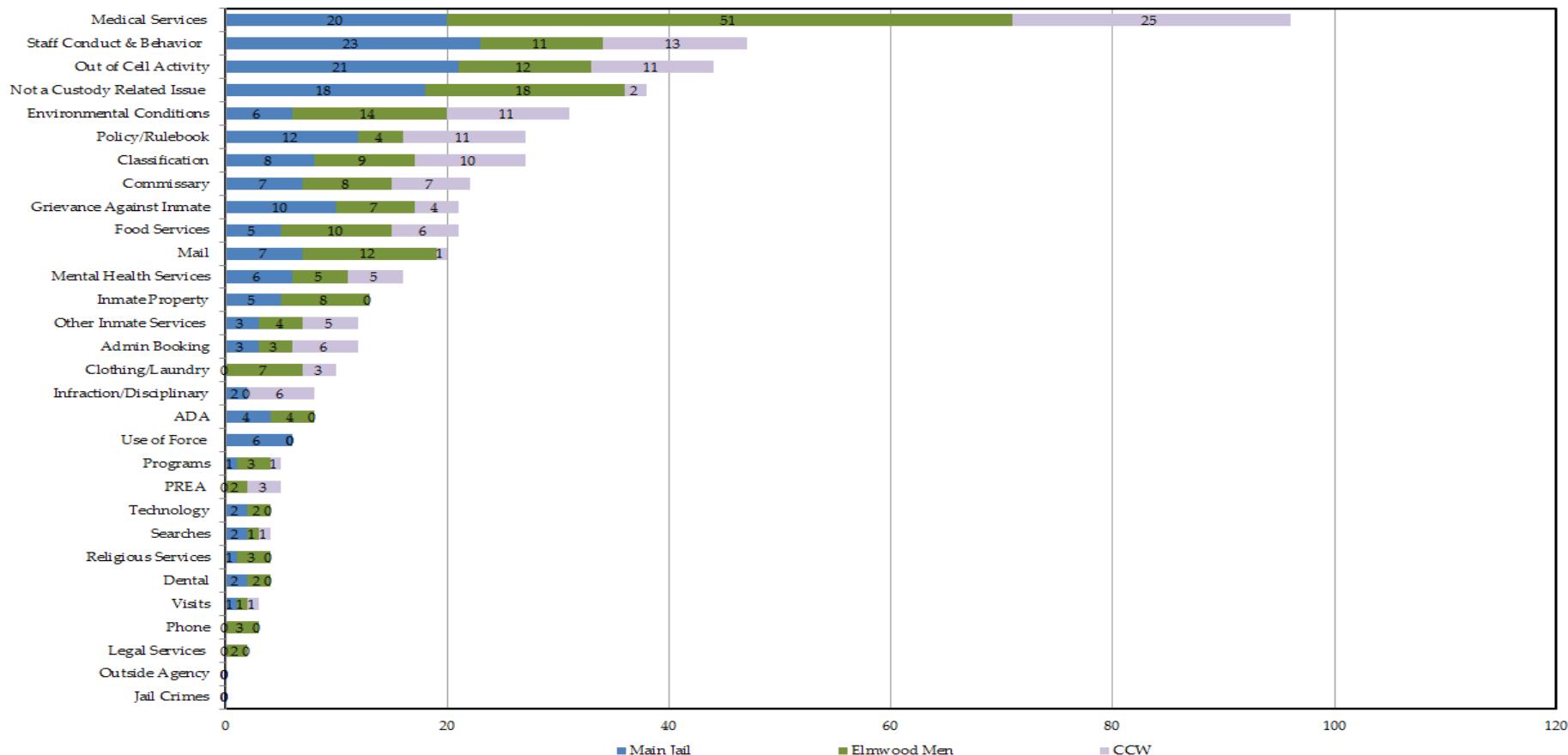
The top two categories remain the same for the month of July with "Medical Services" as the #1 and "Staff Conduct" as the #2 most frequent grievance categories.

July 2019 produced the lowest recorded "Staff Conduct" grievances since the ACeS System was adopted in 2017. Last month, inmates submitted 47 "Staff Conduct" grievances and there were more than twice as many "Positive Comments" received for a total of 99 for the month of July. Although "Staff Conduct" is the #2 most frequently grieved category last month, the amount of overall submissions continue to decrease.

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

# Inmate Grievances Dashboard – July 2019

Grievance Totals by Category and Facility  
July 2019, 513 Grievances



The above data shows all 513 inmate grievances submitted for the month of July 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 50% of all submitted grievances for July 2019. The other 25 categories contributed for the remaining balance or 50% of all submitted grievances last month.

# Inmate Grievances Dashboard – July 2019

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

The “Not a Custody Related Issue” Category ranked 4<sup>th</sup> overall during the month of July. When compared to the previous month, this category experienced a 31% increase in grievance submissions. A majority of these grievances were submitted by inmates housed in areas that are regularly monitored by Custody Health Staff. Upon collection, if the grievance contains nonsensical information or provides no legitimate complaint, a sergeant will interview the inmate immediately in hopes for clarification. Even when the grievance is deemed as non-actionable, our Mental Health partners are still notified to provide further examination and preventative care.

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	3	1	1	0	96	20	51	25	0
Staff Conduct & Behavior	2	1	5	2	0	47	23	11	13	0
Out of Cell Activity	3	2	4	3	0	44	21	12	11	0
Not a Custody Related Issue	4	4	2	10	0	38	18	18	2	0
Environmental Conditions	5	9	3	3	0	31	6	14	11	0
Policy/Rulebook	6	5	11	3	0	27	12	4	11	0
Classification	6	7	7	4	0	27	8	9	10	0
Commissary	7	8	8	5	0	22	7	8	7	0
Food Services	8	10	6	6	0	21	5	10	6	0
Grievance Against Inmate	8	6	9	8	0	21	10	7	4	0
Mail	9	8	4	11	0	20	7	12	1	0
Mental Health Services	10	9	10	7	0	16	6	5	5	0
Inmate Property	11	10	8	0	0	13	5	8	0	0
Admin Booking	12	12	12	6	0	12	3	3	6	0
Other Inmate Services	12	12	11	7	0	12	3	4	5	0
Clothing/Laundry	13	0	9	9	0	10	0	7	3	0
Infraction/Disciplinary	14	13	0	6	0	8	2	0	6	0
ADA	14	11	11	0	0	8	4	4	0	0
Use of Force	15	9	0	0	0	6	6	0	0	0
PREA	16	0	13	9	0	5	0	2	3	0
Programs	16	14	12	11	0	5	1	3	1	0
Searches	17	13	14	11	0	4	2	1	1	0
Religious Services	17	14	12	0	0	4	1	3	0	0
Dental	17	13	13	0	0	4	2	2	0	0
Technology	17	13	13	0	0	4	2	2	0	0
Visits	18	14	14	11	0	3	1	1	1	0
Phone	18	0	12	0	0	3	0	3	0	0
Legal Services	19	0	13	0	0	2	0	2	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Outside Agency	0	0	0	0	0	0	0	0	0	0