



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

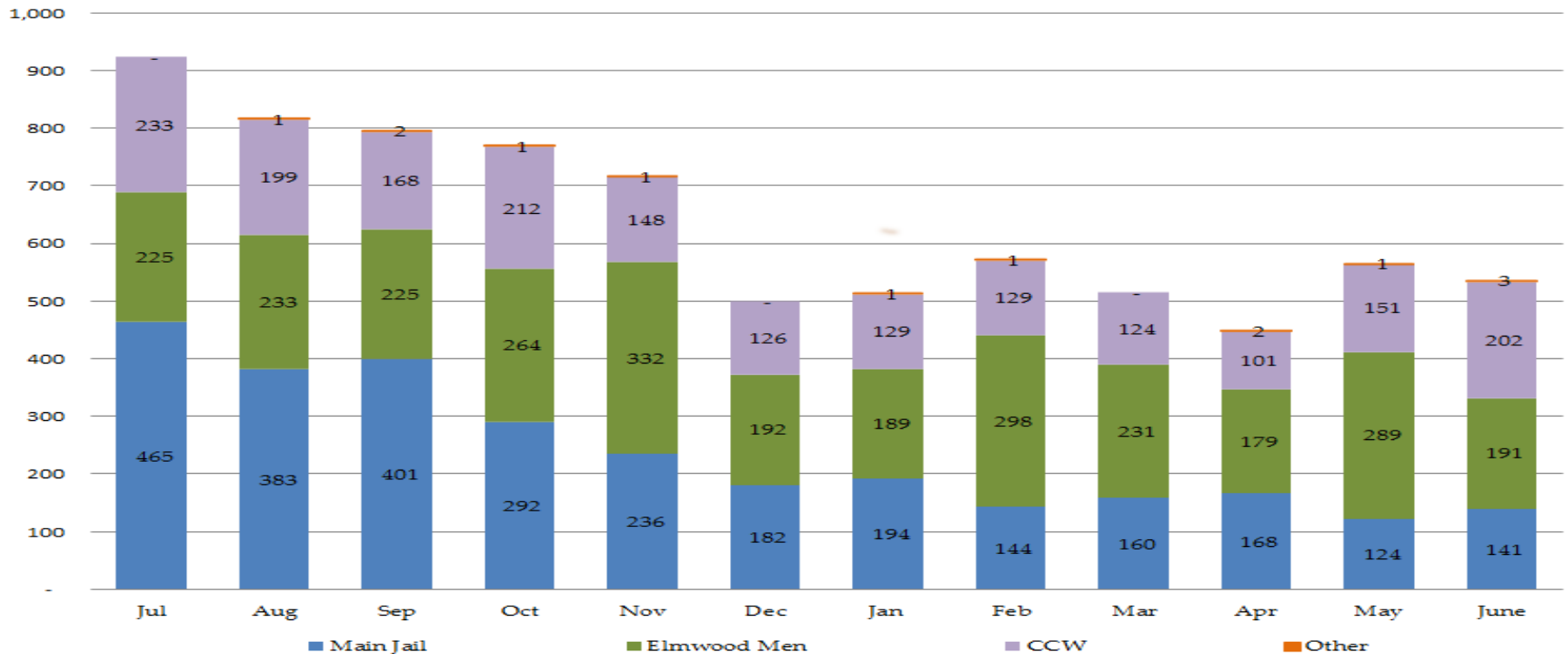
June 2019

Inmate Grievances Dashboard – June 2019

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

Inmate Grievances Dashboard – June 2019

Historical ACeS Grievance Volume
July 2018 through June 2019



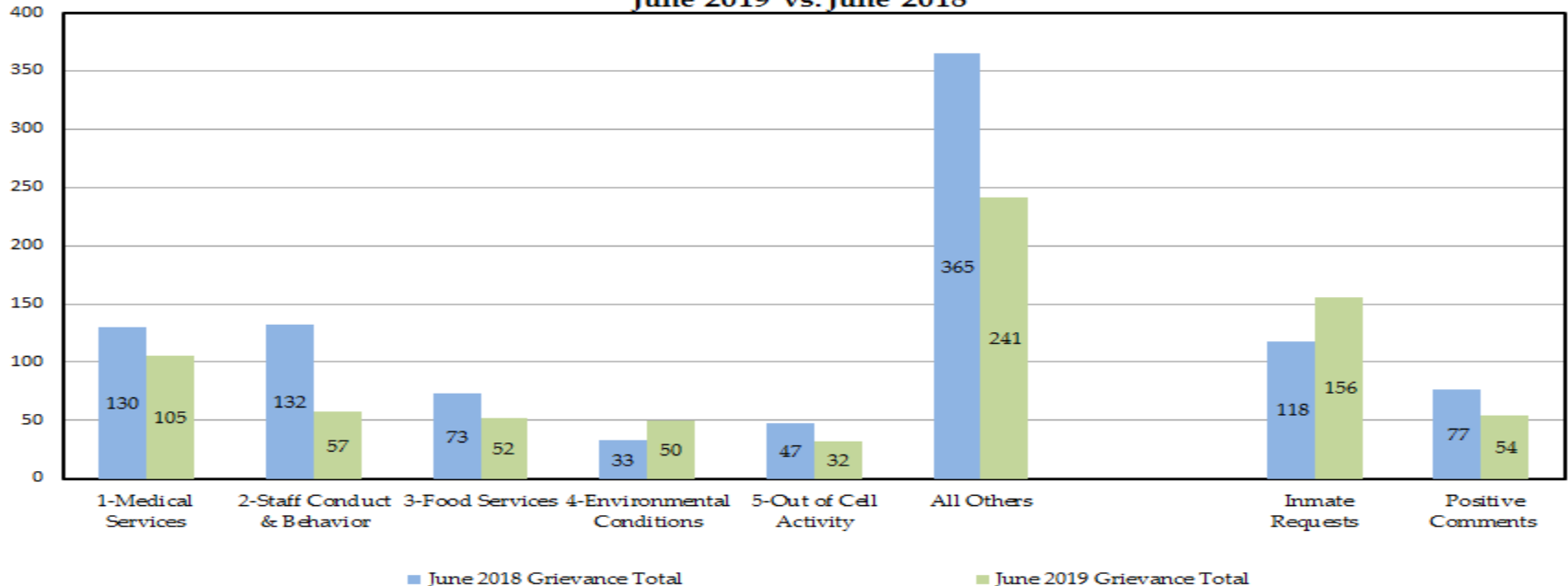
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

The amount of submitted grievances for the month of June decreased by 28, which is a 5% decrease from the May 2019. The second half of Fiscal Year 2018-2019 (January to June 2019) yielded the lowest recorded amount of grievances for a 6 month period since the adoption of the ACeS Grievance Tracking System. For comparison, the average monthly grievance submissions for the first half of the Fiscal Year (July to December 2018) were 753, compared to the second half at 525 grievance submissions.

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 – June 2019

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



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 June with "Medical Services" as the #1 and "Staff Conduct" as the #2 most frequent grievance categories.

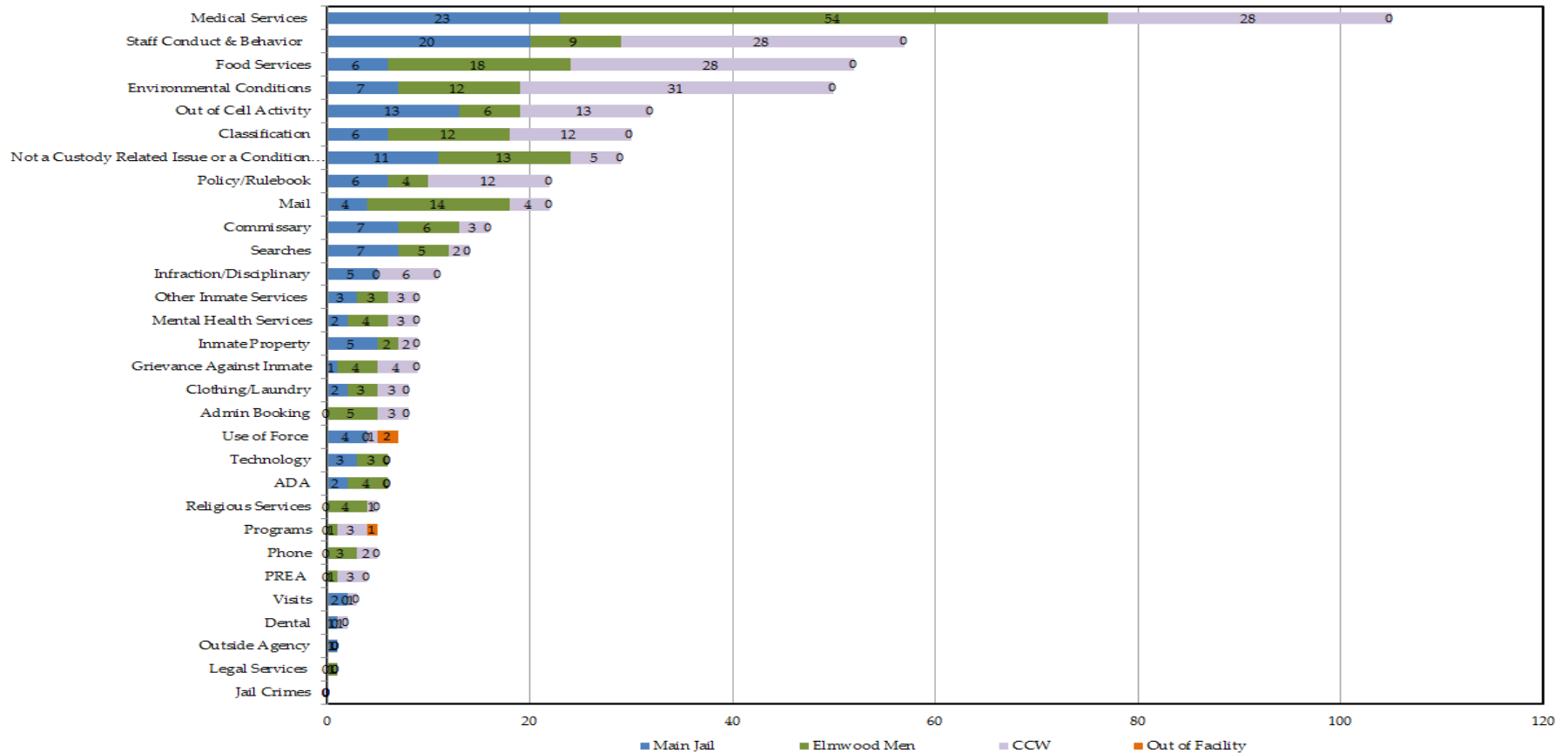
With the exception of the "Environmental Conditions" category, all other categories received less grievances than the previous year at this time. A majority of "Environmental Conditions" grievances stemmed from an ant infestation at the Elmwood Women's Facility. Within less than 24 hours, a pest control company treated all affected areas and completed the work order submitted by the Office of the Sheriff.

The biggest and most positive variance shown above is the reduction of "Staff Conduct" grievances from June 2019 compared to June 2018. With continued training and staff development, the Sheriff's Office was able to significantly reduce complaints in this category by -57%.

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

Inmate Grievances Dashboard – June 2019

Grievance Totals by Category and Facility
June 2019, 537 Grievances



The above data shows all 537 inmate grievances submitted for the month of June 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 52% of all submitted grievances for June 2019. Inversely, all categories below “Grievance Against Inmate,” contributed for only 10% of the total grievance submissions for the month of June.

Inmate Grievances Dashboard – June 2019

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

The “Food Services” Category was #3 in overall ranking for the month of June. Although it did not affect the Main Jail inmates as much, both the Elmwood Men’s and Women’s Facilities displayed dissatisfaction with their food as evident in their respective facility’s ranking for “Food Services” at #2. A large amount of these complaints were submitted by inmates housed at the Elmwood Facilities over the quality of the milk, suggesting that the milks were either expired or spoiled. All of these grievances were forwarded to the Food Service Division for review and action. The Food Services Division immediately located the milk in question and discarded it. The milk vendor was also notified of the problem. Grievances were also responded to with a recommendation that inmates bring all poor quality food items to the attention of the deputy on duty immediately to receive a replacement.

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	1	1	2	0	105	23	54	28	0
Staff Conduct & Behavior	2	2	6	2	0	57	20	9	28	0
Food Services	3	6	2	2	0	52	6	18	28	0
Environmental Conditions	4	5	5	1	0	50	7	12	31	0
Out of Cell Activity	5	3	7	3	0	32	13	6	13	0
Classification	6	6	5	4	0	30	6	12	12	0
Not a Custody Related Issue	7	4	4	6	0	29	11	13	5	0
Policy/Rulebook	8	6	9	4	0	22	6	4	12	0
Mail	8	8	3	7	0	22	4	14	4	0
Commissary	9	5	7	8	0	16	7	6	3	0
Searches	10	5	8	9	0	14	7	5	2	0
Infraction/Disciplinary	11	7	0	5	0	11	5	0	6	0
Grievance Against Inmate	12	11	9	7	0	9	1	4	4	0
Mental Health Services	12	10	9	8	0	9	2	4	3	0
Other Inmate Services	12	9	10	8	0	9	3	3	3	0
Inmate Property	12	7	11	9	0	9	5	2	2	0
Admin Booking	13	0	8	8	0	8	0	5	3	0
Clothing/Laundry	13	10	10	8	0	8	2	3	3	0
Use of Force	14	8	0	10	1	7	4	0	1	2
ADA	15	10	9	0	0	6	2	4	0	0
Technology	15	9	10	0	0	6	3	3	0	0
Programs	16	0	12	8	2	5	0	1	3	1
Phone	16	0	10	9	0	5	0	3	2	0
Religious Services	16	0	9	10	0	5	0	4	1	0
PREA	17	0	12	8	0	4	0	1	3	0
Visits	18	10	0	10	0	3	2	0	1	0
Dental	19	11	0	10	0	2	1	0	1	0
Legal Services	20	0	12	0	0	1	0	1	0	0
Outside Agency	20	11	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0