



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

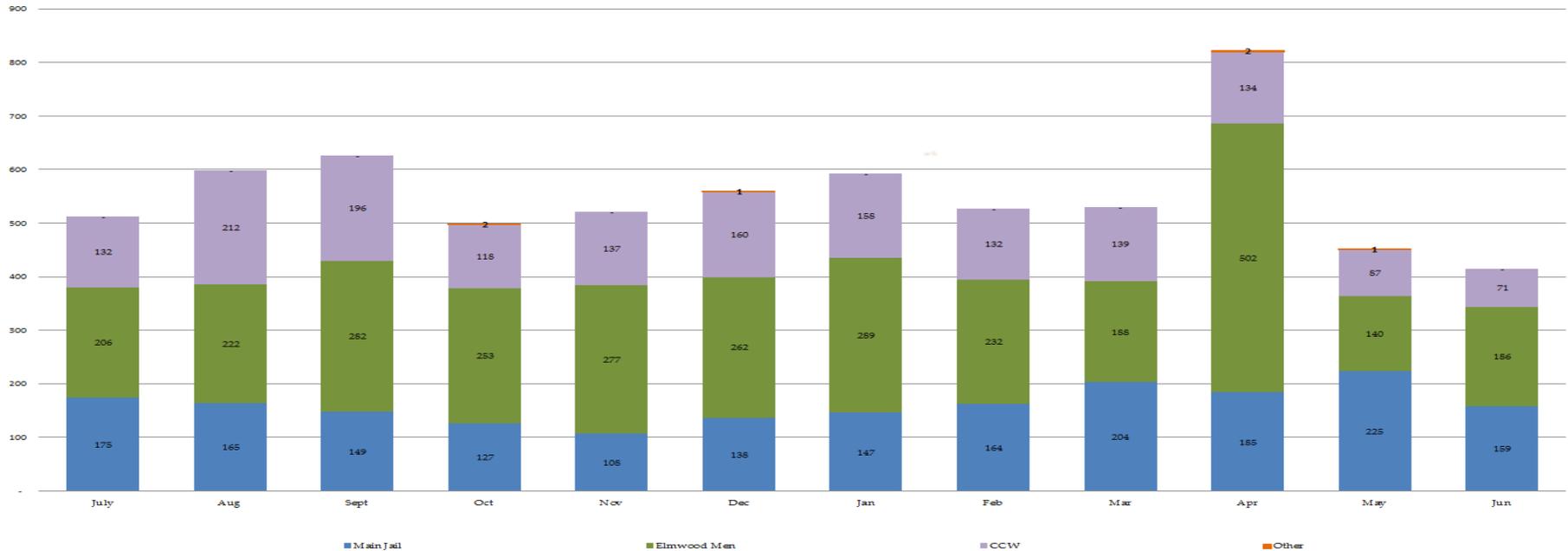
June 2020

Inmate Grievances Dashboard – June 2020

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

Inmate Grievances Dashboard – June 2020

Historical ACeS Grievance Volume
July 2019 through Jun 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.

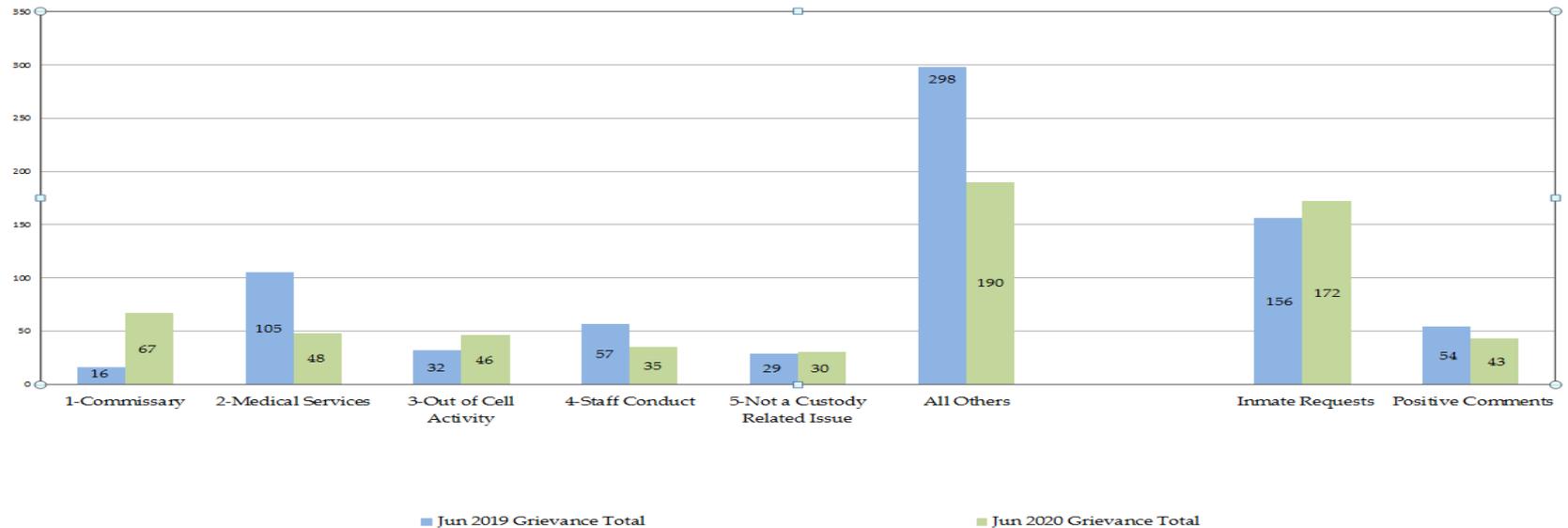
When compared to the previous month, there was a slight decline in overall grievance submissions from May 2020 to June 2020. A decrease of 37 grievances or 8.2% occurred in the month of June while the inmate population remained stable. Both Elmwood Men’s and Elmwood Women’s decreased their grievance submissions last month; however, the Main Jail Facility experienced a 32.9% increase.

Part of the inflation was due to a mass grievance from multiple inmates from a specific housing unit at the Main Jail Division. Inmates voiced their frustrations about the continued cancellation of social visits with their friends and families. Since the pandemic, inmate visits have been temporarily suspended in accordance with the “Shelter in Place ” order set by the Santa Clara County Public Health Department. As of June 29, 2020, a modified inmate visiting guideline was recently initiated and visitors are now able to schedule visits at all 3 facilities.

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 2020

Top Five Most Frequent Grievance Categories
Jun 2019 vs. Jun 2020



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

Since the COVID-19 outbreak that affected the normal day to day operations of the jail facilities in mid-March, the “Commissary” category has been the #1 Most Frequently Grieved Category with “Medical Services” at #2.

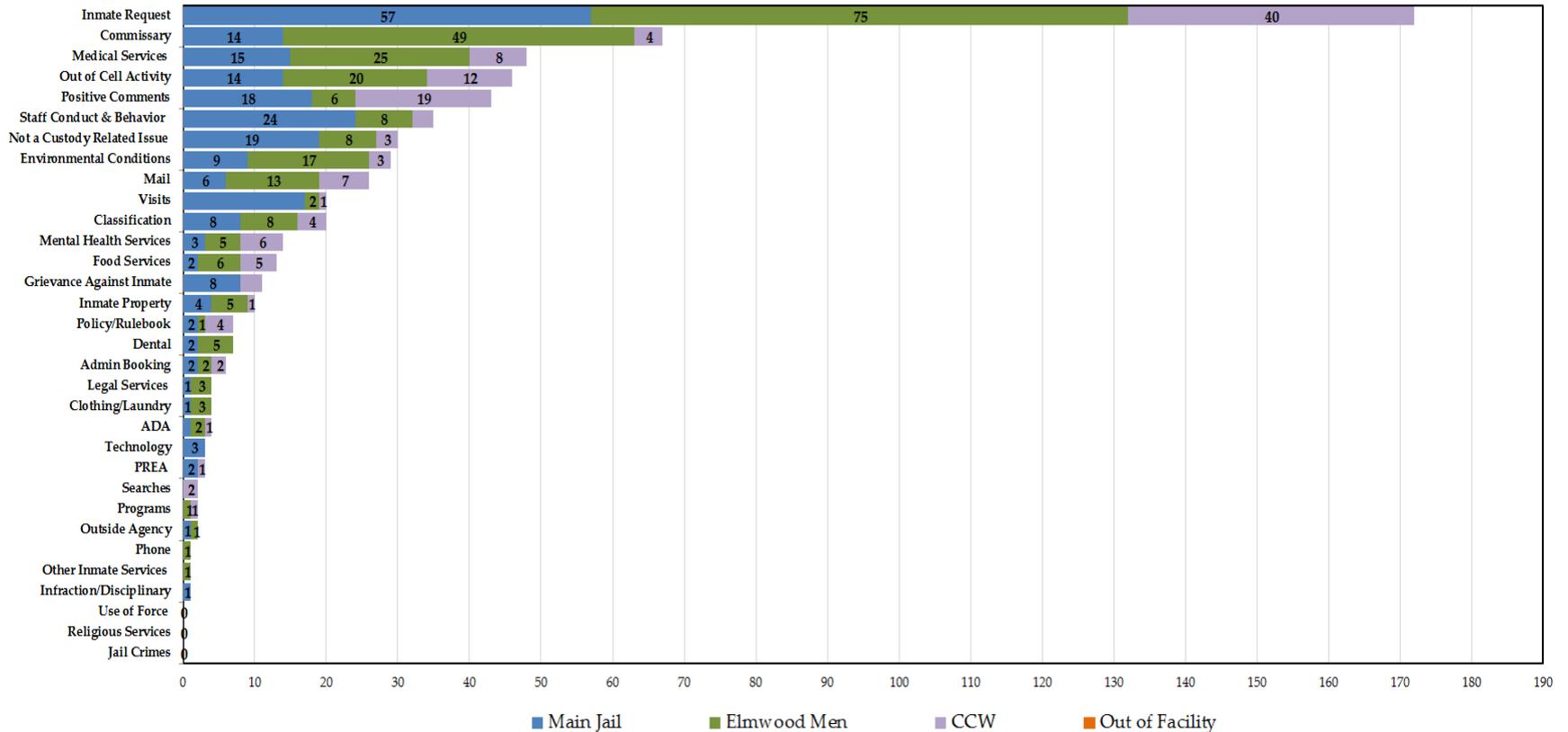
There was a spike in the “Commissary Category” in April with 370 total submitted grievances. Since the suspension of commissary services, the Sheriff’s Office has continually evaluated our operations to safely introduce commissary services back to the inmate population. There has been a 81.9% decrease in this category compared to just two months ago.

Even though “Medical Services” was the 2nd Most Frequently Grieved Category last month, this category realized a 54.3% reduction from the previous year. This has been the second month in a row where the “Medical Services” category has recorded a 50+% decrease in grievance submissions. Compared to the same time last year, there has been a 35.6% decrease in the inmate population; this could be an attributing factor to the lowered grievance count.

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

Inmate Grievances Dashboard – June 2020

Grievance Totals by Category and Facility
 Jun 2020 Grievances 416 + 172 Inmate Requests + 43 Positive Comments



The above data shows all the inmate grievances submitted for the month of June 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 54% of all submitted grievances for June 2020. All other categories sum up the remaining balance or 46% of all grievances for the month of June. The “Jail Crimes, Religious Services, and Use of Force” categories did not record a single grievance last month.

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 – June 2020

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

For the month of June, the “Out of Cell” category was the #3 Most Frequently Grieved Category, compared to the previous month at #5. There was a 64.3% increase from May 2020 to June 2020.

At the beginning of June, Nationwide protesting affected Santa Clara County. As a result, jail staff were reassigned to either assist in mutual aide or to establish security points around and within the jail facilities. These reassignments had an impact on jail operations which resulted in some unscheduled lockdowns for safety reasons. These lockdowns contributed to many of the “Out-of-Cell” time category of grievances. The Jail Administrations opened the jail housing units as soon as they resumed normal staffing each day/night.

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					Total Grievances				
	Overall Rank	Main Jail	Elmwood Men	CCW	Out of Facility	Overall Count	Main Jail	Elmwood Men	CCW	Out of Facility
Inmate Request	1	1	1	1	0	172	57	75	40	0
Commissary	2	7	2	8	0	67	14	49	4	0
Medical Services	3	6	3	4	0	48	15	25	8	0
Out of Cell Activity	4	7	4	3	0	46	14	20	12	0
Positive Comments	5	4	8	2	0	43	18	6	19	0
Staff Conduct & Behavior	6	2	7	9	0	35	24	8	3	0
Not a Custody Related Issue	7	3	7	9	0	30	19	8	3	0
Environmental Conditions	8	8	5	9	0	29	9	17	3	0
Mail	9	10	6	5	0	26	6	13	7	0
Classification	10	9	7	8	0	20	8	8	4	0
Visits	10	5	11	11	0	20	17	2	1	0
Mental Health Services	11	12	9	6	0	14	3	5	6	0
Food Services	12	13	8	7	0	13	2	6	5	0
Grievance Against Inmate	13	9	0	9	0	11	8	0	3	0
Inmate Property	14	11	9	11	0	10	4	5	1	0
Policy/Rulebook	15	13	12	8	0	7	2	1	4	0
Dental	15	13	9	0	0	7	2	5	0	0
Admin Booking	16	13	11	10	0	6	2	2	2	0
ADA	17	14	11	11	0	4	1	2	1	0
Clothing/Laundry	17	14	10	0	0	4	1	3	0	0
Legal Services	17	14	10	0	0	4	1	3	0	0
PREA	18	13	0	11	0	3	2	0	1	0
Technology	18	12	0	0	0	3	3	0	0	0
Searches	19	0	0	10	0	2	0	0	2	0
Programs	19	0	12	11	0	2	0	1	1	0
Outside Agency	19	14	12	0	0	2	1	1	0	0
Other Inmate Services	20	0	12	0	0	1	0	1	0	0
Phone	20	0	12	0	0	1	0	1	0	0
Infraction/Disciplinary	20	14	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0