



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

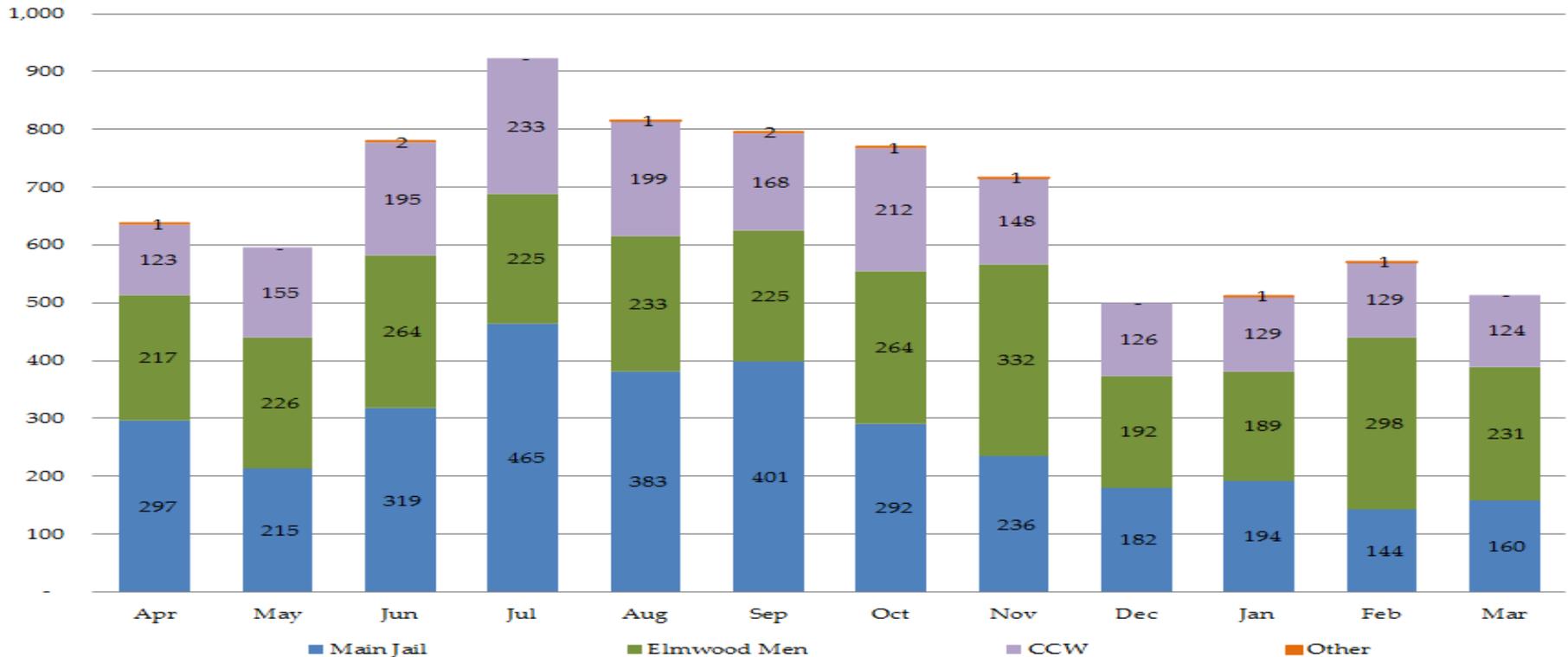
March 2019

Inmate Grievances Dashboard – March 2019

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

Inmate Grievances Dashboard – March 2019

Historical ACeS Grievance Volume
April 2018 through March 2019

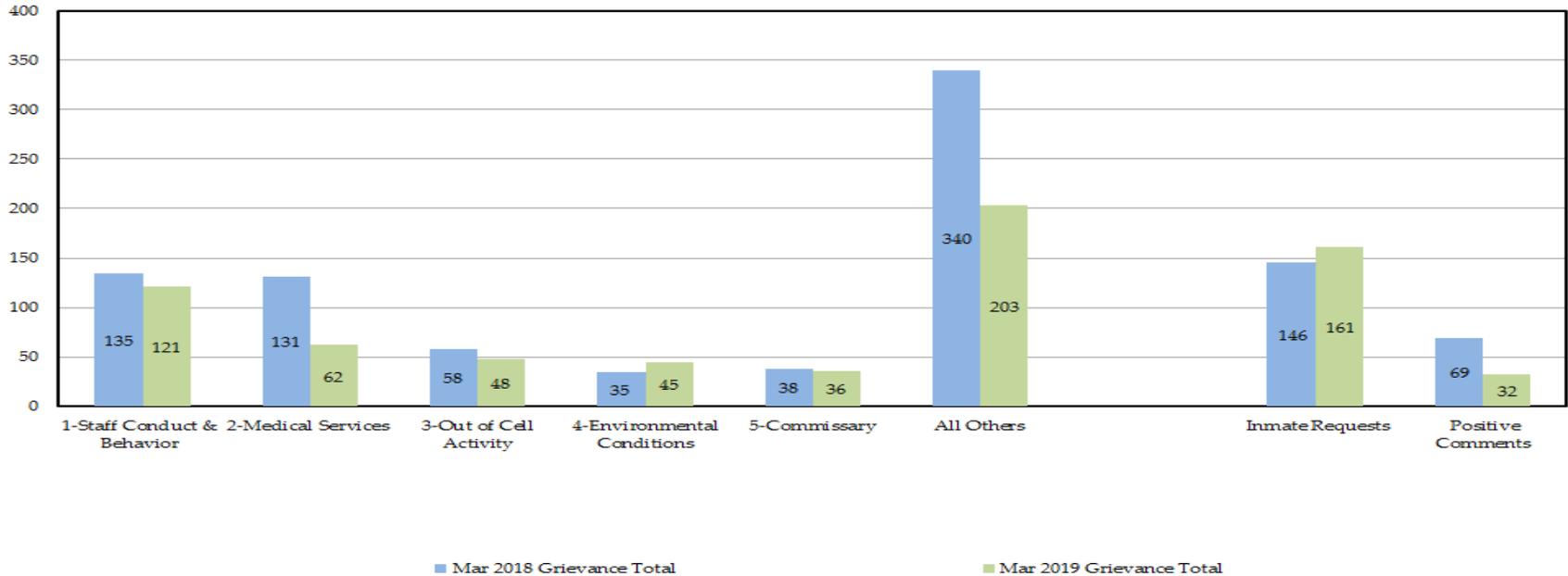


The data above compares the volume of the monthly grievances for the last 12 months. For convenient comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas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

When compared to the previous month, there were 57 less grievances entered in the ACeS database yielding a -10% decline in overall Inmate Grievance submission for the month of March 2019.

Inmate Grievances Dashboard – March 2019

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

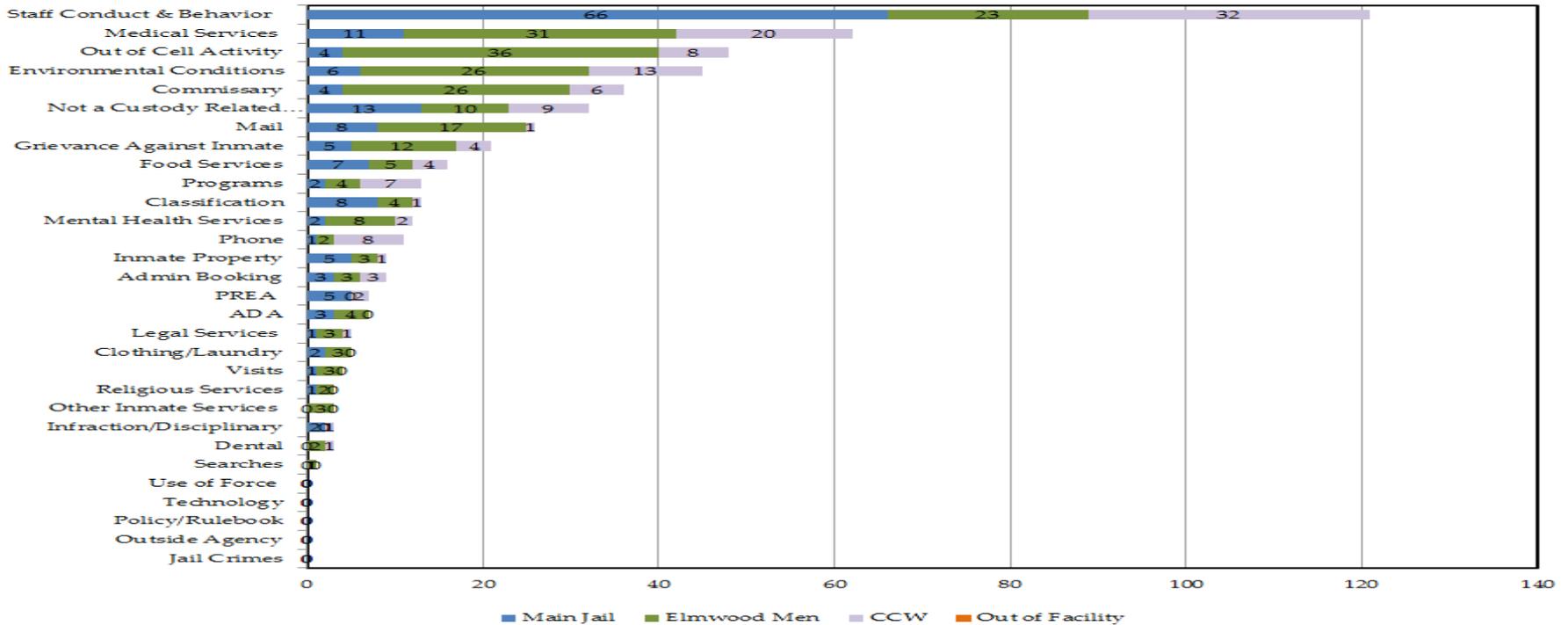


The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago. NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been omitted because they are not considered inmate grievances.

The “Staff Conduct and Behavior” Category replaced “Medical Services” as the #1 Most Frequent Grievance Category for the month of February. Besides the “Environmental Conditions” Category, all other categories are producing less grievances than the previous year at this time. Of the 45 grievances for the “Environmental Conditions” Category, 26 grievances or 58% of these complaints were submitted from the Elmwood Men’s Facility for various issues ranging from inadequate water temperature to loud noises from coming the air vents. All of these grievances have either been resolved or pending completion from Facilities and Fleet.

Inmate Grievances Dashboard – March 2019

Grievance Totals by Category and Facility
March 2019
515 Grievances



The above data shows all 515 inmate grievances submitted for the month of March 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 61% of all submitted grievances for March 2019. All categories below “Commissary” sum up the remaining balance or 39% of all grievances submitted for the month of March. There were five categories that received zero grievances for the month of March – “Use of Force, Technology, Policy/Rulebook, Outside Agency, and Jail Crimes.”

Inmate Grievances Dashboard – March 2019

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

When comparing data from the previous months, the Classification Unit has been consistently reducing the amount of grievances submitted in this category. Since the Grievance Unit has been collecting data and reporting it via the Monthly Dashboard, the Classification Unit peaked in July 2018 with 101 grievances submitted. For the month of March 2019, there were only 13 grievances submitted in this category or a reduction rate of -87%. Many positive strides have been made in the Classification Unit since the Sheriff initiated her Jail Reform Plan which works in conjunction with the changes from the Remedial Plan. The goal is to continually monitor inmates and house them in the least restrictive setting without compromising safety and security.

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	4	1	0	121	66	23	32	0
Medical Services	2	3	2	2	0	62	11	31	20	0
Out of Cell Activity	3	8	1	5	0	48	4	36	8	0
Environmental Conditions	4	6	3	3	0	45	6	26	13	0
Commissary	5	8	3	7	0	36	4	26	6	0
Not a Custody Related Issue	6	2	7	4	0	32	13	10	9	0
Mail	7	4	5	11	0	26	8	17	1	0
Grievance Against Inmate	8	7	6	8	0	21	5	12	4	0
Food Services	9	5	9	8	0	16	7	5	4	0
Programs	10	10	10	6	0	13	2	4	7	0
Classification	10	4	10	11	0	13	8	4	1	0
Mental Health Services	11	10	8	10	0	12	2	8	2	0
Phone	12	11	12	5	0	11	1	2	8	0
Admin Booking	12	9	11	9	0	9	3	3	3	0
Inmate Property	13	7	11	11	0	9	5	3	1	0
PREA	14	7	0	10	0	7	5	0	2	0
ADA	13	9	10	0	0	7	3	4	0	0
Legal Services	15	11	11	11	0	5	1	3	1	0
Clothing/Laundry	14	10	11	0	0	5	2	3	0	0
Visits	16	11	11	0	0	4	1	3	0	0
Dental	17	0	12	11	0	3	0	2	1	0
Infraction/Disciplinary	17	10	0	11	0	3	2	0	1	0
Other Inmate Services	17	0	11	0	0	3	0	3	0	0
Religious Services	17	11	12	0	0	3	1	2	0	0
Searches	18	0	13	0	0	1	0	1	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
Policy/Rulebook	0	0	0	0	0	0	0	0	0	0
Technology	0	0	0	0	0	0	0	0	0	0
Use of Force	0	0	0	0	0	0	0	0	0	0
						515	160	231	124	0