

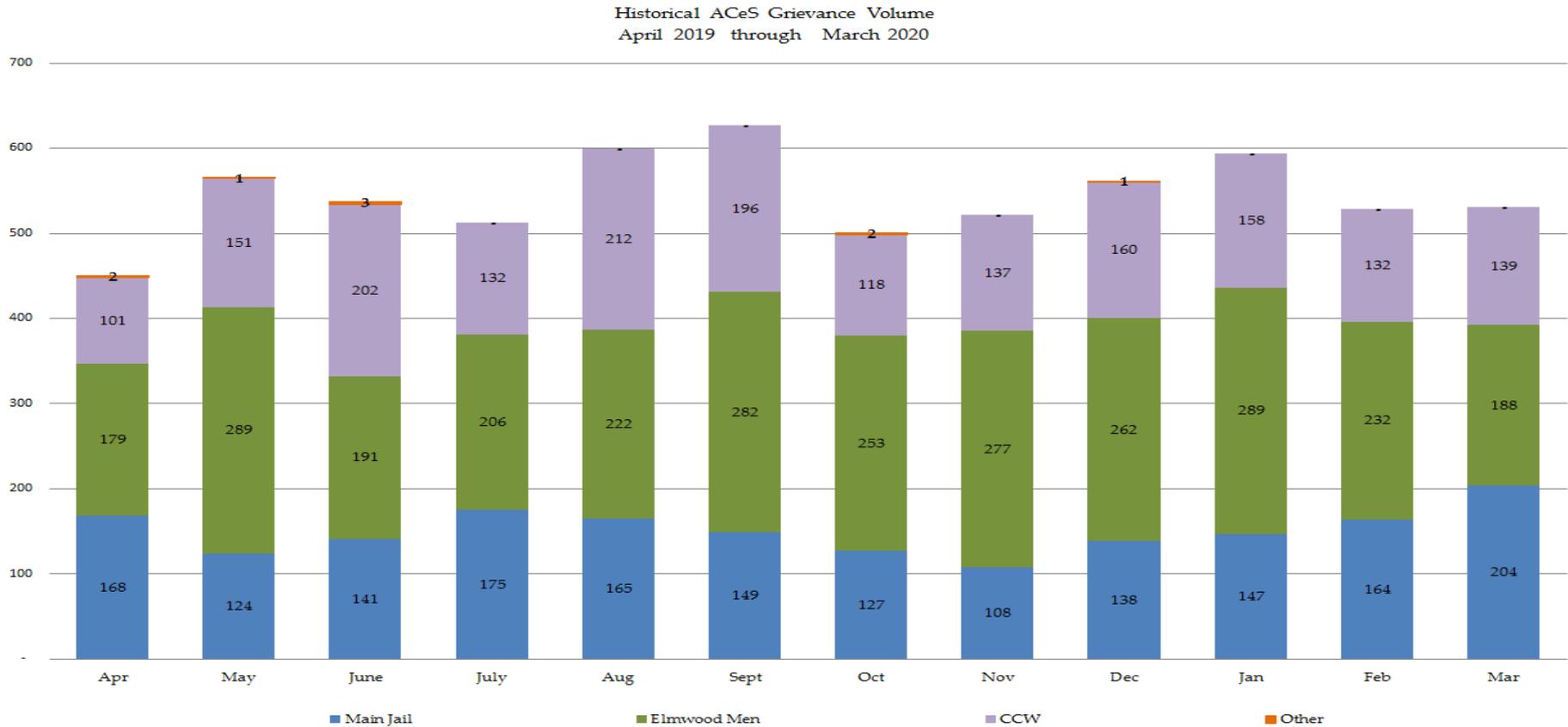


Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**March 2020**

# Inmate Grievances Dashboard – March 2020

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

# Inmate Grievances Dashboard – March 2020



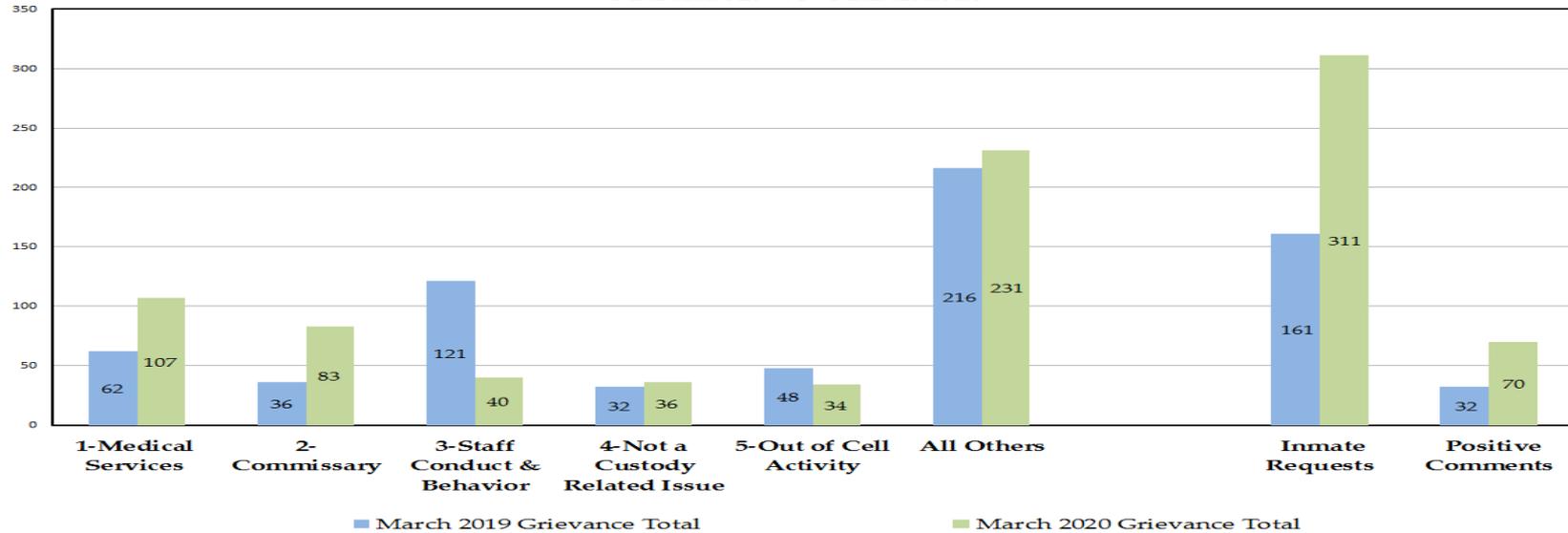
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

There was a gradual incline of grievances in Quarter 4 of 2019 as numbers peaked in January 2020. For the last two months, the numbers of submitted grievances remained relatively flat. When compared to February 2020, there were 3 more grievance submissions for the month of March.

*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 – March 2020

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



The data above compares the current month's Top Five Most Frequent Grievance Categories against the same month from a year ago. Notably, the Staff Conduct Category dropped by 66% when comparing March 2020 to March 2019.

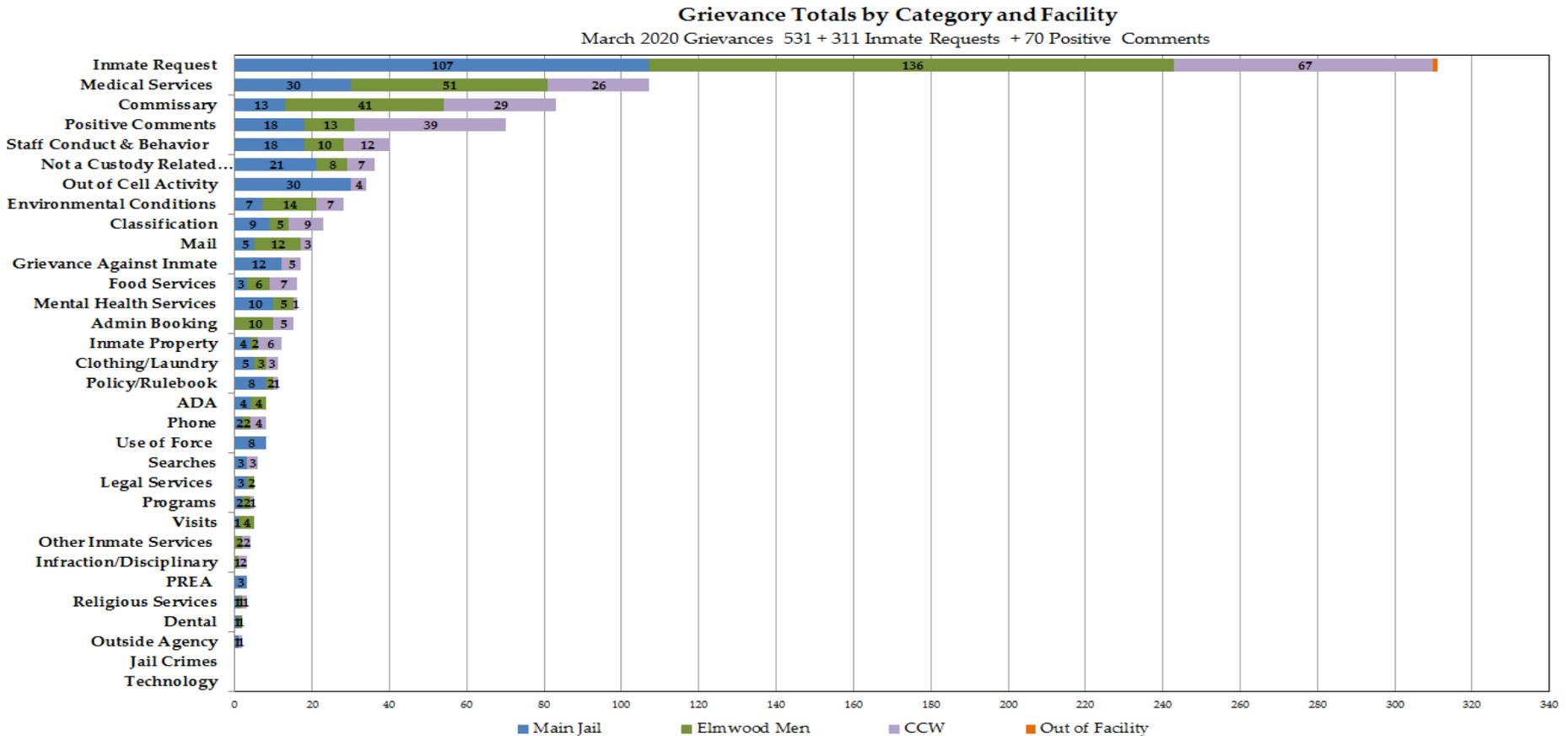
"Medical Services" continues to be the #1 Most Frequently Grieved Category for the month of March with "Commissary" at #2.

The COVID-19 outbreak affected the normal day to day operations of the jail facilities. In an effort to limit the spread of the virus and prevent it from coming into our facilities, commissary services were suspended for all inmates. The Department needed time to reevaluate the commissary process and find ways to reduce the exposure by our vendor, who normally comes in to distribute inmate orders to the entire population.

While commissary services were suspended, the Facility Administrations provided inmates with essential hygiene products and nutritious meals that meet all dietary guidelines. Before a modified commissary agreement was reached with the vendor, the Sheriff's Office ordered and provided all inmates (*at no cost to the inmates*) with a one time 'Commissary Care Package' which included hygiene items, stationery, snacks and other popular items. Prior to our deputies distributing the packages to the inmates, each individually sealed bag was quarantined for over 24 hours to reduce the risk of any potential virus exposure from the products.

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

# Inmate Grievances Dashboard – March 2020



The above data shows all the inmate grievances submitted for the month of March 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 57% of all submitted grievances for March 2020. All other categories sum up the remaining balance or 43% of all grievances for the month of March. The “Jail Crimes” and “Technology” categories did not receive any grievances 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 – March 2020

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

Even though “Inmate Requests” are not considered true grievances, it is important to note that across the board, it was the overall #1 ranked category for the month of March. After careful analysis, a majority of these “Inmate Requests” were submitted by inmates asking for cleaning supplies from the facilities due to the news of the Covid-19 pandemic. The Grievance Unit continued to route and track these “Inmate Requests” to the facilities for appropriate action.

All three facilities have increased their cleaning supplies, provided dedicated deep cleaning sessions, and added signs throughout each housing unit to remind all inmates to wash their hands. Individual cleaning supplies are distributed to all inmates on a weekly basis or upon request

*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
<b>Inmate Request</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>311</b>	<b>107</b>	<b>136</b>	<b>67</b>	<b>1</b>
Medical Services	2	2	2	4	0	107	30	51	26	0
Commissary	3	5	3	3	0	83	13	41	29	0
<b>Positive Comments</b>	<b>4</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>70</b>	<b>18</b>	<b>13</b>	<b>39</b>	<b>0</b>
Staff Conduct & Behavior	5	4	7	5	0	40	18	10	12	0
Not a Custody Related Issue	6	3	8	7	0	36	21	8	7	0
Out of Cell Activity	7	2	0	10	0	34	30	0	4	0
Environmental Conditions	8	10	4	7	0	28	7	14	7	0
Classification	9	8	10	6	0	23	9	5	9	0
Mail	10	11	6	11	0	20	5	12	3	0
Grievance Against Inmate	11	6	0	9	0	17	12	0	5	0
Food Services	12	13	9	7	0	16	3	6	7	0
Mental Health Services	12	7	10	13	0	16	10	5	1	0
Admin Booking	13	0	7	9	0	15	0	10	5	0
Inmate Property	14	12	13	8	0	12	4	2	6	0
Clothing/Laundry	15	11	12	11	0	11	5	3	3	0
Policy/Rulebook	15	9	13	13	0	11	8	2	1	0
ADA	16	12	11	0	0	8	4	4	0	0
Phone	16	14	13	10	0	8	2	2	4	0
Use of Force	16	9	0	0	0	8	8	0	0	0
Searches	17	13	0	11	0	6	3	0	3	0
Legal Services	18	13	13	0	0	5	3	2	0	0
Programs	18	14	13	13	0	5	2	2	1	0
Visits	18	15	11	0	0	5	1	4	0	0
Other Inmate Services	19	0	13	12	0	4	0	2	2	0
Infraction/Disciplinary	20	0	14	12	0	3	0	1	2	0
PREA	20	13	0	0	0	3	3	0	0	0
Religious Services	20	15	14	13	0	3	1	1	1	0
Dental	21	15	14	0	0	2	1	1	0	0
Outside Agency	21	15	0	13	0	2	1	0	1	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0
Technology	0	0	0	0	0	0	0	0	0	0