



# Sheriff's Office Custody Bureau

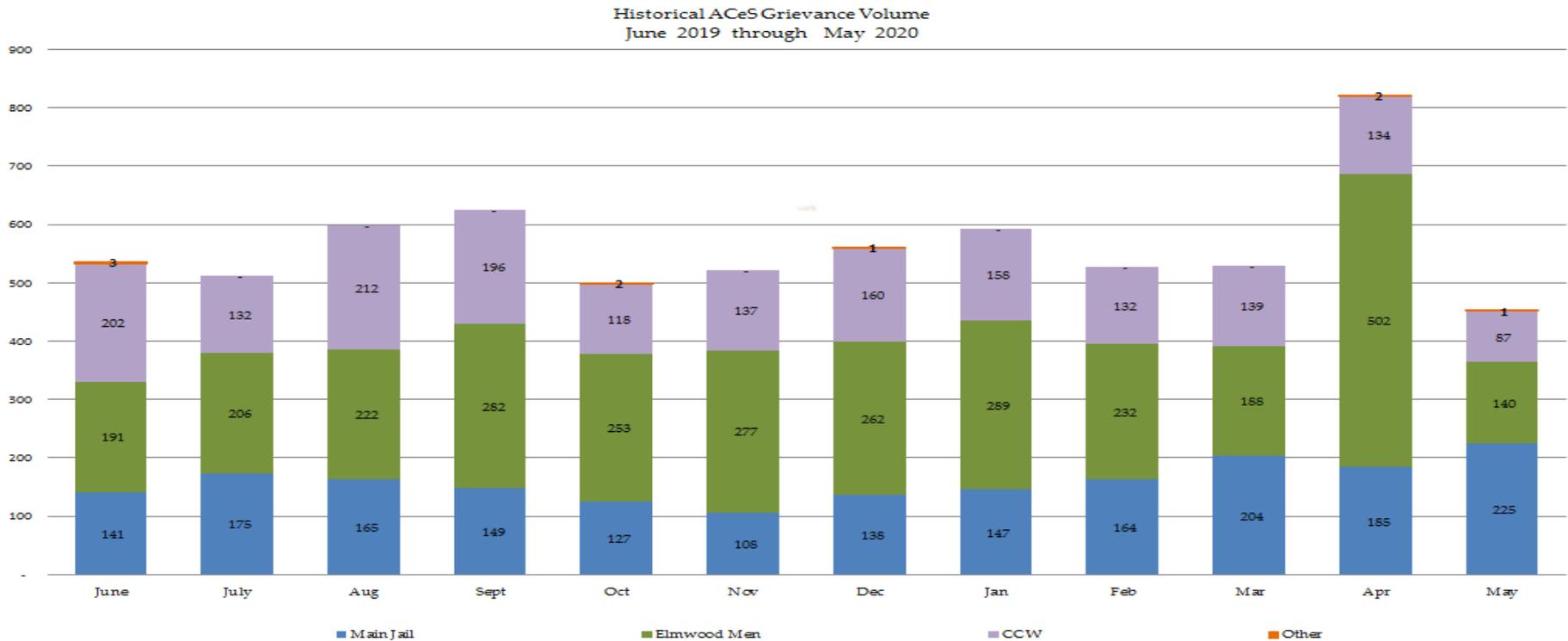
## Inmate Grievances Dashboard

**May 2020**

# Inmate Grievances Dashboard – May 2020

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

# Inmate Grievances Dashboard – May 2020



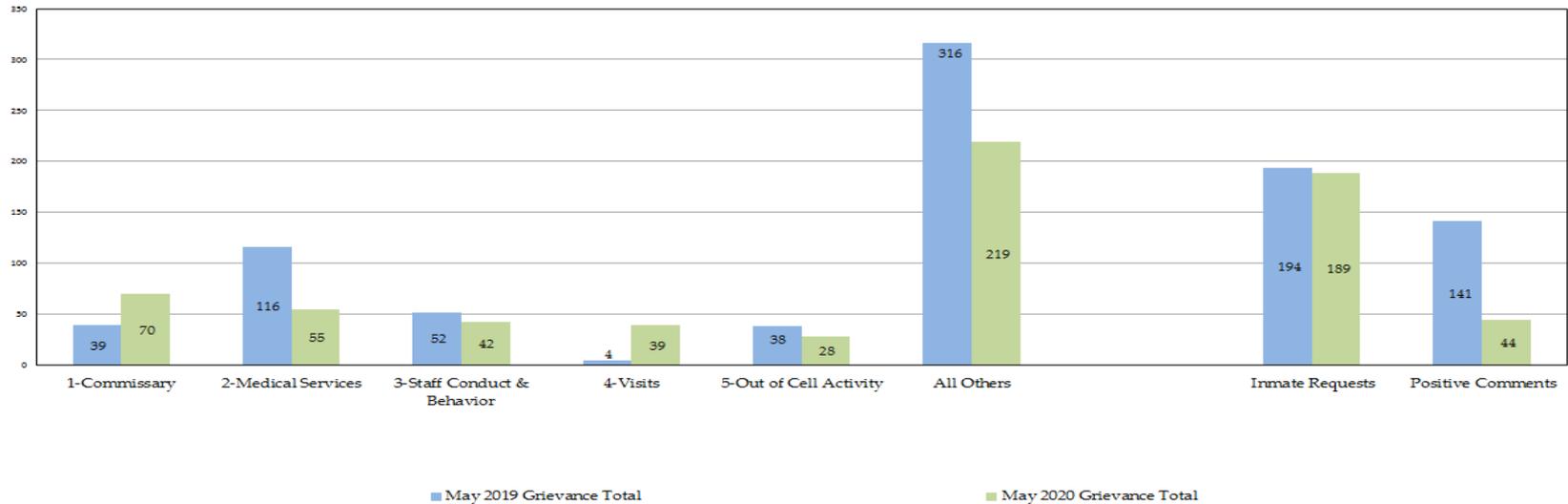
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

A notable decline of grievance submissions occurred when comparing May to the previous month. The COVID-19 pandemic is a public health emergency and during the last few months, the Sheriff’s Office had to continually adjust operations and services for all inmates in our care. For example, commissary services were initially suspended by the Sheriff’s Office Administration to decrease unnecessary contact from our vendor. Within a couple weeks, creative and innovative solutions were implemented by the agency as the Sheriff’s Office adapted to the unprecedented times. As a result, a modified commissary program was introduced back to the inmate population and the department witnessed a significant 45% decrease or 370 less grievances when compared to April.

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 – May 2020

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



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

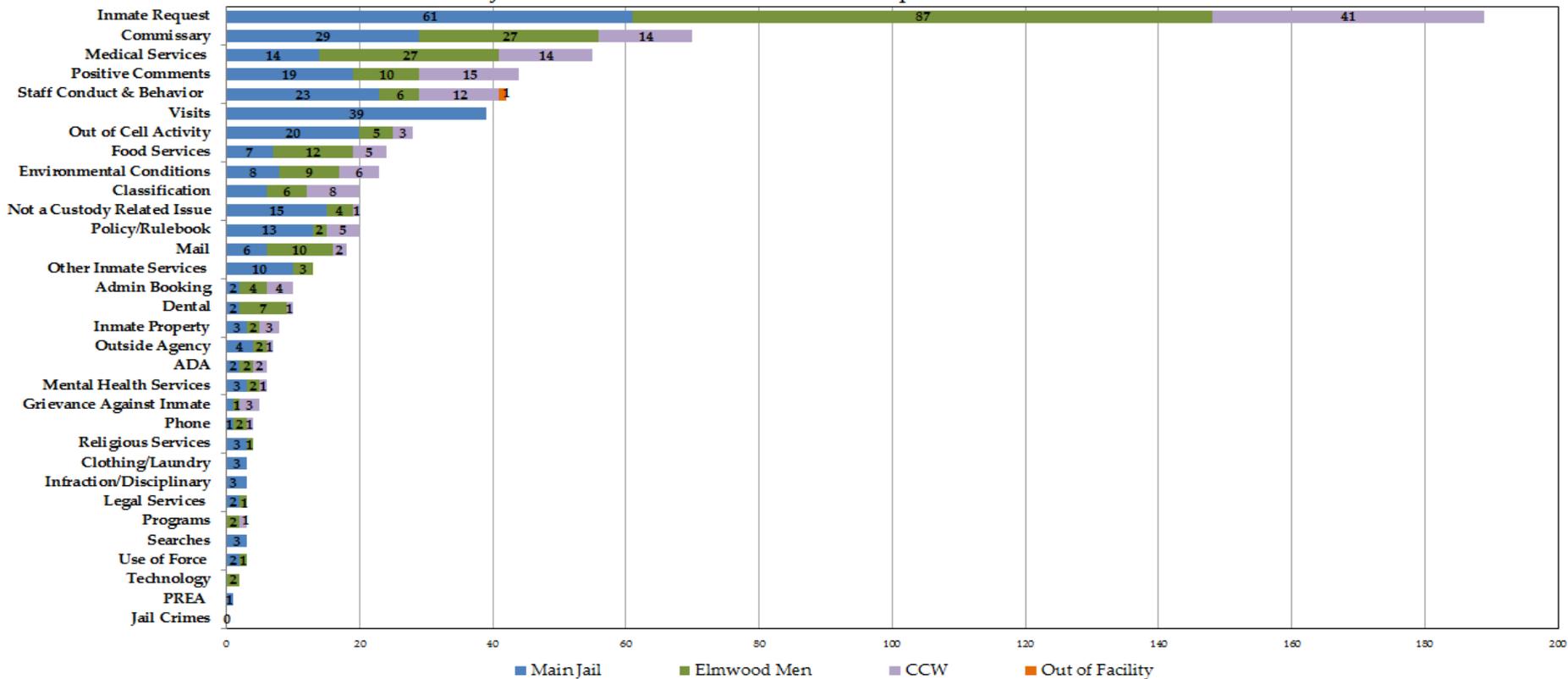
The "Commissary" category retained its position as the #1 Most Frequently Grieved Category two months in a row with "Medical Services" at #2. In April, the department received 370 total grievance complaints for the "Commissary" category due to its abrupt suspension from the COVID-19 pandemic. Even though there was a 81.1% decrease from April to May, some inmates are still grieving to lift the modified commissary service in favor of resuming normal operations. As of now, inmates have a lower spending limit than before the pandemic partly due to the fact that our deputies are currently absorbing the duties of our vendor and passing out commissary to inmates directly. Our deputies do not have the resources normally equipped by our vendor to resolve minor discrepancies and issues on-site.

Although the "Medical Services" category placed itself as the 2<sup>nd</sup> Most Frequently Grieved Category for the month of May, there was a 56.6% decrease or 61 less grievances from the prior year. Part of the reduction in grievances could be related to the decrease in the population from last to this year.

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

# Inmate Grievances Dashboard – May 2020

**Grievance Totals by Category and Facility**  
 May 2020 Grievances 453 + 189 Inmate Requests + 44 Positive Comments



The above data shows all the inmate grievances submitted for the month of May 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 52% of all submitted grievances for May 2020. All other categories sum up the remaining balance or 48% of all grievances for the month of May. The “Jail Crimes” category received zero grievance complaints last month and have only collected 1 submitted grievance since the beginning of the year.

*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 – May 2020

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

Last month, Elmwood Men’s decreased their grievance submissions by 72% and Elmwood Women’s by 35% while the Main Jail Division increased their submissions by 22%. A large majority of the increase stemmed from inmates complaining about not being able to receive visits from their families and friends.

Visitation for inmates have been temporarily suspended in response to the COVID-19 “Shelter in Place” order. The authorized suspension of visits will last for the scheduled “Shelter in Place” order set by the Santa Clara County Public Health Department. The Sheriff’s Office values visitation as an important part of jail operations, but at this time, it is necessary to continue the suspension of social visits for health safety and security of inmates, staff, and those who are essential to the jail operations. Due to the canceled visitation, inmates are given (10) FREE 5-minute phone calls per week to provide a way for inmates to have contact with family and friends during the “Shelter in Place” order.

*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	189	61	87	41	0
Commissary	2	3	2	3	0	70	29	27	14	0
Medical Services	3	8	2	3	0	55	14	27	14	0
Positive Comments	4	6	4	2	0	44	19	10	15	0
Staff Conduct & Behavior	5	4	7	4	1	42	23	4	6	12
Visits	6	2	0	0	0	39	39	0	0	0
Out of Cell Activity	7	5	8	9	0	28	20	5	3	0
Food Services	8	12	3	7	0	24	7	12	5	0
Environmental Conditions	9	11	5	6	0	23	8	9	6	0
Classification	10	13	7	5	0	20	6	6	8	0
Not a Custody Related Issue	10	7	9	11	0	20	15	4	1	0
Policy/Rulebook	11	9	11	7	0	20	13	2	5	0
Mail	12	13	4	10	0	18	6	10	2	0
Other Inmate Services	13	10	10	0	0	13	10	3	0	0
Admin Booking	14	16	9	8	0	10	2	4	4	0
Dental	14	16	6	11	0	10	2	7	1	0
Inmate Property	15	15	11	9	0	8	3	2	3	0
Outside Agency	16	14	11	11	0	7	4	2	1	0
ADA	17	16	11	10	0	6	2	2	2	0
Mental Health Services	17	15	11	11	0	6	3	2	1	0
Grievance Against Inmate	18	17	12	9	0	5	1	1	3	0
Phone	19	17	11	11	0	4	1	2	1	0
Religious Services	19	15	12	0	0	4	3	1	0	0
Clothing/Laundry	20	15	0	0	0	3	3	0	0	0
Infraction/Disciplinary	20	15	0	0	0	3	3	0	0	0
Legal Services	20	16	12	0	0	3	2	1	0	0
Programs	20	0	11	11	0	3	0	2	1	0
Searches	20	15	0	0	0	3	3	0	0	0
Use of Force	20	16	12	0	0	3	2	1	0	0
Technology	21	0	11	0	0	2	0	2	0	0
PREA	22	17	0	0	0	1	1	0	0	0
Jail Crimes	0	0	0	0	0	0	0	0	0	0