



Sheriff's Office Custody Bureau

Inmate Grievances Dashboard

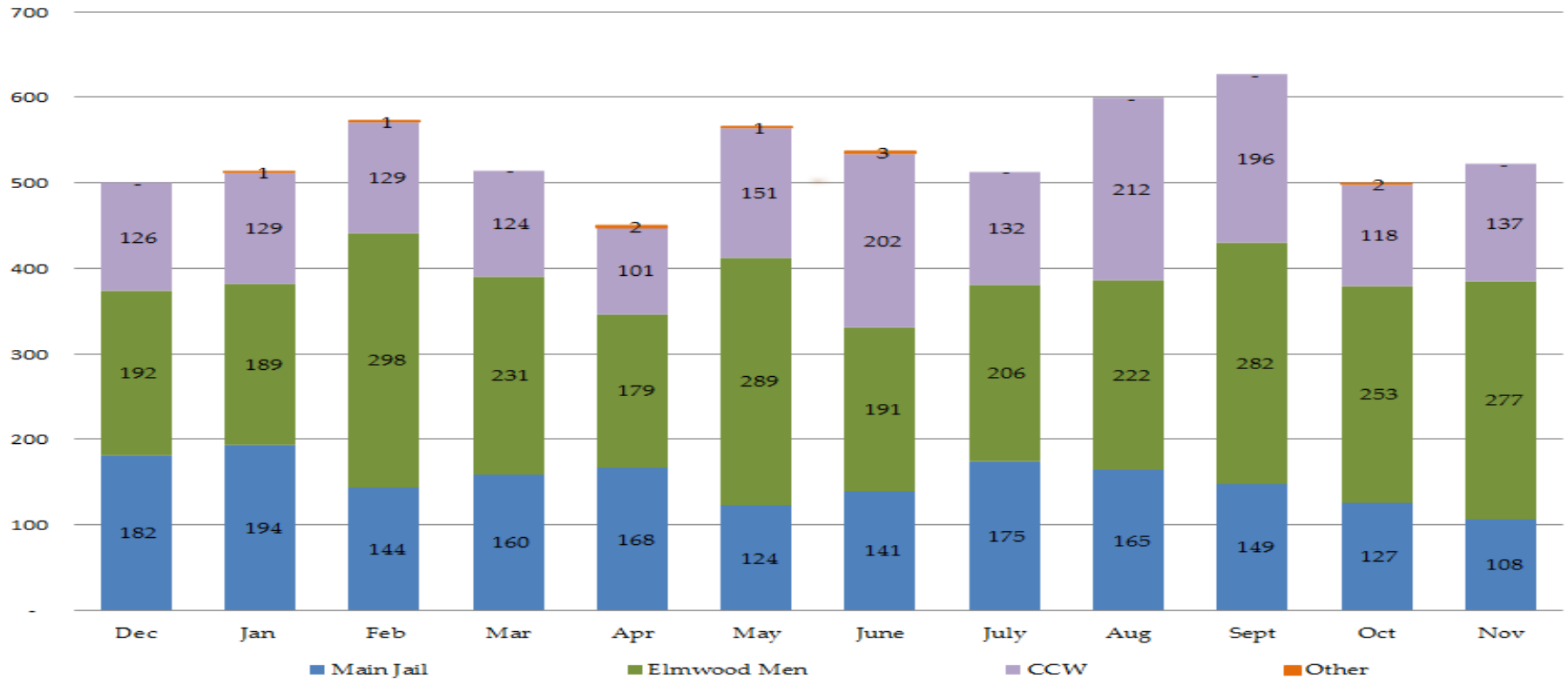
November 2019

Inmate Grievances Dashboard – November 2019

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

Inmate Grievances Dashboard – November 2019

Historical ACeS Grievance Volume
December 2018 through November 2019



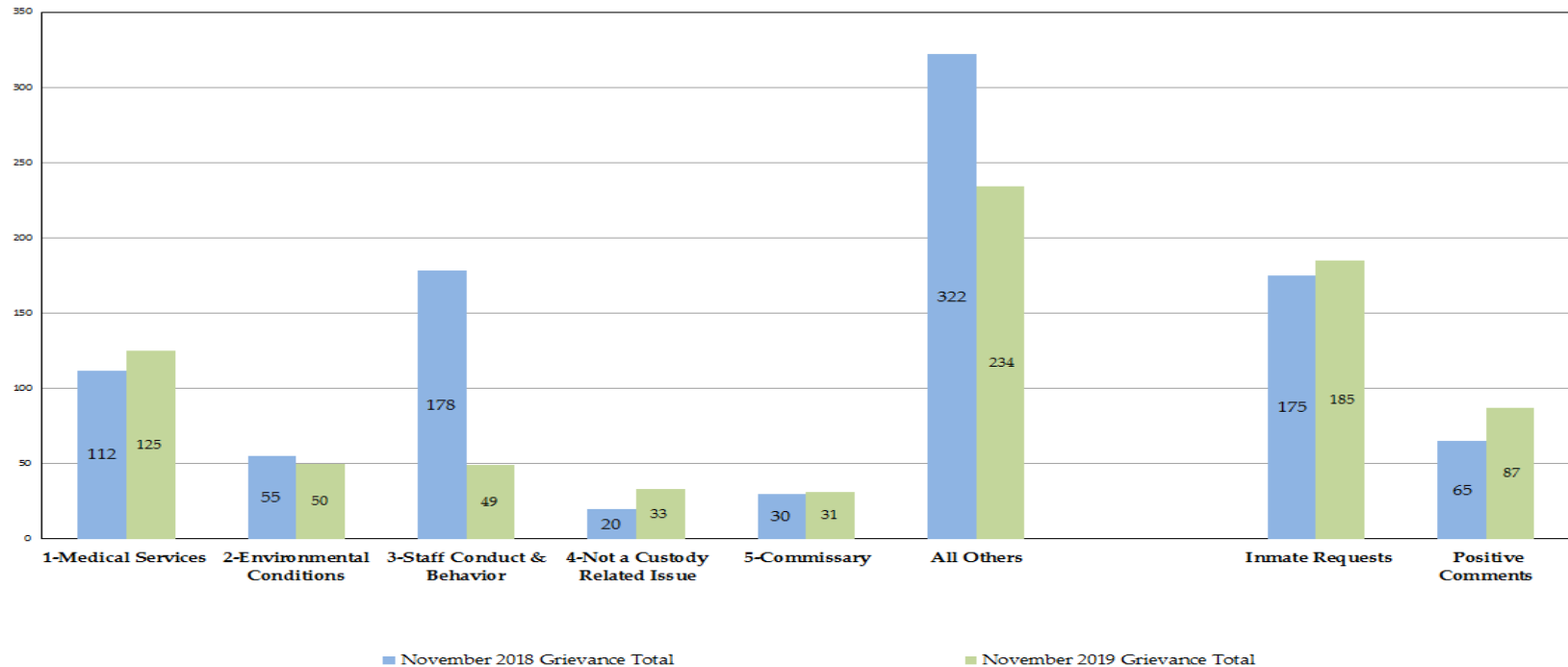
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

The amount of submitted grievances for the month of November increased by 22 grievances or 4.4% from the previous month. The Main Jail Division decreased their grievances submissions by 18% while Elmwood Men’s increased by 9.5% and Elmwood Women’s by 16%.

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 – November 2019

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



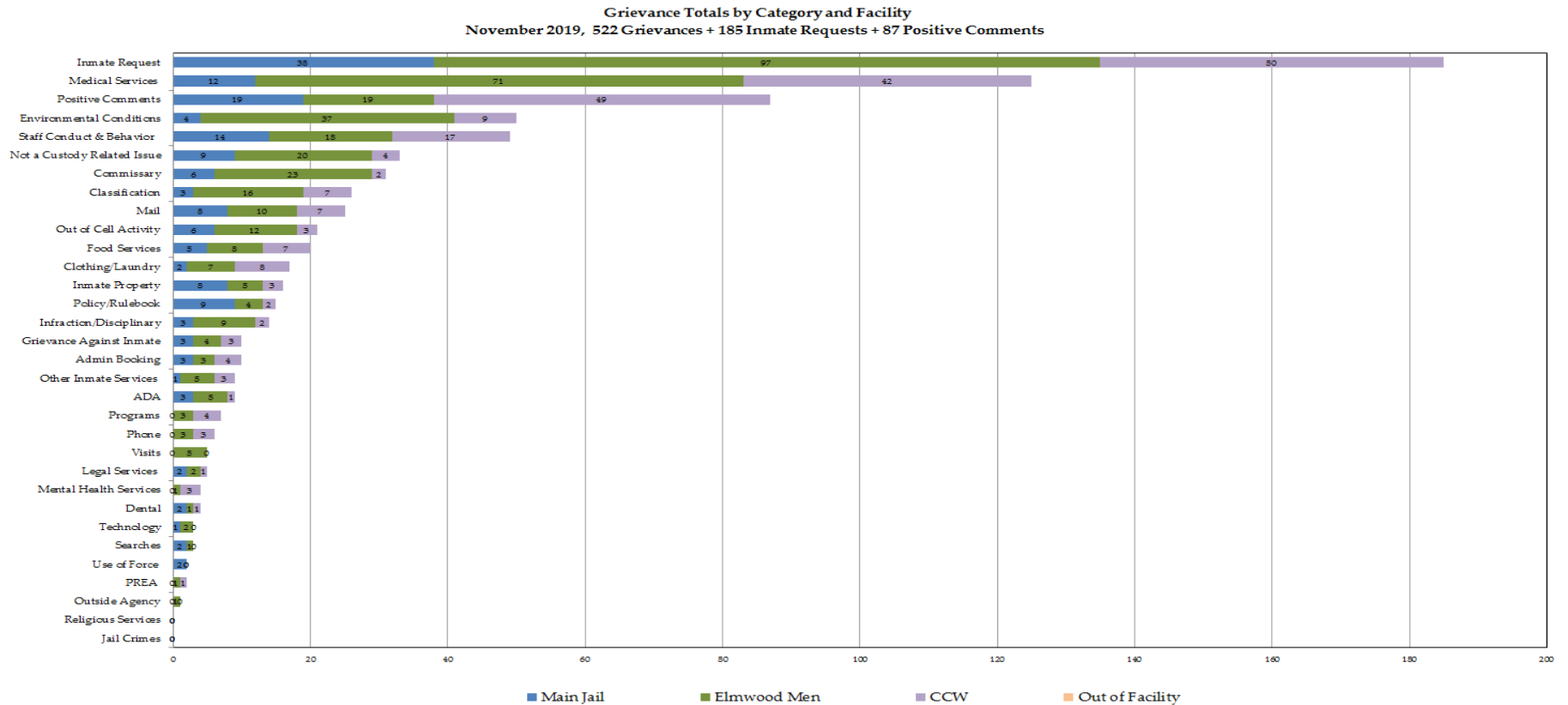
The data above compares the current month’s Top Five Most Frequent Grievance Categories against the same month from a year ago.

“Medical Services” continues to be the leading category and was ranked as the #1 most grieved category for the month of November. For the 2nd month in a row, the “Environmental Conditions” category placed itself as the 2nd most grieved category for November.

As the climate transitions from the warmer to colder months, the Elmwood Men’s Facility experienced increase grievances in regards to the temperature of the inmates’ housing units. Staff took immediate action and digital thermometers were deployed to monitor the readings of each housing unit. If needed, work orders were submitted and staff continued to observe the temperatures to ensure they were within acceptable range.

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

Inmate Grievances Dashboard – November 2019



The above data shows all the inmate grievances submitted for the month of November 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 55% of all submitted grievances for November 2019. All other categories sum up the remaining balance or 45% of all grievances for the month of November. Both the “Religious Services” category and the “Jail Crimes” category 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 – November 2019

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

As the division leaders and business unit managers continue to monitor and provide training to their staff, the number of “Staff Conduct” grievances have been consistently lower than the previous year. For comparison, “Staff Conduct” was the #1 Overall Rank category for all three facilities in November 2018 with 178 recorded in the ACeS Grievance Tracking System. Last month, only 49 “Staff Conduct” grievances were submitted which yielded a 72% decrease from a year ago.

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	185	38	97	50	0
Medical Services	2	4	2	3	0	125	12	71	42	0
Positive Comments	3	2	6	2	0	87	19	19	49	0
Environmental Conditions	4	9	3	5	0	50	4	37	9	0
Staff Conduct & Behavior	5	3	7	4	0	49	14	18	17	0
Not a Custody Related Issue or a	6	5	5	8	0	33	9	20	4	0
Commissary	7	7	4	10	0	31	6	23	2	0
Classification	8	10	8	7	0	26	3	16	7	0
Mail	9	6	10	7	0	25	8	10	7	0
Out of Cell Activity	10	7	9	9	0	21	6	12	3	0
Food Services	11	8	12	7	0	20	5	8	7	0
Clothing/Laundry	12	11	13	6	0	17	2	7	8	0
Inmate Property	13	6	14	9	0	16	8	5	3	0
Policy/Rulebook	14	5	15	10	0	15	9	4	2	0
Infraction/Disciplinary	15	10	11	10	0	14	3	9	2	0
Admin Booking	16	10	16	8	0	10	3	3	4	0
Grievance Against Inmate	16	10	15	9	0	10	3	4	3	0
Other Inmate Services	17	12	14	9	0	9	1	5	3	0
ADA	17	10	14	11	0	9	3	5	1	0
Programs	18	0	16	8	0	7	0	3	4	0
Phone	19	0	16	9	0	6	0	3	3	0
Legal Services	20	11	17	11	0	5	2	2	1	0
Visits	20	0	14	0	0	5	0	5	0	0
Mental Health Services	21	0	18	9	0	4	0	1	3	0
Dental	21	11	18	11	0	4	2	1	1	0
Technology	22	12	17	0	0	3	1	2	0	0
Searches	22	11	18	0	0	3	2	1	0	0
PREA	23	0	18	11	0	2	0	1	1	0
Use of Force	23	11	0	0	0	2	2	0	0	0
Outside Agency	24	0	18	0	0	1	0	1	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