



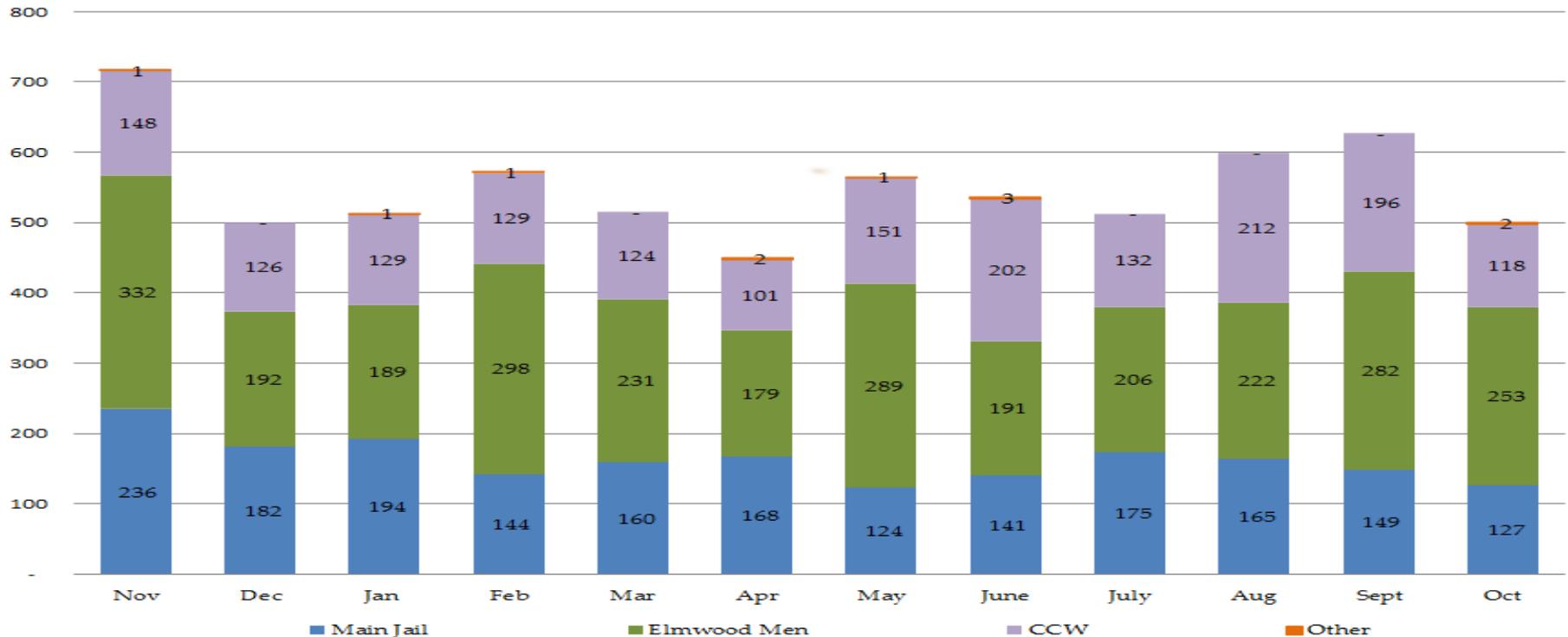
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**October 2019**

# Inmate Grievances Dashboard – October 2019

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

# Inmate Grievances Dashboard – October 2019

Historical ACeS Grievance Volume  
November 2018 through October 2019



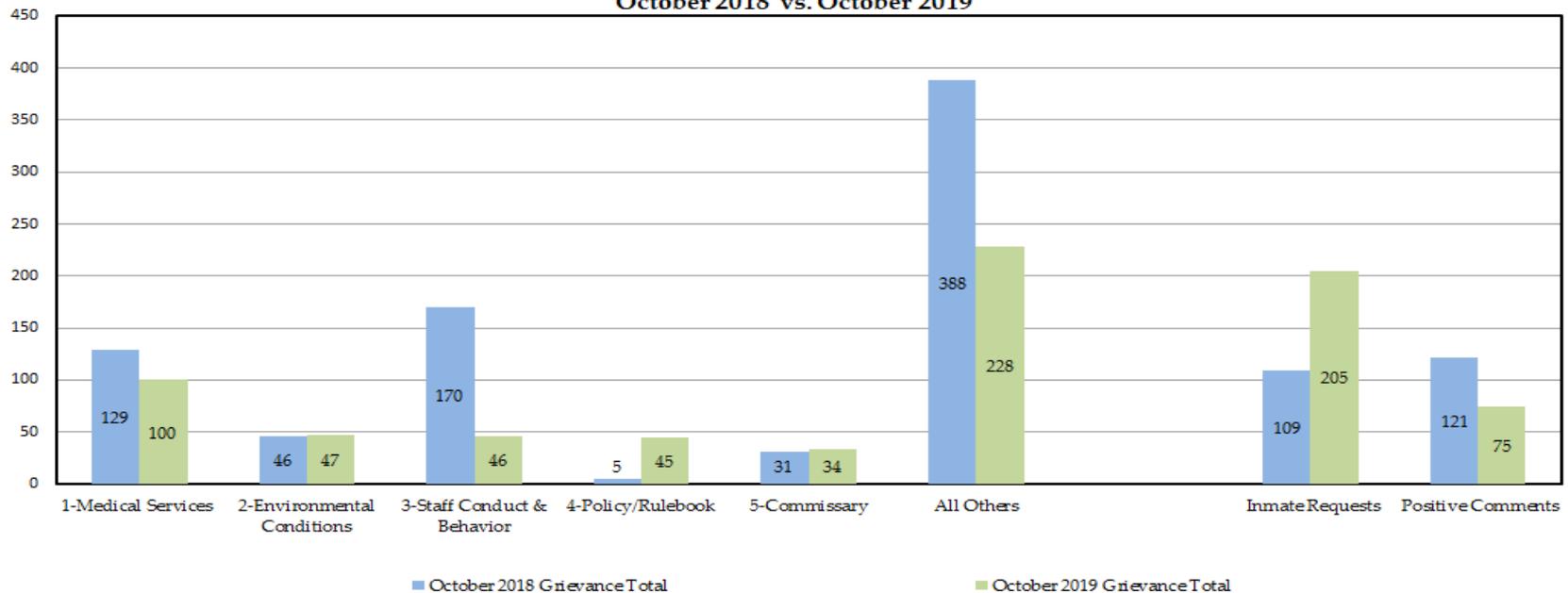
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

When compared to the previous month, there were 127 less grievances entered in the ACeS database yielding a 20.25% decrease in overall Inmate Grievance submission for the month of October 2019.

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 – October 2019

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



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

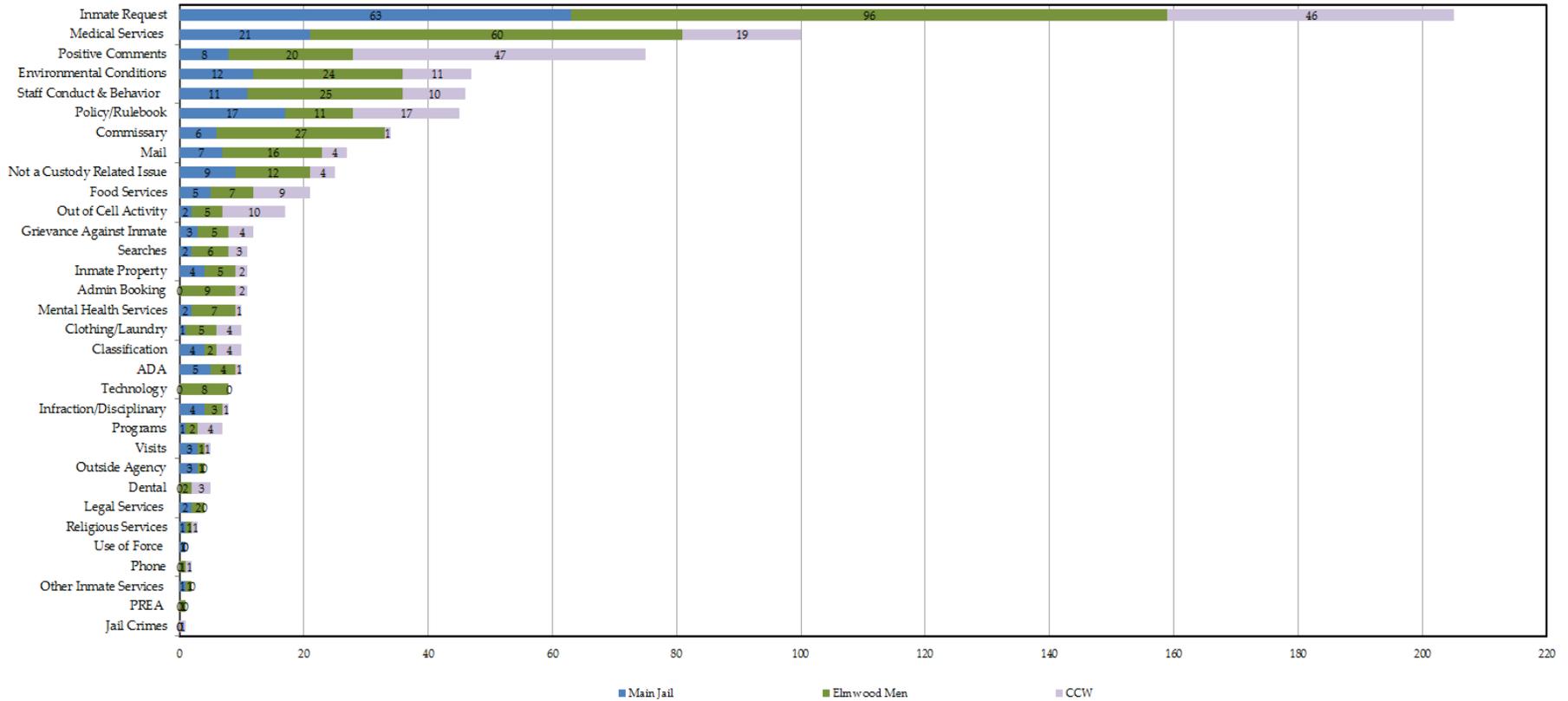
Even though “Medical Services” continues to be the #1 most grieved category, last month the category saw a 22.5% decrease in submissions from the previous year. “Environmental Conditions” replaced “Out of Cell Activity” as the 2<sup>nd</sup> most grieved Category for October and “Staff Conduct” remains low and have not exceeded over 50 complaints since June.

The “Policy/Rulebook” Category placed itself as the 4<sup>th</sup> most grieved category for October and experienced a noticeable variance from the previous year. A majority of these grievances were submitted by groups of inmates from each division challenging the department’s policy. The inmates that submitted the grievances were advised why the department has certain policies and the impact of the policies for the safety and security of each facility.

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

# Inmate Grievances Dashboard – October 2019

Grievance Totals by Category and Facility  
 October 2019, 500 Grievances + 205 Inmate Requests + 75 Positive Comments



The above data shows all the inmate grievances submitted for the month of October 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 54% of all submitted grievances for October 2019. All other categories sum up the remaining balance or 46% of all grievances for the month of October.

*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 – October 2019

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

Even though “Inmate Requests” and “Positive Comments” are not considered true grievance complaints, it has been added to the chart below. Inmates can make requests utilizing an Inmate Request Form, but if requests are mistakenly submitted on Grievance Forms, the Grievance Unit will continue to route these requests to our business unit partners for meaningful responses.

Positive Comments can be submitted by inmates for any county employee badge and non-badge staff alike. Positive Comments given to staff by inmates are relayed back to the staff member by their division on a monthly basis.

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	2	0	205	63	96	46	0
Medical Services	2	2	2	3	0	100	21	60	19	0
Positive Comments	3	7	6	1	0	75	8	20	47	0
Environmental Conditions	4	4	5	5	0	47	12	24	11	0
Staff Conduct & Behavior	5	5	4	6	0	46	11	25	10	0
Policy/Rulebook	6	3	9	4	0	45	17	11	17	0
Commissary	7	9	3	11	0	34	6	27	1	0
Mail	8	8	7	8	0	27	7	16	4	0
Not a Custody Related Issue or a	9	6	8	8	0	25	9	12	4	0
Food Services	10	10	12	7	0	21	5	7	9	0
Out of Cell Activity	11	13	14	6	0	17	2	5	10	0
Grievance Against Inmate	12	12	14	8	0	12	3	5	4	0
Searches	13	13	13	9	0	11	2	6	3	0
Admin Booking	13	0	10	10	0	11	0	9	2	0
Inmate Property	13	11	14	10	0	11	4	5	2	0
Clothing/Laundry	14	14	14	8	0	10	1	5	4	0
Classification	14	11	17	8	0	10	4	2	4	0
Mental Health Services	14	13	12	11	0	10	2	7	1	0
ADA	14	10	15	11	0	10	5	4	1	0
Infraction/Disciplinary	15	11	16	11	0	8	4	3	1	0
Technology	15	0	11	0	0	8	0	8	0	0
Programs	16	14	17	8	0	7	1	2	4	0
Outside Agency	17	12	18	0	1	5	3	1	0	1
Dental	17	0	17	9	0	5	0	2	3	0
Visits	17	12	18	11	0	5	3	1	1	0
Legal Services	18	13	17	0	0	4	2	2	0	0
Religious Services	19	14	18	11	0	3	1	1	1	0
Use of Force	20	14	0	0	1	2	1	0	0	1
Phone	20	0	18	11	0	2	0	1	1	0
Other Inmate Services	20	14	18	0	0	2	1	1	0	0
Jail Crimes	21	0	0	11	0	1	0	0	1	0
PREA	21	0	18	0	0	1	0	1	0	0