



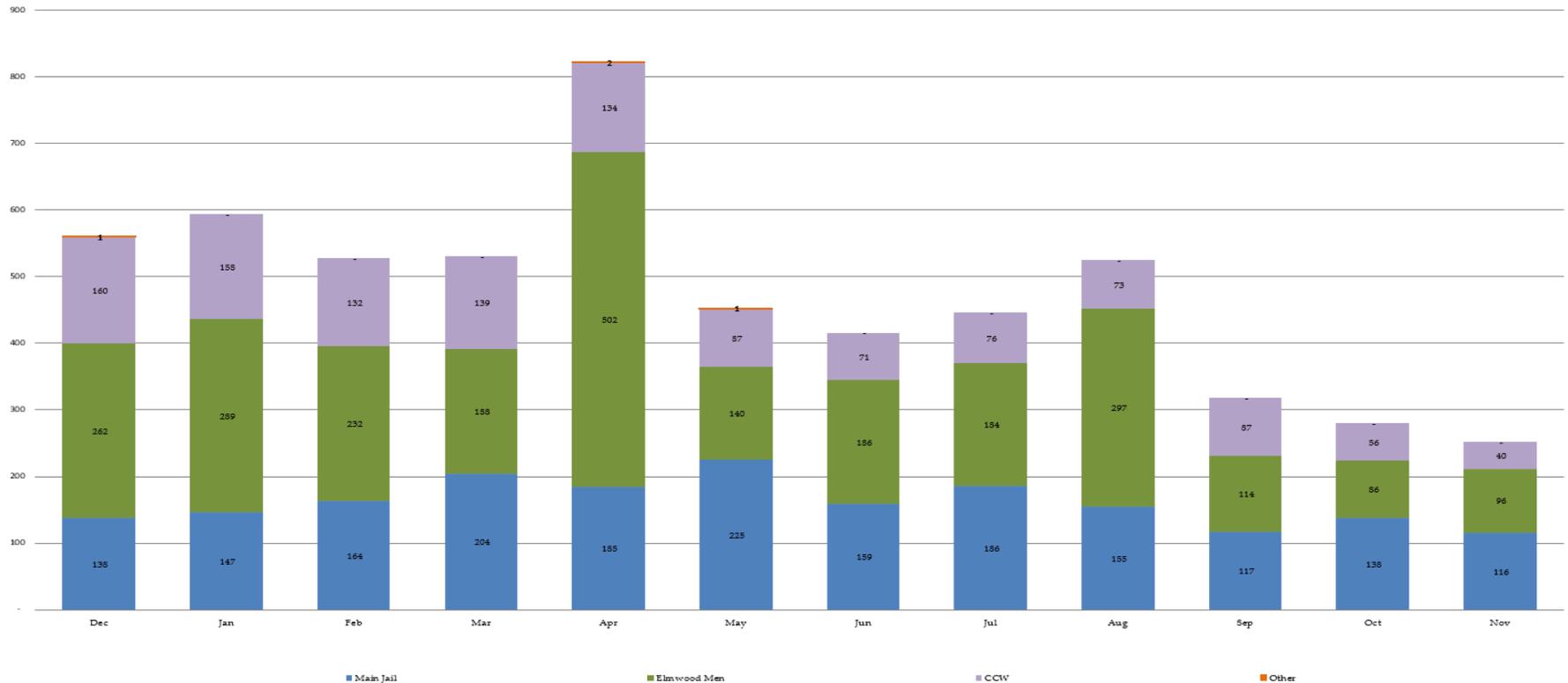
Sheriff's Office Custody Bureau  
Inmate Grievances Dashboard  
**November 2020**

# Inmate Grievances Dashboard – November 2020

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

# Inmate Grievances Dashboard – November 2020

Historical ACeS Grievance Volume  
Dec 2019 through Nov 2020



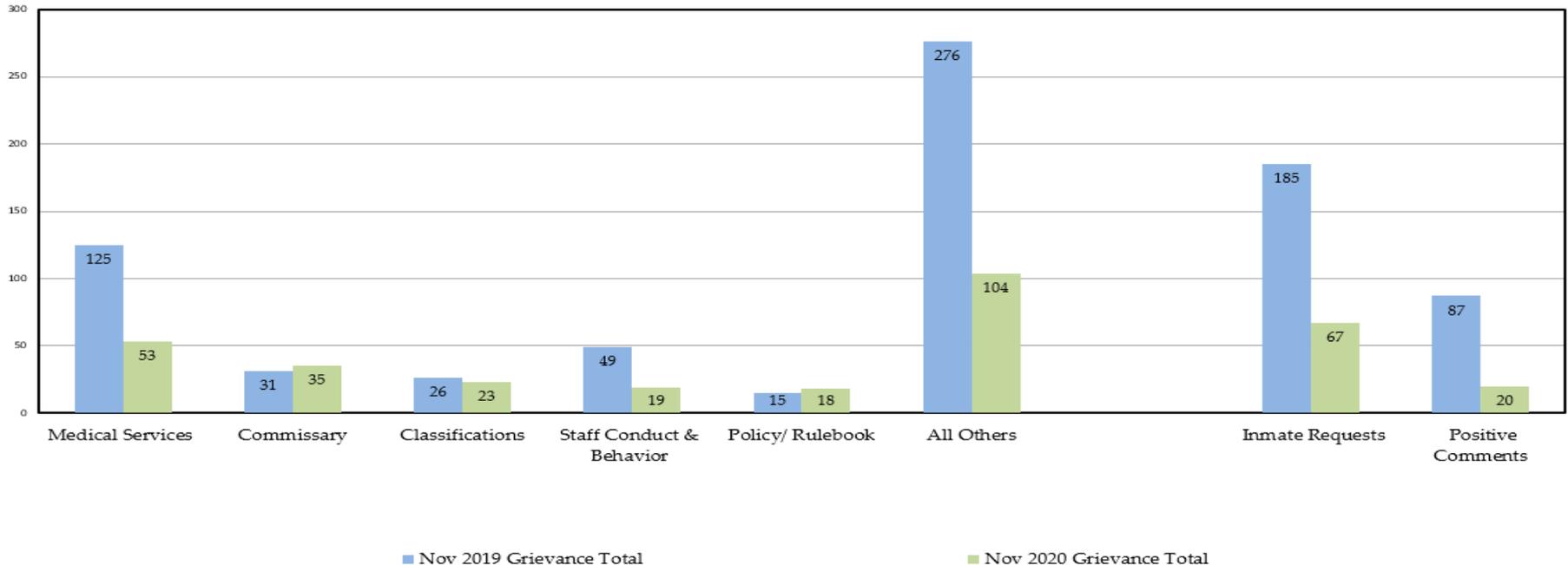
The data above compares the volume of the monthly grievances for the last 12 months. For comparison, the data is separated by each of our three jail facilities: Main Jail North, Elmwood Men’s, Elmwood Women’s Facilities (CCW), and also by “Other - Out of Facility” areas. This refers to areas such as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

Since August, there has been a gradual decline in grievance submissions while the inmate population remained relatively stable. November 2020 produced only 252 grievances, which is the lowest recorded number since the implementation of the ACeS Grievance Tracking System on June 5, 2017.

*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 2020

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



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

The “Medical Services” category was the #1 Most Frequently Grieved Category last month with “Commissary” at number two. However, compared to the same period last year, the “Medical Services” category was reduced by 57.6%. This reduction is in part due to the reduction of the inmate population since November 2019. Nonetheless, members from Custody Health, ADA, County Counsel and the Grievance Unit are steadfast in reviewing grievances in this category on a monthly basis to ensure that meaningful responses are provided to each inmate.

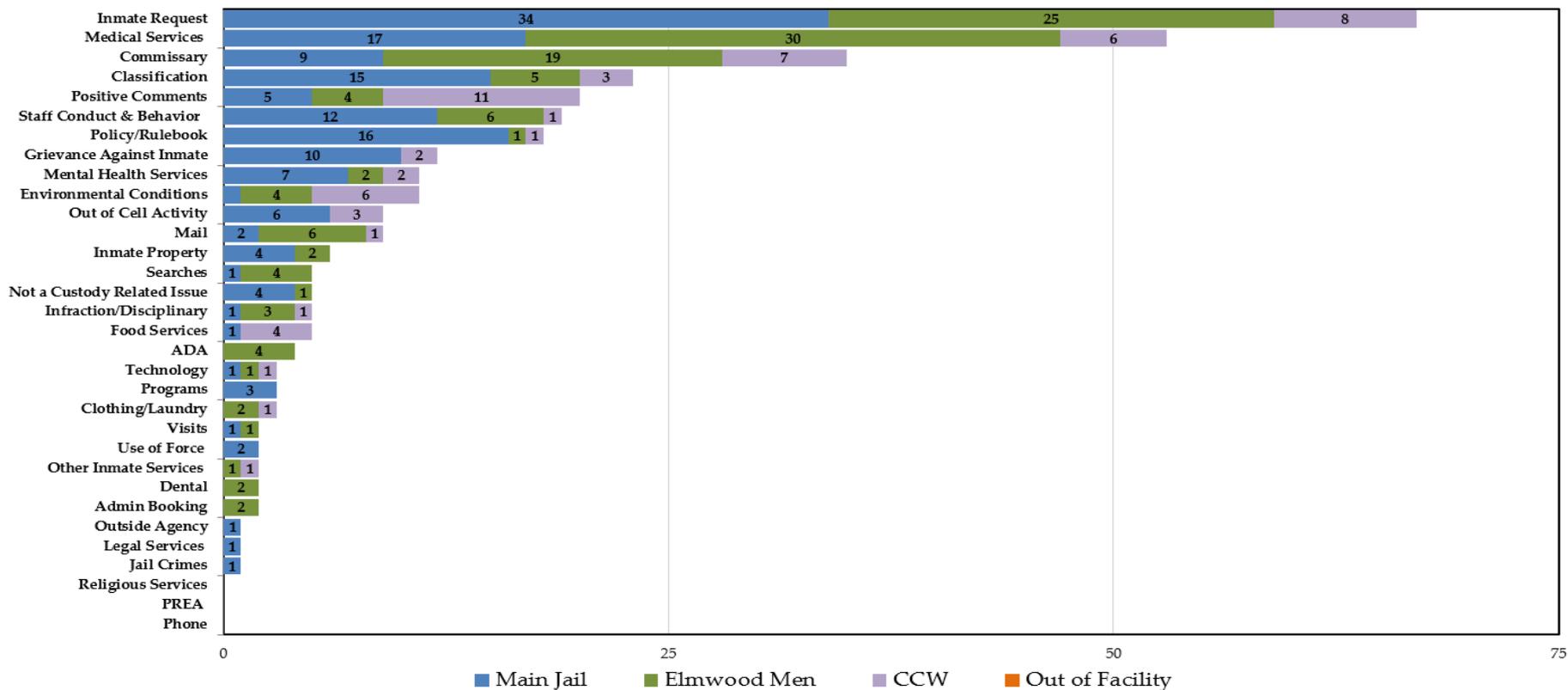
Although the “Commissary” category is the 2<sup>nd</sup> Most Frequently Grieved Category last month, the number of submissions continue to decrease from previous months. Since August, there has been a 52.7% reduction in this category and 90.5% less since April 2020 even with the recent increased population. Our staff and our commissary vendor are continually working with the jail facilities to improve services for the inmates during this pandemic.

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

# Inmate Grievances Dashboard – November 2020

## Grievance Totals by Category and Facility

NOV 2020 Grievances 252 + 67 Inmate Requests + 20 Positive Comments



The above data shows all the inmate grievances submitted for the month of November 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 59% of all submitted grievances for November 2020. All other categories sum up the remaining balance, or 41% of all grievances for the month of November. The “Religious Services,” “PREA” and “Phone” categories did not record a single grievance 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 2020

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

For the “Policy/Rulebook” category, there was an 80% increase in submissions for November compared to the previous month. The majority of these grievances were submitted by inmates housed on one floor (3 housing units) at the Main Jail North Facility. This mass grievance matter stemmed from a recent language change to the Main Jail’s Visiting webpage regarding visiting rules. This change occurred when the webpage was undergoing updates. These grievances prompted the Main Jail Facility Administration to review the visiting website and subsequently correct the error in the rules posted on the site.

*NOTE: The two categories, “Inmate Requests” and “Positive Comments,” have been added to this report, but they are not considered true grievances*

November '20 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	2	2	0	67	34	25	8	0
Medical Services	3	2	1	4	0	53	17	30	6	0
Commissary	4	7	3	3	0	35	9	19	7	0
Classification	5	4	5	6	0	23	15	5	3	0
Positive Comments	2	10	6	1	0	20	5	4	11	0
Staff Conduct & Behavior	6	5	4	8	0	19	12	6	1	0
Policy/Rulebook	7	3	9	8	0	18	16	1	1	0
Grievance Against Inmate	8	6	0	7	0	12	10	0	2	0
Environmental Conditions	9	13	6	4	0	11	1	4	6	0
Mental Health Services	9	8	8	7	0	11	7	2	2	0
Out of Cell Activity	10	9	0	6	0	9	6	0	3	0
Mail	10	12	4	8	0	9	2	6	1	0
Inmate Property	11	10	8	0	0	6	4	2	0	0
Food Services	12	13	0	5	0	5	1	0	4	0
Infraction/Disciplinary	12	13	7	8	0	5	1	3	1	0
Searches	12	13	6	0	0	5	1	4	0	0
Not a Custody Related Issue	12	11	9	0	0	5	4	1	0	0
ADA	13	0	6	0	0	4	0	4	0	0
Clothing/Laundry	14	0	8	8	0	3	0	2	1	0
Technology	14	13	9	8	0	3	1	1	1	0
Programs	14	12	0	0	0	3	3	0	0	0
Other Inmate Services	15	0	9	8	0	2	0	1	1	0
Admin Booking	15	0	8	0	0	2	0	2	0	0
Dental	15	0	8	0	0	2	0	2	0	0
Visits	15	13	9	0	0	2	1	1	0	0
Use of Force	15	13	0	0	0	2	2	0	0	0
Jail Crimes	16	13	0	0	0	1	1	0	0	0
Legal Services	16	13	0	0	0	1	1	0	0	0
Outside Agency	16	13	0	0	0	1	1	0	0	0
Phone	0	0	0	0	0	0	0	0	0	0
PREA	0	0	0	0	0	0	0	0	0	0
Religious Services	0	0	0	0	0	0	0	0	0	0